

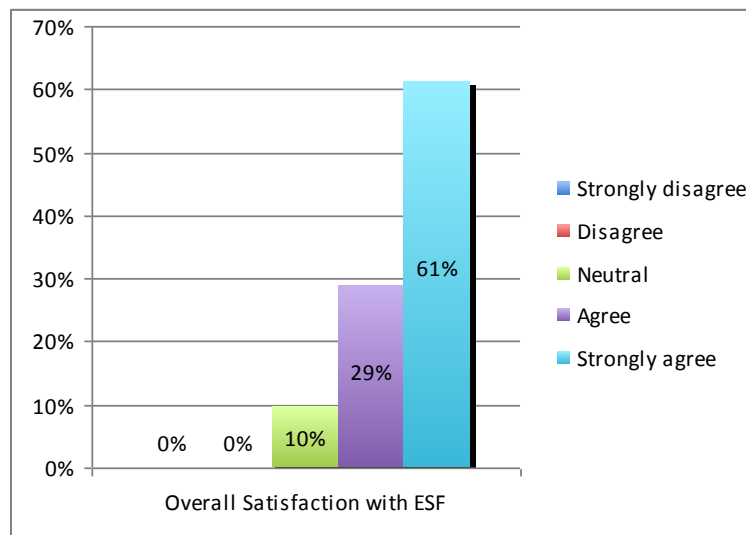
## The Results of ESF’s First Volunteer Survey

### Executive Summary

During the month of February, ESF conducted their first volunteer satisfaction survey. The survey was sent to 102 volunteers, of which a statistically significant 34 responded. Some of the questions asked participants to rate their response on a five point Likert scale with a range of 1 (strongly disagree) to 5 (Strongly agree), other questions collected demographic data. There were also several open-ended questions to solicit direct impressions from the participants.

The results of the survey showed an overwhelming degree of satisfaction with ESF as an organization. Here are the results of a couple key questions:

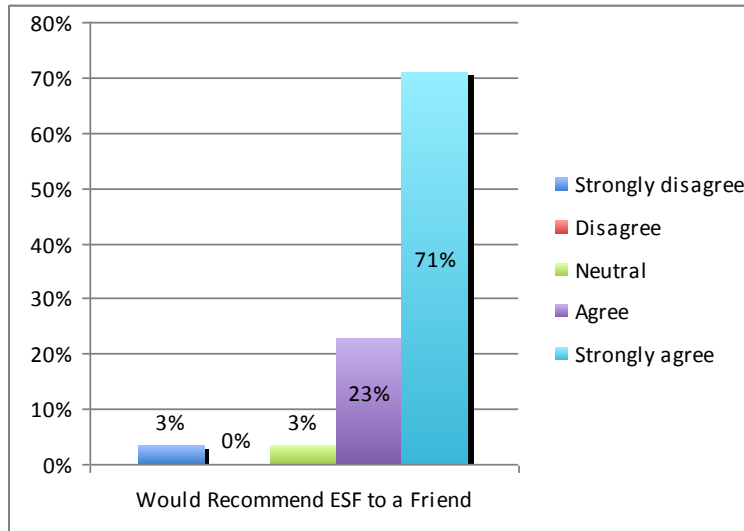
Question: I am very satisfied with my ESF experience



90% (n=31) of the ESF volunteers replied that they are satisfied with ESF as an organization. No one who responded expressed dissatisfaction with the organization.

A key measure of satisfaction is whether you would recommend an organization to a friend.

Question: I would recommend ESF to a friend.



Results showed that 94% (n=32) of the volunteers would recommend ESF to a friend, whereas only 3% responded that they would not recommend ESF.

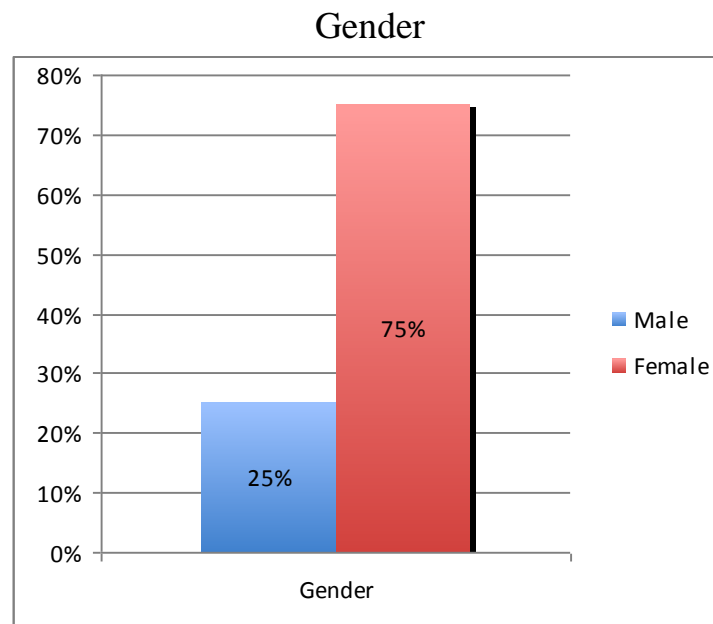
These results reflect very positively on the organization and display the volunteers' strong overall satisfaction with ESF and their willingness to invite others to take part in the organizations missions and projects. Now that we have our base line results, we will continue to survey the volunteers on an annual basis. The results are of great importance to us as we complete our first strategic plan.

Thank you for your participation,

Shonta A. Collins  
Founder/CEO

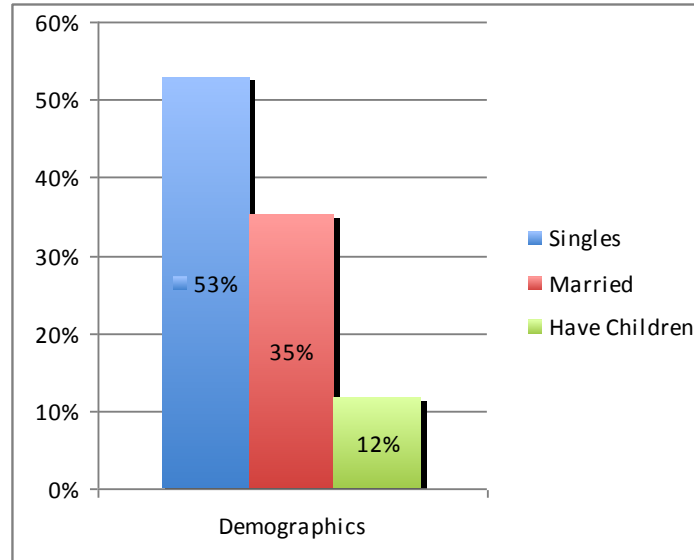
## Who are our Volunteers?

One of the core values of ESF is we are open to all. The variety of events and activities that we offer allows volunteers to find something that they enjoy doing. Here are some charts which give you a picture of the diversity of the organization.



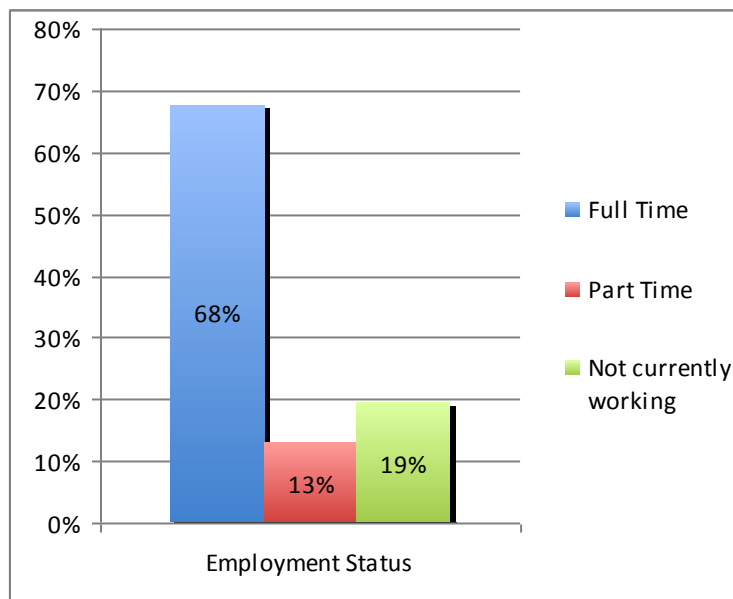
While women represent 75% of the survey respondents, the actual membership is more balanced in terms of gender.

### Demographics



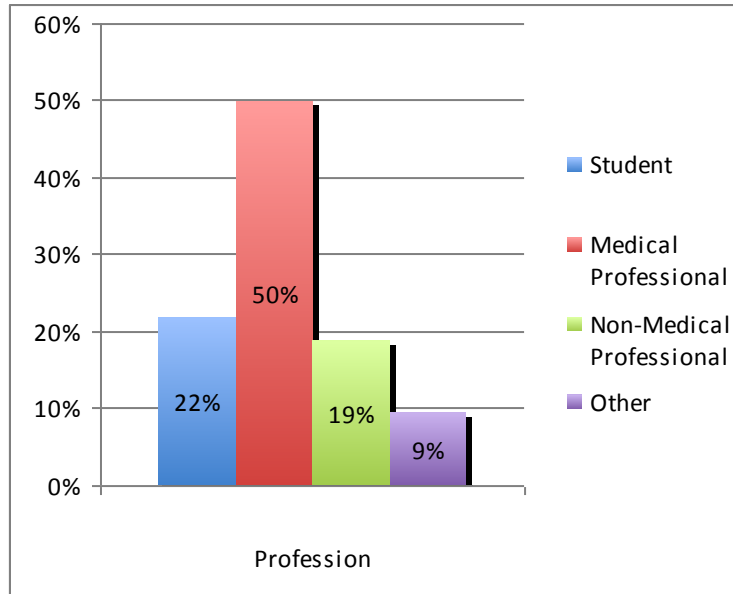
ESF is not just for single people who want to participate in the cause. 35% of our volunteers are married and 12% have children.

### Employment



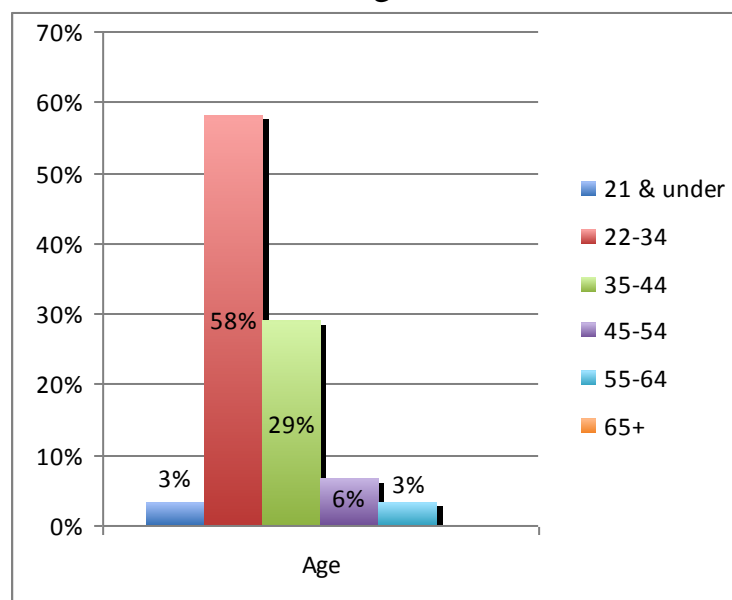
The dedication of ESF's volunteers can be seen in the fact the 68% of them classified themselves as working full time. This means that they are using what little free time they have, whether it is weekend, or vacation time to volunteer for the organization.

### Profession



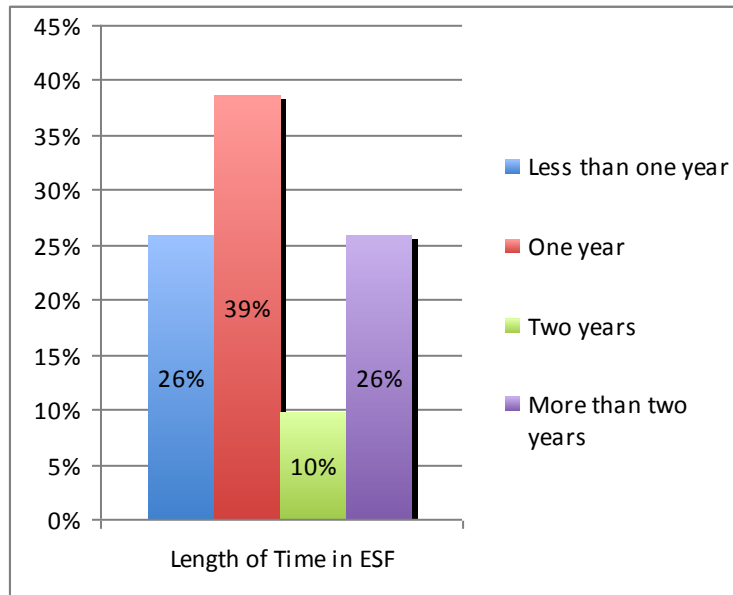
While half of the respondents are involved in the medical profession in some ways, ESF is not just an organization for doctors, nurses, and pharmacists. One of the core missions of ESF is to give students a chance to gain some valuable real world experience as seen from the 22% response rate.

### Age



We obviously are a young group of volunteers with 61% of our volunteers under the age of 34!

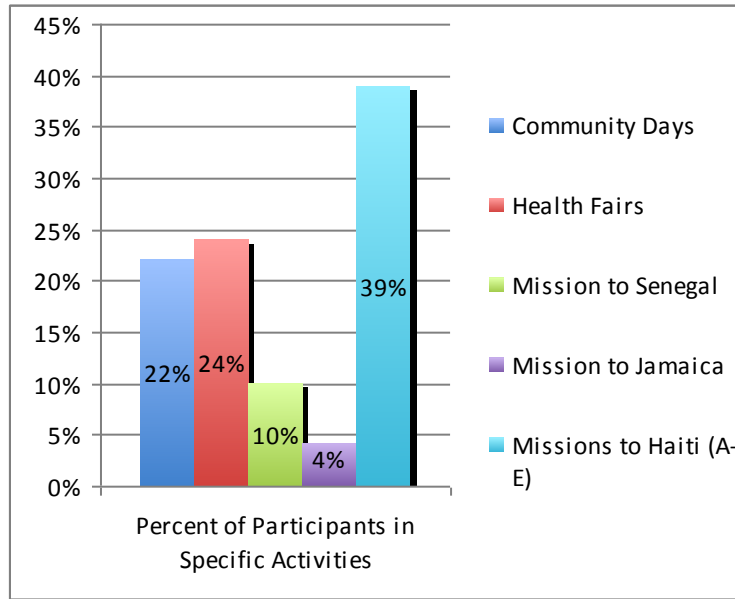
### Length of Involvement



As a relatively new organization it is not unexpected to see that 64% of the respondents had been involved for one year or less. The commitment of the volunteers to the organization can be seen by the 26% of the respondents who have been involved for more than two years. Considering the growth of ESF, many of those involved in the early days are still with the organization. In many all-volunteer organizations, there are much higher rates of turnover.

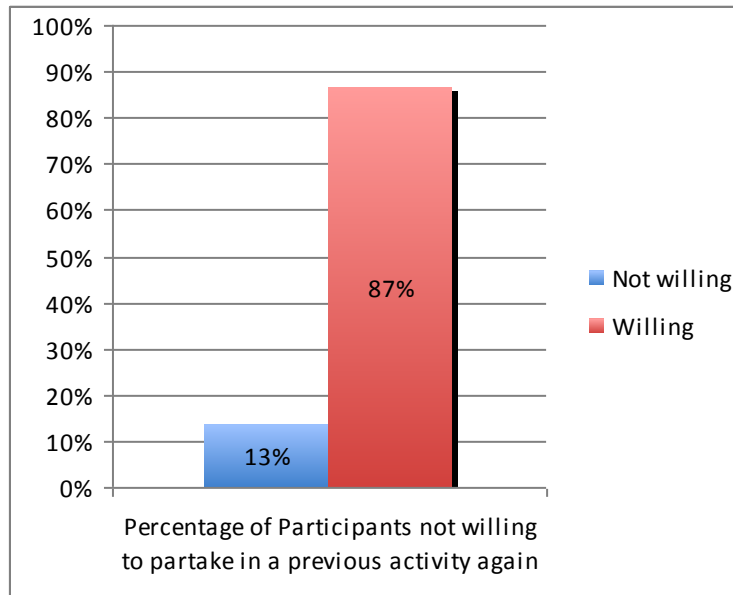
### Our Activities

We mentioned before the variety of activities in which volunteers can participate. We wanted to make sure that our survey population included representatives for all of them.



Since we had completed 5 missions to Haiti at the time of the survey, 39% of the respondents had been on a mission. The results reflect the fact that many of our volunteers are actively involved in more than one activity. On average the respondents were involved in two activities.

### Satisfaction with Activity



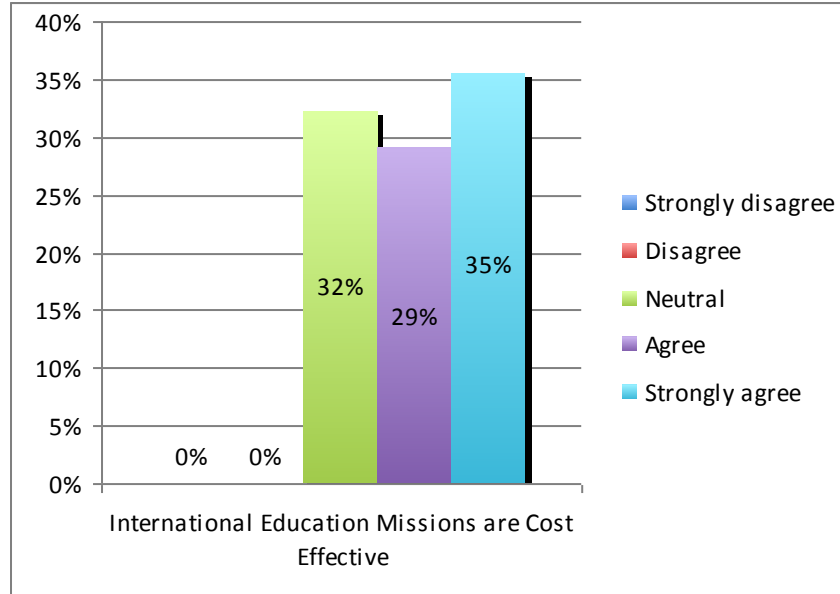
Not every volunteer will enjoy every activity. However our survey showed that only 13%, (four people) were unhappy with an activity they had attended.

Given the variety of activities, this is a very positive response.

We wanted to hear how people felt about some of the important activities that ESF arranges.

Since its founding ESF has had an active program to conduct outreach and education in Senegal and Jamaica. This is a great opportunity to educate, train and motivate medical professionals. ESF believes that since our volunteers are funding their trips plus being asked to raise money to cover the other expenses associated with the trip, it is important to understand if they feel it is money well spent.

In the case of the international education missions:

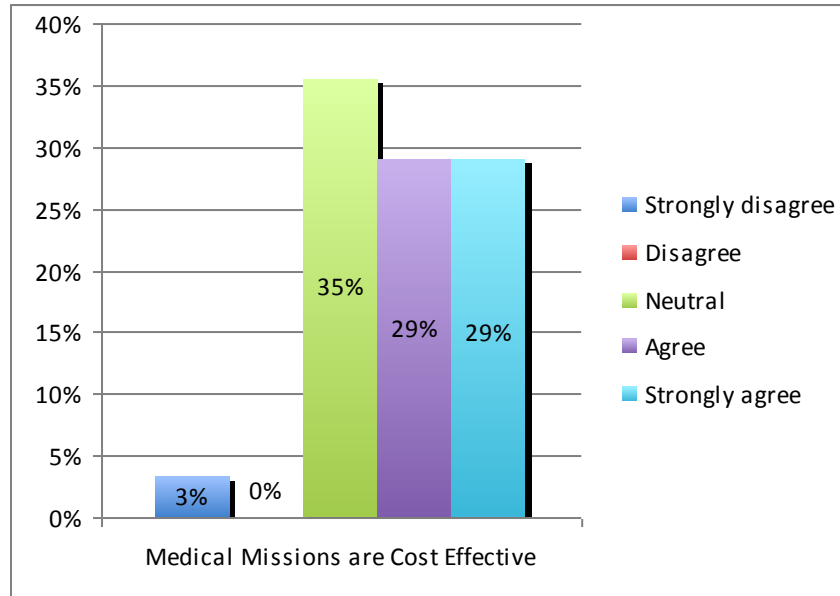


No one who responded had a negative impression of the international education missions. However, it was significant that 32% were neutral about the cost effectiveness of the missions. In order to better understand this dynamic we will be surveying the volunteers to participate on future missions.

### Medical Missions to Haiti

Currently a major focus of ESF's efforts is its medical missions to Haiti. We wanted to understand what volunteers who went thought of the experience. In this case, we survey the cost effectiveness of the mission in delivering services:

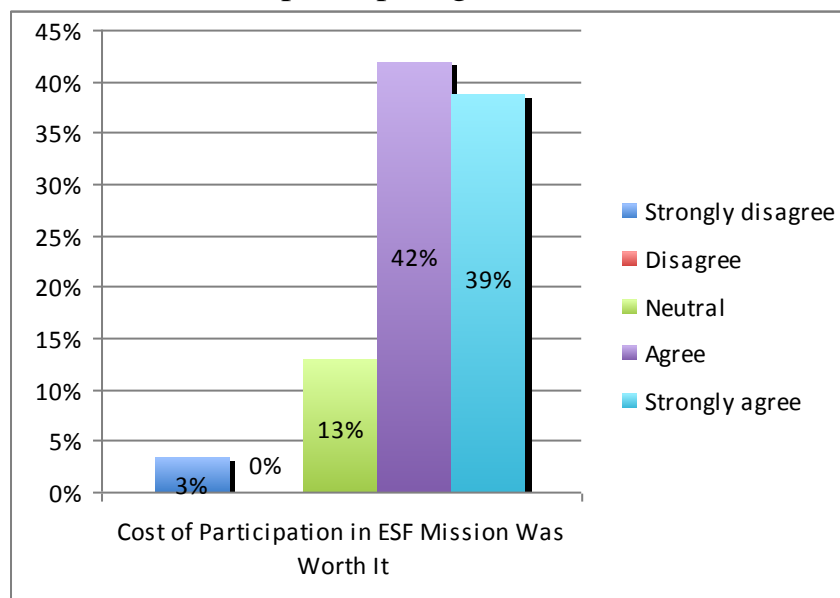
### Cost Effectiveness of Medical Missions



We found a similar trend as with the international missions, that about one third of the participants were undecided on whether it was cost effective. The other 58% agreed or strongly agreed that the missions were cost effective.

Since the volunteers who go to Haiti are self supporting and also contribute additional funds, it is important that they feel the experience is valuable.

### The cost of participating was worth it to me

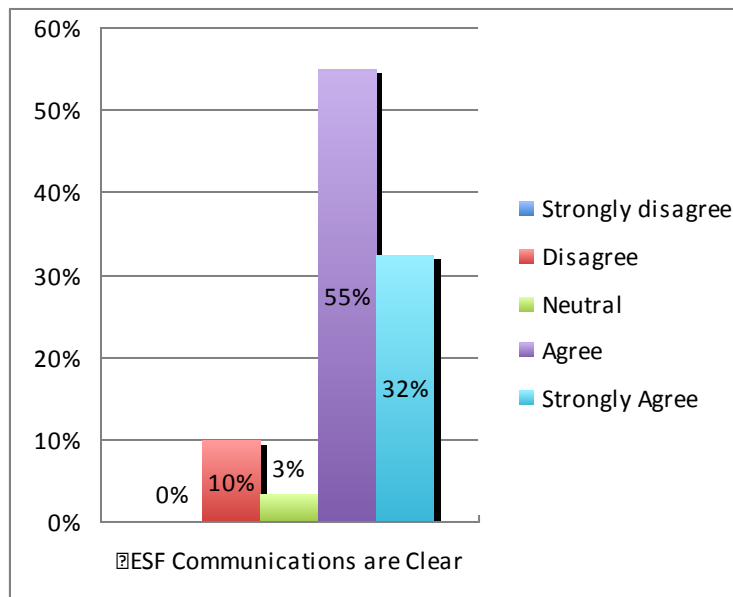


The responses to this question were overwhelmingly positive. 81% of the participants said the cost was worth it to them. This result is interesting in light of the results of the cost effective survey. One possible interpretation is that while it may not have been the most cost effective mission, for those who went it was well worth it to them as individuals.

### Communications

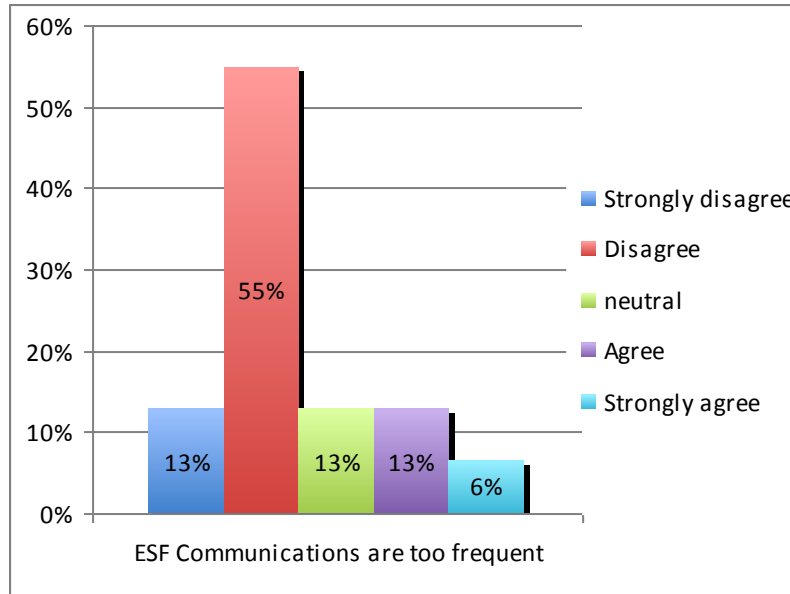
For an all volunteer organization with such a variety of volunteers, communications are the glue that holds the organization together. In order to understand how we are doing, we included two questions.

#### Clarity of Communications



We were pleasantly surprised by this response, where 87% of the people were pleased with the clarity and content of the communications, and:

### Frequency of Communications

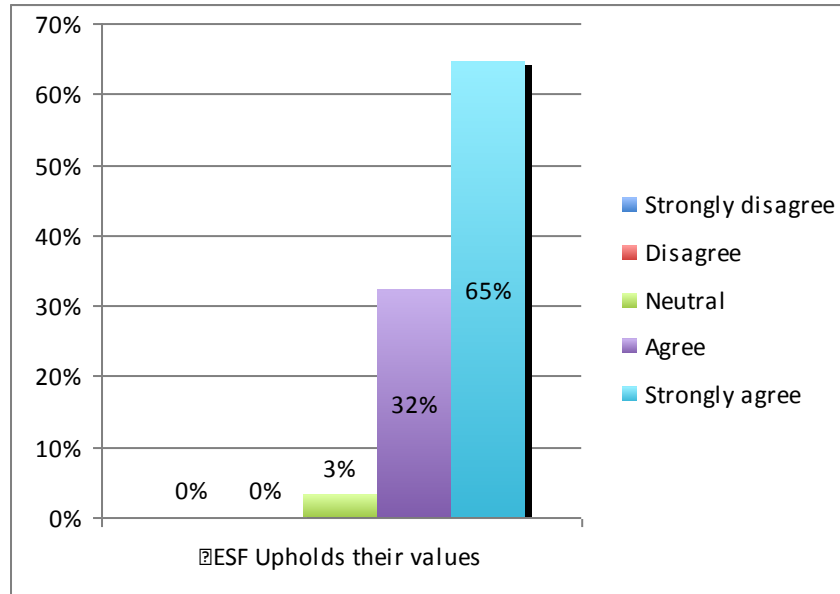


We found that 68% of the respondents were satisfied with the frequency of communications from ESF.

### ESF Values

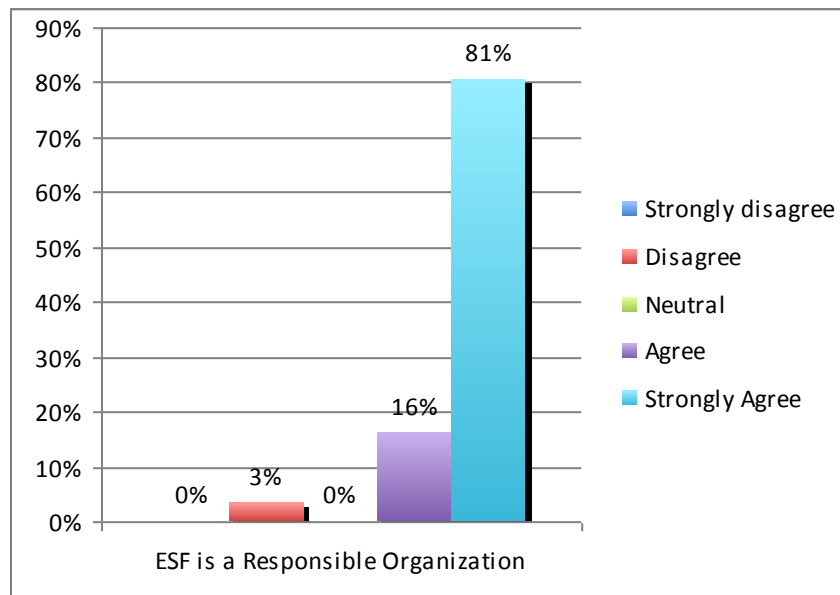
Any volunteer organization is only as good as the values in which it and its members believe. To understand how our members feel about our values we included the following questions.

### ESF leadership upholds its values



This is a very positive statement about the values of ESF leadership. When 87% of the participants believe that ESF leadership upholds the values of the organization, it demonstrates the character of the leaders.

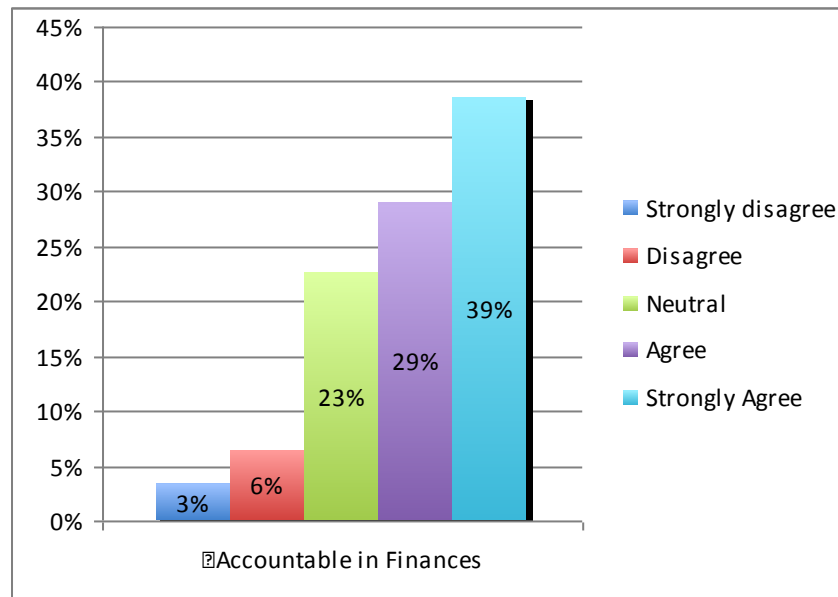
### ESF behaves as a responsible organization in the community



When only one participant disagrees with the statement above everyone should be proud to be a member of ESF. Given the variety of events that it holds, the variety of cultures that it works in and the conditions that it sometimes finds itself in this is remarkable. In difficult conditions it is very easy to not behave responsibly.

Since many of the volunteers are paying their own way and raising funds for ESF, we thought understanding how people felt about financial accountability is important.

### ESF is careful and accountable regarding financial matters



On this question our net positive response was 68% lower than some of the other questions. One of the key outcomes from the strategic planning process will be a better financial system.

Here are some of the responses we received on the open ended questions.

#### How can ESF improve?

“...need a strategic plan, board of directors/advisors, ...funding for specific programs” “...leaders for specific programs...” “...depth of leadership...”  
 “...expand global outreach...” “Doing a great job at this time.”

#### What other programs would you like to see ESF offer?

“... teach basic first aid to communities...”, “...mentoring in local schools and shelters...”, “...focus on immigrants needs...”, “...urban garden project in Haiti...”, “...partnerships with local ngo’s ...”, “...none need to focus...”

#### To what other countries should ESF expand its international health education programs?

Countries mentioned for expansion included: Mexico, Ghana, Eastern and Central Europe, South Africa, Philippines, Thailand. One suggested working with the Native American populations. Some felt “...none, laser focus is best...”

### What do you like most about ESF?

Many people liked the grassroots quality of the organization, its flexibility and their ability to have an impact, the compassion, commitment, quality, and diversity of the volunteers. The connection between the community and the members both locally and internationally really excited respondents. Shonta as a charismatic leader keeps people motivated and provides a great role model for many.

### What do you like least about ESF?

As expected, a common dislike was the need for fundraising but people understood why. Another theme was the need to have some more structure as we seem at times to be disorganized. There were a number of participants that loved the way it was and would not change anything.

### What motivated you to volunteer with ESF?

Many people were motivated to join ESF by meeting Shonta and hearing her speak; others were interested in a grass roots organization where they could have an impact.

Participants also mentioned the desire to help international humanitarian efforts, with a focus on health related issues.

### How did you hear about ESF?

Most people heard about ESF from friends, university outreach and through internet searches.