

#### A4: Needs Assessment Research Plan – 65 pts.

**4.1 Population and sampling plan** (Describe the population of people OR data (e.g. *newspaper articles, schools, neighborhoods*) in which your study is interested. Briefly describe inclusion criteria if any, and exclusion criteria if any. Describe how you plan to select the sample. Include the steps you will take to recruit participants. Provide enough detail so that someone else would be able to follow this recipe to conduct the study. Provide brief rationale for your decisions.) (10 pts.)

The population from which the sample will be chosen to survey will be those volunteers that currently provide their services at The Caring Place (CP). The criteria for those who will participate in the study will be those who have been volunteering for at least six months or more. Before they participate in the interview and survey they will state the amount of time they have been serving at CP as well as the main department in which they serve.

Participants will be asked to participate in a survey and the incentives will be that the data gained will be that it will benefit their experience as volunteers and for future volunteers. They will also receive a 10 dollar visa gift card for compensation for their time and gas expenses.

The processes of recruiting for sampling will look like asking the volunteers to participate in surveys based on when they are scheduled to volunteer. The surveys will be conducted and data will be gathered over a month's time so that all volunteers who meet the criteria will be able to participate. Volunteers will be pulled aside with a staff to cover for the few minutes that it will take for the survey and questions to be completed. They will be compensated and thanked afterwards and return to their normal positions.

<p><b>4.2 Site permission</b> (Who is authorized to provide permission to use this site or source? What do you need to do to obtain permission to access the population or data source?) (3 pts.)</p>	<p>To conduct this study, which entails gathering information from employees and volunteers of the CP, approval and permission from the interim Executive Director Corrine Freeman will need to be obtained in advance. Permission will be given either in person and verbally or in writing from the interim Executive Director once she has had the opportunity to review all relevant documents.</p>
<p><b>4.3 Data collection</b> (Describe the exact procedure that will be used to conduct the study. This is a step-by-step description of exactly how you will collect your data). (10 pts.)</p>	<p>The study is a mixed-methods study, therefore, the data collection methods will occur in a variety of ways.</p> <p>The first data collection method includes structured interviews with each employee at The Caring Place. Interviews will be procured by speaking with each employee at a pre-scheduled time during one of their shifts. Each interview will be private between one employee and one researcher. The researcher will take notes of each question during the interviews, however, these notes will not include the names or other identifying information about the employee.</p> <p>The second data collection method includes a survey questionnaire that will be administered to each of the volunteers at the Caring Place. The questionnaires will be administered at a pre-scheduled All-Volunteer meeting. Identifying information will not be recorded as a part of the questionnaires.</p> <p>The third, and final, data collection method is a focus group made up of 6-12 willing volunteers gathered from a random sample method.</p>

	<p>The focus group will be held at a pre-scheduled time in a room at the Caring Place and will include the 6-12 volunteers as well as one researcher. The focus group will be audio recorded, with the consent of the participants, but identifying information will not be discussed.</p>
<p><b>4.4 Data analysis</b>          (Describe analysis procedures for each distinct data type and research question: specific statistical analysis for quantitative studies; audiotapes, transcripts, video tape, field notes, photos, etc. for qualitative studies; or describe a combination of procedures for a mixed methods design. <b>For each research question</b> or sub-question, detail the actual data analyses to be conducted to answer each specific question.) (15 pts.)</p>	<p><b>Surveys</b></p> <p>The NVIVO data analysis software version 10 will be utilized to analyze how the variables of recruitment, training, and retention related to the consistency of volunteers at the Caring Place of Cleveland TN. It will also be determined how satisfied volunteers are with the recruitment, training, and retention at the Caring Place. Surveys will be collected and imported into NVIVO software. NVIVO will apply Chi-Square analysis to results. The software will be set to identify trends within the study or find groups that had a significant different relationship between variables. Descriptive statistics such as the mode, median and mean will be calculated. Also, the degree of variation will be determined with the NVIVO software.</p> <p><b>Interviews</b></p> <p>Interviews we will record sessions with a WiFi 4K 16X ZOOM Digital Video Camera Camcorder+Microphone+Wide Angle Lens device. After sessions are recorded researchers will transcribe sessions. Participant responses will be categorized based on trends from the current study. Researchers will be required to read transcripts and watch individual recordings. Once the material has been reviewed categories will develop</p>

	<p>based on participants response. In addition, researchers will impute transcribes into NVIVO software to search for any additional or overlooked trends. At this stage, the researcher can review results and manual organize responses into categories.</p> <p><b>Focus groups</b></p> <p>Focus Groups will be recorded with a WiFi 4K 16X ZOOM Digital Video Camera Camcorder+Microphone+Wide Angle Lens device. The device will be set on the viewing side of a two-way mirror. During the study a researcher will guild focus group. However additional researchers will be viewing from the viewing side of the two-way mirror. Once individual focus groups are completed, sessions will be transcribed by researchers. Researchers will be required to read transcripts and watch recordings. Once the material has been reviewed categories will develop based on participants response. In addition, researchers will impute transcribes into NVIVO software to check for any additional or overlooked trends. At this stage, researcher can review results and manual organize responses into categories.</p>
<p><b>4.5</b> For each research question, write a brief statement of what you hope your results will show. (5 pts.)</p>	<p>Research Question: What are the recruitment, training and retention needs of volunteer at the Caring Place in Cleveland, TN?</p> <p>We hope that our results give us the information that we need to improve the recruitment, training, and retention methods of volunteers at the Caring Place. We hope that the results give us insight into what is needed</p>

	<p>by the volunteers in order to improve the overall functioning of the volunteer program at the CP.</p>
<p><b>4.6 Ethical considerations</b>  (Describe any ethical considerations given the sample population and/or topic. How do you plan to protect human participants while identifying the sample, while collecting the data, while analyzing the data, after data are collected, when you store your data? Refer to the CITI training for the areas you need to address) (12 pts.)</p>	<p>While the topic of this research is not necessarily controversial, the need to keep participants responses confidential to ensure genuine participation and negate any possible retaliation is understood. Participants may be hesitant to share information that could be construed as critical of the CP, its policies or persons who volunteer at or are employed by the CP. This is therefore the primary concern with regards to any ethical considerations.</p> <p>The participants for both the structured interviews and surveys will be all willing CP employees and volunteers respectively. Participants for the focus group will be a simple convenience sample of 6 to 12 persons of whoever is available and willing from amongst the population of volunteers.</p> <p>This all-inclusive tactic will ultimately help protect the identity of anybody who participates, as all will be invited to participate and the names of participants will not be recorded. This means that anybody could have participated or refrained from participation and there would be no record of who participated and who did not. Knowing the organization, and utilizing the methods that have been outlined above should suffice to keep volunteers from filling out multiple surveys.</p> <p>This of course means that any data collected will be anonymous from the start. Surveys that have been filled out as well as anything</p>

gained from structured interviews will not bear any marks that could identify the participant who is the source of the data. Caring Place staff and volunteers will not be administering the structured interviews, surveys or present during the focus group unless they are part of the focus group. Focus group members will be sworn to secrecy and instructed not to divulge the identities of any of the other members of the focus group. Any and all recordings that may be made at any time will be transcribed by third-party researchers and the recording destroyed so that voices may not be recognized.