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**school on wheels** inc.  
Tutoring Homeless Children Since 1993

# 2017 Volunteer Survey

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## Results and Responses

# Survey Administration

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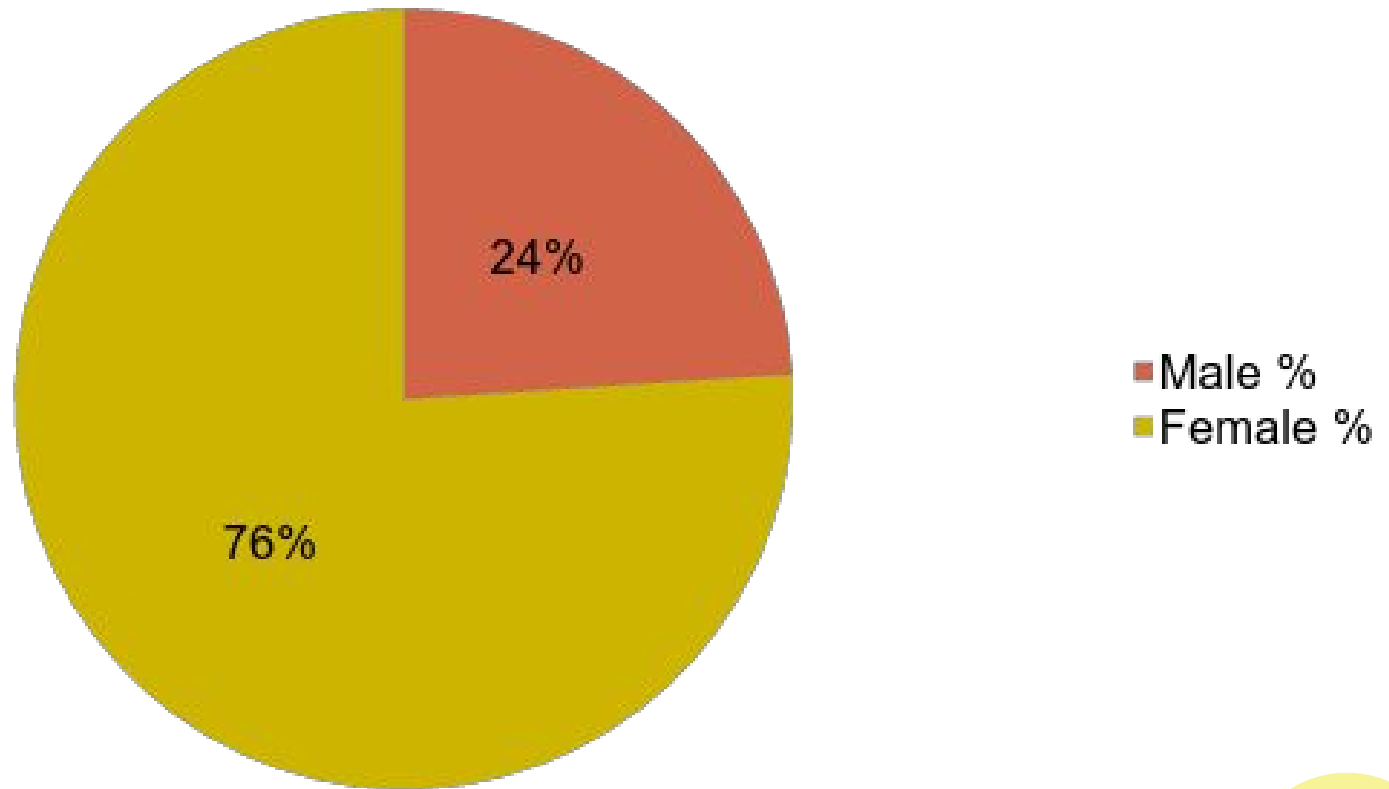
- ▶ Emailed to 939 active volunteers
- ▶ 279 responded (30%)
  
- ▶ Questions cover demographics, reasons for tutoring, program feedback, challenges, and comments



# Volunteer Gender

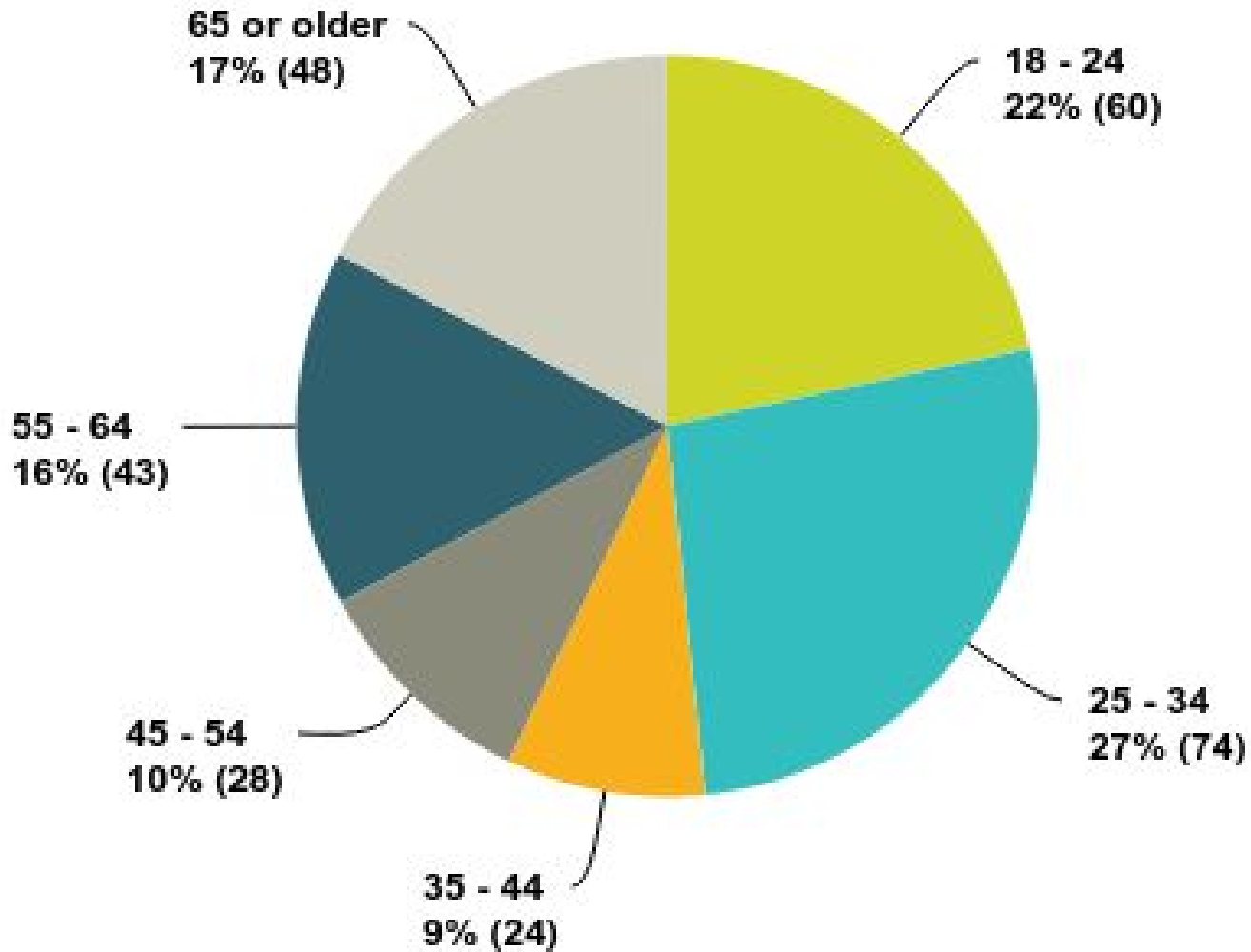
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**Gender**



# Volunteer Age

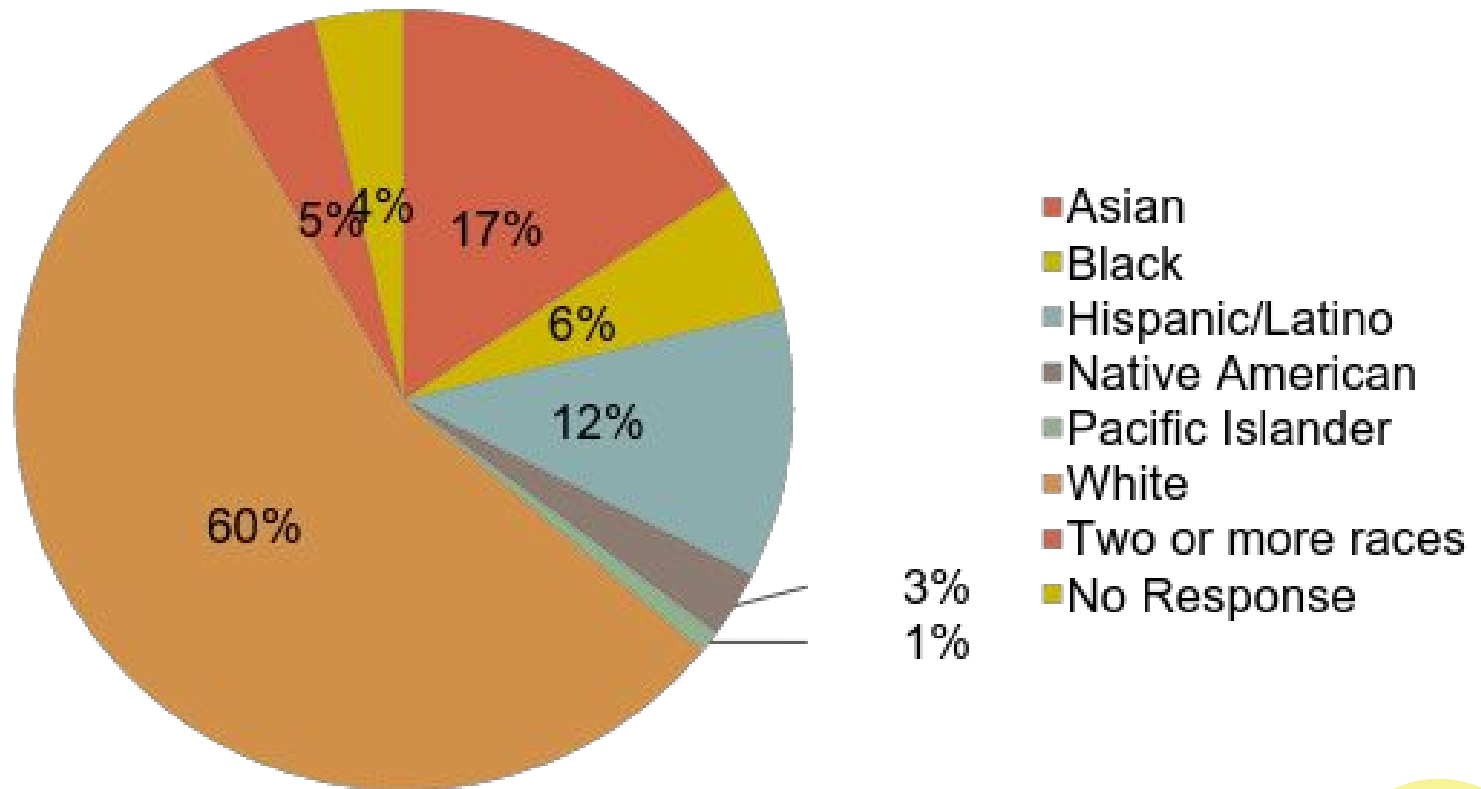
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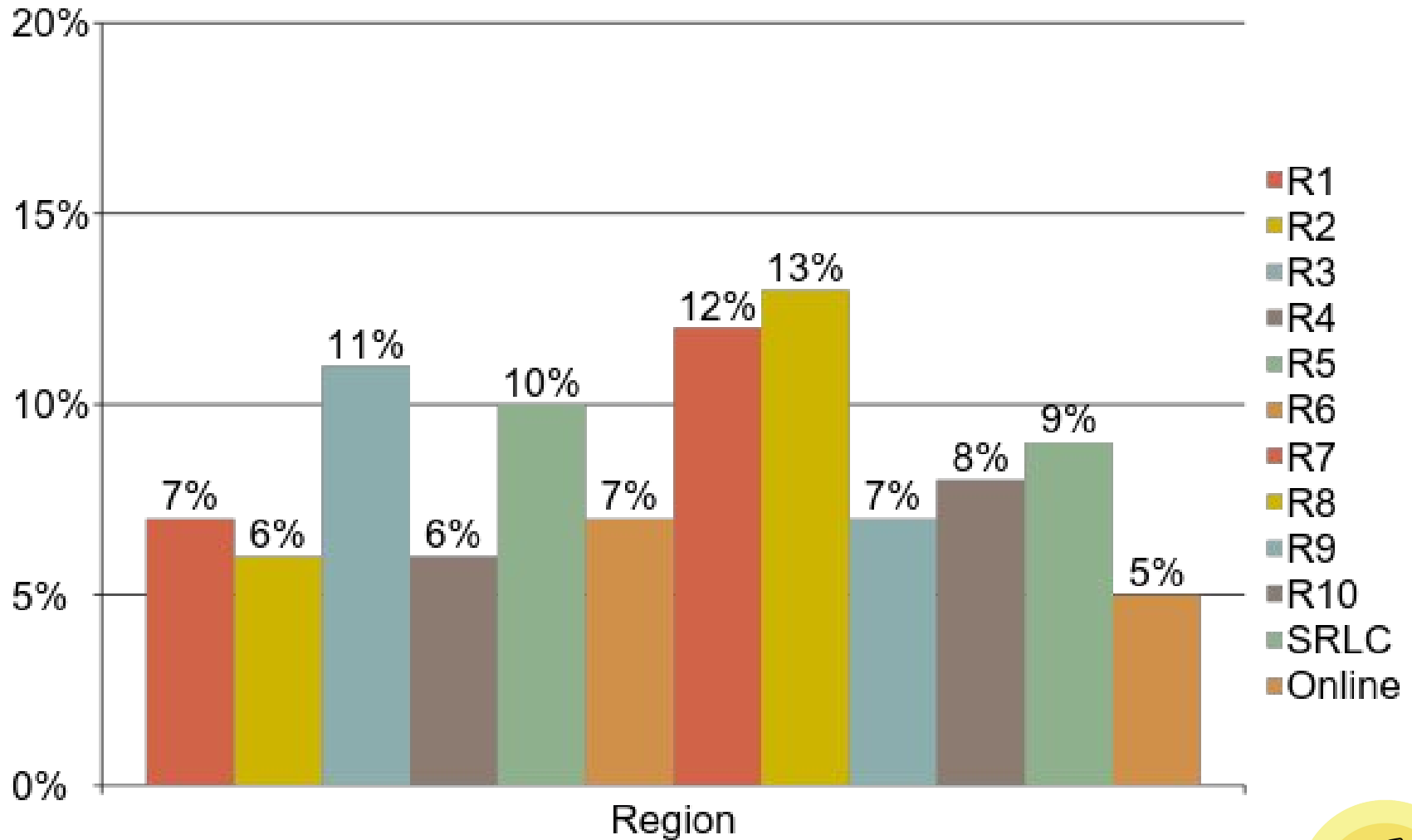
# Volunteer Ethnicity

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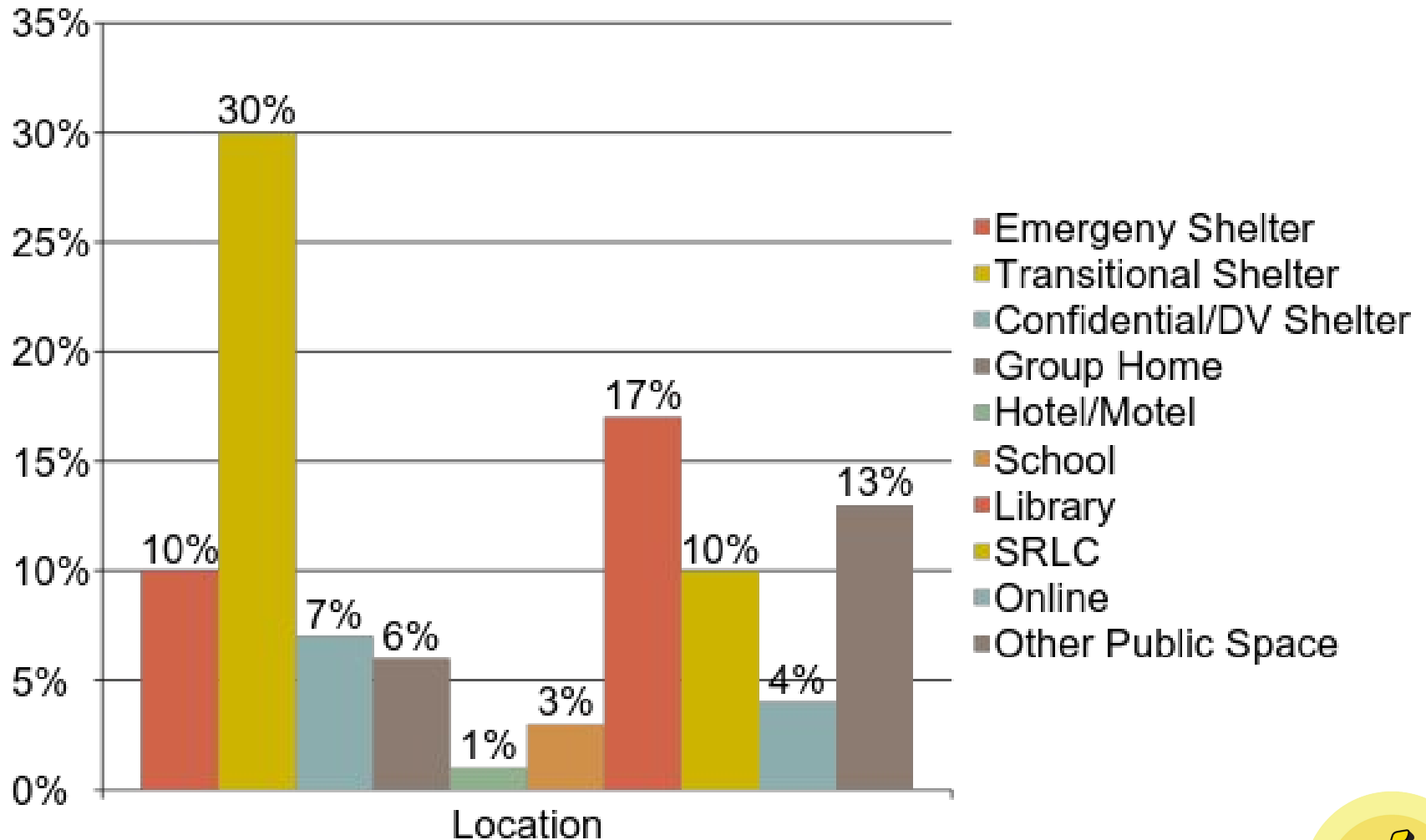
## Ethnicity



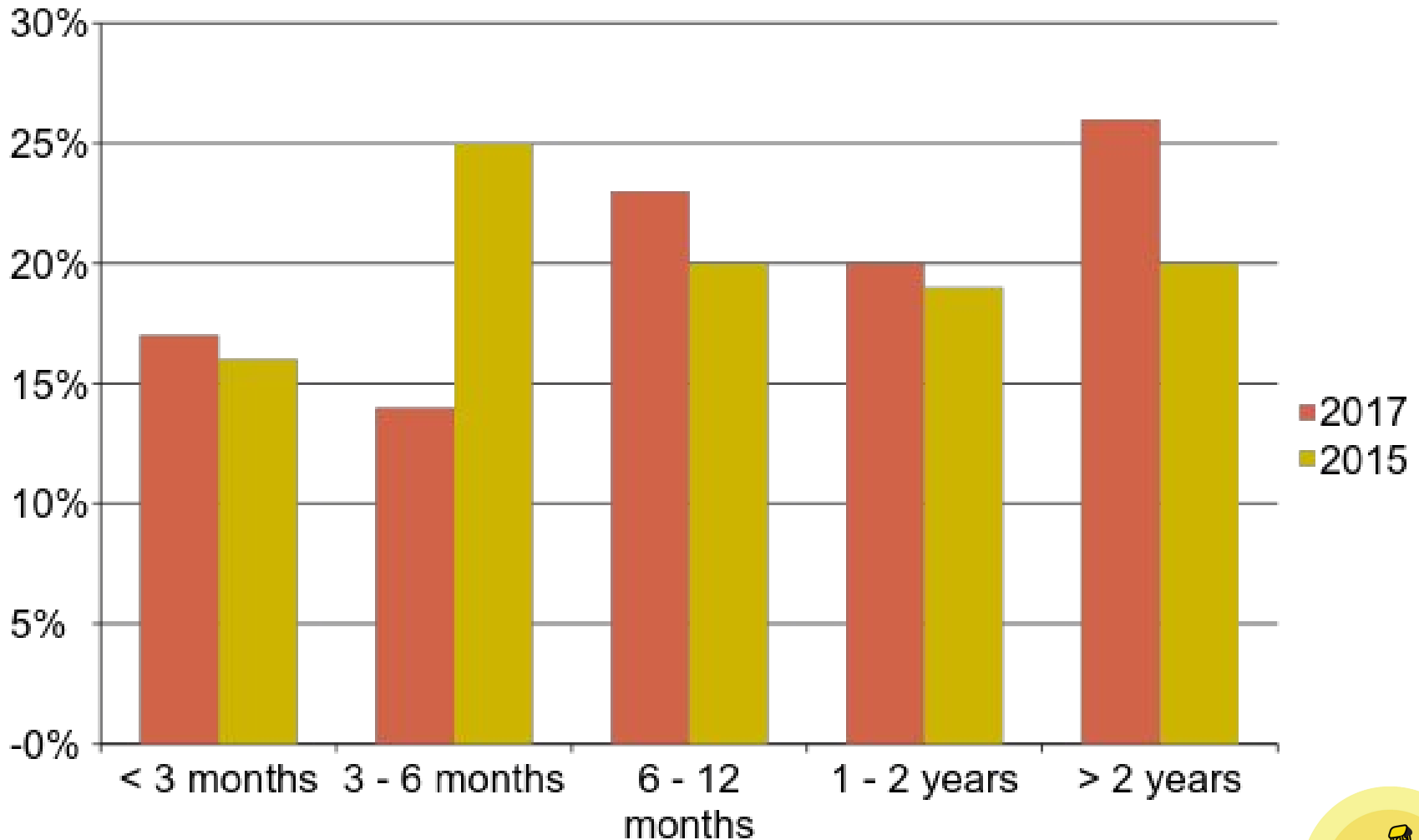
# Regions Where Volunteers are Active



# Environment/Type of Tutoring



# Tenure with School on Wheels



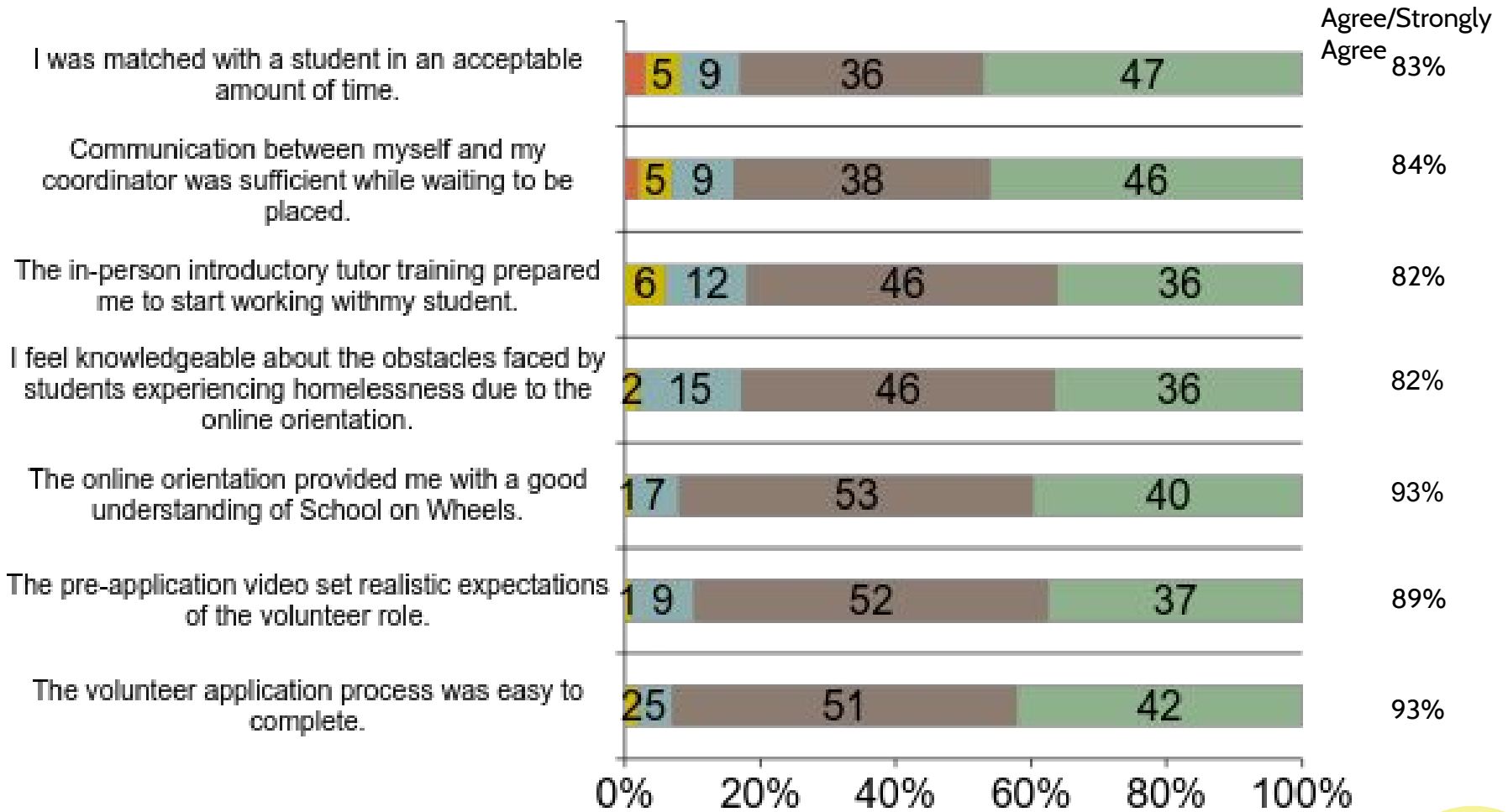


# Why our Volunteers are with School on Wheels

- ▶ The most significant reason I chose to volunteer was ...
  - ▶ **Education is an issue I feel strongly about (48%)**
  - ▶ **Homelessness is an issue I feel strongly about (23%)**
  - ▶ **I wanted to work with kids (21%)**
  - ▶ **A friend got me involved (4%)**
  - ▶ **I am fulfilling a service learning or class requirement (1%)**
  - ▶ **Other (please specify) (8%)**
    - ▶ *Combination of above reason, like to serve/want to give back, good fit with organization*



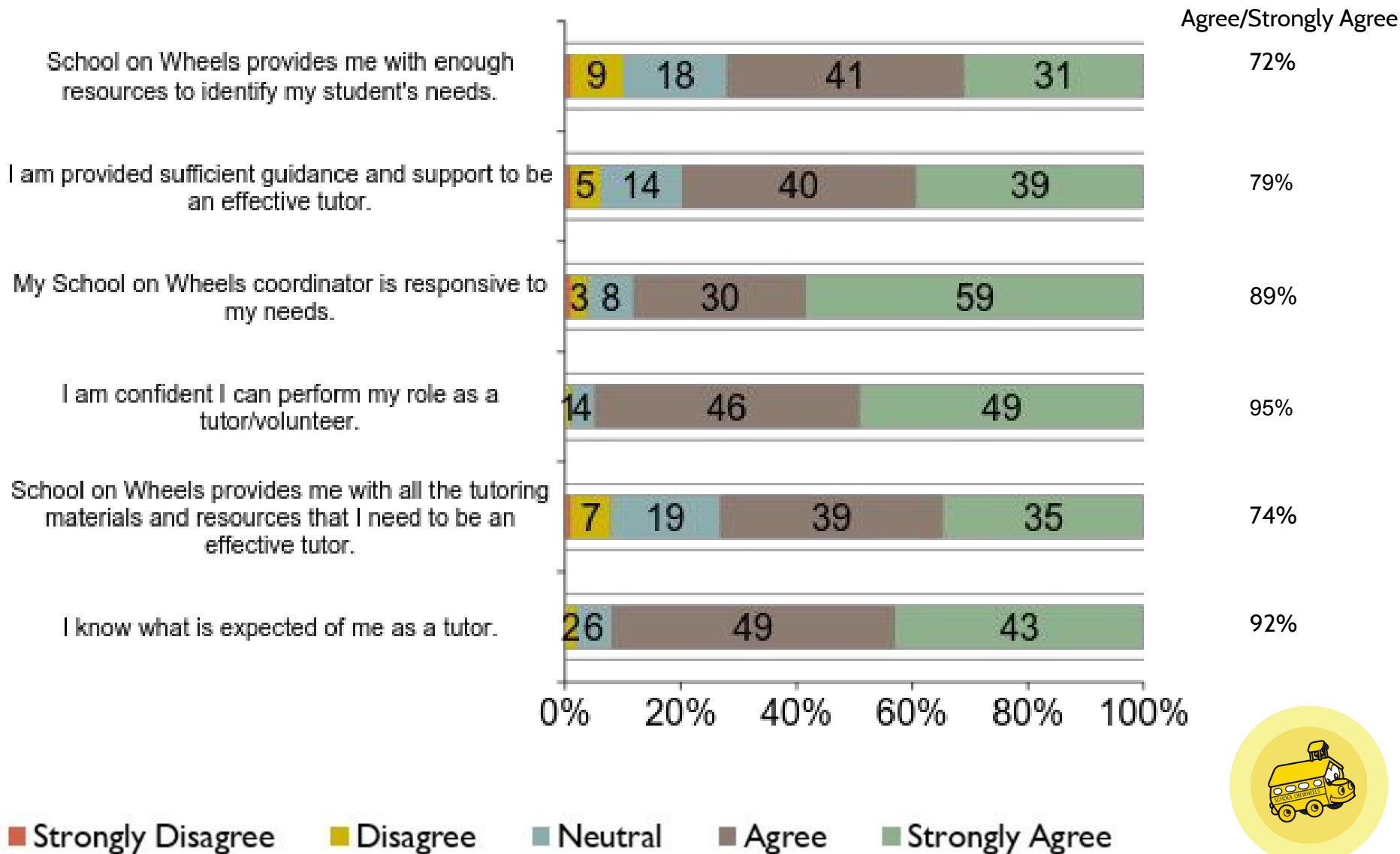
# Our Application Process



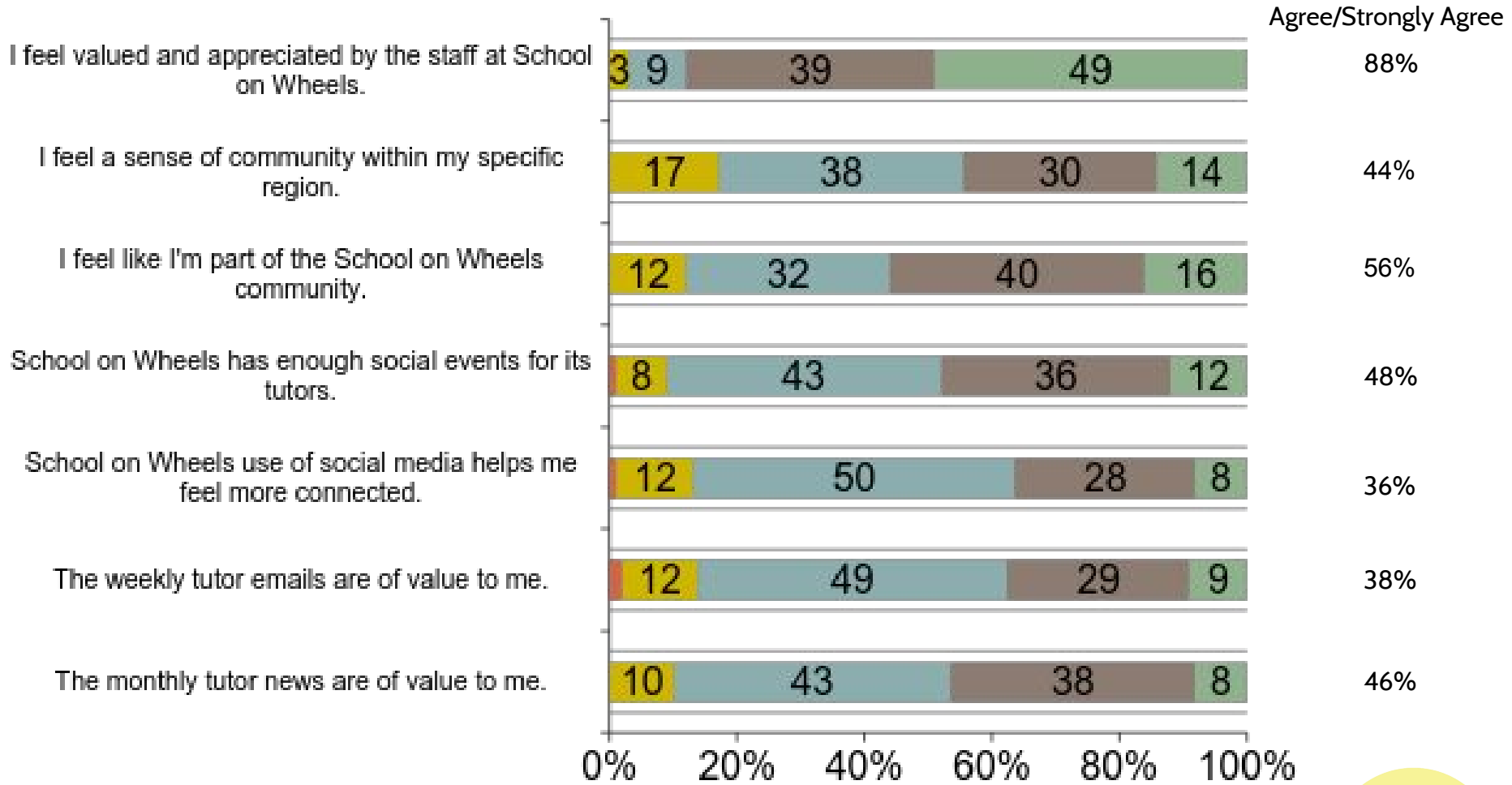
■ Strongly Disagree   
 ■ Disagree   
 ■ Neutral   
 ■ Agree   
 ■ Strongly Agree



# Accessibility to Resources



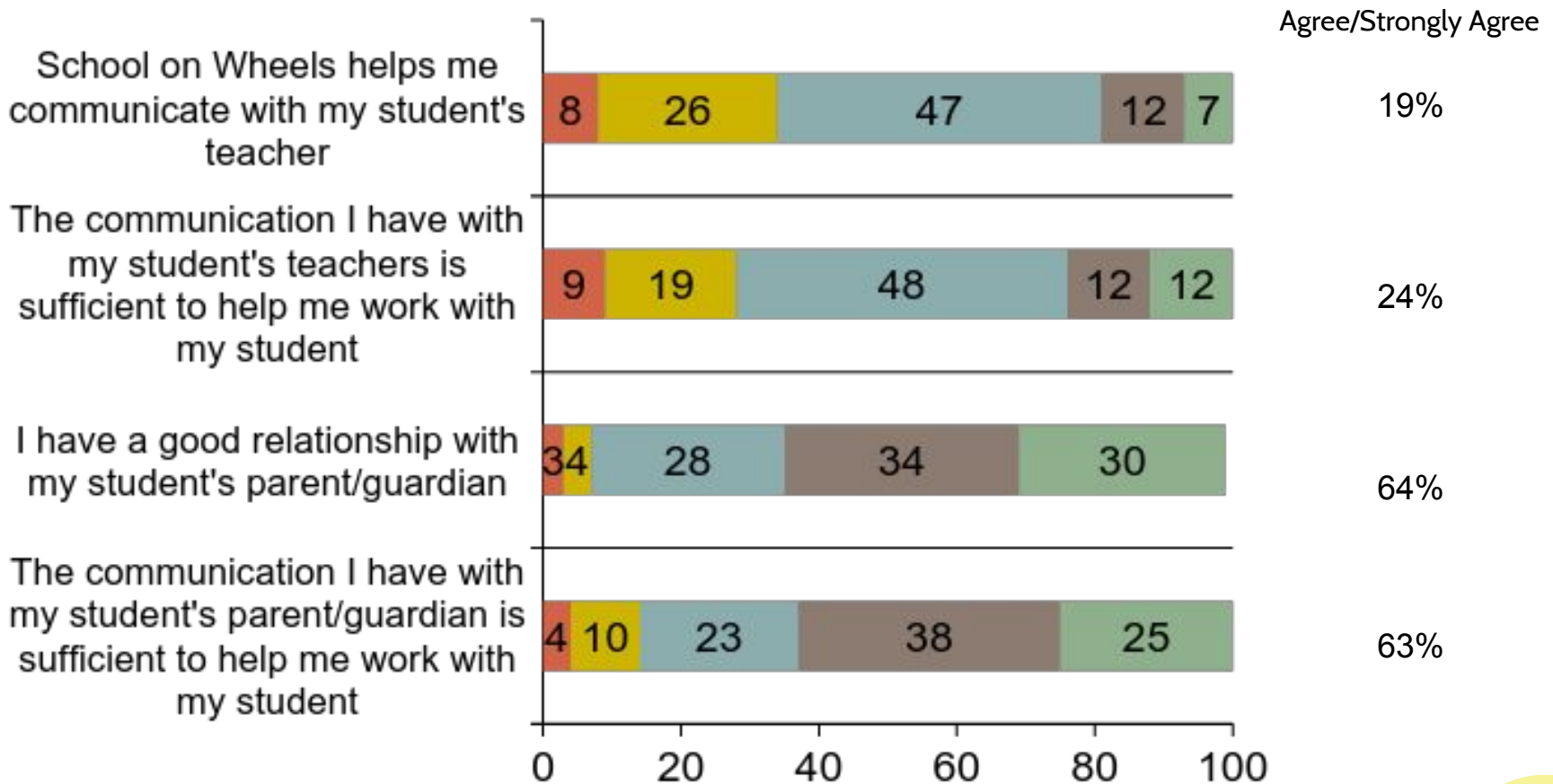
# School on Wheels Community



■ Strongly Disagree   
 ■ Disagree   
 ■ Neutral   
 ■ Agree   
 ■ Strongly Agree



# Communication



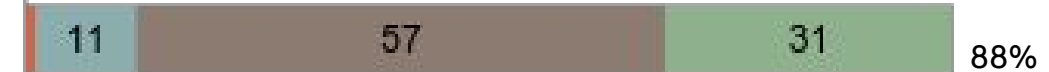
Strongly Disagree    Disagree    Neutral    Agree    Strongly Agree



# Volunteer/Student Relationship

Agree/Strongly Agree

Overall, I have made a positive impact on my student.



I would say that my efforts are helping my student make academic progress.



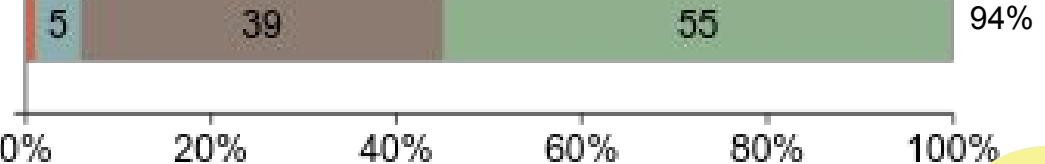
My student has shown significant improvement in their attitude and self-esteem since I started working with them.



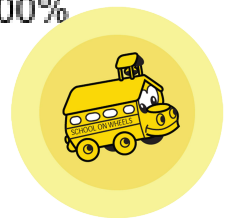
My student has shown academic improvement since I started working with them.



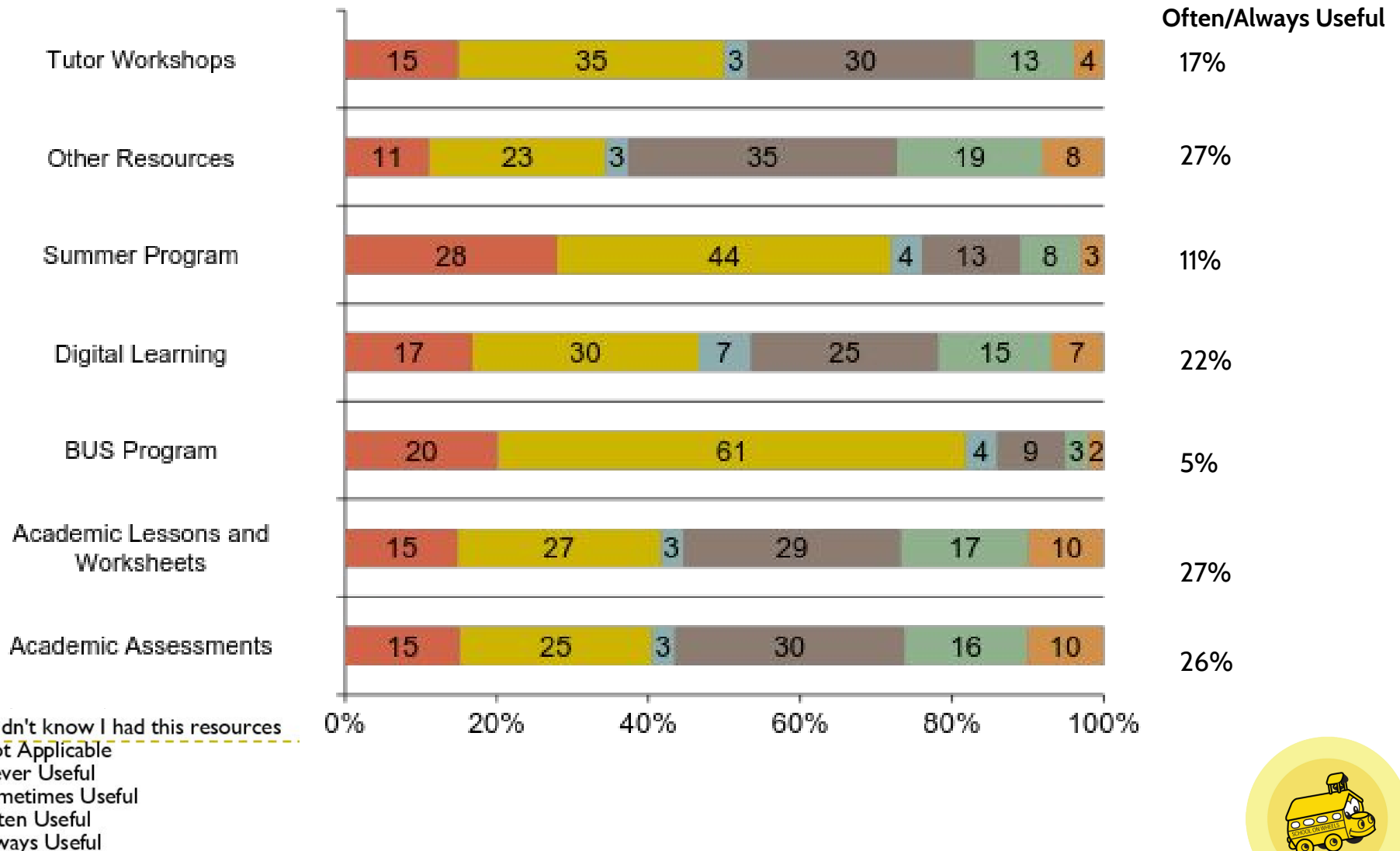
I have a positive relationship with my student.



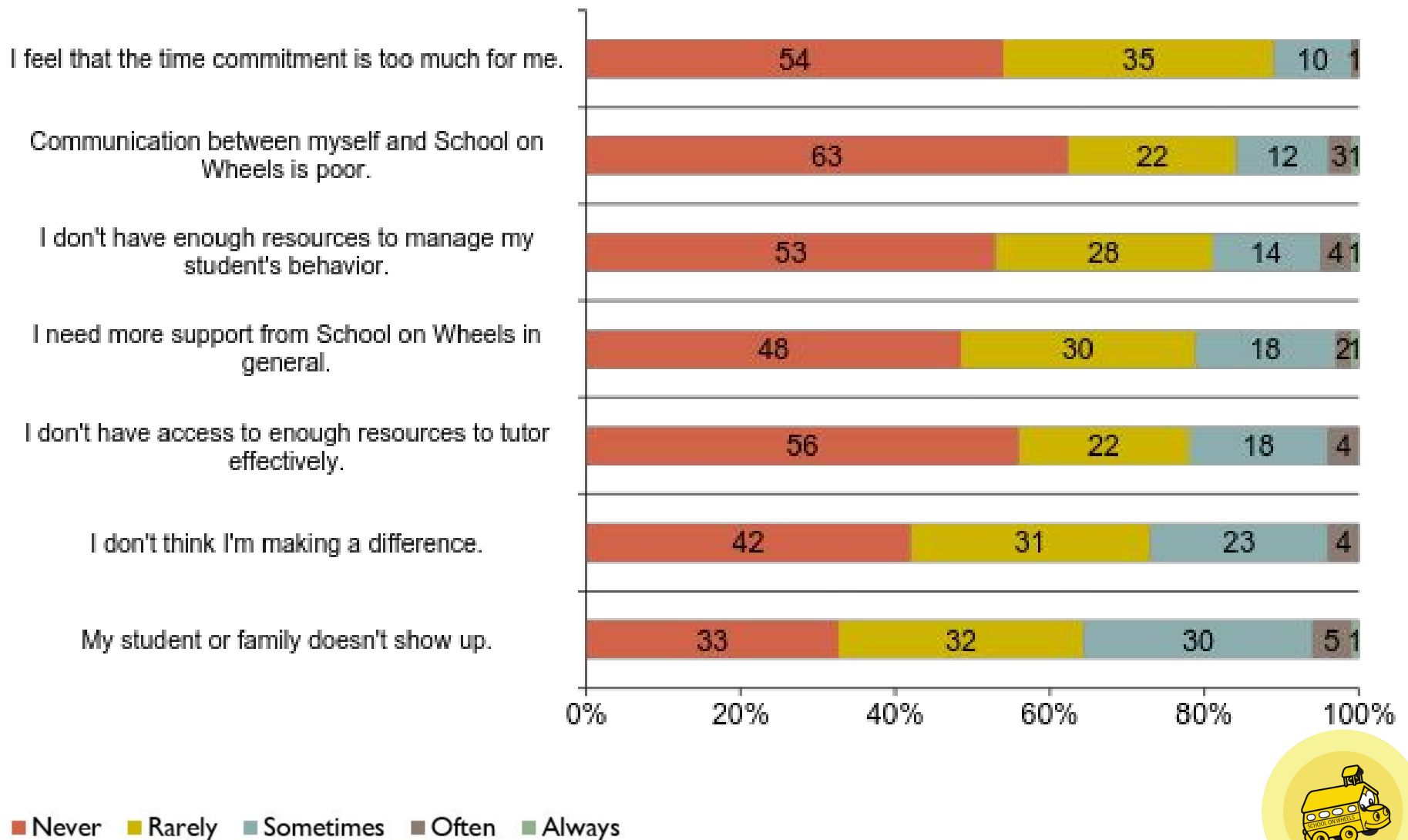
Strongly Disagree Disagree Neutral Agree Strongly Agree



# Resources Used



# Challenges Faced





# Volunteer Feedback

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“I think SOW is a terrific organization serving a tremendous need in a pretty efficient and caring manner. I think SOW is doing a fantastic job.”

I would like to have access to school on wheels academic materials as my student sometimes "intentionally" leaves her books at school. So external sources will be so helpful to improve her academic skills.

“More training of online resources available & student assessments.”

I'm enjoying my time and I feel I am making a positive difference in my student.”

“I think SOW should try to recruit more volunteers of color. I think it would be good for the students to see successful minorities that want to give back to their black/brown communities.”

“I've been very impressed with the organization of this organization and I still feel this way after tutoring for two years.”

““I truly enjoy volunteering with School on Wheels.”



# Volunteer Survey Conclusions

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Our volunteers generally feel valued and appreciated.

Satisfied with application process, orientation/training and support.

## Areas for improvement

- ▶ Diversity of tutors
- ▶ Assisting with teacher communication
- ▶ More training on resources available
- ▶ Quality of communications
- ▶ Increasing a sense of community



Thank you to our wonderful School on Wheels volunteers, especially to those who provided this valuable feedback. We will be integrating this feedback into our program.

We appreciate your dedication and continued support for students experiencing homelessness.

