ST. CLOUD STATE UNIVERSITY SURVEY

ANNUAL SPRING SURVEY OF SCSU STUDENTS
MARCH 2010

RESULTS FOR VOLUNTEER SERVICES

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I. INTRODUCTION TO THE REPORT AND METHODS

The SCSU Survey is an ongoing survey research extension of the Social Science Research Institute in the College of Social Sciences at St. Cloud State University. The SCSU Survey performs its research in the form of telephone interviews.

Dr. Stephen Frank began the survey in 1980 conducting several omnibus surveys a year of central Minnesota adults in conjunction with his Political Science classes. Presently, the omnibus surveys continue, but have shifted to a primary statewide focus. These statewide surveys are conducted once a year in the fall and focus on statewide issues such as election races, current events, and other important issues that are present in the state of Minnesota.

The primary mission of the SCSU Survey is to serve the academic community and public and nonprofit sector community through its commitment to high quality survey research and to provide education and experiential opportunities to researchers and students. We strive to assure that all SCSU students and faculty directors contribute to the research process, as all are essential in making a research project successful. This success is measured by our ability to obtain high quality survey data that is timely, accurate, and reliable, while maintaining an environment that promotes the professional and personal growth of each staff member. The survey procedures used by the SCSU Survey adhere to the highest quality academic standards. The SCSU Survey maintains the highest ethical standards in its procedures and methods. Both faculty and student directors demonstrate integrity and respect for dignity in all interactions with colleagues, clients, researchers, and survey participants.

II. SURVEY PERSONNEL

The Survey's faculty directors are Dr. Steve Frank (SCSU Professor of Political Science), Dr. Steven Wagner (SCSU Professor of Political Science), Dr. David Robinson (SCSU Professor of Statistics and Computer Networking). Dr. Michelle Kukoleca Hammes (SCSU Associate Professor of Political Science and Dr. Sandrine Zerbib (SCSU Assistant Professor of Sociology). The faculty directors are members of the Midwest Association of Public Opinion Research (M.A.P.O.R.) and the American Association of Public Opinion Research (A.A.P.O.R.). The directors subscribe to the code of ethics of A.A.P.O.R.

A. Stephen I. Frank

Dr. Frank holds a Doctor of Philosophy in Political Science from Washington State University. Dr. Frank teaches courses in American Politics, Public Opinion and Research Methods at St. Cloud State University. Dr. Frank started the SCSU Survey in 1980, and since has played a major role in the development, administration and analysis of over 150 telephone surveys for local and state governments, school districts and a variety of nonprofit agencies. Dr. Frank has completed extensive postgraduate work in survey research at the University of Michigan. Dr. Frank coauthored with Dr. Wagner and published by Harcourt College, *"We Shocked the World!" A Case Study of Jesse Ventura's Election as Governor of Minnesota*. Revised Edition. He also recently published two academic book chapters: one appears in the current edition of Perspectives on Minnesota Government and Politics and the other, co-authored with Dr. Wagner, is contained in *Campaigns and Elections*, edited by Robert Watson and Colton Campbell. Dr. Frank is past chairperson of the SCSU

Department of Political Science and recently served as President of the Minnesota Political Science Association.

B. Steven C. Wagner

Dr. Wagner holds a Doctor of Philosophy in Political Science and a Master of Public Administration from Northern Illinois University. Dr. Wagner earned his Bachelor of Science in Political Science from Illinois State University. Dr. Wagner teaches courses in American Politics and Public and Nonprofit Management at St. Cloud State University. Dr. Wagner joined the SCSU Survey in 1997. Before coming to SCSU, Dr. Wagner taught in Kansas where he engaged in community-based survey research and before that was staff researcher for the U.S. General Accounting Office. Dr. Wagner has written many papers on taxation, and state politics and has published articles on voting behavior, federal funding of local services and organizational decision making. Dr. Wagner, with Dr. Frank, recently published two texts on Jesse Ventura's election as Minnesota's Governor and a book chapter on the campaign. Dr. Wagner currently serves the SCSU Department of Political Science as its chairperson.

C. Michelle Kukoleca Hammes

Dr. Kukoleca Hammes holds a Doctor of Philosophy in Political Science and a Masters in Political Science from the State University of New York at Binghamton. Dr. Kukoleca Hammes earned her Bachelor of Arts in Political Science from Niagara University.   Kr. Kukoleca Hammes' is a comparativist with an area focus on North America and Western Europe. Her substantive focus is representative governmental institutions. She teaches courses in American Government, Introduction to Ideas and Institutions, Western European Politics, and a Capstone in Political Science at St. Cloud State University. Dr. Kukoleca Hammes, since joining the survey team, is using her extensive graduate school training in political methodology to aid in questionnaire construction and results analysis. She recently published a book chapter on Minnesota public participation in the Fifth Edition of *Perspectives on Minnesota Government and Politics*.

D. David H. Robinson

Dr. Robinson holds a Doctor of Philosophy in Statistics and a Masters in Statistics from the University of Iowa. Dr. Robinson earned his Bachelor of Science in Mathematics from Henderson State University. At St. Cloud State University, Dr. Robinson teaches courses in survey planning and contingency tables, statistical methods for the social sciences, probability and computer simulation, and other statistical applications. Since coming to SCSU in 1985 and before that time, Dr. Robinson has served as statistical consultant for numerous statistical analyses of survey results. He has coauthored a book on computer simulation and analysis, and has published articles in the areas of nonparametric statistics, multivariate statistics, analysis of baseball statistics, and statistical analysis of computer network performance. Dr. Robinson recently served as chairperson for the SCSU Department of Statistics and Computer Networking.

E. Sandrine Zerbib

Dr. Zerbib holds a Doctor of Philosophy in Sociology from the University of California Irvine and a Masters in Sociology from both California State University-Fullerton and University of Paris 10-Nanterre (France). Dr. Zerbib's ongoing research focuses on issues of immigration, sexuality and citizenship. Dr. Zerbib's current research analyzes the effect of domestic partnership laws on gay bi-

national couples leaving in France. She is currently collaborating with Dr. Downey on belly dance performance and gender politics. She teaches courses in Research Methods, Sociology of Gender, Immigration and Citizenship, and Advanced Research Methods

F. John Kulas
John Kulas is assistant professor of Industrial and Organizational Psychology at Saint Cloud State University. His applied background includes current and past appointments as a test publisher, an internal HR practitioner, and an external organizational consultant (focusing primarily on topics of personnel selection and performance assessment). He has authored over 20 conference and journal articles, dealing with issues of measurement in organizational settings. His works can be found in sources such as the *Journal of Psychology, Organizational Research Methods, Journal of Applied Measurement, Journal of Business and Psychology, Social Justice Research,* and *Journal of Research in Personality*. He has received research awards from the Society for Industrial and Organizational Psychology and the American Psychological Society.

III.   CALL CENTER SUPERVISORS AND INTERVIEWERS

Lead Student Directors
> **Mr. Derrek Lee Helmin**
>> 4th Year Student, Political Science and Economics Major, Foley, MN

Assistant Lead Directors
> **Ms. Kaelynn M Kampa**
>> 4th Year Student, Public Administration Major and Management minor, Rice, MN.

> **Mr. Brady A. Haggstrom**
>> 3rd Year Student, Psychology and Political Science Major, Fergus Falls, MN

Survey Lab Student Directors
> **Mr. Frederico Saucedo**
>> 3rd Year Student, Statistics Major, Eagan, MN

> **Ms. Melat Yimamu**
>> 3rd Year Student, Political Science and International Relations, Addis Abeba, Ethiopia

> **Ms. Julie Archer**
>> 3rd year student, History and Political Science Majors, Minnetonka, MN

> **Mr. Zach Kellar**
>> 2nd year student, Statistics Major, Callender, Iowa

> **Mr. Lucas Edberg**
>> 3rd year student, Statistics Major, Belle Plaine, MN.

> **Mr. Mark Schwichtenberg**
>> 1st year student, Aviation Major, Dayton, MN.

Student Technical Consultant
    Daniel Paul Getzke
        3rd year student**,** Computer Science Major, Eagan, MN.

STUDENT CALLERS

The survey employs highly trained paid callers who undergo intensive training prior to calling. Student directors conducted both general training sessions and one-on-one training sessions as well as monitoring all calling shifts. Faculty directors monitor all training and calling. The callers came from the classes of Drs. Frank, Robinson, and Zerbib.

IV.   Methodology

Introduction
The March 2010 St. Cloud State University Survey findings are based on telephone interviews with a representative sample of 555 currently enrolled SCSU students. The sample included both landline phones and cell phones. Interviews were conducted from March 21 to March 29, 2010 at St. Cloud State University Survey Lab. The sample was obtained from David Kosel, Center for Information Systems.

Sample Design
Sample Design
The sample was designed to represent all currently enrolled SCSU students with a phone number (landline or cell phone). The phone numbers were drawn systematically from a stratified database of all SCSU students: (a) 500 dorm residents were chosen from a population of 2,752 SCSU dorm residents with available phone numbers; (b) 1,500 off-campus residents were chosen from a population of 13,912 SCSU off-campus residents with available phone numbers.

Contact Procedures
Before calling began, the original sample was comprised of 2000 students, including 500 dorm residents and 1,500 off-campus residents. After completing the survey, the total weighted sample consisted was 555 respondents.

Several steps were taken to ensure that the telephone sample of students was representative of the larger SCSU student population. Phone numbers with no initial contact were called up to 10 times over different days and times to increase the possibility of contact. In addition, appointments were made as necessary to interview the designated respondent at his/her convenience. Calling was completed between 4:30 pm to 9:30 pm to maximize contacts and ensure equal opportunities to respond among various respondent demographic groups. Attempts to convert initial refusals commenced almost immediately and continued throughout the survey. The final few nights of interviewing were almost exclusively devoted to contacting hard to reach respondents.

Technology
The SCSU Survey operates a Computer Assisted Telephone Interviewing (CATI) Lab on the St. Cloud State University campus. The CATI Lab is equipped with 19 interviewer stations; each includes a computer, a phone, and a headset. In addition to the interviewer stations, there is the Supervisor

Station, which is used to monitor the survey while it is in progress. The SCSU Survey has its own server designated solely for the use of the SCSU Survey.

The SCSU Survey is licensed to use Sawtooth Software's Ci3 Questionnaire Authoring Version 4.1, a state-of-the-art windows-based computer-assisted interviewing package. This program allows us to develop virtually any type of questionnaire while at the same time programming edit and consistency checks and other quality control measures to ensure the most valid data. The instrument was pre-tested prior to interviewing to make certain that all equipment and programming was in working order and to verify that the questionnaire was clear.

All interview stations are networked for complete, ongoing sample management. Sawtooth Software's Ci3 allows immediate data updating, ensuring maximum data integrity and allowing clients to get progress reports anytime. The Survey directors are able the review data for quality and consistency. Question answers are entered directly into the computer, thus keypunching is eliminated, which decreases human error and facilitates immediate data analysis. The calling system is programmed to store call record keeping automatically, allowing interviewers and supervisors to focus on the interviewing task. Callbacks are programmed through the computer network and made on a schedule.

Sample Error
The margin of sampling error for the complete set of weighted data is ±5 percent at the 95 percent confidence level. In all sample surveys there are other possible sources of error for which precise estimates cannot be calculated. These include interviewer and coder error, respondent misinterpretation, and analysis errors. When analysis is made of sub-samples such as respondent gender, the sample error may be larger.

Sample Weighting
Weighting is generally used in survey analysis to compensate for patterns of non-response that might bias results. The interviewed sample of all students was weighted to match parameters for gender and dorm residence. All statistics reported are weighted.

Weighting was accomplished using statistical raking, a special iterative sample weighting technique that simultaneously balances the distributions of all variables. The use of these weights in statistical analysis ensures that the demographic characteristics of the sample closely approximate the demographic characteristics of the SCSU student population.

The total survey consisted of 48 variables. Respondent gender, dorm resident or not, ethnic status, year born, international student or not and class standing were imported from the database. Of the 48 questions, the six asked for the Computer Technology Fee Committee are reported herein and the remainder is reported to the applicable clients. The complete questionnaire is viewable by going to the SCSU Survey web site and following the links to the spring SCSU student 2010 contract survey. http://www.stcloudstate.edu/scsusurvey.

	Sample Disposition
1982	Total Numbers Dialed
6	Business / Government
1	Computer/Fax
355	Other Not-Working
1620	Working numbers
82%	Working Rate
104	No Answer
12	Busy
114	Answering Machine
34	Other Non-Contacts
1356	Contacted numbers
84%	Household Contact Rate
680	Callbacks/Never Call
676	Respondents Contacted
50%	Participant Contact Rate
7	Language/Hearing Barrier
18	Screenouts
651	Eligible numbers
96%	Eligibility Rate
74	Refusal after case determined eligible
22	Partially complete
555	Completes
85%	Cooperation Rate
36%	Response Rate

V.   Substantive Questions for Technology Fee Committee

Question Volunteer1

Thanks. Now we have two questions about volunteer activities.   In the past year, have you utilized the services of the Volunteer Connection office, such as reading the Service Bulletin, attending a Volunteer and Service-Learning Fair, participating in a neighborhood clean-up, joining a Spring Break Service Trip, visiting their website for more information about volunteering or service-learning, or connecting with the Volunteer Connection for any reason?
1. YES
5. NO
8. DON'T KNOW
9. REFUSED

Question Volunteer2

In the past year, approximately how many hours a month did you spend on volunteer service or on service-learning activities?
[READ CHOICES 1 THRU 6 - PICK ONE RESPONSE]
1. None
2. 1-10 Hours
3. 11-20 Hours
4. 21-30 Hours
5. 31-40 Hours
6. More than 40 hours
=========================
8. DON'T KNOW
9. REFUSED

VI. Substantive Findings

Utilized Volunteer Connection Office
Thanks. Now we have two questions about volunteer activities.   In the past year, have you utilized the services of the Volunteer Connection office, such as reading the Service Bulletin, attending a Volunteer and Service-Learning Fair, participating in a neighborhood clean-up, joining a Spring Break Service Trip, visiting their website for more information about volunteering or service-learning, or connecting with the Volunteer Connection for any reason? 1. YES 5. NO 8. DON'T KNOW 9. REFUSED

	Frequency	Percent
Yes	104	18
No	444	80
Don't Know/ Refused/Missing	8	2
TOTAL	553	100%

Utilized Volunteer Connection Office

Percent

Category	Percent
Yes	18
No	56
Don't Know/ Refused/Missing	2

Hours A Month Spent on Volunteer Service or Service Learning

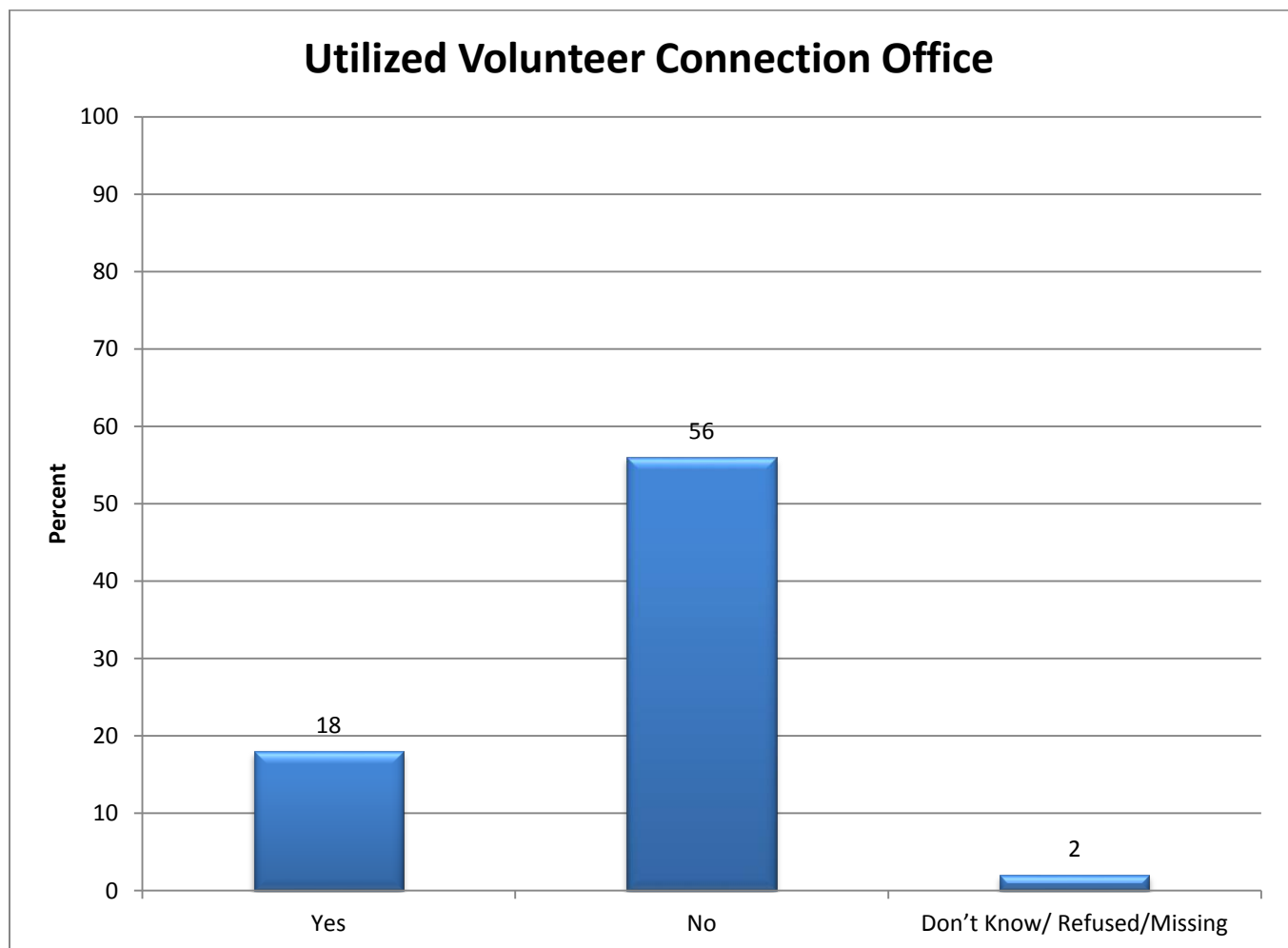In the past year, approximately how many hours a month did you spend on volunteer service or on service-learning activities?
[READ CHOICES 1 THRU 6 - PICK ONE RESPONSE]
1. None
2. 1-10 Hours
3. 11-20 Hours
4. 21-30 Hours
5. 31-40 Hours
6. More than 40 hours
=========================
8. DON'T KNOW
9. REFUSED

Program	Frequency	Percent
0 hours	201	37
1-10 hours	223	40
11-20 hours	63	11
21-30 hours	24	4
3-40 hours	13	2
More than 40 hours	19	4
Don't Know/Refused/Missing	12	2
TOTAL	555	100%

Hours A Month Spent on Volunteer Service or Service Learning

Percent

Category	Percent
0 hours	37
1-10 hours	40
11-20 hours	11
21-30 hours	4
3-40 hours	2
More than 40 hours	4
Don't Know/Refused/Missing	2
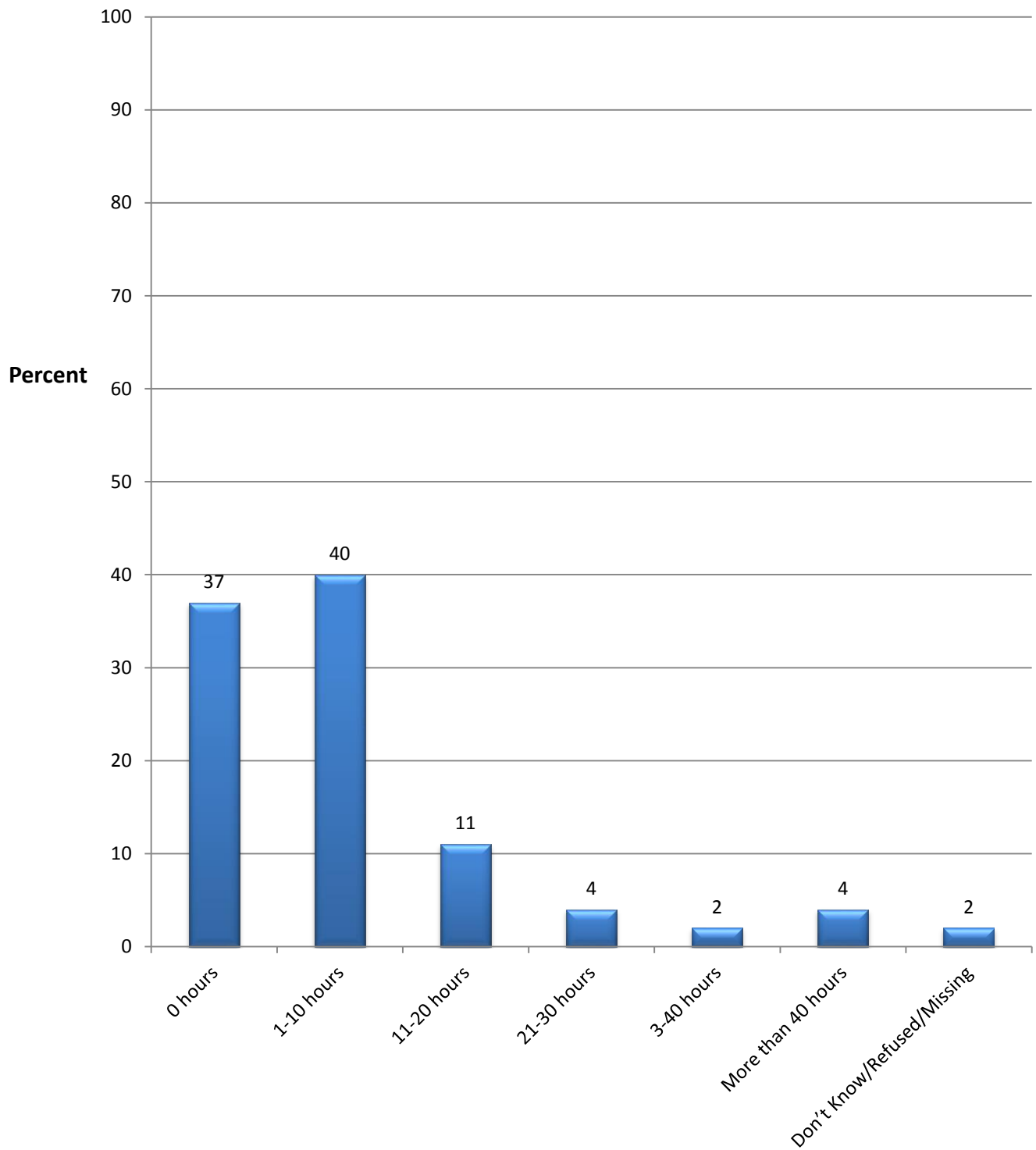
VII.   Demographics

Gender		
From SCSU Data Base		
Program	**Frequency**	**Percent**
Male	267	48
Female	287	52
Missing	1	<1
TOTAL	555	100%

Age Group		
From SCSU Data Base (Collapsed From Year of Birth)		
Program	**Frequency**	**Percent**
18-24 (or younger)	370	67
25-39 Years	133	24
40 Years and Older	52	9
TOTAL	555	100%

Residency		
From SCSU Data Base		
Program	**Frequency**	**Percent**
Off Campus	464	83
On Campus	91	17
TOTAL	555	100%

Ethnic Classification		
From SCSU Data Base		
Program	**Frequency**	**Percent**
Black	24	4
Asian	33	6
White	464	84
Hispanic	6	1
Native American	4	1
Pacific Islander	0	0
Missing	23	4
TOTAL	555	100%

Class Standing		
From SCSU Data Base		
Program	**Frequency**	**Percent**
Freshman	104	19
Sophomore	92	17
Junior	93	17
Senior	157	28
Previous Degree	22	4
Special	24	4
Graduate Student	63	11
TOTAL	555	100%

GPA		
Self Reported		
Program	**Frequency**	**Percent**
Less than 1.6	5	1
1.6-2.0	13	2
2.1-2.5	34	6
2.6-3.0	119	22
3.1-3.5	167	30
3.6 or higher	173	31
Don't Know/Refused/Missing	44	8
TOTAL	555	100%

VIII. Crosstabulations[1]

Utilized Volunteer Connection Office					
		Yes	**No**	**Don't Know**	**Refused/ Missing**
Gender	Male	46 (17%)	216 (81%)	2 (1%)	3 (1%)
	Female	58 (20%)	226 (79%)	1 (1%)	2 (1%)
Live	Off Campus	78 (17%)	379 (82%)	3 (1%)	3 (1%)
	OnCampus	25 (27%)	65 (71%)	0 (0%)	2 (2%)
Age Group	18-24	81 (22%)	284 (76%)	1 (<1%)	4 (1%)
	25-39	19 (14%)	111 (84%)	1 (1%)	1 (1%)
	40 or Older	3 (6%)	48 (92%)	1 (2%)	0 (0%)
Class	Freshman	26 (25%)	76 (73%)	0 (0%)	2 (2%)
	Sophomore	20 (22%)	72 (77%)	0 (0%)	1 (1%)
	Junior	25 (27%)	66 (71%)	1 (1%)	1 (1%)
	Senior	24 (15%)	132 (84%)	0 (0%)	1 (1%)
	Previous Degree	0 (0%)	22 (100%)	0 (0%)	0 (0%)
	Special Status	2 (8%)	23 (92%)	0 (0%)	0 (0%)
	Graduate Student	7 (11%)	54 (86%)	2 (3%)	0 (0%)
Ethnic Classification	Black	11 (44%)	14 (56%)	0 (0%)	0 (0%)
	Asian	7 (21%)	25 (76%)	1 (3%)	0 (0%)
	White	76 (16%)	382 (82%)	1 (1%)	1 (1%)
	Hispanic	0 (0%)	6 (100%)	0 (0%)	0 (0%)
	Native American	0 (0%)	3 (75%)	1 (25%)	0 (0%)
	Pacific Islander	0 (0%)	0 (0%)	0 (0%)	0 (0%)

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[1] Rows may not equal exactly 100% due to rounding.

Domestic/ International	Domestic Student	93 (18%)	424 (81%)	2 (<1%)	5 (1%)
	International Student	11 (34%)	20 (63%)	1 (3%)	0 (0%)
GPA	Less than 1.6	2 (40%)	3 (60%)	0 (0%)	0 (0%)
	1.6-2.0	0 (0%)	13 (100%)	0 (0%)	0 (0%)
	2.1-2.5	7 (21%)	26 (79%)	0 (0%)	0 (0%)
	2.6-3.0	29 (24%)	89 (75%)	1 (1%)	0 (0%)
	3.1-3.5	32 (19%)	135 (81%)	0 (0%)	0 (0%)
	3.6 or higher	27 (16%)	145 (84%)	1 (1%)	0 (0%)

Hours A Month Spent on Volunteer Service or Service Learning

		0	1-10	11-20	21-30	31-40	More Than 40	Don't Know
Gender	Male	109 (41%)	100 (38%)	30 (11%)	9 (3%)	6 (2%)	8 (3%)	3 91%)
	Female	91 (32%)	123 (44%)	34 (12%)	15 (5%)	7 (3%)	11 (4%)	2 (1%)
Live	Off Campus	166 (36%)	183 (40%)	54 (12%)	22 (5%)	13 (3%)	17 (4%)	4 (1%)
	On Campus	35 (39%0	49 (45%)	9 (10%)	2 (2%)	0 (0%)	2 (2%)	1 (1%)
Age Group	18-24	128 (35%0	163 (45%)	43 (12%)	13 (4%)	9 (3%)	8 (2%)	2 (1%)
	25-39	47 (36%)	48 (37%)	16 (12%0	7 (5%)	2 (2%)	8 (6%)	3 (2%)
	40 or Older	25 (51%)	12 (25%)	5 (10%)	3 (6%)	1 (2%)	3 (6%)	0 (0%)
Class	Freshman	42 (41%)	38 (37%)	13 (13%)	4 (4%)	1 (1%)	2 (2%)	2 (2%)
	Sophomore	35 (39%)	34 (38%)	12 (13%)	3 (3%)	2 (2%)	4 (4%)	0 (0%)
	Junior	37 (41%)	36 (40%)	36 (40%)	4 (4%)	1 (1%)	3 (3%)	0 (0%)
	Senior	51 (33%)	65 (42%)	18 (12%)	8 (5%)	7 (5%)	5 (3%)	1 (1%)
	Previous Degree	7 (33%)	9 (43%)	3 (14%)	2 (10%)	0 (0%)	0 (0%)	0 (0%)
	Special Status	8 (32%)	14 (56%)	1 (4%)	1 (4%)	1 (4%)	0 (0%)	0 (0%)
	Graduate Student	20 (33%)	27 (44%)	5 (8%)	2 (3%)	0 (0%)	19 (8%)	2 (3%)
Ethnic Classification	Black	7 (30%)	10 (42%)	3 (13%)	1 (4%)	1 (4%)	1 (4%)	1 (4%0
	Asian	10 (30%)	17 (52%)	2 (6%)	1 (3%)	0 (0%)	2 (6%)	1 (3%)
	White	168 (37%)	187 (41%)	53 (12%)	20 (4%)	11 (2%)	15 (3%)	3 (1%)
	Hispanic	4 (67%)	1 (17%)	1 (17%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
	Native American	2 (50%)	1 (25%)	1 (25%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
	Pacific Islander	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
Domestic/ International	Domestic Student	191 (37%)	207 (40%)	61 (11%)	23 (5%)	13 (3%)	17 (3%0	4 (1%)
	International Student	10 (31%)	16 (50%)	2 (6%)	1 (3%)	0 (0%)	2 (6%)	1 (3%)
GPA	Less than 1.6	2 (40%)	0 (0%)	1 (20%0	1 (20%)	0 (0%)	1 (20%)	0 (0%)
	1.6-2.0	9 (64%)	3 (21%)	0 (0%)	1 (7%)	0 (0%)	0 (0%)	1 (7%)
	2.1-2.5	13 (38%)	12 (35%)	6 (18%)	0 (0%)	1 (3%)	2 (6%)	0 (0%)
	2.6-3.0	40 (34%)	54 (46%)	13 (11%)	6 (5%)	4 (3%)	1 (1%)	0 (0%)

| | 3.1-3.5 | 59 (36%) | 62 (37%) | 23 (14%) | 9 (5%) | 7 (4%) | 5 (3%) | 1 (1%) |
| | 3.6 or higher | 60 (35%) | 82 (48%) | 16 (9%) | 4 (2%) | 0 (0%) | 8 (5%) | 1 (1%) |