

VOLUNTEERISM & PHILANTHROPY IN THE WORKPLACE

A VolunTold 2020 Initiative

EXPECTATIONS

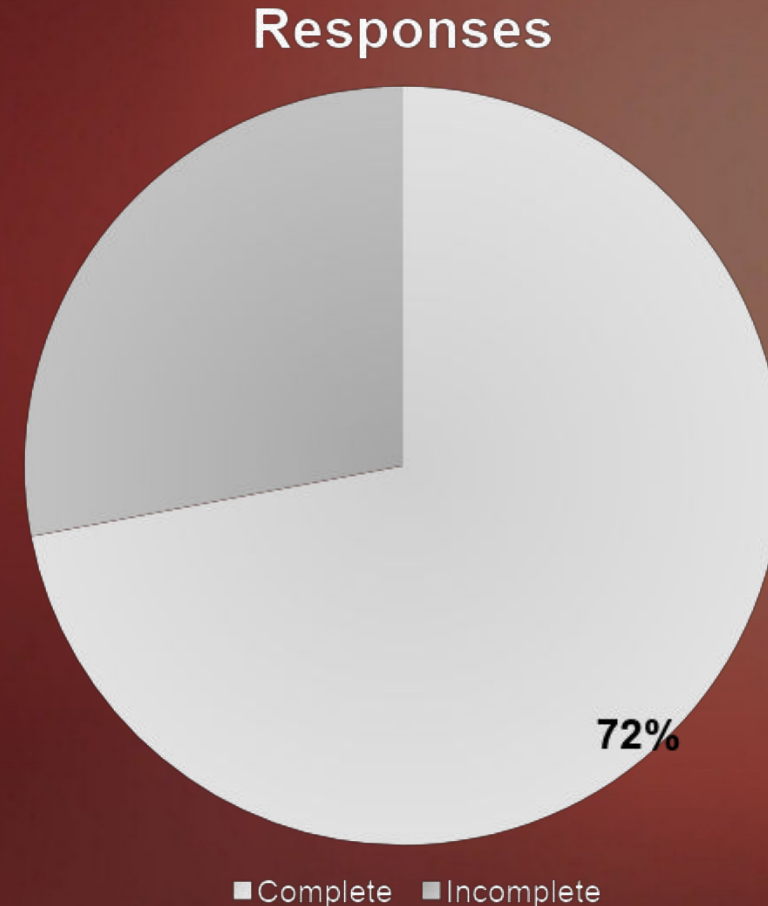
- A Phone Survey of 500-1000 Individuals to determine attitudes toward volunteerism and philanthropy in the workplace
- VolunTold completed the survey design
- Contract Research Organization (CRO) executed the survey
- Funding for CRO was via grant funding

DATA SET RETURNED

The contract called for a minimum of 500 complete responses to the VolunTold survey. CRO did not fulfill that obligation.

CRO returned a data set containing 636 responses.

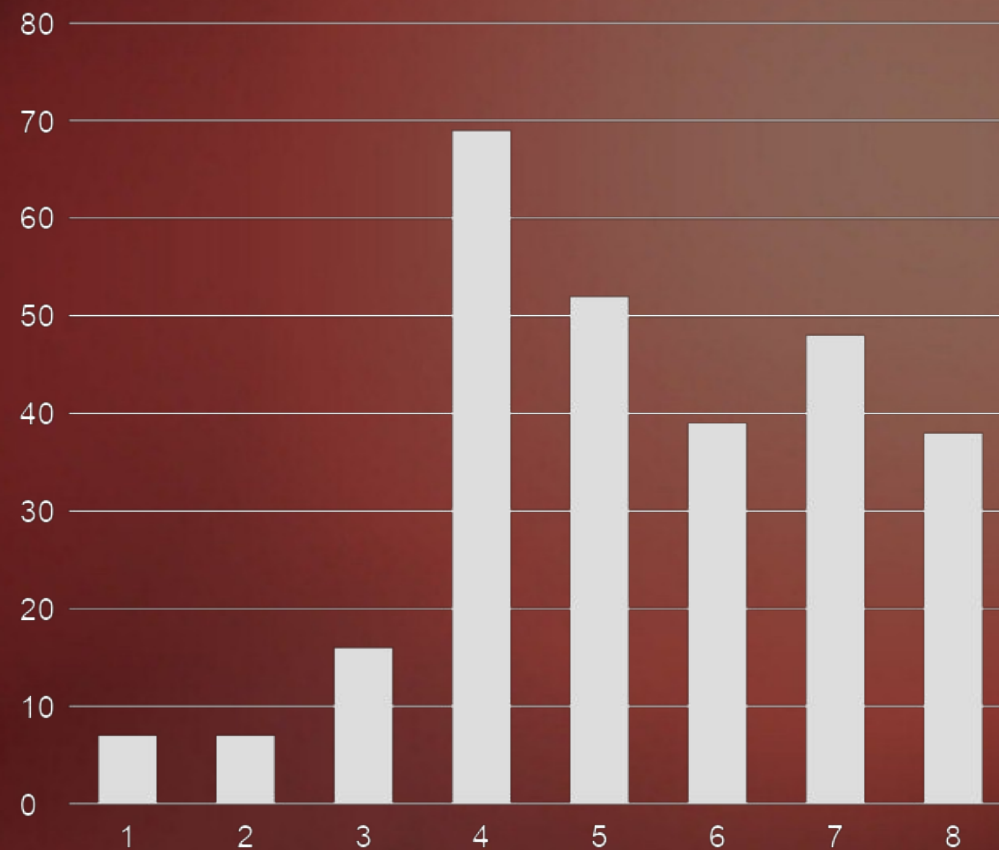
- 178 of the responses were incomplete



DATA SET RETURNED

VolunTold provided a specific code framework for coding survey participant responses.

In the first eight survey questions, CRO provided data that did not fit the VolunTold coding model for 276 responses.



CODING ERROR EXAMPLE

- Question

In the previous calendar year, have you donated money or goods to charity programs coordinated by your employer?

- Answers

- 0: No answer, don't know
- 1: No
- 2: Yes

- Coded Answers by CRO

Answers included numbers 3 through 9
THIRTY EIGHT times.

WHAT DOES THIS MEAN?

- The data set returned by CRO does not meet the requirements set by VolunTold for quantity or accuracy, and cannot be used for our planned research.
 - The presence of such a large number of coding errors and failing to return the minimum complete data set raises questions about the integrity of the data presented.
 - The fact that these easily-caught errors were allowed to pass through to our organization raises questions about CRO's organizational quality control and integrity.

WHAT'S NEXT

- Notify CRO of our concerns about the data
- Notify the VolunTold Board of Directors of the issue with CRO and the data returned
- Evaluate the contract with CRO to determine possible recourse
- Inform our grant funding source of the problems with the CRO and the returned data set, and work with the grant source to ensure compliance with funding guidelines and protect VolunTold's organizational integrity