

Volunteer Interviews

Summary of feedback

Volunteer Interviews



In February 2018, a Volunteer Engagement Survey was distributed to a mixture of current, former and 'never-been' member volunteers. The BOD Volunteer Task Force wanted to supplement the survey response data with in-person feedback from select currently serving USMS volunteers. The slides that follow provide a glimpse into the themes and thoughts gathered during the interview conversations.

- A pool of 650+ USMS National and LMSC level volunteers was randomly generated by the National Office
- A total of 42 USMS volunteers were contacted to participate based on criteria/ demographics
- A total of 28 USMS volunteers were interviewed over a two month period
- Average age was 43 yrs (11M/17W, Age 21 - 70)

What can we learn about where are we headed as we look at USMS "2020 and beyond?"

What makes a "model" USMS volunteer?



- Thinks of the organization as a whole and works towards a common set of objectives (not from club/LMSC/self perspective)
- Is reliable, passionate about USMS, a team player, good listener, good communicator, organized
- Has a “can-do” attitude, does whatever it takes to get the work done, does not allow ego to interfere, has good follow through and follow up skills

What should USMS look like in the future?



- More central control of operations, administration in National Office
- Talent development (Coaches, Volunteer Leaders)
- Diversity in Membership, Volunteer Leaders
- Uniformity of member service from LMSCs
- Selling the brand differently (College Club, new markets, value-based target of existing markets, cross-sell partnerships)

What are the benefits you achieve from attending convention?



- Networking and socializing with others and the value derived from personal interactions
- Learning about USMS through workshops, committees and HOD (especially New delegates)
- Sharing the messages and the learning with others in the local masters swimming community
- Recognizing the impact USMS volunteers have - their input and contributions (time, passion, knowledge, effort)

What role should future volunteers play at the USMS national level?



- Continue to strengthen volunteer strategic capabilities and focus
- Promoting information sharing across the USMS volunteer network
- Developing volunteer leadership training and education for current and future volunteers
- Level of volunteer needs will diminish due to technology and more being managed by the National Office

How will the roles of LMSC volunteers change in the future?



- Supporting new products and services that provide more and better benefits to current and future members
- Technology will play a big role
- Need training/education, succession planning, mentoring, new volunteer orientation
- Volunteers are key contributors - need new and existing volunteers, need diverse volunteers
- Expecting changes in current LMSC structure with the ability to be flexible for local needs