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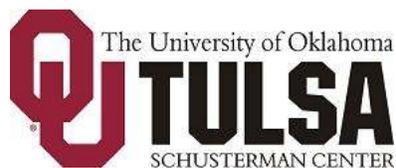
The University of Oklahoma
Center of Applied Research
for Non-Profit Organizations

Volunteer Engagement within the Tulsa Mayor's Citizen Corps

Fall 2006

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Overview of Tulsa Mayor's Citizen Corps

The following information was provided by the Tulsa Mayor's Citizen Corps.

The Tulsa Mayor's Citizen Corps is a nationally recognized city-sponsored volunteer organization that coordinates activities to make Tulsa safer, stronger and better prepared for all hazards, both natural and manmade.

Citizen corps trains and mobilizes citizen volunteers in the areas of emergency preparedness, disaster response, public health, public safety and hazard mitigation.

Seven programs exist under the umbrella of the Tulsa Mayor's Citizen Corps.

1. **Alert Neighbors** helps citizens guard against crime and terrorism.
2. **Community Emergency Response Teams (CERT)** educates citizens about the hazards they face in their own communities and trains them in lifesaving skills. These citizen-responders use their training to help others when professional responders are overwhelmed or not immediately available.
3. **Language/Culture Bank** provides an opportunity for those who possess foreign language skills and/or multicultural experience to assist their community by serving as translators or mediators in various circumstances.
4. **Medical Reserve Corps (MRC)** mobilizes, trains, and manages retired and active health professionals and citizens to meet emergency and public health needs.
5. **Safe & Secure** engages neighborhoods, businesses and non-profit groups in a seven-step process which includes assessment, planning, education/training, and mitigation activities in the areas of health, safety and disaster preparedness.
6. **Tulsa Human Response Coalition** recruits and organizes volunteers for the purpose of assisting first responders when emergencies or disasters occur.
7. **Volunteers in Police Service (VIPS)** assists the local police force by performing various duties which allow uniformed officers to spend more time in the field.

In addition to the programs mentioned above, the Tulsa Mayor's Citizen Corps also coordinates mitigation and planning activities. These activities are used to meet criteria under the National Flood Insurance Program's Community Rating System. Initiatives in this category include the Homeland Security Task Force, the Construction Task Force, Hazard Mitigation Planning, Technical Advisory Group, and the Disaster Resistant Businesses program.

The Tulsa Mayor's Citizen Corps is supported by Tulsa Partners, Inc. This non-profit organization is made up of citizens, businesses, and partners who work together to reduce risk and assist the community in matters of preparedness for all hazards. Tulsa Partners Inc. was originally formed as the Tulsa Project Impact Foundation in December of 2000.

The Tulsa Mayor's Citizen Corps was originally created as the Tulsa Project Impact Steering Committee. In March of 2002, Mayor Susan Savage renamed the organization.

The purpose of the current report is to provide the stakeholders of the Tulsa Mayor's Citizen Corps with the results of a questionnaire designed to measure the perceived level of volunteer engagement within the organization.

Study Methodology

In October 2006, a total of 1,791 volunteers active within the Tulsa Mayor's Citizen Corps received a postcard via the US Mail. The postcard served three important purposes: to announce the survey, to announce the collaboration between the University of Oklahoma – Tulsa and the Tulsa Mayor's Citizen Corps, and to inform volunteers of the method in which they would receive the survey.

At the time the survey was launched, volunteers who had a valid email address on file with the Tulsa Mayor's Citizen Corps received an electronic message containing a link to a web-based survey hosted by an independent company, SurveyMonkey. When the link was followed, respondents were presented with a letter of informed consent. This letter described the purpose of the survey and informed the volunteers that their participation was both voluntary and confidential. If the individual did not agree to participate, the survey was not displayed and he or she was directed to the website for the Tulsa Mayor's Citizen Corps. If the individual agreed to participate in the on-line survey, he or she was directed to the survey which contained 63 items and was designed to be completed in 30 minutes or less. Once survey was finished, respondent submitted responses electronically and participation was complete. Twenty-four respondents opted not to participate.

Because of the expense associated with producing mail-outs, follow-up reminders were sent only to those volunteers with email access. Non-respondents received a total of 4 additional requests to complete the survey.

Volunteers without internet access received the same survey through the US Mail. This version of the survey is included in the appendices of this report and is identical to the online version of the survey. Once completed, respondents used the postage-paid, addressed return envelope provided to return their responses to the University of Oklahoma – Tulsa.

Overview of Results

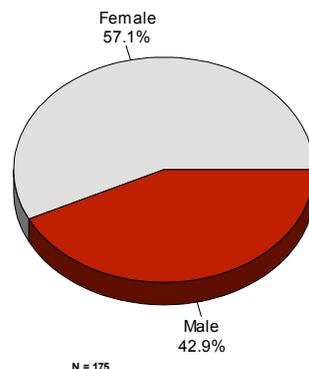
Of those that responded,

- One-half (49.5%) indicated that they would feel a loss if forced to give up volunteering for Tulsa Mayor's Citizen Corp. It is worth noting that almost one-fourth of the respondents neither agreed nor disagreed with this item.
- Over one-half (51.1%) have clear feelings about volunteering with Tulsa Mayor's Citizen Corps.
- Almost half (49.2%) agreed that volunteering with Tulsa Mayor's Citizen Corps is an important part of their identity.
- More than three-fifths (61.5%) are satisfied with the types of activities offered by Tulsa Mayor's Citizen Corps.
- Additionally, 62.1% are satisfied with the variety of activities offered by Tulsa Mayor's Citizen Corps.
- A full 61% are satisfied with the frequency of activities offered by Tulsa Mayor's Citizen Corps.
- A strong majority of respondents (85.3%) expressed a desire to continue volunteering with Tulsa Mayor's Citizen Corps.
- Overall, more than one-half of respondents (50.9%) are satisfied with their participation in Tulsa Mayor's Citizen Corps.

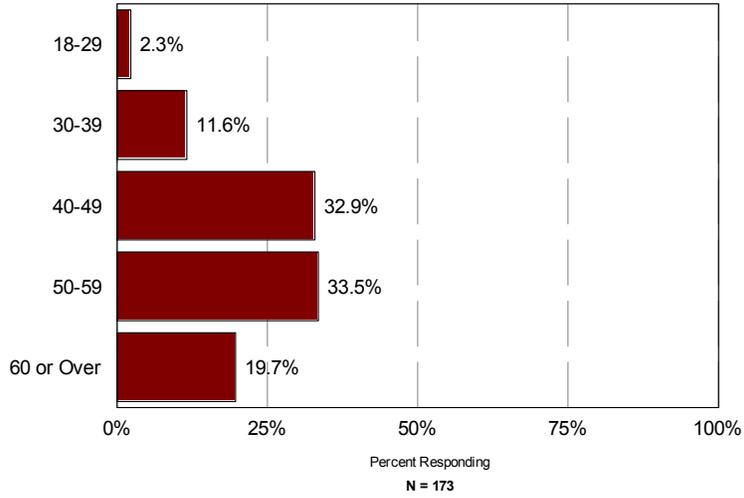
Demographic Characteristics of the Respondents

Of the 1,791 active volunteers within the Tulsa Mayor's Citizen Corps, 1,358 were invited to complete the electronic version of the survey. Paper copies of the survey were sent to 433 volunteers who did not have internet access. Two hundred twenty-four responses were received to the online survey (a 16.5% response rate). Twenty-one paper surveys were returned through the US Mail (a 4.8% response rate). Therefore, the total combined response rate for the two survey formats was 13.7%.

What is your gender?

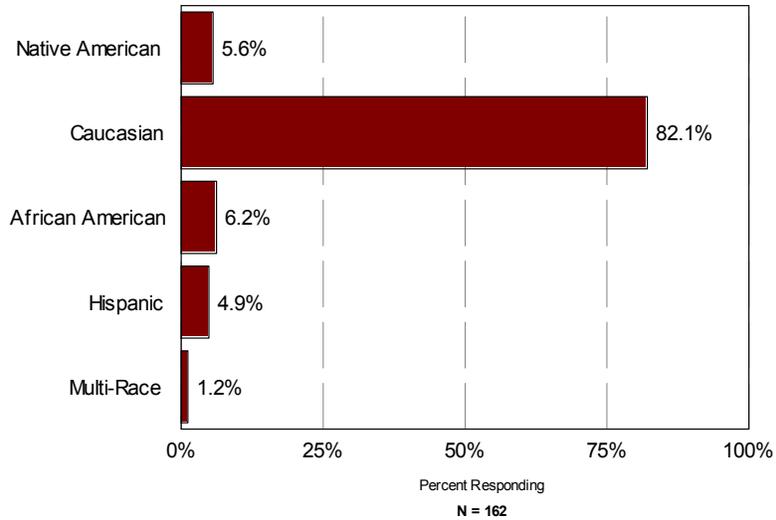


What is your age?



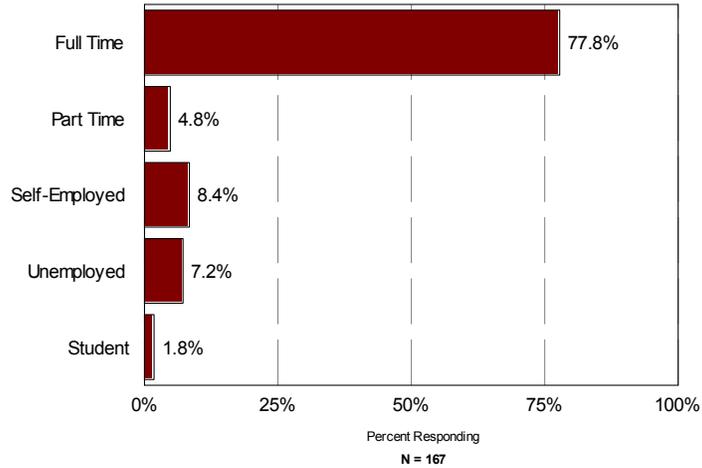
Of the 173 respondents who identified their age, 33.5% are between the ages of 50 and 59 and 32.9% are between the ages of 40 and 49.

What is your race/ethnicity?



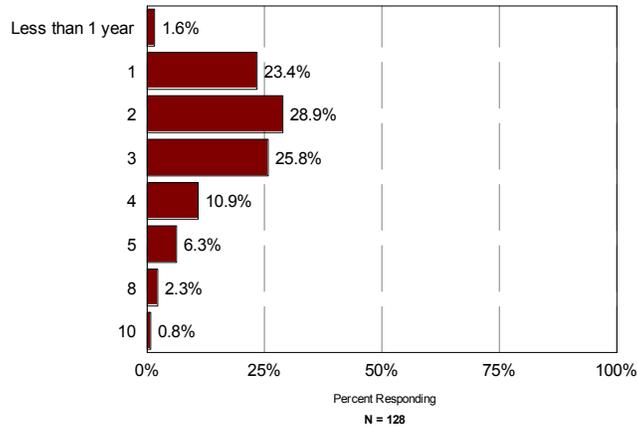
Of the 162 individuals who identified their ethnicity, 82.1% indicated being Caucasian followed by 6.2% African American, 5.6% Native American, 4.9% Hispanic, and 1.2% Multi-Race.

What is your current employment status?



Of the 167 people who reported employment status, 77.8% were employed full time, 8.4% self-employed, 7.2% unemployed, and 4.8% employed part time. The remaining 1.8% reported being students.

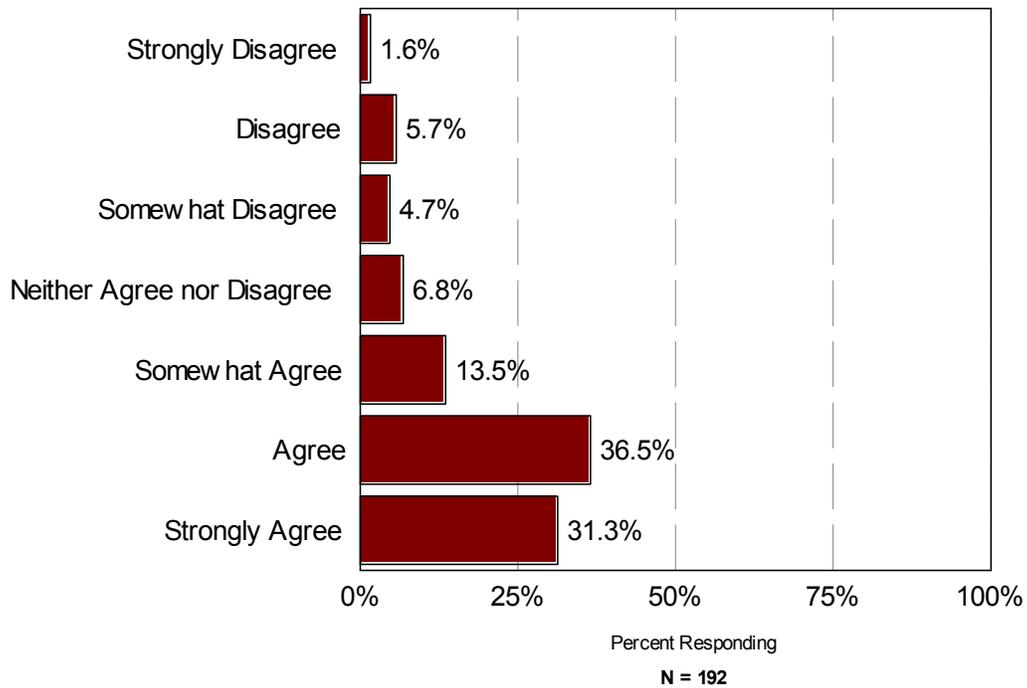
Length of service (years) with Tulsa Mayor's Citizen Corps



One hundred twenty-eight respondents indicated their length of service with Tulsa Mayor's Citizen Corps. Of these, 28.9% have served between 2 and 3 years, 25.8% have served between 3 and 4 years, and 23.4% between 1 and 2 years. The percentage having less than one full year of service is 1.6%. Less than one percent reported service of ten years or more.

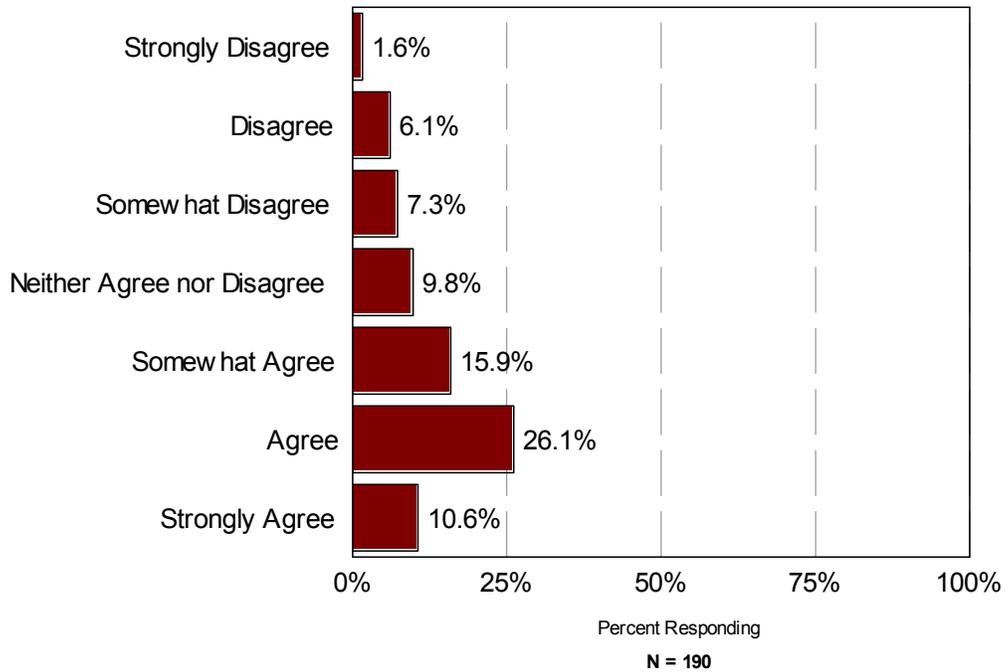
The following pages display graphical illustrations of responses to multiple choice items. Responses to open-ended questions can be found in appendix A of this report.

Generally speaking, volunteering is something I think about often.



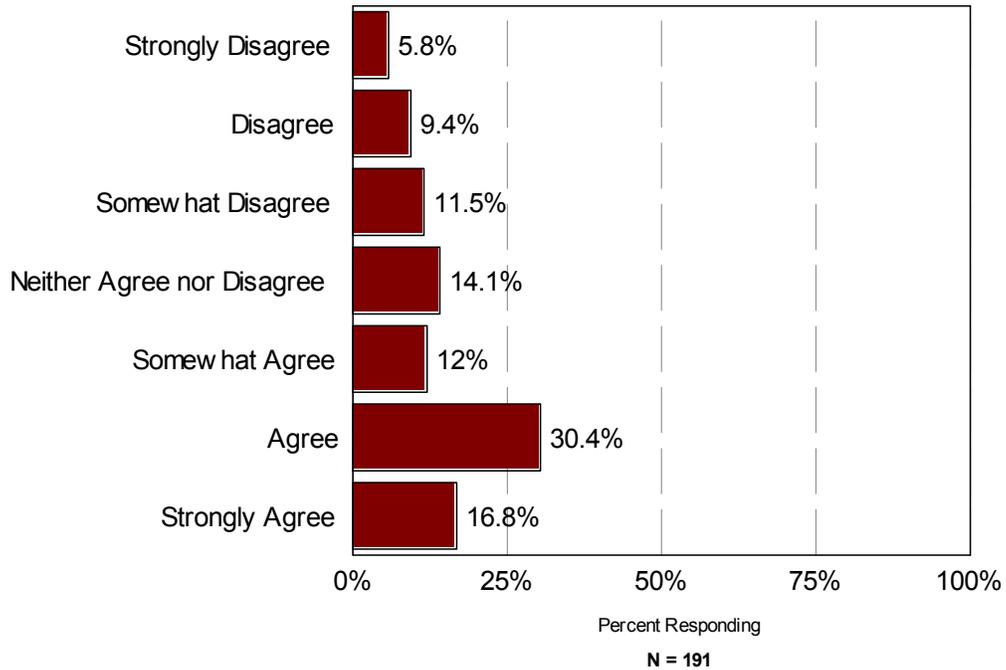
As the graph above illustrates, 192 people responded to this question. Of these, 67.8% agreed or strongly agreed that they often think about volunteering in general, 13.5% somewhat agreed, 6.8% neither agreed nor disagreed, 4.7% somewhat disagreed and 5.7% disagreed. The remaining 1.6% strongly disagreed with this statement.

Volunteering with Tulsa Mayor's Citizen Corps is something I often think about.



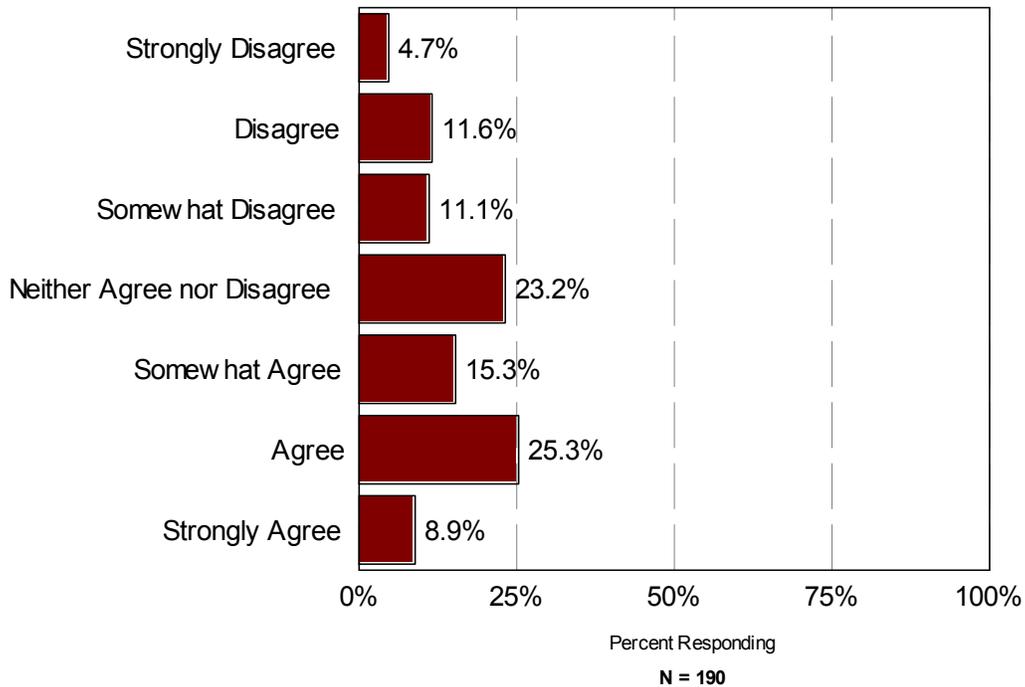
When asked if they often think about volunteering with Tulsa Mayor's Citizen Corps, 36.7% agreed or strongly agreed, 15.9% somewhat agreed, 9.8% neither agreed nor disagreed, and 7.3% somewhat disagreed. The remaining 7.7% either disagreed or strongly disagreed with this item.

I would feel a loss if I were forced to give up volunteering.



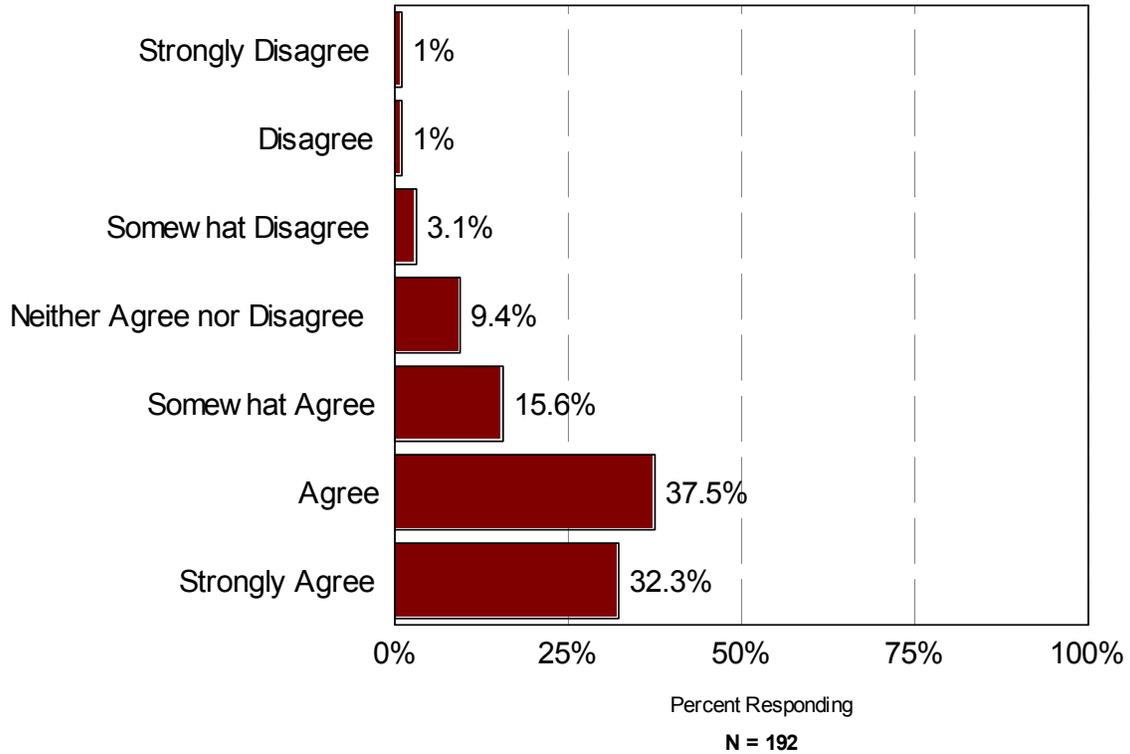
As illustrated in the graph above, 191 individuals responded to this item. Of these, 16.8% strongly agreed that they would feel a loss if they had to give up volunteering in general. Additionally, 30.4% agreed, 12% somewhat agreed, 14.1% neither agreed nor disagreed, 11.5% somewhat disagreed, and 9.4% disagreed. The remaining 5.8% strongly disagreed with this item.

I would feel a loss if I were forced to give up volunteering with Tulsa Mayor's Citizen Corps.



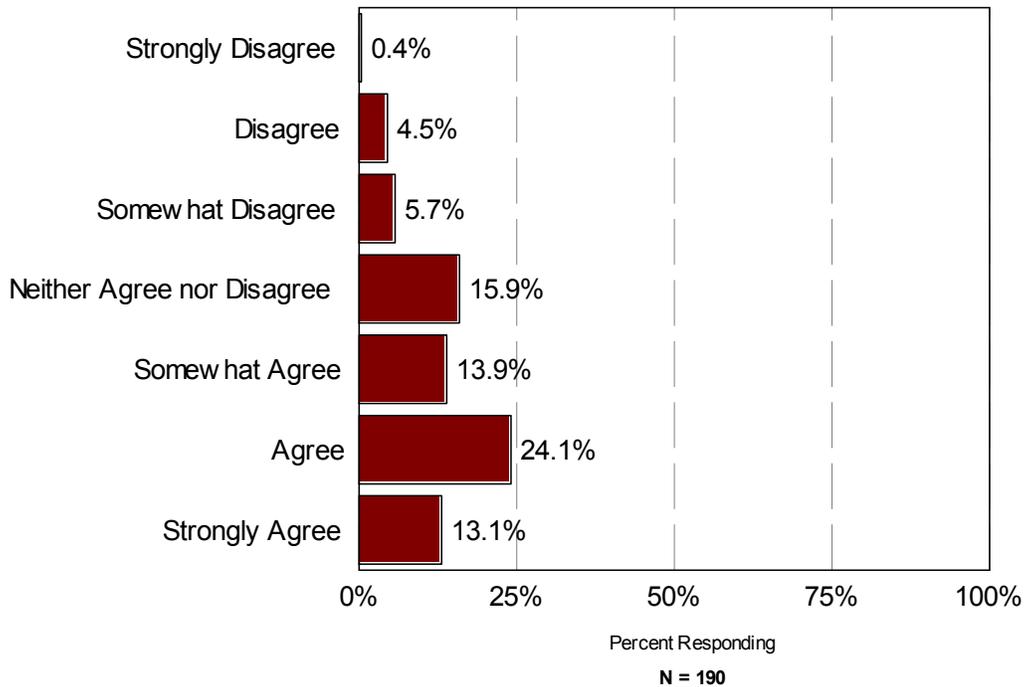
A total of 190 individuals responded to this item regarding a sense of loss if forced to give up volunteering with the Tulsa Mayor's Citizen Corps. Of these, 8.9% strongly agreed they would feel a loss, 25.3% agreed, 15.3% somewhat agreed, 23.2% indicated a response of neither agree nor disagree, 11.1% somewhat disagreed, and 11.6% disagreed. The remaining 4.7% strongly disagreed with this statement.

I have clear feelings about volunteering.



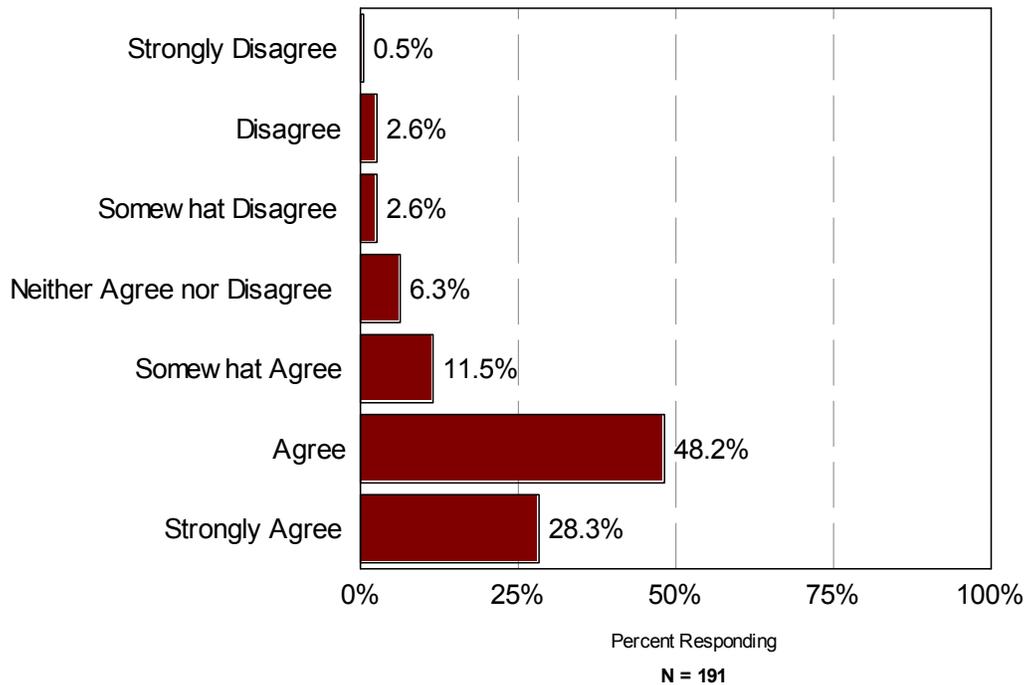
Of the 192 people who responded to this item, 69.8% indicated a level of agreement or strong agreement concerning their feelings about volunteering in general. Of the remaining responses, 15.6% somewhat agreed, 9.4% neither agreed nor disagreed, and 3.1% somewhat disagreed. The remaining 2% either disagreed or strongly disagreed with this item.

I have clear feelings about volunteering with Tulsa Mayor's Citizen Corps.



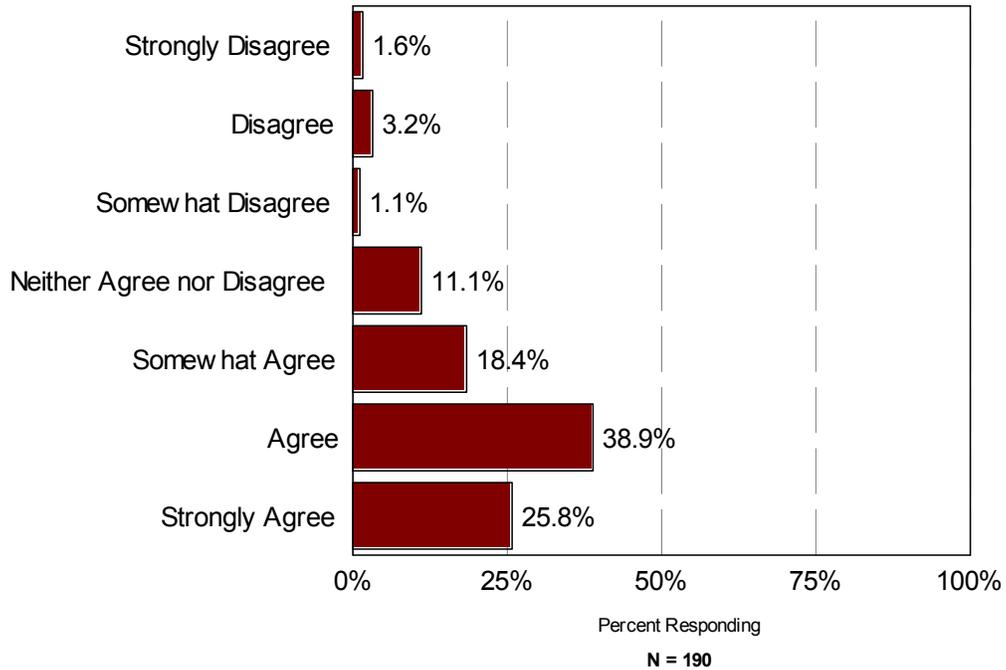
A total of 190 volunteers responded to this statement regarding the presence of clear feelings about volunteering with Tulsa Mayor's Citizen Corps. Of those that responded, 37.2% agreed or strongly agreed with this item. From the remaining responses, 13.9% somewhat agreed, 15.9% neither agreed nor disagreed, 5.7% somewhat disagreed, and 4.5% disagreed. Less than one-half of one percent of respondents indicated a level of strong disagreement with this statement.

For me, being a volunteer means more than just donating time.



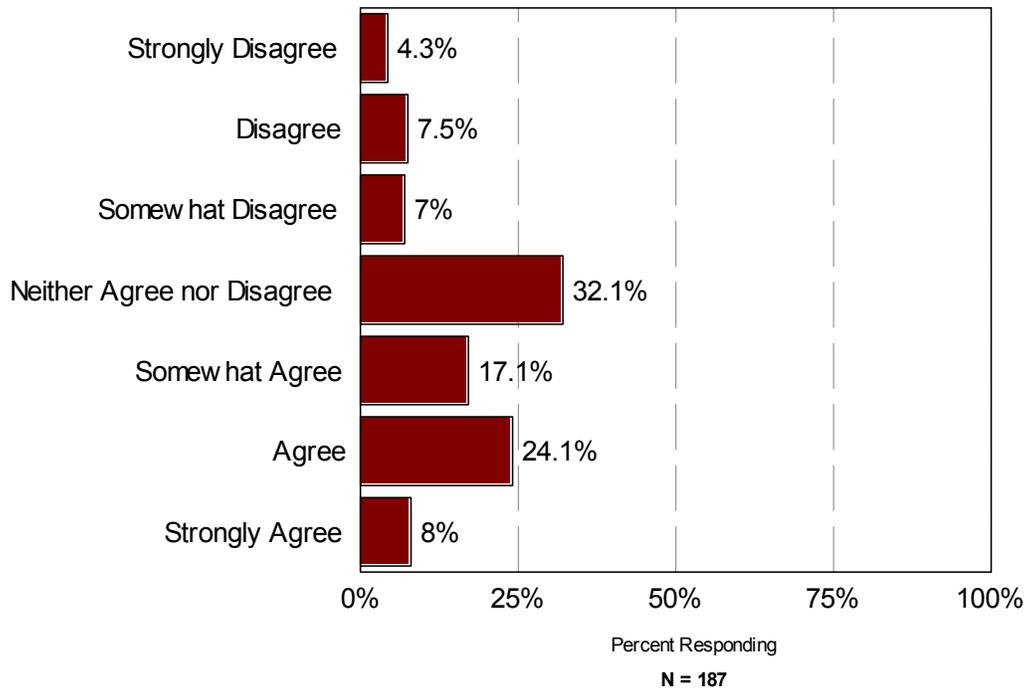
As the graph above illustrates, 191 individuals responded to this item. Of those, 76.5% either agreed or strongly agreed that volunteering means more than just donating time. Of the remaining responses, 11.5% somewhat agreed, 6.3% neither agreed nor disagreed, 2.6% somewhat disagreed, 2.6% disagreed and 0.5% strongly disagreed.

Volunteering is an important part of who I am.



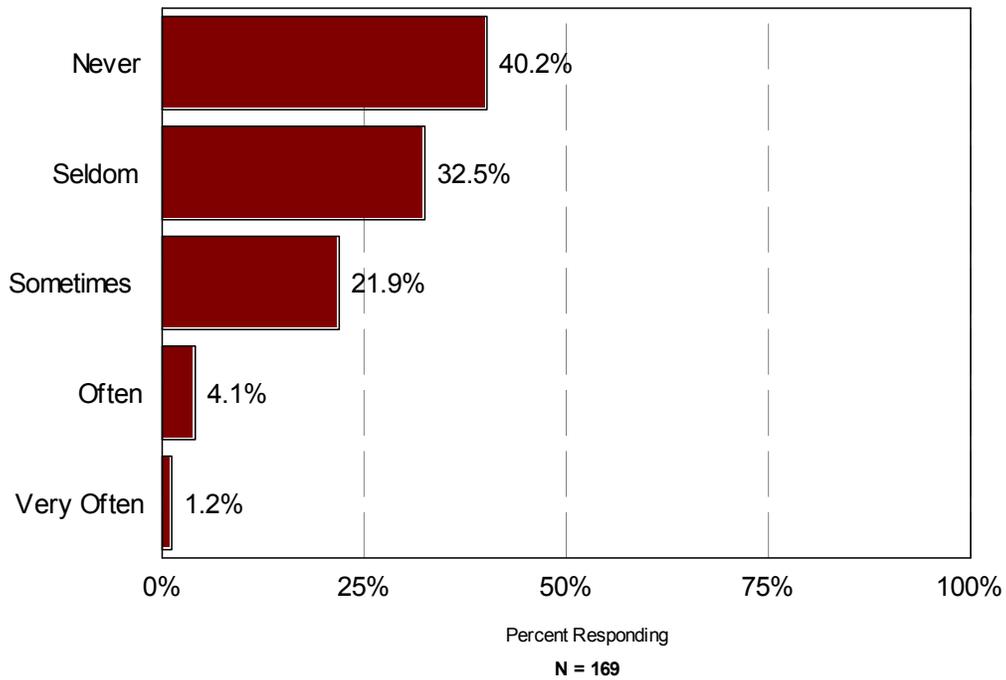
One hundred ninety responses were received for this item. A total of 64.7% indicated a level of agreement or strong agreement. Of the remaining responses, 18.4% somewhat agreed, 11.1% neither agreed nor disagreed, 1.1% somewhat disagreed, 3.2% disagreed, and 1.6% strongly disagreed.

Volunteering with Tulsa Mayor's Citizen Corps is an important part of who I am.



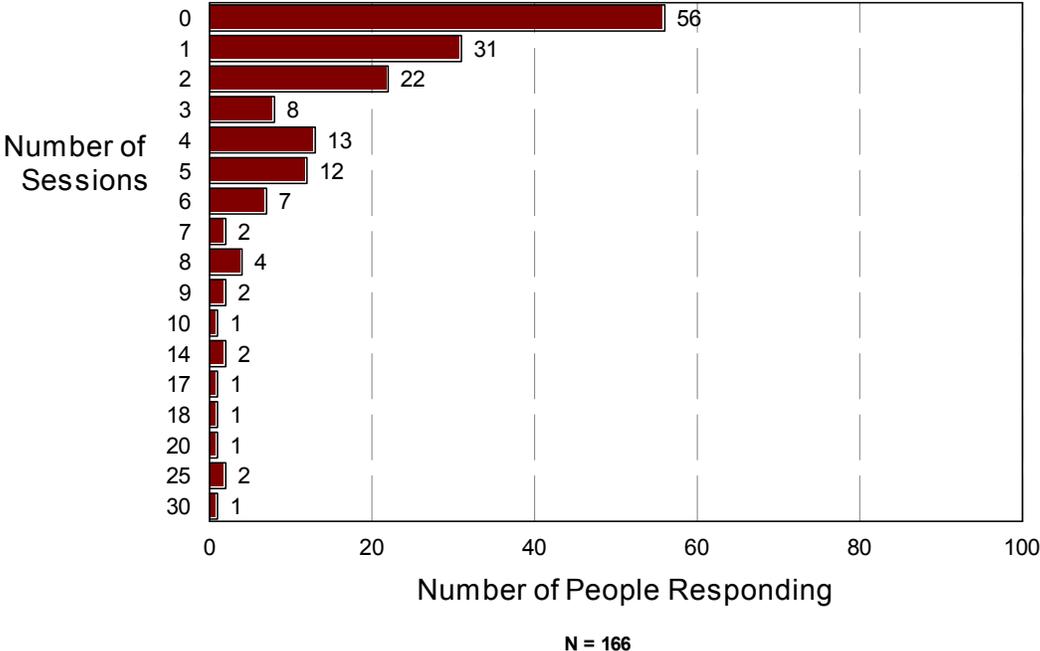
A total of 187 volunteers responded to the statement *volunteering with Tulsa Mayor's Citizen Corps is an important part of who I am*. Of those responding, 8% strongly agreed, 24.1% agreed, 17.1% somewhat agreed, 32.1% neither agreed nor disagreed, 7% somewhat disagreed and 7.5% disagreed. The remaining 4.3% indicated a level of strong disagreement to this item.

How often do you give serious consideration to stop volunteering for Tulsa Mayor's Citizen Corps?



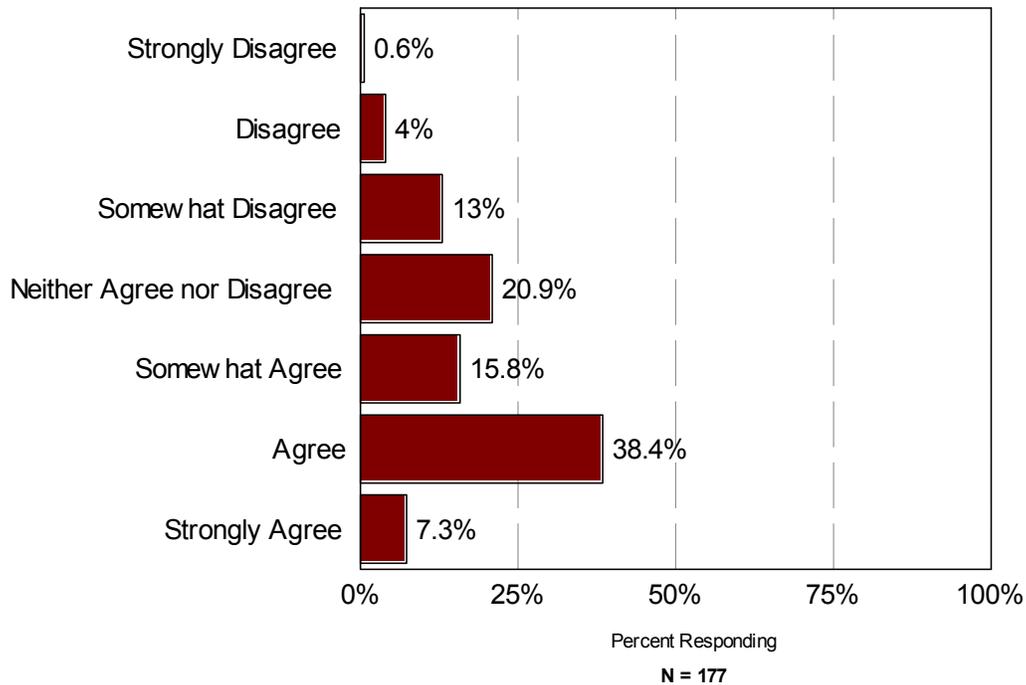
When asked how often serious consideration is given to stop volunteering for Tulsa Mayor's Citizen Corps, 169 volunteers responded. Of these, 40.2% reported never considering this action. From the remaining responses, 32.5% indicated seldom and 21.9% reported sometimes considering this. The categories of often and very often received a total response of 5.3%.

Please indicate the number of training sessions you have attended in the past year for Tulsa Mayor's Citizen Corps.



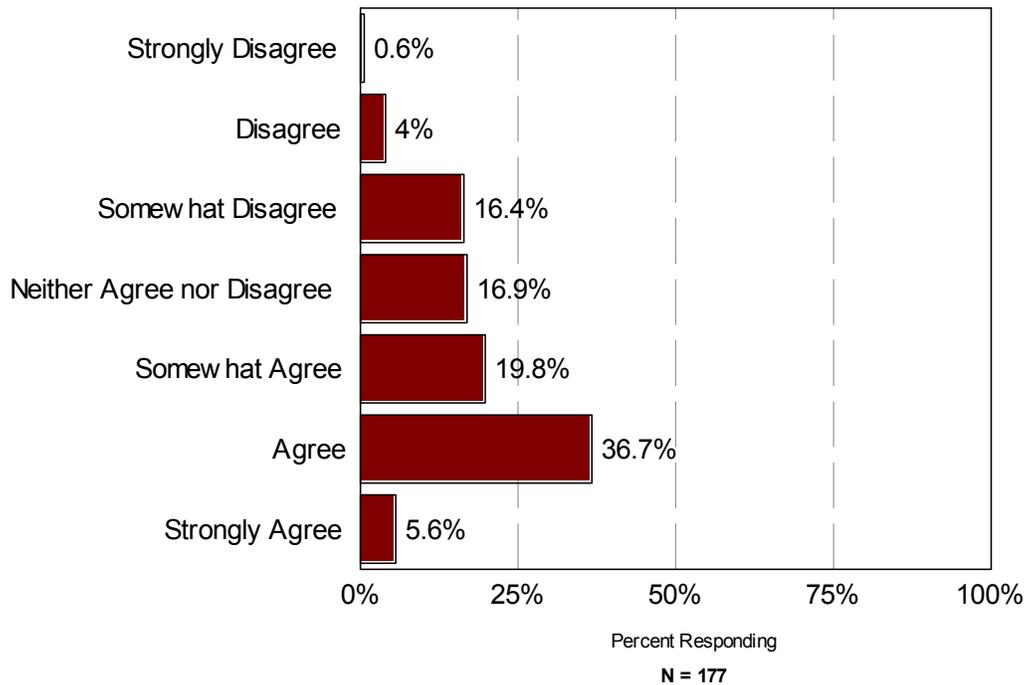
Respondents were asked to indicate the number of training sessions they attended in the past year for Tulsa Mayor's Citizen Corps. Responses ranged from zero (33.7% or 56 people) to thirty (1 person). Thirty-one people reported attending 1 session, 22 people attended two sessions, 13 people attended four sessions and 12 people attended five sessions. Additional responses are illustrated above. The average number of sessions attended by respondents was 2.98 with a median of 1.

I am satisfied with the type of activities offered by
Tulsa Mayor's Citizen Corps.



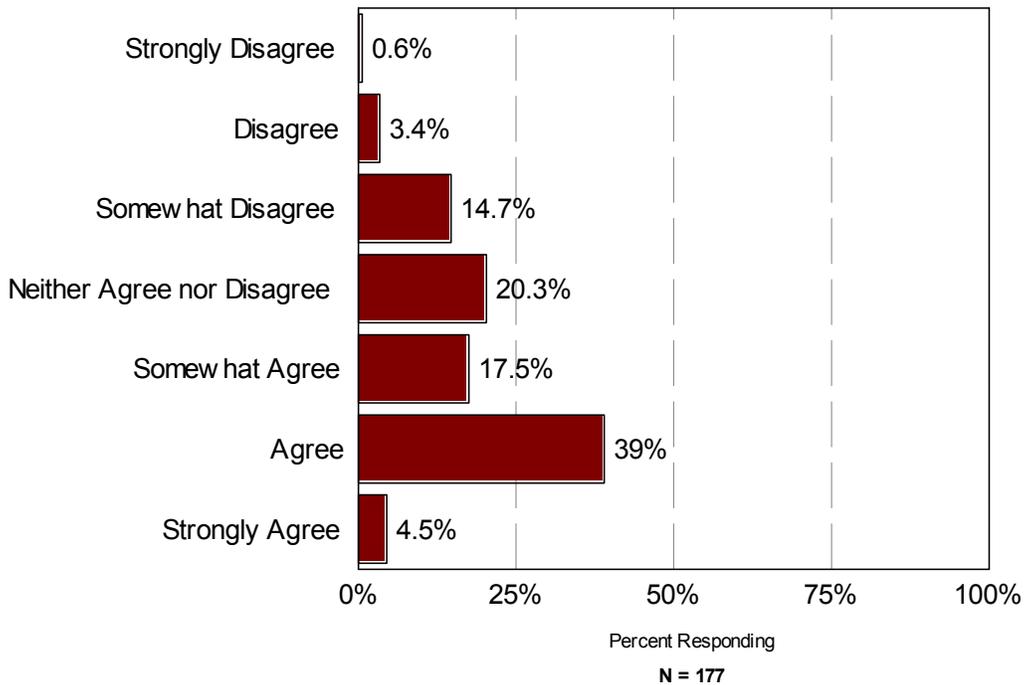
Concerning satisfaction with the type of activities offered by Tulsa Mayor's Citizen Corps, 38.4% of the 177 responses indicated a level of agreement. From the remaining responses, 7.3% strongly agreed, 15.8% somewhat agreed, 20.9% neither agreed nor disagreed, 13% somewhat disagreed, and 4% disagreed. The remaining 0.6% indicated a level of strong disagreement with this statement.

I am satisfied with the variety of activities offered by
Tulsa Mayor's Citizen Corps.



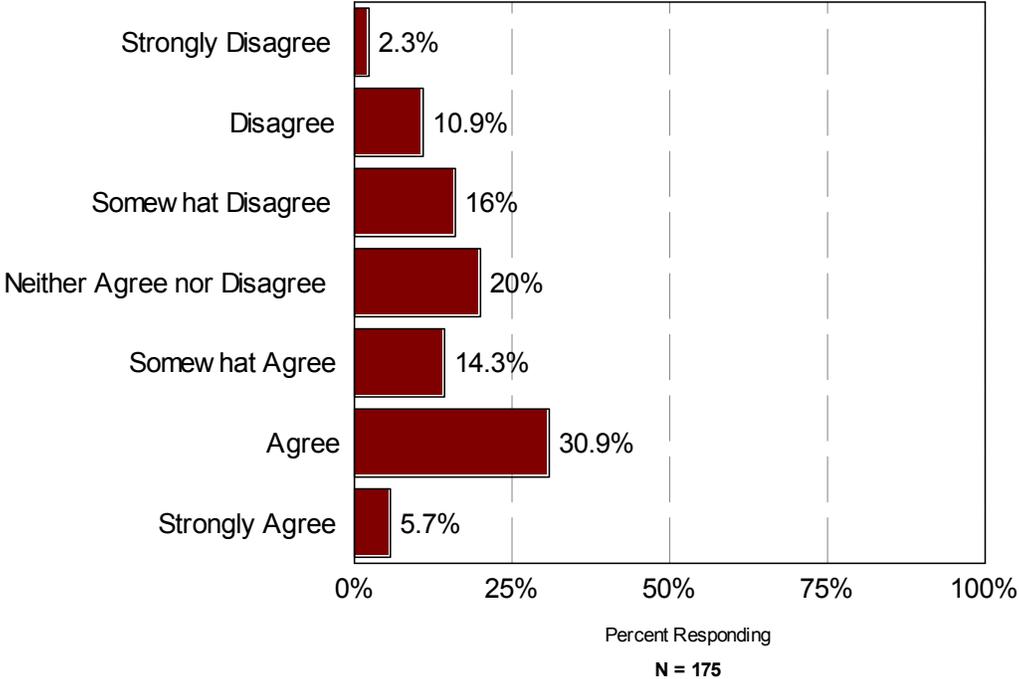
A total of 177 individuals responded to this statement regarding level of satisfaction with the variety of activities offered by Tulsa Mayor's Citizen Corps. Of those responding, 42.3% indicated a level of agreement or strong agreement with this statement. From the remaining responses, 19.8% somewhat agreed, 16.9% neither agreed nor disagreed, and 16.4% somewhat disagreed. A total of 4.6% either disagreed or strongly disagreed with this statement.

I am satisfied with the frequency of activities offered by
Tulsa Mayor's Citizen Corps.



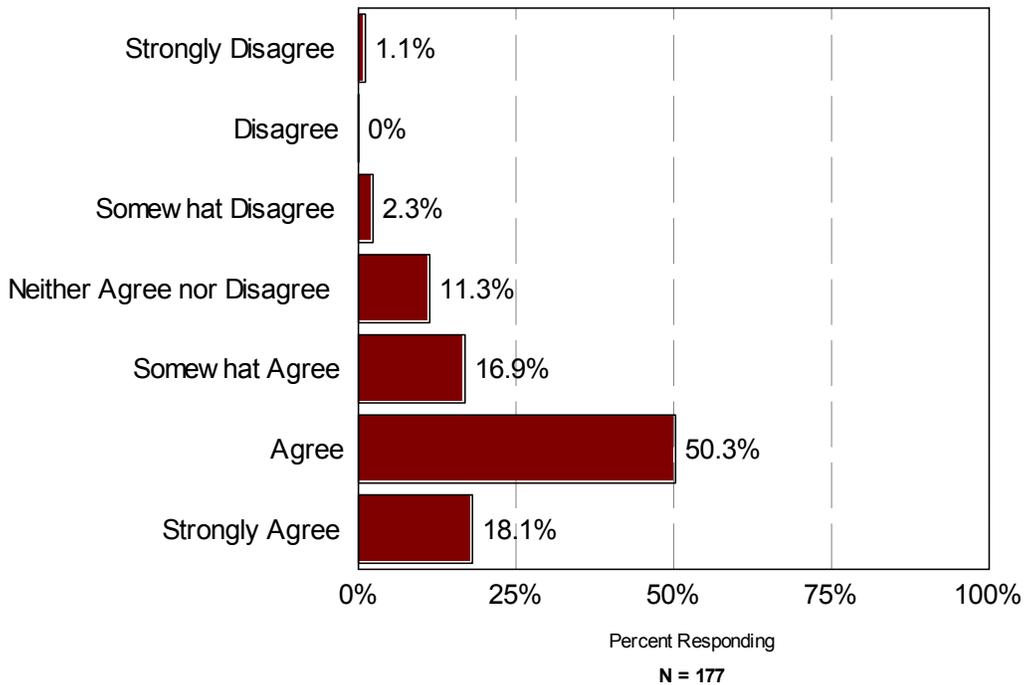
Respondents were asked to indicate their level of satisfaction with the frequency of activities offered by Tulsa Mayor's Citizen Corps. Of the 177 responses, 43.5% reported a level of agreement or strong agreement with this statement. Additionally, 17.5% somewhat agreed, 20.3% neither agreed nor disagreed, and 14.7% somewhat disagreed. The remaining 4% either disagreed or strongly disagreed with this statement.

Considering everything, I am satisfied with my participation in Tulsa Mayor's Citizen Corps.



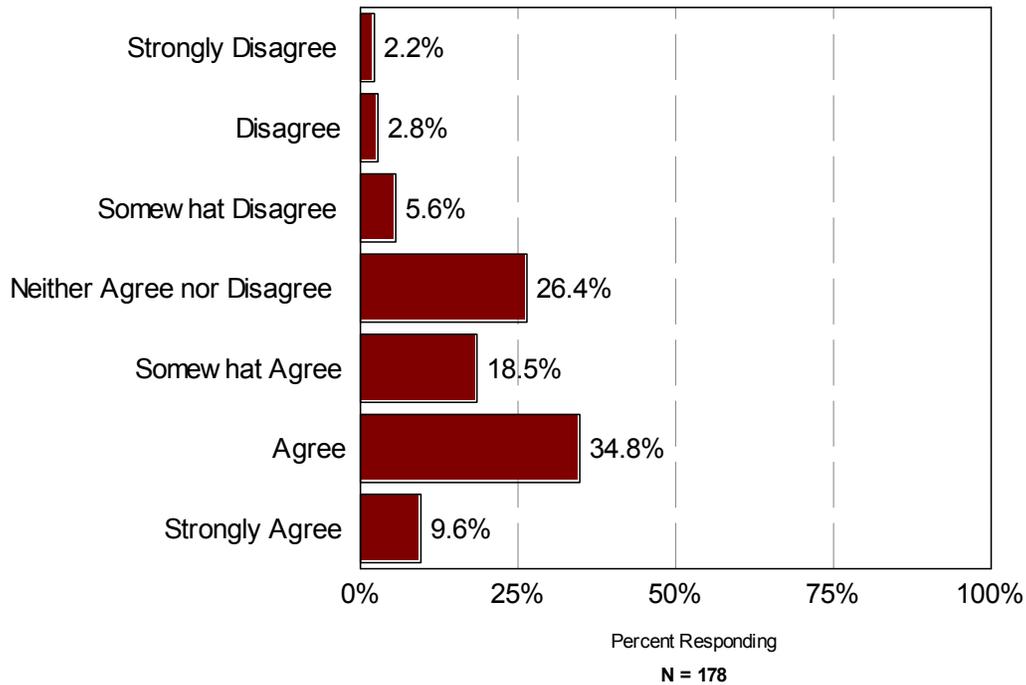
A total of 175 volunteers responded to this statement. Of these, 36.6% reported a level of agreement or strong agreement. From the remaining responses, 14.3% somewhat agreed, 20% neither agreed nor disagreed, 16% somewhat disagreed, 10.9% disagreed, and 2.3% strongly disagreed.

I would be very happy to continue volunteering with Tulsa Mayor's Citizen Corps.



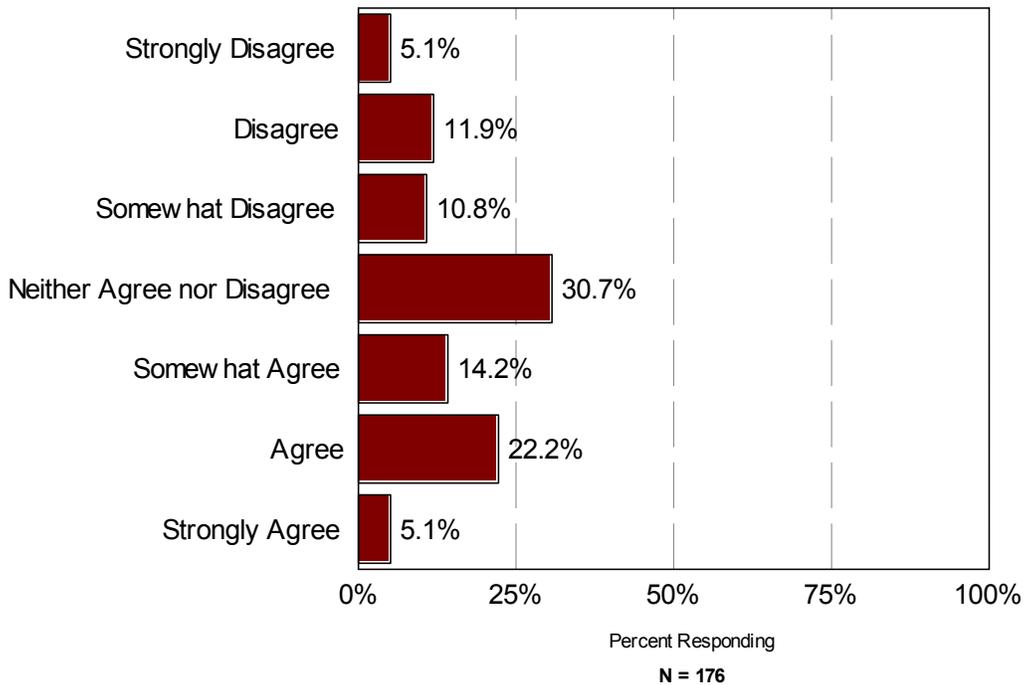
As the graph above illustrates, 177 volunteers responded to this item. Of those, 50.3% agreed they would be happy to continue volunteering with Tulsa Mayor's Citizen Corps. Of the remaining, 18.1% strongly agreed, 16.9% somewhat agreed, 11.3% neither agreed nor disagreed, 2.3% somewhat disagreed and 1.1% strongly disagreed. No one disagreed.

I enjoy discussing Tulsa Mayor's Citizen Corps with people outside it.



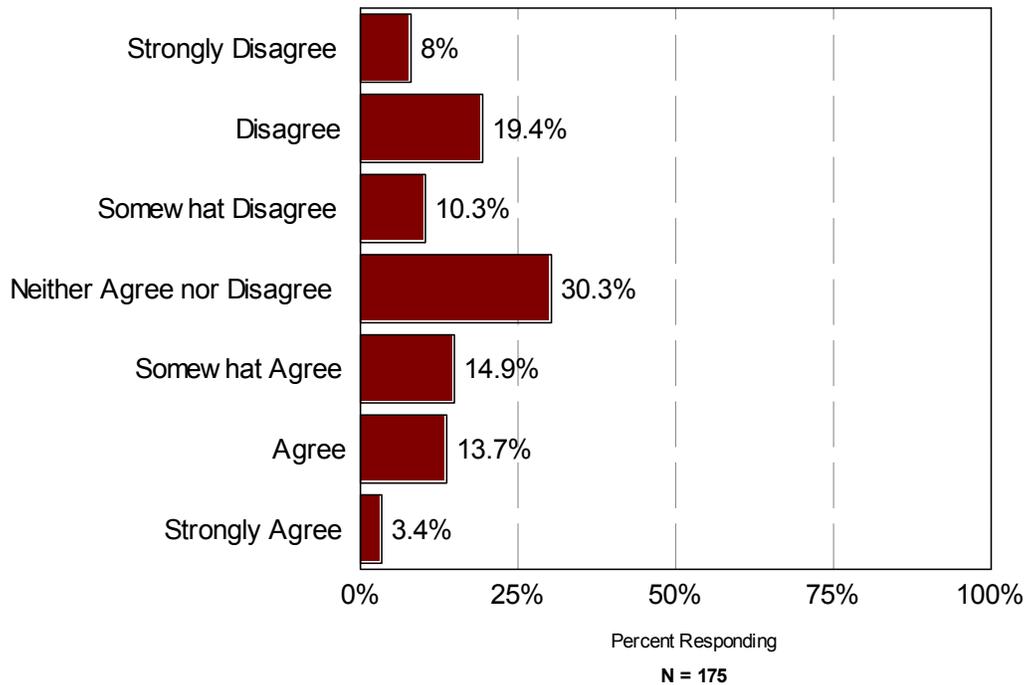
One hundred seventy-eight people responded to this item. Of those that responded, 44.4% either agreed or strongly agreed that they enjoy discussing Tulsa Mayor's Citizen Corps with people outside the organization. Of the remaining responses, 18.5% somewhat agreed, 26.4% neither agreed or disagreed, 5.6% somewhat disagreed, and 2.8% disagreed. The remaining 2.2% indicated a level of strong disagreement with this statement.

I feel like part of the family at Tulsa Mayor's Citizen Corps.



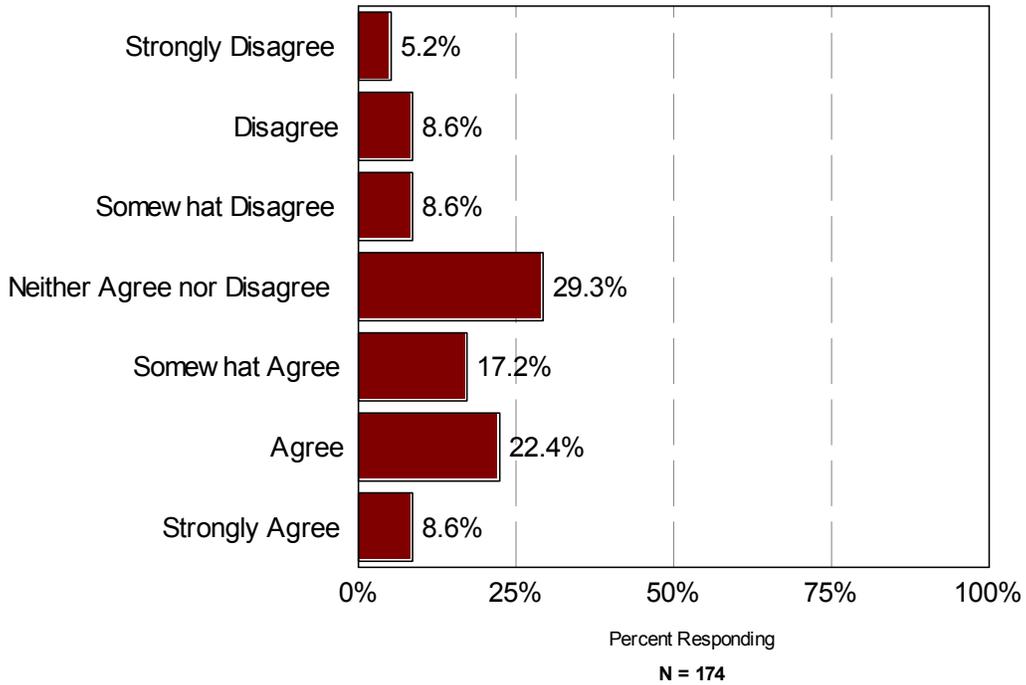
Of the 176 volunteers who responded to this item, 27.3% reported a level of agreement or strong agreement to the statement *I feel like part of the family at Tulsa Mayor's Citizen Corps.* Of the remaining responses, 14.2% somewhat agreed, 30.7% neither agreed nor disagreed with this statement, 10.8% somewhat disagreed, 11.9% disagreed, and the remaining 5.1% strongly disagreed.

I feel emotionally attached to Tulsa Mayor's Citizen Corps.



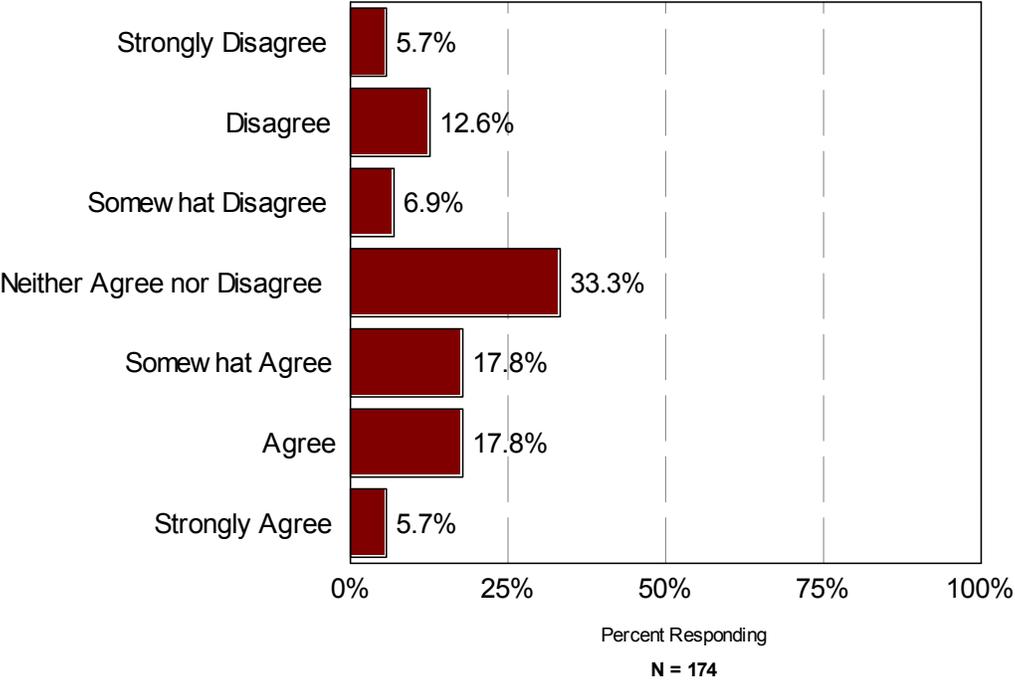
A total of 175 volunteers responded to this item. Of those that responded, 17.1% agreed or strongly agreed that they feel an emotional attachment to Tulsa Mayor's Citizen Corps. From the remaining responses, 14.9% somewhat agreed, 30.3% neither agreed nor disagreed, 10.3% somewhat disagreed, and 19.4% disagreed. The remaining 8% strongly disagreed with this item.

Tulsa Mayor's Citizen Corps has a great deal of personal meaning for me.



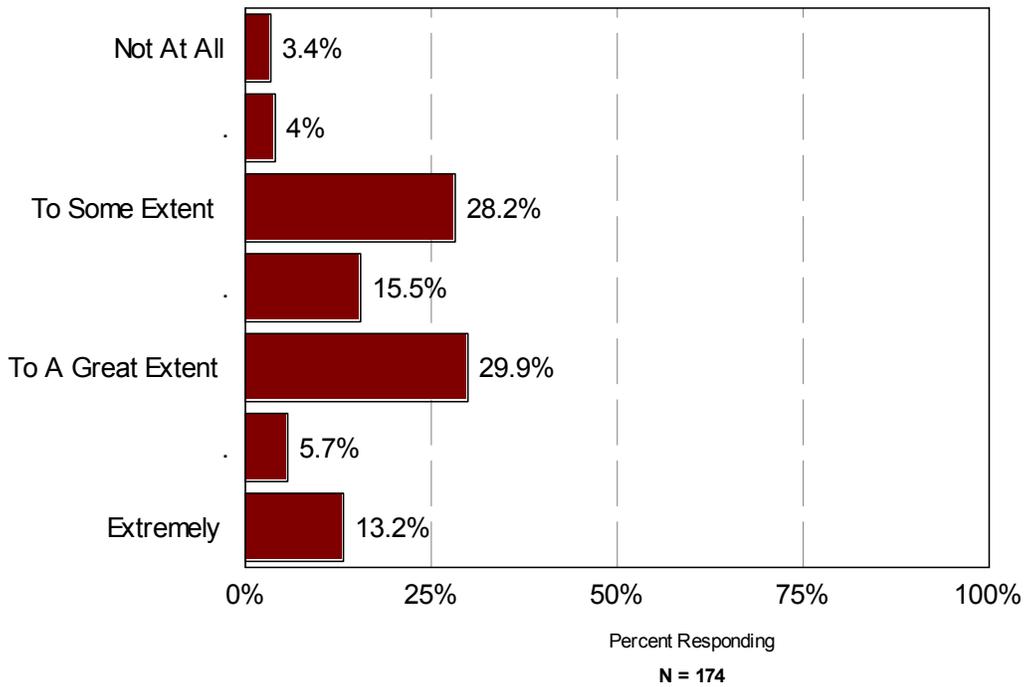
Of the 174 responses received for this item, 31% indicated a level of agreement or strong agreement, 17.2% somewhat agreed, 29.3% neither agreed nor disagreed, 8.6% somewhat disagreed, 8.6% disagreed and 5.2% strongly disagreed.

I feel a strong sense of belonging to Tulsa Mayor's Citizen Corps.



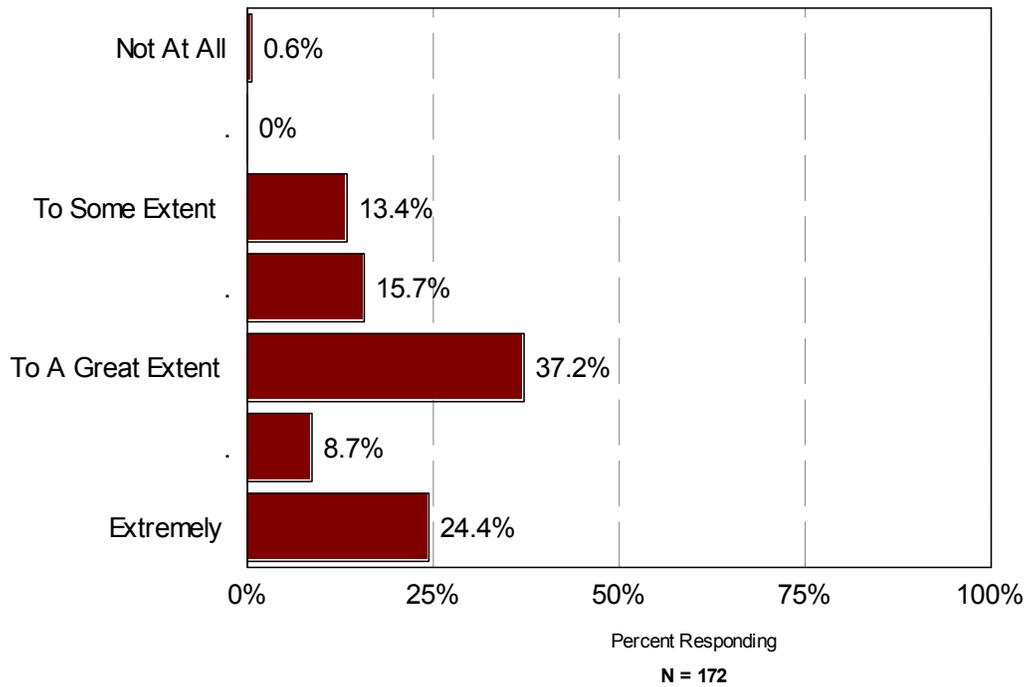
A total of 174 responses were received for this item. Of these, 23.5% indicated a level of agreement or strong agreement. Of the remaining responses, 17.8% somewhat agreed, 33.3% neither agreed nor disagreed, 6.9% somewhat disagreed, 12.6% disagreed, and 5.7% strongly disagreed.

I volunteer because of my humanitarian obligation to help others.



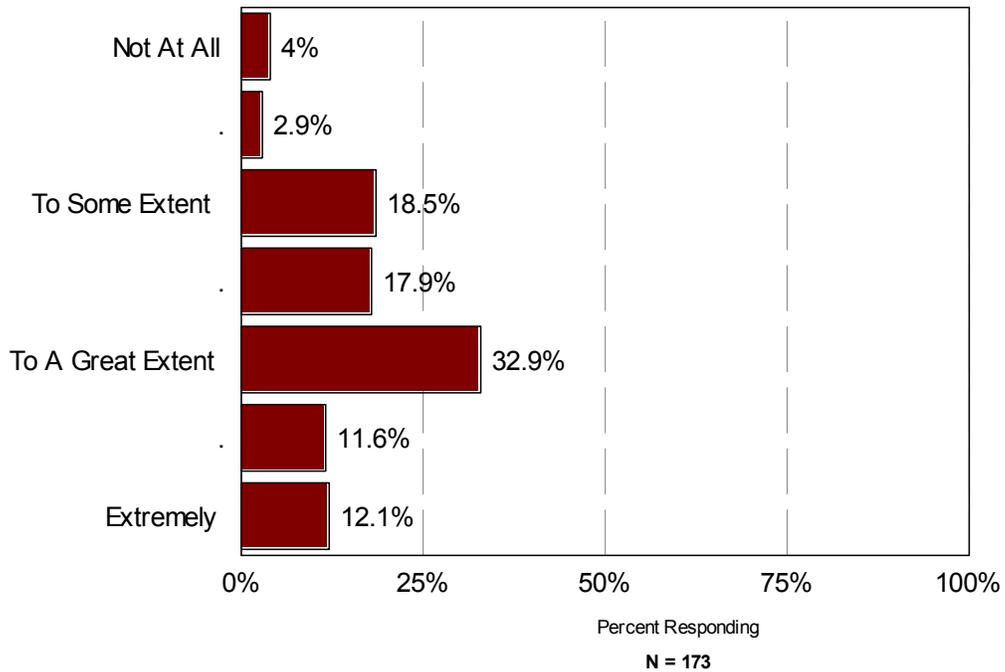
One hundred seventy-four volunteers responded to this item. Of these, 3.4% reported no obligation to help others, 28.2% reported some obligation, 29.9% reported a great obligation, and 13.2% reported an extreme sense of obligation.

I volunteer because I enjoy helping other people.



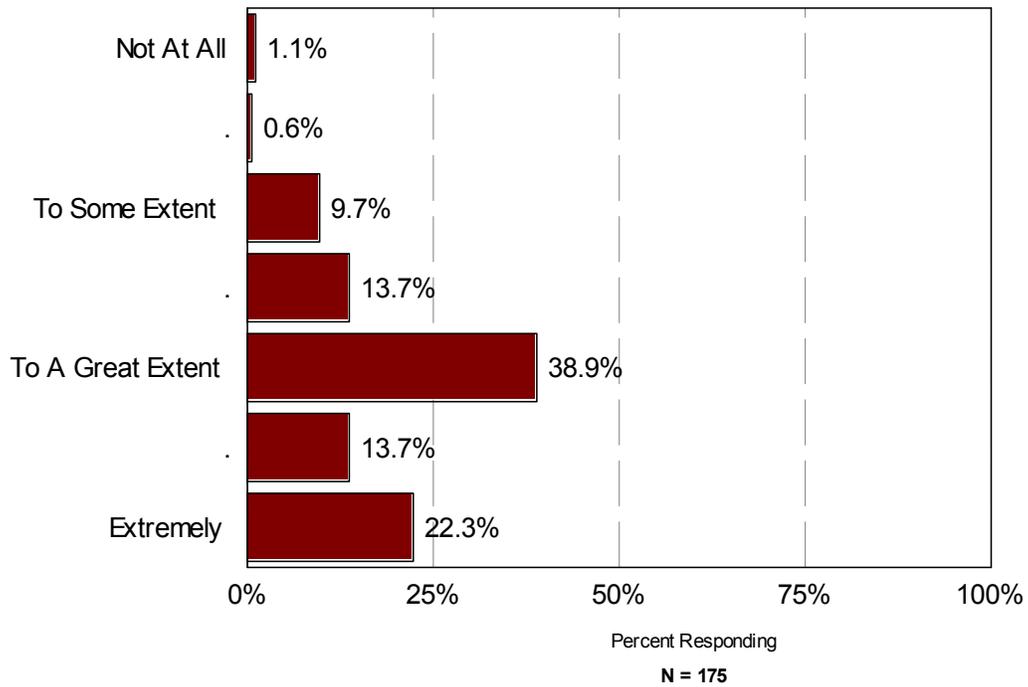
Of the 172 responses received for this item, 0.6% reported they did not volunteer because of enjoyment in helping others. Of the remaining responses, 13.4% reported some extent, 37.2% reported a great extent and 24.4% reported extreme agreement to this item.

I volunteer because I consider myself to be a loving and caring person.



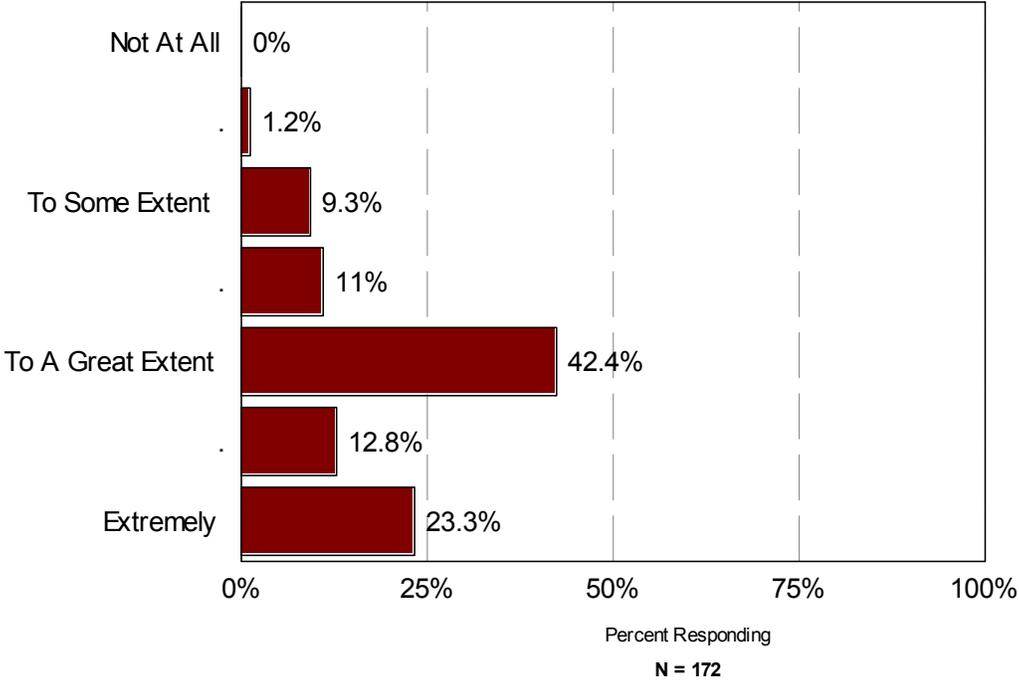
A total of 173 volunteers responded to this item. Of these, 4% indicated no agreement at all, 18.5% agreed to some extent, 32.9% reported a great extent, and 12.1% reported an extreme level of agreement.

I volunteer because people should do something about issues that are important to them.



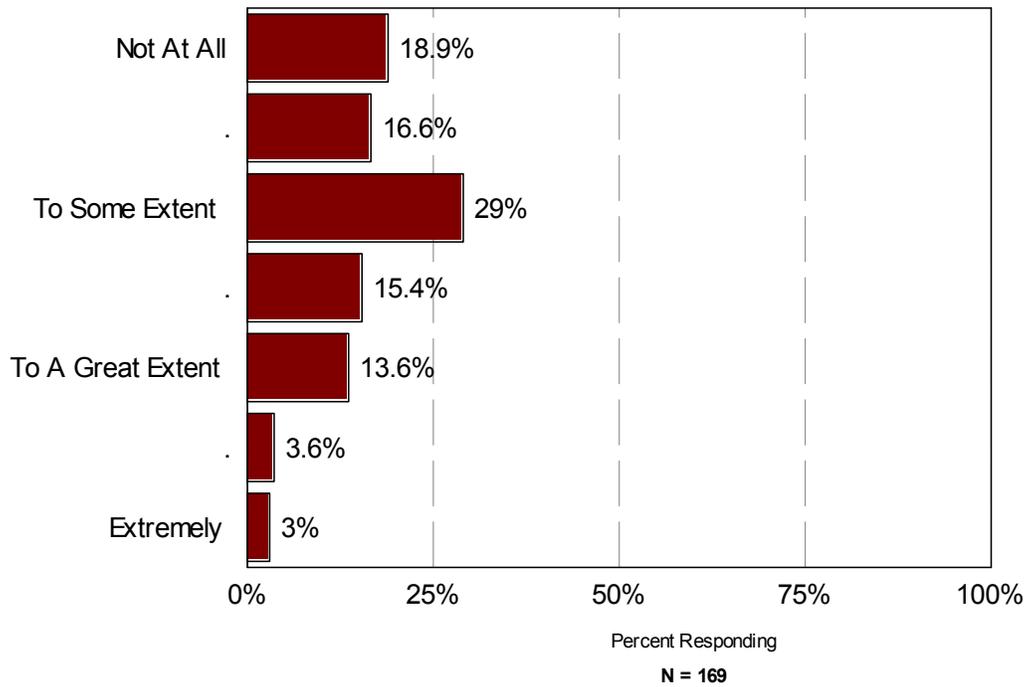
Of the 175 responses to this item, 1.1% indicated no level of agreement, 9.7% agreed to some extent, 38.9% agreed to a great extent and 22.3% reported extreme agreement.

I volunteer because of my personal values, convictions, and beliefs.



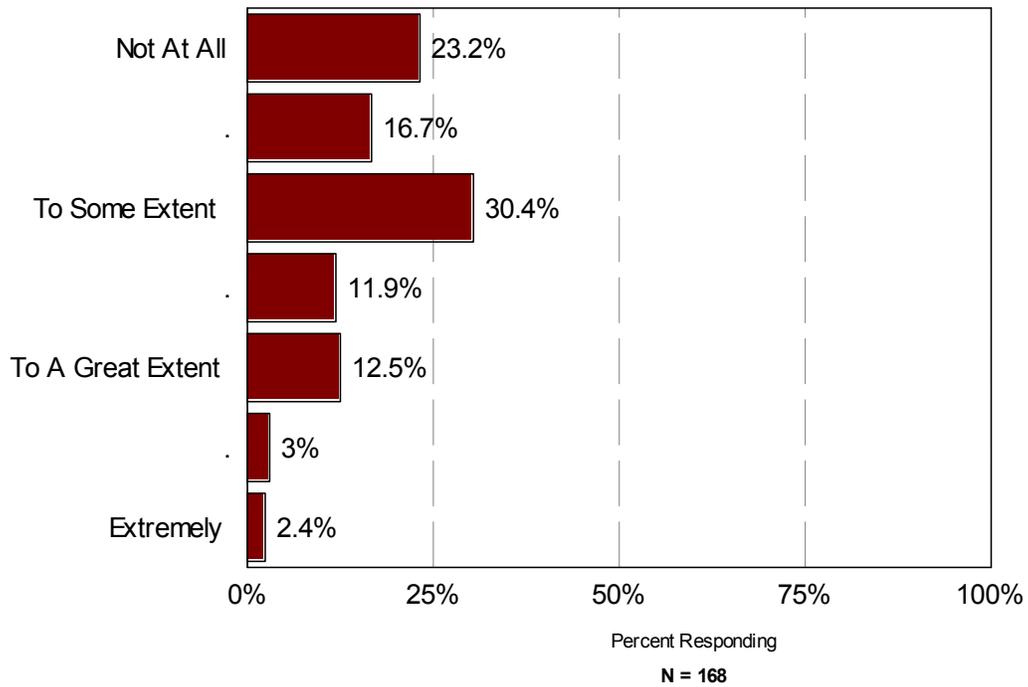
A total of 172 volunteers responded to this item. Of these, 9.3% indicated some level of agreement, 42.4% a great level of agreement, and 23.3% reported an extreme level of agreement. No one indicated a response of *not at all*.

I volunteer to get to know people who are similar to myself.



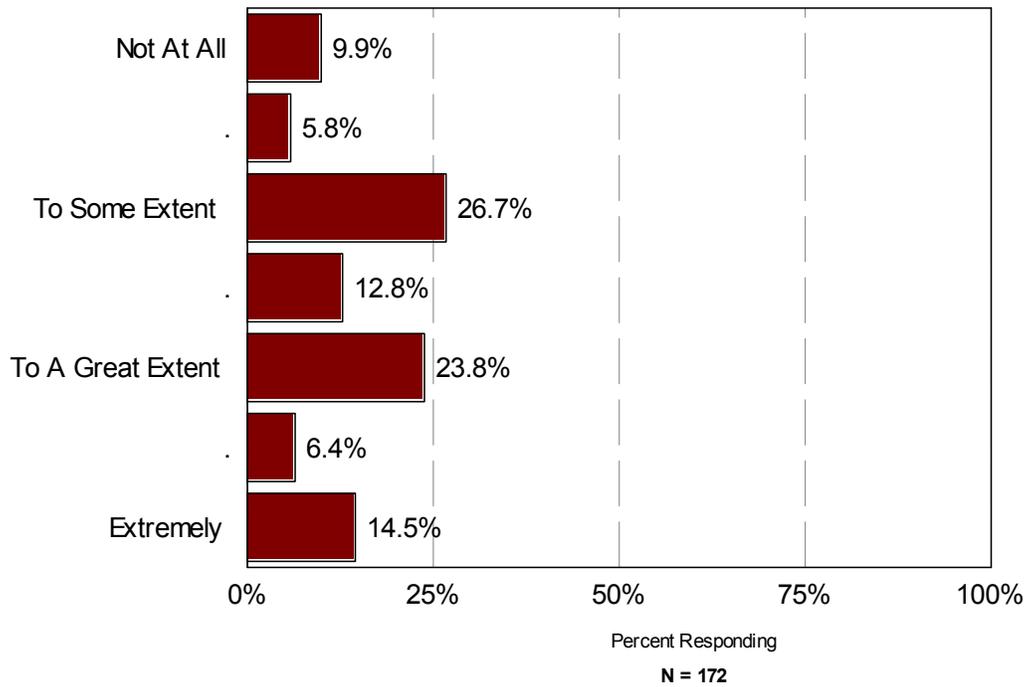
One hundred sixty-nine volunteers responded to this item. Of these, 18.9% responded *not at all*. Of the remaining responses, 29% agreed to some extent, 13.6% agreed to a great extent, and 3% reported an extreme level of agreement.

I volunteer to meet new people and make new friends.



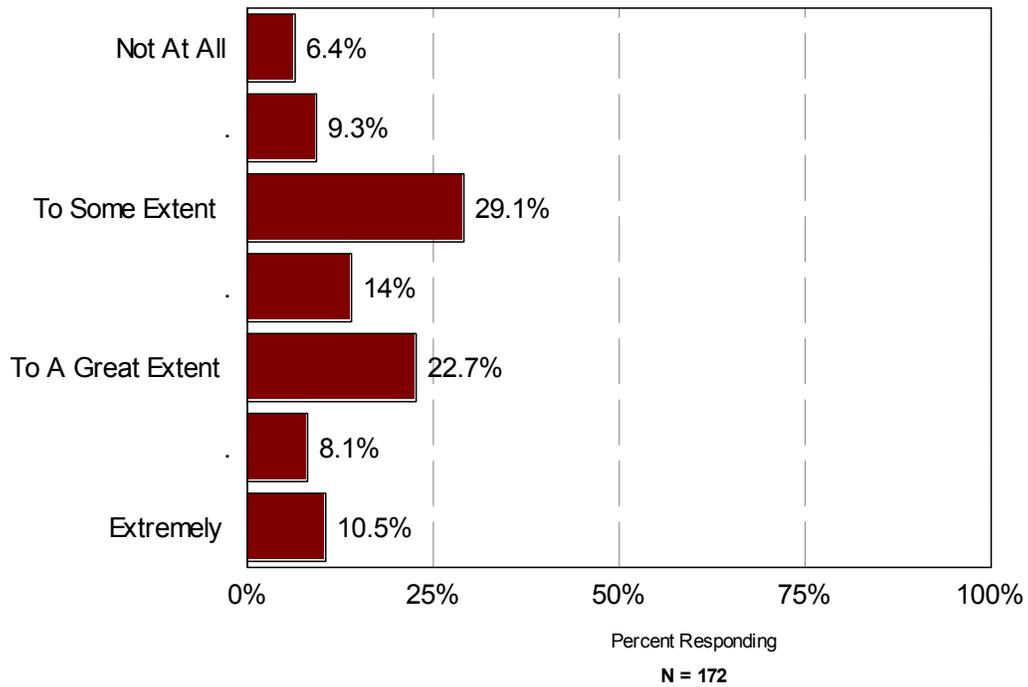
A total of 169 responses were received for this item. Of these, 23.2% indicated no level of importance, 30.4% reported some level of importance, and 12.5% a great extent. Additionally, 2.4% indicated an extreme level of importance for this item.

I volunteer to gain experience dealing with difficult topics.



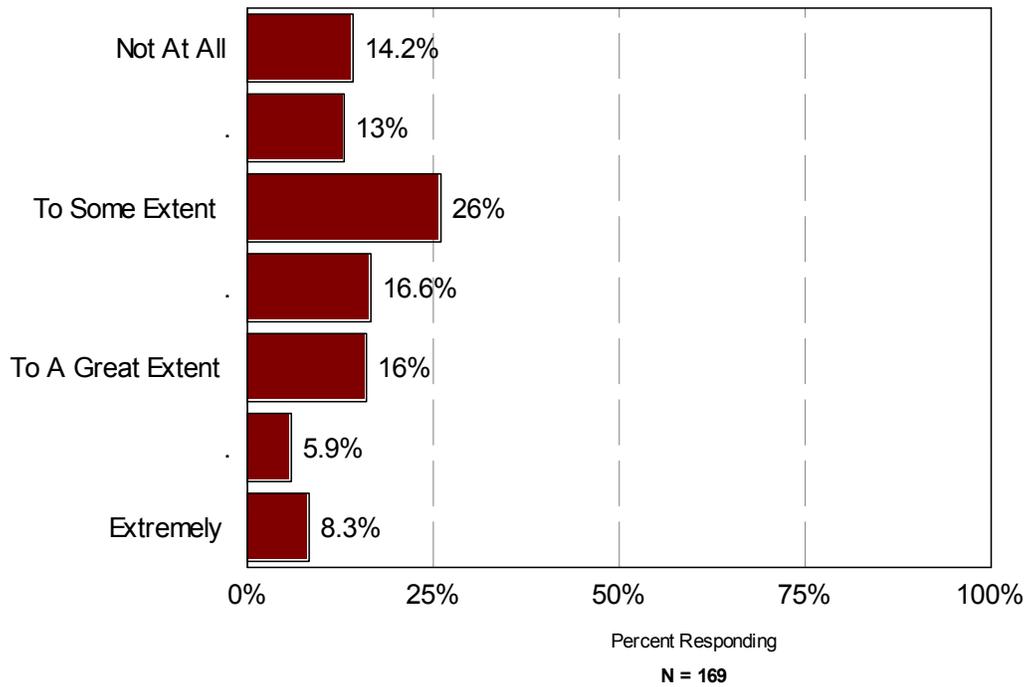
Of the 172 responses to this item, 9.9% indicated no level of agreement, 26.7% agreed to some extent, 23.8% agreed to a great extent and 14.5% reported extreme agreement.

I volunteer to challenge myself and test my skills.



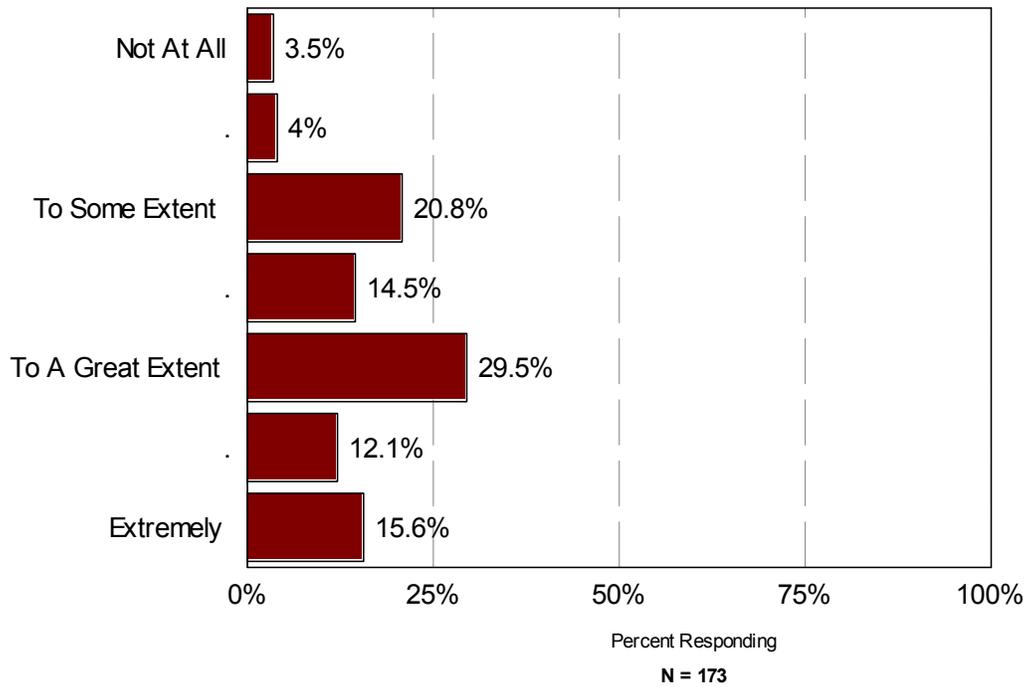
Of the 172 responses to this item, 6.4% indicated no level of agreement, 29.1% agreed to some extent, 22.7% agreed to a great extent and 10.5% reported extreme agreement.

I volunteer to learn about myself and my strengths and weaknesses.



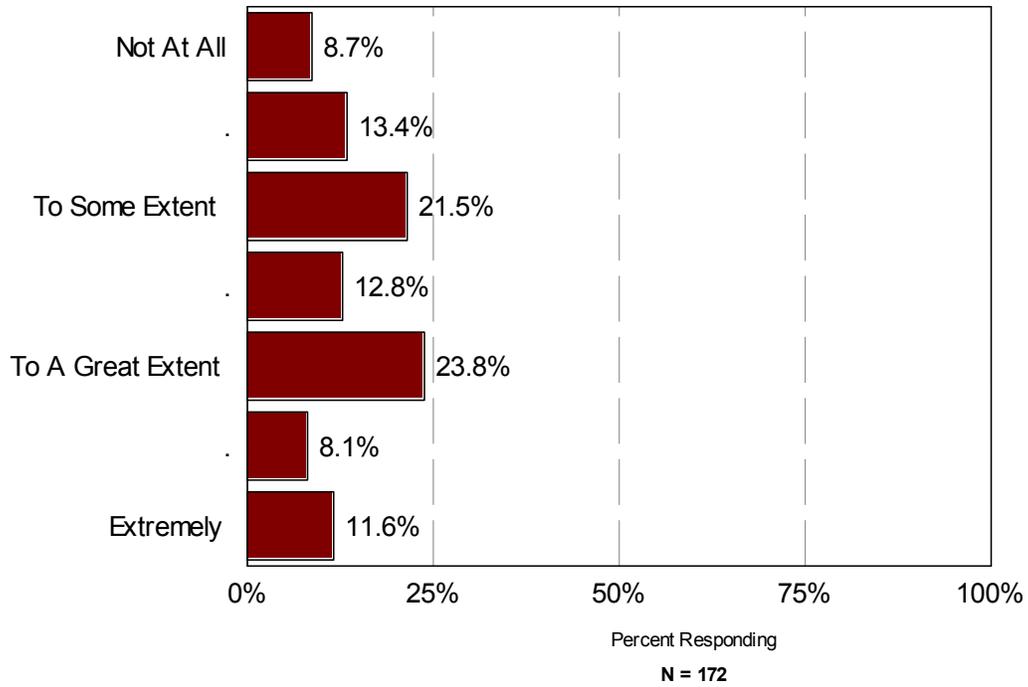
Of the 169 responses to this item, 14.2% indicated no level of agreement, 26% agreed to some extent, 16% agreed to a great extent and 8.3% reported extreme agreement.

I volunteer because of my sense of obligation to the community.



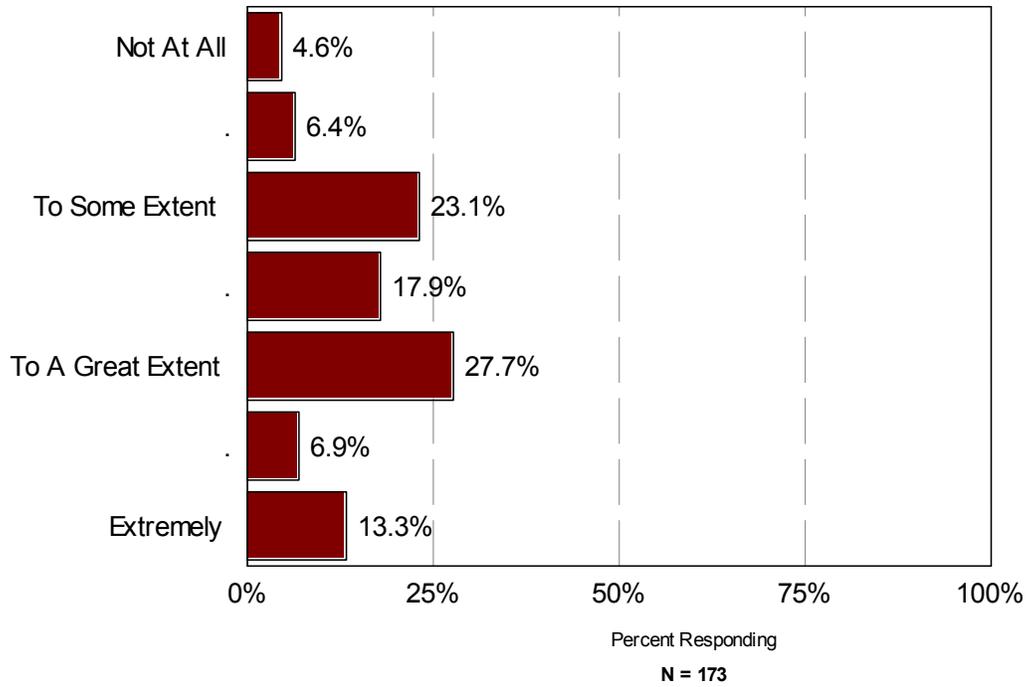
Of the 173 responses to this item, 3.5% indicated no level of agreement, 20.8% agreed to some extent, 29.5% agreed to a great extent and 15.6% reported extreme agreement.

I volunteer because I consider myself an advocate for community issues.



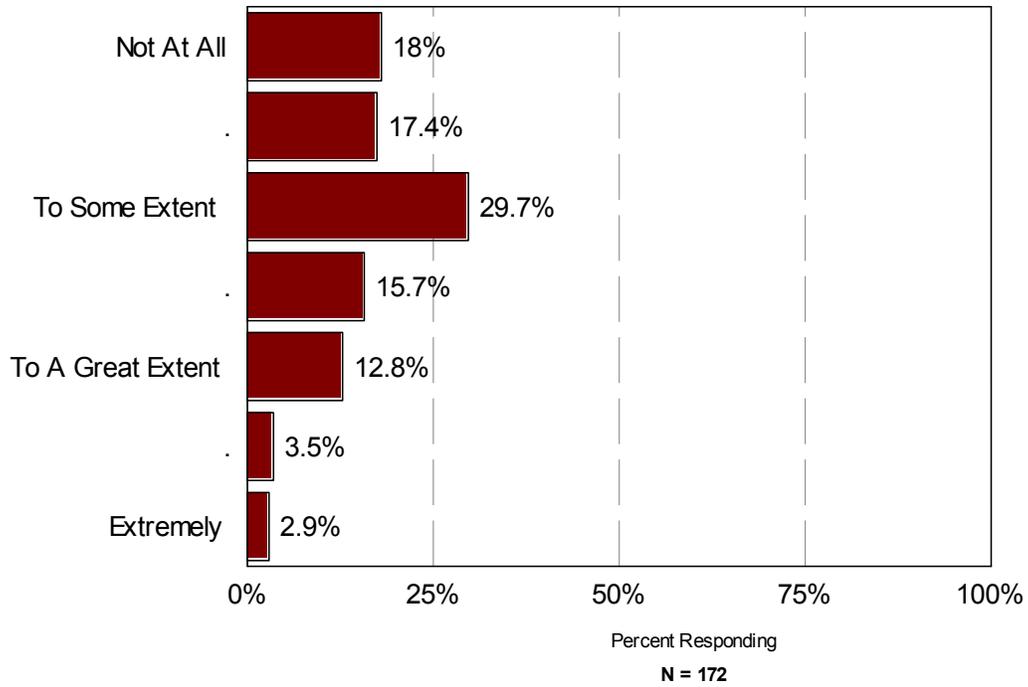
Of the 172 responses to this item, 8.7% indicated no level of agreement, 21.5% agreed to some extent, 23.8% agreed to a great extent and 11.6% reported extreme agreement.

I volunteer because of my concern and worry about the community.



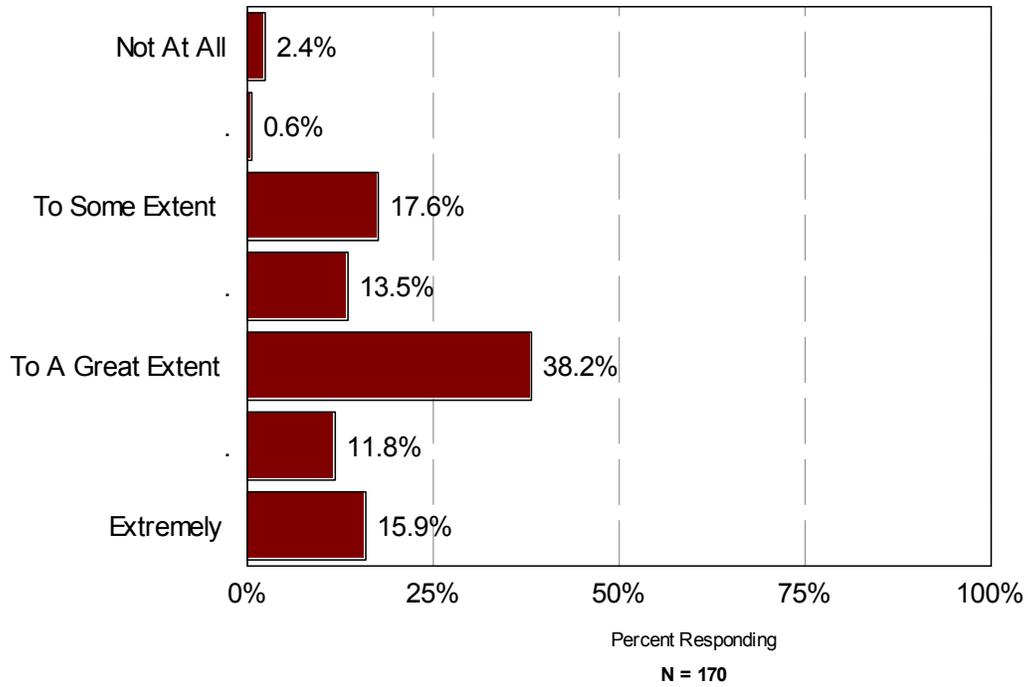
Of the 173 responses to this item, 4.6% indicated no level of agreement, 23.1% agreed to some extent, 27.7% agreed to a great extent and 13.3% reported extreme agreement.

I volunteer to get to know people in the community.



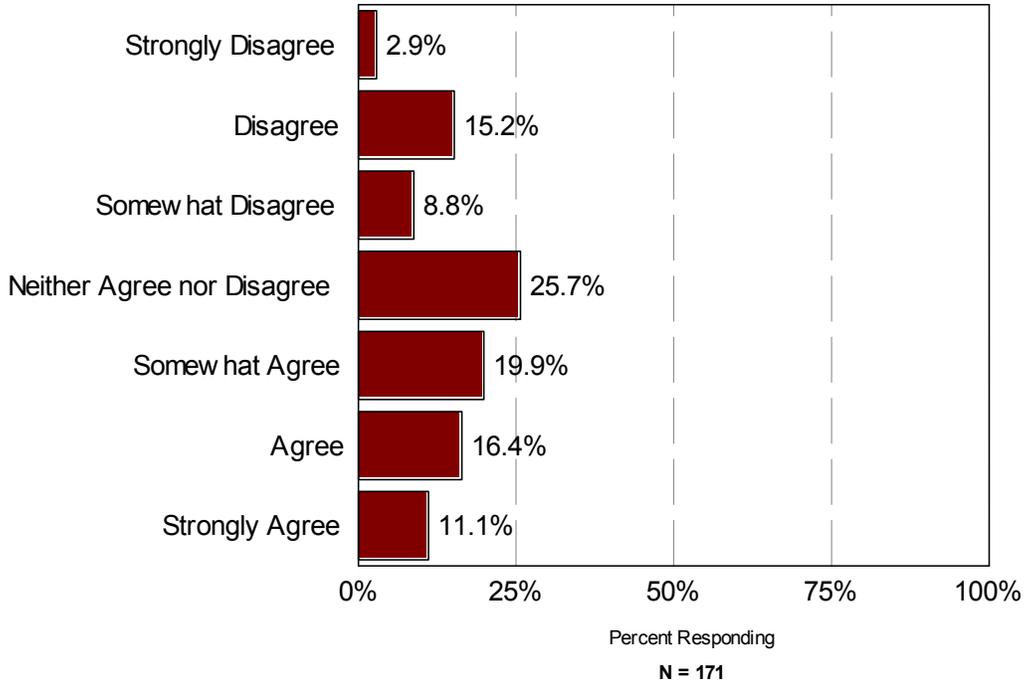
Of the 172 responses to this item, 18% indicated no level of agreement, 29.7% agreed to some extent, 12.8% agreed to a great extent and 2.9% reported extreme agreement.

I volunteer to help members of the community.



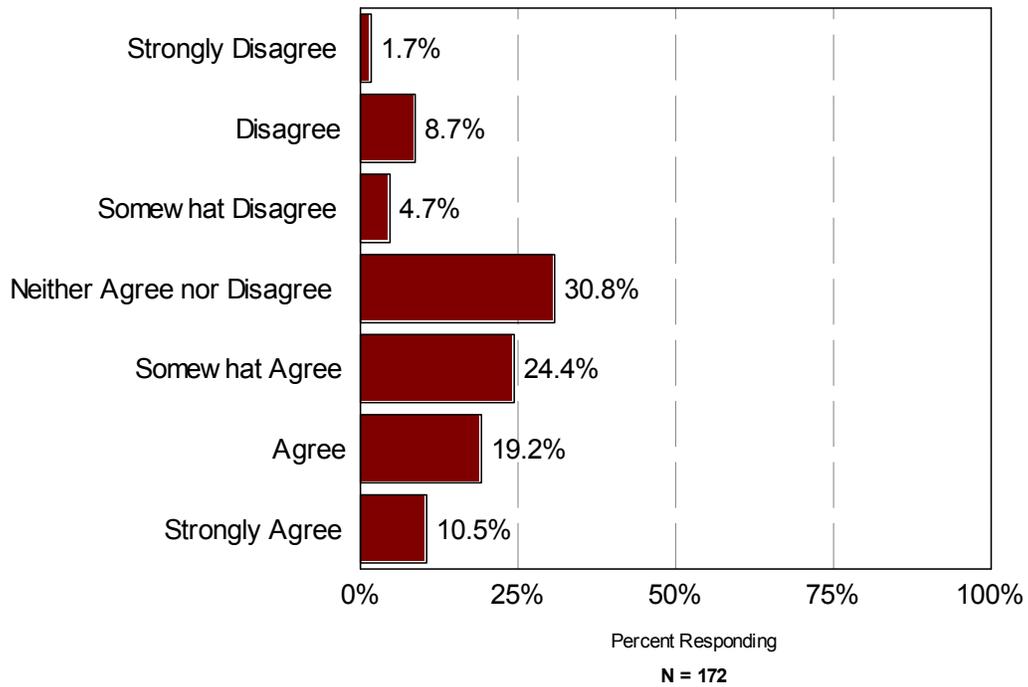
Of the 170 responses to this item, 2.4% indicated no level of agreement, 17.6% agreed to some extent, 38.2% agreed to a great extent and 15.9% reported extreme agreement.

Many people think of me in terms of being a volunteer.



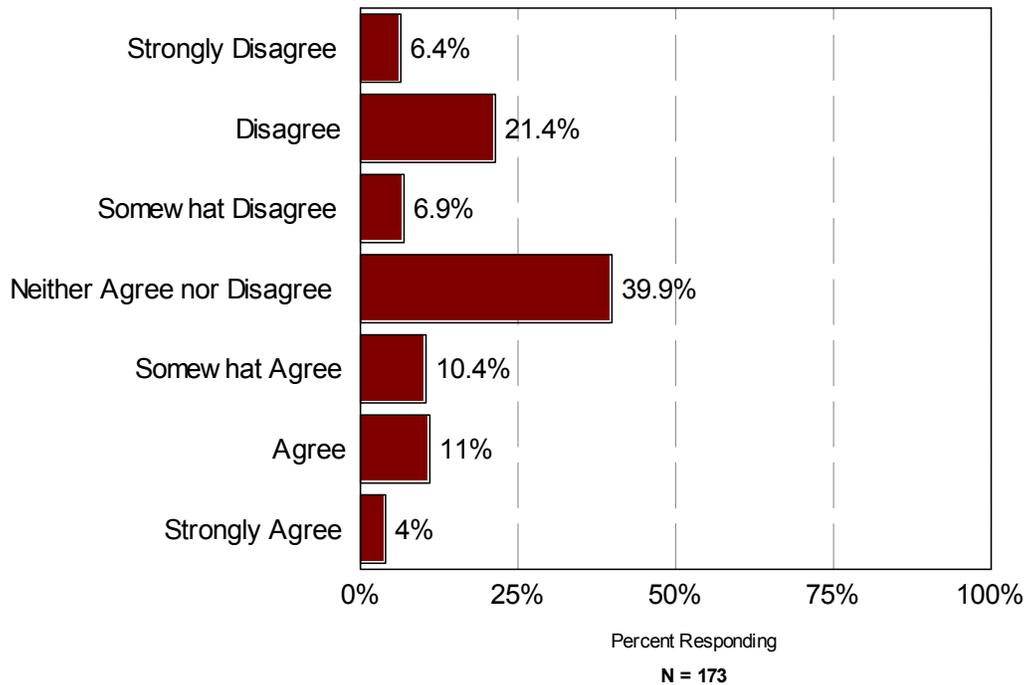
A total of 171 responses were received for this item. Of those that responded to this item, 27.5% agreed or strongly agreed, 19.9% somewhat agreed, 25.7% neither agreed nor disagreed, 8.8% somewhat disagreed and the remaining 18.1% either disagreed or strongly disagreed.

Other people think that volunteering is important to me.



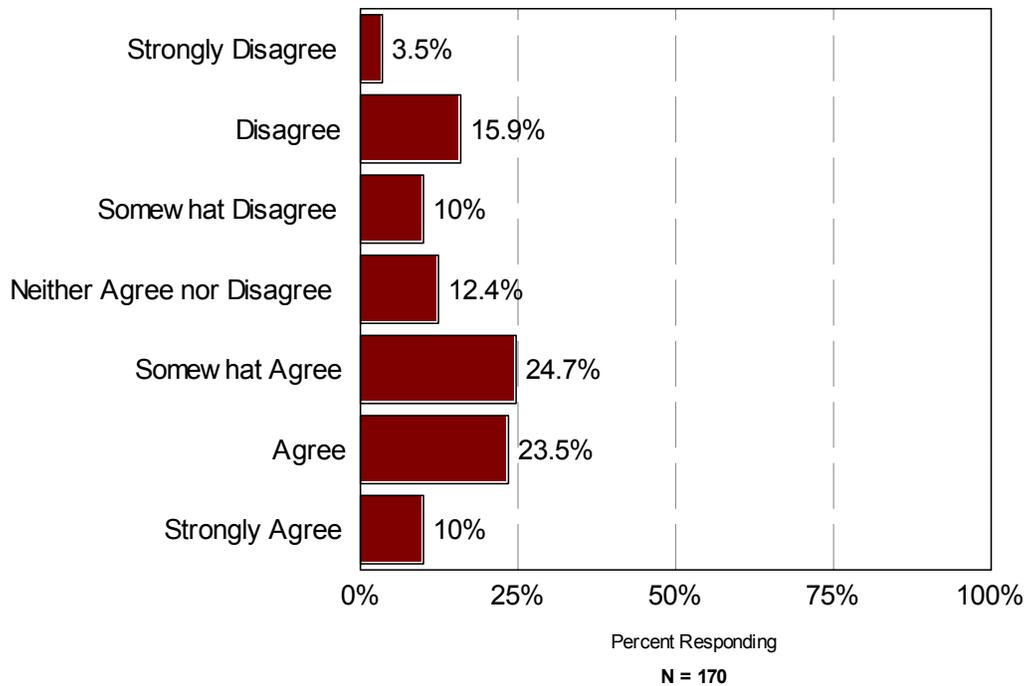
Of the 172 volunteers who responded to this item, 29.7% indicated a level of agreement or strong agreement. Of the remaining responses, 24.4% somewhat agreed, 30.8% neither agreed nor disagreed, 4.7% somewhat disagreed, 8.7% disagreed, and 1.7% strongly disagreed.

It is important to my friends and relatives that I continue to volunteer.



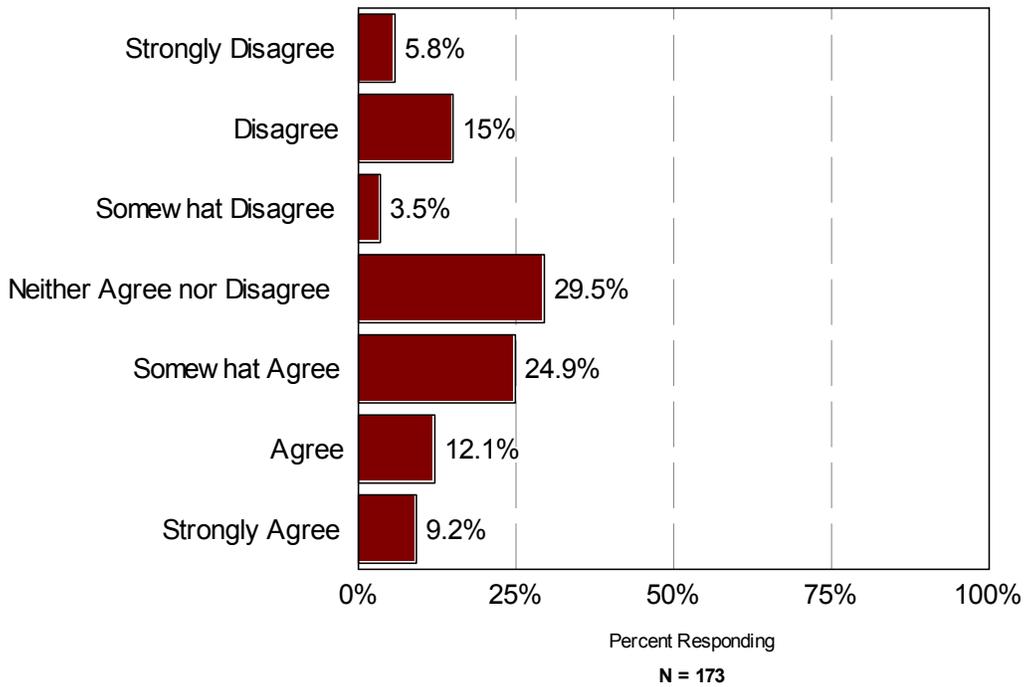
Of the 173 volunteers who responded to this item, 4% strongly agreed, 11% agreed, 10.4% somewhat agreed, 39.9% neither agreed nor disagreed, 6.9% somewhat disagreed, 21.4% disagreed and 6.4% strongly disagreed.

Many of the people I know are aware that I am a volunteer.



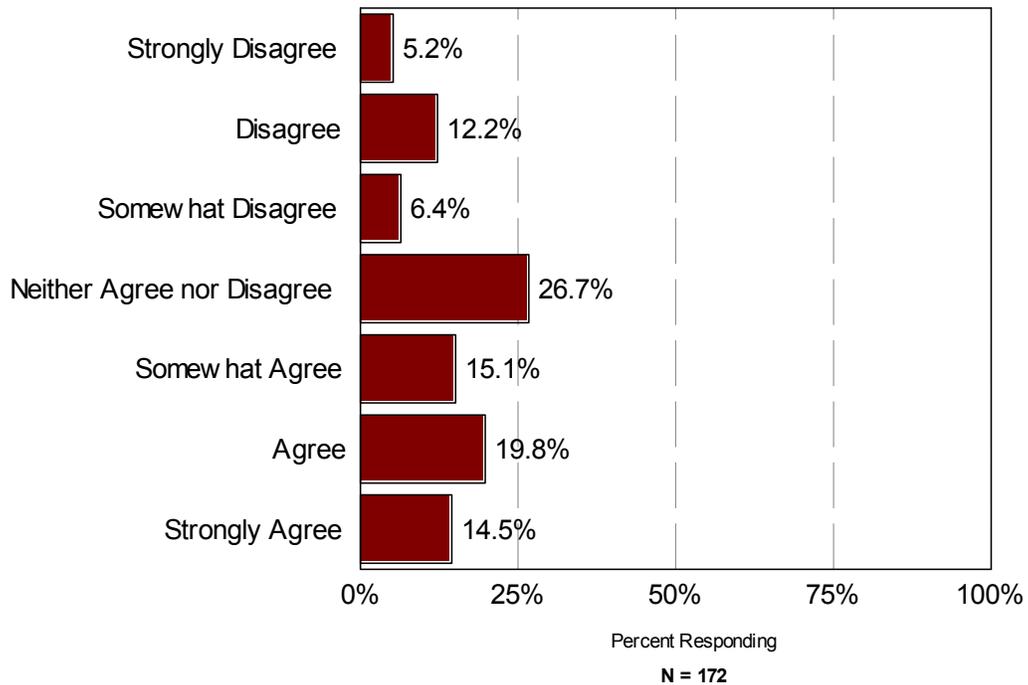
As the graph above illustrates, 170 people responded to this item. Of these, 33.5% indicated a level of agreement or strong agreement. Additionally, 24.7% somewhat agreed, 12.4% neither agreed nor disagreed, 10% somewhat disagreed, 15.9% disagreed, and 3.5% strongly disagreed.

Many of the people that I know expect me to continue to volunteer.



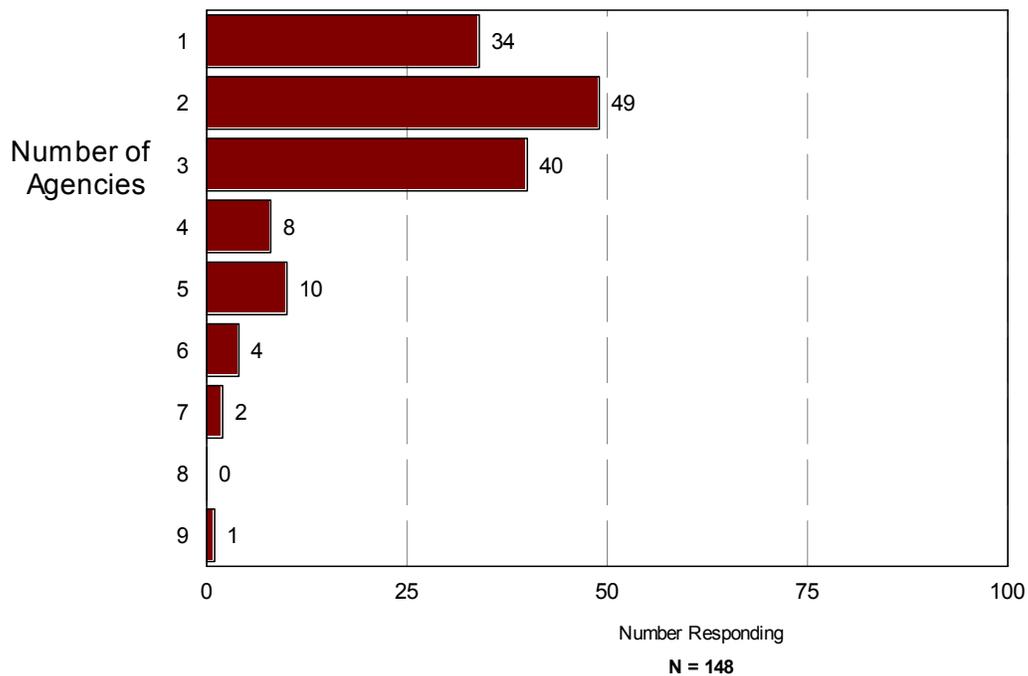
Of the 173 responses received for this item, 9.2% strongly agreed, 12.1% agreed, 24.9% somewhat agreed, 29.5% neither agreed nor disagreed, 3.5% somewhat disagreed, 15% disagreed, 5.8% strongly disagreed.

Many people I know would really be surprised if I just stopped volunteering.



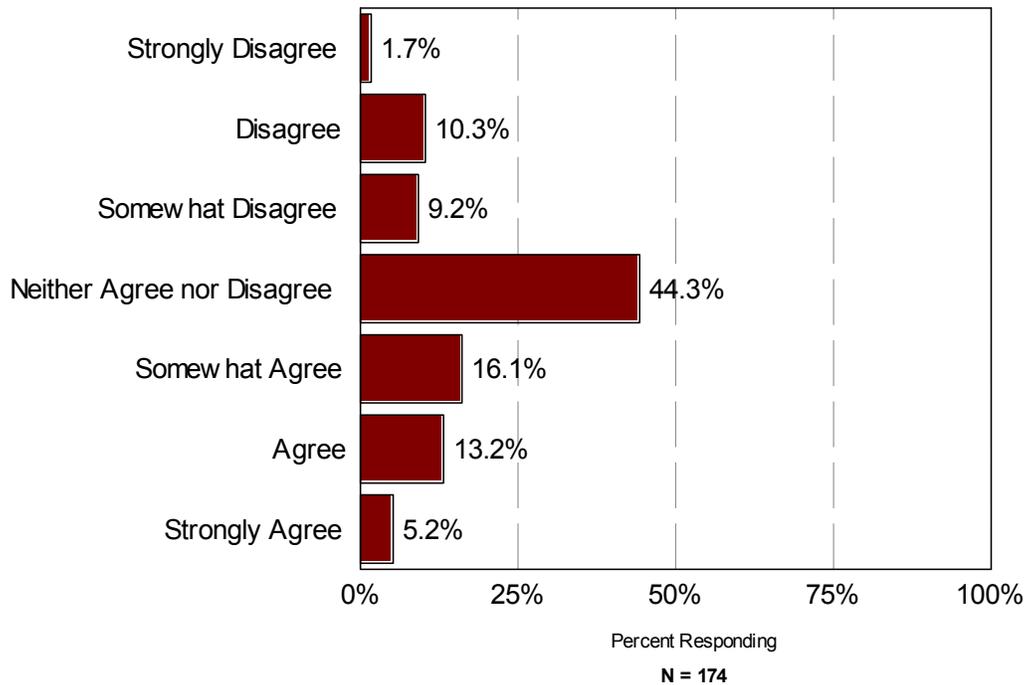
A total of 172 responses were received for this item. Of these, 34.3% indicated a level of agreement or strong agreement, 15.1% somewhat agreed, 26.7% neither agreed nor disagreed, 6.4% somewhat disagreed, 12.2% disagreed, 5.2% strongly disagreed.

Besides Tulsa Mayor's Citizen Corps, with how many other organizations/agencies are you currently volunteering?



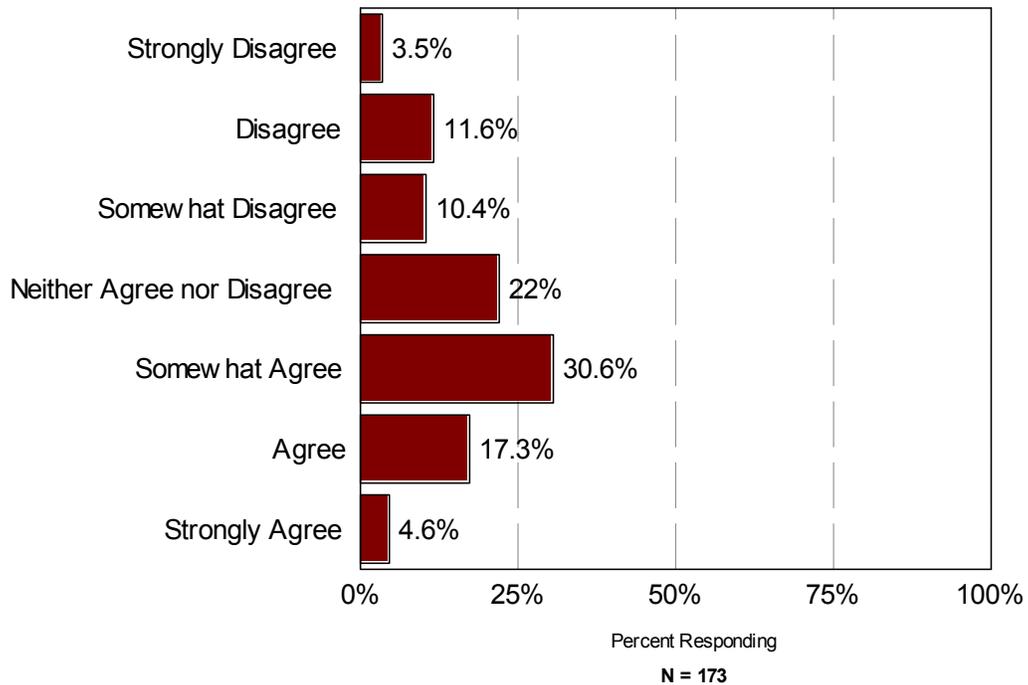
Respondents were asked to indicate the number of agencies for which they volunteer in addition to Tulsa Mayor’s Citizen Corps. Responses ranged from one additional agency (34 people) to nine other agencies (1 person). Forty-nine people reported volunteering with 2 other agencies, 40 people with three agencies, 8 people with four agencies and 10 people volunteered with five agencies. Additional responses are illustrated above. The average number of additional agencies respondent volunteered with was 2.56 and the median was 2.

Relative to other volunteer organizations, Tulsa Mayor's Citizen Corps enjoys a great deal of prestige in the community.



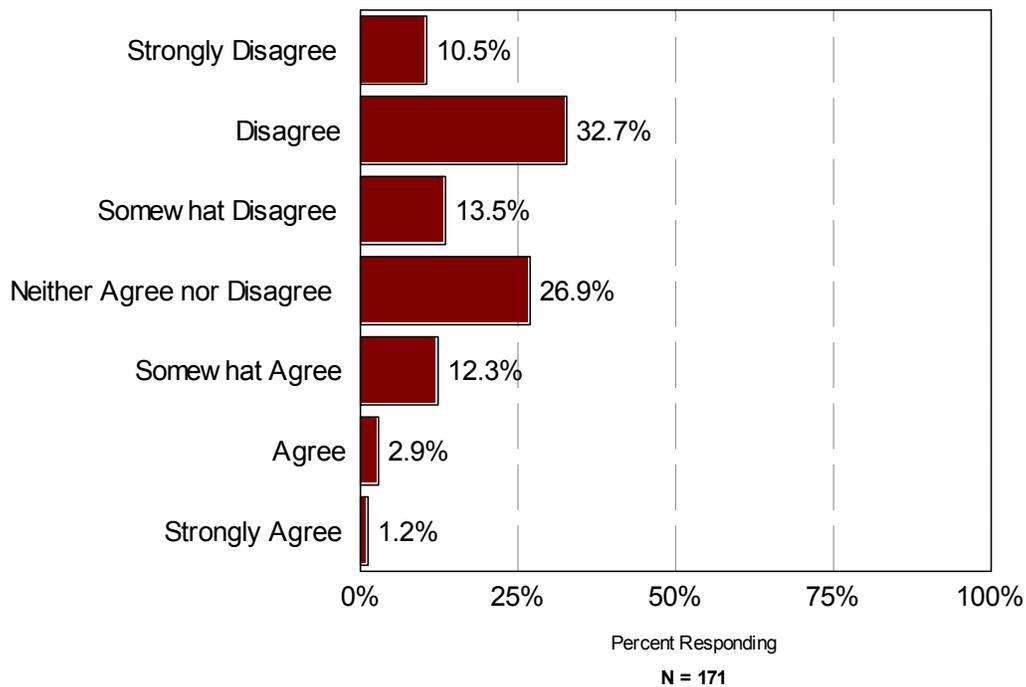
A total of 174 volunteers responded to this item. Of these, 18.4% agreed or strongly agreed with this statement. Additionally, 16.1% somewhat agreed, 44.3% neither agreed nor disagreed, 9.2% somewhat disagreed, 10.3% disagreed, and 1.7% strongly disagreed.

Due to volunteer-related duties, I have to make changes to my plans for family activities.



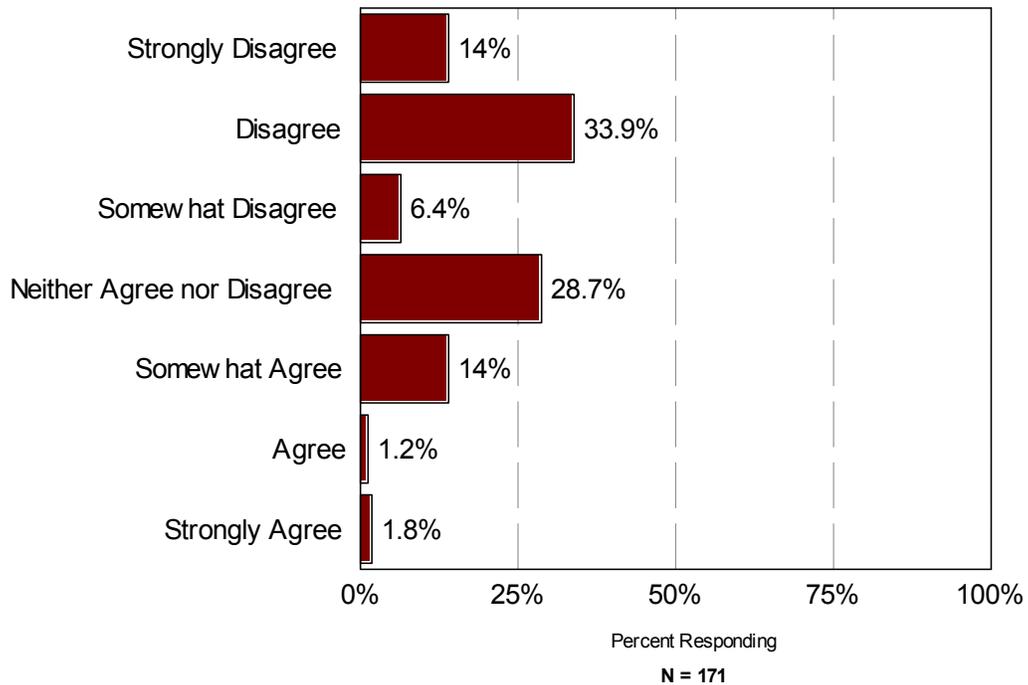
Of the 173 responses received for this item, 21.9% indicated a level of agreement or strong agreement. Of the remaining responses, 30.6% somewhat agreed, 22% neither agreed nor disagreed, 10.4% somewhat disagreed, 11.6% disagreed, and 3.5% strongly disagreed.

The amount of time my volunteerism takes up makes it difficult to fulfill family responsibilities.



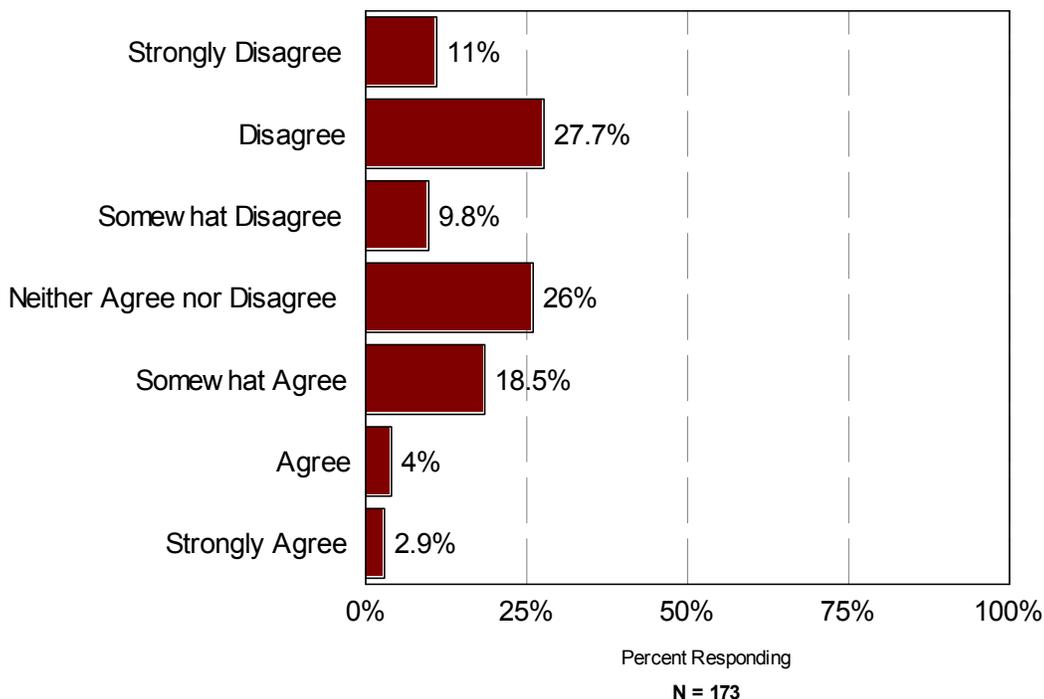
As the graph above illustrates, 171 volunteers responded to this study. Of these, 1.2% strongly agreed, 2.9% agreed, 12.3% somewhat agreed, 26.9% neither agreed nor disagreed, 13.5% somewhat disagreed, 32.7% disagreed, and 10.5% strongly disagreed.

The demands of my volunteerism interfere with my home and family life.



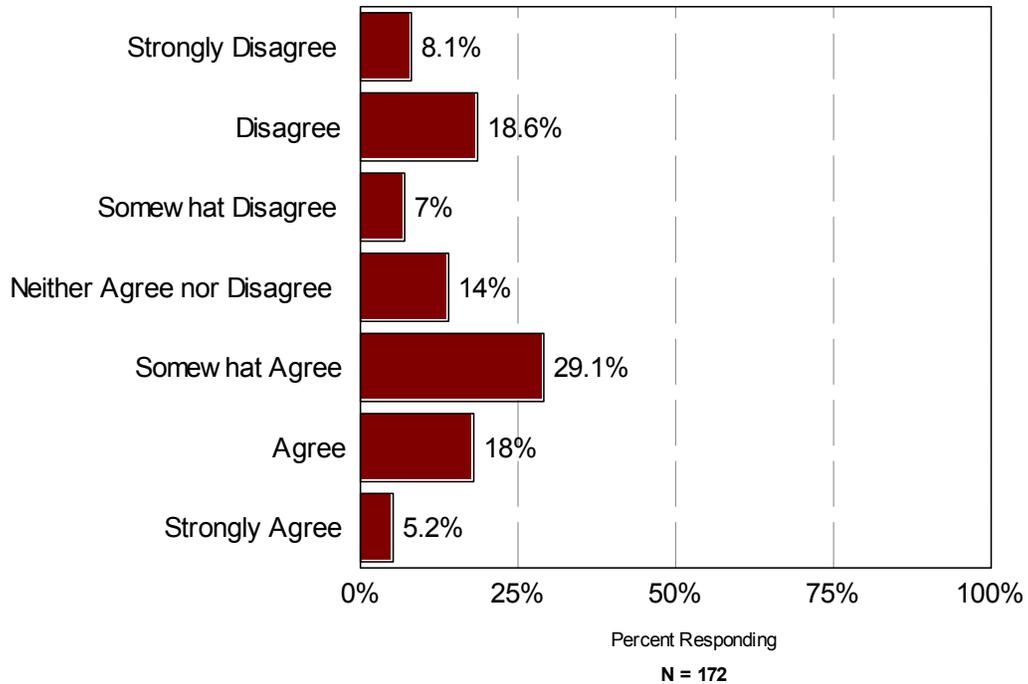
A total of 171 responses were received for this item. Of these, 3% either agreed or strongly agreed. Additionally, 14% somewhat agreed, 28.7% neither agreed nor disagreed, 6.4% somewhat disagreed, 33.9% disagreed, and 14% strongly disagreed.

The demands of my family or spouse/partner interfere with volunteer-related activities.



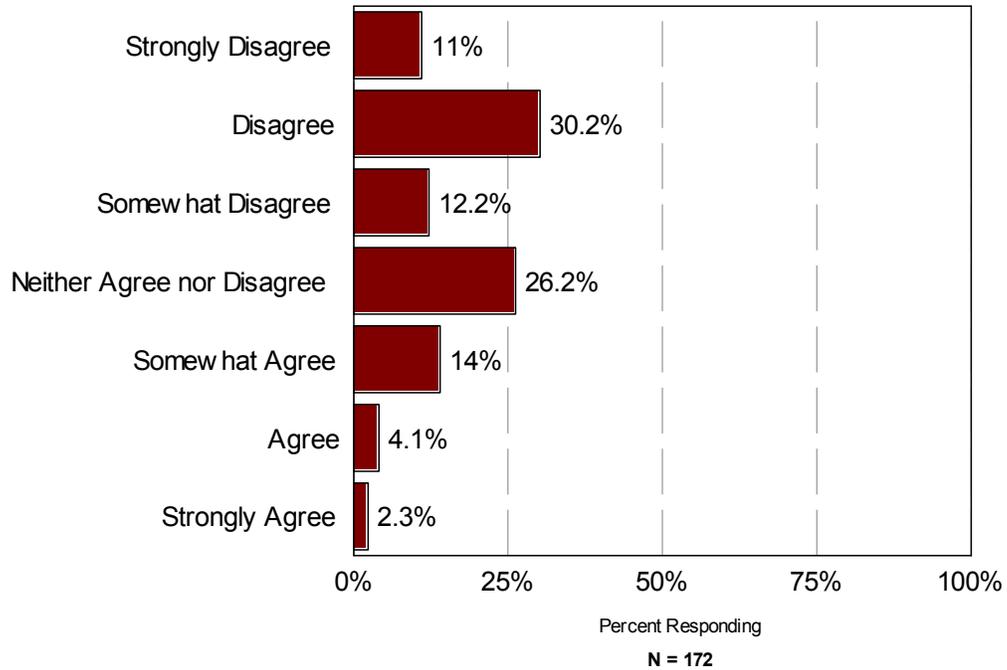
Of the 173 responses received for this item, 38.7% indicated a level of disagreement or strong disagreement. It is important to note that this is a negatively worded item. Thus, 38.7% of respondents actually indicated that family demands do not interfere with activities related to volunteerism.

I limit what I volunteer to do because of the demands of my family or spouse/partner.



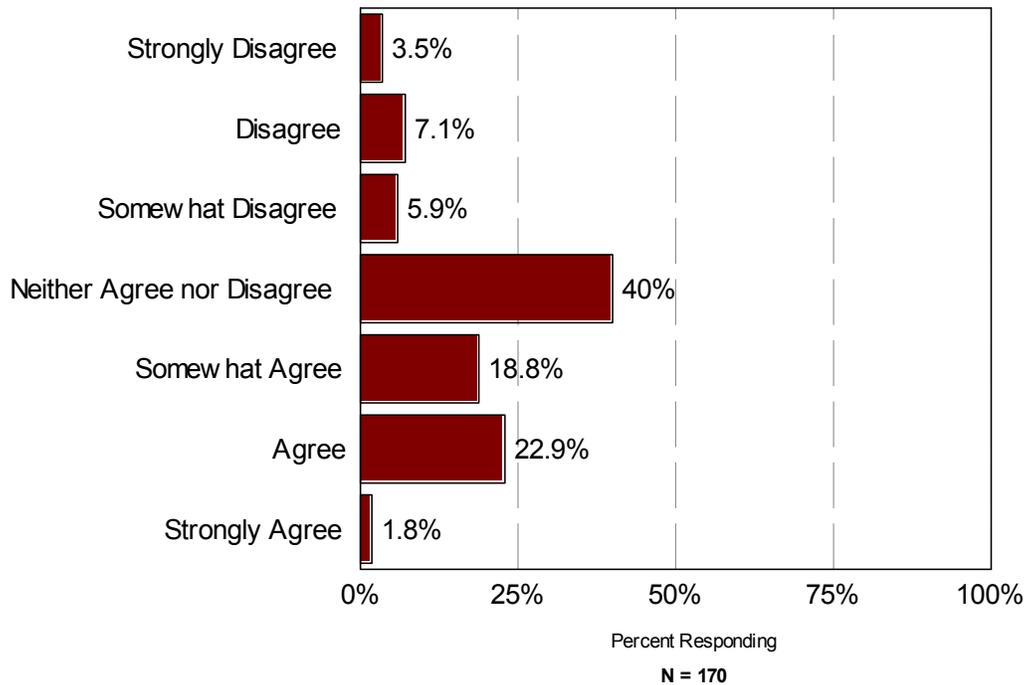
Again, this is a negatively worded item. Of the 172 responses received, 26.7% indicated a level of disagreement or strong disagreement with this statement. These volunteers are reporting that they do not have to limit their volunteerism because of family demands.

My home life interferes with my responsibilities as a volunteer.



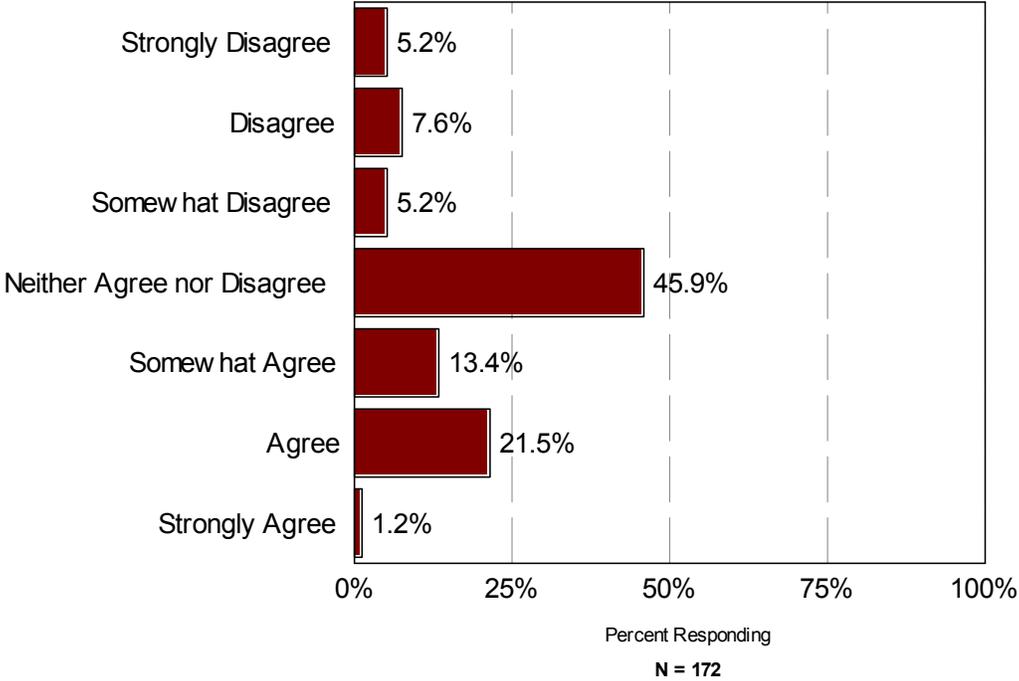
A total of 172 responses were received for this statement. Because it is another negatively worded item, it is important to note that the 41.2% of volunteers who indicated a level of disagreement or strong disagreement with this item are reporting that their home lives do not interfere with volunteer related responsibilities.

The organization values my contribution to its well-being.



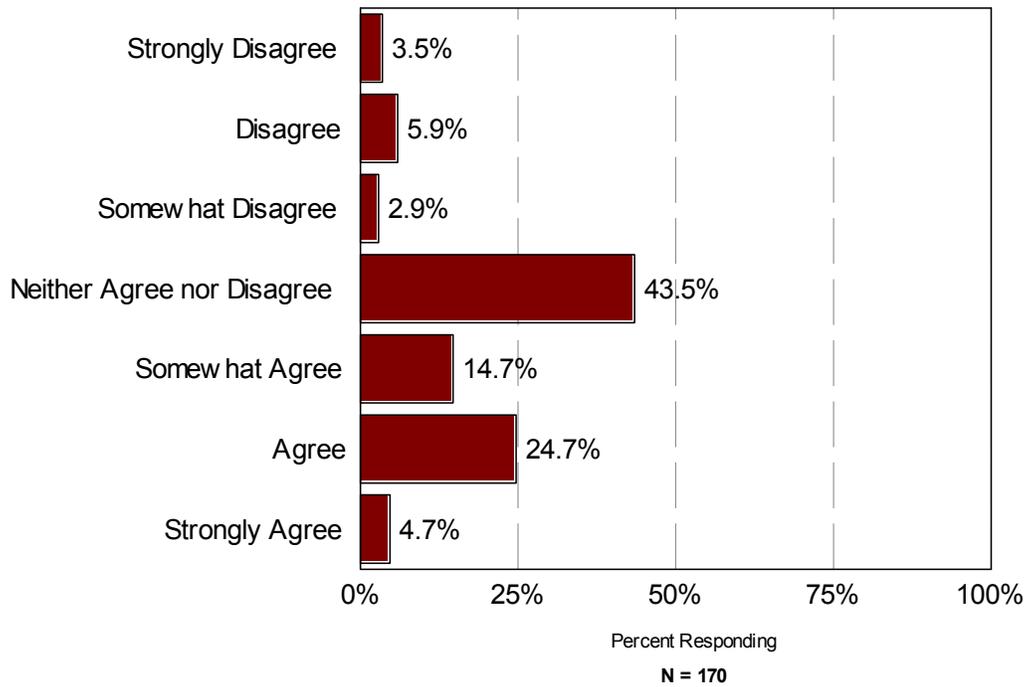
Of the 170 responses received for this item, 24.7% of those responding indicated a level of agreement or strong agreement. Additionally, 18.8% somewhat agreed, 40% neither agreed nor disagreed, 5.9% somewhat disagreed, 7.1% disagreed and 3.5% strongly disagreed.

The organization strongly considers my goals and values.



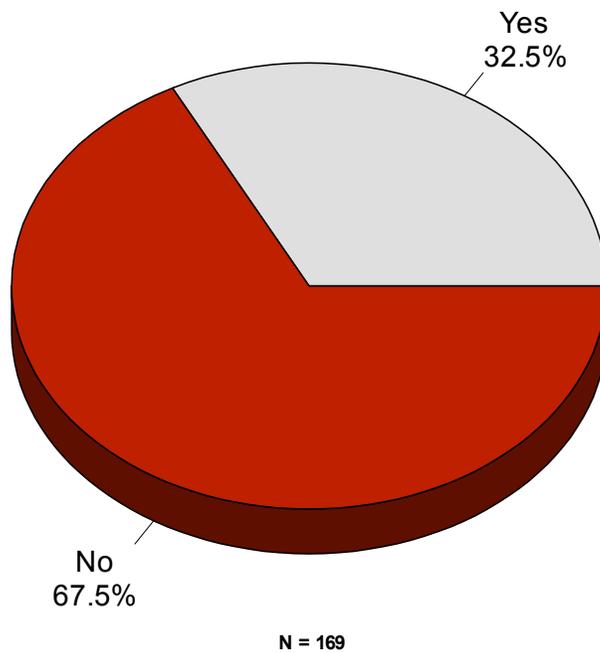
As the graph illustrates, 172 responses were received for this item. Of these, 22.7% either agreed or strongly agreed, 13.4% somewhat agreed, 45.9% neither agreed nor disagreed, 5.2% somewhat disagreed, 7.6% disagreed and 5.2% strongly disagreed.

The organization really cares about my well-being.



A total of 170 responses were received for this item. Of these, 29.4% either agreed or strongly agreed, 14.7% somewhat agreed, 43.5% neither agreed nor disagreed and 2.9% somewhat disagreed. The remaining 9.4% either disagreed or strongly disagreed with this item.

Are you interested in taking more of a leadership role
with Tulsa Mayor's Citizen Corps?



Appendix A

Responses to Open Ended Questions

Please note that responses in this section appear exactly as written by respondent.

What additional training areas would you like to see offered?

- 1 Working with children in emergency circumstances, especially large groups of children i/e/ school situations.
- 2 CITIZEN FIRE ACADEMY DISASTER SIMULATION CONTINUAL/REFRESHER EDUCATION ON CERTS RELATED SUBJECT
- 3 Do not know
- 4 My training needs have been fulfilled through a number of other organizations
- 5 No comment
- 6 Life skills to those in need
- 7 not sure right now.
- 8 I am new to being a volunteer for Tulsa mayor's Citizen Corp but I am very pleased with what I have learned and what I expect. I am not certain of other areas at this time.
- 9 more training during the summer. I am a teacher and cannot volunteer very much during the school year.
- 10 Homeland training
- 11 CERT TEAMS!!!! We've all been waiting for years...
- 12 Table top exercises are good. They require less logistical support and could be conducted more often. This could help sharpen the skills of the volunteer.

The training areas now offered are sufficient however the manner in which the training is done could be greatly improved. There are too many war stories and not enough actual training. The training provided could be done in 2 hours if the war stories told by the teachers were left out. I just recieved my name badge and it has been a year since my training. I live in another community so am never involved in Tulsa's scope of interest. I would be willing to drive to Tulsa to volunteer but have never received answers to my phone calls. It is a great organization but could be greatly improved.
- 14 I think they should offer the monthly CERT training on Saturday mornings for those of us who work throughout the week.
- 15 Not a member long enough to have input for this question.
- 16 more medical and counseling for those injured and their families. I am a hospice nurse.
- 17 I would like to see a more concerted effort to utilize individual (military training)skills and abilities in the planning and developmental stages.
- 18 Water Rescue More advanced 1st Aid and rescue classes Handicap rescue First Responder Training GPS Training More Safe School Trainings w/teachers, staff Bioterrorism- Training
- 19 Weekend hours
- 20 Rual areas such as Northern Tulsa County.
- 21 Actually, I think things are fine.
- 22 CPR Keep offering a varity of times for people to participate. Refresher CERT courses
- 23 None at this time
- 24 Follow up to the Citizens Police Academy Program Follow up to the cert training subjects Some CPR and First Aid Classes
- 25 intercultural seminars
- 26 CPR/AED & First Aid for CERT Personnel
- 27 search and rescue-not urban , seting up helicopter landing zones, traffic control
- 28 administrative issues related to pandemic flu situations
- 29 None

- 30 Additional training in Public Health emergencies. Advanced first aid/disaster medical training. Critical Incident Stress Management or other intervention protocols. Additional Business Continuity training.
- 31 Don't know
- 32 More CERT options, BCP and what companies can do internally with their employees and their families.
- 33 Because of some health issues I have not been able to become active. When these issues are solved I plann on become active
- 34 I'm sure there are a variety of activities already being offered that I have not taken advantage of.
- 35 I would really like to obtain my badge and kit as it has not been provided and it is over 2 years since completing the basic CERT training.
- 36 Community safety, community involvement in solving social concerns, neighbor involvement, community projects of a socialproblems nature.
- 37 more on hands drills and training programs
- 38 More local train in the area of medical treatment and first aide
- 39 More hands on CERT training and neighborhood organization.
- 40 I was in the first group of CERT, and I have only once been called on to help out with teaching. I am a teacher by profession but I am not given a chance to use my professional nor my volunteer capacities to help out.
- 41 CISM Training
- 42 Disaster Mental Health, Handling mass emergency sheltering (offered on weekends)
- 43 I would rather have some face to face time with someone to explain the program, obligation and areas of service.
- 44 Hands on practice in incidnet command system.
- 45 emergency medical training advanced emergency medical training crisis counseling
- 46 WMD TERRORISM, EMERGENCY PLANNING FOR THE ENTIRE JURISIDITION AND THEN SOME. WHAT OTHER STATES ARE DOING..
- 47 I think that all of the training areas are great and I don't see room for improvement.
- 48 Training with other CERT members in my area. Refresher courses in first aid.
- 49 not sure
- 50 Review on the skills we have already learned in our C.E.R.T. training.
- 51 I would like to see more classes and exercises taught in Owasso. Everything taught is in Tulsa and it becomes an issue at times.
- 52 unaware of any.
- 53 ?
- 54 Not really sure what is available for us to be trained in.
- 55 at 71 years of age I am limited to paper work/information desk/food distribution. Limited physcial activity.
- 56 Active training and exercises instead of passing out flyers at a park. Maybe quarterly and a 2 or 3 day once a year.
- 57 I would like to get the TeenSERT course started for youth ages 11 through 17.
- 58 Since I work a weekend option, I would like to see training sessions throughout the week. To date I have been unable to attend any of the sessions due to my work schedule. I would be more active if the training sessions were more accessible to me.
- 59 Training in client support services
- 60 Training in mentoring youth, especially youth who have no positive adult interaction such as those who join gangs to have a sense of belonging.
- 61 None in particular. Disaster preparednees is what I participate in and am interested in.
- 62 cpr, first aid
- 63 CPR

- 64 My advocacy interest is in Disaster and Emergency response, retrain the original CERT train the trainer class...bb
- 65 Psychological first aid
- 66 Civil Defense Education outreach
- 67 mental health communications medical family

- 68 I feel what we are trained for should be utilized. I was trained as a First Aid/ CPR Instructor and do more volunteering in that area for the Red Cross? I am not too certain if I will continue volunteering as there is not much to do.

- 69 More Drills to keep my skills at the level it should be in case of a call out/response
- 70 Cultural competency Personal Development Community mobilization
- 71 More classes on building safe rooms & commercial/public shelters
- 72 Separate senior citizen programs (detailed) for participation – handicapped are mixed it seems w/ young healthy volunteers
- 73 Stage another school/community response training w/ TPS/TPD/TFD/EMSA for an intruder on campus, allowing teachers to be the acting students. Offer CERT training to TPS again.
- 74 Effective fundraising
- 75 Hands on CERT training & communication training
I have completed all the courses citizen corp offered for myself & my neighborhood association.
- 76 Any training related to safety & well being would be wonderful. The current training all make up excellent safety.
- 77 Need a get together of trainees in different communities
Off-site (hands-on) – in times of need – quick, proper decision making related back to hands on, visual memory, repetitive training – Real World – organized grouping, more literature, positive role modeling – Literature, e-mail, what T.M.C.C. participates in, expected role in community?
- 78 Search & Rescue
- 79 Procedures specifically related to post terrorism incidents
- 80 CPR, and first aid

What can Tulsa Mayor's Citizen Corps do to make your experience more meaningful?

- 1 Do not know
- 2 Just keep doing what they are doing. This is an excellent organization filled with a large number of people who are dedicated to making Tulsa a better palce to live.
- 3 No Comment
- 4 not sure right now.
I was a member of the first course given at the Firefighters Academy. I became an instructor as well as an instructor for First Aid. Since then I have not been asked, not been involved and been connected to CC. I feel left out but would love to come back in and participate, teach and show people how to act in emergencies. My 30 years in Civil Air Patrol will be a tremendous help to perform leadership duties in CC
- 5 I am new to being a volunteer for Tulsa mayor's Citizen Corp but I am very pleased with what I have learned and what I expect.
- 6 offer more oppourtunities for training during the summer for teachers.

It would be helpful to coordinate more training with Tulsa Public Schools, to be held during the day so that teachers and TPS Employees could be allowed to participate. Since this vital information is shared with other faculty and sometimes used to train other staff it would be helpful to attend more training with other colleagues and to discuss how the information could be best used in the school community as well as in the city, state and across the country.

- 9 offer more volunteer opportunities other than just training and drills. i think citizen corps can be
 9 a more vital part of community on important issues such as idea of a village in the middle of the
 10 Arkansas River.
- 10 Teams, exercises, response plans.
- 11 They do a fine job as is. Improvements can always be made, but there is nothing at this time
 11 that I would recommend to make the experience more meaningful than it already is.
- 12 Stop telling war stories, stay on task. We didn't cover material because of lack of time which
 12 was caused by in the disorganization of the leadership. Also Tulsa is the only community as far
 12 as they are concerned. They want other communities to participate in the training but are
 12 considered stepchildren by the head dogs. If this is to be a success for more than Tulsa then the
 12 training area needs to be widened and also to let people outside of tulsas be involved if they
 12 want to be. Communication between the leaders and the volunteer (outside the Tulsa area) is
 12 non existant. New teaching methods are out there that could make this much more
 12 enjoyable(the training sessions) but these guys have done this so many times that its like going
 12 through a very dull long recording. AND please CUT OUT THE WAR STORIES
- 13 Need more experience to answer this
- 14 not very personal. seems everyone at meetings is alone.
- 15 Refer to question 55.
- 16 I am confused. I am a member of the TMCC but I have been told that OSU is not a part of the
 16 corps so I am unable to participate. I would like to take the training but was told I could not.
- 17 Nice polo shirts with logo on them. Baseball caps with logo.
- 18 Provide training around weekend hours
- 19 I took my initial training and NEVER recieved my backpack. Therefore I have been unable to
 19 continue. I have phone and asked and the response has been Someone will contact you.
- 20 tthis time I havew had to limit my volunteering, because I have had to go back to work to
 20 support my granddaughter and her 4 children.
- 21 More training on rescue issue
- 22 Offer the volunteers more opportunity to volunteer in the field of interest or job. Some of the
 22 opportunities to volunteer are during the time that I work, so I am not able to participate in the
 22 things that interest me like at the front desk at City Hall. Also last year we volunteered to man
 22 the booth at the State fair, I did not remember seeing that opportunity for this year
- 23 Provide introductory sessions for newer members
- 24 no comments
- 25 Keep our focus on helping to make the Tulsa metropoitan area the best place in America to live,
 25 work,shop,play, worship, obtain excellent health care and education, and do it in a safe, secure
 25 and beautiful environment.
- 26 I teach on Tuessday evenings when the training sessions take place I would like to see the class
 26 offered with a choice of days and times
- 27 Don't know
- 28 I think they are do a lot of things right!
- 29 I would like to feel that Citizen Corps was more organized and that it will truly be used. Right
 29 now I feel that my volunteerism with the Red Cross is much more fulfilling.
- 30 Provide my badge and kit.
- 31 Offer more challenging volunteer activities geared for workin adults.
- 32 I think they do a good job - I simply have many commitments elsewhere, and have been
 32 involved in Citizen Corps as part of my job more than as a volunteer.
- 33 nothing
- 34 I would like to see more chances to volunteer in local events and activities. I do not feel we are
 34 used enough-opportunities to serve

- 35 Talk to me. Ask me what I can do. Tell me what I should do. I have almost 30 years of volunteer service in Civil Air Patrol, so I now about commitment. I feel the Corps is on the right track but not much is done to really protect Tulsa or to really educate Tulsa. I am willing, able and ready to teach, promote, and ref-inforce, but nobody ever asks me.
- 36 N/A
- 37 Limit politics, stick to community wellbeing/services
- 38 Have personal contact with me. I faxed in my certification papers and started receiving emails that I do not understand.
- 39 Timely follow up with new volunteers.
- 40 Provide the training opportunities that I could enjoy
- 41 HAVE SOME OF IT'S VOLUNTEERS SIT IN PERIODICALLY IN THE BOARD
- 42 Nothing really. I just need to make more time to volunteer.
- 43 Provide the Identification that you offered. I recieved an email with a form to fill out for a city of Tulsa identification and faxed it in and have heard nothing.
- 44 I am always at work and often can't volunter.
- 45 Get me the I.D. that I've applied for 3 times over as many years.
- 46 none at this point
- 47 I would be interested to see more things taught in Owasso or Collinsville. Even if I need to be trained to teach the classes and exercises.
- 48 Thought that this would more than just emergency rescue and training for catastrophes.
Get my Cert badge to me that I havent received since I did my training 2 years ago. I have called repeatedly over the last couple of years and still havent gotten it. I wont be of much help when I can show my badge in an emergency.
- 49
- 50 Continue to give me the opportunity to decline volunteer work in day hours due to full time job
- 51 Try to get the served agencies to know that we are here to help.
- 52 Nothing - I have enough on my plate as Commanding Officer of TMACERT Operational Staff
- 53 Provide more resources so people who are new can get involved
- 54 Having more training so I can help encourage others who join and be a positive part of the process.
- 55 No suggestions come to mind.
- 56 At every training session, volunteers should have activities that help them get to know each other- so we're not trading business cards at the scene of the disaster. Condense CERT continuing ed programs to 3 hours max, less chit-chat, more content. More hands-on activities to reinforce the presentations.
- 57 I am a volunteer with the Oklahoma MRC and I think that may be why I am listed as part of the Tulsa Mayor's citizen Corps. I would like to know specifically what training and in what order is expected of me. Currently I receive the e-mails detailing opportunities for training, but I don't recall having received any sort of orientation materials. I would like to receive training in the areas that I am qualified to serve as a veterinarian, but am not sure what these are within this corps.
- 58 Keep up what they are doing
- 59 nothing-It is me doing something that makes a difference
- 60 Come up with more meaningful volunteer opportunities for professionals
- 61 not sure, but the paid staff that deals with volunteers should some how be taught not to loose sight, the diffrance from recieving a pay check and maybe doing close to the same job for no pay and be treated as a person lower on the food chain so to say that because they are getting paid they know and do it better sorry for going on this i have seen several areas of volunteering
- 62 If trained then utilize our skills . Offer more meaningful volunteer opportunities thata re true volunteer opportunities other than manning a desk at a fair e.t.c
- 63 Have more drills.
- 64 Train/find more volunteers to do assessments of existing buildings
- 65 Follow-up communications is poor

- 66 Try having scheduled training in early to mid June BEFORE the heat & before teachers start back to school. Many of us are CERT trained.
- 67 Nothing, they already make things great for myself and my community. I just call, they respond and take care of the needs I need for myself & my community neighborhood association. Great job Citizens Corp.
- 68 I attended a CERT training about 3 years ago. I never heard anything about additional volunteering through TMCC. It was all poorly explained and it was over a year before I received any follow-up or contact. Consequently I have no interest in volunteering with TMCC.
- 69 Maybe get together a little more often.
- 70 Volunteers have something internal that they want to give to others, challenge themselves, teach or lead others. The instructor (leaders) have to make you leave that session saying (feeling) that you will make a difference. Negative leaders promote & channel their beliefs on new volunteers (Baby w/ Parents) Great motivators will keep volunteers & develop & channel them throughout the organiz.
- 71 Provide a regularly scheduled, permanently located forum for members to discuss national as well as local, current natural or man made incidents.

Appendix B

Cover Letter and Survey



The University of Oklahoma

COLLEGE OF ARTS & SCIENCES

The Tulsa Mayor's Citizen Corps, in collaboration with the University of Oklahoma, requests that you complete the following questionnaire on volunteer engagement. This study is being conducted by the University of Oklahoma at the request of the City of Tulsa. Your selection as a participant in this survey is based on your affiliation with Tulsa Mayor's Citizen Corps. Please read this information sheet and contact me if you have any questions pertaining to your participation in this study.

Purpose: The purpose of this study is to measure the perceived level of volunteer engagement at Tulsa Citizen Corps.

Procedures: If you agree to be in this study, you will be asked to do the following: respond to the enclosed 62-item survey. The survey should take less than 30 minutes to complete.

Risks and benefits of being in the study: There is no degree of risk associated with participation in this study. There are no compensatory benefits for participating in this study.

Compensation: You will not be compensated for your time and participation in this study.

Voluntary nature of the study: Participation in this study is voluntary. Your decision whether or not to participate will not result in penalty or loss of benefits to which you are otherwise entitled. If you decide to participate, you are free to not answer any question or withdraw at any time.

Confidentiality: The records of this study will be kept private and your supervisor will not have access to your responses. In published reports, there will be no information included that will make it possible to identify you as a research participant. Research records will be stored securely on computer servers operated by a third party provider. Individual responses by volunteers will not be accessible by anyone within Tulsa Citizen Corps. Only the research team will have access to the data.

Contacts and questions: The researcher(s) conducting this study can be contacted at 918-660-3485 or randy.k.macon-1@ou.edu. You are encouraged to contact the researcher(s) if you have any questions. If you have any questions about your rights as a research participant, you may contact the University of Oklahoma - Norman Campus Institutional Review Board (OU-NC IRB) at 405.325.8110 or irb@ou.edu.

Please keep this information sheet for your records. By completing and returning the enclosed survey you are agreeing to participate in this study.

Thank you.

Jody A. Worley, Ph.D.
Assistant Professor
Dept. of Human Relations
University of Oklahoma-Tulsa

Volunteer Engagement

For items 1 through 9, please darken the circled number to the right that best reflects the extent to which you agree or disagree with each statement.

	7 = Strongly Agree						
	6 = Agree						
	5 = Somewhat Agree						
	4 = Neither Agree nor Disagree						
	3 = Somewhat Disagree						
	2 = Disagree						
	1 = Strongly Disagree						
	1	2	3	4	5	6	7
1. Volunteering is something I rarely even think about.	①	②	③	④	⑤	⑥	⑦
2. I would feel a loss if I were forced to give up volunteering.	①	②	③	④	⑤	⑥	⑦
3. I really do not have any clear feelings about volunteering.	①	②	③	④	⑤	⑥	⑦
4. For me, being a volunteer means more than just donating time.	①	②	③	④	⑤	⑥	⑦
5. Volunteering is an important part of who I am.	①	②	③	④	⑤	⑥	⑦
6. Volunteering with Tulsa Mayor's Citizen Corps is something I rarely even think about.	①	②	③	④	⑤	⑥	⑦
7. I would feel a loss if I were forced to give up volunteering with Tulsa Mayor's Citizen Corps.	①	②	③	④	⑤	⑥	⑦
8. I really do not have any clear feelings about volunteering with Tulsa Mayor's Citizen Corps.	①	②	③	④	⑤	⑥	⑦
9. Volunteering with Tulsa Mayor's Citizen Corps is an important part of who I am.	①	②	③	④	⑤	⑥	⑦

10. How often do you give serious consideration to stop volunteering for Tulsa Mayor's Citizen Corps?
 ① Never ② Seldom ③ Sometimes ④ Often ⑤ Very Often

11. Please indicate the number of training sessions you have attended in the past year for Tulsa Mayor's Citizen Corps. _____

For items 12 through 18, please darken the circled number to the right that best reflects the extent to which you agree or disagree with each statement.

	7 = Strongly Agree						
	6 = Agree						
	5 = Somewhat Agree						
	4 = Neither Agree nor Disagree						
	3 = Somewhat Disagree						
	2 = Disagree						
	1 = Strongly Disagree						
	1	2	3	4	5	6	7
12. I am satisfied with the type of activities offered by Tulsa Mayor's Citizen Corps.	①	②	③	④	⑤	⑥	⑦
13. I am satisfied with the variety of activities offered by Tulsa Mayor's Citizen Corps.	①	②	③	④	⑤	⑥	⑦
14. I am satisfied with the frequency of activities offered by Tulsa Mayor's Citizen Corps.	①	②	③	④	⑤	⑥	⑦
15. Considering everything, I am satisfied with my participation in Tulsa Mayor's Citizen Corps.	①	②	③	④	⑤	⑥	⑦
16. I would be happy to continue volunteering with Tulsa Mayor's Citizen Corps.	①	②	③	④	⑤	⑥	⑦
17. I enjoy discussing Tulsa Mayor's Citizen Corps with people outside it.	①	②	③	④	⑤	⑥	⑦
18. I feel like a part of the family at Tulsa Mayor's Citizen Corps.	①	②	③	④	⑤	⑥	⑦

Survey Continues on Back

For items 19 through 21, please darken the circled number to the right that best reflects the extent to which you agree or disagree with each statement.

7 = Strongly Agree							
6 = Agree							
5 = Somewhat Agree							
4 = Neither Agree nor Disagree							
3 = Somewhat Disagree							
2 = Disagree							
1 = Strongly Disagree							
	1	2	3	4	5	6	7
19. I feel emotionally attached to Tulsa Mayor's Citizen Corps.	①	②	③	④	⑤	⑥	⑦
20. Tulsa Mayor's Citizen Corps has a great deal of personal meaning for me.	①	②	③	④	⑤	⑥	⑦
21. I feel a strong sense of belonging to Tulsa Mayor's Citizen Corps.	①	②	③	④	⑤	⑥	⑦

For items 22 through 36, please rate how important each of the motivations was in your initial decision to volunteer.

7 = Extremely							
6 =							
5 = To A Great Extent							
4 =							
3 = To Some Extent							
2 =							
1 = Not At All							
	1	2	3	4	5	6	7
22. I volunteer because of my humanitarian obligation to others.	①	②	③	④	⑤	⑥	⑦
23. I volunteer because I enjoy helping other people.	①	②	③	④	⑤	⑥	⑦
24. I volunteer because I consider myself to be a loving and caring person.	①	②	③	④	⑤	⑥	⑦
25. I volunteer because people should do something about issues that are important to them.	①	②	③	④	⑤	⑥	⑦
26. I volunteer because of my personal values, convictions, and beliefs.	①	②	③	④	⑤	⑥	⑦
27. I volunteer to get to know people who are similar to myself.	①	②	③	④	⑤	⑥	⑦
28. I volunteer to meet new people and make new friends.	①	②	③	④	⑤	⑥	⑦
29. I volunteer to gain experience dealing with difficult topics.	①	②	③	④	⑤	⑥	⑦
30. I volunteer to challenge myself and test my skills.	①	②	③	④	⑤	⑥	⑦
31. I volunteer to learn about myself and my strengths and weaknesses.	①	②	③	④	⑤	⑥	⑦
32. I volunteer because of my sense of obligation to the community.	①	②	③	④	⑤	⑥	⑦
33. I volunteer because I consider myself an advocate for community issues.	①	②	③	④	⑤	⑥	⑦
34. I volunteer because of my concern and worry about the community.	①	②	③	④	⑤	⑥	⑦
35. I volunteer to get to know people in the community.	①	②	③	④	⑤	⑥	⑦
36. I volunteer to help members of the community.	①	②	③	④	⑤	⑥	⑦

Survey Continues on Next Page

For items 37 through 42, please darken the circled number to the right that best reflects the extent to which you agree or disagree with each statement.

	7 = Strongly Agree						
	6 = Agree						
	5 = Somewhat Agree						
	4 = Neither Agree nor Disagree						
	3 = Somewhat Disagree						
	2 = Disagree						
	1 = Strongly Disagree						
	1	2	3	4	5	6	7
37. Many people think of me in terms of being a volunteer.	①	②	③	④	⑤	⑥	⑦
38. Other people think that volunteering is important to me.	①	②	③	④	⑤	⑥	⑦
39. It is important to my friends and relatives that I continue to volunteer.	①	②	③	④	⑤	⑥	⑦
40. Many of the people that I know are aware that I am a volunteer.	①	②	③	④	⑤	⑥	⑦
41. Many of the people that I know expect me to continue to volunteer.	①	②	③	④	⑤	⑥	⑦
42. Many people I know would really be surprised if I just stopped volunteering.	①	②	③	④	⑤	⑥	⑦

43. Besides Tulsa Mayor's Citizen Corps, with how many other organizations/agencies are you currently volunteering? _____

For items 44 through 53, please darken the circled number to the right that best reflects the extent to which you agree or disagree with each statement.

	7 = Strongly Agree						
	6 = Agree						
	5 = Somewhat Agree						
	4 = Neither Agree nor Disagree						
	3 = Somewhat Disagree						
	2 = Disagree						
	1 = Strongly Disagree						
	1	2	3	4	5	6	7
44. Relative to other volunteer organizations, Tulsa Mayor's Citizen Corps enjoys a great deal of prestige in the community.	①	②	③	④	⑤	⑥	⑦
45. Due to volunteer-related duties, I have to make changes to my plans for family activities.	①	②	③	④	⑤	⑥	⑦
46. The amount of time my volunteerism takes up makes it difficult to fulfill family responsibilities.	①	②	③	④	⑤	⑥	⑦
47. The demands of my volunteerism interfere with my home and family life.	①	②	③	④	⑤	⑥	⑦
48. The demands of my family or spouse/partner interfere with volunteer-related activities.	①	②	③	④	⑤	⑥	⑦
49. I limit what I volunteer to do because of the demands of my family or spouse/partner.	①	②	③	④	⑤	⑥	⑦
50. My home life interferes with my responsibilities as a volunteer.	①	②	③	④	⑤	⑥	⑦
51. The organization values my contribution to its well-being.	①	②	③	④	⑤	⑥	⑦
52. The organization strongly considers my goals and values.	①	②	③	④	⑤	⑥	⑦
53. The organization really cares about my well-being.	①	②	③	④	⑤	⑥	⑦

54. What additional training areas would you like to see offered? _____

Survey Continues on Back

55. Are you interested in taking more of a leadership role with Tulsa Mayor's Citizen Corps?
 Yes No

56. What can Tulsa Mayor's Citizen Corps do to make your experience more meaningful? _____

57. Tulsa Mayor's Citizen Corps will not receive your name in association with your responses. This information will be used to identify and follow-up with non-respondents.

First Name _____ Last Name _____

58. What is your gender?
 Female Male

59. What is your age?
 18-29 30-39 40-49 50-59 60 or over

60. What is your race/ethnicity?
 Native American Caucasian African American Hispanic Asian Multi-Race

61. What is your current employment status?
 Full Time Part Time Self-Employed Unemployed Student Other _____

62. Length of service with Tulsa Mayor's Citizen Corps?
Years _____ Months _____

Thank you for taking the time to respond to this survey.
Please use the self-addressed, stamped envelope included to return your responses.

Appendix C

Institutional Review Board Documents



The University of Oklahoma

OFFICE FOR HUMAN RESEARCH PARTICIPANT PROTECTION

IRB Number: 11395
Category: 2
Approval Date: July 20, 2006

July 21, 2006

Randy Macon
Human Relations-OU Tulsa
4502 East 41st Street, SCH-TUL
Tulsa, OK 74135

Dear Mr. Macon:

RE: Volunteer Engagement at Tulsa Citizen Corp

On behalf of the Institutional Review Board (IRB), I have reviewed the above-referenced research project and determined that it meets the criteria in 45 CFR 46, as amended, for exemption from IRB review. You may proceed with the research as proposed. Please note that any changes in the protocol will need to be submitted to the IRB for review as changes could affect this determination of exempt status. Also note that you should notify the IRB office when this project is completed, so we can remove it from our files.

If you have any questions or need additional information, please do not hesitate to call the IRB office at (405) 325-8110 or send an email to irb@ou.edu.

Cordially,

A handwritten signature in black ink, appearing to read "E. Laurette Taylor".

E. Laurette Taylor, Ph.D.
Chair, Institutional Review Board

LT_Prof_Fassiv_X



The University of Oklahoma

OFFICE FOR HUMAN RESEARCH PARTICIPANT PROTECTION

IRB Number: 11395

Amendment Approval Date: August 28, 2006

August 29, 2006

Randy Macon
Human Relations-OU Tulsa
4502 East 41st Street, SCH-TUL
Tulsa, OK 74135

RE: IRB No. 11395: Volunteer Engagement at Tulsa Citizen Corp

Dear Mr. Macon:

On behalf of the Institutional Review Board (IRB), I have reviewed your protocol modification form. It is my judgement that this modification allows for the rights and welfare of the research subjects to be respected. Further, it has been determined that the study will continue to be conducted in a manner consistent with the requirements of 45 CFR 46 as amended; and that the potential benefits to subjects and others warrant the risks subjects may choose to incur.

This letter documents approval to conduct the research as described in:

Amend Form Dated: August 22, 2006

Amendment Summary:

Respondent names to be retained to administer a second survey in 6 months.
Addition of Dr. Jody Worley as co-investigator to the research team.
Revised survey

This letter covers only the approval of the above referenced modification. All other conditions, including the original expiration date, from the approval granted July 20, 2006 are still effective.

If consent form revisions are a part of this modification, you will be provided with a new stamped copy of your consent form. Please use this stamped copy for all future consent documentation. Please discontinue use of all outdated versions of this consent form.

If you have any questions about these procedures or need additional assistance, please do not hesitate to call the IRB office at (405) 325-8110 or send an email to irb@ou.edu.

Cordially,

E. Laurette Taylor, Ph.D.
Chair, Institutional Review Board

LA_Amend_Final_Appr_Exp

693 Parrington Oval, Suite 316, Norman, Oklahoma 73019-3085 PHONE: (405) 325-8110 FAX: (405) 325-3273



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The University of Oklahoma
Center of Applied Research
for Non-Profit Organizations