



## ***Pathways 2 Possibilities (P2P) Career Expo*** **VOLUNTEER SURVEY** **REPORT**

Volunteers at the Pathways 2 Possibilities (P2P) Career Expo were surveyed for three purposes. First, volunteers were surveyed to understand their satisfaction and experience as volunteers with the expo. Second, surveying volunteers gleaned insight into what the individuals interacting with the students at the expo thought was valuable about the expo to guide future investigation with the students. Finally, volunteers were asked to provide feedback to support future improvements in the expo.

A volunteer survey and data collection protocol was developed and approved by the University of Mississippi Institutional Review Board (IRB). Volunteers were asked by CERE researchers to complete a survey as they entered or exited the volunteer break areas. Surveys were completed as pencil and paper assessments. No identifying information was collected in order to increase accurate reporting. Only volunteers over the age of 18 were surveyed per IRB approval.

A total of 141 event volunteers, all over the age of 18, completed the survey. Participants were asked to rate their level of satisfaction with various components of the expo organization as it related to volunteers. Participants were able to report if they were very unsatisfied (1), unsatisfied (2), neither satisfied nor dissatisfied (3), satisfied (4), or very satisfied (5) with each item. The survey instrument is included as Attachment 1.

Overall, volunteers reported high levels of satisfaction with the amount of communication and the quality of communication to volunteers, as well as the assistance to and appreciation for volunteers (see Table 1). The results indicate that there was comparatively less satisfaction with the orientation/training for volunteers. However, overall satisfaction was quite high. Respondents were asked if they have been a volunteer for P2P in the past, and approximately half reported that they had previously volunteered with P2P. Nearly all respondents indicated that they anticipated volunteering with P2P in the future and would recommend volunteering for P2P to a friend (see Table 2).

This high level of satisfaction indicates that the volunteer program is well organized and successful. This is a critical component to the success of the P2P because the volunteers are the most important component of the expo as they are directly interacting with the students. Increased orientation and/or training for volunteers should be considered for future expos.

**Table 1. Volunteer Satisfaction**

<b>Please rate your level of satisfaction with the following:</b>	<b>Mean (Standard Deviation)</b>	<b>% Very Satisfied / Satisfied (n)</b>	<b>% Neither Satisfied/ Unsatisfied (n)</b>	<b>% Very Unsatisfied / Unsatisfied (n)</b>
Amount of communication to volunteers	4.20 (0.96)	87.0 (120)	7.2 (10)	5.8 (8)
Quality of communication to volunteers	4.20 (0.95)	85.4 (117)	8.8 (12)	5.8 (8)
Assistance provided by staff to volunteers	4.31 (0.93)	90.6 (125)	4.3 (6)	5.1 (7)
Orientation/training for volunteers	3.88 (1.0)	69.6 (94)	23.0 (31)	7.4 (10)
Amount of appreciation for volunteers	4.41 (0.94)	90.3 (121)	5.2 (7)	4.5 (6)
Overall satisfaction with the P2P volunteer program	4.42 (1.03)	89.8 (123)	3.6 (5)	6.6 (9)

**Table 2. Volunteer History**

	<b>% YES (n)</b>	<b>% NO (n)</b>	<b>% UNSURE (n)</b>
Have you been a volunteer for P2P in the past?	50.4 (69)	49.6 (69)	0
Do you anticipate volunteering with P2P in the future?	92.8 (129)	1.4 (2)	5.8 (8)
Would you recommend volunteering for P2P to a friend?	99.3 (138)	0.7 (1)	0

In addition to the closed-ended survey items related to volunteer satisfaction and history, respondents were given the opportunity to provide some free-response

feedback. Three questions were given to solicit this feedback and is summarized here by question.

### **Important Aspects of P2P**

Respondents were asked the following question: *“Based on your experience today, what do you think were the two most important aspects of the P2P career expo?”*

A total of 199 comments were made in response to this question (see Attachment 2 for the complete listing of comments to this item). Themes that emerged from the responses included student engagement, education, and exposure to a variety of career pathways, as well as themes related to expo organization and volunteer experiences. These themes represent the insights of the volunteers regarding the most important aspects of the expo. Volunteers indicated that exposing the students to a wide variety of career paths was an important aspect of the expo – *“Giving children opportunities to explore different career paths.”* Volunteers also indicate that this exposure is important for students as it provides them with an understanding of the career options that are possible (*“Giving kids options for their future”*) and reported that the interactive nature of the expo is important: *“Props/hands-on equipment gives students insight into their future paths.”* Many volunteers indicated that the opportunity to engage in hands-on and one-on-one education with students about their particular field was important. One volunteer reported *“Wish they had this type of exposure when I was in school.”* Another reported that the most important aspect was *“Encouraging our youths to be stewards of their own destiny.”* This is a powerful message and indicates that the volunteers truly saw their role as critical.

Nearly a quarter of the comments were related to the organization of the event and these were nearly all positive comments. Comments such as *“Community coming together for the benefit of the tomorrow’s leaders”* exemplified the feedback. One respondent suggested having a short volunteer orientation prior to the event. This suggestion is an example of the results of the quantitative portion of the survey, indicating that volunteer orientation should be a focus for future expo events. Fourteen of the comments were related to the volunteers and these were all positive comments. Importantly, a number of comments noted that the opportunity to network with industry partners was valuable. This is a positive impact of P2P that may not be a directly intended outcome, but is a valuable outcome that could be used to recruit potential exhibitors for future expos.

### **Volunteering Highlights**

Respondents were asked the following question: *“What was the highlight of your volunteering experience?”*

A total of 111 comments were made in response to this question (see Attachment 3 for the complete listing of comments to this item). The vast majority of the comments provided in response to this question were related to

interaction with the students. Comments indicated that volunteers were excited to see students' having insightful moments and many expressed enjoyment from talking with the students. Other themes that emerged included the value of networking with professionals in other fields, the value of volunteering and passing on knowledge, and the value of the recruitment opportunity. Several respondents indicated that they see this as a way to recruit future employees for their company. One response provides insight into something to consider for future expos - *"Sitting with St. Martin special ed class during lunch."* Facilitating interaction beyond the exhibit booths, at least for targeted groups, may be valuable. Overall, the enthusiasm expressed regarding interaction with the students is clearly the strongest highlight volunteers experienced – *"Seeing the students come through and being excited"*, *"Smiles"*, and *"Interacting with young adults who showed interest"* are the types of highlights identified by the volunteers.

### **Suggestions for Improvement**

Respondents were asked the following question: *"Please include any further comments about your volunteer experience and/or the P2P program that could help us improve"*.

A total of 47 comments were made in response to this question (see Attachment 4 for the complete listing of comments to this item). Of the 47 comments 33, over 70%, were positive comments (i.e., *"Awesome experience"*) with no suggestions for improvement. The remaining comments provided useful suggestions. Five of these suggested a need for a slight increase in information and direction for volunteers as they go into the event. Two comments indicated that there is room to improve the lunch process for students. Signage, more vendors, and increased time for students to spend at the event were also suggested.

## **Volunteer Survey Results Summary**

Overall, volunteers were very satisfied with their experience. They provided valuable insights into how the expo may be impacting students. These included an emphasis on the interactive nature of the exhibits, the wide variety and quality of the pathway presentations, as well as the opportunity to expose and to educate students regarding so many career pathways. The enthusiasm and engagement demonstrated by the volunteers through the survey responses indicate that the volunteers are likely a key component of the impact of the expo. Volunteers provided useful feedback, such as the need for additional orientation and some logistical suggestions, which can support improvements for future expos. The results of the volunteer survey will be integrated with the results of the other portions of the study to provide insight into the effectiveness of the Pathways 2 Possibilities Career Expo.

**ATTACHMENT 1**

Volunteer Survey Instrument



We are interested in YOUR experience at the Pathways 2 Possibilities (P2P) Career Expo!  
Please answer the questions below to help us improve the program.

**By checking this box I certify that I am 18 years of age or older.**

Please rate your level of satisfaction with the following:	Very Unsatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very Satisfied
Amount of communication to volunteers					
Quality of communication to volunteers					
Assistance provided by staff to volunteers					
Orientation/training for volunteers					
Amount of appreciation for volunteers					
Overall satisfaction with the P2P volunteer program					
Have you been a volunteer for P2P in the past?			YES	NO	UNSURE
Do you anticipate volunteering with P2P in the future?			YES	NO	UNSURE
Would you recommend volunteering for P2P to a friend?			YES	NO	UNSURE
Based on your experience today, what do you think were the <u>TWO</u> most important aspects of the P2P Career Expo?					
What was the highlight of your volunteering experience?					
Please include any further comments about your volunteer experience and/or the P2P program that could help us improve.					

THANK YOU!!

## ATTACHMENT 2

Responses to the question “**BASED ON YOUR EXPERIENCE TODAY, WHAT DO YOU THINK WERE THE TWO MOST IMPORTANT ASPECTS OF THE P2P CAREER EXPO?**”

1. Human Services
2. Energy
3. Housekeeping
4. Front Desk
5. Choice in careers
6. Variety of choices
7. Kids seeing what's out there
8. Seeing other kids
9. The Information given out to the kids
10. The volunteers
11. Set up
12. Variety of opportunities
13. Engaging the students
14. The community coming together for education
15. Communication
16. Direction
17. Quality of participants
18. Location
19. Wish they had this type of exposure when I was in school
20. Interaction from children
21. Education/career
22. Education/career
23. Hands on
24. Knowledge
25. Learning about new things
26. Working together
27. Importance of volunteering to help the community for my students
28. Serving my lunch
29. Saying thank you
30. Showing possible career paths to students
31. Helping P2P out
32. Well organized
33. Plethora of knowledge for visitors
34. Student engagement
35. Learning importance of a career
36. Exposure
37. Wealth of information

38. Knowledge to children
39. Broadening their aspects on life
40. Different career opportunities
41. Organization was great
42. Provides information to young kids
43. Ability to see so many new things
44. Keep focus on the students
45. Career choices
46. Volunteers
47. Booth location
48. Hands on activities
49. Student engagement
50. Amount of learning opportunities
51. Providing the students the opportunity to see different careers + experience
52. Giving children opportunities to explore different career paths
53. Community coming together for the benefit of tomorrow's leaders
54. All good
55. The kids learning
56. Providing best information to the kids
57. Students learning how to plan for your future
58. A lot of options
59. Access to careers and professionals in that field
60. Having volunteers to help this organization accomplish their goal
61. Good for kids
62. Providing insight to careers to students
63. Safety briefing
64. Breaks
65. Everything was good, I have enjoyed everything thus far
66. Exposure
67. Encouragement
68. Number of participants/vendors
69. Organized
70. Variety of Careers
71. Interacting with professionals
72. Making sure that vendors/participants are clear on what is to be presented
73. Having a short volunteer orientation prior to event starting to clear up questions etc
74. Haven't seen it yet
75. Getting the students in/out in a orderly way
76. Organization
77. Haven't seen it yet but it looked wonderful & so needed
78. Preparing students for career paths prior to high school
79. Student opportunities

80. Excitement
81. Early exposure for students
82. Variety of careers/jobs represented
83. Educating the kids
84. The displays
85. Teaching the kids
86. Exposure to kids of variety of job opportunities
87. Quality of exhibits
88. Teaching kids
89. Giving kids options for their future
90. Overall outcome of volunteers
91. Communication to students
92. Being able to communicate with other businesses
93. Showing the kids different career opportunities
94. Communication about certain learning experience that was shown
95. Communication
96. Volunteers
97. Knowledge for their future
98. Knowledge of different careers
99. Variety
100. Communication
101. It was fun
102. Hands on experience
103. Friendliness of staff
104. Information
105. Incite
106. Informing students of my career
107. Ability to speak to students in an informal setting allows comfortable environment for discussion
108. Props/hands-on equipment gives students insight into their future paths
109. Variety of careers
110. Recruiting for career field
111. Helping young minds become goal oriented
112. The amount of opportunity
113. Organization of everything
114. The level of info provided to the children
115. Get a chance to talk to the kids one on one
116. Exposing these kids to a variety of career options
117. Educating the children on career choices
118. Hands on for kids
119. Broad variety of careers
120. The students (awesome)
121. Organization

122. Empowering
123. Encouraging our youths to be stewards of their own destiny
124. Layout
125. Variety
126. Interacting with the kids
127. Communicating with other volunteers
128. Child development/interactions
129. Exposure to career options
130. Kids to learn and have fun
131. Food
132. Bathroom
133. Helping the kids learn
134. I learned something I don't know
135. Hands on for the kids
136. Good information
137. Seeing kids
138. Kids
139. Crowd control lessons
140. Opportunity for kids
141. What is available in this area
142. Team work
143. Exposure to the different pathways
144. The people who are associated with it
145. Interacting with students
146. Attractions
147. Information is easy to obtain
148. Fun experiences
149. Exposure to careers
150. Variety of business and industry
151. Volunteers
152. Letting students see what careers/opportunities are out there
153. Amount of exhibits
154. Education
155. Interaction with students
156. Relating to 8<sup>th</sup> graders
157. Interaction
158. Interaction with kids
159. Experiments
160. Talking to children
161. The amount of kids interested in health science
162. The entire set up
163. Gives kids a lot of options I would never have thought of in 8<sup>th</sup> grade
164. Hands on activities

165. Exposure to different career options
166. Showing students different career paths
167. Opportunity for students to discover career options
168. Networking with industry partners
169. Exposure
170. Networking
171. 8<sup>th</sup> graders having the opportunity to explore careers
172. Community and industry engagement
173. Exposure of young people to the reality of life choices
174. Able for children to plan for their future
175. Great community outreach
176. Diversity in jobs
177. Interactivity
178. Engaging the students to think about their future
179. Diversity of pathway choices
180. Learning the different jobs and areas
181. Experiencing all of the demonstrations
182. Quality of vendors
183. Attitudes of workers
184. Encouraging children
185. Fostering a love for science
186. Able to communicate with students
187. The kids
188. Hands on experiences
189. Interactive fun
190. Having a variety of professions for kids to see
191. The real life aspect of many of the booths
192. Excitement on the kids' faces
193. Showing different career paths for children
194. Education for our youth
195. Growth for our youth
196. Community involvement
197. Visual exhibits
198. Energetic kids
199. Engagement of volunteers with students and faculty

## ATTACHMENT 3

### Responses to the question “WHAT WAS THE HIGHLIGHT OF YOUR VOLUNTEERING EXPERIENCE?”

1. When the children finally understood the link between their everyday life and our jobs
2. Students
3. Assisting with students' future
4. Showing students my job
5. Seeing the kids' faces
6. Being able to enrich the minds of the youth
7. Working with the students and other companies in my profession
8. Meeting everyone
9. Opportunity for recruitment
10. Interaction of the youth with each career center
11. Everything
12. Hands on
13. Getting to meet new people
14. Being able to see my students learn how important it is to volunteer
15. Helping others
16. Interacting with children
17. Volunteering
18. Meeting all of the students and talking to them
19. The kids' interactions
20. Kids
21. Talking with the kids
22. Seeing everyone work together for a common goal
23. Meeting other volunteers
24. Seeing kids ask questions that could make a difference in career choices
25. Interested students
26. Student engagement
27. Helping out with the students
28. Sitting with St. Martin special ed class during lunch
29. Teaching kids
30. Watching the kids
31. Talking with the kids as future leaders
32. Teaching students
33. Seeing the students come in and the anticipation on their face on the adventure before them
34. Seeing the kids come through and being excited
35. Seeing student participation
36. The kids experience interacting with us

37. The green machine
38. Loved working with the students
39. Interacting with youth
40. Meeting and talking with the young people and chaperones
41. Seeing how excited the students were
42. Interacting with students
43. Kids' face
44. Opportunity to communicate with other business professionals
45. Lunch
46. Talking to kids
47. Lunch
48. Teaching a kid something new
49. Talking with the kids
50. Helping young minds
51. Networking with other businesses
52. Interacting with students
53. Interacting with other people
54. Speaking with kids
55. Showing the kids how to announce radio
56. Food
57. Students, business, and food
58. Passing on knowledge
59. Speaking with students
60. Ability to discuss my career with so many people and students
61. Lunch was great
62. Interacting with young adults who showed interest
63. Encouraging young minds
64. Seeing the kids so excited about the opportunities
65. Networking
66. Help kids solve problems
67. Meeting a variety of people
68. Communicating with the students on their career choices
69. Driving a robot
70. Being able to connect with the students
71. The whole event
72. Kids
73. Helping kids
74. Seeing the excitement of the kids
75. Students
76. Races
77. Helping kids
78. Helping children learn new things about different careers
79. The kids

80. Seeing the kids face
81. Good
82. Time with all the different kids
83. Talking to kids
84. Informing students
85. Children's excitement
86. 8<sup>th</sup> graders
87. Changing a kid's perspective of something
88. The kids
89. Interaction with young minds
90. Seeing all the kids laughing and enjoying themselves while learning career paths
91. Interacting with kids
92. Communicating with students
93. Enjoyed working with the pathfinder team
94. Networking
95. Food
96. Smiles
97. To see how much energy the children had to learn
98. Seeing the enthusiasm of the students
99. The excitement of the students to try new things
100. Teaching the kids
101. Interacting with the children
102. When a youth genuinely enjoyed our exhibit
103. Students enjoying the experience
104. Meeting the kids
105. Interacting with the kids
106. Seeing the kids excited to go to different modules
107. Children wanting to learn
108. Interacting with the children
109. Smiles on the children's face
110. Seeing kids understand life more
111. Being actively engaged in informing students of the different responsibilities involved with my company

## ATTACHMENT 4

Responses to the question **“PLEASE INCLUDE ANY FURTHER COMMENTS ABOUT YOUR VOLUNTEER EXPERIENCE AND/OR THE P2P PROGRAM THAT COULD HELP US IMPROVE”**

1. Better set up
2. I've enjoyed the opportunity to do this
3. Keep up the good work
4. None it's perfect
5. P2P is great! For student and volunteers
6. Thank you!
7. It was great so far
8. Awesome event!
9. The startup communication with the volunteers was not very good at the beginning of the event this morning (11/18/15)
10. Helpful people helps
11. I am enjoying this experience and look forward to doing this again.
12. Love the music
13. Everything is awesome
14. Glad I could help
15. Great program-I have done this for 3 years and am making plans to come back with ideas for improvement. It might be a good idea to share the survey feedback so we can get ideas on ways to improve. Wish they had this when I was growing up!
16. It was a great experience
17. Good program
18. Needs more vendors
19. Keeping entertainment
20. I enjoyed it
21. Everything was awesome
22. Love this program
23. Excellent program
24. To do it bigger and better next year
25. Can't wait until next year
26. List, promote program for volunteering earlier
27. Very good program-fully support it.
28. Just need a little more info on ground rules going into the event
29. Keep doing this every year
30. Thank you
31. It was good
32. Better organization
33. I'm having fun

34. Would definitely take part again
35. Everything has been great
36. An extended day!
37. Did not know that school could bring lunches
38. The flow of students going to lunch was chaotic.
39. Awesome experience
40. Training would be good for new people.
41. I had a wonderful time
42. We received no training
43. Great program- I'm 100% a P2P advocate.
44. I wish they could have a little more time to be able to see more places.
45. Great program-looking forward to participating in the future.
46. Great event!
47. Maybe some signs to guide individuals toward different aspects of the program.