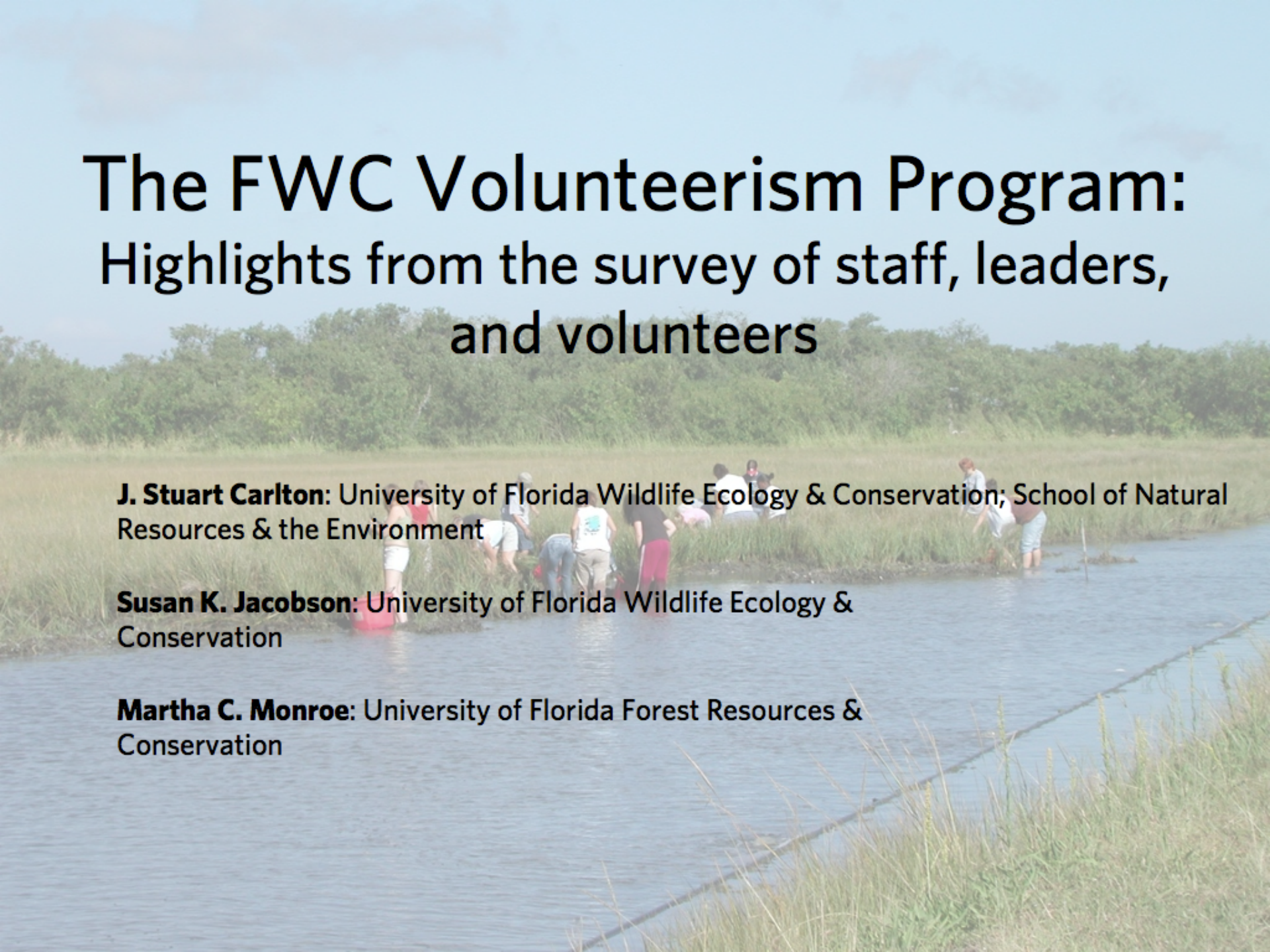


# The FWC Volunteerism Program: Highlights from the survey of staff, leaders, and volunteers

**J. Stuart Carlton:** University of Florida Wildlife Ecology & Conservation; School of Natural Resources & the Environment

**Susan K. Jacobson:** University of Florida Wildlife Ecology & Conservation

**Martha C. Monroe:** University of Florida Forest Resources & Conservation



# Outline

I. Introduction: Volunteers at FWC

II. Methods: Web-based survey of volunteers, staff, and SLT

III. Results of surveys

IV. Implications for FWC volunteer program

# Why do we care about volunteers?



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**176,772** hours

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# Internet Surveys of 3 Groups



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**Ken Haddad, Director,**  
Florida Fish and Wildlife  
Conservation Commission



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# Outline

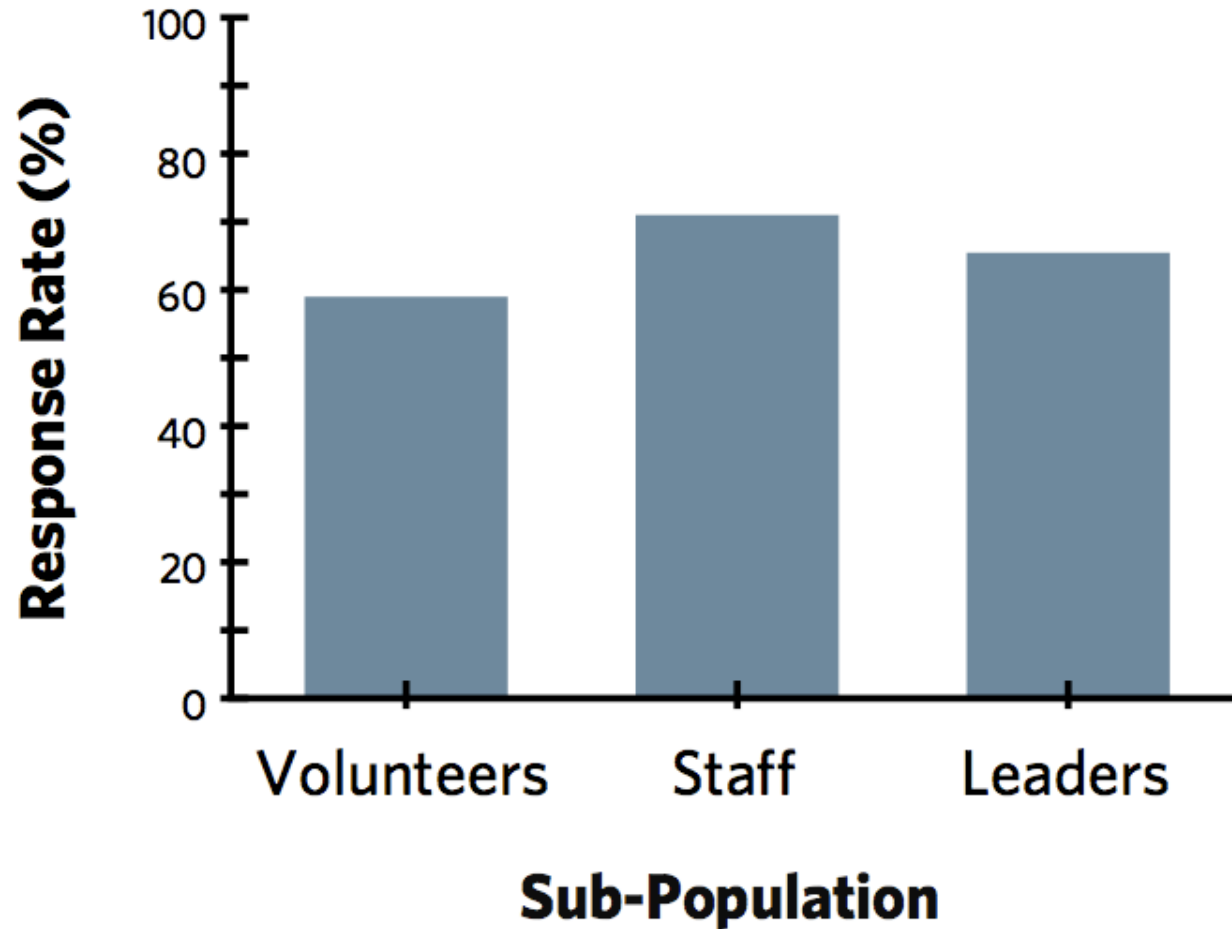
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# Survey Response Rate





# Volunteer Survey

# Volunteer Survey

# 3

- Demographics
- Motivations
- Satisfaction

# Volunteer Survey

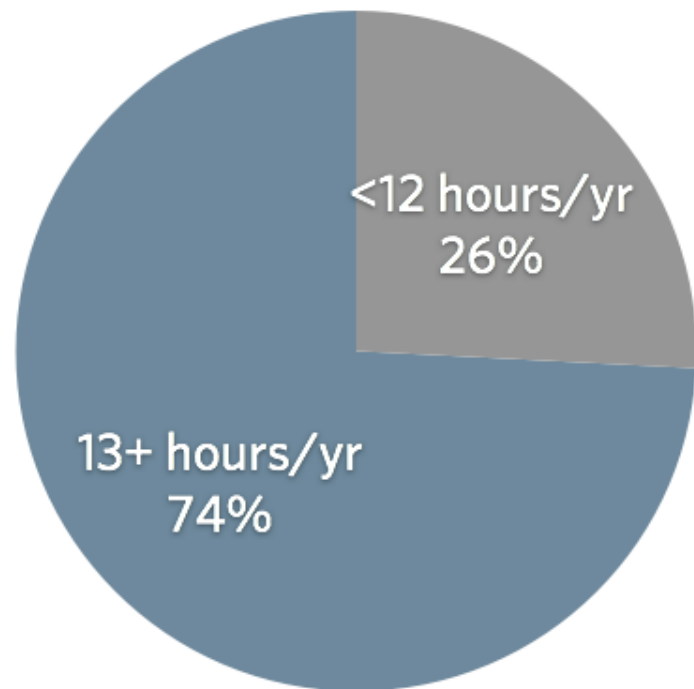
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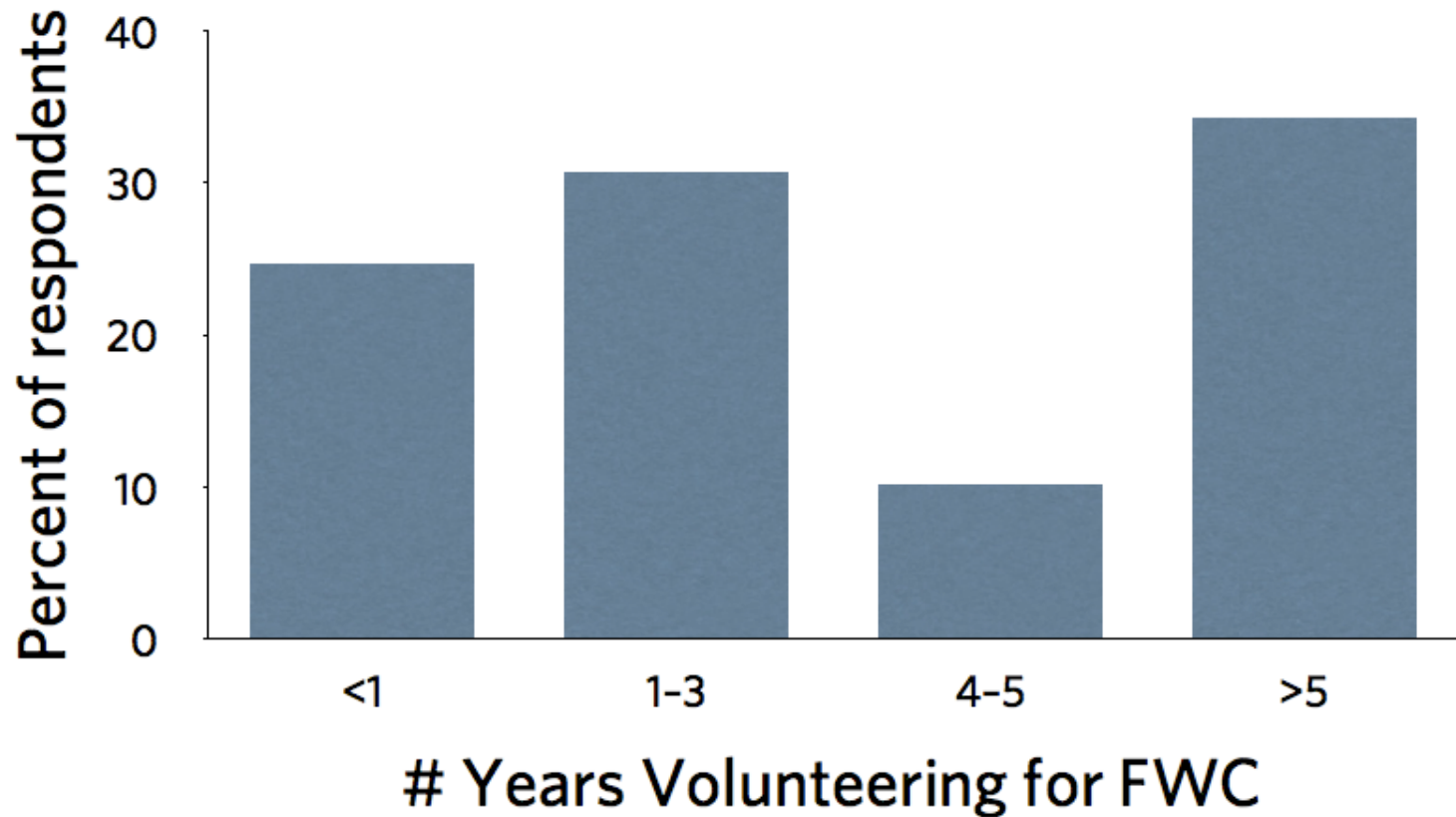
# Who are FWC volunteers?

- 95% Caucasian
- 57% Male
- 63% 40-63 years old
- Virtually all are Florida residents

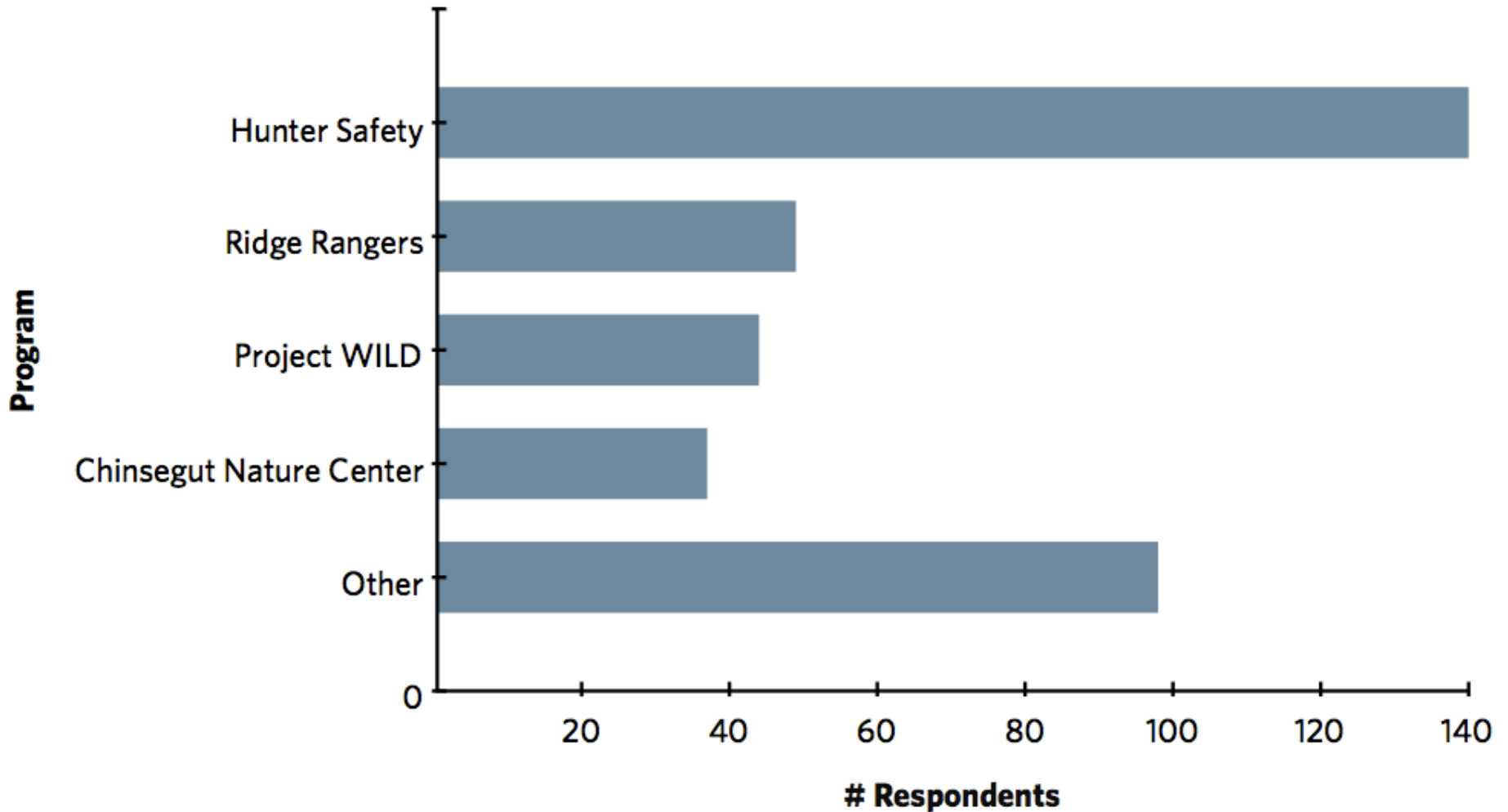
# Volunteer Commitment



# Volunteer Retention



# Volunteer Demographics



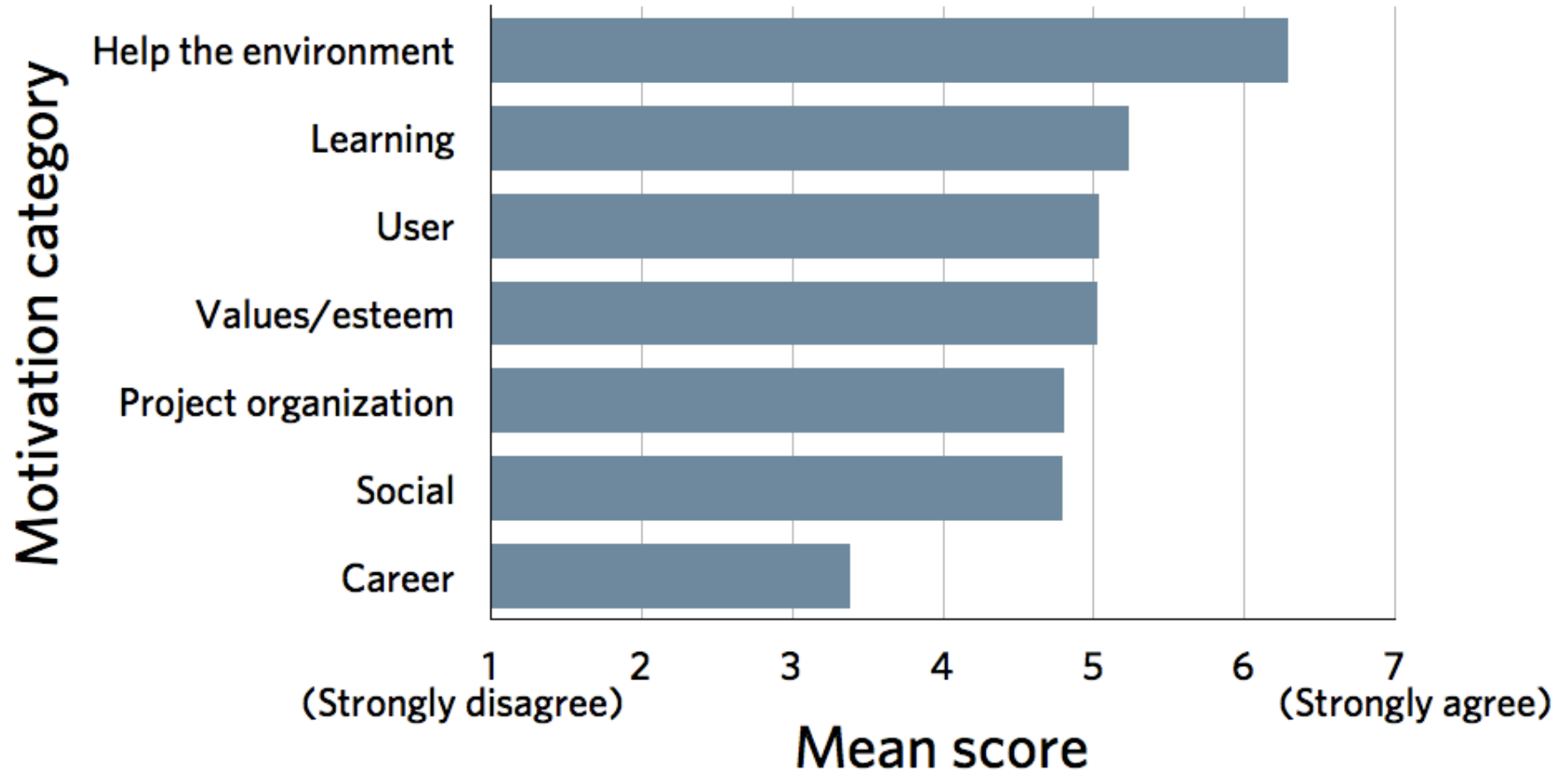
# Volunteer Survey

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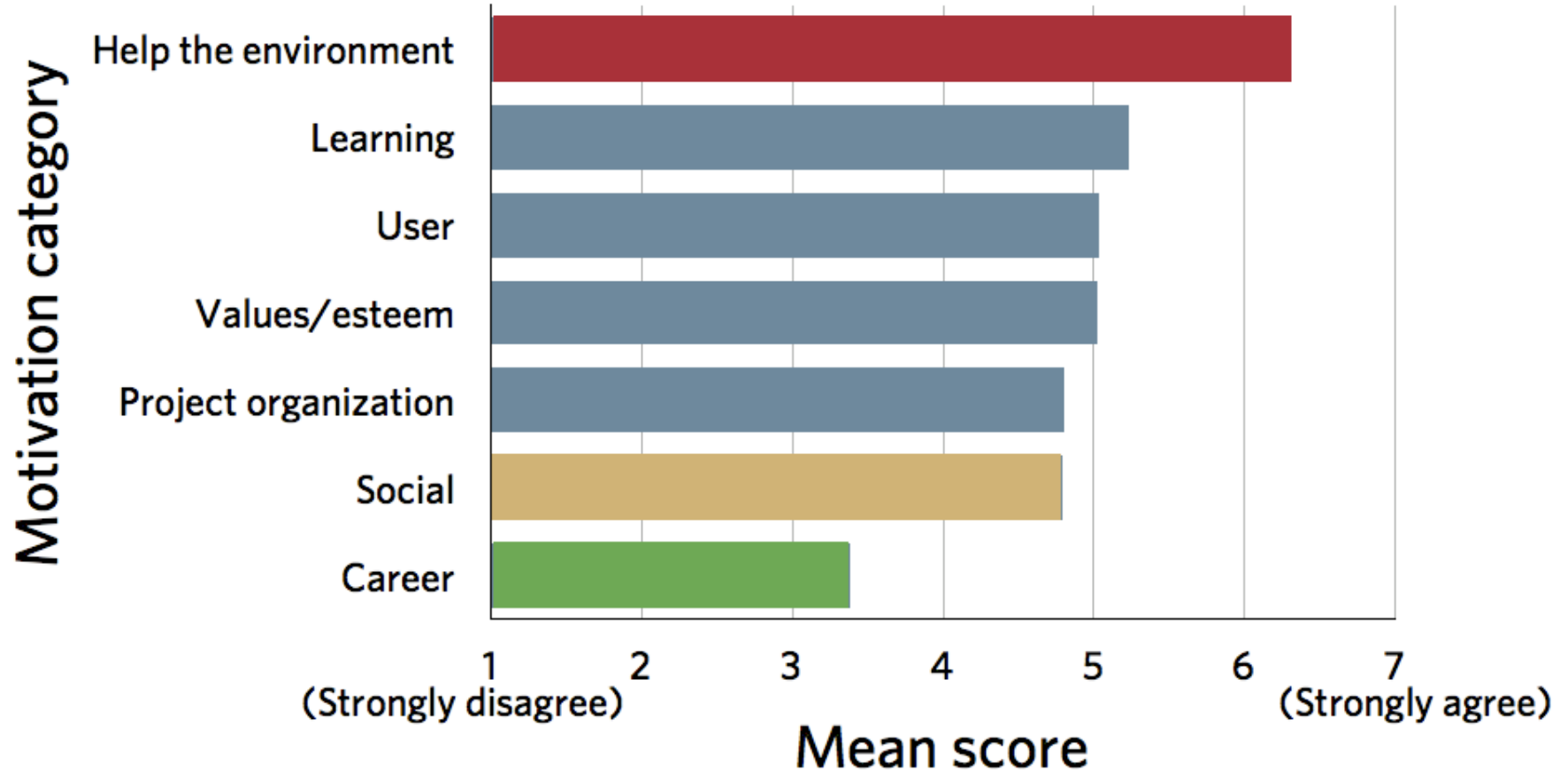
- Demographics
- **Motivations**
- Satisfaction



# Volunteer Motivations



# Volunteer Motivations

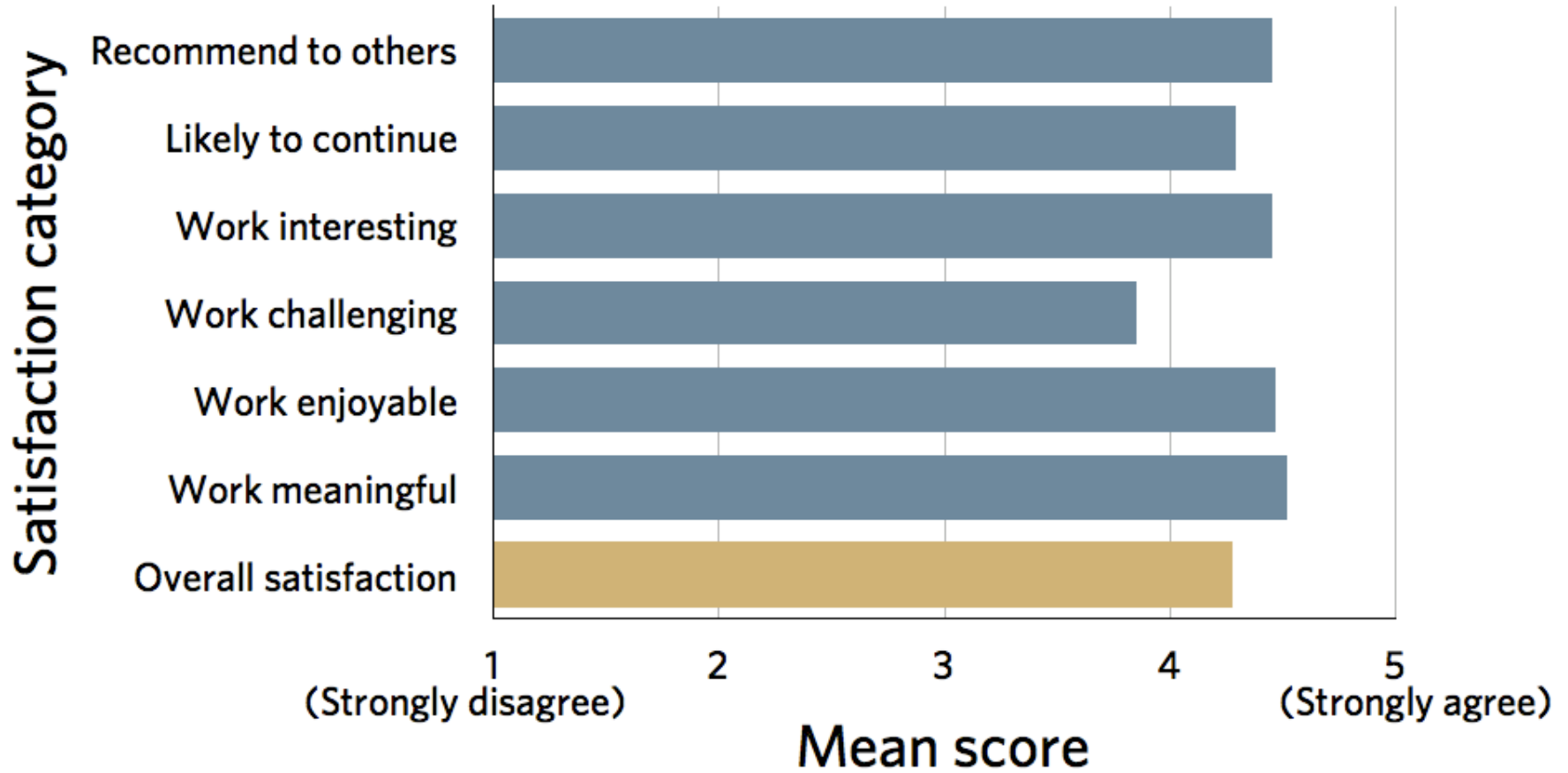


# Volunteer Survey

# 3

- Demographics
- Motivations
- Satisfaction

# Volunteer Satisfaction



# What determines satisfaction?

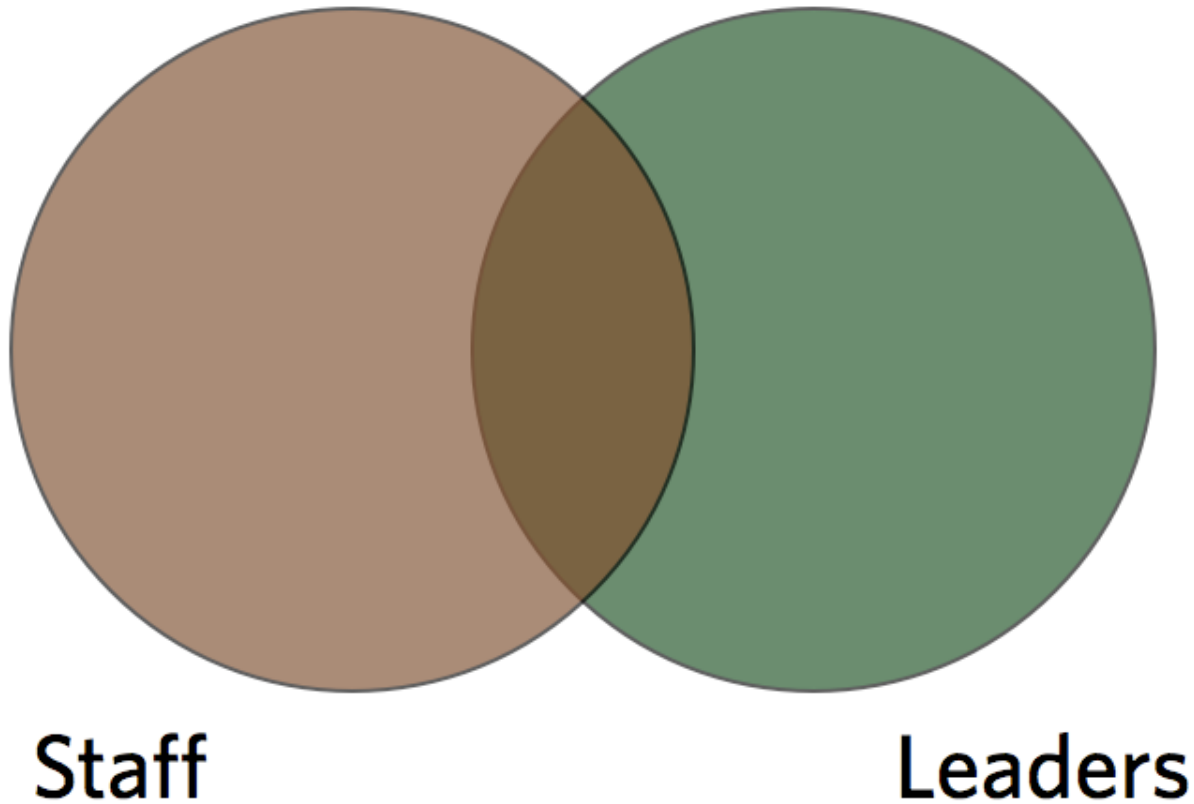
- Appropriate supervision
- Appropriate job design
- “Consumptive” volunteers

# Potential uses for volunteers

Item	Volunteers	Leaders	Staff
Facilities/grounds/ maintenance	45%	51%	61%
Fundraising	29%	29%	47%
Habitat enhancement	64%	56%	57%
Plant & wildlife surveys/monitoring	59%	58%	53%
Public outreach & education	73%	70%	65%

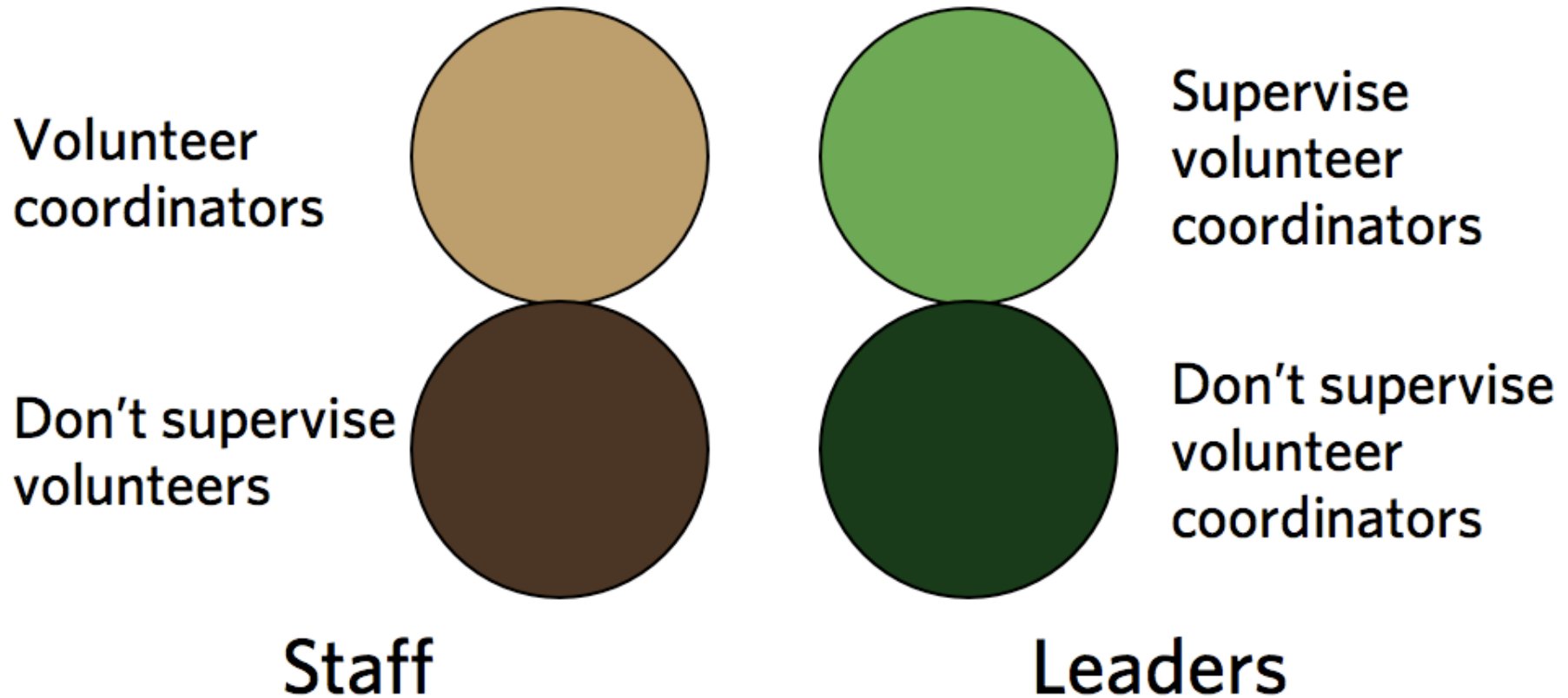
# Staff & Leaders Survey

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# Staff and Leaders Survey

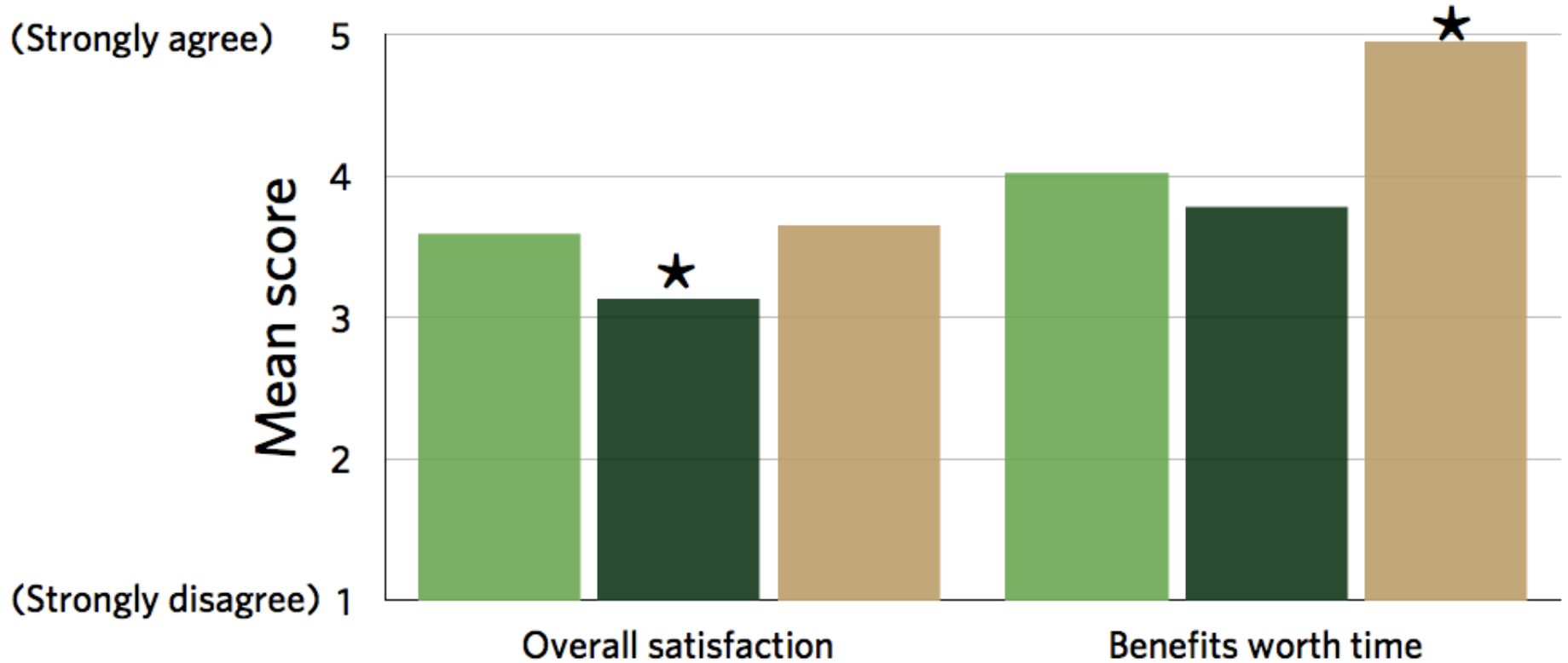


# Staff & Leaders Survey

# 3

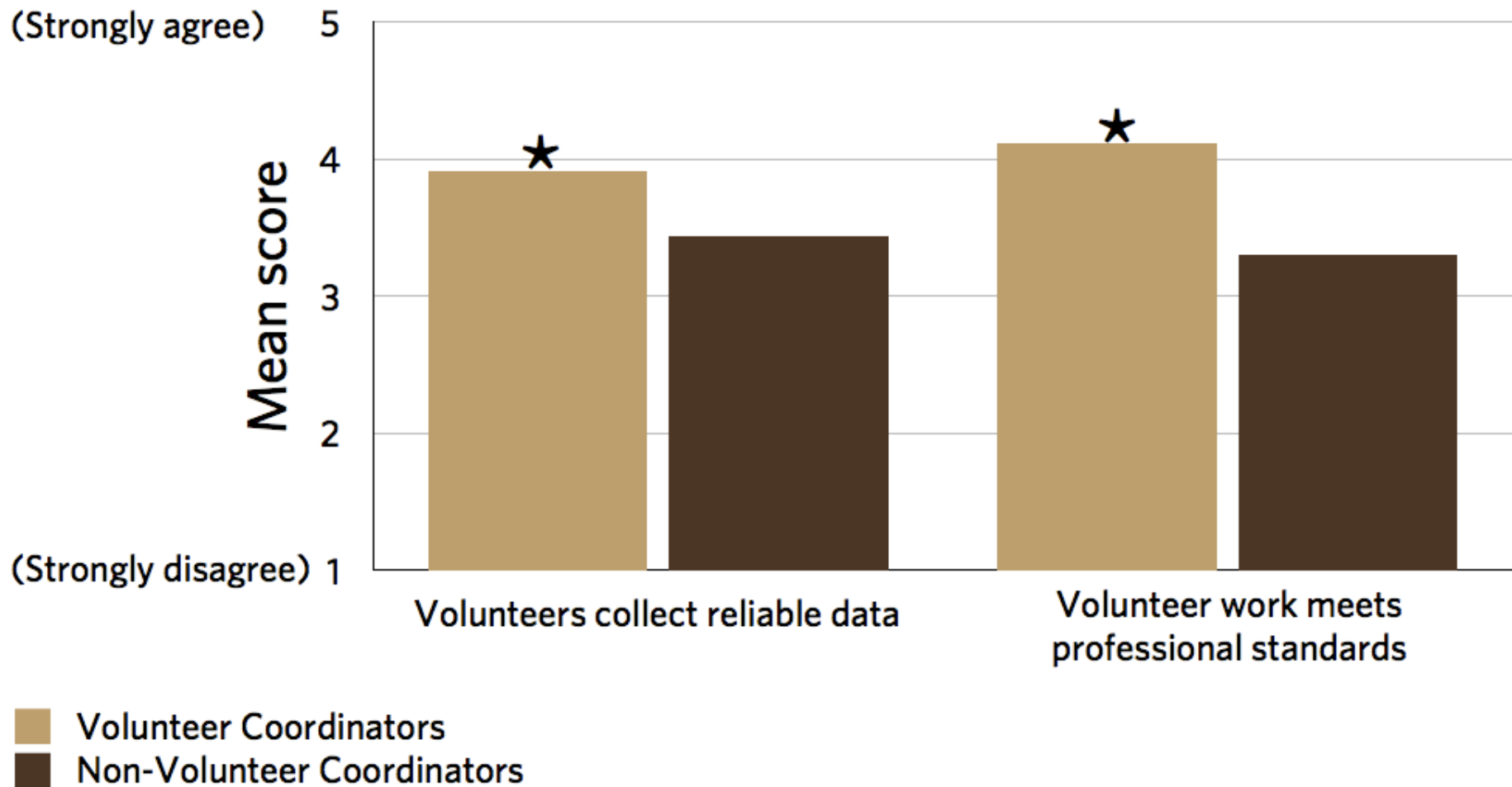
- Overall opinion
- Training & communication
- Costs & benefits of volunteers

# FWC Overall Opinion

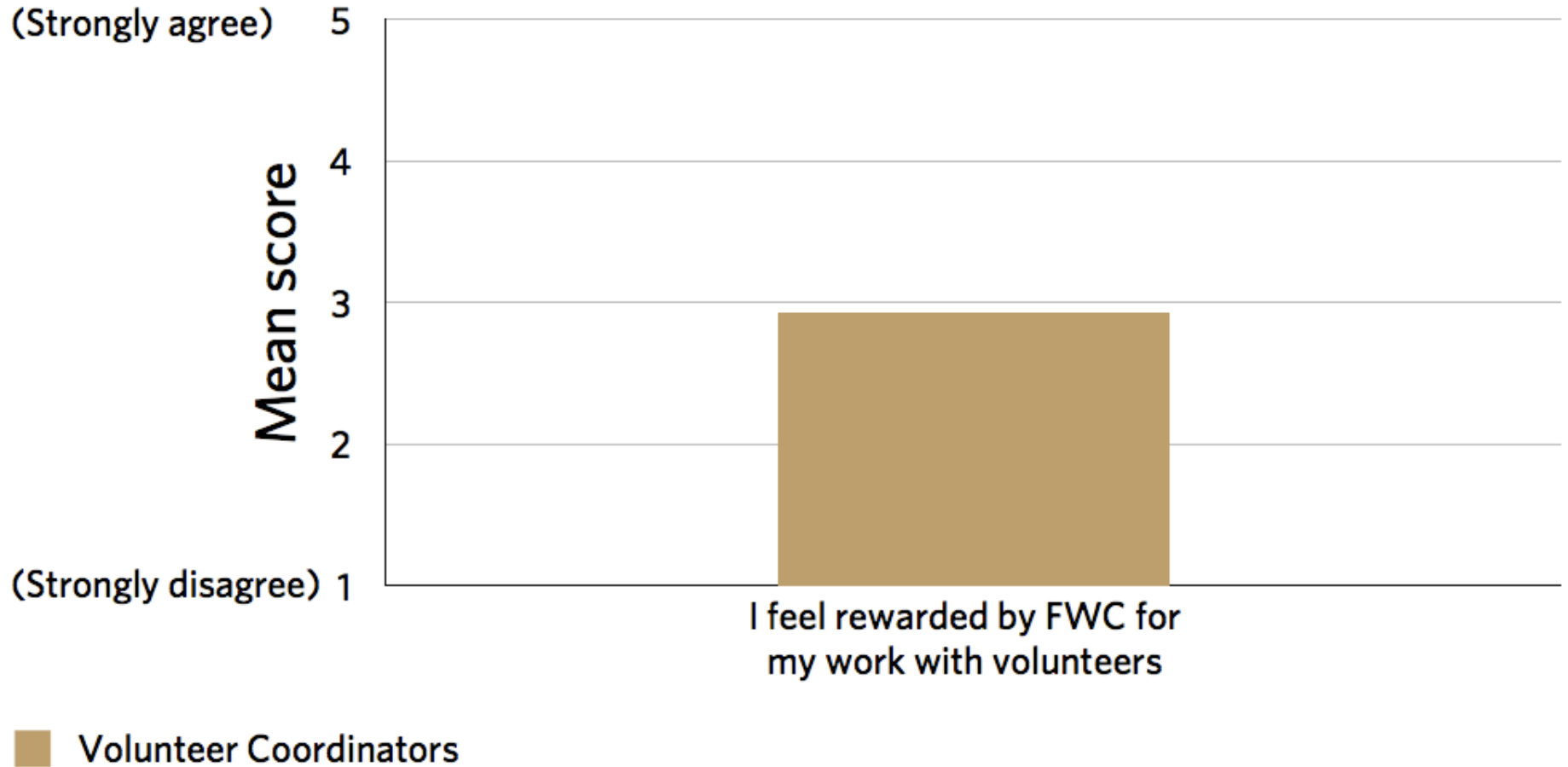


- Leaders who supervise VCs
- Leaders who don't supervise VCs
- Volunteer coordinators

# Volunteer Work Quality



# Staff Rewards

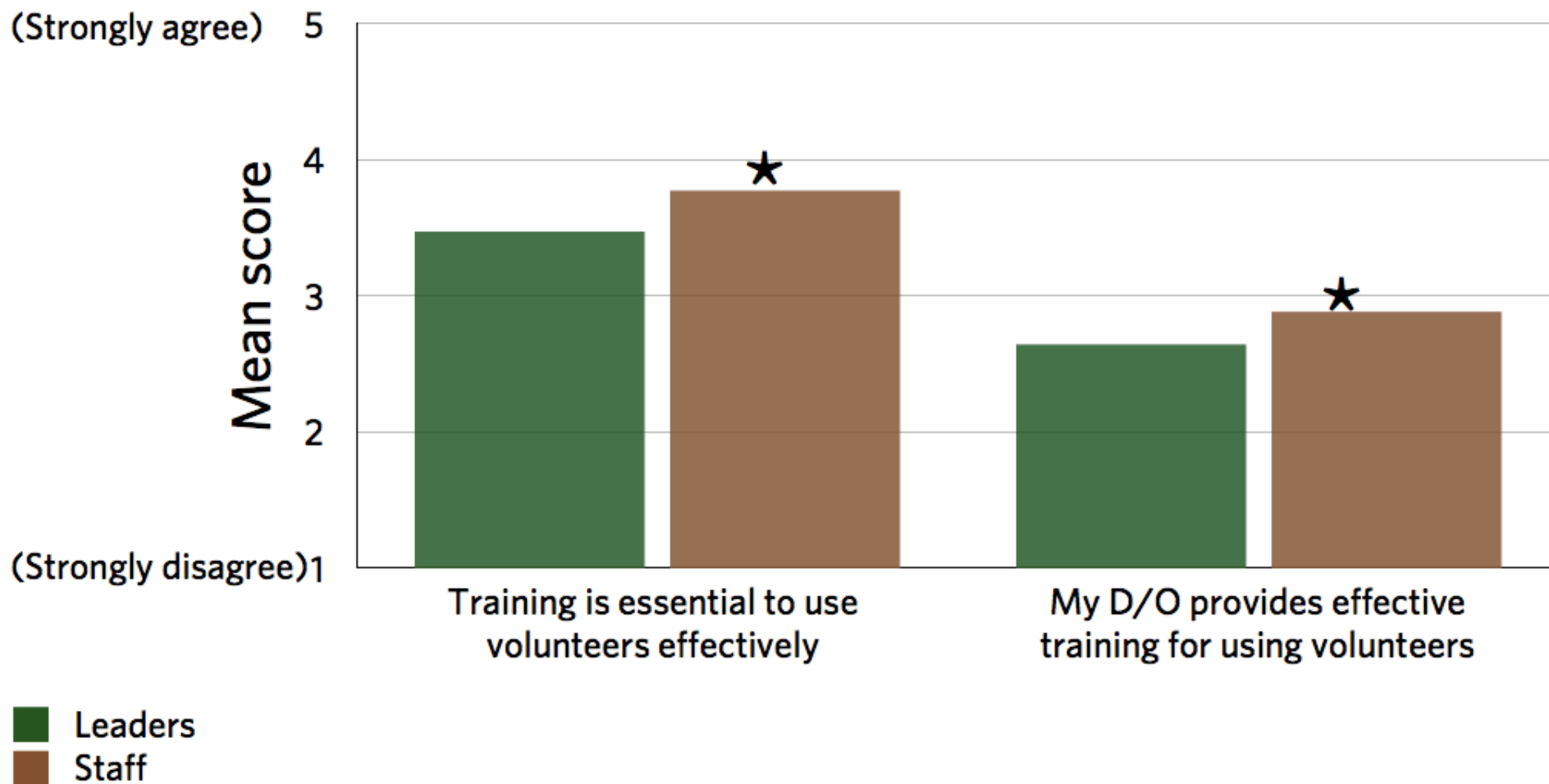


# Staff & Leaders Survey

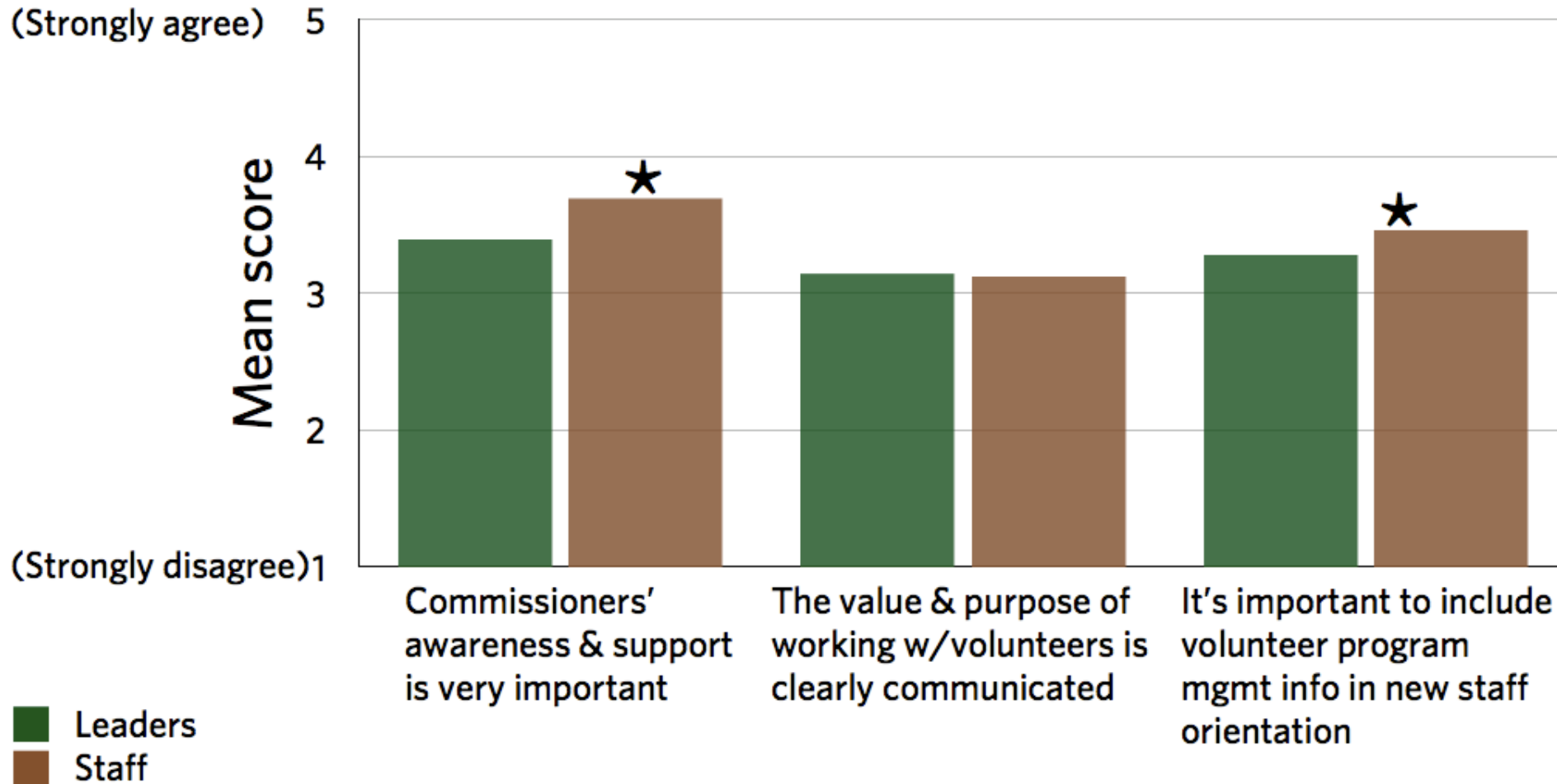
# 3

- Overall opinion
- Training & communication
- Costs & benefits of volunteers

# Training



# Communication and Support





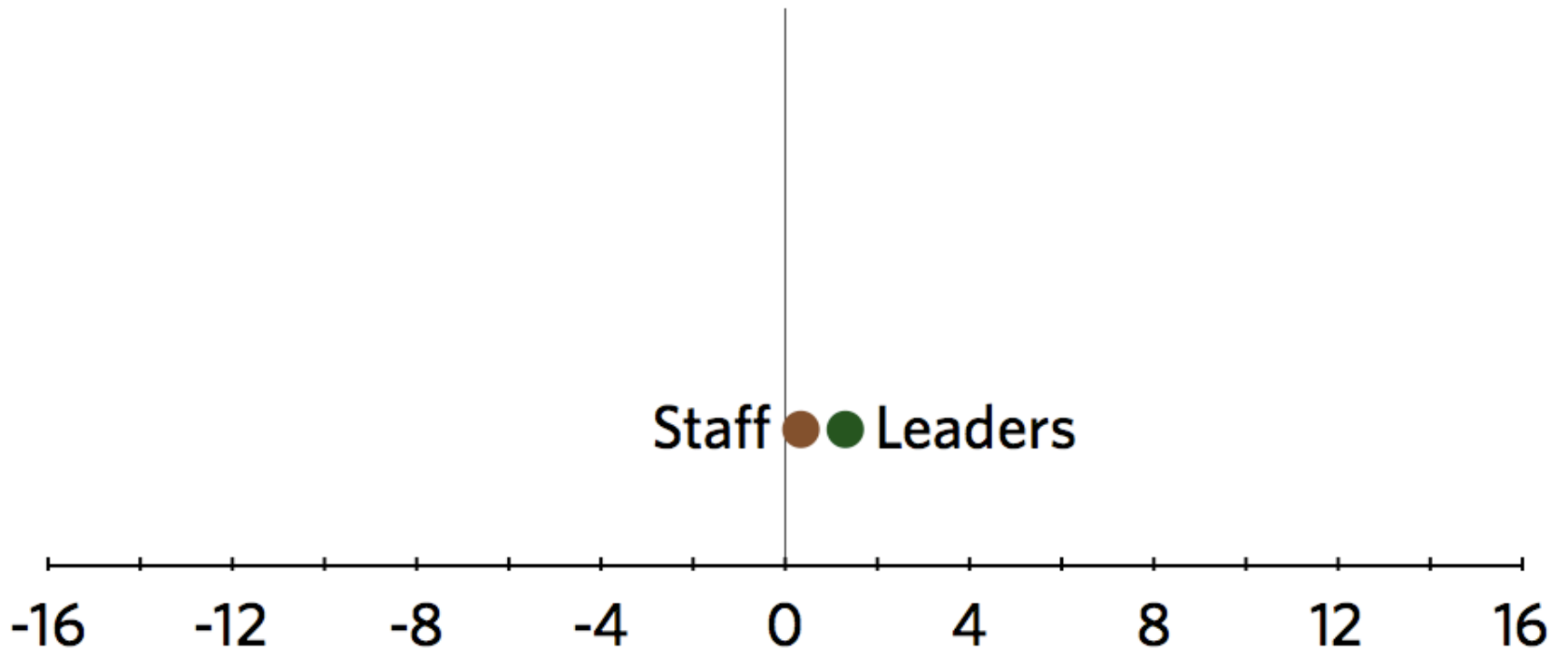
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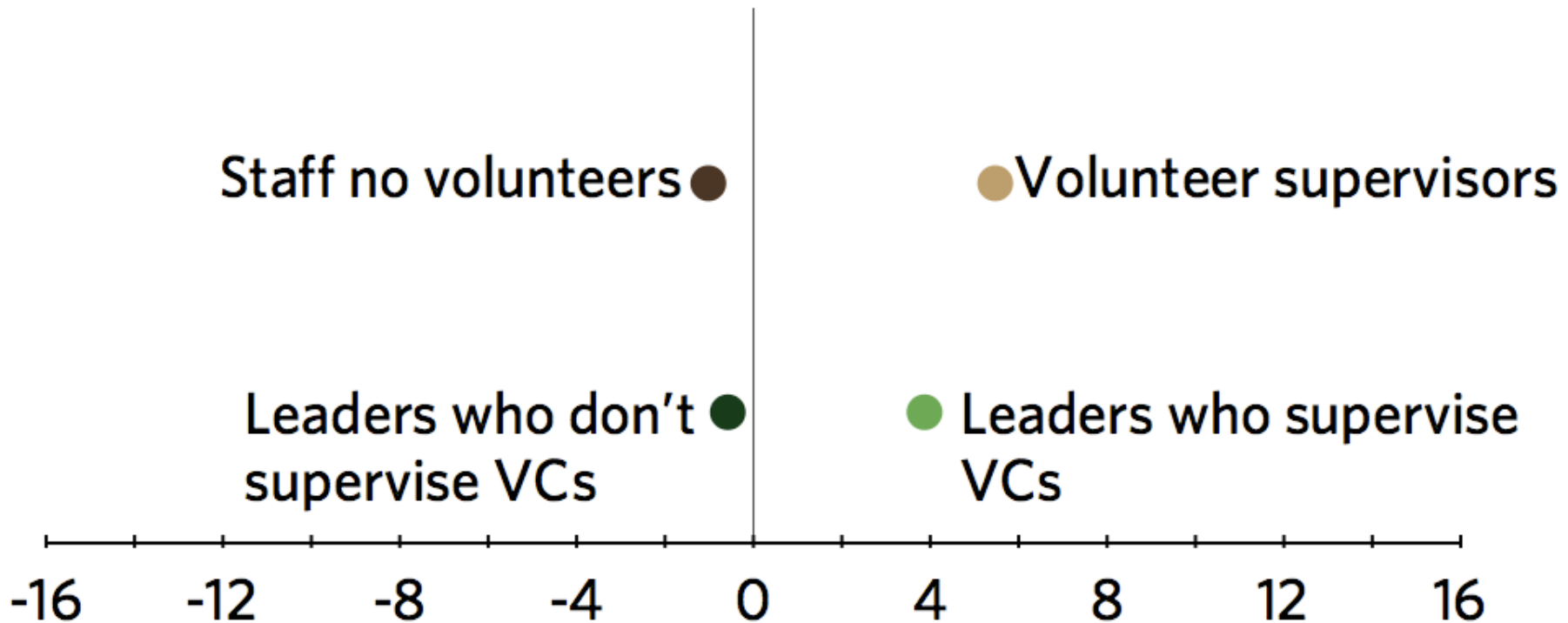
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# Net Benefits Index

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**Overall, volunteers, leaders, and staff are moderately satisfied with the program**

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- Overall, volunteers, leaders, and staff are moderately satisfied with the program
- Diverse volunteers require diverse activities

## Staff value support and communication from leaders

- Volunteers want to help the environment, interact, and learn
- Those who work with volunteers have higher opinions of the volunteer program