



Partner survey 2010

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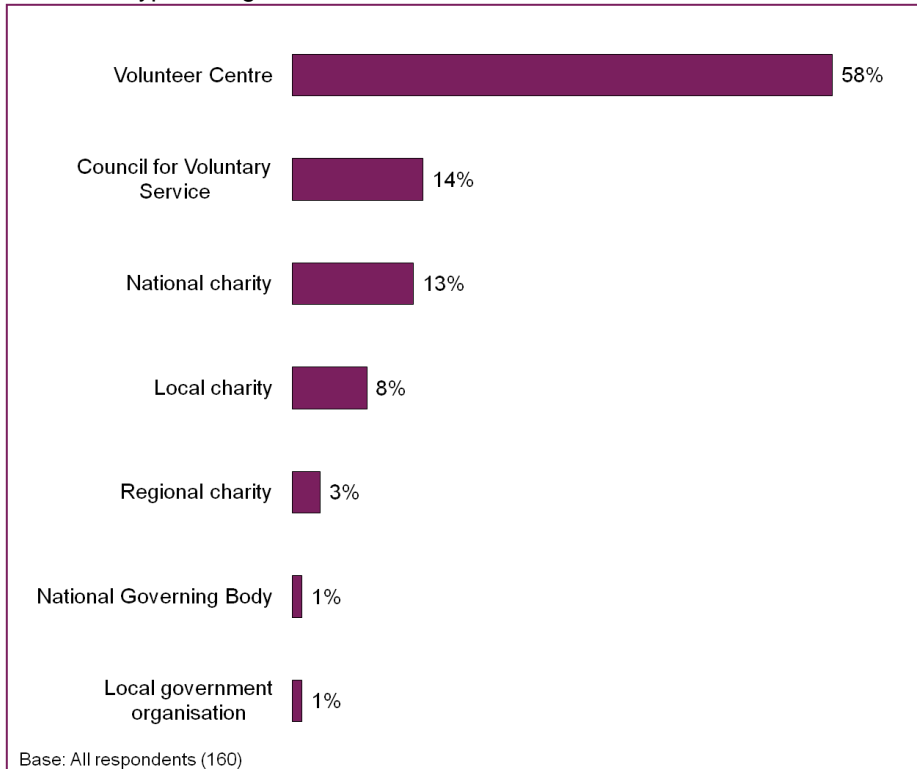
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The sample

- In January 2010, 160 Do-it partners completed a survey about their experience and perception of Do-it.
- 58% of respondents were from Volunteer Centres, 23% were from charities (national (13%), local (8%) or regional (3%)), and 14% were from Councils for Voluntary Service. Two respondents were from government bodies – one national and one local.

Chart 1 Type of organisation



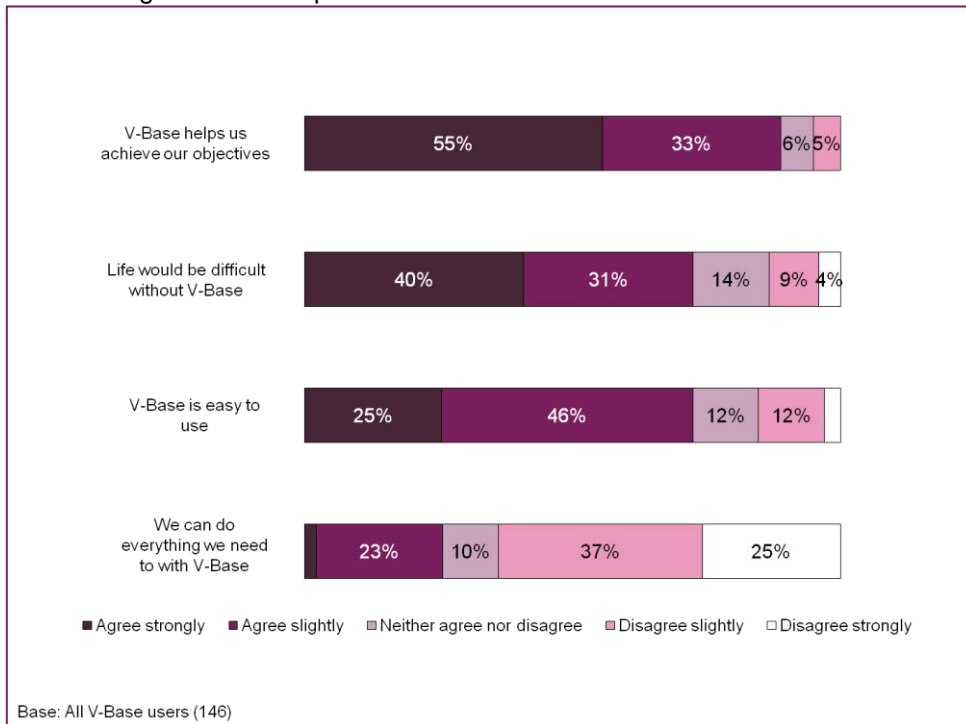
- More than nine in ten (146 respondents) were V-Base users, 21 were V-Base Recruiter users and 9 had a syndication feed.

V-Base

As shown in chart 2:

- 88% of V-Base users agreed that V-Base helps them achieve their objectives
- 71% of V-Base users agreed that V-Base is easy to use
- 71% of V-Base users agreed that their lives would be difficult without V-Base
- Only 25% of V-Base users agreed that they can do all they need to with V-Base

Chart 2 Agreement with positive statements about V-Base



As shown in chart 3:

- 26% of V-Base users agreed that V-Base is complicated
- 53% agreed that using V-Base can be confusing

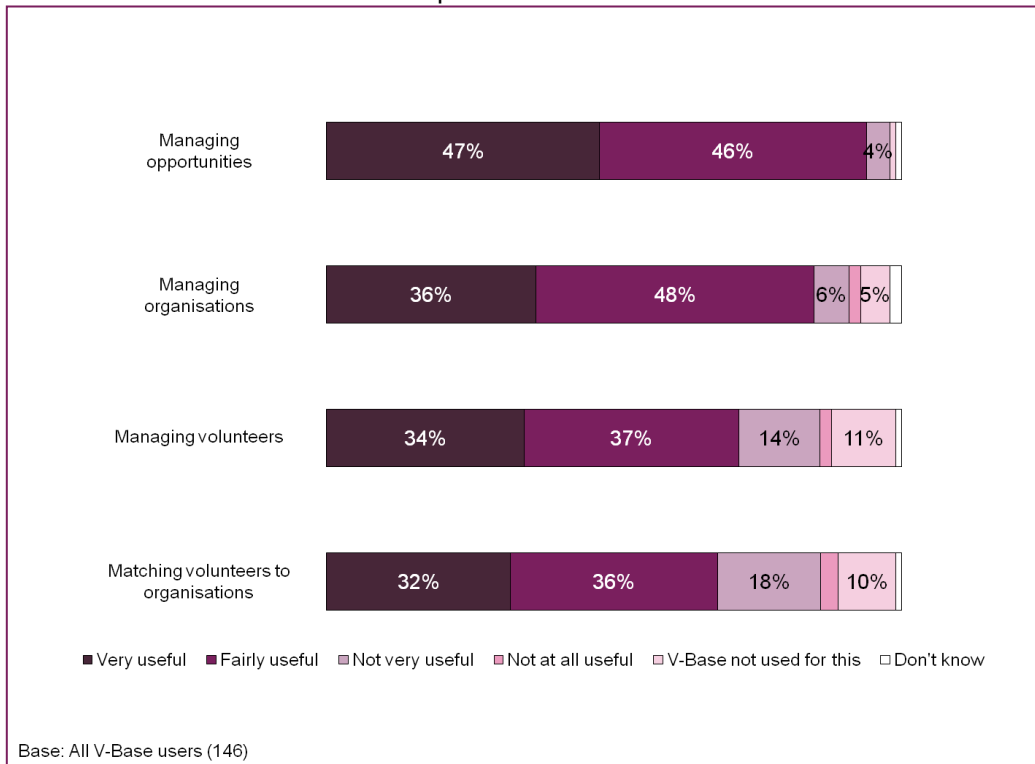
Chart 3 Agreement with negative statements about V-Base



As shown in chart 4:

- 93% of users found V-Base useful for managing opportunities
- 84% of users found V-Base useful for managing organisations
- 71% of users found V-Base useful for managing volunteers
- 68% of users found V-Base useful for matching volunteers to organisations

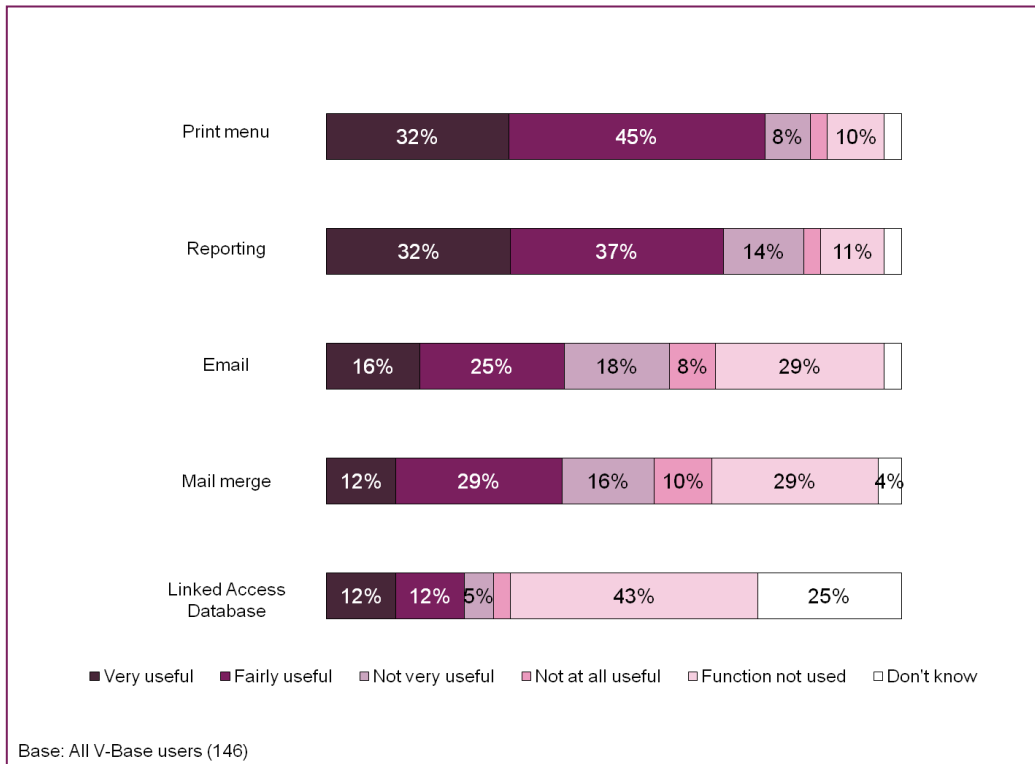
Chart 4 Usefulness of V-Base for specific tasks



As shown in chart 5:

- 76% of users found the Print Menu function of V-Base useful
- 69% of users found the Reporting function of V-Base useful
- 41% of users found the Mail Merge function of V-Base useful
- 40% of users found the Email function of V-Base useful
- Only 24% of users found the Linked Access Database function of V-Base useful

Chart 5 Usefulness of V-Base functions

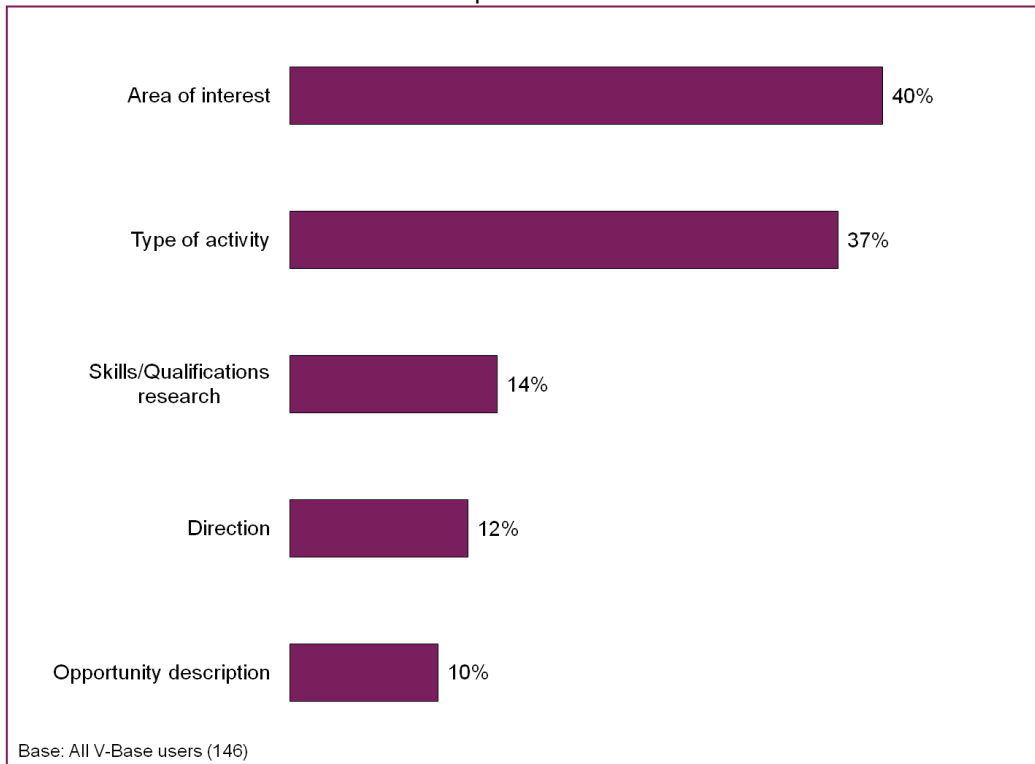


- 68% of respondents said V-Base was the only database used at their organisation for managing volunteers and opportunities.

As shown in chart 6:

- 40% of V-Base users thought the 'Area of Interest' field could be improved
- 37% of V-Base users thought the 'Type of activity' field could be improved
- 14% of V-Base users thought the 'Skills/Qualifications required' field could be improved
- 12% of V-Base users thought the 'Area of Interest' field could be improved
- 10% of V-Base users thought the 'Opportunity description' field could be improved

Chart 6 V-Base fields that could be improved



- 10% of V-Base users who upload opportunities said their organisation only posts opportunities on its own behalf
- 89% said their organisation posts opportunities on behalf of 10 or more other organisations
- 64% said their organisation posts opportunities on behalf of more than 100 other organisations
- All but two said their organisation had started working with new organisations in the 12 months prior to the survey. 25% said their organisation had started to work with between 1 and 20 new organisations, and 38% said their organisation has started to work with between 21 and 100 organisations. The remaining 38% were unsure of the numbers involved.
- 85% said their organisation had started working with no new organisations because of London 2012. Ten said their organisation had started working with between 1 and 10 new organisations because of the Games.
- 95% of V-Base users who upload opportunities said they prefer applications to be sent to their organisation at least some of the time (82% all the time).
- 87% of these respondents said this was because they offer a brokerage service, 58% wanted to be able to provide statistics to funders, and 21% said the opportunities were at their organisation.
- 32% of those who liked applications sent to their organisation said that they would be happy for them to go directly to opportunity-hosting organisations if they received relevant statistics.

- Suggestions for how V-Base could be improved included:

"It needs to be made clearer that the volunteers are not applying for the opportunity but simply requesting more information, and that their application does not go directly to the organisation."

"There should be a way to search for international opportunities so volunteers don't need to go to Volunteering England."

"It would be useful to be able to filter organisations by geographical area."

"Make it compulsory for volunteers to fill in their full address."

"There should be an opportunity to save or recover changes so if you make a mistake you can recover it."

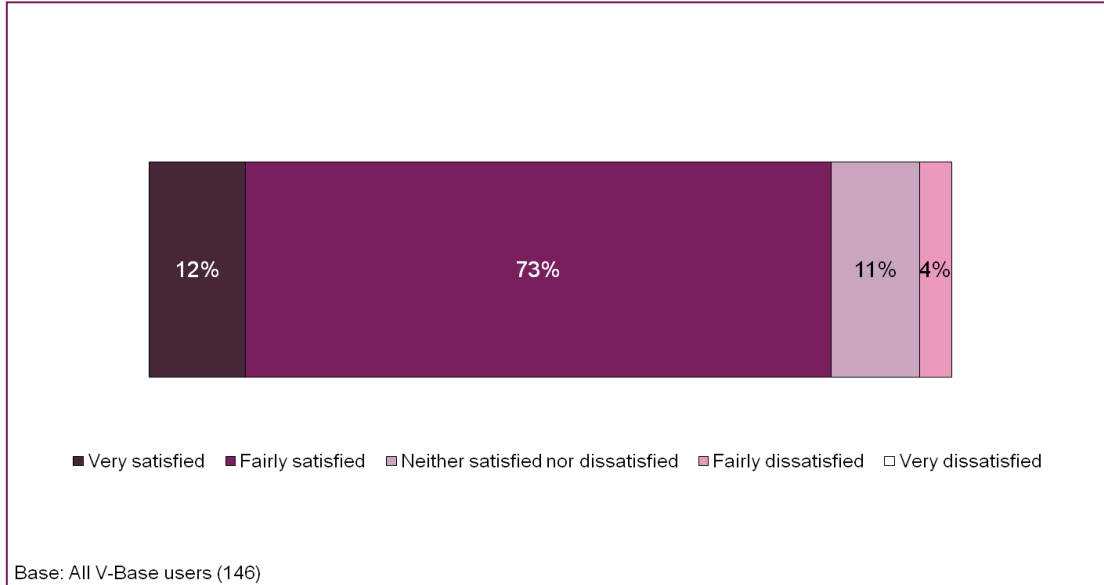
"It will be helpful if you had a "help menu" on V-base with simple language instructions."

"I think you try to do too much with V-Base. It is complicated if you only want to post vacancies. I am sure a lot of organisations use it for all sorts of things but the screen looks very busy and overly complicated."

"Have a pop-up if a user tries to view a record that is already in use by a colleague e.g. This is locked for editing. This would prevent problems if one person was trying to view a record and another was editing at the same time."

- Chart 7 shows 84% of V-Base users were either very (12%) or fairly (73%) satisfied with the software.

Chart 7 Satisfaction with V-Base



V-Base Recruiter

- Of the 21 respondents who used V-Base Recruiter at their organisations:
 - 15 agreed that V-Base Recruiter helps their organisation achieve its objectives
 - 12 agreed that V-Base Recruiter is easy to use
 - 5 agreed that V-Base Recruiter is complicated
 - 6 agreed that life at their organisation would be difficult without V-Base Recruiter
 - 5 agreed that using V-Base Recruiter can be confusing
 - 5 agreed that they can do everything their organisation needs through V-Base Recruiter
- Only 4 of the 21 V-Base Recruiter users said they spend more than a day processing Do-it applications. Eight said they spend no more than a day doing so.
- Only 11 said they were aware that volunteers can view uploaded opportunities through other websites via syndication feeds.
- Suggestions for how V-Base Recruiter could be improved included:

"An option to advertise national opportunities without having to log every postcode and county locations."

"Having simpler user instructions."

"You have to keep going back to account summary when going between locations and opportunities, would be easier if you could go directly to one or the other."

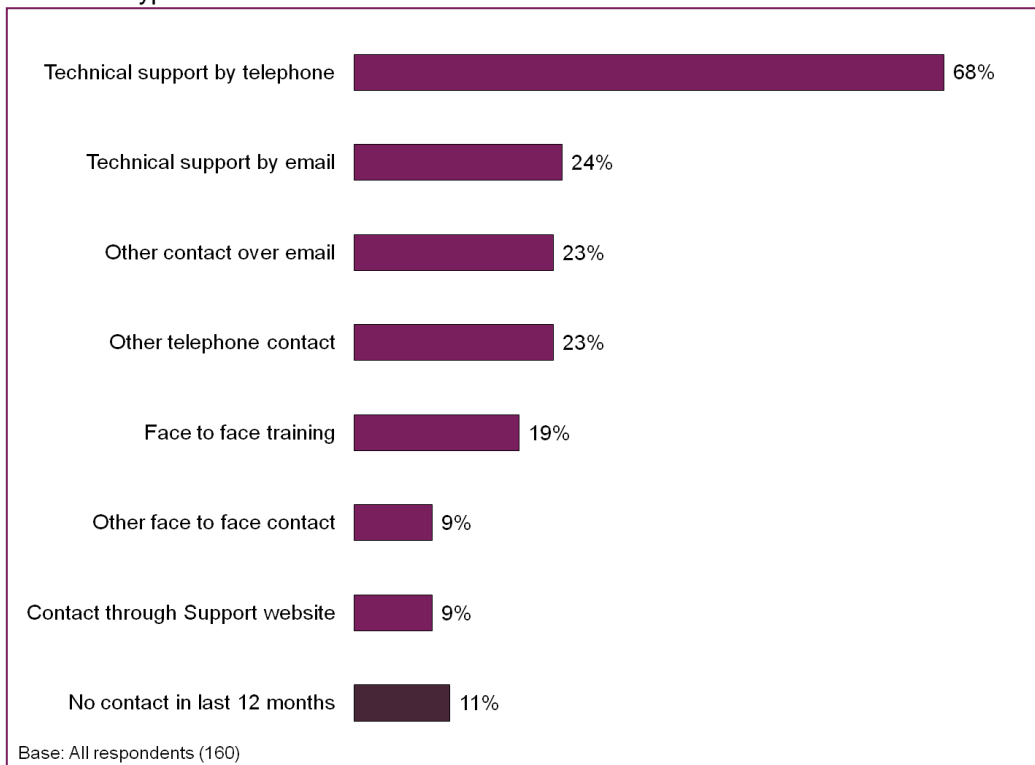
"Not enough choices, e.g I want to advertise for doctors and nurses and no heading only first aid."

- Of the 21 V-Base Recruiter users, 16 were satisfied with the software.

Contact with Do-it team

- 89% of respondents had had contact with the Do-it team during the 12 months prior to the survey. Chart 8 breaks this down by type of contact:

Chart 8 Type of contact



- 68% of respondents had received technical support by telephone and 24% by email.
- 23% had had contact other than for technical support over email
- 23% had had contact other than for technical support by telephone
- 19% had received face to face training

- Charts 9 and 10 show that of those who had received technical support (by telephone or by email), 77% were satisfied with the time it took to resolve their enquiry (50% very satisfied), and 61% would describe the service they received as either excellent (21%) or very good (39%).

Chart 9 Satisfaction with speed of enquiry resolution

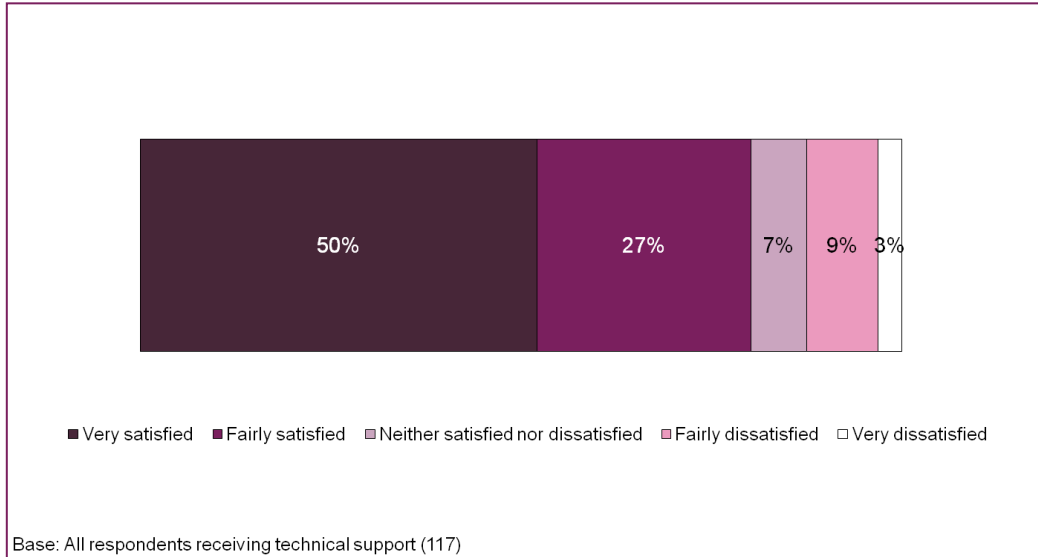
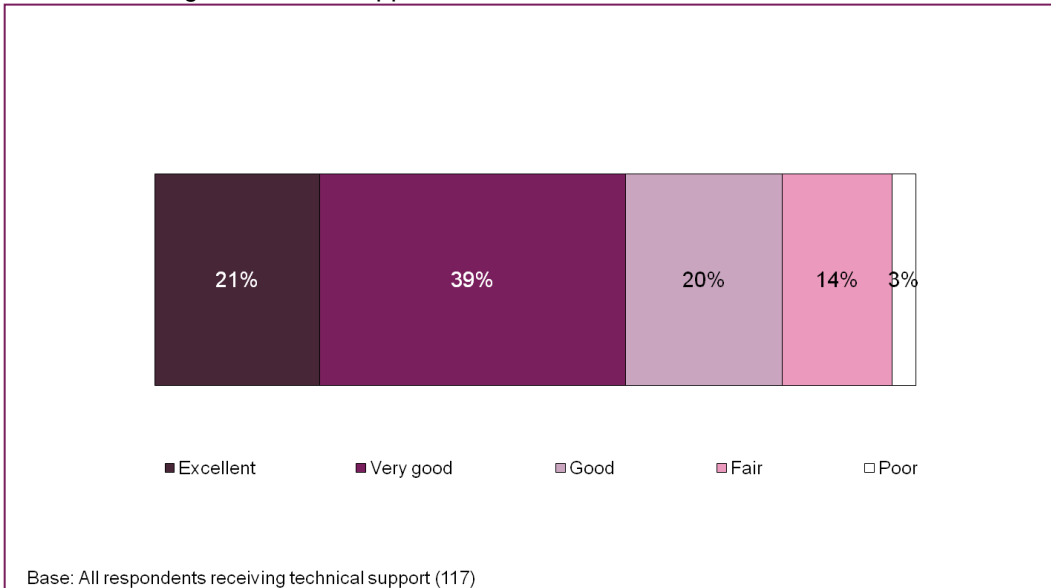


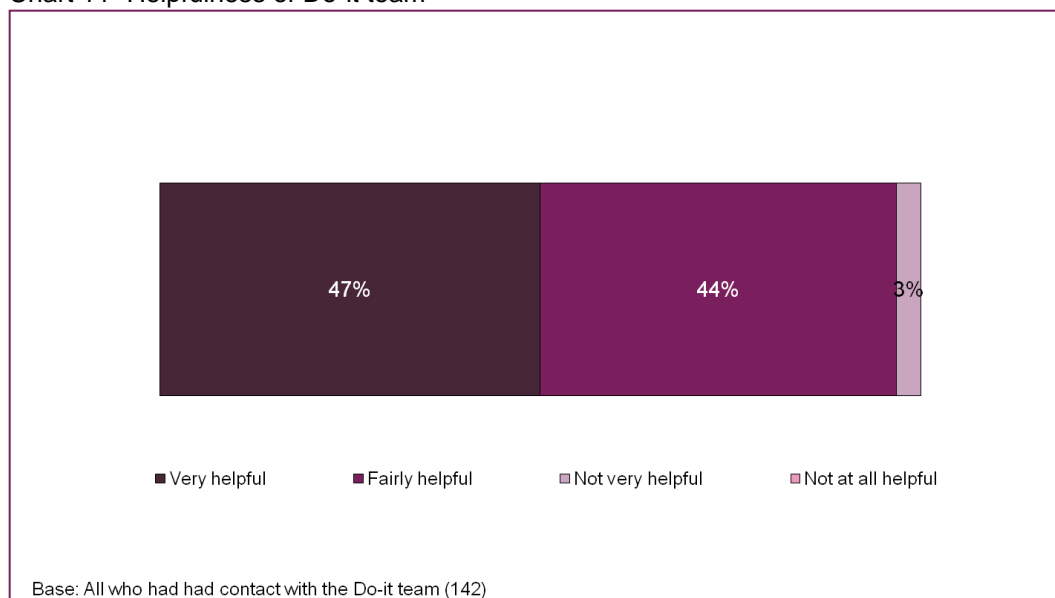
Chart 10 Rating of technical support received



- Of the 30 respondents who had received face to face training, 25 had found it useful (9 very useful), and 14 would describe the training as either excellent (8) or very good (6).
- Of all 160 respondents, only 38 (24%) had used the Product Support website. 58 (36%) knew about it but had not used it, and 64 (40%) were unaware of the website.

- Of the 58 respondents who knew about the Product Support website but had not used it, 28 had not needed technical support since the website became available, 14 said they had not used the website because they had not thought to, and 13 said they preferred to get support in other ways.
- Of the 38 that had used the Product Support website, 31 had found it useful (6 very useful).
- Of all 160 respondents, only 16 (10%) had used the proofreading service. 61 (38%) knew about it but had not used it, and 83 (52%) were unaware of the service.
- Of the 16 that had used the proofreading service, 12 had found it useful.
- Chart 11 shows that 92% who had been in contact with them in the 12 months prior to the survey had found the Do-it team very (47%) or fairly (44%) helpful.

Chart 11 Helpfulness of Do-it team



Do-it

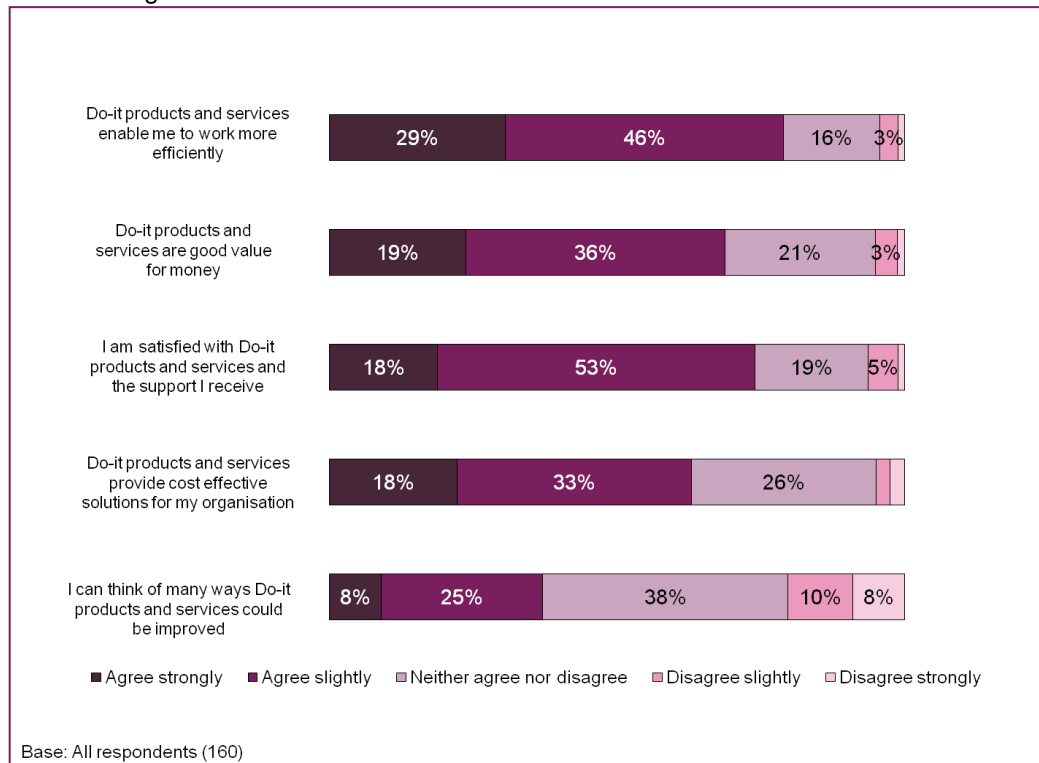
- 31% of all respondents (49) had visited the Partners' section of Do-it. Of these:
 - 28 had visited the 'V-Base' section
 - 16 had visited the 'V-Base Recruiter' section
 - 14 had visited the 'Information and resources' section
 - 12 had visited the 'How it works' section
 - 11 had visited the 'Top tips for posting partners' section
 - 10 had visited the 'Best practice and case studies' section
 - 7 had visited the 'Partners' obligations' section
 - 6 had visited the 'Syndication' section

- 43 of the 49 visitors to the Partners' section found it useful (6 very useful)

As shown in chart 12:

- 74% of respondents agreed that Do-it products and services enable their organisation to work more efficiently
- 70% of respondents agreed that they were satisfied with Do-it products and services and the support they receive
- 55% of respondents agreed that Do-it products and services are good value for money
- 50% of respondents agreed that Do-it products and services provide cost-effective solutions for their organisation
- 33% said they could think of many ways that Do-it products and services could be improved

Chart 12 Agreement with statements about Do-it



Suggestions for how Do-it could be improved for potential and current volunteers included:

"Cut down on duplication of opportunities, include more arrangements information and make clear the role of Volunteer Centres."

"It could be made more attractive."

"It would be helpful if there was a link for international enquirers to enable them to do a quick national search. The same applies for remote volunteering opportunities - a quick search option for these would be really useful".

Many volunteers tend to think that when apply for an opportunity, they apply directly to the opportunity. Often found that these volunteers are waiting for someone to get back at them and ignore our instruction on the email we send. We don't have this problem were an enquiry is made. Therefore, I think it would be better if do-it only offers one option "Enquiry" and not "Apply".

"Some of the information is hard to find from the home page. Sometimes I know information is there but it's not obvious where it is on the site."

"The advanced search facility could be made a bit more obvious."

"DUPLICATION! There are many opportunities that repeat on the Do-it website. They appear to be the same opportunity, with the same organisation, which has been uploaded by the same organisation. This looks unprofessional and disorganised to any potential volunteer."

"The geographical search tool could be made better. There's still some confusion about opportunities being listed by different Volunteer Centres."

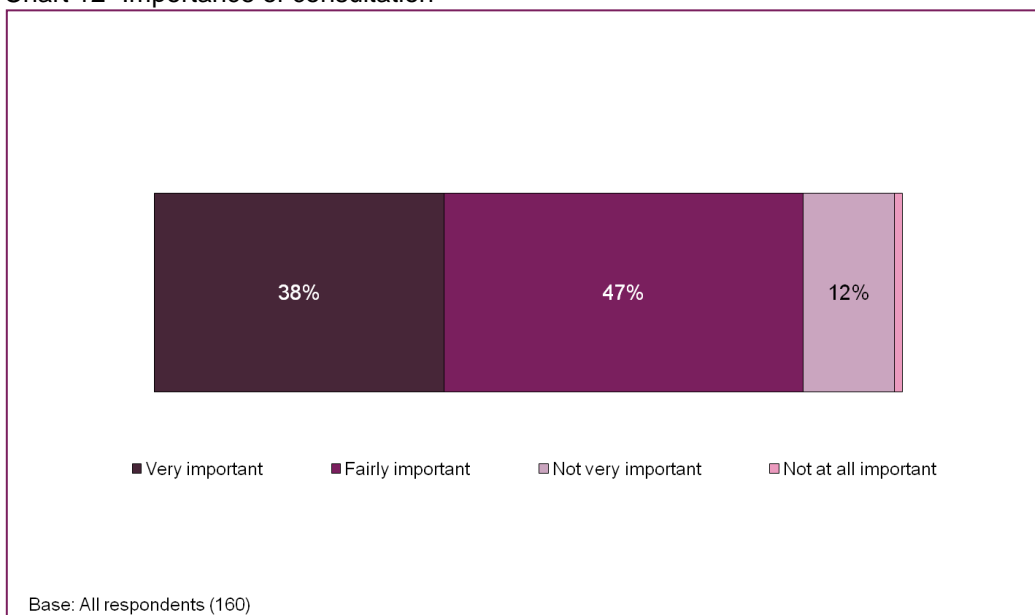
"I feel the search link (Advanced) is not obvious enough on the home page."

"Encouraging organisations to be very specific about the categories they register their opportunities under."

Consultation

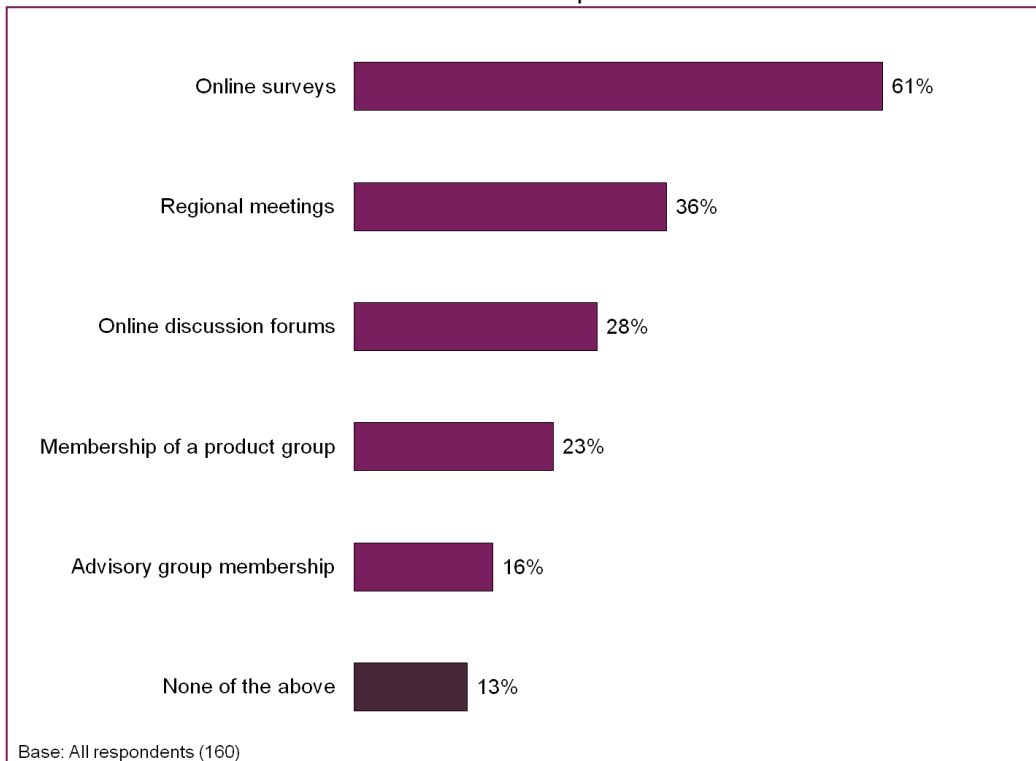
- Chart shows that, for 85% of respondents, being regularly consulted about Do-it products and services was very (38%) or fairly (47%) important.

Chart 12 Importance of consultation



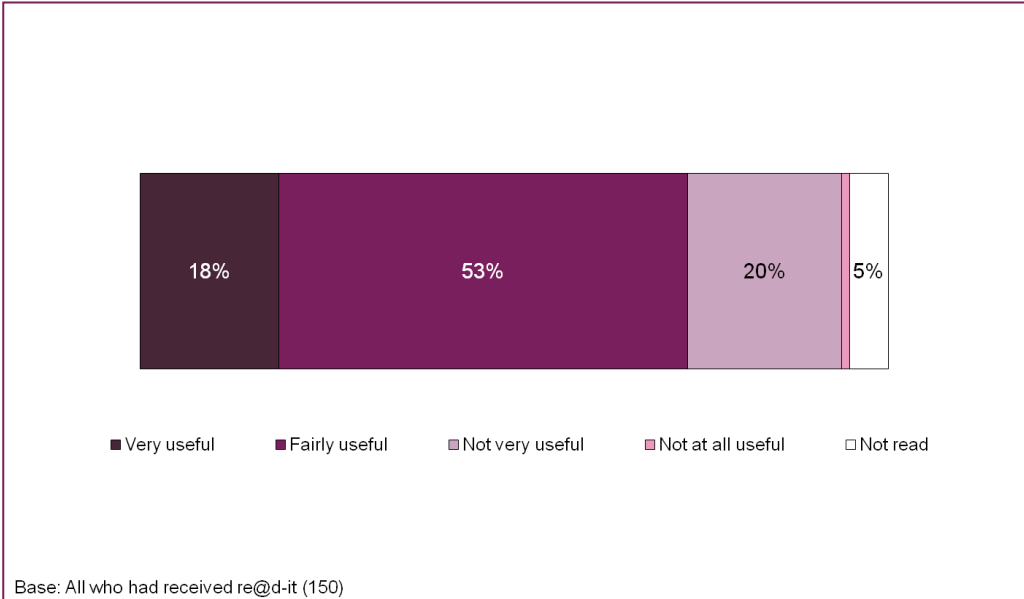
- When asked if they felt adequately consulted about Do-it products and services, 56% said they did, 16% said they did not, and 29% were unsure.
- Chart 13 shows the form of consultation respondents would be interested in.
 - 61% would be interested in completing more online surveys
 - 36% would be interested in attending regional meetings arranged by Do-it
 - 28% would be interested in taking part in online discussions
 - 23% would be interested in becoming a member of a product group
 - 16% would be interested in becoming a member of an advisory group

Chart 13 Forms of consultation of interest to respondents



- Chart 14 shows that, of those who had received the newsletter (150 respondents), 71% had found re@d-it very (18%) or fairly (53%) useful.

Chart 14 Usefulness of re@d-it



- When asked whether they preferred the term partner or the term member to describe an organisation that uses V-Base, V-Base Recruiter or has a syndication feed, 20% preferred member, 17% preferred partner, and 43% had no preference.