



**Overview of survey on higher education
for volunteer managers**

Overview of Survey on Higher Education for Volunteer Managers

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Summary:

More than 180 institutions were surveyed in 1987 by the Association for Volunteer Administration (AVA). An anonymous foundation grant provided the funds for the study that was developed and analyzed by the Norwich Studies and Analysis Institute at Norwich University.

A response rate of 58 percent was received by Aug. 15, 1987. Half of the responding institutions (54) offer programming specifically for managers of volunteers and represented all regions of the United States and included four Canadian colleges.

Course offerings varied from one-day workshops to graduate level programs. The institutions responding to the survey identified communication skills (87.0 percent) and management and administration (72.2 percent) as major program areas. The majority of students within the programs offered by respondents were female and 26-35 years of age.

Objectives of study:

1. To identify institutions of higher education that offer courses specifically for administrators of volunteer programs.
2. To increase the opportunity for AVA to work collaboratively with academic institutions in the areas of educational endorsement, co-sponsorship, and co-ventures.

Methodology:

A questionnaire and accompanying cover letter outlining the objectives of the study were forwarded to 182 colleges and universities in the

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An in-depth analysis of the results of the study will be presented at the Task Force for Higher Education Seminar on Oct. 8, 1987 to be held in conjunction with the 1987 National Conference on Volunteer Administration. The seminar will be chaired by Joanne H. Patton.

A monograph will be printed in late 1987; information is available from AVA, P.O. Box 4584, Boulder, Co. 80306, (303) 497-0238.

United States and Canada. The sample was not inclusive and represented institutions who were thought to have programs; the institutions included in the survey had been identified by members of the Task Force and the Association for Volunteer Administration.

The questionnaire was developed and data collected and analyzed by the Norwich Studies and Analysis Institute in cooperation with the AVA Task Force on Higher Education.

Institutions that did not respond by the deadline were contacted by phone by members of the AVA Task Force on Higher Education.

Results:

Fifty eight percent (105) of the surveyed institutions had replied by Aug. 15, 1987. Fifty four institutions indicated that programming was offered in the area of volunteer administration/management.

I. Characteristics of institutions reporting programs:

	Number	Percent
A. Four-year and/or graduate degree	31	57.4
B. Community colleges	20	37.0
C. Canadian institutions	5	9.0
D. Host/sponsor only	3	5.5

II. Types of programming (51 institutions):

	Number	Percent
A. Workshops and courses	26	48.2
B. Certificate programs	19	35.2
C. Workshops only	16	29.6
D. Courses only	8	14.8
E. Other	4	7.4

III. Types of credit awarded (categories are not mutually exclusive except where noted by *):

	Number	Percent
A. Non-credit	35	64.8
B. Undergraduate credit	28	51.9
C. Graduate credit	14	25.9
D. Continuing education units	12	22.2
E. Credit for prior learning	9	16.7
F. Credit by exam	6	11.1

IV. Scheduling and location of programs:

	Number	Percent
A. Multiple scheduling	42	82.4
B. Evening	38	70.4
C. Daytime	26	51.0
D. Weekend	25	46.3
E. Electronic media/ independent study	15	27.8
F. Multiple locations	35	68.6
G. Off campus	31	57.4

V. Course content (respond rate over 50 percent):

	Number	Percent
A. Communications skills	47	87.0
B. Management/administration	39	72.2
C. Social psychology/ human relations	37	68.5
D. Personnel management	36	66.7
E. Social organization/ behavior	35	64.8
F. Planning	33	61.1

VI. Characteristics of students:

	Number	Percent
A. Sex: Female	34	63.0
Male	3	6.0
Evenly divided	4	7.0
No answer	10	18.5
B. Age: 26-35	21	38.9
Over 35	14	25.9
No answer	11	20.0
C. Occupation:		
Volunteer administrator		
Yes	21	38.9
No	27	50.0
No answer	6	11.1

VII. Implications for AVA:

A response rate of 58 percent indicates a very positive reaction by the institutions surveyed. The courses offered emphasized the management aspects of practitioners in the field.

A recent, 1986, membership survey by AVA indicated that the average member of the Association is between 40-49 years of age, and

23.7 percent of the respondents had been in the field five to nine years. The survey also indicated that 58.7 percent of the positions within the field of volunteer administration required a minimum of a bachelors degree and 20.5 percent required experience in volunteer administration. A review of opportunities for the experienced professional within continuing education courses, courses for credit, and professional development workshops should be developed. The survey indicates that the programs being offered are not attended by those active in the field and additional information is needed to determine why that is the case.

VIII. Issues for consideration by AVA:

There is obviously a great deal to be gained for AVA as well as the students in college level workshops and courses in a closer collaboration between the two groups. AVA's educational endorsement is a vehicle that may be utilized to support an institution's offering; AVA as the professional membership association in the field has regular contact with more than 1,600 AVA members and more than 4,000 affiliate members across the United States and Canada. Also, institutions receiving endorsement could have their courses/workshops listed in AVA's bi-monthly newsletter, *Update*.

Experience has indicated that often practitioners are not included in the development of college level, for credit courses and the students therefore are exposed to the principles of management but not the application of those techniques to volunteer management. AVA has the capacity to refer qualified practitioners to colleges and universities to enrich curriculums. Individuals in the community who are competent in the field of volunteer administration can be guest speakers, provide oversight on community-based projects, and supervise student interns. AVA also can provide resources and consultation in the development of a course syllabus.

Continuing education courses should be developed for the experienced professional. As one in five organizations require previous experience in volunteer administration, institutions may wish to develop additional opportunities for practicums and internships.

Institutions reporting programs

American International College
North Shore Community College
Tufts University
Boston University School of Social Work
University of Rhode Island
Vermont College of Norwich University
University College—New Brunswick—
Rutgers University
Hunter College, City of University of New York
Pace University
Mainstream—Westchester Community College
University at Albany—Suny
Dutchess Community College
Monroe Community College
Community College of Allegheny County—
Center North
University of Delaware
Northern Virginia Graduate Center—Va. Tech
The American University
Virginia Polytechnic Institute & State University
Central Virginia Community College
High Point College
University of North Carolina at Charlotte
Georgia State University
Valencia Community College
Bellarmine College
Hopkinsville Community College—UKY
University of Akron

Sinclair Community College
Oakland University
Alpena Community College
University of Wisconsin Center
Metropolitan State University
Northern Illinois University
Black Hawk College
Rockhurst College
Penn Valley Community College
University of Missouri—Columbia
Oklahoma State University
The University of Texas at Arlington
Houston Community College System
University of Houston
San Antonio College
University of Wyoming
California State University, Los Angeles
Orange Coast College
Humboldt State University
Humber College
University of Regina
St. Clair College
Grant Mac Ewan Community College
Central Michigan University
University of Colorado at Boulder
The University of Akron
University of Saskatchewan

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