VPA Fact Sheet 2020-2021

<table>
<thead>
<tr>
<th>Leadership Team</th>
<th>Outgoing (2020-2021)</th>
<th>Incoming (2021-2022)</th>
<th>Faculty Advisor</th>
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<tbody>
<tr>
<td>Director</td>
<td>Mike McGraw</td>
<td>Quinn Keegan</td>
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<td>Co-Director</td>
<td>Erin Lu</td>
<td>Julia Baines</td>
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<tr>
<td>Client Coordinator</td>
<td>Alec Campbell</td>
<td>Kristina Wright</td>
<td>Dr. Reeshad Dalal</td>
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<td>Training Coordinator</td>
<td>Alex Veerasammy</td>
<td>Alan Soroka</td>
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<tr>
<td>Engagement Coordinator</td>
<td>N/A</td>
<td>Natalie Johnson</td>
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Number of Active GMU VPA Consultants: 23

Number of Consultants Trained for 2020-2021: 21

Total Number of GMU VPA Clients for 2020-2021: 24

Summer 2020 – 5 Completed

*Grand Involve, Blue Ridge Humane Society, Dallas Animal Services, YOUR Humane Society SPCA, Friends For Life*

Fall 2020 –11 Completed

*Harris County Pets Resource Center, Animal Refuge League of Greater Portland, Paws4ever, Humane Society for Hamilton County, Lawrence Humane Society, The Toronto Humane Society, Peninsula Regional Animal Shelter, Lee County Humane Society, Cat Haven, Humane Society of Elkhart County, American Heart Association*

Spring 2021 – 3 Completed, 5 In-progress

**Completed:** Loggerhead Marinlife Center, Homeward Bound Golden Retriever Rescue & Sanctuary, Inc., Island County Sheriff’s Office

**In-Progress:** Community Action of Skagit County, Humane Society of the New Braunfels Area, Animal Protective League, Friends of Homeless Animals, Humane Society of Southern Arizona
Client Organizational Breakdown

- Animal Shelters (n = 19)
- Health Services (n = 1)
- Environmental Conservation Center (n = 1)
- Education Support Services (n = 1)
- Sheriff’s Department (n = 1)
- Multi-Service Volunteer Organization (n = 1)


- Largest client in GMU VPA history: American Heart Association (929 survey responses)
- One of our unique clients is a large collective of smaller volunteer programs, providing a wide range of services to advocate for low-income individuals.
- GMU provided services to 5 clients that reached out directly to our VPA chapter and 19 clients that were referred from UNCC.
- GMU VPA currently has 5 active client projects.

Accomplishments & Program Developments (2020 – 2021)

- Developed a text analysis tool to more efficiently and effectively code open-ended survey responses. This is an optional tool for consultants to help them analyze qualitative data, while also learning about text analysis and R programming.
- GMU VPA Exec team presented to a network of volunteer organizations to spread the word about VPA.
- Created a repository of generalizable recommendations for consultants to refer to when providing solutions to clients. This will serve as a living document to be continuously added to and improved upon.
- Worked with the American Heart Association to survey nearly 1,000 volunteers and performed analyses across 18 different levels of the organization (e.g., functional departments, regions, community levels).
- GMU’s VPA chapter has also been working with graduate students from an Organizational Development course to improve engagement and organizational commitment internally.

Challenges (2020 – 2021)

- Due to COVID-19, many clients have had fewer active volunteers, leading to fewer survey responses, and often extended data collection periods.
- Other conflicts due to COVID-19 did not permit certain clients to complete the assessment.
Client Testimonials

“This process was wonderful from start to finish, and our consultants were a delight to work with! The feedback is helpful as we assess where our program is currently and where we'd like to go. 10/10 would recommend to everyone!”

- Sarah Sheek, Volunteer Coordinator, Dallas Animal Services

“This was an excellent process for getting information from our volunteers. Quinn was easy to work with and flexible in our requests for changes to the survey. I'm so glad we had the opportunity to participate in your program”

- Judy Kent, President, Homeward Bound Golden Retriever Rescue & Sanctuary, Inc.

“The VPA program validated instincts we had about how to improve our volunteer program and provided us with a sense of confidence in our planning for the future. There were a few unexpected lessons in the data; every program would benefit from an objective assessment like this.”

- Shannon Wells, Executive Director, Lawrence Humane Society

“Working with Mike through the VPA process was great. Mike explained everything, walked us thru everything, responded to emails and meetings in a timely manner. The reports provided to us were very detailed orientated and highlighted not only the positives but also areas that need improvement. Thank you!”

- Jane Mouradjian, Volunteer Coordinator, YOUR Humane Society SPCA

“My experience with VPA was excellent. The consultant I worked with was professional and had great communication throughout the entire process and was willing to make changes to the existing survey to help gather information specific to our organization. At a time when so many things are changing, it's great to move forward and make these changes with the data to back-up these decisions, and to have the service free of charge was absolutely amazing and is something we may have not otherwise been able accomplish. I would definitely love to continue working with the VPA program in the future!”

- Blue Ridge Humane Society
“This was a wonderful program, the survey asked great questions. Then it was all collected and organized into a wonderful presentation that summed up the volunteers needs, and where they were already pleased.”

- Friends For Life

“We had such a great experience working with the team. They were always quick to respond to emails, answered any questions we had in detail, and explained everything we needed to know about our organization and more. They exceeded our expectations and we look forward to working with them again in the future!”

- Anonymous

“I am very grateful that we had the opportunity to participate in the VPA Program. The information that was provided gave us a better understanding of our Volunteer Program and areas that we can improve in.”

- Anonymous

“I am so grateful to have had this opportunity! The information will definitely help us to grow and improve our volunteer program.”

- Anonymous