**Future Paws-A-Bilities**

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LEAD 311: Needs Assessment

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# Part 1 – Assessment Introduction and Plan

# Needs Assessment Overview and Introduction

**Name of the project:** Future Paws-A-Bilities

**Organization overview**
Pas-A-Tive Pals (PP) is a small, fast-growing nonprofit therapy dog organization located in a suburban city. It aims to enhance the well-being of residents living in assisted-living facilities through certified therapy dog visits. Additionally, it provides dog safety programs for children and “read-to-dog" programs for local school children. The organization conducts hundreds of visits each year and has doubled its visits over the past two years. The organization is structured with a three-member board of directors, 75 visiting dog-team members and non-visiting support members. The three-member board of directors and three officers make up the organization’s governance team. The organization is supported through donations and grants from various sources and funding initiatives. All of its members and officers are volunteers and receive no financial compensation.

**Assessment description**
The assessment will focus on a number of problem areas and issues that have been preliminarily identified. The organization has experienced rapid growth and conversely rapid turnover in its governing body. Challenges in recruiting members for leadership positions have ensued due to confusion and a lack of understanding of the established roles, as founding members have left the organization. A lack of organizational history, management experience among leaders, and absence of formalized job descriptions or training programs for leadership and volunteer roles has compounded the issues. Additionally, there are also concerns related to adherence to governmental regulations and whether the organization is meeting compliance.

The needs assessment will focus on required performance versus the current performance. What is working or not working to create a sustainable interest among PP members in pursuing officer and board member roles. Identify required skills and knowledge and what job descriptions and formalized training programs should be established for leaders, visiting dog team members, and non-visiting support members to improve turnover rates and staff tenure. The assessment will look at how well the organization communicates its organizational structure, services, strategy, and opportunities to its volunteer members. Finally, we will assess how effectively the current funding is supporting the organization and identify solutions to improve and support the organization's programs and needs.

**Business Case**
A well-structured training program and clearly defined roles and responsibilities are essential for driving positive outcomes within a company. For an organization with a limited budget such as Paws-A-Tive Pals, creating and implementing such a process can be challenging if not led properly. Compliance and legal obligations also play a key role, as it is important to ensure that any necessary training is identified and that the company's resources, such as visiting dog teams, are certified, licensed, and insured. Without proper onboarding and training, the company risks operational challenges, potential fines, loss of funding, or even shutdowns if standards are not met. Additionally, customer service could suffer as team members without direction may experience frustration and confusion, which could negatively impact client interactions. Strategically, as the company continues to grow at an accelerated rate, developing a robust training process is vital. This is not only to sustain growth but also to attract and retain high-level board members who require a clear sense of direction. Furthermore, having a well-defined leadership roles and training plan can positively impact volunteer morale, helping to reduce turnover and stabilize board membership, contributing to the organization's overall success.

## Charter - Problem Statement/ Business Case

Project Name: Future Paws-A-Bilities

|  |
| --- |
| 1. Introduction/Background to the Problem:
* *Retention of leadership roles*
* *Double growth, no clear expectations*
* *Strategy to handle growth is non-existent*
* *Low budget*
* *Company structure*
* *Lack of defined job descriptions*
* *No formal training program*
 |
| 1. Specific Problem Statement:Over the past two years, Paws-A-Tive Pals has seen its programming double with now over 100 visits a year but does not have enough adequately trained volunteers to manage this growth.
 |
| 1. Current Situation and Importance of the Problem/Issue:

Currently, the company is growing in terms of revenue but is also losing volunteers and board members. We will focus on identifying and implementing key training programs all organization members will be required to attend, as well as developing a training list that members are required to attend upon starting their volunteer role. |
| 1. Explanation of “Why Training”

Training will help resolve the problem because once volunteers and board members are adequately trained, they will be more likely to stay in their positions and know the specifics of their role in the company. They will be prepared to properly support their roles and organizational programs. Training will also help with company growth in a way of having a one-way plan of action.  |
| 1. Estimates of Organization Benefits (Financial & non-Financial) in the following:
* Compliance - Will help Paws-a-Tive Pals prevent fines, penalties, and the loss of grants and funding due to non-compliance. Training can help the officers and board members understand the specific requirements of grants and ensure funding is used appropriately.
* Financial - Financial training can help the organization save money and earn more money. Training officers and board members in how to accurately report finances will result in concise record keeping and reporting, building confidence and trust with donors. Financial training can provide members with the skills necessary to write successful grant proposals for additional funding.
* Operations - This training can help the officers develop the knowledge of the organizations Standard Operating Procedures (SOPs), allowing board members to identify and correct problems early. This will facilitate an efficient organization that supports its volunteers effectively.
* Customer service - Training volunteer members in customer services will help address client and donor needs, create positive experiences, and build loyalty. Donors, members, and clients who are satisfied and happy are more likely to continue supporting the organization.
* Organizational Structure and Strategy: Training officers, board members, and volunteers on the organization’s vision, mission, and values is essential to building a strong, cohesive, and efficient team that works towards a common purpose. Clear roles, responsibilities, and expectations are important for people to understand requirements and feel they are accomplishing the task. Detailed job descriptions can help identify members and volunteers who are the right fit whereby reducing turnover.
 |
| 1. Schedule EstimateThe estimated TNA is expected to take 6-8 weeks. This time involves identifying the gaps, collecting data, analyzing data, developing objectives, and identifying solutions. The timeline and length of the assessment will depend on the number of areas the organization wishes to assess, the amount of data to analyze, and the availability of the volunteer members involved.
 |
| 1. Project Team/Stakeholders
* Founders
* Officers
* Board of Directors
* Member Volunteers
* SME’s
* Clients
* Project Manager
* Data Collector
 |

## Kick-Off Meeting Agenda

|  |  |  |  |
| --- | --- | --- | --- |
| **Project Name**: | Future Paws-A-Bilities | **Date**: | 09/03/2024 |

**Meeting Objective**: To define the scope and purpose of the training needs assessment, identify key stakeholders and their roles, discuss vital skills and competencies within Paws-A-Tive Pals, and establish a procedure for gathering and analyzing data to determine specific training requirements.

**Agenda**:

* Team Welcome and Introductions
* Project Purpose and Objectives
	+ Business Needs, Performance Needs, Learning Needs, and Learner Needs
* Key Deliverables and Expectations
* Timeline and Key Milestones
* Scope & Budget of the TNA Project
* Roles and Responsibilities
* Communication Platform and Distribution List
* Questions
* Next Steps, Action Items, and Meeting Schedule

|  |  |  |
| --- | --- | --- |
| **Action Item(s)** | **Assigned Individual** | **Deadline** |
| Create project distribution list, TEAMS group for communication, and calendar invitations for scheduled meetings. | Project Manager | 9/7 |
| Distribute meeting minutes from kickoff meeting. | Project Manager | 9/8 |
| Develop a summary document outlining the project purpose, objectives, deliverable, schedule, and budget. | Project Manager/Data Analyst | 9/8 |
| Create interview questions and a list of assessments. | Project Manager | 9/15 |
| Collect business data, metrics, and reports | Data Collector | 9/15 |
| Analyze Data | Data Analyst | 9/22 |
| Risk Assessment | Data Analyst | 9/30 |
| Address questions from kickoff meeting. | Project Manager | 9/8 |

Date/time of next meeting:9/10/2024, 7PM EST

## Needs Assessment Scheduling

|  |  |  |  |
| --- | --- | --- | --- |
| Prepared by: | Project Manager | Date: | 09/07/2024 |

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Project Phase | Activity | Sub-Activity | Owner | Time | Week 2` | Week 3 | Week 4 | Week 5 | Week 6 | Week 7 | Week 8 |
| Phase 1 | Initial Planning | Define objectives | Project Manager | 2 hrs  |  |  |  |  |  |  |  |
|  |  | Identify stakeholders |  | 1 hrs |  |  |  |  |  |  |  |
|  |  | Develop timeline | Project Manager | 1 hrs |  |  |  |  |  |  |  |
| Phase 2 | Survey & Interviews | Design survey | Data Collector  | 40 hrs  |  |  |  |  |  |  |  |
|  |  | Conduct interviews and assessments | Data Collector  | 20 hrs |  |  |  |  |  |  |  |
|  |  | Gather existing data | Data Collector  | 8 hrs |  |  |  |  |  |  |  |
|  |  | Survey Founders | Data Collector  | 4 hrs |  |  |  |  |  |  |  |
|  |  | Survey Officers | Data Collector  | 4 hrs |  |  |  |  |  |  |  |
|  |  | Survey Board of Directors | Data Collector  | 4 hrs |  |  |  |  |  |  |  |
|  |  | Survey Volunteers | Data Collector  | 4 hrs |  |  |  |  |  |  |  |
|  |  | Survey SMEs | Data Collector  | 4 hrs  |  |  |  |  |  |  |  |
| Pase 3 | Data Analysis | Analyze survey results | Data Analyst | 16 hrs |  |  |  |  |  |  |  |
|  |  | Compile interview findings | Data Analyst | 24 hrs |  |  |  |  |  |  |  |
|  |  | Review existing data | Data Analyst | 4 hrs  |  |  |  |  |  |  |  |
| Phase 4 | Reporting | Draft report | Data Analyst | 24 Hrs |  |  |  |  |  |  |  |
|  |  | Review and revise report | Data Analyst | 8 Hrs |  |  |  |  |  |  |  |
|  |  | Finalize report | Project Manager /Data Analyst | 8 Hrs |  |  |  |  |  |  |  |
| Phase 5 | Presentation | Prepare presentation | Data Collector /Data Analyst | 16 hrs |  |  |  |  |  |  |  |
|  |  | Present findings to stakeholders | Data Collector /Data Analyst | 1 hr |  |  |  |  |  |  |  |
|  |  | Gather feedback |  | 1 hr |  |  |  |  |  |  |  |

# Part 2 – Methodology: Data Collection Plan

## Methodology Section Introduction

Paws-A-Tive Pals is a growing organization that is facing challenges in retaining its board member and officer roles. As an organization, it must understand the root cause and identify and implement solutions to reverse this negative trend. Both quantitative and qualitative data collection methods will be used during the TNA to identify the organization’s need and gather a comprehensive view of the issues. Quantitative surveys targeting volunteers will be sent out to identify data trends such as volunteer demographics, performance analysis, individual learning preferences, and gaps in areas such as organizational knowledge, onboarding, safety training, and compliance. Interviews and assessments will be conducted to gather qualitative data that include personal experiences and individual perspectives. This strategy, that includes open-ended questions and offers less structure, may provide opportunities for volunteers to be transparent about daily experiences and offer insight to trends by facilitating more personal, individual connections.

The data collected will be discussed and analyzed in detail later in this report and will be used to provide recommendations and solutions regarding the organizations development of a formal training program informing and educating Paws-A-Tive Pals volunteers to increase interest and retention in board member and officer roles along with implementing a standard training program for the organization and its volunteers.

## Data Collection Plan Introduction

A data collection plan is essential for a needs assessment because it ensures that the information gathered is accurate, relevant, and aligned with specific goals. It allows for efficient use of resources, avoids unnecessary data collection, and provides consistency across different sources. By defining roles and timelines, the plan maintains accountability and ensures tasks are completed on time. Ultimately, it leads to evidence-based decisions that effectively address gaps and drive meaningful improvements.

## Data Collection Plan Table

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Data Collection Tool | Metric | Description | Intended Use | Collectors | Storage | Frequency |
| Survey  | Volunteers/ Board Members Skill/ Knowledge  | Skills and knowledge of Volunteers  | To understand the Volunteers & Board Members skills and knowledge of organizational roles | Data Collector | Electronic Survey | Everyday for 1 week |
| Assessment | Skill/Training Assessment  | Process to train volunteers and Board members and specific skills and knowledge areas | To understand existing training, gap in training, identify training needs, and evaluate the effectiveness of training programs | Data Collector | Electronic Survey | Everyday for 1 week |
| Survey | Compliance/Safety Survey  | Dog training and safety  | To understand how the dogs are trained and if they are certified and maintain compliance | Data Collector  | Electronic Survey | Weekly |
| Interviews | Members/Volunteers Satisfaction | Member concerns, perspectives, and personal experiences  | To understand what is working and not working and areas that need improvements. | Data Collector | Electronic Survey | Everyday for 1 week |
| Assessment | New Board Member Training Assessment | Evaluate the effectiveness of training for new board members | To ensure new board members are well-prepared for their roles | Data Collector | Electronic Records | Daily |

# Part 3 – Methodology: Quantitative Data

## Quantitative Data Collection - Overview

**Rationale/Justification**
Surveys will be an excellent tool for the Future Paws-A-Bilities TNA to gather necessary information because they allow for the collection of data from a large number of participants in a structured and efficient manner. The surveys will be distributed to a large audience, ensuring we have gathered a wide range of perspectives, thereby producing a comprehensive set of data. Surveys will also provide consistency in the format, producing uniform data and allowing for easier analysis in this case. The surveys developed will be offered as anonymous participation, which is expected to lead to transparent and honest feedback.

Quantitative surveys created for the Future Paws-A-Bilities TNA have been created to identify data trends such as volunteer demographics, performance analysis, individual learning preferences, and gaps in areas such as organizational knowledge, onboarding, safety training, and compliance. This will help flush out specific training needs of volunteers and board members, assess the effectiveness of the current strategies being used, and obtain feedback on organizational structure. This information will be critical when developing solutions and recommendations for a targeted training program, improving volunteer retention, and ensuring compliance with regulatory standards.

**Recipients**
By conducting surveys, Paws-A-Tive Pals' can gather valuable information about the organization's strengths, weaknesses, and areas for improvement, specifically in the recruitment and retention process. Given the organization's growth challenges and our assessment goals, a sample of the following groups will participate in the survey:

### Board members and officers - to identify specific trends and insights into their experiences, organizational knowledge, challenges, learning preferences, and perceptions of the organization's leadership roles and structures.

### Volunteers - to identify specific trends and gain insights into their experiences, satisfaction levels, learning preferences, training needs, onboarding process, safety training, and compliance understanding.

Frequent turnover in the governing body has hindered progress. By asking leaders about their experiences with the recruitment and training process, the survey is designed to identify trends and gaps where improvements can be made to attract and retain qualified board members. Additionally, questions related to training and organizational knowledge will identify and assess areas that may require a formal training program. These specific survey questions are expected to identify trends that will help board members understand volunteers’ perspectives of the organization's culture and identify opportunities to create a more positive and supportive working environment for volunteers.

The survey was designed to be brief and concise while offering a platform for volunteers to anonymously share their thoughts and concerns. Our hope is that volunteers feel valued and heard, potentially enhancing their overall satisfaction with Pas-A-Tive Pals' experiences and services. By sharing their honest feedback and insights, survey participants can contribute to the organization's continued growth and development, including improvements in programs, services, and fundraising initiatives.

**Process**

The survey, created in Microsoft Forms, will be administered electronically for ease of use and efficiency when analyzing the results. Survey invitations will be sent to all board members and volunteers via email and text, with a link attached, taking the participants directly to the survey. In order to maximize participation, daily reminders will also be sent via email and text. Once The survey is released, an email/text reminder will be sent out every day until the survey has been completed or the allotted time has passed. To add additional opportunities and visualization, volunteers who are scheduled to volunteer will see a notification pop up when logging into the organization’s service app on their smartphone or computer, encouraging them to take a few minutes to complete the survey. Participation in the surveys will not be tracked based on specific volunteer names, so participants may remain anonymous if they choose. However, participation will be tracked based on the number of surveys sent out and the number of surveys returned and completed. We are hopeful that offering the survey via email, text, and in the service application will increase participation and allow us to meet the 100% participation goal. Once a person completes and submits the survey using the link, the results will be immediately sent to the Data Collector for compilation, review, and further analysis.

**Ethical/Inclusion Considerations**
Ethical considerations and confidentiality are paramount as we want participants to trust the TNA process, be willing to share information, and be certain the information will be kept confidential and will not be published or used against them in a negative fashion. For all participants, board members, officers, and volunteers, confidentiality will be handled in the same manner. Participants will be informed that when completing the survey, they will have the option of including their names or remain anonymous. Once the survey is submitted and sent back, the Data Collector will not be able to see identifying information unless that recipient decides to reveal their name in the survey. For those who choose to reveal their name, that information will not be released to anyone other than those working on collecting and analyzing the data received.

In the event a participant needs assistance in completing the survey, the necessary accommodations will be provided to ensure that all members and volunteers have equal access and opportunity to participate while maintaining confidentiality.

**Anticipated Data Analysis Process**
To analyze the quantitative data collected from surveys, the initial step would be to utilize the built-in features of Microsoft Forms, which automatically analyze responses by question and organize them for presentation. This tool simplifies the process by providing a visual representation of the data, which can be particularly useful for identifying trends and patterns. For a more detailed analysis, exporting the responses to Excel is beneficial as it allows for the application of various statistical functions to compute means, frequencies, or other relevant measures. If additional coding is needed, it will be performed during this step. Excel allows for the use of pivot tables, charts, and other data analysis tools to further dissect the information, enabling the team to draw meaningful conclusions and insights from the survey data. This dual approach ensures that the data is not only accessible and presentable but also thoroughly examined to identify trends and gaps and extract the most value from the responses collected.

## Quantitative Data Collection – Tool/Instrument

Dear Volunteers and Board Members,

We are embarking on a new initiative to enhance our volunteer programs, and we need your input. To gather your valuable feedback, we have prepared a survey using Microsoft Forms that will help us identify areas for training and improvement.

The survey is straightforward and should take only 10-15 minutes to complete. We ask that you respond honestly and to the best of your ability. Rest assured; your responses will be kept confidential; we will only record your position to ensure anonymity.

The insights we gain from this survey will be instrumental in shaping the future of our volunteer efforts. Once you have completed the survey, it will be submitted automatically online.

If you have any questions or require accommodations or assistance, please do not hesitate to contact the survey administrator at DC@futurepawsabilities.com. Your participation is greatly appreciated and will contribute significantly to our mission.

Thank you for your dedication and support.

[Pawsative Pals Survey Click Here to start!](https://forms.office.com/r/AA3cACYDsa)

Quick Guide to Our Easy Survey:

1. Click the survey link to start.

2. Skim the top instructions to get the gist.

3. Dive into the questions:

 - Pick your choice for multiple-choice.

 - Type away where it says 'Text'.

4. Double-check your answers.

5. Hit "Submit" at the end.

6. Wait for the 'all good' confirmation.

Stuck or curious? Just reach out to us. Your thoughts mean a lot, and we can't wait to hear them.

**Questions:**

1. **What is your role within PP?**
	* Visiting dog-team member
	* Non-visiting support member
	* Officer
	* Board of Directors member
	* Other (please specify)
2. **How long have you been a member of PP?**
	* Less than 1 year
	* 1-2 years
	* 3-5 years
	* More than 5 years
3. **How often do you attend the monthly member’s meetings?**
	* Always
	* Often
	* Sometimes
	* Rarely
	* Never
4. **How often do you attend the monthly board of directors meetings?**
	* Always
	* Often
	* Sometimes
	* Rarely
	* Never
5. **Have you ever considered pursuing an officer or board position within PP?**
	* Yes
	* No
6. **If no, what are the main reasons?** (Select all that apply)
	* Lack of understanding of the roles and expectations
	* Lack of organizational history or management knowledge
	* Time commitment
	* Other (please specify)
7. **Do you feel that there is adequate support and training for those interested in leadership roles?**
	* Yes
	* No
	* Unsure
8. **What type of training or resources would you find helpful for leadership roles?** (Select all that apply)
	* Job descriptions
	* Formalized training sessions
	* Mentorship programs
	* Written guidelines and manuals
	* Other (please specify)
9. **What days of the week are you generally available for meetings?** (Select all that apply)
	* Monday
	* Tuesday
	* Wednesday
	* Thursday
	* Friday
	* Saturday
	* Sunday
10. **What times of day are you generally available for meetings?** (Select all that apply)
	* Morning (8 AM - 12 PM)
	* Afternoon (12 PM - 4 PM)
	* Evening (4 PM - 8 PM)
	* Night (8 PM - 10 PM)
11. **How often would you prefer to have training sessions or workshops?**
	* Weekly
	* Bi-weekly
	* Monthly
	* Quarterly
12. **What improvements would you suggest for PP’s scheduling and training processes?**
13. **Any additional comments or suggestions?**

# Part 4 – Methodology: Qualitative Data

## Qualitative Data Collection - Overview

**Rationale/Justification**
The use of interviews for the Future Paws-A-Bilities TNA is a qualitative data collection method that will be important for a number of reasons. Whereas the surveys provided quantitative data that allowed us to identify trends, the interviews are expected to provide qualitative data to explain the “Why” and “How” reasoning behind the particular trends we have identified. This type of tool allows for deeper exploration of specific topics, leading to more detailed and comprehensive data collection.

Qualitative surveys created for the Future Paws-A-Bilities TNA have been designed to identify the reasoning behind the identified trends and individual experiences and perspectives that will contribute to identifying the “Why” and “How.” The interviews will allow participants to provide subjective feedback. We believe that providing the proper setting for these one-on-one interviews and creating a more personal interaction will result in valuable, transparent, and honest insight that could not be obtained through quantitative methods. The interview will also allow facilitators to be flexible in the interview process by adapting questions based on participant responses. Facilitators will also have the opportunity to clarify questions when a participant gives an unclear response, maximizing data accuracy. The collected data will be critical when developing solutions and recommendations for a targeted training program, improving volunteer retention, and ensuring compliance with regulatory standards.

**Recipients**

We will be interviewing current board members and volunteers to gather their perspectives on why they support our organization, their experiences and challenges, areas for improvement, and training needs. These participants have firsthand experience with the organization's operations and can articulate specific areas where they feel they need additional training or support.

By understanding these gaps, we can develop targeted training programs that will help board members and volunteers be more effective and satisfied in their roles. It's important to create positive experiences for them, even though they don't receive pay. Satisfied volunteers and board members are more likely to remain involved and recommend our organization to others. This helps to maintain a strong and dedicated pool of volunteers and board members who are committed to the organization's mission and goals.

Our interview questions are clear and well-prepared. We've scheduled interviews at times that are convenient for participants. Many volunteers and board members have expressed excitement about sharing their experiences and insights. Being involved in the process and sharing their thoughts has made them feel valued, heard, and appreciated.

**Process**
For conducting a training needs assessment at a Paws-A-Tive that brings dogs to visit elderly individuals and nursing homes, a structured interview or focus group process can be a highly effective method. This process begins by identifying the key stakeholders, such as current volunteers, facility staff, and board members. Once identified, interviews or focus groups will be administered either in-person, via phone, or through virtual platforms, depending on the participants' availability and preference. Each session will be designed to gather insights on existing training gaps, volunteer expectations, and areas of improvement to enhance safety, dog handling, and communication with elderly residents.

To ensure maximum participation, initial invitations will be sent to stakeholders via email with clear instructions and available time slots for interviews or focus groups. Following the invitation, reminders will be distributed a few days before the scheduled interviews to confirm participation. Tracking will be managed through an online system or spreadsheet, where attendance and feedback will be logged. This system will help monitor the engagement level of participants and allow follow-up with individuals who haven't responded or attended. The data gathered will then be analyzed to inform the development of a tailored training program for the organization.

To further enhance the participation rate, a multi-channel communication approach will be used to reach volunteers and stakeholders. After the initial email invitations are sent, follow-up text messages can be used to ensure the message has been received, especially for those who may not regularly check their email. Texts will contain concise information about the interview or focus group, including available dates, times, and instructions on how to confirm their attendance. Additionally, phone calls may be made to key participants, such as long-term volunteers or board members, to personally invite them to contribute to the assessment. This personal touch often increases engagement and shows the importance of their feedback in shaping the training program.

For tracking and managing reminders, a calendar scheduling tool or simple event management software will be employed to log participation confirmations, allowing for easy oversight of who has responded and who may need further follow-up. Text reminders can be automatically sent the day before their scheduled session, and phone calls may be used as a final step to ensure attendance. By combining email, text, and phone communications, this multi-faceted approach will maximize response rates, ensuring that the training needs assessment reaches a broad audience and collects diverse input.

**Ethical/Inclusion Considerations**
Ethical considerations and confidentiality are extremely important in the integrity of the TNA process. We want all recipients to trust that any information shared will not be used against them or shared unless they allow it. For all recipients, current board members, and volunteers, confidentiality will be handled the same. When completing the interview, the practitioner will let the recipient know they have the option to disclose their name with the interview feedback. If they wish to remain anonymous, any revealing information will be withheld from the data collector. If they don’t feel comfortable sharing their name or any identifying information, it will not be shared with anyone outside of those directly working on collecting and analyzing the data.

In the event a participant needs assistance to participate in the interview, the necessary accommodations will be provided to ensure that all members and volunteers have equal access and opportunity to participate while maintaining confidentiality.

**Anticipated Data Analysis Process**
To analyze the data from the interviews, the first step would be to transcribe and anonymize the responses, ensuring personal details are omitted to maintain confidentiality. Data will be categorized based on recurring themes, trends, and frequencies of similar responses. This thematic analysis helps in identifying common issues, concerns, and areas for improvement. The next phase involves a quantitative analysis of the grouped data to determine the most prevalent trends, which will inform the key focus areas for enhancing volunteer services and safety training. The findings from this analysis will then be used to develop targeted strategies for role definition, volunteer recognition, and board member training. This systematic approach ensures that the data collected is not only secure but also effectively utilized to drive organizational growth and volunteer satisfaction at Future Paws-A-Bilities.

## Qualitative Data Collection – Tool/Instrument

Dear Recipient,

You've been chosen to represent your department in an interview with Future Paws-A-Bilities organization. The interview aims to understand how to enhance our volunteer services, safety training, and define roles for volunteer and board members. This will also help guide the training of new board members. The interview will last no more than 30 minutes. Please find below the available dates for the interview. Respond within 48 hours to confirm your preferred date and time to avoid double bookings. Your responses will be confidential, with all identifiable information removed.

Available Interview Dates and Times:

* Tuesday, Oct 1st, 2024: 10 AM, 11 AM, 1 PM EST
* Wednesday, Oct 2nd, 2024: 11 AM, 1 PM, 3 PM EST
* Thursday, Oct 3rd, 2024: 10 AM, 11 AM, 1 PM EST

If you have questions, contact DA@futurepawsabilities.com.

**Interview Questions:**

1. Describe your role at Future Paws-A-Bilities and How long you have been with the organization?
2. What motivated you to join and what keeps you involved? Have you ever considered volunteering for an officer or board member position?
3. Share a memorable volunteering experience. How can the organization better recognize volunteer efforts and support volunteer positions?
4. Discuss any challenges faced and potential solutions. What efforts does Paws-A-Tive Pals make towards retaining its volunteers and recruiting new volunteers?
5. How do you keep up with therapy dog program developments and industry regulatory requirements?
6. Tell me about the training you experienced upon hire and continued training opportunities at Paws-A-Tive Pals?
7. Explain your understanding of the the basic roles and responsibilities of the officers and Board members? Is there sufficient support and training for these leadership roles? What kind of training does Paws-A-Tive Pals offer to support officer and board member roles and how often is it offered?

# References