ST. CLOUD STATE UNIVERSITY SURVEY

ANNUAL SPRING SURVEY OF SCSU STUDENTS
MARCH 2011

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 Associate 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. Brady A. Haggstrom
  4rd Year Student, Political Science Major, Fergus Falls, MN

 Ms. Julie Archer
  4rd year student, History and Political Science Majors, Minnetonka, MN

Assistant Lead Directors

 Mr. D. Zachary Kellar
  2nd year student, Statistics Major, Callender, Iowa

 Mr. Ricardo Martinez-Schuldt
  3rd Year Student, Sociology Major, Clearwater, MN

Survey Lab Student Directors

 Ms. Anna Behrens
  3rd Year Student, Political Science and Public Relations Majors, Hawley, MN

 Ms. Megan Thibodeau-Schuldt
  3rd Year Student, Applied Sociology Major, Clearwater, MN

 Ms. Maria Schweiss
  3rd year student, Biology Major, Psychology Minor, Fairfax, MN

 Mr. Sonny M. Sherman
  4th Year Student, Sociology Major, Creative Writing Minor, Ely, MN

 Mr. Lucas Edberg
  4th Year Student, Mathematical Economics and Statistics Majors, Belle Plaine, MN.

Ms. Jacque Hardrath
 4th Year Student, Criminal Justice and Statistics Majors, Computer Networking Applications Minor, Andover, MN.

Ms. Ayantu Tibeso
 4th Year Student, International Relations Major, Minneapolis, MN.

Ms. Amanda Kannas
 3rd Year Student, Political Science Major, International Relations Minor, Laverne, MN.

Student Technical Consultant

Daniel Paul Getzke
 4rd 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 2011 St. Cloud State University Survey findings are based on telephone interviews with a representative sample of 546 currently enrolled SCSU students. The sample included both landline phones and cell phones. Interviews were conducted from March 20 to March 24, 2010 at St. Cloud State University Survey Lab. The sample was obtained from David Kosel, Center for Information Systems.

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 2,686 SCSU dorm residents with available phone numbers; (b) 1,500 off-campus residents were chosen from a population of 13,271 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. From this sample, 14 students were screened out for being born after 1993, and thus less than 18 years old. In completing the survey, 22 students were not called. Of the remaining 1964 students, 546 respondents completed the survey.

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 11 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 4.2, 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 software allows immediate data updating, ensuring maximum data integrity and allowing clients to get progress reports anytime. The Survey directors are able to 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.

Cooperation Rate and Response Rate

The cooperation rate for the survey was 79%. The cooperation rate is determined by dividing the number of completed interviews (546), by the total of completed interviews, partial interviews, and refusals (total = 672).

The overall response rate for the survey was 34%. The response rate is determined by dividing the number of completed interviews (546), by the total of completed interviews, partial interviews, refusals, non-contacts, plus 90% of the cases with unknown eligibility (total = 1609).

Sample Error
The margin of sampling error for the complete set of weighted data is ±4 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 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 data set consisted of 83 variables, including multiple response options and demographic variables. The survey instrument contained 41 questions. Respondent gender, dorm resident or not, ethnic status, year born, international student or not and class standing were imported from the database. Of the 41 questions, there were six asked for the Computer Technology Fee Committee and two for the SCSU Volunteer Center. The complete questionnaire is viewable by going to the SCSU Survey web site and following the links to the spring SCSU student 2011 contract survey. http://www.stcloudstate.edu/scsusurvey.

	Sample Disposition
1964	**Total Numbers Dialed**
546	**Completed Interviews**
9	**Partial**
	Non-Contacts
137	Refusals and Never Calls
220	Callbacks and Gatekeepers
9	Hearing or Language Barrier
300	Answering Machine
9	Ill, Hospital, Out of Town
675	**Total Non-Contacts**
	Unknown Eligibility
316	No Answer
72	Busy or Call Blocking
33	Immediate Hang Up
421	Total Unknown Eligibility
379	**90% Assumed Eligible**
	Not Eligible
17	Business or Government
16	Computer or Fax
268	Non-Working or Wrong Number
12	No Longer in School
313	**Total Not Eligible**
33.9%	**AAPOR Response Rate #3**
78.9%	**AAPOR Cooperation Rate #3**

V.   Demographics

Gender		
From SCSU Data Base		
Program	**Frequency**	**Percent**
Male	263	48
Female	282	52
Missing	1	<1
TOTAL	546	100%

Age Group		
From SCSU Data Base (Collapsed From Year of Birth)		
Program	**Frequency**	**Percent**
18-24 (or younger)	372	68
25-39 Years	131	24
40 Years and Older	41	8
TOTAL	545	100%

Residency		
From SCSU Data Base		
Program	**Frequency**	**Percent**
Off Campus	454	83
On Campus	92	17
TOTAL	546	100%

Ethnic Classification		
From SCSU Data Base		
Program	**Frequency**	**Percent**
Black	20	4
Asian	46	8
White	454	83
Hispanic	9	2
Native American	2	<1
Pacific Islander	0	0
Missing	15	3
TOTAL	546	100%

Class Standing		
From SCSU Data Base		
Program	**Frequency**	**Percent**
Freshman	83	15
Sophomore	106	19
Junior	101	19
Senior	149	27
Previous Degree	12	2
Special	25	5
Graduate Student	69	13
TOTAL	546	100%

VI.   Substantive Findings

Question 1: Utilized Service of the Volunteer Connection Office
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?

	Frequency	Percent
Yes	113	21
No	422	77
Don't Know/ Refused/Missing	11	2
TOTAL	546	100%

Utilized Service of the Volunteer Connection Office

Percent

	Yes	No	Don't Know/ Refused/Missing
	21	77	2
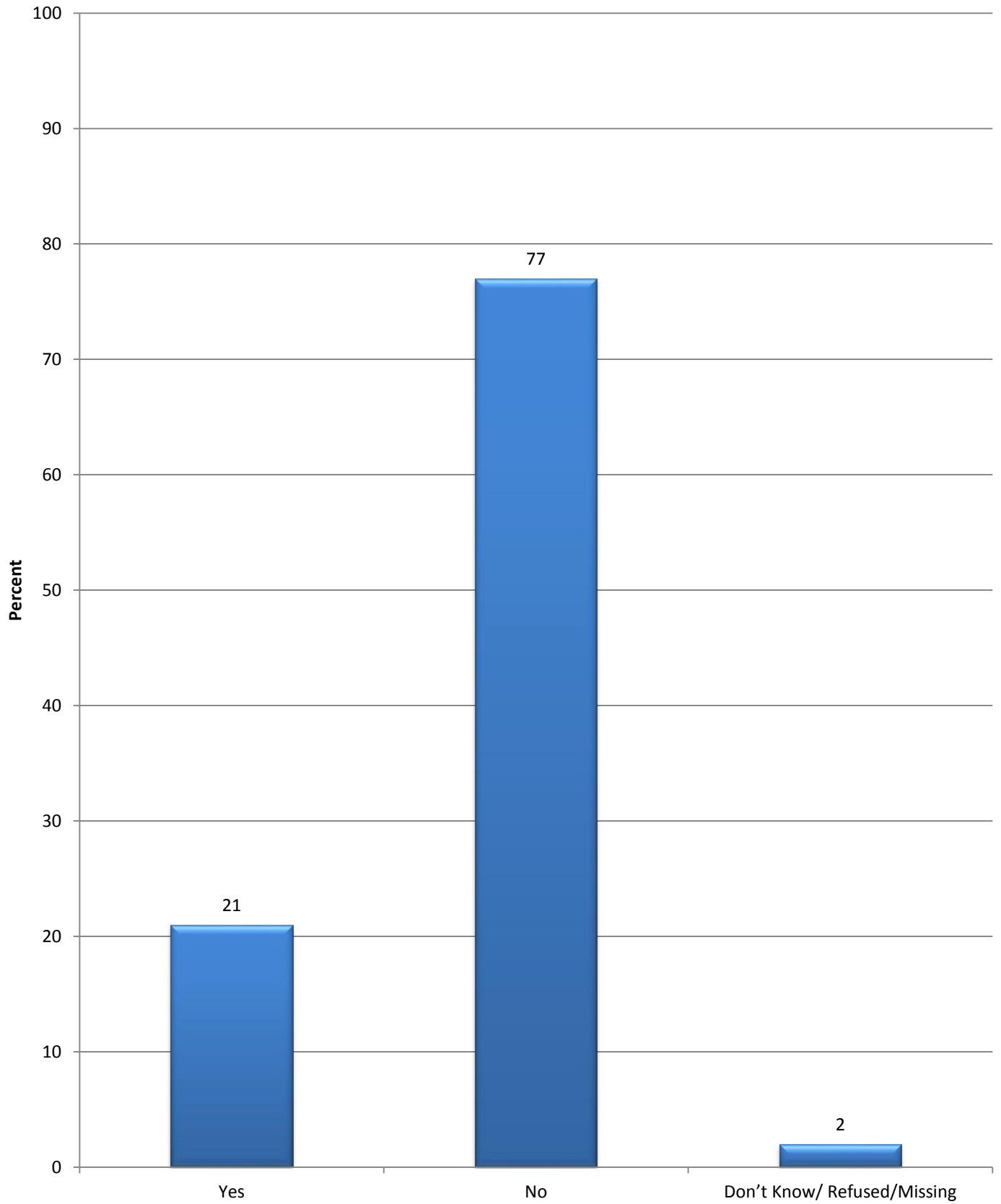
Question 2:
Volunteer And/Or Service Learning Hours

In the past year, approximately how many hours a month did you spend on volunteer service or on service-learning activities? None, 1 to 10 hours, 11 to 20 hours, 21 to
 30 hours, 31 to 40 hours, or more than 40 hours?

	Frequency	Percent
None	204	38
1-10 Hours	226	41
11-20 Hours	57	10
21-30 Hours	27	5
31-40 Hours	5	1
More Than 40 Hours	22	4
Don't Know/ Refused/Missing	5	1
TOTAL	546	100%

Volunteer And/Or Service Learning Hours

A bar chart showing Percent on the y-axis (0 to 100) with the following categories and values:

- None: 38
- 1-10 Hours: 41
- 11-20 Hours: 10
- 21-30 Hours: 5
- 31-40 Hours: 1
- More Than 40 Hours: 4
- Don't Know/ Refused/Missing: 1
- Don't Know/ Refused/Missing: 1
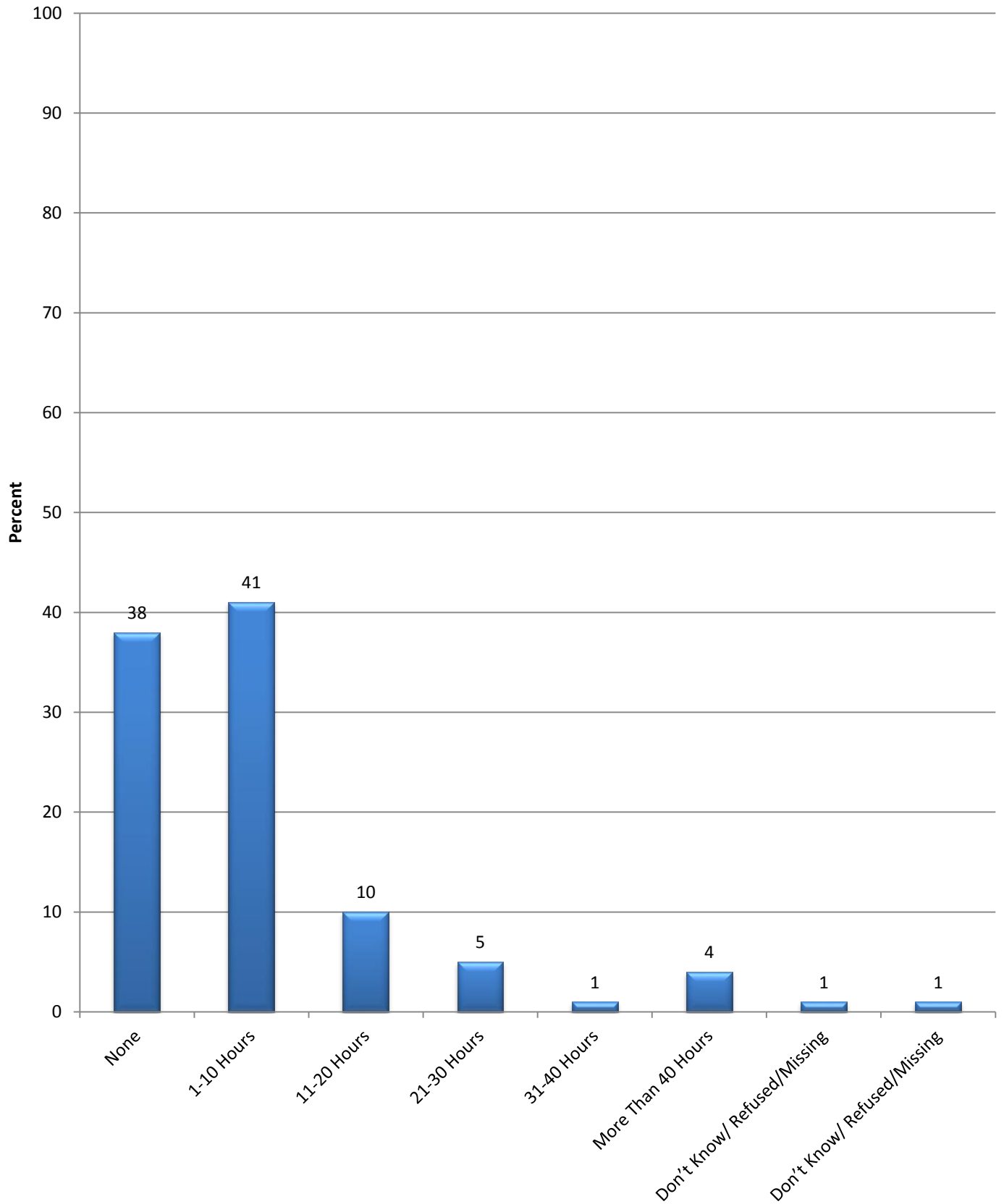
VII.   Crosstabulations

Gender * Have you used Volunteer Connection? Crosstabulation				
		Have you used Volunteer Connection?		Total
		Yes	No	
Gender	Male	16%	84%	100%
	Female	25%	75%	100%
Total		21%	79%	100%

Living accomodations * Have you used Volunteer Connection? Crosstabulation				
		Have you used Volunteer Connection?		Total
		Yes	No	
Living accomodations	Off Campus	21%	79%	100%
	Dorm	23%	77%	100%
Total		21%	79%	100%

Ethnicity * Have you used Volunteer Connection? Crosstabulation				
		Have you used Volunteer Connection?		Total
		Yes	No	
Ethnicity	Black	30%	70%	100%
	Asian	32%	68%	100%
	Caucasian	19%	81%	100%
	Hispanic	22%	78%	100%
	American Indian		100%	100%
Total		21%	79%	100%

Student status (Domestic or International) * Have you used Volunteer Connection? Crosstabulation

		Have you used Volunteer Connection?		Total
		Yes	No	
Student status (Domestic or International)	Domestic	19%	81%	100%
	International	46%	54%	100%
Total		21%	79%	100%

Year in School * Have you used Volunteer Connection? Crosstabulation

		Have you used Volunteer Connection?		Total
		Yes	No	
Year in School	Freshman	20%	80%	100%
	Sophomore	35%	65%	100%
	Junior	18%	82%	100%
	Senior	21%	79%	100%
	Previous Degree		100%	100%
	Special	8%	92%	100%
	Graduate	16%	84%	100%
Total		21%	79%	100%

Gender * How many hours did you spend on volunteer service? Crosstabulation

		How many hours did you spend on volunteer service?						Total
		None	One to 10 Hours	Eleven to 20 Hours	Twenty-one to 30 Hours	Thirty-one to 40 Hours	More than 40 hours	
Gender	Male	43%	38%	10%	3%	2%	4%	100%
	Female	33%	45%	11%	7%	0%	4%	100%
Total		38%	42%	10%	5%	1%	4%	100%

Living accomodations * How many hours did you spend on volunteer service? Crosstabulation								
		How many hours did you spend on volunteer service?						Total
		None	One to 10 Hours	Eleven to 20 Hours	Twenty-one to 30 Hours	Thirty-one to 40 Hours	More than 40 hours	
Living accomodations	Off Campus	40%	42%	9%	6%	0%	4%	100%
	Dorm	28%	42%	18%	3%	4%	3%	100%
Total		38%	42%	11%	5%	1%	4%	100%

Ethnicity * How many hours did you spend on volunteer service? Crosstabulation								
		How many hours did you spend on volunteer service?						Total
		None	One to 10 Hours	Eleven to 20 Hours	Twenty-one to 30 Hours	Thirty-one to 40 Hours	More than 40 hours	
Ethnicity	Black	30%	30%	15%	5%		20%	100%
	Asian	32%	43%	18%	2%		5%	100%
	Caucasian	39%	42%	9%	5%	1%	4%	100%
	Hispanic	22%	56%	22%				100%
	American Indian	100%						100%
Total		38%	42%	10%	5%	1%	4%	100%

Student status (Domestic or International) * How many hours did you spend on volunteer service? Crosstabulation								
		How many hours did you spend on volunteer service?						Total
		None	One to 10 Hours	Eleven to 20 Hours	Twenty-one to 30 Hours	Thirty-one to 40 Hours	More than 40 hours	
Student status (Domestic or International)	Domestic	39%	41%	10%	5%	1%	4%	100%
	International	23%	49%	20%	3%		6%	100%
Total		38%	42%	11%	5%	1%	4%	100%

Year in School * How many hours did you spend on volunteer service? Crosstabulation

		___ How many hours did you spend on volunteer service?						Total
		None	One to 10 Hours	Eleven to 20 Hours	Twenty-one to 30 Hours	Thirty-one to 40 Hours	More than 40 hours	
Year in School	Freshman	33%	43%	15%	4%	2%	2%	100%
	Sophomore	29%	44%	14%	7%	2%	4%	100%
	Junior	41%	44%	7%	4%		5%	100%
	Senior	40%	41%	10%	7%	1%	2%	100%
	Previous Degree	50%	33%				17%	100%
	Special	60%	16%	12%			12%	100%
	Graduate	39%	45%	7%	4%		4%	100%
Total		38%	42%	11%	5%	1%	4%	100%