

**Volunteer Service Report**  
**2016-2017 Fiscal Year Report**  
Misty Klotz, Volunteer Coordinator

Many things would go undone, or not be provided to the public, if it was not for the people that volunteer their time, money and efforts to the Kellogg Biological Station (KBS). Volunteers provide many intangibles that are not easily quantified, but we will try to put a value to their efforts in appreciation of all of the hard work that has been accomplished this past year.

This year 178 KBS volunteers contributed 6,067.31 hours of their time. This service is valued at \$95,997.97! These numbers show one way the community supports KBS. Without volunteer's giving their time and energy, it would be harder to reach our mission of connecting people to our natural and managed environments through education and stewardship. Below is a breakdown of volunteer service hours and the value of their service (see appendix) by unit during the 2016-2017 fiscal year.

**Service summary by unit for the 2016-2017 Fiscal Year**

KBS - Unit	Total Hours	Service Value
Bird Sanctuary	2,713.75	\$46,218.15
Farm/Dairy	211.25	\$4,529.70
Forest	505.75	\$6,593.70
Grounds - MCTI	681.00	\$8,614.60
KBS - General	275.00	\$7,094.79
Volunteer Office	222.33	\$3,528.40
Manor House	1,458.23	\$19,417.63
<b>Grand Total</b>	<b>6,069.82</b>	<b>\$95,996.97</b>

**Fiscal Year Comparison 15-16 to FY 16-17**

Site	FY 15-16 Hours	FY 16-17 Hours	Change	FY 15-16 Hours Value	FY 16-17 Hours Value	Change
W.K. Kellogg Biological Station	4,822.40	6,069.82	+ 25.9%	\$76,062.58	\$96,097.92	+ 26.3%

In the past two years there was a 26% increase in volunteer hours. We attribute this to incorporating a skills-based management approach to volunteerism and to the longevity of volunteer's commitment to KBS. On average a volunteer stays with an organization for 3 years, but 48% of KBS volunteers have been volunteering anywhere from 5 to 28 years. In addition, we also attribute the 26% increase in hours to supporting our volunteer's skill set and incorporating their work and skills across the KBS units.

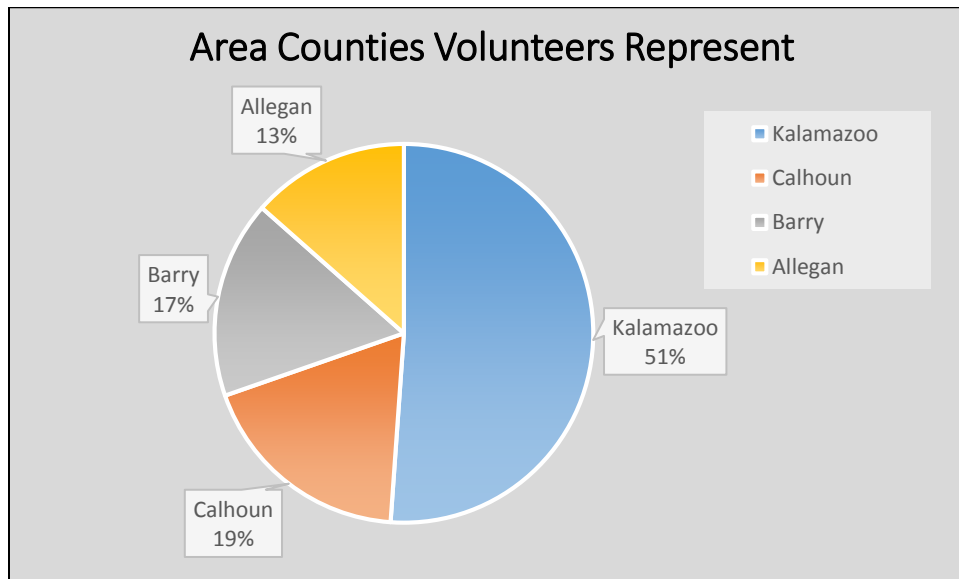
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**Who Are the Volunteers?**

**Demographics:** The average age of a KBS volunteer is 52, there are 81 females and 73 males and 45 people that did not report their gender. The youngest volunteer is 14, the oldest 86.

**Education and professional expertise:** About half of KBS volunteers reported their educational degrees: High School diploma 15, Associates degree 13, Trade/Vocational school 10, Bachelor's degree 32, Master's degree 16, PhD 8, Student 4.

**Where do KBS volunteers reside:**



**Supporters:** Volunteers not only donate their time but also donate dollars to benefit undergraduate student's educational opportunities and improve the visitor experience. In the 2016-17 fiscal year;

- The percentage of donors that also volunteer equals 8.4%
- The percentage of volunteers that are also donors equals 18.5%

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**What's next?**

**Volunteer training:** This winter a select group of volunteers and staff were successful in completing the certified interpretive guide (CIG) training with the National Association of Interpretation. This training will help staff and volunteers deliver themed messages more effectively to our diverse audiences and continue to connect our educational programs with our KBS mission.

Trained staff and volunteers will be sharing in the interpretive thinking to care about the history of KBS, the science that happens here, and the conservation of our resources. There are 3 main objectives to achieve using the interpretive skills from the CIG training. "The first is to assist the visitor in developing a keener awareness, appreciation and understanding of the area they are visiting. The second is to accomplish our management goals. And the third is to promote a public understanding of our agency's goals and objectives." (Sharpe, 1982).

The CIG trained staff and volunteers will be sharing this information with the broader volunteer community through trainings. *Tour guides and docents delivered 220 tours and reached 8,180 people.* The primary contact for these individuals were our volunteer community. Providing the interpretive philosophy and objectives to our volunteer community will make our program even stronger.

The certified interpretive guide training is a stepping stone to creating trained KBS ambassadors that serve as official representatives of KBS and enhance our capacity and professionalism to represent KBS at internal and external events like local schools, community events and environmental festivals.

**Better communication:** Introducing the *Volunteer Note*, a monthly email to inform volunteers on anything from current KBS research, education, and/or special events.

**Recognition:** Every year we host a volunteer recognition dinner and mail appreciation cards to our volunteers, but we would like to do more! Starting in 2018, we will ask the volunteer community to nominate a volunteer of the year. We are doing this because we work together on many projects, but KBS staff aren't always nearby to witness how volunteers appreciate each other in our community. This nomination will be announced at the volunteer recognition dinner each year.

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Appendices:

\*May 2016 State Occupational Employment and Wage Estimates for Michigan.

<u>Percentile Wage Estimates for This Occupation:</u>	50% Mean hourly wage for occupation
<u>Farmworkers and Laborers, Crop, Nursery, and Greenhouse</u>	\$11.79
<u>Landscaping and Grounds keeping Workers</u>	\$12.65
<u>Resource Center Volunteer - (Counter and Rental Clerks)</u>	\$9.70
<u>Tour Guide / Educator</u>	\$11.98
<u>Clerical Assistance</u>	\$14.70
<u>19-4021 Biological Technicians - KBS Lab Assistant</u>	\$18.05
<u>Nonfarm Animal Caretakers</u>	\$10.57
<u>Independent Sector's Value of Volunteer Time</u>	Michigan: \$23.67
<u>Independent Sector's Value of Volunteer Time</u>	National: \$24.14

\*For metropolitan and nonmetropolitan area definitions used by the Occupational Employment and Wage Estimates (OES) survey, see the [metropolitan and nonmetropolitan area definitions](#) page. These estimates are calculated with data collected from employers in all industry sectors in Kalamazoo-Portage, MI, a metropolitan statistical area in Michigan.

**How the numbers are calculated:**

To determine volunteers service value, we use the Bureau of Labor Statistics data to calculate the [hourly wages by occupation](#) \* for the most common volunteer positions and to determine the value of a specialized skill. If the volunteer task is not a specialized skill then service hours are estimated according to the [Independent Sector](#). The estimated value of volunteer time for Michigan according to the [Independent Sector](#) in 2016 is \$23.67 per hour. The Independent sector value of volunteer time is based on the hourly earnings (approximated from yearly values) of all production and non-supervisory workers on private non-farm payrolls average (based on yearly earnings provided by the Bureau of Labor Statistics) for the national average. The [Independent Sector](#) indexes uses this figure to determine state values and increases it by 12 percent to estimate for fringe benefits. We use the Independent Sectors, [updated state-level breakdown](#) for Michigan.