

Warwick Volunteers Annual Survey Report

2018-2019

Members who have volunteered this academic year

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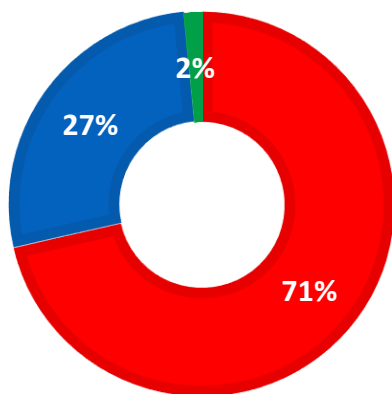
INTRODUCTION

282 respondents completed the questionnaire for WV members who have volunteered this academic year. The response rate this year was 18.6% of membership, compared to 9.4% last year. This is a significant increase from last year.

DEMOGRAPHICS OF RESPONDENTS

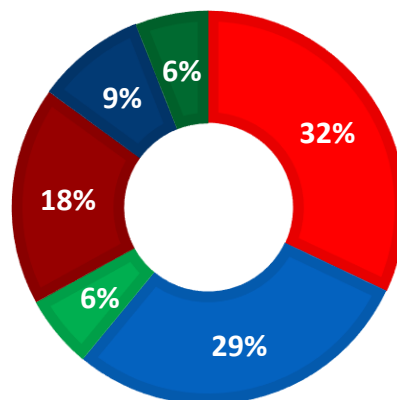
Are you

- Home / EU
- International
- Prefer not to say

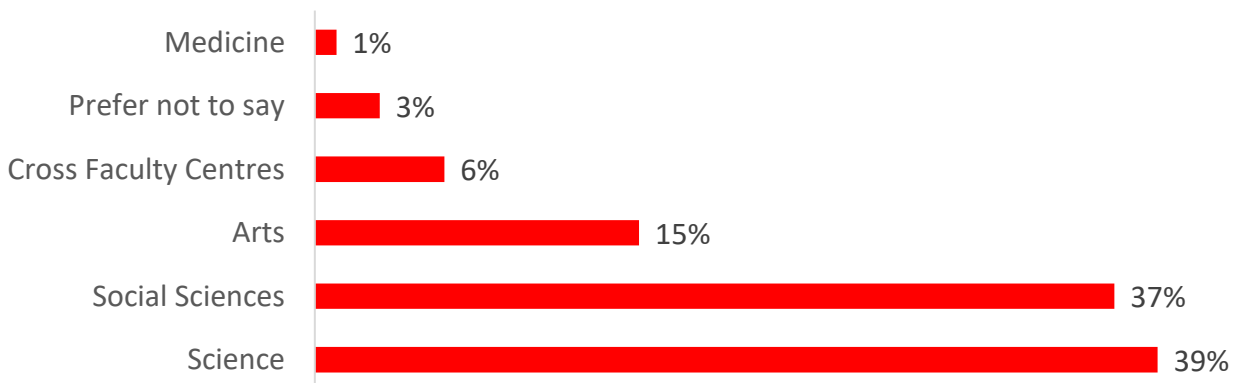


Are you currently

- 1st Year UG
- 2nd Year UG
- 3rd Year UG (on a 4 year programme)
- Final Year UG
- PGT
- All Others

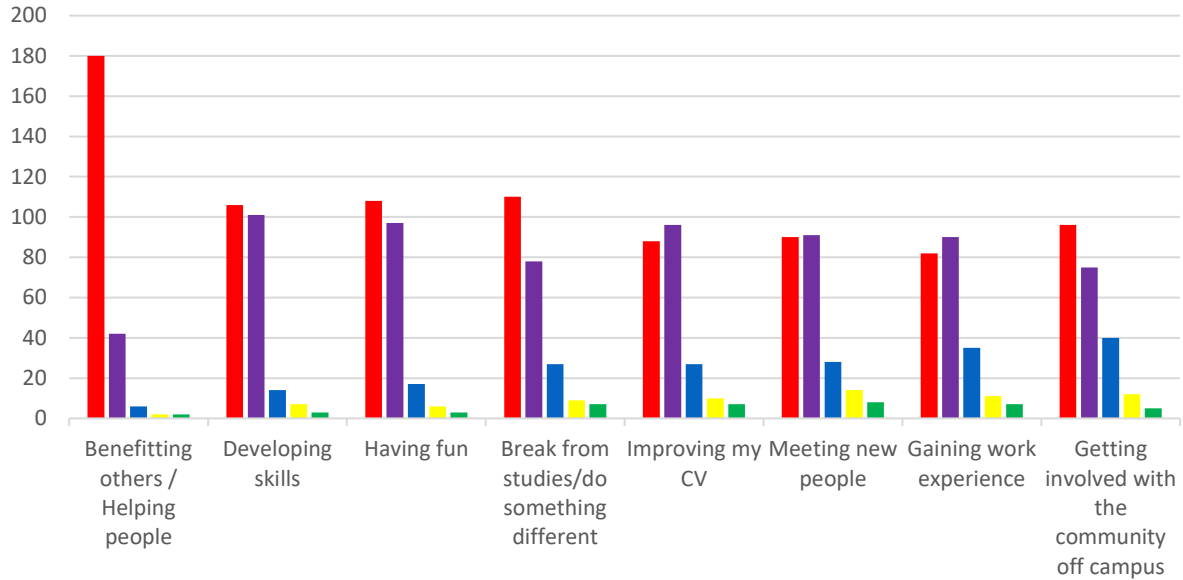


Faculty

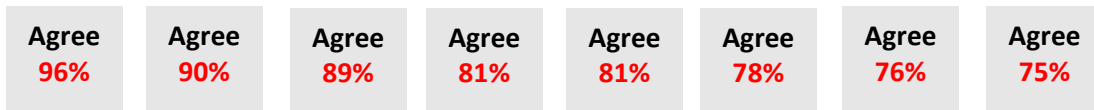


INITIAL MOTIVATIONS

Did the following motivate you to volunteer?

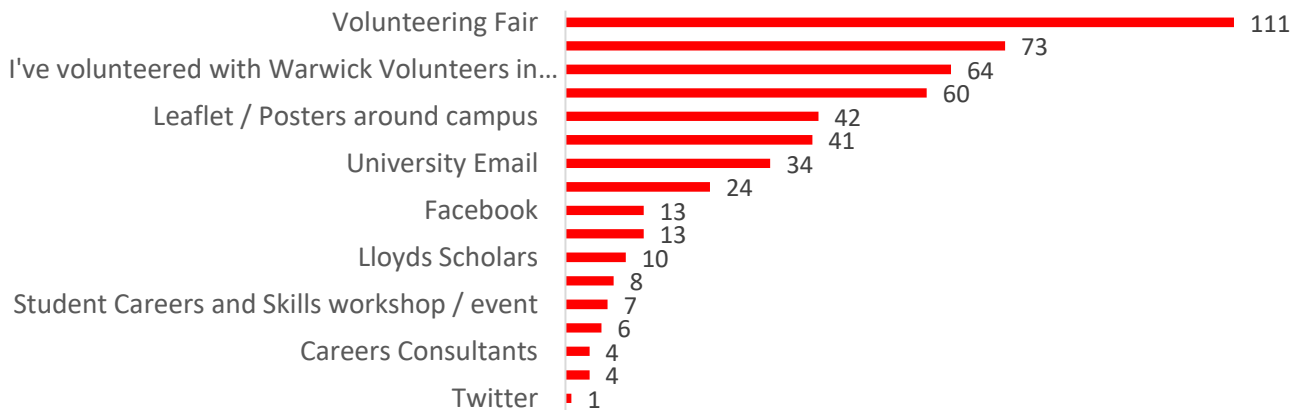


■ Strongly agree ■ Somewhat agree ■ Neither agree nor disagree ■ Somewhat disagree ■ Strongly disagree



MARKETING













How did you first find out about Warwick Volunteers?



Other responses included through friends, My Warwick App or their club or society

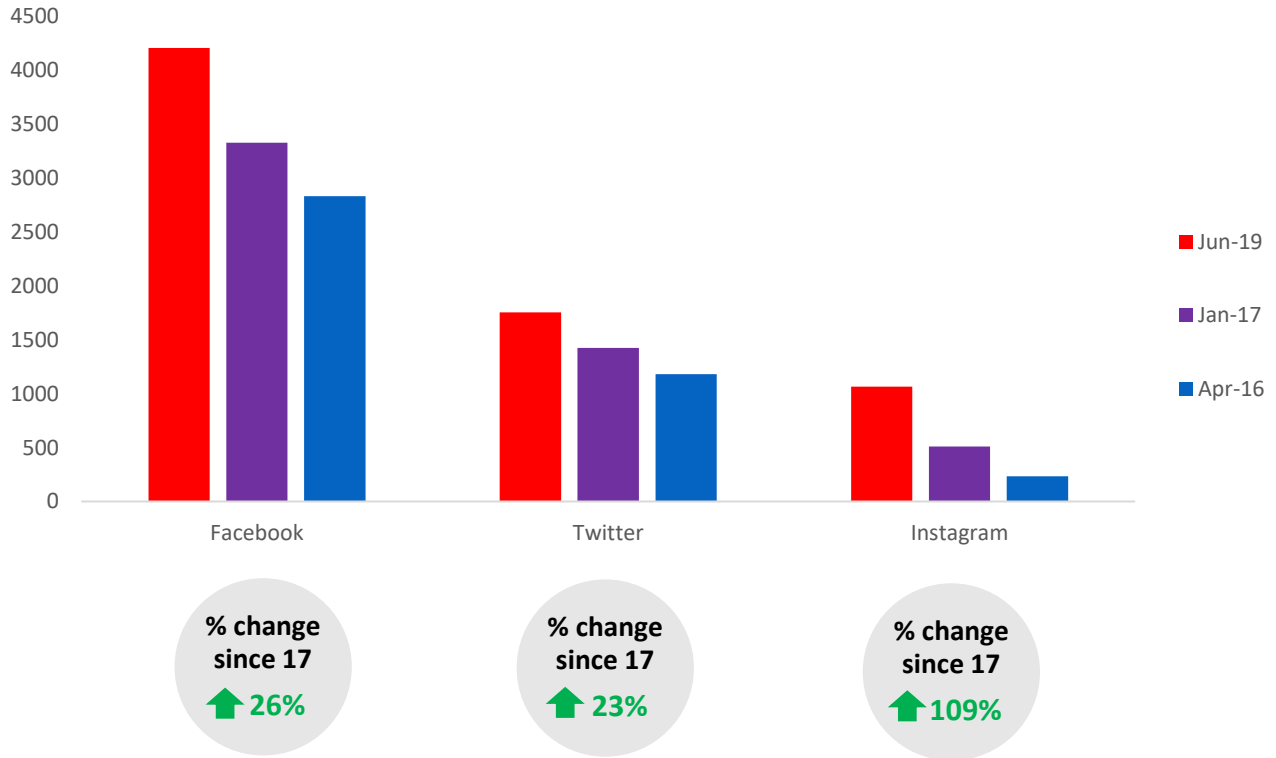
MARKETING

Feedback about website, email, newsletter and social media

 <p>Newsletter</p>	<p> 37 positive comments</p> <p>“I mainly used the email newsletter to navigate myself to the website. Having a weekly review of the different volunteering opportunities was particularly useful and should definitely carry on”</p> <p>“Newsletters provide a good update on what opportunities are available.”</p>	<p> 3 negative comments</p> <p>“Email newsletter could include more varied volunteering opportunities”</p>
 <p>Website</p>	<p> 18 positive comments</p> <p>“Clear information about volunteering opportunities available by having lists of different organisations under each volunteering category”</p>	<p> 7 negative comments</p> <p>“When looking at projects you have to filter by something in order to see results, it would be nice to be able to view all opportunities at once”</p> <p>“The website is quite complicated, so it can be very difficult to find things or browse. Projects could have a more defined individual page, which can be easily updated to ensure information is relevant and up to date.”</p>
 <p>Social Media</p>	<p> 3 positive comments</p> <p>“Good use of Facebook”</p>	<p> 7 negative comments</p> <p>“Can be more active on social media platform like Instagram”</p>
 <p>Email</p>	<p> 5 positive comments</p> <p>“It's all really well delivered. Emails are not too often and are specific and relevant.”</p>	<p> 2 negative comments</p> <p>“More frequent emails would be a good idea to remind about more opportunities”</p>

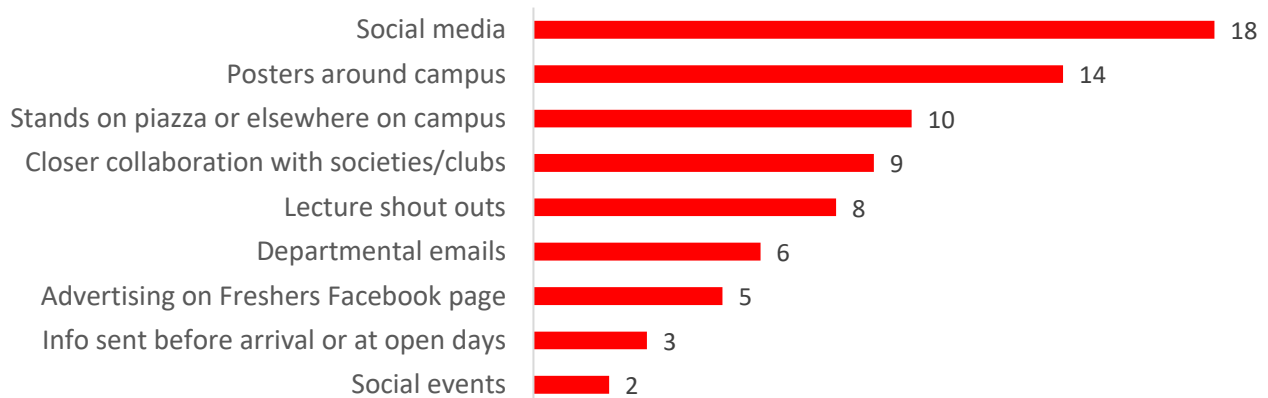
MARKETING

Warwick Volunteers Social Media Followers



What other methods should we use to raise awareness of WV?

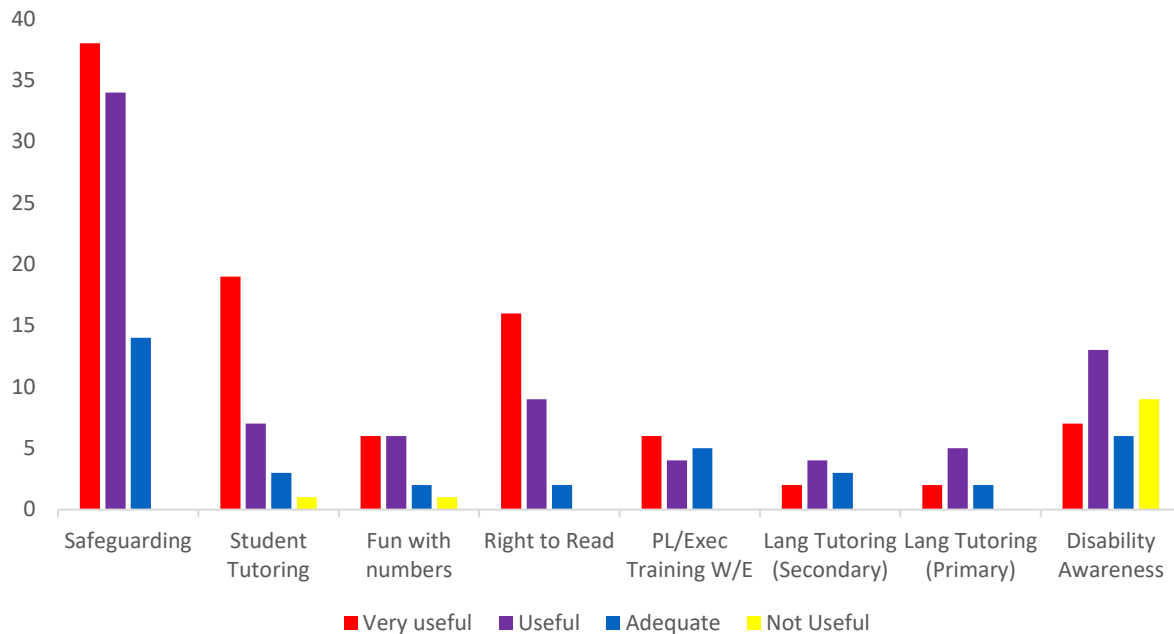
Most popular free text responses sorted into the following categories:



Other responses included putting info on successful volunteer activity on Warwick Insite, having 'Volunteering Tasters' on campus and blog posts about each project.

VOLUNTEER TRAINING AND SUPPORT

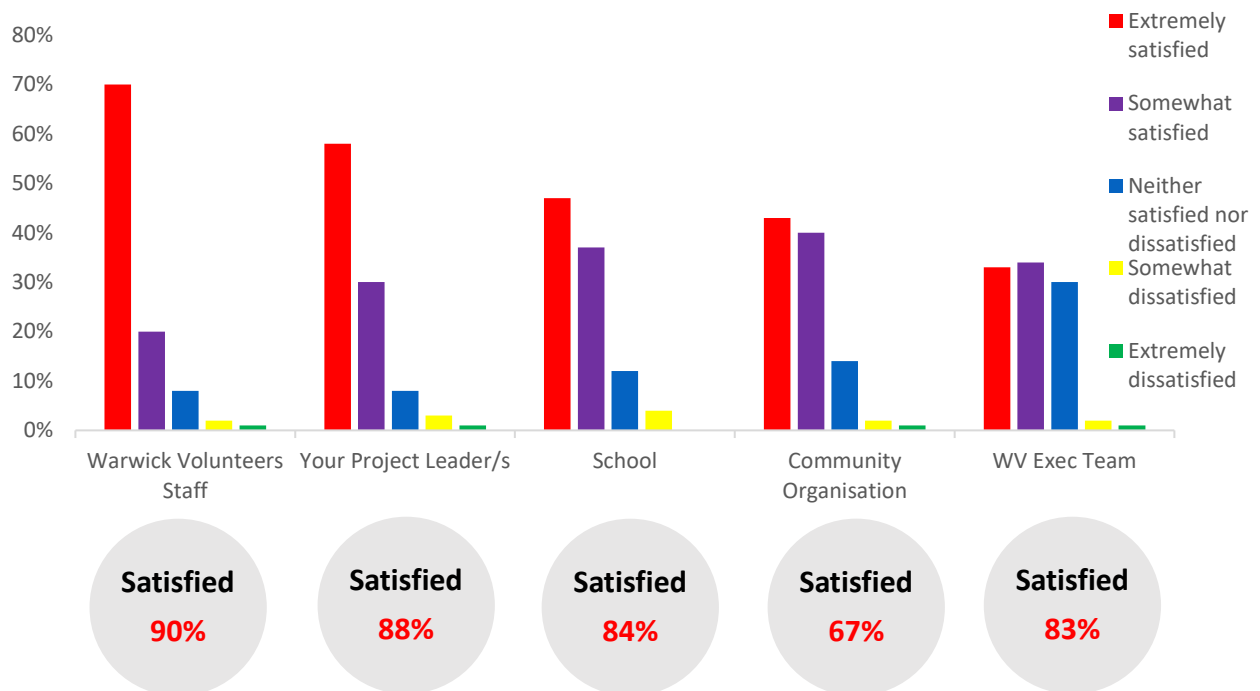
If you attended any WV training sessions, how useful were they?



How could training be improved?

- More specific training to relevant age groups/organisation
- Condensed into shorter sessions more practical and interactive
- More face to face training rather than online courses / include discussion elements too
- Have online training as well for those who cannot attend training
- Project leader weekend seemed to have more social time than training - didn't feel like I left with much information
- You could take into account older students who have children and grandchildren, I felt that it was aimed at young students who had no knowledge of young children.
- Having training deadline earlier or having a slightly later would be useful
- Project leader and exec training weekend - more team bonding and outdoor activities.
- Safeguarding training simply requires having common sense
- Have more safeguarding training - as most of us were confident reading but we're more unsure how to ensure discipline etc.
- Problems accessing/using safeguarding Moodle course
- Having one to one sessions and testing the students to check if they can apply the techniques practically
- Create a group chat and events for individuals volunteering in the same project

Satisfaction with support provided



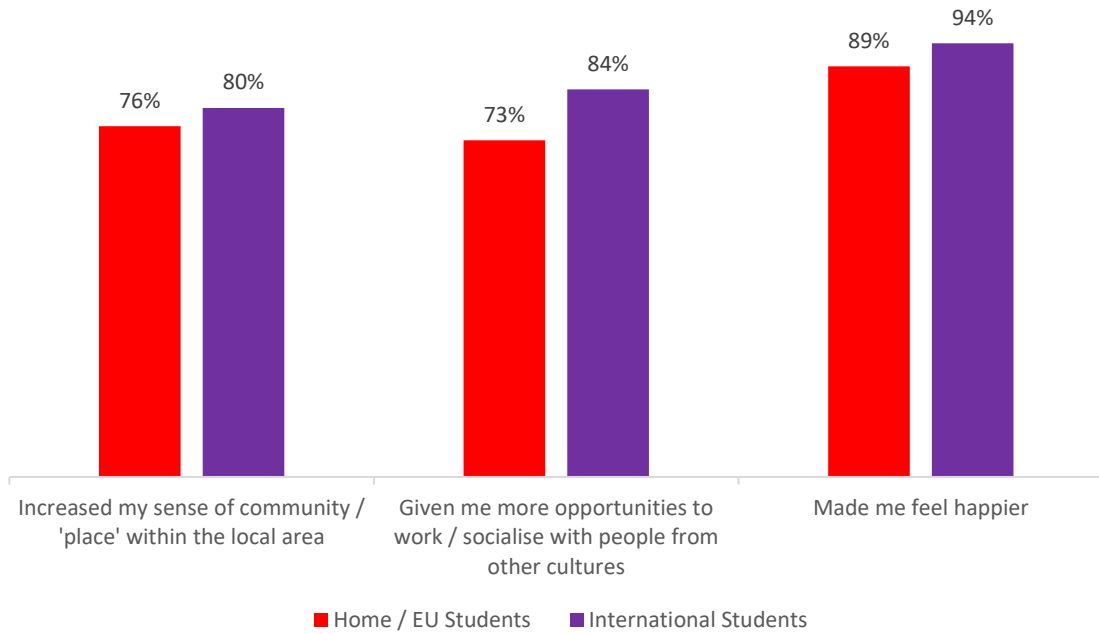
How could the support from the above groups be improved?

- Improved communication was a common theme this included office staff, Project Leaders and Schools. Comments included more information about projects once signed up, schools not responding to emails and not being informed by them when volunteering was cancelled. Several students felt they had little or no contact from the project leaders or didn't know who they were. Suggestions included for them to organise meetings from time to time to 'check if everything is going alright' or organise more social events.
- There were a number of comments that the Exec were not visible enough with others saying that they didn't know about them or their role. Suggestions for improvement included getting more involved within the individual projects or for them to attend a session a term.
- Two students mentioned the taxi service or its organisation could be improved.

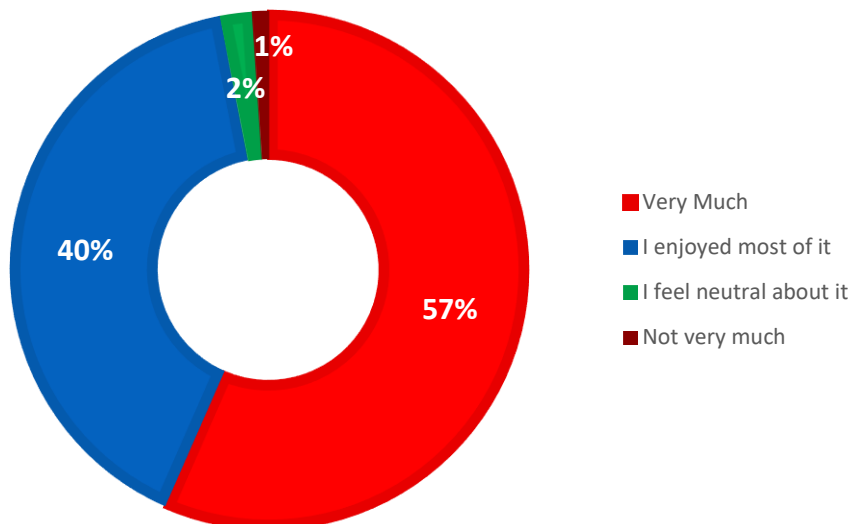
WELLBEING

Do you think your volunteering has:

% of students who strongly agree or agree with these statements

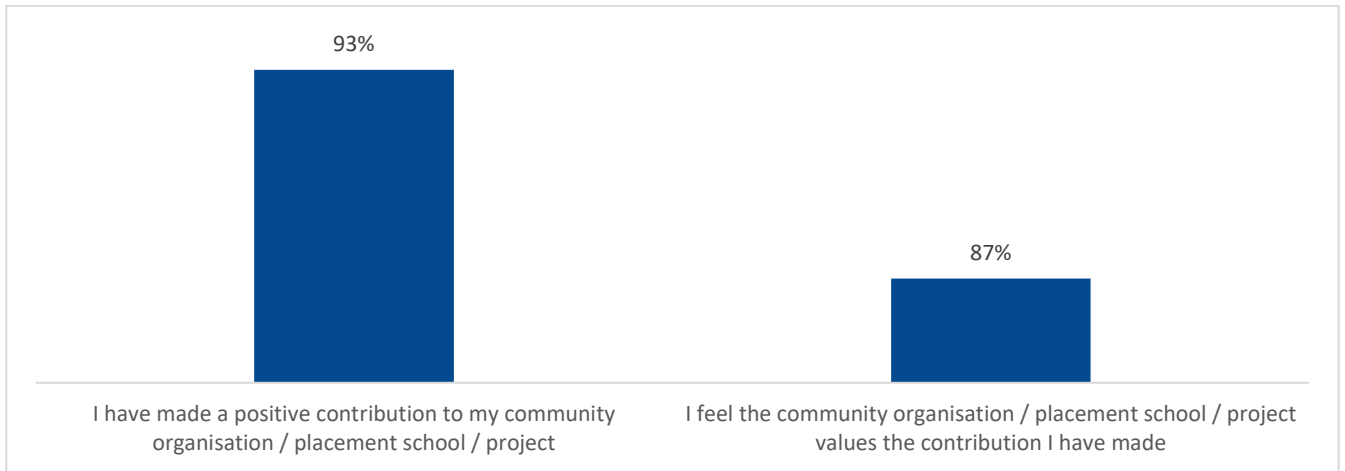


How much did you enjoy your placement?

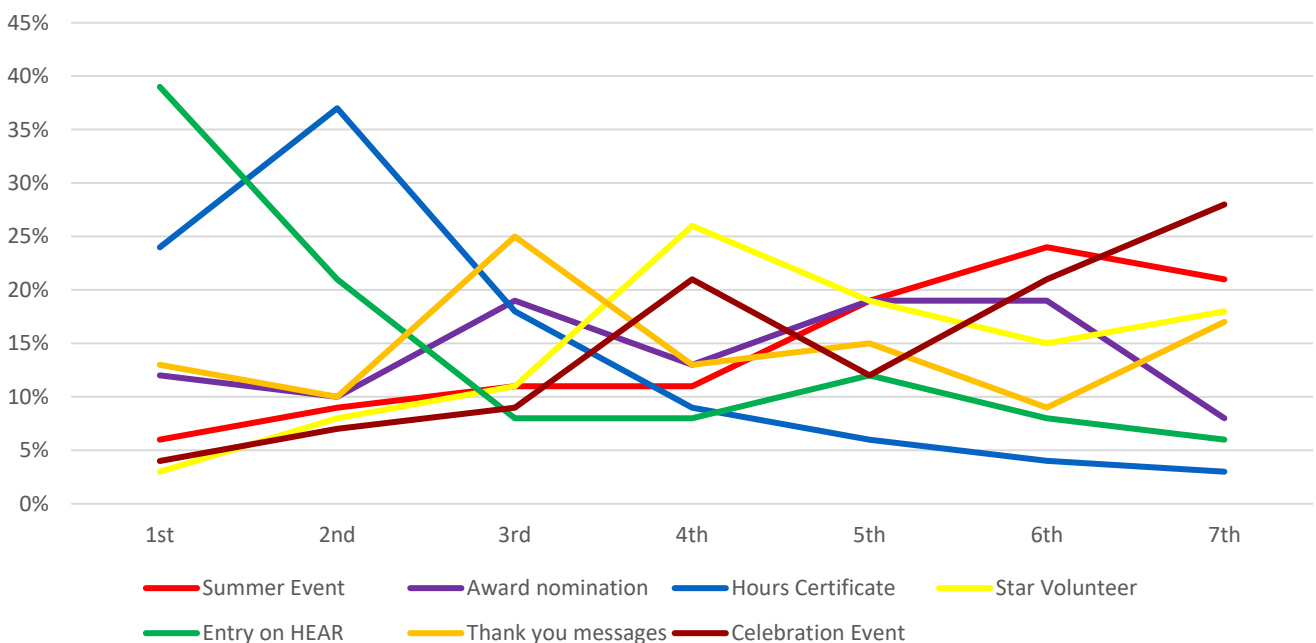


RECOGNITION

% of students who strongly agree or agree with the following statements



Rank which of these ways that the university recognises volunteering is most important to you?

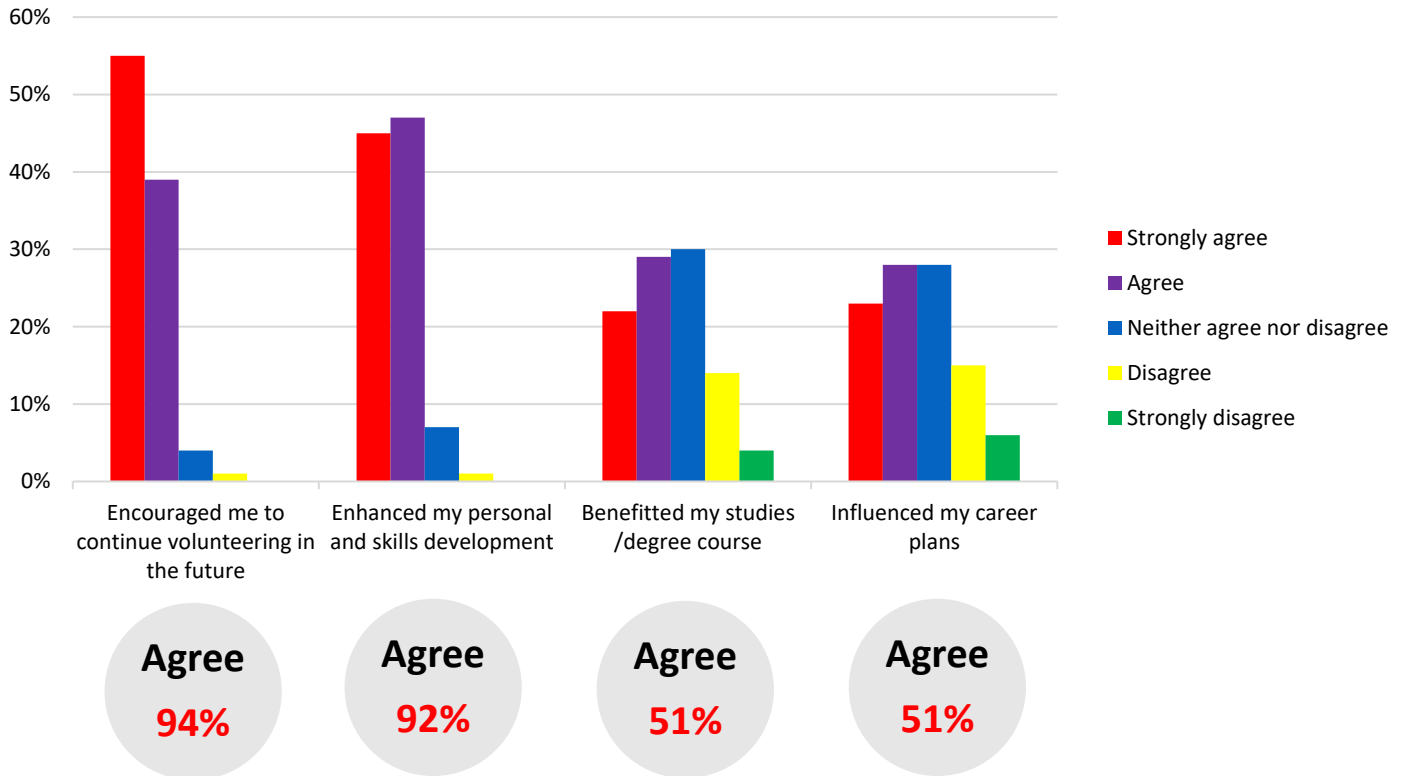


Other suggestions for recognition

Several students suggested giving out freebies such as hoodies, others said the number of hours to receive a certificate should be reduced, three students would like course credits or for it to count towards their PDM or incorporated onto the student profile through Tabula. Several students felt a simple thank you was enough.

EMPLOYABILITY

Do you feel volunteering through Warwick Volunteers has:



Quotes from volunteers

"The teacher I was helping out really made me feel valued... The children were always excited to see me which also improved the overall experience for me. I was always given tasks and a role within the classroom, which made me feel as if my time there was well spent."

"It was nice to feel useful and to be able to make a difference!"

"I feel like I was able to bring a smile to lot more people this year"

"I really enjoyed it and feel it has allowed me to develop as a person"

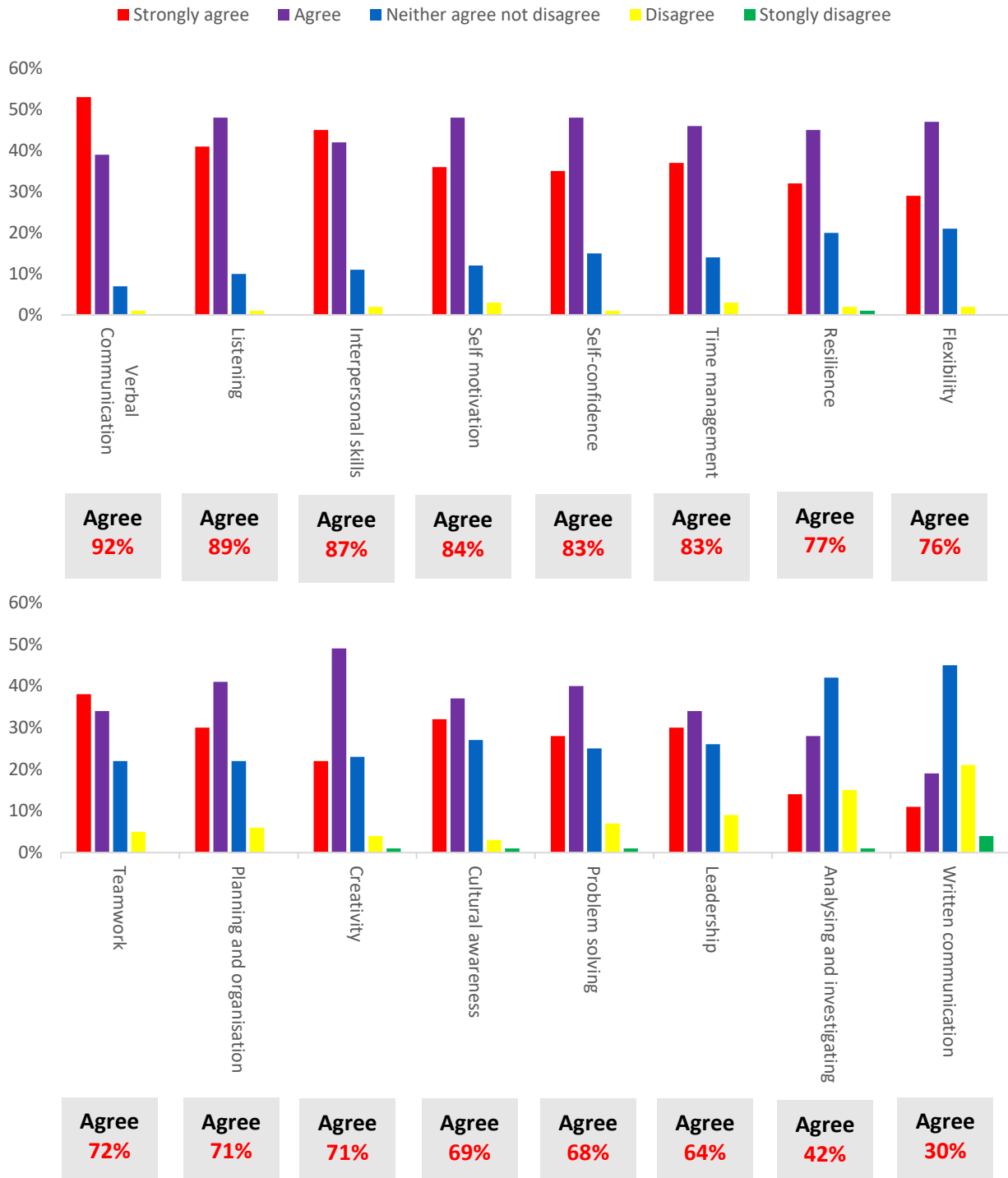
"Made such a difference to my understanding of community etc and confidence in communicating with people of all ages and nationalities. I think it should be compulsory for students to volunteer or at least highly recognised because I have learned so much more from volunteering in a diverse environment than on many modules in my course"

"It gave me a fantastic opportunity to explore places and meet people outside of university and university life. It also helped develop my skills interacting and communicating with lots of different types of people."

"I am very thankful I have been given the opportunity to be a Project Leader, it has given me a new set of skills and I have met so many great people from it."

SKILLS

Has volunteering helped you develop any skills/qualities?

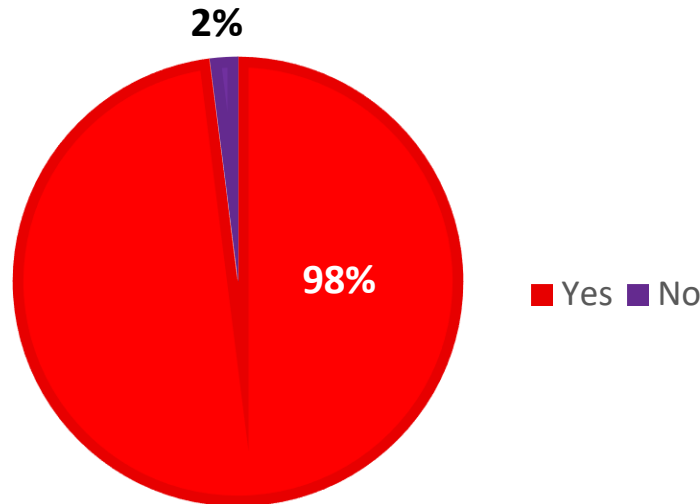


Other skills/qualities developed:

Other skills or qualities developed included patience, independence, community awareness, compassion, empathy, teaching skills, initiative, assertiveness, positivity, commitment and negotiation

ENDORSEMENT

Would you recommend volunteering through WV to others at the university?



Quotes from volunteers

"My KidzCamp experience was incredible, it was one of the highlight of my three years at Warwick."

"Loved it, lovely staff and people and a great cause and everyone there was clearly passionate about the cause. Really valued meeting like-minded people."

"The experience was very easy to sign up to and well-organised. The people in the Warwick Volunteers office are always so nice and helpful."

"All the staff were also were helpful and WV offers students at Warwick really great opportunity hassle free - it is great they cover expenses such as bus fares and DBS checks as it allows all people who want to volunteer to be involved with no restrictions! They offer a lot of great projects and it seems like they are always looking to improve WV which is really motivational for volunteers as it shows they want to make WV the best it possibly can."

"The Project leaders were helpful and organised "

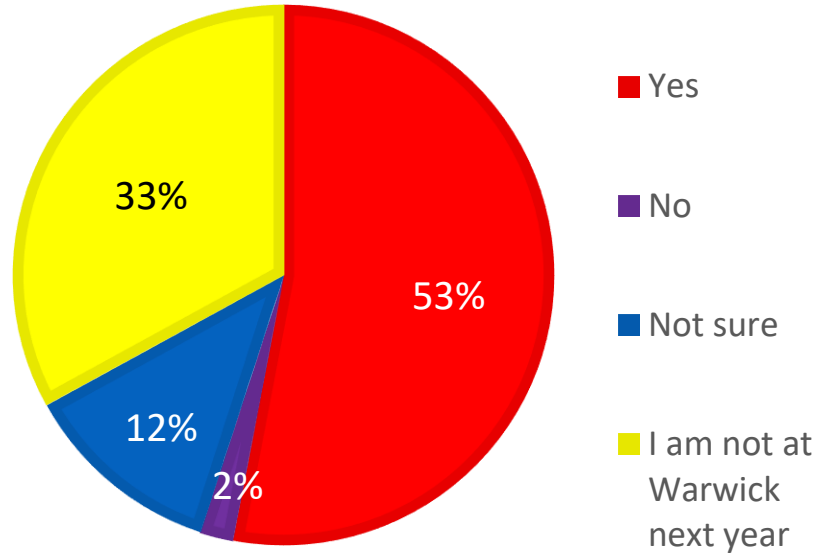
"I am very grateful for all the time that has been taken to organise my placement this academic year: I have thoroughly enjoyed myself and the only thing I regret is that the time has passed quite so quickly!"

"Really helpful in gaining experience outside of the university bubble and meeting people you wouldn't usually meet."

"I have realised that spending a few hours giving to society makes a difference not only to the society but to me at large. This year I have grown from the inside in terms of being conscious of others. Changing lives by volunteering brings an inward joy and satisfaction and this year has been great for me through volunteering. I would like to appreciate the Warwick volunteers team for their kind assistance to make this opportunity available for us students. Their work is not in vain. They are helping in improving society as well as students"

VOLUNTEERING NEXT YEAR

Do you plan to continue volunteering with WV next year?



CONCLUSION AND SUMMARY

1. Overall answers to the survey were similar to previous years
2. Volunteers are primarily motivated by helping others, then developing skills and having fun. 97% said that they enjoyed their placement and 94% said they would volunteer in the future.
3. There was an increase of 11% from last year of students who felt that volunteering had benefitted their studies/degree course and also influenced their career plans.
4. 92% felt that volunteering had enhanced their personal development and skills. Students identified that they develop a wide variety of skills/qualities through volunteering with the top 3 being verbal communication, listening and interpersonal skills.
5. 94% of international students and 89% of home/EU students said volunteering made them happier, which recognises the importance of volunteering to wellbeing. Work to link Warwick Volunteers with the Wellbeing team will continue next year.
6. Satisfaction with the support provided by the Exec team increased by 27%. Satisfaction with schools increased by 15% from last year, although communication with schools remains an issue.
7. More information needs to be provided about projects once the student has signed up, we will introduce a welcome email to provide information following sign-up and introductory training sessions early in the autumn term.
8. For training sessions, students have asked for shorter, practical and interactive sessions which are more tailored to their volunteering, delivered face-to-face as well as online, and one-to-one sessions. Next year we will be developing some bite-size training on Moodle and do not have resource to offer more face-to-face or one-to-one sessions.

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9. Marketing feedback showed that the Volunteering Fair continues to be the main way students find out about WV. The Fair will be moved back to week 1 from Welcome Week to enable returning students as well as freshers to engage. The Newsletter continues to receive positive feedback and we will commit resources to enable us to increase the circulation on Mailchimp.
10. Our social media followers continue to increase. Instagram in particular has had a 109% increase since 2017. Using social media was the most suggested method to raise awareness of WV in the survey however feedback suggested that our social media presence could be improved and that we need to be more active, particularly on Instagram, as this is a platform increasingly used by students. Work needs to be done to understand better how students use social media and the platforms which are most suited to reach that audience.
11. We will review the website as although feedback was generally positive some found it difficult to navigate and find suitable opportunities.
12. Entry on the HEAR was most frequently ranked top by students in terms of recognition for volunteering followed by hours certificates and thank you messages. We will develop new thank you postcards to ensure regular thank you messages are sent to students and are working on making it easier for students to log their volunteering hours in order to gain a certificate and HEAR entry.