**VPA Fact Sheet 2021 - 2022**

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|  | **Current** | **Incoming** |
| **Director** | Quinn Keegan | Ami Patel |
| **Co-Director** | Julia Baines | Julia Baines |
| **Client Outreach Coordinator** | Kristina Wright | Georgia Bizzell |
| **Engagement Coordinator** | Natalie Johnson | Annie Nottingham |
| **Training Coordinator(s)** | Alan Soroka | Julia Woods and Aidan Suttlehan |

**Faculty Advisor:** Reeshad Dalal

**Number of Active GMU VPA Consultants during 2021-2022 school year:** 39

Elizabeth Chimento, Priya Sorot, Juliana Freire, Justyce McGhee, Sai Banala, Natalie Johnson, Quinn Keegan, Julia Baines, Steven Zhou, Aidan Suttlehan, Nicole Aranda, Emily Flynt, Angela Charles, Teresa Bui, Julia Woods, Maggie North, Riho Ikeda, Theresa Navalta, Kristina Wright, Nianqi Wu, Alan Soroka, Annie Nottingham, Ana Lowetz, Jamal Cottman, Nikeeya Marshall, Sofie Alexandrides, Lin Lu, Ashley Taylor, Georgia Bizzell, Joanna Zakzewski, Adrien McCulloch, Katelyn Campbell, Rick Commisso, Marcia Berndt, Ami Patel, Erin Ramirez, Zion Howard, Hina Ullah, Emily Szabo

**Number of Consultants Trained for 2021-2022:** 29

**Fall 2021 – 15 Completed**

Mostly Mutts Animal Rescue and Adoptions, Inc., Cheyenne Animal Shelter, One Tail at a Time, Lakeshore Humane Society, Beaches Emergency Assistance Ministry, Candy's Cats Inc., SPCA of Brevard, Planned PEThood of GA, Mohawk Hudson Humane Society, Idaho Humane Society, Community Assistance Center (CAC), Maury County Animal Services, National Mill Dog Rescue, Tree House Humane Society, A HOPE, Inc.

**Spring 2022 – 19 Completed or In-progress**

City of Jacksonville, FL - Animal Care & Protective Services, Cabot Animal Support Services, Stray Haven SPCA, Coulee Region Humane Society Inc, Helen O. Krause Animal Foundation, SICSA, Cat Town, Nashville Humane Association, Eastern Madera County SPCA, Bay Area Pet Adoptions, Friends of Camden Animal Shelter, Saving Hope Animal Rescue, Wishbone Pet Rescue Alliance, Baltimore Animal Rescue and Care Shelter (BARCS), SoHumane, Charleston Animal Society, Adopt-A-Pet, Inc., Volunteers of the Burbank Animal Shelter, Animal Rescue Corps

**Client Organization Breakdown**

• Animal Shelters (n = 32)

• Health Services (n = 1)

• Multi-Service Volunteer Organization (n = 1)

**Accomplishments & Program Developments 2021 - 2022**

* Based on feedback from consultants, all VPA materials including training documents, PowerPoint templates, checklists, and articles were moved to Google Drive from Dropbox.
* The leadership team collaboratively conducted both an in-person and virtual training session for incoming consultants. This year’s training coordinator, Alan, built out a new PowerPoint with easy-to-follow instructions and hyperlinks to all the necessary documents. The sessions were engaging with all officers involved and a Kahoot game to check for understanding.
* A new event this year was the “Meet the Officer'' event, intended as a community building event and an opportunity for the leadership team to explain their roles. Dr. Steven Rogelberg attended to provide history and context for the VPA program and a motivational pep talk.
* Julia and Quinn utilized archived VPA survey datasets from 28 organizations to contribute to a meta-analysis related to volunteer satisfaction and retention.
* We added a consultant to the GMU chapter from Baruch College in New York City.
* Julia worked with a high school student to shadow the VPA process.
* A VPA Slack channel was created to inspire more frequent and informal communication between consultants. The channel was used to make announcements and provide updates on upcoming dates and events.
* Alan created a mentor agreement form to aid in creating effective and mutually beneficial relationships within consultant pairs.
* The executive team collaborated on verbiage to provide consultants on how to describe their experience within VPA on their resume.
* We had many more active consultants this year (39) compared to previous years (23 active consultants during 2020-2021 school year, 23 active consultants during 2019-2020 school year.)
* This year we had students involved from all 3 I-O programs: MPS, PhD, and Master’s.

**Client Testimonials:**

“I really enjoyed this process and seeing the results of the volunteer survey. Many concerns were expected but I was also surprised, and pleased, to hear a lot of positives. We actually had a board meeting this afternoon and addressed some of the volunteer concerns. I'm happy to say that we will be able to at least begin to accommodate a couple of things in the near future. I hope to be able to have the volunteer program reassessed next year and hopefully will receive even better volunteer satisfaction rates with program changes recommended.”

* Ann, Bay Area Pet Adoptions

A worthwhile endeavor. Good to have a professionally crafted survey and analysis of the results.

* Anonymous

The Volunteer Coordination staff at Cabot Animal Support Services is extremely thankful for the hard work and dedication that the team at George Mason University put into making sure we hosted a successful survey. The reminders, sample forms, and simply the emails/calls of encouragement were extremely helpful during the staff transition within our facility. The ladies assigned to our organization were absolutely wonderful! We couldn't have asked for a better team to host our survey.

* Brandy Buie, Marketing & Fundraising Coordinator, Cabot Animal Support Services

Participating in the VPA has been immensely helpful in my first year as Volunteer Coordinator with this organization. It's given me insight into how our volunteers perceive the program without either side feeling pressure of making things too personal–everything is anonymous and fostered really great conversations about what we can do to improve.

* Anna Marketti, Volunteer Coordinator at Tree House Humane Society

I appreciate VPA for offering this great insight into our volunteer's thoughts and feelings about our organization! This was a great learning opportunity!

* SPCA of Brevard Volunteer Program

The VPA program has provided us with excellent insight into the strengths and weaknesses of our volunteer organization. The data generated through the closed ended questions as well as the comments provided on the open ended questions will allow us to prioritize our efforts going into the new year. The process has been very easy and our VPA consultants were outstanding to work with. I highly recommend applying to participate in this program

* Susan Little, BEAM, Volunteer and Training Coordinator

The VPA program is a great resource to those wanting to learn more about their programs and where they can better help their volunteers.

* Courtney Thompson, Volunteer Services Manager Idaho Humane Society

I had a very pleasant and educational experience with VPA. Katelynn helped me to create survey questions that were meaningful for our group. I was able to gain a good understanding into some our volunteers' concerns, and have specific steps take in order to make the program more effective.

* Anonymous

This whole process was wonderful - it was great to be able to ask very specific and targeted questions of our volunteers and gain more tailored feedback in this forum.

* Anna Johnson

Thank you for helping give our volunteers a voice to express concerns and to speak their minds in a safe setting. This will help us grow in the years to come! Thank you.

* Kathleen Farrell-Decker, CVA Mohawk Hudson Humane Society