

Overview: Past Participant Follow Up Survey

The Past Participant Follow Up Survey was created by the Centre for Career Education, University of Windsor. This survey was developed to use as a follow up tool with students who have completed the Volunteer Internship Program. It is designed to help with the assessment of personal attribute and impact outcomes and also collects some satisfaction data as well. (the survey is included in this guide as an example tool for Processes in Section 4, and for Outcomes in Section 5).

The survey will be first used in 2010, and will be used in paper form, and online using SurveyMonkey or Student Voice.

We decided to look at the overall educational goals of the program and align this follow-up survey with them. VIP's educational goals are as follows:

- To provide students with access to experiences within the community.
- To develop professional employment readiness skills in students such as accountability, communication, etc.
- To help students develop a network of contacts in the community.
- To assist students in the identification or clarification of career interests and expectations.
- To develop an appreciation for the value of volunteerism among students.
- To teach students how to learn from a variety of experiences.

We decided which pieces of data and open ended questions would be the most useful to address each educational goal and developed the questions accordingly. We also mirrored some of the questions found in earlier stages of the program (intake survey administered at orientation) so that comparisons could be made to gather pre-test and post-test answers. See below for an overview of sections and the rationale behind each:

- About You
 - Will help us to further break down and group responses. Felt it was important for survey responses to remain anonymous to increase likelihood of honest answers.
- About Your VIP Experience
 - Wanted a general idea of satisfaction as well as ability to correlate satisfaction to the types of placements offered. For example, are there any areas in which students seem to be especially satisfied or dissatisfied?
 - 5-point scale will be easy to tally, but allowed for open ended comments and justification for score as well.
- Volunteer Activity
 - Focuses on educational goal of "...develop[ing] an appreciation for the value of volunteerism among students."
 - First two questions mirror intake survey administered during orientation. Will be able to compare results from this survey to orientation survey and compare average amount of time spent volunteering and frequency prior to program with amount since program completion. An increase would illustrate an impact outcome.
 - We know that we provide access to experiences within the community, but rest of questions allow students to self-report whether the connections we make last beyond the program and whether or not they are more likely to volunteer following their participation in the program.
- Career Interests and Expectations
 - Focuses on educational goal "to assist students in the identification or clarification of career interests and expectations" and asks students to self report and provide justification as to whether or not this goal was met and if so, how (identify or clarify interests, identify or clarify any workplace preferences, better understanding of expectations).
 - Allows gathering of data and anecdotal evidence as to whether or not VIP has had an effect on career decision making.
- Goal Attainment
 - Measures self-reported attribute outcomes – confidence and attitudes (understanding and appreciation) related to the educational goals of the program.

- Final Thoughts
 - Allows us to gain a better understanding of what students want from the program, whether or not the program has met expectations (satisfaction) and what they took away from their participation.
 - Students can self-report whether or not VIP has increased their marketability and if so, how as well as provide further information about what other opportunities they have connected with as a direct result of this experience and network.

This survey will be sent out at the beginning of the calendar year to all of the students who have completed the program in the previous calendar year. Windsor graduates get to keep their institutional e-mail for one year after graduation, so this timing will allow us to catch everyone. A summary of data will be compiled each year, with a full analysis to take place every three years.