

# Volunteer Satisfaction Survey Executive Summary



# DELTA TAU DELTA

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## Introduction and Background:

The Central Office staff deployed a satisfaction survey to its current active volunteer base in summer 2021. Of the 430 active volunteers at the time of deployment, 118 volunteers participated in the survey (27.44%).

Volunteers were asked to identify areas where they could receive additional support, rate their perceived level of impact on the organization, and communicate their overall satisfaction. A summary of the results are detailed throughout this report.

## Key Considerations:

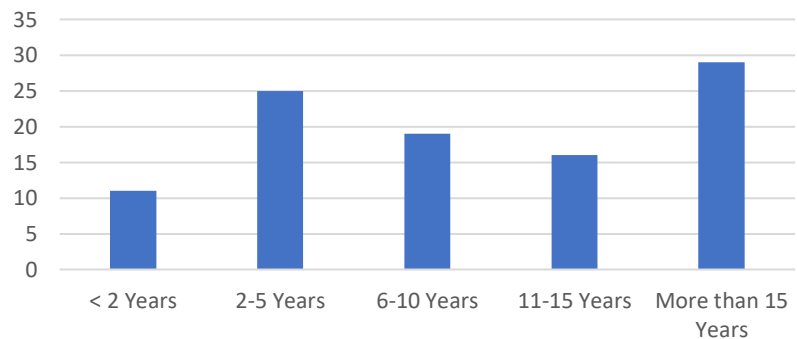
- Volunteers continue to be very satisfied in their roles, with 86% agreeing or strongly agreeing they are satisfied
- 50% of lead advisors who participated in the survey identify utilizing an advisory team. The most common areas for assistant advisors are finances. Ritual (education), recruitment, member development, and alumni relations.
- Nearly 98% of the volunteers who participated believe they have access to Central Office Staff.
- Volunteers reporting wanting access to additional training resources, namely mental wellness, communicating and connecting with generation z students, and adapting to change within the Fraternity.

## Participant Information:

118 volunteers participated in the volunteer satisfaction survey: 54 lead chapter advisors (46%). Additionally, 83% of participants in the survey have been a volunteer for at least 12 months.

The graduation year among the volunteers ranged from 1972 to 2021. The average length of service is well distributed among the total response pool and the average length of service is 13.18 years (std. dev = 13.03 years).

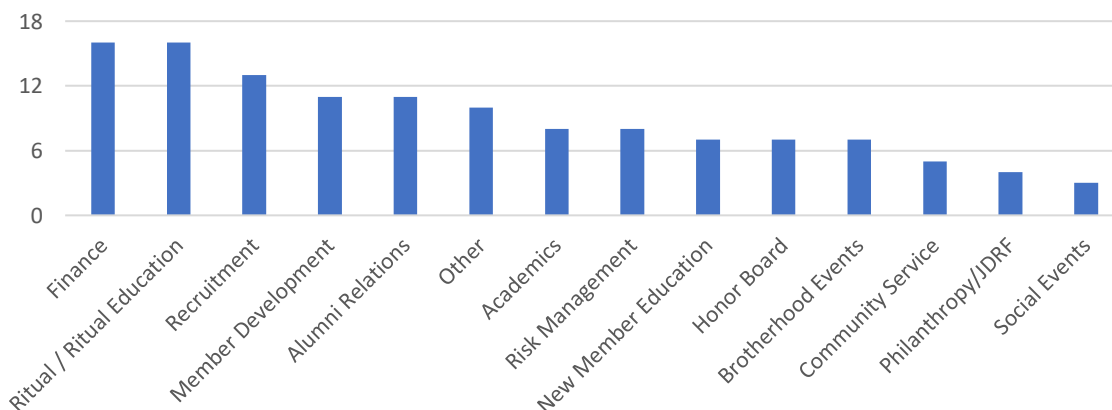
### Volunteers by Years of Service



## Advisory Teams:

Volunteers were asked whether they utilize a team of volunteers or if they are mostly on their own in their role. 65% of respondents indicated they work within a team of advisors. The breakdown of roles most frequently utilized is as follows:

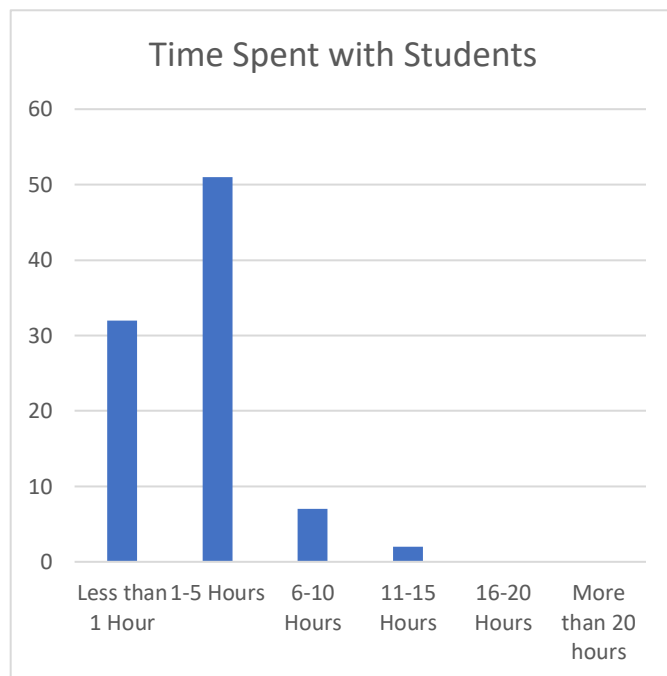
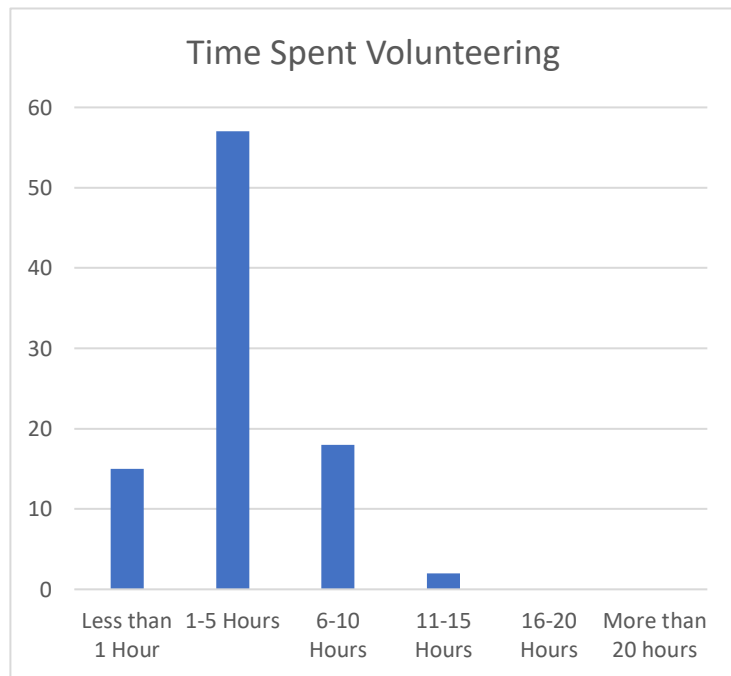
### Assistant Advisor Roles



Consistent with the past iterations of the Volunteer Satisfaction Survey data, finances, recruitment, *Ritual/Ritual* education, member development and alumni Relations are the five most frequent assistant advisory focus areas. As these areas have now appeared as the most frequent areas for assistant advisor in multiple satisfaction surveys, consideration should be made to develop training materials or formal onboarding experiences for men looking to be involved in these roles.

### Time Volunteering:

Volunteers were asked to identify the amount of time they typically spend volunteering for the organization. In addition to general volunteering, survey respondents were asked more specifically about the amount of time they typically spend interacting with students. An overwhelming majority of volunteers indicated they spend less than 10 hours per week volunteering (97.83%) and interacting with students (97.82%).



The Fraternity continues to see these figures and should be able to firmly say that advisors should expect to spend no more than 10 hours per week volunteering for the Fraternity, provided there is no extenuating circumstance or crisis at the chapter. This information should be used by as the Fraternity develop marketing and training materials for potential and recently recruited volunteers.

### Training Opportunities:

Volunteers provided ideas regarding training opportunities for fellow volunteers with less than five years of volunteer experiences and for volunteers with five or more years of volunteer experience. Common responses included:

#### Five or Less Years of Experience

- Mental health resources
- Building knowledge of available resources and how to access them\*
- Access to experienced volunteers\*
- Basics of coaching undergraduates\*
- Facilitation training
- More idea sharing experiences with peers\*
- Chapter operations best practices\*

#### More than Five Years of Experience

- In-depth review of new initiatives\*
- Understanding needs of current students\*
- How to inspire and coach culture change\*
- Mental health resources
- Diversity, Equity, and Inclusion training

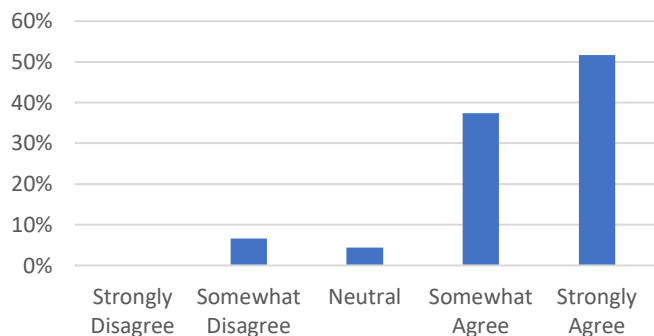
\*Indicates responses consistent with responses from previous years

Since the inclusion of this item in the survey, there are emerging themes that have not consistently appeared in the responses. The Fraternity should be mindful of the responses that consistently emerge and consider how these themes are not merely topical sessions during Division Conference/Karnea but are treated as a point of emphasis or priority for volunteer training and communication for a sustained period of time.

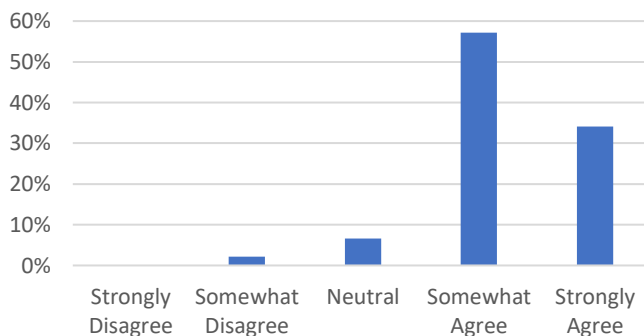
**Overall Satisfaction:**

Overwhelmingly, volunteers indicated they were not only satisfied in their roles, but they felt their time was respected by students and they were making a positive impact on the organization, both locally and nationally.

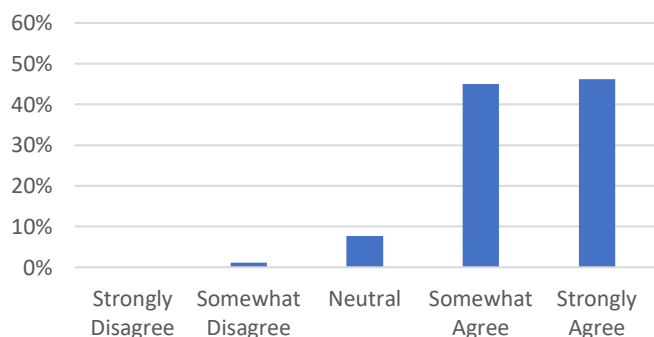
I believe the chapter I support respects my time



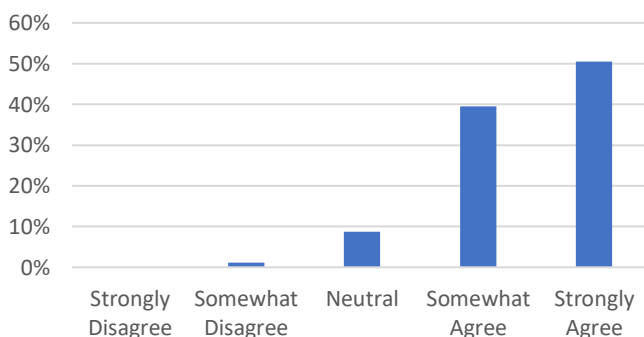
I believe the chapter I support responds to my coaching



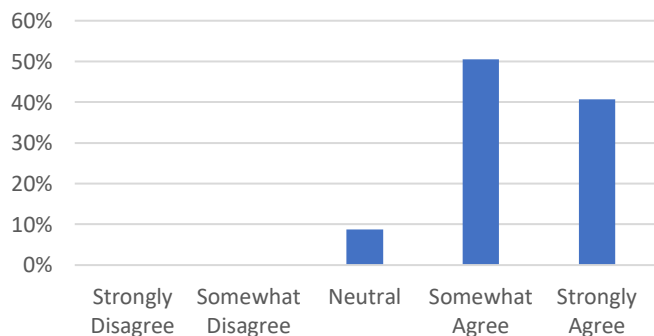
I believe I am making a positive impact on students



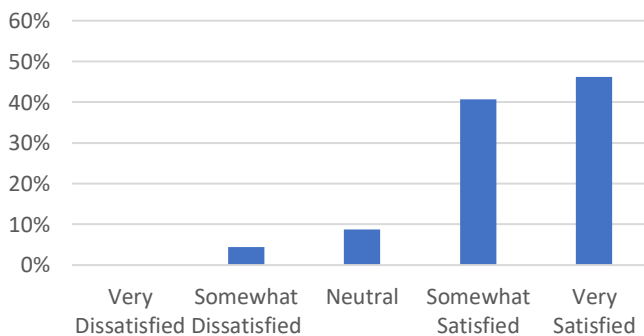
I believe I am making a positive impact on the chapter



I believe I am making a positive impact on the Fraternity



Overall, how satisfied are you in your current volunteer role?



The Fraternity continues utilizing the Net Promoter score in all of its surveys. The NPS for this group of respondents when asked about the Fraternity overall registered at 76 (out of -100 to 100). This score is consistent with previous surveys deployed among volunteers. A score this high indicates as a group, the volunteers have a generally positive view of the Fraternity.