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**Cleaning Up After The Storm:
Lessons Learned From The Experiences Of Disaster Volunteers
After The May 2004 Storms In Southeast Nebraska**

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**Cleaning up after the storm:
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after the May 2004 storms in Southeast Nebraska**

Executive Summary

A survey was sent to clean-up volunteers 17 months after they helped with debris removal from an area in Nebraska devastated by tornadoes. The survey asked about their experiences and perceptions related to that volunteer work. The 622 respondents offered suggestions to enhance the processes used to deploy and supervise disaster clean-up volunteers. These respondents were generally older and more educated than the demographics of the area would suggest. They reported being motivated to volunteer primarily for altruistic reasons and generally had positive experiences. Those volunteers who reported experiencing some distress as a result of their disaster volunteer experience were more likely to report experiencing personal growth than those who experienced no distress. The volunteers that reported personal growth were more likely to report being satisfied with their disaster volunteer experience. Specific recommendations for improving the volunteer experience, enhancing recruitment, and sustaining future clean up efforts are offered at the end of this report.

**Cleaning up after the storm:
Lessons learned from the experiences of Disaster Volunteers
after the May 2004 storms in Southeast Nebraska**

After the May 2004 storms in Southeast Nebraska, literally thousands of volunteers were processed and deployed through an emergency volunteer center managed by Volunteer Partners Inc. Of these volunteers, many volunteered once. Though clean up was not complete, it became increasingly difficult over time to recruit volunteers for this role. This situation is not unusual, and can be instructive. The factors that limited or enhanced the act of volunteering after a disaster can be addressed if known. This project, funded by the City of Lincoln through the Lincoln Metropolitan Medical Response System, explores the organizational practices, individual and situational factors that impacted individuals' disaster volunteer experience and subsequent decisions to be part of future disaster volunteer efforts.

This project was formulated with the involvement of the Steering Committee for the Lincoln Metropolitan Medical Response System (LMMRS). Questions on the volunteer survey were created after consultation with the LMMRS Steering Committee and a review of previous literature on volunteer experiences. Several questions were chosen to examine volunteer recruitment and retention after a disaster, as well as the actual experiences of volunteers. The literature review suggested additional question categories such as motivations for and effects of volunteering. Two standardized scales which measure distress symptoms (Impact of Events Scale; Horowitz, Wilner, & Alvarez, 1979) and personal growth (Posttraumatic Growth Scale; Tedeschi & Calhoun, 1996) were included in the survey as indicators of the longer-term psychosocial impact of volunteering after a disaster.

The survey content, recruitment of respondents, and consent forms were approved by the University of Nebraska Institutional Review Board at the start of the project. The list of volunteers was obtained from Lancaster County Emergency Management.

Surveys were sent in October 2005 to 2640 people who were storm clean up volunteers in Lancaster County Nebraska after the May 2004 tornados. The survey mailing included the approved survey and a letter from Emergency Management thanking the volunteers for their service. The age of the volunteers was not available with the original list, so surveys were sent to everyone with instructions that asked only people age 19 or over to fill out the survey. An internet survey option was offered to those who did not wish to complete a paper survey. The total number of surveys completed was 622 (a response rate of 24%, which is a typical response rate for mail surveys).

Survey respondents providing demographic information were about evenly split between male (48.2%) and female (51.8%), which matches U.S. Census data for Lancaster County. The vast majority of respondents classified themselves as non-Hispanic Caucasian (99.2%). Ethnic minorities were underrepresented as volunteers compared to the 10% ethnic minority makeup of the county.

Half of the respondents (49.9%) were between the ages of 45 and 64. Over half (52%) had at least a 4-year college degree with most reporting they had some higher education (83.1%). The May 2004 storm clean-up volunteers were older and more educated than the general population of Lancaster County. See Appendix A for additional details on respondent characteristics.

About half of the respondents indicated that they engage in regular volunteer work. For most volunteers (82.8%) this was the first time they volunteered as part of a disaster response. Those who had responded to disaster in the past (17.2%) generally had responded to other Nebraska events – tornados, floods, ice storms. Some had responded to events in neighboring states (Iowa and Missouri), and a few were involved national responses (hurricanes) through organized deployment with churches or disaster response organizations.

Fifty-seven percent of those who volunteered did so as part of a group or organization. The table below indicates the types of groups people volunteered with.

	Frequency	Percent
Alone	264	42.6
Family member(s)	103	28.5
A work group	97	26.8
Friend(s)	91	25.1
A religious group	66	18.2
Another volunteer group	21	5.8
A school group	15	4.1
A civic group	5	1.4
Other	36	9.9

Note: Numbers in the percent column add to more than 100 because multiple responses were allowed for those who volunteered as part of a group.

As is shown by this table, the most common groups for people to volunteer with were family, people from work, friends, and religious groups.

The number of days people reported volunteering ranged from 1 to 30 days, with the majority of people volunteering on 1 (64%) or 2 (20%) days. Thirty-eight

percent of those who volunteered took time off from their job to do so, primarily because their employer let them off work to volunteer (49% of those who took time off) or by using vacation time (25% of those who took time off).

Forty-seven percent of respondents indicated they were not able to volunteer as many days as they wanted to. Reasons given for not being able to volunteer as many days as wanted are presented in the following table.

	Frequency	Percent
I needed to return to my job	243	57.6
Conflict with family time/ child care	94	22.3
I did not have a good volunteer experience	31	7.3
The time of emergency seemed over	30	7.1
Health issues	21	5.0
Other	78	18.5

Note: Numbers in the percent column add to more than 100 because multiple responses were allowed.

As can be seen from the table, the majority of people were prevented from volunteering additional days because they had to return to work. Several respondents commented that workplaces should be encouraged to adopt policies that allow workers to do disaster volunteer work close to home. Some specifically asked that the State of Nebraska revise its personnel policy (currently allowing administrative leave under American Red Cross auspices) to include leave to work under emergency management as a volunteer.

Two-thirds (20 of 31) who reported they stopped volunteering because they did not have a good volunteer experience, only volunteered one day. The respondents who indicated they were dissatisfied with their volunteer experience and would not volunteer again were asked to explain why. Their answers varied, but several cited disorganization and feeling that their time was wasted. Some did not believe their skills and resources were put to good use and cited examples like sorting debris by hand when bulldozers were later brought in to raze entire areas. They also noted that they gave up entire days for volunteer work, only to be on the job site for an hour or two due to perceived inefficiencies in the deployment process. One respondent indicated that later clean up efforts at Norris school were much more organized and fulfilling than the clean up in the Hallam area. This theme was reflected by other respondents who indicated that their future disaster volunteer work would be done under the auspices of organizations with more clearly defined disaster missions and structures (e.g. Red Cross). Generally, those who had a bad experience volunteering were disheartened by the disorganization and perceived lack of leadership or coordination in deployment and work assignment. It is unknown if these respondents were volunteers in the early or later stages of clean up effort.

Why People Volunteered

Respondents were asked to rate the importance of a series of statements in their decision to volunteer after a disaster, on a 1 to 5 scale where 1 = not at all important and 5 = very important. The following table indicates the average rating of importance and the number of people who responded to each statement. The statements are listed in order from most important to least important.

	N	Mean	Std. Deviation
Q10f. I feel it is important to help others.	618	4.68	.597
Q10d. I feel compassion toward people in need.	617	4.43	.807
Q10e. I am concerned about those less fortunate than myself.	613	4.34	.878
Q10j. Volunteering allows me to gain a new perspective on things.	613	3.99	1.090
Q10m. Volunteering makes me feel better about myself.	611	3.57	1.267
Q10o. Volunteering makes me feel needed.	614	3.31	1.415
Q10L. I can learn how to deal with a variety of people.	610	2.98	1.325
Q10k. I can explore my own strengths.	607	2.95	1.315
Q10i. Volunteering is an important activity to the people I know best.	606	2.85	1.369
Q10n. Volunteering makes me feel important.	609	2.45	1.360
Q10g. My friends volunteer.	607	2.30	1.311
Q10h. People I'm close to want me to volunteer.	605	2.10	1.261
Q10a. Doing volunteer work relieves me of some of the guilt over being more fortunate than others.	609	1.89	1.144
Q10c. Volunteering is a good escape from my own troubles.	607	1.85	1.186
Q10b. By volunteering I feel less lonely.	609	1.79	1.162

Altruism is cited in past studies and literature as a primary motivation for volunteerism (Adams, 1980; Clary, 1998; Clary & Snyder, 1999; Meier & Stutzer, 2004; Mowen & Sujun, 2005). The highest rated reasons in this survey for volunteering (10f, d, e) are examples of altruistic motivations. Respondents echoed this sense of altruism in their comments. For example, several people made references to doing their “civic duty” or to “doing the right thing” as a community member. Some noted that their volunteer experience was related to modeling volunteerism for their children.

Many respondents cited personal connections with the affected area as a motivation for volunteering. Some had past personal disaster or crisis experiences, and many indicated that they volunteered because they had a skill, ability, or tool they thought would be needed in the clean up effort.

Faith or religious beliefs were also cited as motivations for volunteering. This is separated from the broad category of altruism because some people directly linked their motivation to biblical principles or religious reasons.

Some people indicated that their motivation was curiosity and a desire to see the tornado's aftermath. A small number indicated they volunteered to fulfill a volunteer requirement or expectation.

It is interesting to note that some respondents reported being offended that the list presented for rating contained reasons for volunteering that directly benefited the individual. These items were generally rated lower than those of a more altruistic nature.

Volunteer Satisfaction

Respondents were asked to rate overall satisfaction with their volunteer experience after the May 2004 storms on a 1 to 5 scale where 1 = very dissatisfied and 5 = very satisfied. Overall, 88% of respondents reported being somewhat (4) or very (5) satisfied with their experience, while 12% were neutral (3), somewhat dissatisfied (2), or very dissatisfied (1) with their experience. The ratings on this scale averaged to 4.36 (std dev = 0.928).

Volunteers were also asked to rate how willing they would be to volunteer after another disaster on a 1 to 5 scale, with 1 = not at all willing and 5 = very willing. These results indicate 92.5% would be willing to volunteer again (rating of 4 or 5). The average rating was 4.63 (std dev = 0.732).

Ratings on these two scales are related to each other. Based on the 602 people who answered both questions, those who gave higher ratings of satisfaction with their experience also tended to be more willing to volunteer again after a disaster ($r(600) = .454$, $p < .001$).

Respondents were also asked to indicate how much they agreed or disagreed with a series of statements about the volunteer registration process. (Scale: 1 = disagree strongly, 2 = disagree somewhat, 3 = neither agree nor disagree, 4 = agree somewhat, 5 = agree strongly.) For most of the items, greater agreement with the statements corresponded with a greater satisfaction and greater willingness to volunteer in the future after a disaster. Listed in the table below is the average agreement with each of these responses in order of strongest agreement, along with number of people who responded to each item. Lower

ratings to the last four items are indicative of a good volunteer registration process.

	N	Mean	Std. Deviation
Q11n. I was treated with respect.	610	4.57	.709
Q11f. I felt my service was appreciated.	608	4.52	.785
Q11g. The process of registering to volunteer was easy.	612	4.26	.899
Q11c. My role as a volunteer was explained well.	611	4.19	.925
Q11r. The risks of my job were made clear to me.	608	4.19	.927
Q11p. Procedures were communicated clearly to volunteers.	614	4.15	.989
Q11q. I had the resources needed to complete the job I was given.	611	4.12	1.011
Q11d. I received adequate support in my volunteer tasks.	608	4.09	.934
Q11o. The volunteer processing center was organized.	609	4.09	1.112
Q11i. My task assignment was clear.	609	4.02	1.077
Q11h. I was adequately prepared for what I would see and experience while volunteering after a disaster.	608	4.01	.952
Q11a. I was adequately prepared for the work I did.	603	3.87	.989
Q11b. I knew who to talk to if I encountered problems while volunteering.	613	3.78	1.166
Q11t. I had the opportunity to talk with people not involved with the volunteer effort about my experience.	606	3.67	1.124
Q11k. My skills were well-utilized.	607	3.64	1.091
Q11s. After I was done volunteering I had a chance to talk with other volunteers about my experience.	609	3.38	1.208
*Q11j. I waited too long at the volunteer processing center.	602	2.63	1.417
*Q11m. I was not given enough to do.	605	2.42	1.337
*Q11e. I felt like I was assigned more work than I could get done.	601	1.82	1.014
*Q11L. I had too many demands put on me.	609	1.43	.697

Impact on Volunteers

Respondents were asked to respond to a series of statements about possible results of their volunteer experience, using a scale of 1 to 5 where 1 = does not

apply at all and 5 = applies very much. The following table presents the average score for these statements, from highest to lowest rating of applicability.

	N	Mean	Std. Deviation
Q15p. I was happy to be able to help others.	604	4.60	.693
Q15m. It was enjoyable to help people.	603	4.41	.827
Q15a. I found the experience rewarding.	604	4.19	.984
Q15q. I felt proud of the work I did.	602	3.99	1.049
Q15b. I felt I made a difference.	598	3.88	.980
Q15h. I felt a deeper sense of community after volunteering.	593	3.66	1.180
Q15r. I felt a sense of solidarity with other volunteers.	596	3.46	1.159
Q15i. The experience was empowering.	591	3.09	1.278
Q15o. The experience increased my satisfaction with life.	591	3.01	1.211
Q15g. I experienced personal growth.	592	3.01	1.239
Q15e. I learned about different types of problems and how to help people in those situations.	591	2.82	1.246
Q15c. I gained increased skills in helping people.	593	2.55	1.232
Q15f. I improved my ability to communicate with those who have experienced trauma.	593	2.55	1.227
Q15n. I experienced spiritual growth.	587	2.43	1.256
Q15j. Volunteering was a source of healing for me.	592	2.32	1.262
Q15d. I understood myself more after the experience.	590	2.30	1.157
Q15L. I realized that I had skills which I had not used before.	595	2.17	1.203
Q15k. I felt less like a victim after volunteering.	588	2.04	1.175

The most commonly endorsed statements reflected a positive experience for most volunteers. As noted in the previous discussion of why people volunteered, the most powerful motivator and result of volunteering was a sense of altruism. Most people enjoyed the experience of helping others and felt like they made a difference. Few respondents reported personal gain from the experience, though some commented on positive personal experiences and experiences related to being part of a group of volunteers.

It was a very rewarding and for me, a life altering, positive, experience.

It made me want to volunteer more often from now on.

I was proud of myself that I could go on my own and work with new people and felt comfortable about it.

Proud of my organization for allowing employees to volunteer, show a sense of community

Many of the comments reflected frustration that the manual labor was ineffective. Respondents indicated they were pleased that they were helping, but later questioned whether the duties they were asked to perform were ever necessary.

I wanted to help and had hoped to make a difference, but after 4.5 hours, felt like I hadn't done a thing to help. We weren't taken to Hallam, but to field to pick up trash, which would have been fine except we only got to do that for 5-10 minutes and were told to leave. I don't feel like I made a bit of a difference

Instead of sorting glass/ceramic, metal, wood, etc it would have been far more effective use of volunteers to just bulldoze the debris and use us volunteers to help people recover/salvage household items.

Two composite measures were used to examine the impact on those who volunteered: the Impact of Events Scale (IES) which measures subjective distress, and the Posttraumatic Growth Scale (PTGS), which indicates changes for the better in relationships or outlook on life. Each scale has a range of 1 to 5, with higher scores indicating greater distress or greater growth attributed to the volunteer experience. Both scales had averages in the lower half of the range. The average IES score was 1.6 (SD = 0.56), and the average PTGS score was 2.5 (SD = 0.83). These scores indicate low overall subjective distress for the volunteers, and low levels of personal growth as a result of volunteering after the May 2004 storms.

The relationship of volunteer ratings of overall satisfaction with the volunteer experience (discussed above under the section Volunteer Ratings) with the IES and PTGS were examined. Overall satisfaction was not related to IES scores ($r(525) = .042$, $p = .338$). Overall satisfaction was related to posttraumatic growth scores ($r(513) = .199$, $p < .001$), however this relationship is small, with satisfaction ratings relating to only 4% of the variation in PTGS scores.

The IES and the PTGS are highly related to each other ($r(497) = .607$, $p < .001$). Interestingly, this relationship is such that as IES scores increase, so do PTGS scores. Previous research on posttraumatic growth (Tedeschi & Calhoun, 1996) has indicated that the more distressing a situation is, the more personal growth is promoted. Likewise, the more distressing a situation, the more likely a person is to have at least some symptoms of post traumatic stress disorder. Distressing situations, then, can have both “good” and “bad” impacts on a person.

Respondent Suggestions for Improving Volunteer Processes

An open ended question about suggestions for improvement of organizational processes related to their volunteer experience stimulated lengthy responses. Examples of specific suggestions made by respondents are contained in Appendix C. Many of the responses were positive, thanking organizers for the experience and recognizing the inherent chaos of disaster response. Most suggestions could be grouped under the general theme of wanting the process to be more organized. Respondents identified three areas that could positively affect the level of organization: addressing transportation issues in advance of an event, streamlining processes and paperwork for volunteers, and more effectively matching volunteer skills and resources with assignments.

The most often cited transportation issue was related to transporting volunteers to and from work sites. Many volunteers commented about the need for more reliable and efficient transportation.

More vehicles to transport to cleanup sites, so the wait to get going wasn't so long

Have transportation arrangements in order-several of us waited 30 minutes or so to be taken back to the volunteer command post

Respondents gave a number of suggestions related to streamlining processes and paperwork at the volunteer center. Most understood the need to have paperwork, but most desired a simpler, faster check in and check out process. Several suggestions related to having a simplified check-in procedure for volunteers who return for a second or third day of volunteering.

I suggest that after a person has sat through one orientation they could go to work the next morning without going through another orientation each morning-(a lot of time wasted)

A number of people wanted the volunteer recruitment process to more effectively match volunteer skills and resources with work assignments. This included giving more notice of tools and equipment that could be used at the work site, asking about skills and resources of volunteers at check-in and matching work assignments to use them. Volunteers with special skills or equipment (e.g. contractors, chainsaws) proposed that more effort be made to use these assets.

I called the day before I arrived. I specifically asked if they needed chainsaws or Bobcat skid loaders. I was told no. When I arrived, the first thing they asked for were chainsaws and skid loaders. Since I live 150 miles away, I couldn't just run out and grab mine.

A second general theme emerging from respondent comments and suggestions is a clear desire from volunteers to have competent, informed leadership on site during the disaster volunteer experience. Communication among team leaders and between leaders and volunteers was perceived as inconsistent and inadequate by many of the volunteers. Many of the van drivers and ham radio operators were perceived as the clean up team leaders by the volunteers, though that may not have been the role they were in. Respondents indicated that they wanted these team leaders to have more authority and knowledge of the work they were to do in the field. Repeat volunteers expected team leaders to have consistent approaches in working with volunteers doing clean up work.

Pre-trained team leaders in the field could implement some of the specific recommendations made by respondents. For example, they can ensure that water is available at work sites, volunteers take adequate rest/meal breaks, and that volunteers receive on-site information.

If possible, there could be some type of experienced volunteer team that patrols while clean-up is in progress, stopping briefly at each group site to ensure that everyone understands the clean-up procedures.

The importance of reconnaissance prior to sending clean-up teams to the field was also noted. Several volunteers noted that their work could be started sooner if someone had obtained permission to clean up from land owners prior to taking work teams to the site.

Perhaps it would make sense to send a volunteer or 2 out ahead of time so an agenda could be set up by the time volunteers are deployed.

Need strong leadership. Need to be better organized. Someone needs to know what needs to be done first.

Several volunteers suggested that arrangements be made for equipment at work sites to make clean up more efficient. Some indicated that bringing heavy equipment in early would have been more efficient while others believed their work would have been made easier if wheelbarrows and small tools were available.

Several clean up volunteers suggested that a minimum age be set for some volunteer activities. They also noted that youth may require additional supervision on the job from team leaders or experienced volunteers who are used to working with youth.

Discussion

The practical aim of this survey was to obtain feedback from clean up volunteers that may ultimately contribute to making the emergency volunteer center processes and operations more efficient and to increase the likelihood that a ready supply of volunteers can be accessed for future disaster relief efforts. A second aim of the survey was to use the Nebraska disaster volunteer experience as a way to contribute to the disaster literature, increasing knowledge about the impact of disaster work on volunteers. To this end, a second scholarly document will be prepared to complement this report.

The practical lessons learned from this survey can be distilled to several general concepts and recommendations. It is important to keep in mind that chaos is inherent in any disaster response. Given this assumption, and the fact that this was the first time that an emergency volunteer center was set up and operated by Volunteer Partners Inc., the general organization of the response was good. This survey tapped into volunteer perceptions that went beyond the emergency volunteer center to the clean up operation and its organization. While some emergency volunteer functions are actively organized in advance of a disaster, clean up has not enjoyed such a status. The implication from volunteer perceptions is that there may be benefits derived from pre-identifying individuals who could provide volunteer leadership in clean up efforts. Ideally, these individuals would be able to work with emergency management to pre-identify appropriate sequencing of clean up operations to maximize the use of manual labor. They could also help identify and publicize the type of tools and safety equipment that may be needed by volunteers doing manual clean up work.

Anticipating disaster clean up needs may lead to more effective use of unskilled volunteers by pacing their recruitment and deployment according to the clean-up phase. Past studies have indicated that over-mobilization of volunteers at the beginning of disaster relief is not uncommon, but can make it harder to sustain volunteer efforts needed for the long term recovery of an area (Clizbe, 2004; Dynas, 1970; Penner, 2002). Over-mobilization may also contribute to volunteers feeling that their skills, abilities, and time are not being fully used, as was voiced by respondents through this survey.

The people most likely to volunteer for disaster clean up duties in Lancaster County are educated, Caucasian men and women in their middle years. This is consistent with other disaster volunteer data (Wilson, 2000). The implications of this observation can be seen from two view points. First, if these are the most likely volunteers, recruitment efforts can be directed to that population. A second alternative viewpoint may be that other groups were not as well represented in the volunteer effort, pointing to a need for different recruiting strategies. Recruiting from other groups may also create new issues for planners to consider, such as transportation to the emergency volunteer center, a need for

linguistic competence at the center, child care for volunteers, and workplace incentives for volunteering.

Regardless of the demographic targeted for recruiting, it is evident that most people report volunteering for altruistic reasons. Future appeals for disaster volunteers should take advantage of this finding. The majority of the clean up volunteers reported volunteering alone or with family/friends. Some came with work or religious groups, but few came with service clubs or civic organizations. This can again be viewed as a way to narrow future recruitment efforts or as a call to broaden them to reach organizations that did not overwhelmingly contribute volunteers to the clean up effort.

Most respondents indicated they were satisfied with their experience, even when they contributed comments and suggestions to improve the process. The experience of volunteering impacted most respondents in some way. The level of distress reported by respondents was relatively low, but the survey was given more than a year after their experience. Preliminary data indicates that those volunteers who reported higher levels of distress also reported more positive growth experiences that they attribute to their disaster volunteer experience after the May 2004 storms. This association will be explored further to determine what, if any, generalizations can be made that may be helpful in the selection and management of future disaster volunteers. The implication of this finding is that it may be helpful to tell future clean up volunteers that they may expect to experience some subjective distress related to the sights, sounds, smells they are exposed to. They may also be given information about what to do if the distress becomes so great that it begins to interfere with everyday functioning. Our current findings are consistent with past research that suggests distress is positively correlated with personal growth (Armeli, Gunthert, & Cohen, 2001; Tedeschi & Calhoun, 1996; Tedeschi & Calhoun 2003). The May 2004 storm clean up, while presenting some stress to volunteers, did not overwhelm them and was generally a good experience for most.

The many suggestions and comments given by respondents will be forwarded to Volunteer Partners Inc., Lancaster County Emergency Management, and the Lincoln Metropolitan Medical Response System Steering Committee for review. This survey has allowed 622 disaster clean-up volunteers to participate in improving the organization and deployment of future emergency volunteers in Lancaster County. Lessons learned from their collective experience will be shared in a scholarly document that will be submitted for publication and shared with a national audience. The resulting publication will serve as a companion piece to this report.

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Demographic Information

The Valid Percent column of the table reflects those volunteers who responded to the survey. This can be quickly compared to the make up of Lancaster County that is in the adjacent column. Overall the disaster volunteers were older, mostly Caucasian, and more educated than the general demographic makeup of Lancaster County would predict.

What is your gender?

	Frequency	Valid Percent	Lancaster County, 2000 U.S. Census
Valid Male	289	48.2	49.9
Female	311	51.8	50.1
Total	600	100.0	100.0
Missing Resp Skipped	20		
Multiple Responses	2		
Total	22		
Total	622		

Into which of these categories does your age fall?

	Frequency	Valid Percent	Lancaster County, 2000 U.S. Census
Valid 19-24	37	6.1	18.4
25-34	79	13.1	20.1
35-44	98	16.3	20.4
45-54	172	28.5	17.6
55-64	129	21.4	9.6
65-74	74	12.3	7.2
75+	14	2.3	6.7
Total	603	100.0	100.0
Missing Resp Skipped	18		
Multiple Responses	1		
Total	19		
Total	622		

What is the highest level of education that you have completed?

		Frequency	Valid Percent	Lancaster County, 2000 U.S. Census
Valid	Less than 9th grade	7	1.2	2.0
	9th to 12th grade, no diploma	12	2.0	5.8
	High school graduate (or equivalent)	83	13.7	25.6
	Some college, no degree	125	20.7	24.3
	Associate degree	62	10.3	9.0
	Bachelors degree	176	29.1	22.4
	Graduate or professional degree	139	23.0	10.9
	Total	604	100.0	100.0
Missing	Resp Skipped	17		
	Multiple Responses	1		
	Total	18		
Total		622		

What is your race or ethnicity?

		Frequency	Valid Percent	Lancaster County, 2000 U.S. Census
Valid	Non-Hispanic white/ Caucasian	599	99.2	90.1
	American Indian or Alaska Native	2	.3	1.0
	Asian/ Pacific Islander	1	.2	3.3
	Black or African-American	1	.2	3.3
	Other - Middle-Eastern/Israeli	1	.2	2.3
	Total	604	100.0	100.0
Missing	Resp Skipped	18		
Total		622		

Basic Results of All Survey Items

Total Respondents = 622

Q1. Do you volunteer (in any way) on a regular basis?

		Frequency	Valid Percent	Cumulative Percent
Valid	Yes	324	52.4	52.4
	No	294	47.6	100.0
	Total	618	100.0	
Missing	Resp Skipped	4		
Total		622		

Q2. If yes - How often do you volunteer?

		Frequency	Valid Percent	Cumulative Percent
Valid	Once or twice per month	173	54.6	54.6
	Once per week	71	22.4	77.0
	More than once per week	73	23.0	100.0
	Total	317	100.0	
Missing	Resp Skipped	9		
	Multiple Responses	3		
	Designed Skip	293		
	Total	305		
Total		622		

Q3. Was your volunteer work in connection with the May 2004 tornadoes the first time you volunteered to help after a disaster?

		Frequency	Valid Percent	Cumulative Percent
Valid	Yes	512	82.8	82.8
	No	106	17.2	100.0
	Total	618	100.0	
Missing	Resp Skipped	4		
Total		622		

Q4. Please rate your overall satisfaction with the volunteer experience after the May 2004 storms.

		Frequency	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	12	2.0	2.0
	Somewhat Dissatisfied	30	4.9	6.9
	Neutral	31	5.1	11.9
	Somewhat Satisfied	194	31.6	43.6
	Very Satisfied	346	56.4	100.0
	Total	613	100.0	
Missing	Resp Skipped	7		
	Multiple Responses	2		
	Total	9		
Total		622		

Q5. How many days (partial days or entire days) did you volunteer for the May 2004 tornado recovery? (Please enter number of days in the box.)

		Frequency	Valid Percent	Cumulative Percent
Valid	1	389	63.7	63.7
	2	123	20.1	83.8
	3	40	6.5	90.3
	4	17	2.8	93.1
	5	13	2.1	95.3
	6	8	1.3	96.6
	7	6	1.0	97.5
	8	1	.2	97.7
	10	5	.8	98.5
	11	2	.3	98.9
	12	1	.2	99.0
	13	2	.3	99.3
	14	2	.3	99.7
	20	1	.2	99.8
	30	1	.2	100.0
	Total	611	100.0	
Missing	Resp Skipped	11		
Total		622		

Q6. Were you able to volunteer as many days as you wanted to?

		Frequency	Valid Percent	Cumulative Percent
Valid	Yes	325	52.6	52.6
	No	293	47.4	100.0
	Total	618	100.0	
Missing	Resp Skipped	4		
Total		622		

Q7a. Prevented from volunteering more days - Conflict with family time/ child care. - should only have 293 responses.

		Frequency	Valid Percent	Cumulative Percent
Valid	Unchecked	328	77.7	77.7
	Checked	94	22.3	100.0
	Total	422	100.0	
Missing	Resp Skipped	1		
	Designed Skip	199		
	Total	200		
Total		622		

Q7b. Prevented from volunteering more days - Health issues.

		Frequency	Valid Percent	Cumulative Percent
Valid	Unchecked	401	95.0	95.0
	Checked	21	5.0	100.0
	Total	422	100.0	
Missing	Resp Skipped	1		
	Designed Skip	199		
	Total	200		
Total		622		

Q7c. Prevented from volunteering more days - I did not have a good volunteer experience.

		Frequency	Valid Percent	Cumulative Percent
Valid	Unchecked	391	92.7	92.7
	Checked	31	7.3	100.0
	Total	422	100.0	
Missing	Resp Skipped	1		
	Designed Skip	199		
	Total	200		
Total		622		

Q7d. Prevented from volunteering more days - The time of emergency seemed over.

		Frequency	Valid Percent	Cumulative Percent
Valid	Unchecked	392	92.9	92.9
	Checked	30	7.1	100.0
	Total	422	100.0	
Missing	Resp Skipped	1		
	Designed Skip	199		
	Total	200		
Total		622		

Q7e. Prevented from volunteering more days - I needed to return to my job.

		Frequency	Valid Percent	Cumulative Percent
Valid	Unchecked	179	42.4	42.4
	Checked	243	57.6	100.0
	Total	422	100.0	
Missing	Resp Skipped	1		
	Designed Skip	199		
	Total	200		
Total		622		

Q7f. Prevented from volunteering more days - Other (Please specify)

		Frequency	Valid Percent	Cumulative Percent
Valid	Unchecked	344	81.5	81.5
	Checked	78	18.5	100.0
	Total	422	100.0	
Missing	Resp Skipped	1		
	Designed Skip	199		
	Total	200		
Total		622		

Q8. When you volunteered, did you take time off from your job?

		Frequency	Valid Percent	Cumulative Percent
Valid	Yes	234	37.8	37.8
	No	385	62.2	100.0
	Total	619	100.0	
Missing	Resp Skipped	3		
Total		622		

Q8a. How did you take time off from your job to volunteer?

		Frequency	Valid Percent	Cumulative Percent
Valid	I used vacation time	62	24.5	24.5
	I used sick time	1	.4	24.9
	My employer let me off work to volunteer	125	49.4	74.3
	Other (Please specify)	65	25.7	100.0
	Total	253	100.0	
Missing	Resp Skipped	3		
	Multiple Responses	8		
	Designed Skip	358		
	Total	369		
Total		622		

Q9. When you went to the volunteer processing center, did you volunteer alone, or as part of a group?

		Frequency	Valid Percent	Cumulative Percent
Valid	Alone	264	42.6	42.6
	Part of a group	356	57.4	100.0
	Total	620	100.0	
Missing	Resp Skipped	2		
Total		622		

Q9b. Which of the following types of groups did you volunteer with? (Please check all that apply.) - Friend(s)

		Frequency	Valid Percent	Cumulative Percent
Valid	Unchecked	271	74.9	74.9
	Checked	91	25.1	100.0
	Total	362	100.0	
Missing	Resp Skipped	2		
	Designed Skip	258		
	Total	260		
Total		622		

Q9c. Which of the following types of groups did you volunteer with? (Please check all that apply.) - A civic group

		Frequency	Valid Percent	Cumulative Percent
Valid	Unchecked	357	98.6	98.6
	Checked	5	1.4	100.0
	Total	362	100.0	
Missing	Resp Skipped	2		
	Designed Skip	258		
	Total	260		
Total		622		

Q9d. Which of the following types of groups did you volunteer with? (Please check all that apply.) - A religious group

		Frequency	Valid Percent	Cumulative Percent
Valid	Unchecked	296	81.8	81.8
	Checked	66	18.2	100.0
	Total	362	100.0	
Missing	Resp Skipped	2		
	Designed Skip	258		
	Total	260		
Total		622		

Q9e. Which of the following types of groups did you volunteer with? (Please check all that apply.) - A work group

		Frequency	Valid Percent	Cumulative Percent
Valid	Unchecked	265	73.2	73.2
	Checked	97	26.8	100.0
	Total	362	100.0	
Missing	Resp Skipped	2		
	Designed Skip	258		
	Total	260		
Total		622		

Q9f. Which of the following types of groups did you volunteer with? (Please check all that apply.) - Another volunteer group

		Frequency	Valid Percent	Cumulative Percent
Valid	Unchecked	341	94.2	94.2
	Checked	21	5.8	100.0
	Total	362	100.0	
Missing	Resp Skipped	2		
	Designed Skip	258		
	Total	260		
Total		622		

Q9g. Which of the following types of groups did you volunteer with? (Please check all that apply.) - A school group

		Frequency	Valid Percent	Cumulative Percent
Valid	Unchecked	347	95.9	95.9
	Checked	15	4.1	100.0
	Total	362	100.0	
Missing	Resp Skipped	2		
	Designed Skip	258		
	Total	260		
Total		622		

Q9h. Which of the following types of groups did you volunteer with? (Please check all that apply.) - Other (Please specify)

		Frequency	Valid Percent	Cumulative Percent
Valid	Unchecked	326	90.1	90.1
	Checked	36	9.9	100.0
	Total	362	100.0	
Missing	Resp Skipped	2		
	Designed Skip	258		
	Total	260		
Total		622		

Q10a. Rate importance of the following in your decision to volunteer after the disaster - Doing volunteer work relieves me of some of the guilt over being more fortunate than others.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All Important	327	53.7	53.7
	2	106	17.4	71.1
	3	111	18.2	89.3
	4	44	7.2	96.6
	Very Important	21	3.4	100.0
	Total	609	100.0	
Missing	Resp Skipped	13		
Total		622		

Q10b. Rate importance of the following in your decision to volunteer after the disaster - By volunteering I feel less lonely.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All Important	370	60.8	60.8
	2	89	14.6	75.4
	3	81	13.3	88.7
	4	45	7.4	96.1
	Very Important	24	3.9	100.0
	Total	609	100.0	
Missing	Resp Skipped	13		
Total		622		

Q10c. Rate importance of the following in your decision to volunteer after the disaster - Volunteering is a good escape from my own troubles.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All Important	347	57.2	57.2
	2	106	17.5	74.6
	3	76	12.5	87.1
	4	52	8.6	95.7
	Very Important	26	4.3	100.0
	Total	607	100.0	
Missing	Resp Skipped	14		
	Multiple Responses	1		
	Total	15		
Total		622		

Q10d. Rate importance of the following in your decision to volunteer after the disaster - I feel compassion toward people in need.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All Important	8	1.3	1.3
	2	5	.8	2.1
	3	62	10.0	12.2
	4	180	29.2	41.3
	Very Important	362	58.7	100.0
	Total	617	100.0	
Missing	Resp Skipped	5		
Total		622		

Q10e. Rate importance of the following in your decision to volunteer after the disaster - I am concerned about those less fortunate than myself.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All Important	12	2.0	2.0
	2	11	1.8	3.8
	3	62	10.1	13.9
	4	198	32.3	46.2
	Very Important	330	53.8	100.0
	Total	613	100.0	
Missing	Resp Skipped	9		
Total		622		

Q10f. Rate importance of the following in your decision to volunteer after the disaster - I feel it is important to help others.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All Important	2	.3	.3
	2	3	.5	.8
	3	22	3.6	4.4
	4	135	21.8	26.2
	Very Important	456	73.8	100.0
	Total	618	100.0	
Missing	Resp Skipped	4		
Total		622		

Q10g. Rate importance of the following in your decision to volunteer after the disaster - My friends volunteer.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All Important	247	40.7	40.7
	2	94	15.5	56.2
	3	148	24.4	80.6
	4	72	11.9	92.4
	Very Important	46	7.6	100.0
	Total	607	100.0	
Missing	Resp Skipped	15		
Total		622		

Q10h. Rate importance of the following in your decision to volunteer after the disaster - People I'm close to want me to volunteer.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All Important	285	47.1	47.1
	2	104	17.2	64.3
	3	119	19.7	84.0
	4	62	10.2	94.2
	Very Important	35	5.8	100.0
	Total	605	100.0	
Missing	Resp Skipped	17		
Total		622		

Q10i. Rate importance of the following in your decision to volunteer after the disaster - Volunteering is an important activity to the people I know best.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All Important	147	24.3	24.3
	2	89	14.7	38.9
	3	164	27.1	66.0
	4	118	19.5	85.5
	Very Important	88	14.5	100.0
	Total	606	100.0	
Missing	Resp Skipped	15		
	Multiple Responses	1		
	Total	16		
Total		622		

Q10j. Rate importance of the following in your decision to volunteer after the disaster - Volunteering allows me to gain a new perspective on things.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All Important	26	4.2	4.2
	2	35	5.7	10.0
	3	107	17.5	27.4
	4	199	32.5	59.9
	Very Important	246	40.1	100.0
	Total	613	100.0	
Missing	Resp Skipped	9		
Total		622		

Q10k. Rate importance of the following in your decision to volunteer after the disaster - I can explore my own strengths.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All Important	131	21.6	21.6
	2	72	11.9	33.4
	3	175	28.8	62.3
	4	154	25.4	87.6
	Very Important	75	12.4	100.0
	Total	607	100.0	
Missing	Resp Skipped	14		
	Multiple Responses	1		
	Total	15		
Total		622		

Q10L. Rate importance of the following in your decision to volunteer after the disaster - I can learn how to deal with a variety of people.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All Important	119	19.5	19.5
	2	94	15.4	34.9
	3	165	27.0	62.0
	4	143	23.4	85.4
	Very Important	89	14.6	100.0
	Total	610	100.0	
Missing	Resp Skipped	12		
Total		622		

Q10m. Rate importance of the following in your decision to volunteer after the disaster - Volunteering makes me feel better about myself.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All Important	63	10.3	10.3
	2	56	9.2	19.5
	3	130	21.3	40.8
	4	192	31.4	72.2
	Very Important	170	27.8	100.0
	Total	611	100.0	
Missing	Resp Skipped	11		
Total		622		

Q10n. Rate importance of the following in your decision to volunteer after the disaster - Volunteering makes me feel important.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All Important	224	36.8	36.8
	2	94	15.4	52.2
	3	142	23.3	75.5
	4	92	15.1	90.6
	Very Important	57	9.4	100.0
	Total	609	100.0	
Missing	Resp Skipped	13		
Total		622		

Q10o. Rate importance of the following in your decision to volunteer after the disaster - Volunteering makes me feel needed.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All Important	103	16.8	16.8
	2	71	11.6	28.3
	3	141	23.0	51.3
	4	131	21.3	72.6
	Very Important	168	27.4	100.0
	Total	614	100.0	
Missing	Resp Skipped	8		
Total		622		

Q11a. Please indicate your level of agreement with the following statements about your volunteer experience - I was adequately prepared for the work I did.

		Frequency	Valid Percent	Cumulative Percent
Valid	Disagree Strongly	10	1.7	1.7
	Disagree Somewhat	31	5.1	6.8
	Neither Agree nor Disagree	185	30.7	37.5
	Agree Somewhat	177	29.4	66.8
	Agree Strongly	200	33.2	100.0
	Total	603	100.0	
Missing	Resp Skipped	19		
Total		622		

Q11b. Please indicate your level of agreement with the following statements about your volunteer experience - I knew who to talk to if I encountered problems while volunteering.

		Frequency	Valid Percent	Cumulative Percent
Valid	Disagree Strongly	24	3.9	3.9
	Disagree Somewhat	88	14.4	18.3
	Neither Agree nor Disagree	92	15.0	33.3
	Agree Somewhat	206	33.6	66.9
	Agree Strongly	203	33.1	100.0
	Total	613	100.0	
Missing	Resp Skipped	9		
Total		622		

Q11c. Please indicate your level of agreement with the following statements about your volunteer experience - My role as a volunteer was explained well.

		Frequency	Valid Percent	Cumulative Percent
Valid	Disagree Strongly	5	.8	.8
	Disagree Somewhat	37	6.1	6.9
	Neither Agree nor Disagree	72	11.8	18.7
	Agree Somewhat	217	35.5	54.2
	Agree Strongly	280	45.8	100.0
	Total	611	100.0	
Missing	Resp Skipped	9		
	Multiple Responses	2		
	Total	11		
Total		622		

Q11d. Please indicate your level of agreement with the following statements about your volunteer experience - I received adequate support in my volunteer tasks.

		Frequency	Valid Percent	Cumulative Percent
Valid	Disagree Strongly	7	1.2	1.2
	Disagree Somewhat	31	5.1	6.3
	Neither Agree nor Disagree	105	17.3	23.5
	Agree Somewhat	222	36.5	60.0
	Agree Strongly	243	40.0	100.0
	Total	608	100.0	
Missing	Resp Skipped	13		
	Multiple Responses	1		
	Total	14		
Total		622		

Q11e. Please indicate your level of agreement with the following statements about your volunteer experience - I felt like I was assigned more work than I could get done.

		Frequency	Valid Percent	Cumulative Percent
Valid	Disagree Strongly	311	51.7	51.7
	Disagree Somewhat	139	23.1	74.9
	Neither Agree nor Disagree	116	19.3	94.2
	Agree Somewhat	21	3.5	97.7
	Agree Strongly	14	2.3	100.0
	Total	601	100.0	
Missing	Resp Skipped	19		
	Multiple Responses	2		
	Total	21		
Total		622		

Q11f. Please indicate your level of agreement with the following statements about your volunteer experience - I felt my service was appreciated.

		Frequency	Valid Percent	Cumulative Percent
Valid	Disagree Strongly	8	1.3	1.3
	Disagree Somewhat	8	1.3	2.6
	Neither Agree nor Disagree	39	6.4	9.0
	Agree Somewhat	160	26.3	35.4
	Agree Strongly	393	64.6	100.0
	Total	608	100.0	
Missing	Resp Skipped	13		
	Multiple Responses	1		
	Total	14		
Total		622		

Q11g. Please indicate your level of agreement with the following statements about your volunteer experience - The process of registering to volunteer was easy.

		Frequency	Valid Percent	Cumulative Percent
Valid	Disagree Strongly	9	1.5	1.5
	Disagree Somewhat	23	3.8	5.2
	Neither Agree nor Disagree	65	10.6	15.8
	Agree Somewhat	218	35.6	51.5
	Agree Strongly	297	48.5	100.0
	Total	612	100.0	
Missing	Resp Skipped	9		
	Multiple Responses	1		
	Total	10		
Total		622		

Q11h. Please indicate your level of agreement with the following statements about your volunteer experience - I was adequately prepared for what I would see and experience while volunteering after a disaster.

		Frequency	Valid Percent	Cumulative Percent
Valid	Disagree Strongly	8	1.3	1.3
	Disagree Somewhat	34	5.6	6.9
	Neither Agree nor Disagree	122	20.1	27.0
	Agree Somewhat	224	36.8	63.8
	Agree Strongly	220	36.2	100.0
	Total	608	100.0	
Missing	Resp Skipped	14		
Total		622		

Q11i. Please indicate your level of agreement with the following statements about your volunteer experience - My task assignment was clear.

		Frequency	Valid Percent	Cumulative Percent
Valid	Disagree Strongly	16	2.6	2.6
	Disagree Somewhat	63	10.3	13.0
	Neither Agree nor Disagree	63	10.3	23.3
	Agree Somewhat	220	36.1	59.4
	Agree Strongly	247	40.6	100.0
	Total	609	100.0	
Missing	Resp Skipped	13		
Total		622		

Q11j. Please indicate your level of agreement with the following statements about your volunteer experience - I waited too long at the volunteer processing center.

		Frequency	Valid Percent	Cumulative Percent
Valid	Disagree Strongly	193	32.1	32.1
	Disagree Somewhat	103	17.1	49.2
	Neither Agree nor Disagree	116	19.3	68.4
	Agree Somewhat	115	19.1	87.5
	Agree Strongly	75	12.5	100.0
	Total	602	100.0	
Missing	Resp Skipped	20		
Total		622		

Q11k. Please indicate your level of agreement with the following statements about your volunteer experience - My skills were well-utilized.

		Frequency	Valid Percent	Cumulative Percent
Valid	Disagree Strongly	24	4.0	4.0
	Disagree Somewhat	69	11.4	15.3
	Neither Agree nor Disagree	157	25.9	41.2
	Agree Somewhat	207	34.1	75.3
	Agree Strongly	150	24.7	100.0
	Total	607	100.0	
Missing	Resp Skipped	15		
Total		622		

Q11L. Please indicate your level of agreement with the following statements about your volunteer experience - I had too many demands put on me.

		Frequency	Valid Percent	Cumulative Percent
Valid	Disagree Strongly	417	68.5	68.5
	Disagree Somewhat	123	20.2	88.7
	Neither Agree nor Disagree	67	11.0	99.7
	Agree Somewhat	2	.3	100.0
	Total	609	100.0	
Missing	Resp Skipped	13		
Total		622		

Q11m. Please indicate your level of agreement with the following statements about your volunteer experience - I was not given enough to do.

		Frequency	Valid Percent	Cumulative Percent
Valid	Disagree Strongly	222	36.7	36.7
	Disagree Somewhat	107	17.7	54.4
	Neither Agree nor Disagree	124	20.5	74.9
	Agree Somewhat	106	17.5	92.4
	Agree Strongly	46	7.6	100.0
	Total	605	100.0	
Missing	Resp Skipped	15		
	Multiple Responses	2		
	Total	17		
Total		622		

Q11n. Please indicate your level of agreement with the following statements about your volunteer experience - I was treated with respect.

		Frequency	Valid Percent	Cumulative Percent
Valid	Disagree Strongly	4	.7	.7
	Disagree Somewhat	8	1.3	2.0
	Neither Agree nor Disagree	30	4.9	6.9
	Agree Somewhat	164	26.9	33.8
	Agree Strongly	404	66.2	100.0
	Total	610	100.0	
Missing	Resp Skipped	12		
Total		622		

Q11o. Please indicate your level of agreement with the following statements about your volunteer experience - The volunteer processing center was organized.

		Frequency	Valid Percent	Cumulative Percent
Valid	Disagree Strongly	24	3.9	3.9
	Disagree Somewhat	53	8.7	12.6
	Neither Agree nor Disagree	49	8.0	20.7
	Agree Somewhat	204	33.5	54.2
	Agree Strongly	279	45.8	100.0
	Total	609	100.0	
Missing	Resp Skipped	12		
	Multiple Responses	1		
	Total	13		
Total		622		

Q11p. Please indicate your level of agreement with the following statements about your volunteer experience - Procedures were communicated clearly to volunteers.

		Frequency	Valid Percent	Cumulative Percent
Valid	Disagree Strongly	8	1.3	1.3
	Disagree Somewhat	47	7.7	9.0
	Neither Agree nor Disagree	72	11.7	20.7
	Agree Somewhat	206	33.6	54.2
	Agree Strongly	281	45.8	100.0
	Total	614	100.0	
Missing	Resp Skipped	8		
Total		622		

Q11q. Please indicate your level of agreement with the following statements about your volunteer experience - I had the resources needed to complete the job I was given.

		Frequency	Valid Percent	Cumulative Percent
Valid	Disagree Strongly	18	2.9	2.9
	Disagree Somewhat	34	5.6	8.5
	Neither Agree nor Disagree	69	11.3	19.8
	Agree Somewhat	225	36.8	56.6
	Agree Strongly	265	43.4	100.0
	Total	611	100.0	
Missing	Resp Skipped	10		
	Multiple Responses	1		
	Total	11		
Total		622		

Q11r. Please indicate your level of agreement with the following statements about your volunteer experience - The risks of my job were made clear to me.

		Frequency	Valid Percent	Cumulative Percent
Valid	Disagree Strongly	4	.7	.7
	Disagree Somewhat	31	5.1	5.8
	Neither Agree nor Disagree	96	15.8	21.5
	Agree Somewhat	189	31.1	52.6
	Agree Strongly	288	47.4	100.0
	Total	608	100.0	
Missing	Resp Skipped	14		
Total		622		

Q11s. Please indicate your level of agreement with the following statements about your volunteer experience - After I was done volunteering I had a chance to talk with other volunteers about my experience.

		Frequency	Valid Percent	Cumulative Percent
Valid	Disagree Strongly	53	8.7	8.7
	Disagree Somewhat	87	14.3	23.0
	Neither Agree nor Disagree	171	28.1	51.1
	Agree Somewhat	172	28.2	79.3
	Agree Strongly	126	20.7	100.0
	Total	609	100.0	
Missing	Resp Skipped	13		
Total		622		

Q11t. Please indicate your level of agreement with the following statements about your volunteer experience - I had the opportunity to talk with people not involved with the volunteer effort about my experience.

		Frequency	Valid Percent	Cumulative Percent
Valid	Disagree Strongly	38	6.3	6.3
	Disagree Somewhat	41	6.8	13.0
	Neither Agree nor Disagree	167	27.6	40.6
	Agree Somewhat	200	33.0	73.6
	Agree Strongly	160	26.4	100.0
	Total	606	100.0	
Missing	Resp Skipped	16		
Total		622		

Q13a. Which of the following experiences, if any, did you have while volunteering after the disaster? (Please check all that apply.) - I spoke with storm survivors.

		Frequency	Valid Percent	Cumulative Percent
Valid	Unchecked	226	37.0	37.0
	Checked	385	63.0	100.0
	Total	611	100.0	
Missing	Resp Skipped	11		
Total		622		

Q13b. Which of the following experiences, if any, did you have while volunteering after the disaster? (Please check all that apply.) - I saw dead animals.

		Frequency	Valid Percent	Cumulative Percent
Valid	Unchecked	557	91.2	91.2
	Checked	54	8.8	100.0
	Total	611	100.0	
Missing	Resp Skipped	11		
Total		622		

Q13c. Which of the following experiences, if any, did you have while volunteering after the disaster? (Please check all that apply.) - I saw lost or wandering animals.

		Frequency	Valid Percent	Cumulative Percent
Valid	Unchecked	573	93.8	93.8
	Checked	38	6.2	100.0
	Total	611	100.0	
Missing	Resp Skipped	11		
Total		622		

Q13d. Which of the following experiences, if any, did you have while volunteering after the disaster? (Please check all that apply.) - I saw property damage caused by the storms.

		Frequency	Valid Percent	Cumulative Percent
Valid	Unchecked	30	4.9	4.9
	Checked	581	95.1	100.0
	Total	611	100.0	
Missing	Resp Skipped	11		
Total		622		

Q13e. Which of the following experiences, if any, did you have while volunteering after the disaster? (Please check all that apply.) - I saw storm survivors cleaning up their property.

		Frequency	Valid Percent	Cumulative Percent
Valid	Unchecked	138	22.6	22.6
	Checked	473	77.4	100.0
	Total	611	100.0	
Missing	Resp Skipped	11		
Total		622		

Q13f. Which of the following experiences, if any, did you have while volunteering after the disaster? (Please check all that apply.) - I handled someone's personal items (photos, toys, clothes).

		Frequency	Valid Percent	Cumulative Percent
Valid	Unchecked	246	40.3	40.3
	Checked	365	59.7	100.0
	Total	611	100.0	
Missing	Resp Skipped	11		
Total		622		

Q13g. Which of the following experiences, if any, did you have while volunteering after the disaster? (Please check all that apply.) - None of the above apply to me.

		Frequency	Valid Percent	Cumulative Percent
Valid	Unchecked	587	96.1	96.1
	Checked	24	3.9	100.0
	Total	611	100.0	
Missing	Resp Skipped	11		
Total		622		

Q14a. Indicate how much each of these statements applied to you in relation to your disaster volunteer experience - I thought about it when I didn't mean to.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	379	65.0	65.0
	2	97	16.6	81.6
	3	73	12.5	94.2
	4	30	5.1	99.3
	Very Much	4	.7	100.0
	Total	583	100.0	
Missing	Resp Skipped	39		
Total		622		

Q14b. Indicate how much each of these statements applied to you in relation to your disaster volunteer experience - I avoided letting myself get upset when I thought about it or was reminded of it.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	301	50.9	50.9
	2	83	14.0	65.0
	3	127	21.5	86.5
	4	41	6.9	93.4
	Very Much	39	6.6	100.0
	Total	591	100.0	
Missing	Resp Skipped	31		
Total		622		

Q14c. Indicate how much each of these statements applied to you in relation to your disaster volunteer experience - I tried to remove it from memory.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	472	80.4	80.4
	2	65	11.1	91.5
	3	36	6.1	97.6
	4	10	1.7	99.3
	Very Much	4	.7	100.0
	Total	587	100.0	
Missing	Resp Skipped	31		
	Multiple Responses	4		
	Total	35		
Total		622		

Q14d. Indicate how much each of these statements applied to you in relation to your disaster volunteer experience - I had trouble falling asleep or staying asleep because of pictures or thoughts about it that came into my mind.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	496	84.2	84.2
	2	52	8.8	93.0
	3	22	3.7	96.8
	4	13	2.2	99.0
	Very Much	6	1.0	100.0
	Total	589	100.0	
Missing	Resp Skipped	32		
	Multiple Responses	1		
	Total	33		
Total		622		

Q14e. Indicate how much each of these statements applied to you in relation to your disaster volunteer experience - I had waves of strong feelings about it.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	246	42.1	42.1
	2	100	17.1	59.1
	3	146	25.0	84.1
	4	58	9.9	94.0
	Very Much	35	6.0	100.0
	Total	585	100.0	
Missing	Resp Skipped	36		
	Multiple Responses	1		
	Total	37		
Total		622		

Q14f. Indicate how much each of these statements applied to you in relation to your disaster volunteer experience - I had dreams about it.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	459	78.3	78.3
	2	55	9.4	87.7
	3	44	7.5	95.2
	4	17	2.9	98.1
	Very Much	11	1.9	100.0
	Total	586	100.0	
Missing	Resp Skipped	36		
Total		622		

Q14g. Indicate how much each of these statements applied to you in relation to your disaster volunteer experience - I stayed away from reminders of it.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	485	82.9	82.9
	2	70	12.0	94.9
	3	23	3.9	98.8
	4	6	1.0	99.8
	Very Much	1	.2	100.0
	Total	585	100.0	
Missing	Resp Skipped	36		
	Multiple Responses	1		
	Total	37		
Total		622		

Q14h. Indicate how much each of these statements applied to you in relation to your disaster volunteer experience - I felt as if it hadn't happened or wasn't real.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	417	70.4	70.4
	2	74	12.5	82.9
	3	69	11.7	94.6
	4	22	3.7	98.3
	Very Much	10	1.7	100.0
	Total	592	100.0	
Missing	Resp Skipped	28		
	Multiple Responses	2		
	Total	30		
Total		622		

Q14i. Indicate how much each of these statements applied to you in relation to your disaster volunteer experience - I tried not to talk about it.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	436	74.5	74.5
	2	55	9.4	83.9
	3	64	10.9	94.9
	4	22	3.8	98.6
	Very Much	8	1.4	100.0
	Total	585	100.0	
Missing	Resp Skipped	31		
	Multiple Responses	6		
	Total	37		
Total		622		

Q14j. Indicate how much each of these statements applied to you in relation to your disaster volunteer experience - Pictures about it popped into my mind.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	222	37.6	37.6
	2	100	16.9	54.6
	3	125	21.2	75.8
	4	106	18.0	93.7
	Very Much	37	6.3	100.0
	Total	590	100.0	
Missing	Resp Skipped	29		
	Multiple Responses	3		
	Total	32		
Total		622		

Q14k. Indicate how much each of these statements applied to you in relation to your disaster volunteer experience - Other things kept making me think about it.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	303	51.8	51.8
	2	111	19.0	70.8
	3	100	17.1	87.9
	4	51	8.7	96.6
	Very Much	20	3.4	100.0
	Total	585	100.0	
Missing	Resp Skipped	34		
	Multiple Responses	3		
	Total	37		
Total		622		

Q14L. Indicate how much each of these statements applied to you in relation to your disaster volunteer experience - I was aware that I still had a lot of feelings about it, but I didn't deal with them.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	467	79.6	79.6
	2	70	11.9	91.5
	3	38	6.5	98.0
	4	9	1.5	99.5
	Very Much	3	.5	100.0
	Total	587	100.0	
Missing	Resp Skipped	35		
Total		622		

Q14m. Indicate how much each of these statements applied to you in relation to your disaster volunteer experience - I tried not to think about it.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	433	73.1	73.1
	2	76	12.8	86.0
	3	67	11.3	97.3
	4	10	1.7	99.0
	Very Much	6	1.0	100.0
	Total	592	100.0	
Missing	Resp Skipped	28		
	Multiple Responses	2		
	Total	30		
Total		622		

Q14n. Indicate how much each of these statements applied to you in relation to your disaster volunteer experience - Any reminder brought back feelings about it.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	301	51.2	51.2
	2	118	20.1	71.3
	3	103	17.5	88.8
	4	52	8.8	97.6
	Very Much	14	2.4	100.0
	Total	588	100.0	
Missing	Resp Skipped	31		
	Multiple Responses	3		
	Total	34		
Total		622		

Q14o. Indicate how much each of these statements applied to you in relation to your disaster volunteer experience - My feelings about it were kind of numb.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	327	55.3	55.3
	2	115	19.5	74.8
	3	105	17.8	92.6
	4	29	4.9	97.5
	Very Much	15	2.5	100.0
	Total	591	100.0	
Missing	Resp Skipped	30		
	Multiple Responses	1		
	Total	31		
Total		622		

Q14p. Indicate how much each of these statements applied to you in relation to your disaster volunteer experience - My priorities about what is important in life changed.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	164	27.7	27.7
	2	124	21.0	48.7
	3	168	28.4	77.2
	4	98	16.6	93.7
	Very Much	37	6.3	100.0
	Total	591	100.0	
Missing	Resp Skipped	31		
Total		622		

Q14q. Indicate how much each of these statements applied to you in relation to your disaster volunteer experience - I developed an appreciation for the value of my own life.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	114	19.4	19.4
	2	79	13.4	32.8
	3	158	26.9	59.7
	4	146	24.8	84.5
	Very Much	91	15.5	100.0
	Total	588	100.0	
Missing	Resp Skipped	34		
Total		622		

Q14r. Indicate how much each of these statements applied to you in relation to your disaster volunteer experience - I developed new interests.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	302	51.5	51.5
	2	116	19.8	71.3
	3	120	20.5	91.8
	4	37	6.3	98.1
	Very Much	11	1.9	100.0
	Total	586	100.0	
Missing	Resp Skipped	36		
Total		622		

Q14s. Indicate how much each of these statements applied to you in relation to your disaster volunteer experience - I developed a feeling of self-reliance.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	179	30.7	30.7
	2	116	19.9	50.6
	3	181	31.0	81.6
	4	78	13.4	95.0
	Very Much	29	5.0	100.0
	Total	583	100.0	
Missing	Resp Skipped	39		
Total		622		

Q14t. Indicate how much each of these statements applied to you in relation to your disaster volunteer experience - I developed a better understanding of spiritual matters.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	194	32.8	32.8
	2	101	17.1	49.8
	3	181	30.6	80.4
	4	84	14.2	94.6
	Very Much	32	5.4	100.0
	Total	592	100.0	
Missing	Resp Skipped	30		
Total		622		

Q14u. Indicate how much each of these statements applied to you in relation to your disaster volunteer experience - I learned that I can count on people in times of trouble.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	50	8.4	8.4
	2	54	9.1	17.6
	3	158	26.7	44.3
	4	184	31.1	75.3
	Very Much	146	24.7	100.0
	Total	592	100.0	
Missing	Resp Skipped	29		
	Multiple Responses	1		
	Total	30		
Total		622		

Q14v. Indicate how much each of these statements applied to you in relation to your disaster volunteer experience - I established a new path for my life.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	339	57.5	57.5
	2	95	16.1	73.6
	3	120	20.3	93.9
	4	23	3.9	97.8
	Very Much	13	2.2	100.0
	Total	590	100.0	
Missing	Resp Skipped	31		
	Multiple Responses	1		
	Total	32		
Total		622		

Q14w. Indicate how much each of these statements applied to you in relation to your disaster volunteer experience - I developed a sense of closeness with others.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	87	14.5	14.5
	2	106	17.6	32.1
	3	202	33.6	65.7
	4	145	24.1	89.9
	Very Much	61	10.1	100.0
	Total	601	100.0	
Missing	Resp Skipped	21		
Total		622		

Q14x. Indicate how much each of these statements applied to you in relation to your disaster volunteer experience - I developed a willingness to express my emotions.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	279	47.5	47.5
	2	115	19.6	67.1
	3	149	25.4	92.5
	4	34	5.8	98.3
	Very Much	10	1.7	100.0
	Total	587	100.0	
Missing	Resp Skipped	35		
Total		622		

Q14y. Indicate how much each of these statements applied to you in relation to your disaster volunteer experience - I learned I can handle difficulties.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	132	22.4	22.4
	2	89	15.1	37.5
	3	172	29.2	66.7
	4	142	24.1	90.8
	Very Much	54	9.2	100.0
	Total	589	100.0	
Missing	Resp Skipped	33		
Total		622		

Q14z. Indicate how much each of these statements applied to you in relation to your disaster volunteer experience - I'm able to do better things with my life.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	226	38.3	38.3
	2	137	23.2	61.5
	3	148	25.1	86.6
	4	61	10.3	96.9
	Very Much	18	3.1	100.0
	Total	590	100.0	
Missing	Resp Skipped	31		
	Multiple Responses	1		
	Total	32		
Total		622		

Q14aa. Indicate how much each of these statements applied to you in relation to your disaster volunteer experience - I am better able to accept the way things work out.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	169	28.8	28.8
	2	107	18.2	47.0
	3	185	31.5	78.5
	4	97	16.5	95.1
	Very Much	29	4.9	100.0
	Total	587	100.0	
Missing	Resp Skipped	35		
Total		622		

Q14bb. Indicate how much each of these statements applied to you in relation to your disaster volunteer experience - I learned to appreciate each day.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	102	17.3	17.3
	2	98	16.7	34.0
	3	168	28.6	62.6
	4	139	23.6	86.2
	Very Much	81	13.8	100.0
	Total	588	100.0	
Missing	Resp Skipped	33		
	Multiple Responses	1		
	Total	34		
Total		622		

Q14cc. Indicate how much each of these statements applied to you in relation to your disaster volunteer experience - New opportunities are available which wouldn't have been otherwise.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	319	54.3	54.3
	2	95	16.2	70.4
	3	114	19.4	89.8
	4	33	5.6	95.4
	Very Much	27	4.6	100.0
	Total	588	100.0	
Missing	Resp Skipped	34		
Total		622		

Q14dd. Indicate how much each of these statements applied to you in relation to your disaster volunteer experience - I developed compassion for others.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	39	6.6	6.6
	2	58	9.8	16.3
	3	154	25.9	42.3
	4	193	32.5	74.7
	Very Much	150	25.3	100.0
	Total	594	100.0	
Missing	Resp Skipped	27		
	Multiple Responses	1		
	Total	28		
Total		622		

Q14ee. Indicate how much each of these statements applied to you in relation to your disaster volunteer experience - I put a renewed effort into my relationships.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	199	34.1	34.1
	2	123	21.1	55.2
	3	164	28.1	83.4
	4	76	13.0	96.4
	Very Much	21	3.6	100.0
	Total	583	100.0	
Missing	Resp Skipped	39		
Total		622		

Q14ff. Indicate how much each of these statements applied to you in relation to your disaster volunteer experience - I'm more likely to try to change things which need changing.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	192	32.9	32.9
	2	124	21.3	54.2
	3	146	25.0	79.2
	4	94	16.1	95.4
	Very Much	27	4.6	100.0
	Total	583	100.0	
Missing	Resp Skipped	38		
	Multiple Responses	1		
	Total	39		
Total		622		

Q14gg. Indicate how much each of these statements applied to you in relation to your disaster volunteer experience - I have a stronger religious faith.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	203	34.5	34.5
	2	103	17.5	52.0
	3	160	27.2	79.3
	4	76	12.9	92.2
	Very Much	46	7.8	100.0
	Total	588	100.0	
Missing	Resp Skipped	34		
Total		622		

Q14hh. Indicate how much each of these statements applied to you in relation to your disaster volunteer experience - I discovered that I'm stronger than I thought I was.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	176	29.6	29.6
	2	90	15.2	44.8
	3	189	31.8	76.6
	4	97	16.3	92.9
	Very Much	42	7.1	100.0
	Total	594	100.0	
Missing	Resp Skipped	28		
Total		622		

Q14ii. Indicate how much each of these statements applied to you in relation to your disaster volunteer experience - I learned a great deal about how wonderful people are.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	50	8.4	8.4
	2	46	7.7	16.1
	3	150	25.2	41.3
	4	178	29.9	71.3
	Very Much	171	28.7	100.0
	Total	595	100.0	
Missing	Resp Skipped	24		
	Multiple Responses	3		
	Total	27		
Total		622		

Q14jj. Indicate how much each of these statements applied to you in relation to your disaster volunteer experience - I now accept needing others.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	179	30.6	30.6
	2	106	18.1	48.7
	3	199	34.0	82.7
	4	80	13.7	96.4
	Very Much	21	3.6	100.0
	Total	585	100.0	
Missing	Resp Skipped	36		
	Multiple Responses	1		
	Total	37		
Total		622		

Q15a. Indicate how much each of these statements applies to you in relation to your disaster volunteer experience - I found the experience rewarding.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	17	2.8	2.8
	2	24	4.0	6.8
	3	72	11.9	18.7
	4	207	34.3	53.0
	Very Much	284	47.0	100.0
	Total	604	100.0	
Missing	Resp Skipped	17		
	Multiple Responses	1		
	Total	18		
Total		622		

Q15b. Indicate how much each of these statements applies to you in relation to your disaster volunteer experience - I felt I made a difference.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not At All	15	2.4	2.5	2.5
	2	38	6.1	6.4	8.9
	3	121	19.5	20.2	29.1
	4	251	40.4	42.0	71.1
	Very Much	173	27.8	28.9	100.0
	Total	598	96.1	100.0	
Missing	Resp Skipped	22	3.5		
	Multiple Responses	2	.3		
	Total	24	3.9		
Total		622	100.0		

Q15c. Indicate how much each of these statements applies to you in relation to your disaster volunteer experience - I gained increased skills in helping people.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	164	27.7	27.7
	2	116	19.6	47.2
	3	165	27.8	75.0
	4	116	19.6	94.6
	Very Much	32	5.4	100.0
	Total	593	100.0	
Missing	Resp Skipped	28		
	Multiple Responses	1		
	Total	29		
Total		622		

Q15d. Indicate how much each of these statements applies to you in relation to your disaster volunteer experience - I understood myself more after the experience.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	197	33.4	33.4
	2	129	21.9	55.3
	3	177	30.0	85.3
	4	63	10.7	95.9
	Very Much	24	4.1	100.0
	Total	590	100.0	
Missing	Resp Skipped	31		
	Multiple Responses	1		
	Total	32		
Total		622		

Q15e. Indicate how much each of these statements applies to you in relation to your disaster volunteer experience - I learned about different types of problems and how to help people in those situations.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	119	20.1	20.1
	2	107	18.1	38.2
	3	186	31.5	69.7
	4	121	20.5	90.2
	Very Much	58	9.8	100.0
	Total	591	100.0	
Missing	Resp Skipped	29		
	Multiple Responses	2		
	Total	31		
Total		622		

Q15f. Indicate how much each of these statements applies to you in relation to your disaster volunteer experience - I improved my ability to communicate with those who have experienced trauma.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	159	26.8	26.8
	2	126	21.2	48.1
	3	171	28.8	76.9
	4	99	16.7	93.6
	Very Much	38	6.4	100.0
	Total	593	100.0	
Missing	Resp Skipped	28		
	Multiple Responses	1		
	Total	29		
Total		622		

Q15g. Indicate how much each of these statements applies to you in relation to your disaster volunteer experience - I experienced personal growth.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	95	16.0	16.0
	2	95	16.0	32.1
	3	186	31.4	63.5
	4	144	24.3	87.8
	Very Much	72	12.2	100.0
	Total	592	100.0	
Missing	Resp Skipped	28		
	Multiple Responses	2		
	Total	30		
Total		622		

Q15h. Indicate how much each of these statements applies to you in relation to your disaster volunteer experience - I felt a deeper sense of community after volunteering.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	46	7.8	7.8
	2	42	7.1	14.8
	3	144	24.3	39.1
	4	195	32.9	72.0
	Very Much	166	28.0	100.0
	Total	593	100.0	
Missing	Resp Skipped	26		
	Multiple Responses	3		
	Total	29		
Total		622		

Q15i. Indicate how much each of these statements applies to you in relation to your disaster volunteer experience - The experience was empowering.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	92	15.6	15.6
	2	89	15.1	30.6
	3	175	29.6	60.2
	4	143	24.2	84.4
	Very Much	92	15.6	100.0
	Total	591	100.0	
Missing	Resp Skipped	28		
	Multiple Responses	3		
	Total	31		
Total		622		

Q15j. Indicate how much each of these statements applies to you in relation to your disaster volunteer experience - Volunteering was a source of healing for me.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	220	37.2	37.2
	2	112	18.9	56.1
	3	148	25.0	81.1
	4	75	12.7	93.8
	Very Much	37	6.3	100.0
	Total	592	100.0	
Missing	Resp Skipped	28		
	Multiple Responses	2		
	Total	30		
Total		622		

Q15k. Indicate how much each of these statements applies to you in relation to your disaster volunteer experience - I felt less like a victim after volunteering.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	282	48.0	48.0
	2	90	15.3	63.3
	3	148	25.2	88.4
	4	46	7.8	96.3
	Very Much	22	3.7	100.0
	Total	588	100.0	
Missing	Resp Skipped	31		
	Multiple Responses	3		
	Total	34		
Total		622		

Q15L. Indicate how much each of these statements applies to you in relation to your disaster volunteer experience - I realized that I had skills which I had not used before.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	238	40.0	40.0
	2	133	22.4	62.4
	3	137	23.0	85.4
	4	56	9.4	94.8
	Very Much	31	5.2	100.0
	Total	595	100.0	
Missing	Resp Skipped	25		
	Multiple Responses	2		
	Total	27		
Total		622		

Q15m. Indicate how much each of these statements applies to you in relation to your disaster volunteer experience - It was enjoyable to help people.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	8	1.3	1.3
	2	12	2.0	3.3
	3	49	8.1	11.4
	4	189	31.3	42.8
	Very Much	345	57.2	100.0
	Total	603	100.0	
Missing	Resp Skipped	18		
	Multiple Responses	1		
	Total	19		
Total		622		

Q15n. Indicate how much each of these statements applies to you in relation to your disaster volunteer experience - I experienced spiritual growth.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	195	33.2	33.2
	2	105	17.9	51.1
	3	160	27.3	78.4
	4	93	15.8	94.2
	Very Much	34	5.8	100.0
	Total	587	100.0	
Missing	Resp Skipped	34		
	Multiple Responses	1		
	Total	35		
Total		622		

Q15o. Indicate how much each of these statements applies to you in relation to your disaster volunteer experience - The experience increased my satisfaction with life.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	89	15.1	15.1
	2	94	15.9	31.0
	3	203	34.3	65.3
	4	135	22.8	88.2
	Very Much	70	11.8	100.0
	Total	591	100.0	
Missing	Resp Skipped	30		
	Multiple Responses	1		
	Total	31		
Total		622		

Q15p. Indicate how much each of these statements applies to you in relation to your disaster volunteer experience - I was happy to be able to help others.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	3	.5	.5
	2	5	.8	1.3
	3	39	6.5	7.8
	4	139	23.0	30.8
	Very Much	418	69.2	100.0
	Total	604	100.0	
Missing	Resp Skipped	14		
	Multiple Responses	4		
	Total	18		
Total		622		

Q15q. Indicate how much each of these statements applies to you in relation to your disaster volunteer experience - I felt proud of the work I did.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	15	2.5	2.5
	2	43	7.1	9.6
	3	114	18.9	28.6
	4	190	31.6	60.1
	Very Much	240	39.9	100.0
	Total	602	100.0	
Missing	Resp Skipped	18		
	Multiple Responses	2		
	Total	20		
Total		622		

Q15r. Indicate how much each of these statements applies to you in relation to your disaster volunteer experience - I felt a sense of solidarity with other volunteers.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All	48	8.1	8.1
	2	70	11.7	19.8
	3	152	25.5	45.3
	4	214	35.9	81.2
	Very Much	112	18.8	100.0
	Total	596	100.0	
Missing	Resp Skipped	25		
	Multiple Responses	1		
	Total	26		
Total		622		

Q16. Please rate how willing you would be to participate as a volunteer after another disaster situation. Click the circle corresponding with your rating on a scale from '1' to '5', with '1' being 'Not At All Willing' and '5' being 'Very Willing'.

		Frequency	Valid Percent	Cumulative Percent
Valid	Not At All Willing	6	1.0	1.0
	2	8	1.3	2.3
	3	32	5.2	7.5
	4	116	19.0	26.5
	Very Willing	449	73.5	100.0
	Total	611	100.0	
Missing	Resp Skipped	8		
	Multiple Responses	3		
	Total	11		
Total		622		

Examples of Specific Suggestions

Resources for clean up operation

- Document/Photograph recovery, through UNL libraries &/or county libraries, could be integrated into disaster management plan
- Get wheel barrows to use, buckets take to many trips to the curb to empty.
- I wish there would have been more water available
- Possibly have bottled water at the site
- Have a cleaner place to rest and eat.
- Meals out in the field be more on time, as we had to wait a long time for a meal.
- Have more dumpsters available.
- In our case it would have help to have some hand tools i.e. hammer, sledge hammer, crow bar
- Thousands of snacks were donated by UNL employees - but they all stayed at the Volunteer Check In place. Throughout the day we worked hard and sweated off many calories - it would be good to have something to eat available all day. They came around w/ drinks. At lunchtime there was no where to wash your hands before eating.

Effectively communicating with volunteers

- Be sure communications are accurate with the mass media.
- Be sure workers are left w/ a communication device and phone # in case of emergency.
- Have a website: People can click on for times, place, what jobs/resources needed
- I had some difficulty getting a phone number to call to inquire about volunteering. Contact numbers should be more readily available.
- If a call is sent out for volunteers, be sure there is enough work lined up to keep them busy all day.
- Letting everyone know where to go to register for volunteering immediately after the disaster; time, place, etc

For disaster planners

- Not wait 1.5 years to get feedback on our experiences!
- I would like to see Section 81-1391 of the State of Nebraska Statutes amended so that in a disaster, if the EOC activates an EVC, that volunteers who work for the state and who are registered as EVC volunteers could have authorized leave much as Red Cross volunteers do.
- Emergency Volunteer Centers are activated by the Government emergency management centers. It would be helpful if there's a law that state employees be given management leave time to staff these emergency volunteer centers.
- It would be nice if employers would allow their staff the time off w/pay to volunteer in times of crisis or disaster.
- Encourage local businesses to allow flexibility in employee schedules so that they are able to volunteer as the need arises.
- I volunteer with the motorist assist program (NE MAP) sponsored by the Highway Patrol. Perhaps these vans & the volunteers could be used in the future if needed for help in controlling traffic.
- Get more corporate & government equipment in first.

Volunteer deployment process

- Need better assessment of situation and possible solutions.
- For this event a later starting time (8:30 for volunteers instead of 7:30) would have helped although volunteers were chewing at the bit at 7 to get in a full days work.
- get permission from landowner ahead of time.
- Have a better way of contacting owners to get permission to do volunteering on their property.
- Need a mental health and medical professionals at Emergency Volunteer Center
- More signs outside building indicating where volunteers should gather.
- Perhaps alphabetized tables to signup - so when you returned, the volunteers wouldn't have to look through so many pages to check a person out.
- Lines could have been more clearly indicated to show the volunteers where they were going and what they needed to do.

- In the future, if there are organizations providing large numbers of volunteers provide those organizations with paperwork and forms needed by the center so the forms can be completed prior to the arrival at the processing center.

Volunteer work force issues

- There should be a strict age limit to volunteer. Some came with small children causing safety problems, etc.
- Specify the age minimum
- I would suggest young children not be assigned work better left to young adults and adults
- Better identification of needs, solutions to those needs, and prioritizing of needs. What can an unskilled volunteer really do to help another individual?
- Considerations for safety - how to lift heavy objects.
- I do remember that there was a group of prisoners walking the road alongside our worksite and this causing some concern to the volunteers (middleschool & high school age students) and adult volunteers/chaperones.

Leadership

- If possible, there could be some type of experienced volunteer team that patrols while clean-up is in progress, stopping briefly at each group site to ensure that everyone understands the clean-up procedures.
- Perhaps it would make sense to send a volunteer or 2 out ahead of time so an agenda could be set up by the time volunteers are deployed
- I was a team leader and I had people working with me that were not dressed properly and had no business being put in some of the situations they were.
- I think there should be a lot of emphasis on why certain tasks are being performed if it looks like busywork.
- An ongoing up-to-date listing of who was doing what, who was responsible for what - would have been helpful.
- I think it would be easier if the person in charged wore a shirt of something noticing so it was always easy to find them in case of an emergency
- I think there needs to be daily clean up leaders who have had prior experience in such a mess so they can better direct the manual labor & coordinate the heavy equipment.