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An Evaluation of Clean the World, Las Vegas Volunteer Program

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An Evaluation of

Clean the World, Las Vegas Volunteer Program



AVID Advising

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August 13, 2015

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PUA 729

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Executive Summary

Background

Student evaluation team, AVID Advising, conducted an evaluation of a not for profit organization, Clean the World, Las Vegas Volunteer Program from February 2015 through August 2015. The pre- valuation consisted of an analysis of the organization's growth since opening its Las Vegas doors in 2012, staff responsibilities, and their volunteer program. As a result of the pre- valuation, AVID Advising and Clean the World Las Vegas Manager, Kevin Williams determined an evaluation on the existing volunteer program would be most beneficial to the organization.

Purpose

The primary purpose of this evaluation is to provide Clean the World, Las Vegas with both short and long term recommendations based on the identified needs of their current volunteer program.

Methodology

To obtain qualitative and quantitative information about the volunteer program, information was collected via interviews with Clean the World, Las Vegas staff members, found in benchmarks studies, and through surveys ADIV Advising developed and distributed to current volunteers.

Findings

The volunteer survey respondents were able to provide important critical feedback regarding the volunteer program; survey data and comments are available through the evaluation report.

Recommendations

The results of the evaluation indicated Clean the World has many opportunities to leverage the local community and take the next step as a nonprofit not only in Las Vegas but also in other locations.

- Short-term Recommendations:
 - Leverage local communities with special events
 - Similar to eSports tournament
 - Look into other interest groups
 - Leverage current partners to utilize off site volunteer events
 - Coordinate with a hotel property to schedule weekly or bi-weekly volunteer events at an open ballroom or hall a hotel property on The Las Vegas Strip would be able to donate.
- Long-term Recommendations:
 - Partner with various expos to increase nonprofit awareness
 - Raise funds by having a presence at an expo.
 - Partner with UNLV to increase student involvement
 - Leveraging opportunity with the younger volunteer workforce
 - Expand space in the Las Vegas facility

Introduction

Clean the World (hereinafter CTW) is a soap recycling not-for-profit organization that started out of Orlando, Florida in 2009 by Shawn Seipler. When he discovered that all gently used hotel soaps ended up in landfills he knew there was a better way to reduce landfill waste and help disadvantaged people around the world. With those ideas in mind, Seipler created a two-part mission to:



Figure A: Clean the World Logo

Source: <https://cleantheworld.org>

- Collect and recycle soap and hygiene products discarded every day by the hospitality industry and other sectors that generate environmental waste and;
- Through the distribution of these and other donated products to impoverished people, prevent millions of hygiene-related deaths each year, reduce the morbidity rate for hygiene-related illnesses, and encourage vigorous childhood development.

Since the Orlando Recycling Operations Center (hereinafter ROC) location opened in 2009, CTW has expanded to three other locations including Las Vegas, Nevada in 2012, Hong Kong, China in 2014, and most recently Montreal, Canada in 2015. Throughout CTW's expansion more than 25 million bars of CTW soap have been distributed in 99 countries.

While CTW has four ROCs, they have partnerships with over 4000 hotels, resorts, time shares, and bed and breakfasts in all 50 states and Canada (Please visit <https://cleantheworld.org/partners/> for a complete list of partners); additionally, CTW

partners with a variety of management companies, meeting and event planning companies, non government organizations, and corporate hospitality partners as well. Each of CTW's partners has the opportunity to help contribute to the organization in four different ways through: hotel recycling program fees, direct cash donations, grants, and gift-in-kind donations (which include soap and hygiene amenities that provide social and economic value for the people they serve). With these partnerships CTW is able to implement their mission through:

- Collecting, sorting and processing discarded soap, shampoo, conditioner, and lotion product donations from participating hospitality partners;
- The collection of donated hygiene products from manufacturers;
- Recycling these product donations at facilities in Orlando, Las Vegas, Hong Kong, and Montreal;
- Delivering these recycled product donations to domestic shelters and developing countries suffering from high death rates due to acute respiratory infection and diarrheal disease.

In February of 2012 CTW Las Vegas ROC had a grand opening event in partnership with Caesars Foundation who provided \$250,000 worth of grants to the Las Vegas facility and donated over 40 tons of soap and bottled amenities to the cause. While in May 2014 the Hong Kong ROC opened with a substantial donation from Las Vegas Sands Corporation of \$1 million to help expand the organization both in the United States and internationally. And most recently the Montreal location opened in July 2015, aiming to serve Canada's homeless, senior citizens, growing population of families seeking assistance from food banks, and a start to CTW's future European expansion.

In April of 2015, one of the most recent and valuable partnerships for CTW was its merger with Global Soap, an organization with a very similar mission. The unification of

these two companies under the CTW banner allows for a larger impact in the Global Hygiene Revolution. With



Figure B: Soap Distribution Map

Source: <https://cleantheworld.org/the-global-soap-project/distribution/>

this combination of forces CTW manages all collection and recycling of soaps and plastic bottles (i.e.; hotel shampoos, conditioners, lotions, etc....), while Global Soap focuses mainly on the distribution of these recycled soaps and hygiene education around the world.

Organizational Structure

As mentioned earlier, CTW's headquarters is located in Orlando, Florida with three other locations around the world, see Appendix A.1 and A.2 for complete organizational charts.

Shawn Seipler is the President/ CEO and oversees all CTW locations. One of the Vice Presidents, Randy Wise, is also in Orlando and directs Partner Relations/ Operations of CTW's other locations, including Kevin Williams who is the manager for Las Vegas. Lauren Byrge is the newest addition to the Las Vegas ROC staff as the program coordinator. Hired in May 2015, after they had gone four months without one, Ms. Byrge is in charge of scheduling and working with the volunteer groups that come to Las Vegas ROC. Below Mr.

Williams are three other, full time staff and an average of 100 volunteers per month that help with the operations of the Las Vegas facility.

Volunteer Program Overview

Sam Stephens is based in Orlando, Florida and is the VP of fundraising and development for CTW, under him there are two volunteer managers, Whitney Magers, also in Orlando, and the newest member of the Las Vegas team, Lauren Byrge. The CTW Las Vegas ROC volunteer program began in 2012 when the location opened. Initially the program brought in volunteers to help sort and clean soaps that were later processed through a grinding and sanitization process then shipped out to developing nations around the world; however, in 2013, CTW saw there was a large demand for soaps and kits here in the United States, this is when the ONE Project Hygiene Kits were implemented. These kits allowed for companies and organizations to help give back to their community through the distribution of the hygiene kits within their communities.

CTW Las Vegas ROC averages about 100 volunteers a month, with an average of 250 volunteer hours per month. They make about 120,000 kits per year. In each kit there are three different types of bottled amenities. So they need about 360,000 bottles a year. In order to get 360,000 'full' bottled amenities, CTW Las Vegas has to sort through approximately 900,000 bottles. Once the bottles are sorted and prepped for the hygiene kits, the kits are purchased, at \$2.50 per kit, by the company or organization that is hosting an event to assemble them usually at the company's location (i.e.; hotel convention centers, meeting rooms, etc....) and distributed to a shelter or outreach organization of their choice

such as homeless shelters, veterans, and senior citizens. These kits have become a popular way for companies to fulfill their community service obligations.

If a person decides they want to volunteer at CTW Las Vegas ROC facility, they can sign up through the CTW website. Once they are confirmed for a date a time, upon arrival at the facility a waiver is signed and an introductory, five- minute video is watched. There are a few different duties they can be assigned to based on what is needed for the day:



Figure C: One Project Hygiene Kit

<https://cleantheworld.org>

- Sorting of shampoos, conditioners, lotions, and body wash bottles (must be at least 80% full to reuse for One Project Hygiene Kits)
- Scraping/ cleaning bars of soap
- Filling and stacking of boxes with the new CTW soap bars

Purpose of Evaluation

The primary purpose of this evaluation is provide CTW staff with suggestions and recommendations based on the identified needs, established from the volunteer surveys, of the current volunteer program at CTW Las Vegas ROC. Also, because of the lack of data the Las Vegas ROC had on its volunteers and the recent hiring of a new program coordinator, it may be helpful for CTW staff to utilize the collected data from the surveys to help build and further develop their volunteer program in order to become one of the fundamental non profit organizations in Southern Nevada and the United States.

This volunteer evaluation was designed to provide constructive feedback thought suggestions and recommendations in order to continue to improve their current volunteer program. Through the data obtained from the volunteer surveys CTW will be able to:

- Identify the demographics of their volunteers (i.e.; age ranges, gender, and occupations)
- Identify volunteer retention, most common way volunteers hear about the CTW program, if they are volunteering with a group or individually, and their volunteering purpose
- Gain a better understanding of CTW Las Vegas' strengths and weaknesses within the volunteer program

Evaluation Process

This evaluation is made up of mainly qualitative data through collecting information from our volunteer survey, key informant survey, interactions with Kevin Williams, CTW Las Vegas ROC Manager, Lauren Byrge, Program Coordinator.

Staff Interviews

Two key CTW Las Vegas staff members were interviewed to gather comprehensive information about the organizations volunteer program. Our primary contact throughout the evaluation process was with CTW Las Vegas Manager, Kevin Williams. Mr. Williams provided us with general information about CTW, took us though facility tours, and potential topics for us to focus our project on. During our first meeting with Mr. William's, he expressed a need for concentrating on the volunteer program and volunteer groups bringing in donations and our ONE Project hygiene kit program. Because CTW Las Vegas

ROC opened nearly three years after its headquarters site in Orlando, Florida, there was a lot of room for improvements and need to further develop the Las Vegas volunteer program.

As a result from our discussions with Mr. Williams, AVID Advising decided to focus on the evaluation of the current CTW Las Vegas ROC volunteer program. At the initial meeting with Mr. Williams, he notified us their program coordinator had just taken another position elsewhere, making it more difficult for CTW to bring in volunteers. The position was vacant for over three months before CTW Orlando hired a new team member located in Las Vegas, Lauren Byrge.

When Lauren was hired at the beginning of June, we are able to meet with her and Orlando Program coordinator, Whitney Magers. While contact with Ms. Magers was limited, we were able to discuss our options for survey distribution in the CTW electronic newsletter when she was in Las Vegas to train Ms. Byrge. During the meeting we were able to work with Ms. Byrge on our ideas for the survey, in terms of local distribution for it and having anyone coming through the Las Vegas location to volunteer fill out a paper version in order to receive the most feedback we could. She also expressed a desire to become active in the Las Vegas community and be able to utilize the large organizations and corporations for volunteer opportunities.

Field Observations

One evaluation team member first visited CTW Las Vegas ROC on Monday, February 23, 2015 for a scheduled meeting with Kevin Williams. Only one team member had previously visited the site to volunteer in 2009, when it first opened. Upon first visiting the site, the team member was interested in getting an idea of how the non profit functioned in

terms of processing and distributing the recycled soaps and what the volunteers did on a daily basis. Upon arrival it was noted the amount of volunteers, the group they were a part of, the location and size of the facility, and the apparent understaffed facility.

Evaluation Focus

Upon conclusion of the initial interview with the manager Kevin Williams, the team member consulted with the other team members and AVID Advising decided to pursue the evaluation of CTW Las Vegas volunteer program.

AVID Analysis of CTW Las Vegas ROC

Through discussions and observations with Kevin Williams and other CTW team members the following was determined:

Strengths

- Dedicated, active, happy volunteers and staff
- Ample space for work

Weaknesses

- Unclear volunteer duties, training
- Lack of adequate funding for the program
- Lack of full time staff for the facility (i.e.; Program Coordinator, only three other full time team members under Kevin Williams)
- Lack of volunteer data (from previous surveys)
- Volunteer base was not growing at the rate of receiving hotel amenities
- Lack of usable space and storage due to a large amount of unsorted boxes

- Significant amount of costs being used to rent additional storage space due to unsorted amenity boxes

Opportunities

- Increased marketing efforts and community involvement
- Utilization of the facility's space to host larger volunteer groups and events

Challenges

- Volunteer retention
- Location of facility
- Lack of funding
- Lack of volunteer duty description/ in depth training

Research Question

Upon conclusion of CTW Las Vegas ROC analysis, the evaluation team developed the research question:

How can the structure of CTW volunteer program be more effective?

Literature Review

We sought after three main areas of the CTW volunteer program that could use improvement. Those three areas are as follows: program effectiveness, program functionality and volunteer retention. Avid Advising believes that if the CTW volunteer program is able to have success in these three areas, the CTW volunteer program would be functioning at a higher level. To gain more information on how to achieve program effectiveness, functionality, and volunteer retention, we discovered literature that provided the blueprint to be successful. The main piece of literature we used is *The Jossey-Bass*

Handbook of Nonprofit Leadership and Management (2010) by David O. Renz & Associates.

This handbook not only provides an overview of the history and the origins of nonprofit organizations volunteer programs, but it provides managerial approaches and developmental tools that can be used to increase effectiveness and functionality. The other piece of literature we used to complement The Jossey-Bass Handbook is *Fostering Volunteer Programs in the Public Sector (1990)* by Jeffrey L. Brudney. Now, we are aware that CTW is a not for profit but we believe that Brudney's book has pertinent information that is applicable to the volunteer program at CTW. With that, we will start of with our first section of the literature review.

Program Effectiveness

The main goal of the volunteer program was created to produce soaps at a high level to serve the people in need. At CTW, the products are the CTW soap and the ONE Project Hygiene Kits. In the Las Vegas facility there are a magnitude of boxes off to the side that have not been sorted, cleared out and ridded off which ultimately causes the misuse of the space in the facility. Because there are no true clear-cut goals or quotas for the amount of soap (Quota for ONE Project Hygiene Kit is 360,000) to be produced annually, goal attainment may not be a practical way to measure program effectiveness. In the Jossey-Bass Handbook, Vic Murray argued this notion and believes that the only true way to get a complete and true evaluation of program effectiveness is to be in relentless dialogue with the stakeholders because it gives everyone involved an understanding of where the volunteer program is at the time and where the volunteer program should be in terms of production. Here, the stakeholders are the CTW Administrators (managers at all locations,

directors, etc.), Las Vegas hotels in partnership with CTW, and the non-governmental organizations that help distribute CTW products.

Another approach to increase program effectiveness is to match volunteers to positions to ensure that they can be efficient and do a great job. Brudney (1990) states that the most sought after qualities and skills by nonprofit organizations are “communication, listening, reliability, friendliness, honesty, organizational commitment, and a caring attitude.” Obviously, CTW will naturally attract volunteers with those attributes because of the type of nonprofit organization that it is. The issue that arises is that because CTW is open to any volunteers who are willing to come in and help, the age range can be problematic. Of the surveys that we conducted electronically and using hard copies on site, we found that 49% of the volunteers are between the ages of 10 years old and 19 years old. Scraping and cleaning soap may not require much expertise, but sorting and boxing soap requires good judgment. Sorting body soap, shampoo and conditioner isn’t the most pressing job, but making the correct decision on whether to rid of used bottles can have a positive or a negative effect on the availability of products for the ONE Project Hygiene Kits. Matching a volunteer with a better understanding of what CTW wants in it’s hygiene kits increases the chances of having more products readily available.

Boxing soap also requires a volunteer to have good judgment. Younger volunteers may not understand that there has to be a sense of urgency while boxing up the soap. If the volunteers aren’t urgent, it could cause a backup on the conveyer belt. This slows down the production and the amount of crates shipped from the CTW facility. Brudney (1990) stated, “Successful matching is a result of identifying organizational tasks that might best be

performed by volunteers, preparing descriptions for volunteer jobs... and recruiting applicants for volunteer positions” Brudney (1990). Largely, younger volunteers should be matched with volunteer jobs that are easy for them to understand and be effective. On the other hand, older volunteers should be matched with volunteer jobs and duties where they are able to use their judgment and skills they have acquired over the years in the workplace.

Program Functionality

Understanding the functionality of a volunteer program is of the utmost importance because if you are able to understand how the program is supposed to function, it enables you to correct what is dysfunctional. Before we delve into program functionality, there must be a consensus on what exactly the goals are of the CTW volunteer program. Having program goals helps the employers, employees, and volunteers understand what the main focus of the program truly is. Goal definitions may be originated from either the description of the CTW volunteer program or the employees of the program. The Jossey-Bass Handbook provides the framework of how to generate these goals. First, “each goal should contain only one idea” Renz et al (2010). You don’t want to overcomplicate each goal. If a goal has two ideas, you should delineate between the two and tag each idea to a specific goal. Next, “each goal should be distinct from every other goal” Renz et al (2010). There should never be goals that overlap each other. Lastly, “goals should employ action verbs avoiding the passive voice” Renz et al (2010). Goals should always have a voice of conviction behind them. Now that the groundwork for the volunteer program is set, let’s take a look back at program functionality.

A pillar of program functionality is program organization. The volunteer program must be in place to provide help to the employers and employees of the organization. With the understanding of that principle, the volunteers are able to be successful and complete the duties and tasks assigned to them by the employees of CTW. One of the issues that we found interesting was that volunteers here in Las Vegas are doing a range of different jobs in the facility. Instead of a clear job description of what exactly the volunteer job entails, volunteers are put to work based on what is needed to be done around the facility that day because of the lack of staff members that are available. To the volunteers this can be fun and exciting, but in terms of functionality and structure, it could take away the focus of the main reason the volunteer program exists in the first place – which is to clean, sort and produce soap.

With the clarity of the volunteer program functionality, it enables leaders of the organization to evaluate volunteers. It could be thought that volunteers could think of this as unfavorable and unreasonable, but Brudney (1990) believes that volunteers would see evaluation as favorable. Volunteers do not come to be lethargic, do a poor job and waste their time (unless they are forced to be there). They are there because they want to be there and want to spend their time doing something that will help change lives. Evaluation could bring about improvement because the volunteers care if they are doing a good job or not. Volunteer self-evaluation of their own personal performance and experience via survey will help the CTW staff get a better understanding of how the volunteers felt they did in terms of performance and what type of experience they had.

Staff and Volunteer Retention

The ability of a volunteer program to be effective and function properly relies heavily on the ability to retain good volunteers and staff members. For the better half of our evaluation, CTW had to do without a volunteer program coordinator and suffered tremendously because of the absence. We understand that now that there is a volunteer coordinator in place there has been an influx in volunteers and a new sense of excitement at the Las Vegas CTW facility. Recruiting and retaining high quality staff members is a big part of program effectiveness and efficiency. Recruiting staff members whose own values and objectives align with the goals of the organization they work for. This same notion can be applied when recruiting volunteers. In the Jossey-Bass Handbook, Watson and Abzug believe that the most effective way to successfully recruit potential staff members and volunteers is to take an internal track – getting people in the organization who already have an insiders view of how the organization works through a mutual friend or a family member. This may be impractical, but it is definitely an ideal situation. Recruiting is only half the battle; retention is the other half. To be able to keep your ‘good’ staff members in place doesn’t necessarily have to do with a monetary value, but more so the sense of embedment with the organization and the community. If the staff members, and volunteers for that matter, are embedded in the community are less likely to leave.

Evaluation Methodology

To get a better understanding of the volunteers' perspective about the CTW volunteer program, we constructed a survey that would get the answers that we were searching for. Also, we wanted to get the perspective of the key employees about the organizational and functionality aspect of the volunteer program. We will explain in the sections that follow.

To get a better sense of how to evaluate the CTW volunteer program operate in a comparative manner, we performed a benchmark study using other nonprofit organizations. We found parallels in a program evaluation of the Meals on Wheels volunteer program and how we wanted to evaluate the CTW volunteer program. Since Meals on Wheels relies on the volunteers and how they implement their services, just like CTW does, we found it fitting to do a similar program evaluation. One of the issues lack of available data to use for our program evaluation, such as the evaluation group working with Meals on Wheels. To combat that, the evaluation group in the benchmark study found ways to create their own data through key informant interviews, volunteer implementation surveys and volunteer satisfaction surveys. We sought out to find how the key informants (stakeholders) of CTW believed the volunteer program should function and what they thought could be improved **(See Table 1)**.

Table 1: Stakeholder Perspectives from Key Informant Interviews

Question	Stakeholder perspectives
What do you believe are the essential components of the Meals on Wheels program?	Meal/nutrition Social contact Checking in on clients
What are barriers to maintaining these essential components of the program?	Non-standardized trainings Leadership's limited time to visit Inclement weather
What helps volunteers to perform the essential components of the program? How do these things help them?	Organized and supportive leadership Gratification from the experience Happy organizational culture of the program The development of a more formal training Providing information to increase empathy
How do you think the Meals on Wheels program could be improved?	More social gatherings for volunteers Improved marketing Even more formal training Printed newsletter

Source: A Process Evaluation of a Volunteer- Based Nonprofit, S.C Mye, K.E. Moracco, pp. 21

To do that, we administered key informant interviews ourselves and sent those out electronically to the Las Vegas CTW staff and the CTW volunteer events manager. Also, we wanted to get an understanding of how the volunteers felt about the volunteer program and the CTW staff. The basis of our volunteer survey was from the Meals on Wheels volunteer satisfaction survey (**See table 2**).

Table 2 Volunteer Implementation Survey

Item	Always (%)	Almost Always (%)	Sometimes (%)	Almost Never (%)	Never (%)	Mean
When a client answers the door, I greet him/her with a positive attitude	100	0	0	0	0	5
I follow the Meals on Wheels privacy practices	94	3	3	0	0	4.9
I notify the Day Chair and/or Director in advance when I know I am going to be absent	91	9	0	0	0	4.9
I notify the Director if there are any concerns with clients	85	12	3	0	0	4.81
I check that I have the correct number of milks	82	9	0	3	6	4.56
I arrive on time to pick up the meals	73	27	0	0	0	4.73
I make sure each meal is correct before leaving to deliver	71**	15	3	6	6	4.34
When a client answers the door, I ask how his/her day is	62**	15	12	12	0	4.28
I inform clients of available community resources as appropriate	35**	6	29	13	16	3.27
I perform a safety check (please see the attached form for a definition) for each client	34**	17	17	17	14	3.36

** Please note that all values were rounded to the nearest percentage point. As a result, some rows do not equal 100%.

Source: A Process Evaluation of a Volunteer- Based Nonprofit, S.C Mye, K.E. Moracco, pp. 22

We decided not to utilize the volunteer implementation survey because we believed that it wasn't applicable to the CTW volunteer program.

Another benchmark study that we reviewed was the Evaluation of the Clark County Wetlands Park Volunteer Program conducted by M.A.R.S. Consulting Group. This program evaluation was conducted by a group of our peers and they too have a good, successful framework in evaluating a volunteer program. What sets the Wetlands Park Volunteer Program evaluation apart from the Meals on Wheels evaluation is the in-depth data analysis of the collected data. The Wetlands Park program evaluation had more responses and data to utilize than the Meals on Wheels evaluation, thus giving M.A.R.S. Consulting Group a better opportunity to analyze the data and providing a better program evaluation. With that, we now move forward to the methodology of our evaluation process.

Surveys

Getting the perspective of both the CTW volunteers and key employees were essential to our program evaluation, especially because of the lack of data available. To create our own data to analyze and perform the program evaluation we created a volunteer satisfaction survey and a key informant interview. For the volunteer satisfaction survey we utilized UNLV Qualtrics survey system and created an online survey. Along with that, we created a paper version of the survey. We teamed up with CTW and had them attach the link of our volunteer satisfaction survey to their newsletter that is sent across the nation. See Appendix A.3 for a sample of the CTW Newsletter and Survey Link. We also left 100 copies of the volunteer satisfaction survey at the CTW Las Vegas facility. The volunteer satisfaction survey included a description of the Graduate program that we are a part of, the purpose of the survey, a link to the online survey if the potential respondents aren't able to take it at that time, and contact information of one of the members.

The CTW staff collected the volunteer satisfaction surveys throughout the entire month of July and picked up on July 27, 2015. The surveys that were not completed at the Las Vegas facility were recorded via UNLV Qualtrics. The paper versions of the volunteer satisfaction survey were entered in manually and added to the already recorded responses done via UNLV Qualtrics. All data were combined, evaluated and included in the data analysis. The key informant survey was also created through the UNLV Qualtrics survey system. After both surveys were completed, they were proofed by Dr. Lim and presented to Kevin Williams and Lauren Byrge for approval. After the approval was granted, we opened both surveys online and distributed the paper version of the volunteer satisfaction survey.

This was the launch of our data collection process. To provide a better understanding of the surveys distributed, we will present you a detailed description of each one.

Volunteer Satisfaction Survey

The volunteer satisfaction survey was separated into three subsections and consisted of 15 main questions. The three subsections were as follows: 1) Demographics, 2) Volunteer History and Reason, and 3) CTW volunteer Onsite Volunteer Experience. In the demographics section, we wanted to get an understanding of what age group, gender and occupation is prevalent amongst the volunteers to be able to pin point what group CTW should target from a recruiting standpoint. The volunteer history and reason section was utilized to identify where the volunteers are coming from exactly, their familiarity with CTW and how did they hear about the volunteering opportunity at CTW. We also took a look at if the volunteers are involved with a group or if they are individually volunteering. The last section, CTW onsite volunteer experience, asked questions in regards to how the volunteers felt about working with the CTW staff, responsibility and task clarity, and their overall experience at a CTW facility. Each question is followed by a sub-question if the respondent answers negatively.

As an incentive for the respondents, we asked that they leave their surveys in the drop box with their first and last name along with their email address to enter themselves in a drawing to win tickets to a show on the Las Vegas strip. For a look at the volunteer satisfaction survey, refer to Appendix A.4.

Key Informant Survey

The key informant survey consists of 7 questions. The first two questions ask the key informants for their names and their title at CTW. After they have established who they were, we asked them to answer questions about what they believe are the essential components of the CTW volunteer program and what helps the volunteers perform those components of the program. Now that the essential components are identified, we asked what do they see as barriers in terms of maintaining the essential components and how the volunteer program could be improved. With this information, we should be able to get a better understanding of the what the volunteer programs strengths and weaknesses are from the perspective of key CTW employees. For a look at the key informant survey, refer to Appendix A.5.

Data Collection

Our survey period ended on July 30th. The team closed the online volunteer satisfaction survey and collected the paper version of the volunteer satisfaction survey from the CTW facility. The importance of the survey collection was expressed to the CTW staff and staff members were provided with contact information if anything was needed in terms of surveys, but they were self-sufficient in that regard. The volunteer satisfaction survey was sent out as an attachment to the CTW members newsletter.

There was a mix up of the survey links and the key informant survey was attached to the CTW newsletter instead of the volunteer satisfaction survey. This was a minor setback in the number of responses we received through our electronic survey, but we still managed to get over a 100 responses thanks to the efforts of the Las Vegas CTW staff. The

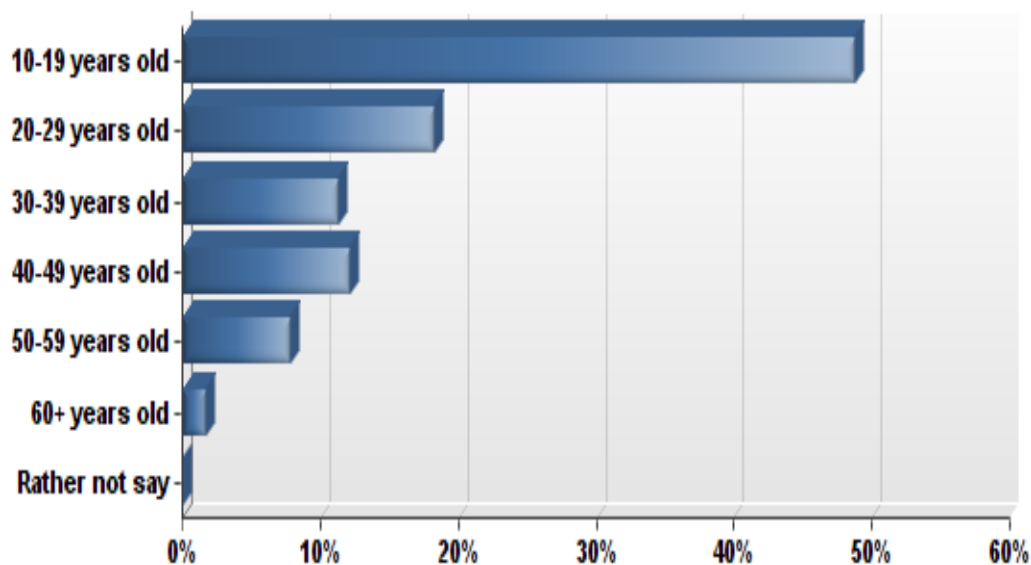
key informant survey was administered and collected through the UNLV Qualtrics survey system. This survey was closed on July 30, 2015. At the end of the survey period, the evaluation was able to collect 2 key informant surveys, 13 online volunteer satisfaction surveys and 102 paper-based volunteer satisfaction surveys.

Data Analysis – Volunteer Satisfaction Survey

Through the use of the UNLV Qualtrics survey system our team was able to collect and analyze the data through reports and graphs. In this section, we listed the findings for each question from the returned surveys. Open-ended questions will be generalized as best as possible. Questions will be separated into subsections as they are in the survey.

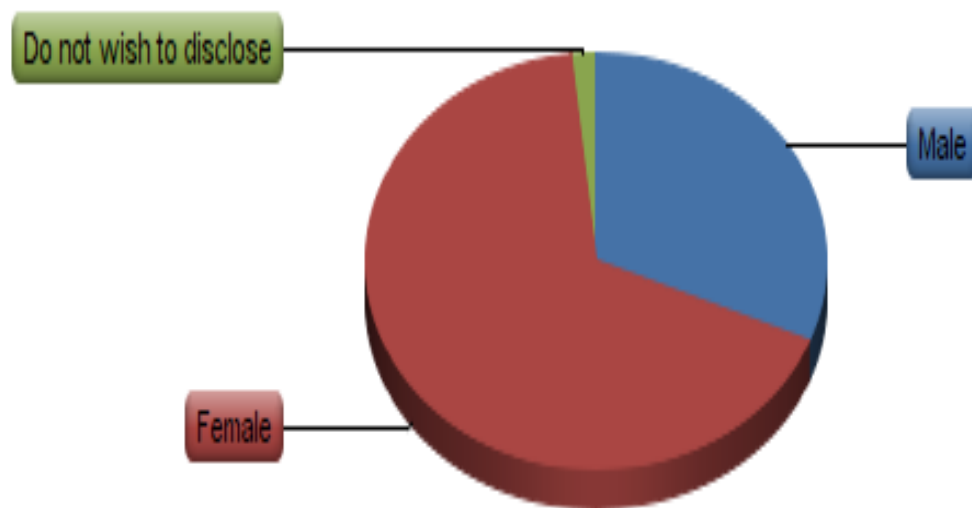
1. Demographics

Age Range (Question 1)



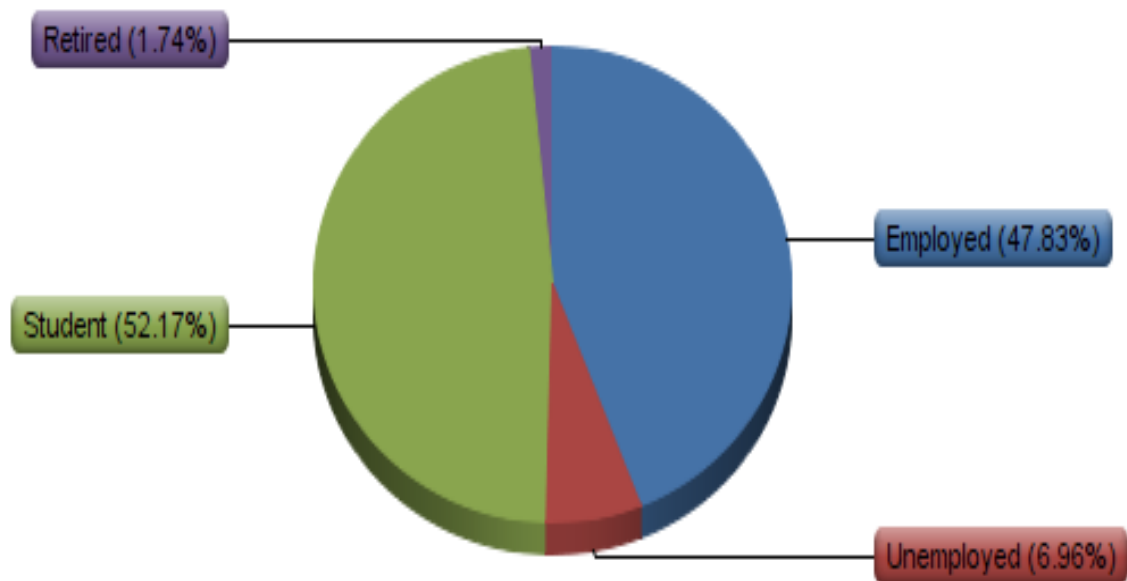
A vast majority of the respondents were under the age of 20 years old. 56 of the 115 respondents were 10-19 years old coming in at 49% of the responses. Respondents ranging from the ages of 20-49 years old were 41% of the responses. The remaining of the respondents indicated that only 10% are 50+ years old.

Gender (Question 2)



Here, it is easily to observe that well over half of the respondents are female (67% - 77 responses). Males follow them at just 31% (36 responses) while only two respondents (2%) did not wish to disclose their gender.

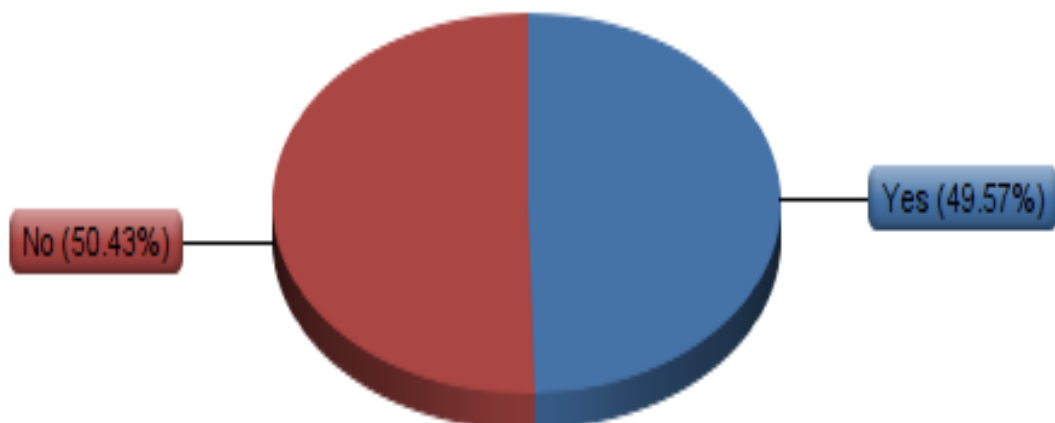
Occupation (Question 3)



Just under half of the respondents are employed (55 responses). Majority of the respondents are students (60 responses), hence 49% of the respondents are 19 years old and younger. 7% of the respondents are unemployed (8 responses) and 2% are retired (2 responses).

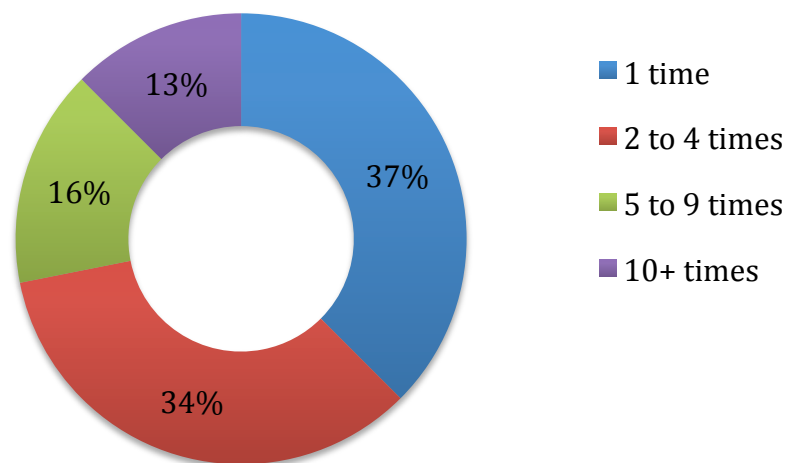
2. Volunteer History/Reason

Have you ever volunteered at CTW? (Question 4)



Approximately 50% (57 respondents) of the respondents had volunteered at the CTW in the past and the 50% (58 respondents) had not. If the respondents had volunteered in past, we followed that questions with a sub-question asking ‘How many times in the past 24 months?’ Here are the responses we were able to acquire:

**How many times have you volunteered at CTW in the last 24 months?
(Sub-Question for Question 4)**

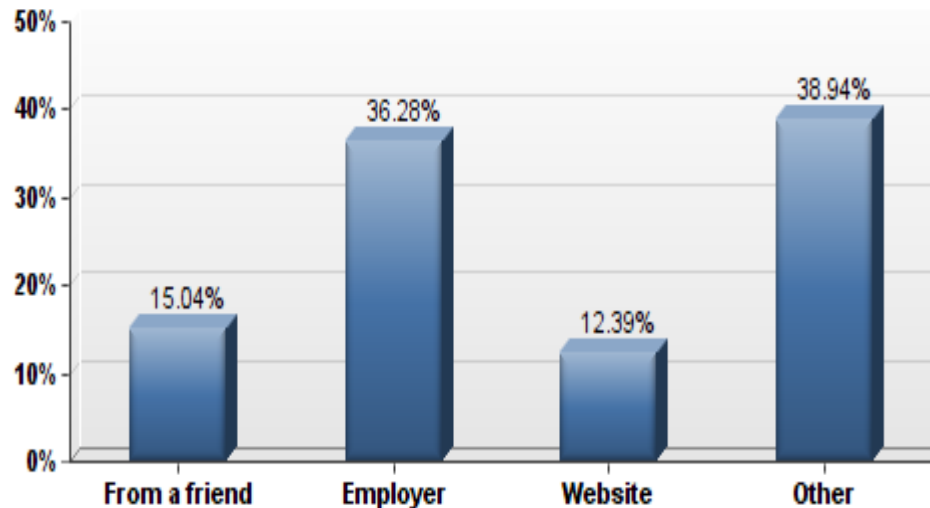


Also, if the respondents answered “No” we asked ‘Why not?’. Here are the responses we were able to acquire:

- I was busy
- Didn’t know about it at the time
- This was my first time hearing of the volunteer program
- Just moved to Las Vegas
- First time hearing of the volunteer program
- First time I’ve heard about this program
- Never heard of CTW (5 responses)
- Never had the chance to volunteer

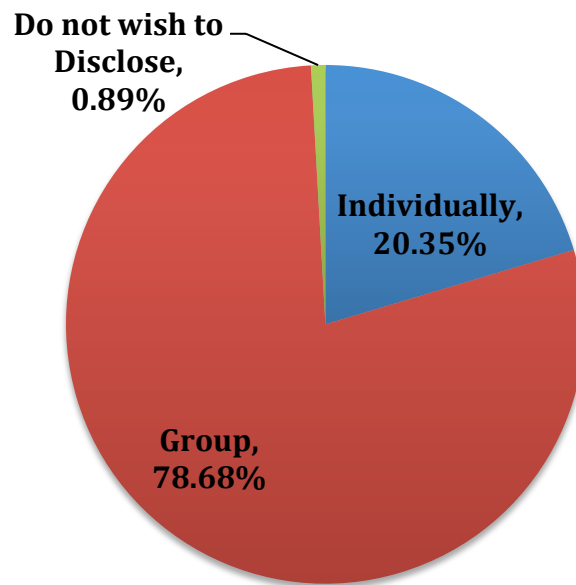
- Wasn't able to make the last scheduled appointment

How did you hear of this volunteer program? (Question 5)



Out of the total 113 responses, 36% (41 responses) of the respondents heard of the CTW volunteer program through their employer, while 15% (17 responses) of the respondents heard of the CTW volunteer program from a friend followed by 12% of the respondents were enlightened through the website. There were a few respondents who selected more than one choice. Majority of the respondents selected other. These respondents are typically part of different school groups.

Are you volunteering with a group or individually? (Question 6)



Roughly three-fourths (79%) of the respondents (89) volunteered as a part of a group and the remainder volunteered individually (20% - 23 responses). One respondent (1%) wished not to disclose if they were volunteering individually or with a group. The following are the groups that volunteered during our survey period:

- Levi's Jeans
- LDS Church
- LV Academy Teen Council
- Tropicana Hotel
- Family
- NJROTC (Nevada Junior ROTC)
- Rio Housekeeping Department
- IHAD (I Have a Dream Foundation)

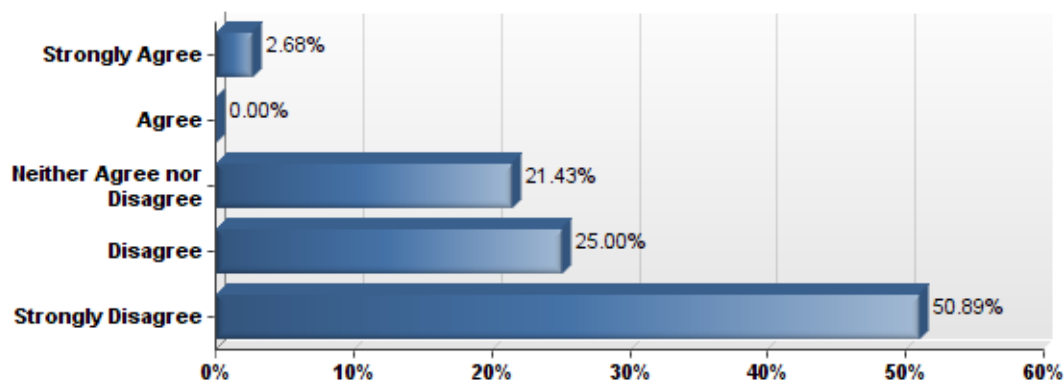
What is your volunteering purpose? (Question 7)

Of all of the responses to this survey question, the most frequent responses were work-related, community service, and school group.

- Work-related (Multiple responses)
- I want to help people on Earth
- Community service (Multiple responses)
- Enjoy volunteering and giving back to my community
- To expose my kids to the benefits of volunteering
- Self-growth
- For the good of it
- School group (Multiple responses)
- Tropicana Hotel
- Personal interest
- Just because!
- Help Out
- To help make the world a better place
- To make a difference
- Hero hours for work
- Because it helps people
- Personal reasons

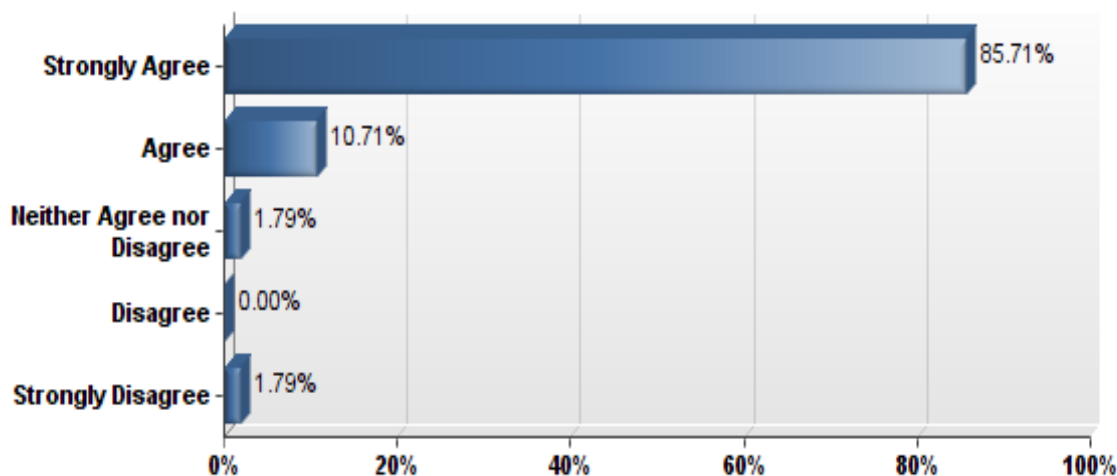
3. CTW Onsite Volunteer Experience

It is difficult to schedule volunteer sessions with CTW? (Question 8)



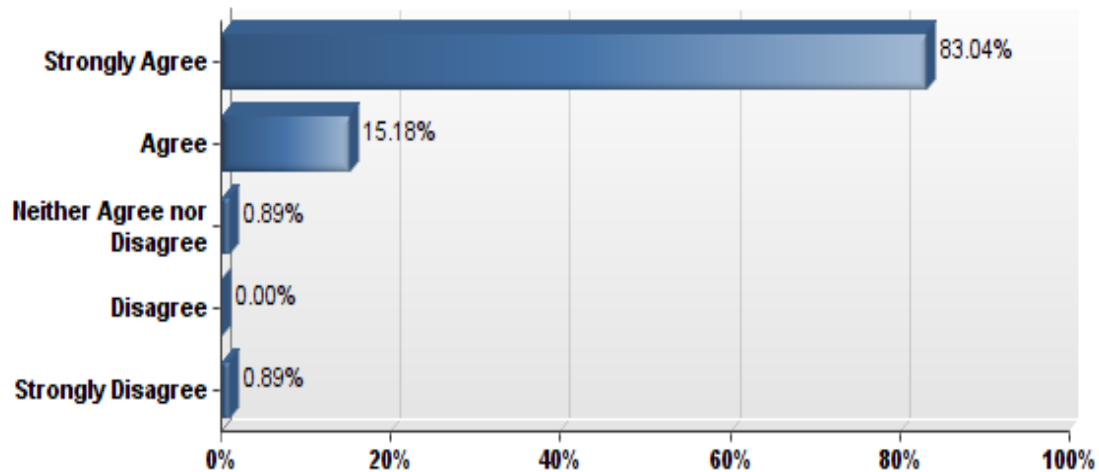
When asked if it is difficult to schedule volunteer sessions with CTW, 50.89% (57 responses) of the respondents “Strongly Disagree” and 25% (28 responses) “Disagree”. 21.43% (24 responses) selected “Neither Agree nor Disagree”. Three respondents (3%) selected “Strongly Agree”. The results indicate that it is not difficult to schedule volunteer sessions with CTW.

I enjoyed working with the CTW staff (Question 9)



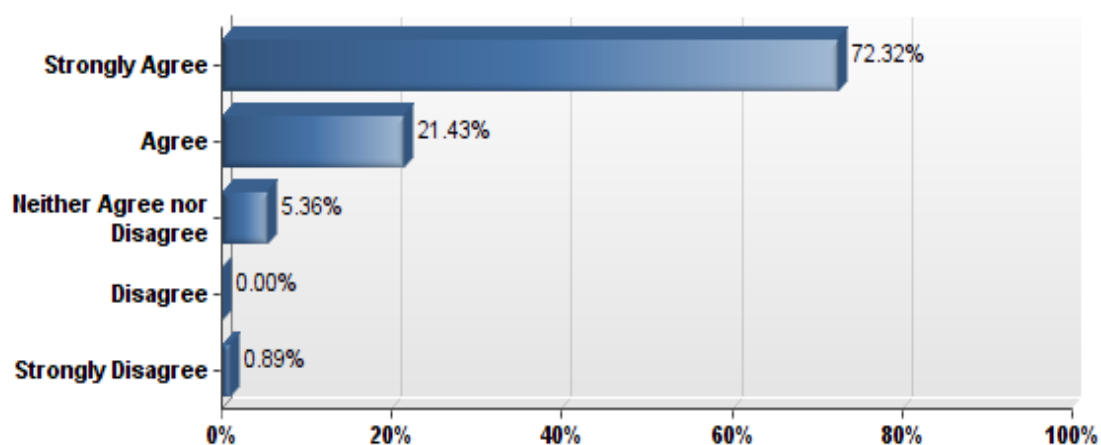
The respondents were asked if they enjoyed working with the CTW staff. The survey results indicated that 85.71% (96 responses) of the respondents selected “Strongly Agree” and 10.71% (12 responses) selected “Agree”. About 2% (2 responses) selected “Neither Agree nor Disagree”. Two respondents (1.79%) selected “Strongly Disagree”, but did not leave us with any information to as why they did not enjoy working with the CTW staff. We would like to add that one respondent did say that they enjoyed working with Lauren, specifically, the volunteer program coordinator.

My responsibilities are clear for my role as a volunteer? (Question 10)



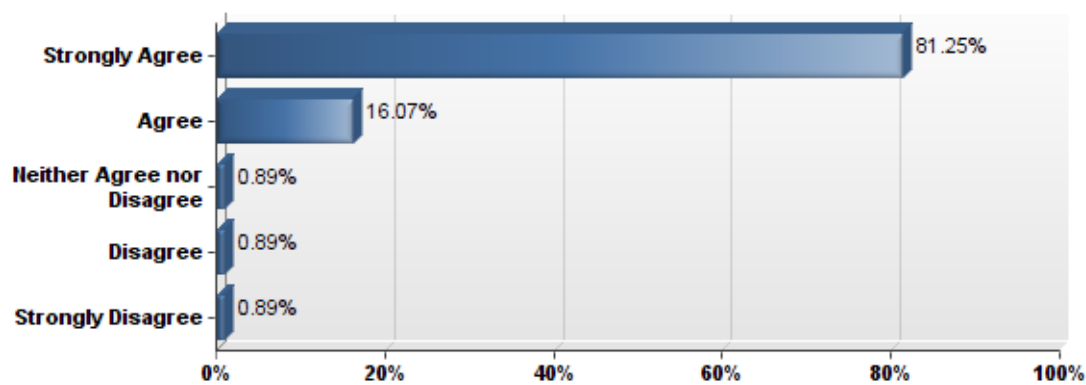
When asked if the respondents felt that their responsibilities were clear for their role as a volunteer, 83.04% (93 responses) felt that their responsibilities were clear. 15% (17 responses) selected “Agree”, while .89% (1 response) was undecided. There was 1 respondent that selected “Strongly Disagree”. Again, the respondent did not leave any information to explain their choice.

CTW adequately trained me for my assigned responsibilities? (Question 11)



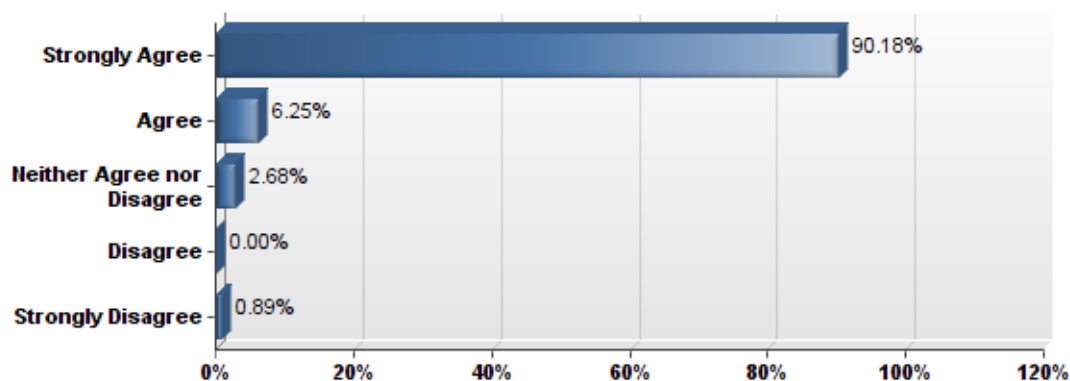
To get a better understanding how the volunteers felt about their training at CTW, we asked if they believed they were adequately trained by the CTW staff. The survey results indicate that roughly 94% (105 responses) of the respondents selected “Strongly Agree” or “Agree”. 5.36% (6 responses) of the respondents were undecided. There was one response tabbed in the “Strongly Disagree” column.

I feel safe while volunteering. (Question 12)



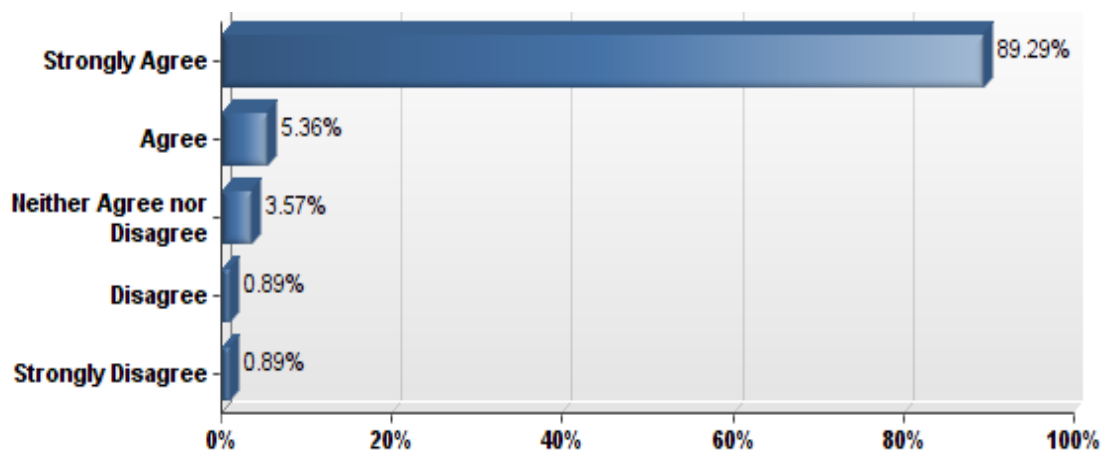
When asked about feeling safe in the facility, roughly 97% (109 responses) of the respondents selected “Strongly Agree” or “Agree”. As for “Neither Agree nor Disagree”, “Disagree” and “Strongly Agree”, 3 respondents selected one of each of those choices.

Overall, this volunteer experience is rewarding. (Question 13)



Approximately 90% (101 responses) of the respondents selected “Strongly Agree” when asked if they felt that this volunteer experience was rewarding. 6.25% (7 responses) selected “Agree” followed by 2.68% (3 responses) of the respondents who selected “Neither Agree nor Disagree”. There was only 1 (.89%) respondent who felt that the volunteer experience was not rewarding at all.

I would recommend this volunteer program to a friend. (Question 14)



When asked if the respondent would recommend the CTW volunteer program to a friend, 89.29% (100 responses) of the respondents strongly agreed. In addition to that, 5% (6 responses) of the respondents selected “Agree” and 3.57% (4 responses) were undecided. 1 respondent selected “Disagree” and 1 respondent selected “Strongly Disagree”.

Additional comments or concerns. (Question 15)

At the conclusion of the survey, we asked the respondents to explain in a spot allotted on the paper survey, or in a text box online, if they had any additional comments or concerns. The following are the comments that were submitted:

- I love CTW! It's an amazing program. Also, SOMETHING needs to be done to get Cindy Ortega at MGM to give CTW all of MGM's soap! Can something be done to publicly call MGM out on it so that she is kind of forced to give in?
- Parking in the area in Orlando is difficult. I had to move my car 2 or 3 times while there, juggling spaces.
- I love how every time I came we do something different!
- CTW was lots of fun! I really enjoyed volunteering here.
- I would definitely come back again.
- I love CTW!
- Awesome!
- Looking forward to volunteering again
- Bump the music louder.
- It was wonderful my group will be coming back very soon!!! We thank you all
- Such a great program! I'll be back for sure!!
- Loved it
- CTW is a wonderful environment. The staff is very friendly!
- Love this place!
- Keep doing what you are doing.
- I like to come here everyone is so welcoming
- Love this volunteer program. Not only does it give me something fun to do, but it helps around the world!
- I enjoyed the energetic staff!
- Provide food.
- Thank you for what you do!!

Data Analysis – Key Informant Survey

Also through the use of the UNLV Qualtrics survey system our team was able to collect information from a key informant for CTW Las Vegas. In this section, we listed her answers for each question from the returned survey. Open-ended questions will be generalized as best as possible.

Name (Question 1)

- Lauren Byrge

What is your title/position at CTW? (Question 2)

- Volunteer Coordinator for LV Office

What do you believe are the essential components of the CTW volunteer program?

(Question 3)

- Knowledge of our mission, training on the tasks, making volunteers feel welcome and vital, retaining volunteers through unmatched experience and thanking them with incentives/verbally

From your perspective, what helps volunteers to perform the essential components of the program? How do these things help them? (Question 4)

- When a volunteer understands the mission and their role in the process, which makes them perform with a higher sense of purpose. The teamwork and inclusion on a higher purpose helps people feel vital and welcome; also the sorting/packaging hones organizational skills, people skills and customer service skills.

What are barriers to maintaining these essential components of the CTW volunteer program? (Question 5)

- For the Las Vegas office, space accommodation and not enough sorting tables.

Are there set jobs/work stations that are assigned only to volunteers or do volunteers help where they're needed? (Question 6)

- Yes, the sorting stations and other stations are set up for the ONE project kit assembling.

In what ways do you think the CTW volunteer program could be improved? (Question 7)

- Logging and tracking hours for volunteers to create a rewards program, more attention to our cause and our need for volunteers (as in marketing/advertising around town)

Sports Fundraiser for CTW

As we were reviewing methods of improving volunteer methods, it came to fruition that the awareness level of CTW may not have been at the desired level for a nonprofit. Most national nonprofit organizations leverage their awareness and collaborate with local organizations to host fundraising events. CTW has a noble mission that definitely resonates with the general public. There are a multitude of ideas of fundraising options we could recommend to garner both awareness and funds for CTW to help with overhead costs of local facilities.

Therefore, we decided to leverage the current leadership of Mr. Dahdouh in the local Las Vegas eSports community to put on a fundraiser event. Mr. Dahdouh is one of the lead tournament organizers for the Super Smash Brothers eSports community in Las Vegas. He is in charge of a group that contains more than 800 members online with an average of 100 weekly active community members who attend events. The Super Smash Brothers fighting

game community is competitive and is strong in Las Vegas. It was one of our best unique choices for one of our own to try something new to combine helping a nonprofit like CTW and eSports.

We decided a great way to raise awareness & funding would be to have Mr. Dahdouh host a tournament in honor of CTW at GameWorks Las Vegas, which happens to be the venue Mr. Dahdouh uses for most of his tournament series. GameWorks Las Vegas is an 8,700-square-foot arcade game floor, which also contains special private rooms that the eSports section was able to section off for Mr. Dahdouh's fundraising tournament. He was about to reserve three private rooms for an all day tournament to help raise funds for CTW. As soon as we received confirmation to host the tournament, Mr. Dahdouh branded and promoted the tournament as any regular tournament he'd host but was able to theme the tournament to focus on the mission of CTW.

The tournament was named #SCRUBS under the Vegas Smash 4 Charity tournament series. It was a pun in regards to how CTW's mission was to supply soap to needy communities and also how the term "scrub" in the eSports video game community translates to a term used for someone who is bad at a video game or activity in general. The general reception of the tournament when it was proposed the Vegas Smash 4 community was very positive according to Mr. Dahdouh. Most people were excited to be able to combine their love for competitive eSports and fundraising for a good cause. The best quote we were able to retrieve from someone who wishes to remain unnamed was: "We're raising money for a great cause, and we don't have to do a mindless run or walk."

The #SCRUBS eSports tournament was held on Monday, June 29, 2015. The only fees for the tournament was all asked for donations straight to CTW. The 'donation fees'

were \$5 per event, which there was technically three events running that single tournament. The events were singles pro league (1 versus 1), doubles pro league (2 versus 2), and single Arcadian/beginner league (1 versus 1). Each person that donated actually received a green recycled CTW soap fresh from the Las Vegas facility. The whole tournament was ran as a full production with Mr. Dahdouh on lead as the tournament organizer, 24 HDTVs & systems to play, a live online stream with 2 professional commentators on Twitch to commentate select matches, and full GameWorks staff to assist in any needs. With everything taken account for, Mr. Dahdouh was able to gather the following numbers the tournament:

- 75 total unique entrants for the tournament
- 120 people at the event, including spectators & family
- 8 hours of eSports tournament fundraising
- 1,200 live viewers online at peak
- \$740 raised for CTW in Las Vegas

The best part of the whole tournament that Mr. Dahdouh noticed was the continuous amount of curiosity that everyone had about CTW. The age groups ranged from 14 to 44, and every single person that registered and donated asked about CTW. It was a great successful fundraiser that helped spread the word about CTW in Las Vegas to kids, parents and all likes of people who may be looking to volunteer. It was an excellent example of how CTW could collaborate more with other local community leaders in different scenes to expand into untapped fundraising opportunities.

Recommendations

CTW has many opportunities to leverage the local community and take the next step as a nonprofit not only in Las Vegas but also in other locations. The output of a volunteer can differ every time they are in a facility. Every person is different in performance in any task. Measuring the effectiveness of a volunteer can be a difficult task given the numerous variables that could affect the performance level of a volunteer. Variables such as the age, employment, motivation, and other variables may influence the performance of a volunteer.

Although our initial main outset was to revamp CTW's volunteer program, it is evident that a revamp volunteer program alone won't be as successful as a combination of a revamp volunteer program in conjunction with an increase of fundraising efforts to cover the rising costs of the nonprofit agency. Along with a revamped volunteer program, the increase amount of funding raised can drastically help CTW. A volunteer may not be consistent every time. A volunteer may burnout or become stagnant because of the tasks may be deemed monotonous. A volunteer can only be so effective, whereas a dollar can go a long way in covering costs associated with running CTW. It is essential that the fundraising efforts of CTW be leveraged to adequately meet the needs for the nonprofit.

For instance, you can share the finding once more, saying how the volunteers are satisfied with their experience, but they've heard and connected through limited channels such as employers and school groups. In other words, local marketing and PR efforts for this volunteer opportunity is crucial to attract more volunteers. Even before this effort, they need to expand facilities to accommodate more volunteers that is directly linked to more active fundraising efforts you mainly listed as recommendations.

There are many areas of recommendations we have for CTW to improve upon their volunteer program and fundraising opportunities. We have listed them below under the categories of short-term recommendations and long-term recommendations with supplemental notes to each main long-term recommendation to further highlight opportunities to grow CTW into a household nonprofit charity in Las Vegas and eventually in other locations:

Short-term Recommendations

Leverage local communities with special events

Similar to how Mr. Dahdouh partnered with his local eSports community to have a special event to raise funds for CTW. There are many other organizations in each community that have their own passions and are more than willing to combine it for a great cause. Ideally, CTW would be able to both raise funds and attract new volunteers for their local facility. Ultimately, all bits of funding or volunteers would help the facilities effectiveness.

Leverage current partners to utilize off site volunteer events

The space is limited at the Las Vegas facility of CTW. Only so much can be done with the hours of operation at the Las Vegas location. Ideally, CTW would be able to coordinate with a hotel property to schedule weekly or bi-weekly volunteer events at an open ballroom or hall a hotel property on The Las Vegas Strip would be able to donate. This would coincide with the pickup of the boxes of soap by CTW. The hotel would then be able to ask any employees for a bit of help so that they wouldn't have to go out of their way to volunteer. Chunks of 30 minutes or an hour or two hours would be helpful in presorting items for CTW. Ultimately, by presorting and gaining the volunteer hours at times the

facility wouldn't be open would help the facilities effectiveness.

Long-term Recommendations

Partner with various expos to increase nonprofit awareness

Las Vegas and Orlando have numerous amounts of expos that pass by the cities every month. According to our survey results, roughly 36% of the respondents heard of the CTW volunteer program through their employer, while roughly 15% of the respondents heard of the CTW volunteer program from a friend, and roughly 12% of the respondents were enlightened through the website. The nonprofit awareness aspect could greatly be boosted by reaching out to incoming expos to see if they would help in increasing the awareness of CTW. Ideally, CTW would be able to raise funds by having a presence at an expo. Ultimately, it would help nonprofit awareness and a hopefulness of donations.

Partner with UNLV to increase student involvement

The CTW Las Vegas location is in proximity of a large university just a few miles away. According the data we gathered from our surveys, a majority of the respondents were under the age of 20 years old (40%) and the next majority were 20 to 49 years old (41%). This highlights a great leveraging opportunity for CTW with the younger volunteer workforce. The University of Nevada Las Vegas is a great opportunity for CTW to seek partnership with many of the student organizations that have charitable hours as a requirement or are just friendly charitable organizations. Ideally, the partnership would attract more student involvement via volunteers and possibly fundraising. Ultimately, a long term relationship with local universities is key in establishing relationships that expand from just the student level. It would help word of mouth of CTW and be able to leverage the power of a student and their reach.

Expand space in the Las Vegas facility

The CTW Las Vegas location started out humble and had a large amount of space to deal with in 2012. The increase amount of success along with the addition of the soap making machine began to limit the space the facility is able to operation and full efficiency. According to our survey data, roughly three-fourths of the respondents volunteered as a part of a group and the remainder volunteered individually. If CTW is attracting more groups than lone individuals, it is vital that there will be enough room to accommodate larger groups. Ideally, CTW would be able to adequately raise the proper amount of funds in order to ship out through the piles of soap in their warehouse. Ultimately, the main goal is to ensure that all the space available in the facility can be used to the maximum efficiency.

Conclusion

Overall, the CTW Las Vegas ROC volunteer program not only provides many benefits to our community but to the world. Nevertheless, upon closer evaluation, AVID Advising was able to determine some areas of focus that could potentially make the volunteer program more effective. In order to do so, AVID recommends that CTW staff:

- Leverage local communities with special events
- Leverage current partners to utilize off site volunteer events
- Partner with various expos to increase nonprofit awareness
- Partner with UNLV to increase student involvement
- Expand space in the Las Vegas facility

Limitations

During the evaluation process, AVID Advising encountered limitations that should be considered when reviewing this report.

AVID Advising attempted to conduct a thorough evaluation of CTW, Las Vegas volunteer program. CTW Las Vegas staff tried to locate data from the previous volunteer coordinator who had distributed a volunteer survey created by CTW but the data was unable to be located.

In order to have the volunteer survey distributed to a large amount of volunteers, we asked Volunteer Coordinator, Whitney Majers from CTW headquarters in Orlando. Once the links were created for both the volunteer survey and key informant survey were sent to CTW Las Vegas staff as well as Ms. Majers. When the survey link was initially distributed in the electronic newsletter to the CTW mailing list, it was incorrect and took volunteers to key informant survey. Fortunately AVID Advising was able to quickly correct and switch the links through Qualtrics as CTW wanted to avoid resending another newsletter. With the link mix-up, AVID Advising missed out on about 25 additional surveys.

Due to the limited amount of time permitted for the completion of this evolution project, AVID Advising was unable to conduct a more in-depth analysis of the volunteer program. While the online version of the volunteer survey was available for one month, there was a very low return rate (less than 30) and a reminder notification to take the survey was unenviable due to the links distribution in the CTW newsletter. While we received over 100 paper versions from the LAS Vegas ROC for the month of July, AVID

Advising believes if CTW continues distribute surveys to volunteers, the staff could benefit from feedback in the months and years to come.

Acknowledgements

AVID Advising would like to genuinely thank the Clean the World Las Vegas team and volunteers for their involvement and feedback with this evaluation project over the last several months.

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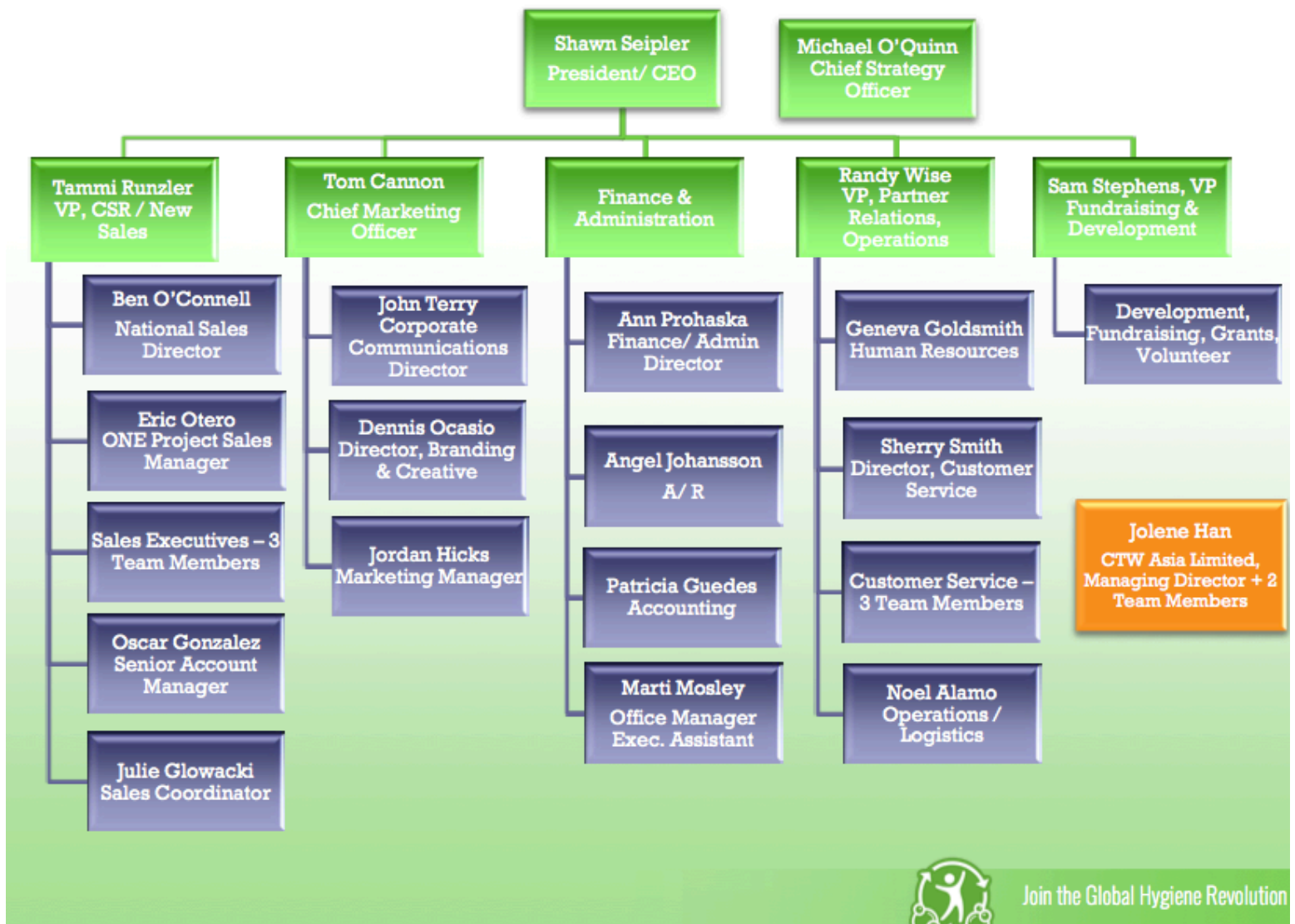
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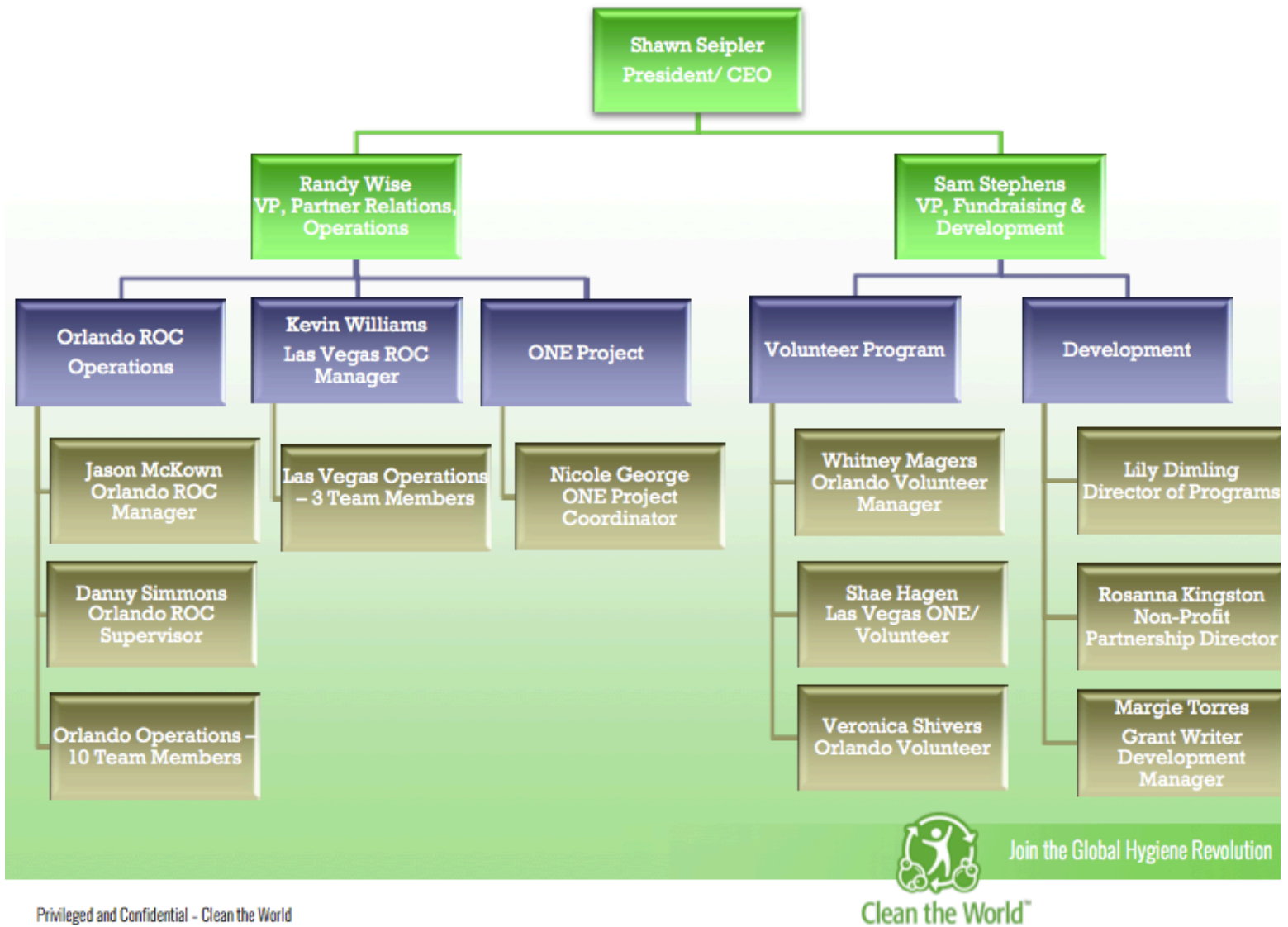
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Appendix A.1 CTW Organizational Chart A



Appendix A.2 Organizational Chart B



Appendix A.3 Sample of CTW Electronic Newsletter w/ Volunteer Survey Link

Building 100,000 kits seemed like a daunting task at first. But guess what? Our volunteers slayed it! Heck – they wanted to keep going. So we talked it over with our friends at Sands Cares and decided to up the ante this year.

With your help, we are building **200,000 HYGIENE KITS!** We're pretty sure this will be the most hygiene kits ever built at once. If there isn't already a world record for this, then we plan on setting one.

And this year we are expanding beyond Las Vegas. Events will take place in multiple cities in the United States and Asia – including Orlando and Las Vegas.

More info is coming your way over the next few months. To make sure you stay in the loop, please shoot us an email if you want to be part of this awesome experience: volunteers@cleantheworld.org.

Of course, we can always use your help in our Orlando and Las Vegas sorting facilities throughout the year. Details and a link to the sign-up form are on the [volunteer page](#) of our website. We hope to see your group soon, because we miss you. Seriously – it's not the same without you there. Plus, who can resist the smell of all that soap?!

Check out the video at the bottom of this email if you want to see what last year's big event was all about.

Who Wants a Prize?



To make sure we offer a primo volunteer experience at Clean the World, we teamed with the University of Nevada, Las Vegas on a survey. We promise it's painless and won't take long. You can take the survey in the same amount of time you normally spend posting a picture of your dinner on Instagram.

After you complete the survey, you will be entered in a drawing for some fabulous prizes: Orlando volunteers can win tickets to a sporting event or a two-night cruise to the Bahama, and Las Vegas volunteers can win tickets to a show on the Strip.

To get started, just click the green button down below. You can't go wrong clicking the green button. It's always a good thing. Thanks!

volunteer survey

Appendix A.4 Volunteer Survey



Clean the World®

We are SEPA (School of Environmental and Public Affairs) graduate students at the University of Nevada – Las Vegas working on a program evaluation of the Clean the World volunteer program. The purpose of this survey is to get a better understanding of the Clean the World Volunteer Program. Any question that you are uncomfortable answering circle Undecided (U). We would like to note that your responses on this survey are completely **CONFIDENTIAL**. Thank you for taking the time to complete the survey. We understand your time is valuable. If you are unable to complete this survey at this time, please take our survey online at: [insert URL here](#). If you have any questions or concerns, please contact Chanton Cox at cj.cox@unlv.edu.

Circle one response for each of the following statements.

I. Demographics

1. What is your age range?	10-19 yrs old	20-29 yrs old	30-39 yrs old	40-49 yrs old	50-59 yrs old	60+ yrs old	Rather not say
2. What is your gender?			Male	Female		Do not wish to disclose	
3. What is your occupation?			Employed	Unemployed		Student	Retired

II. Volunteer History / Reason

2. Have you ever volunteered at Clean the World? Yes ☐ No ☐
 *If yes, how many times in the past 24 months? _____
 ** If no, why not? _____

3. How did you hear of this volunteer program?
From a friend ☐ Employer ☐ Online ☐ Other _____

4. Are you volunteering with a group or individually?
Group ☐ Individually ☐ Do not wish to disclose ☐
 *If yes, what group? _____
 ** Are you responsible for schedule volunteer sessions for your group? _____

5. What is your volunteering purpose? Please fill in the blank (i.e. work related, community service, school group, church group) _____

III. Clean the World Onsite Volunteer Experience

	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
8. It is difficult to schedule volunteer sessions with Clean the World. *If so, why? (If you selected Strongly Agree or Agree) _____	1	2	3	4	5
9. I enjoyed working with the Clean the World Staff. *If you did, please describe why? _____	1	2	3	4	5
10. My responsibilities are clear for my role as a volunteer. *If you disagree, why were your responsibilities unclear? _____	1	2	3	4	5
11. Clean the World adequately trained me for my assigned responsibilities. *If you disagree, in what ways could Clean the World provide better training? _____	1	2	3	4	5
12. I feel safe while volunteering. *If not, what made you feel unsafe? _____	1	2	3	4	5
13. Overall, this volunteer experience is rewarding.	1	2	3	4	5
14. I would recommend this volunteer program to a friend.	1	2	3	4	5
15. Additional comments or concerns? Please explain in the space allotted or use the back of the page.					

Appendix A.5 Key Informant Survey



Key Informant Interview Questions

1. What do you believe are the essential components of the Clean The World volunteer program?
2. What are barriers to maintaining these essential components of the Clean The World volunteer program?
3. From your perspective, what helps volunteers to perform the essential components of the program? How do these things help them?
4. Are there set jobs/work stations that are assigned only to volunteers or do volunteers help where they're needed?
5. In what ways do you think the Clean The World volunteer program could be improved?