



Region 3 Volunteer Skills Survey

Preliminary Report

Mark Torres, Charles Lord – SSC Support Specialists



The Project

A fact-finding mission!

- ▶ A survey was sent out to all identified volunteers in Region 3 at Section, Chapter, Branch, and Region levels
- ▶ Each participant was asked:
 - Their Section
 - Primary IEEE volunteer role
 - Familiarity with each of the vTools
 - Familiarity with other IEEE tools
 - Familiarity with Affinity Groups and Special interest groups
 - Familiarity with IEEE volunteer support activities and resources
 - Preferred training delivery methods (instructor vs on-demand)
 - They were also asked to comment on each of these topics

Lessons Learned – emailing our volunteers

We need to be able to contact you!

- ▶ Rather than go through enotice (which doesn't easily support staff-generated complex requests), we decided to use the data in OU Analytics to generate a mail list, check it against “do not contact” for GDPR compliance, and add it to a listserv.
- ▶ First finding – some of our volunteers have selected “do not contact”
- ▶ Second finding – some of our volunteers have bad email addresses
- ▶ We are following up on these issues as they are separate from the survey

Response Rate

- ▶ We identified a total of 743 volunteer positions currently in the region and entered these into the listserv to mail out the survey
- ▶ We received 65 responses so far – an 8.7% response rate
- ▶ We got a good cross-section of volunteer positions

Quick Review of Data Trends

Let's go to the videotape!

Summary

- ▶ We can already see some areas that need more assistance
 - We also need to look at impact of each – not everyone needs to know how to build a website, but everyone needs to know many of our basic tools!
- ▶ Existing resources need better ways of being found!
- ▶ We should keep offering a mixture of instruction and on-demand:
 - 12% wanting instructor-led is significant
 - One question we did not ask is the effectiveness of web vs in-person
 - Good news is that >80% are OK with on-demand resources
- ▶ We will work on the bad emails and do-not-contact issues
- ▶ As we continue to evaluate the data, we will have a better idea of training to provide later in the year (and beyond)

HUGE THANKS!!!

- ▶ To Mark Torres who did most of the work on this survey
- ▶ To all of you who responded!!!

- ▶ To ALL OF YOU – for the great work you are doing for the members!!

Questions???

