



2017 VBY Survey Compilation

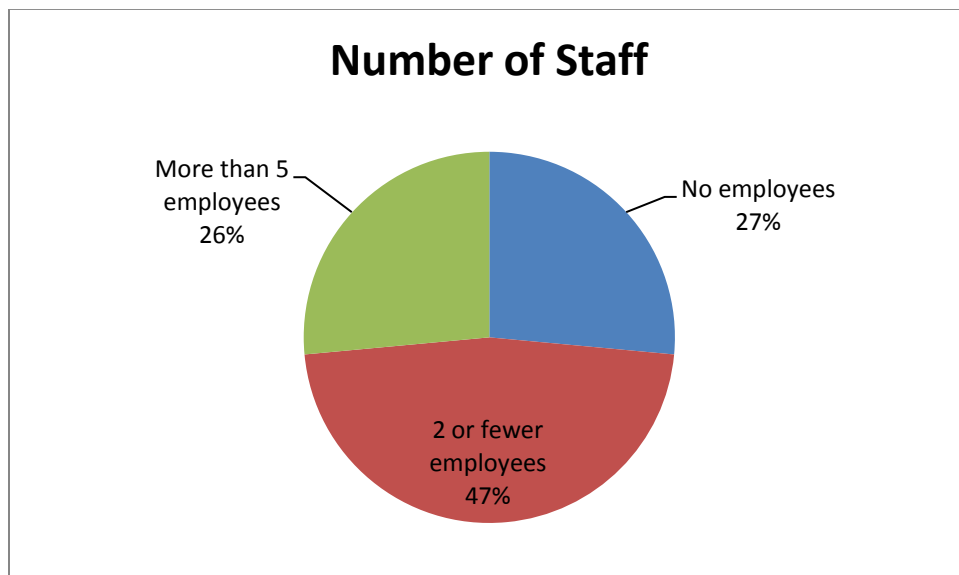
From September to November 2016, VBY wanted our members' opinion on the VBY services and resources they used.

The goal of the survey was to know how we can better serve our members.

VBY has helped more than 150 non-profit organisations per year, in Whitehorse the other Yukon communities. 38 VBY member staff or board members answered the survey. This represents 25% of VBY's members. VBY believes that this sample size is large enough to have a good opinion from our members about the quality of the services, and resources they have used year after year.

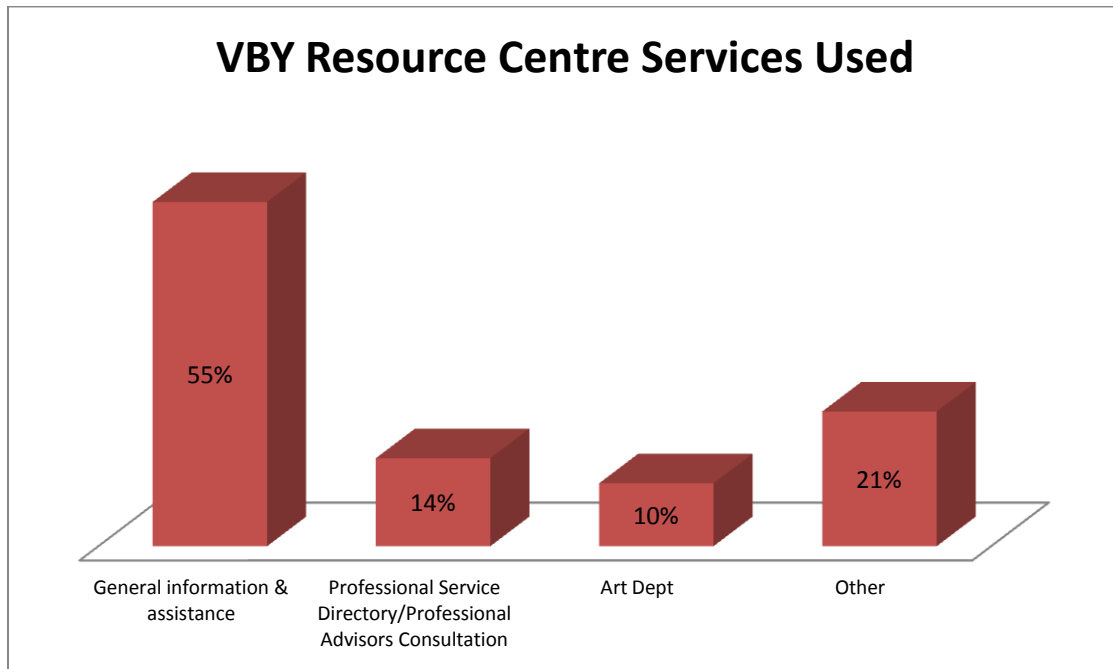
61% of the people who answered the survey are executive directors or a managers, mostly from the sectors: Education (26%), Health and Social (17%), Sport/Recreation (17%) and Arts and Culture (13%). 57% provide assistance to NGOs and individuals in Yukon communities. 43% travel in the communities.

47% of our members have 2 or fewer employees. It is interesting to note that NGOs with 3 to 5 employees represent only 0,22% (not in the graph).



Resource Centre

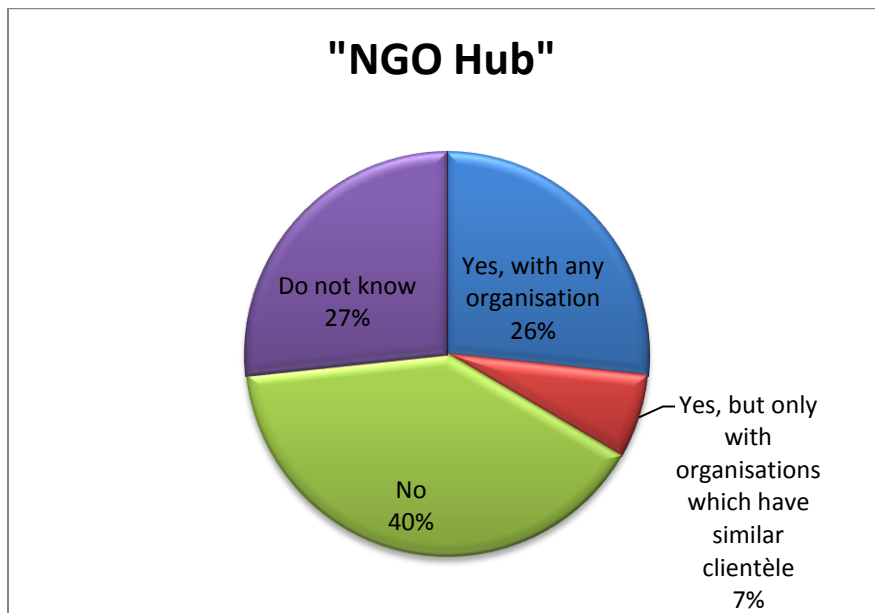
In general our members are satisfied to very satisfied at 61% with our Resource Centre. The most service use by our members is the General Information and Assistance service (55%)



NGO Hub

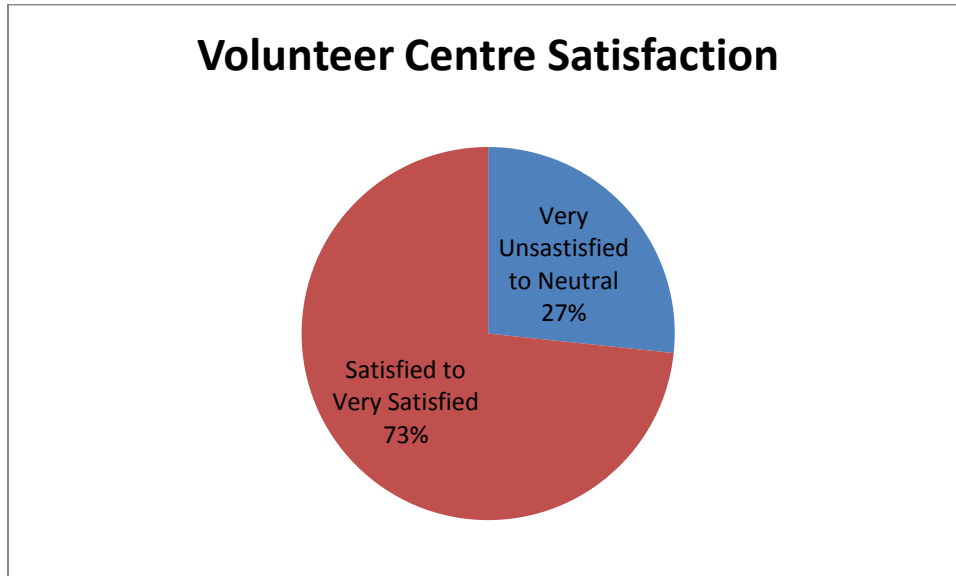
VBY is exploring the idea to develop a "NGO Hub" where workspace, equipment, and administration, reception and maintenance services would be shared among members.

40% are not interested or do not need to have a NGO hub in Whitehorse,



Volunteer Centre

The Education, Career and Volunteer Expo in fall as well as the Job and Volunteer Fair in spring were used 59% by our members and the Volunteer Matching System/Referral System was used by 30%.



Volunteer Experience Recognition Program (VERP) Certificate

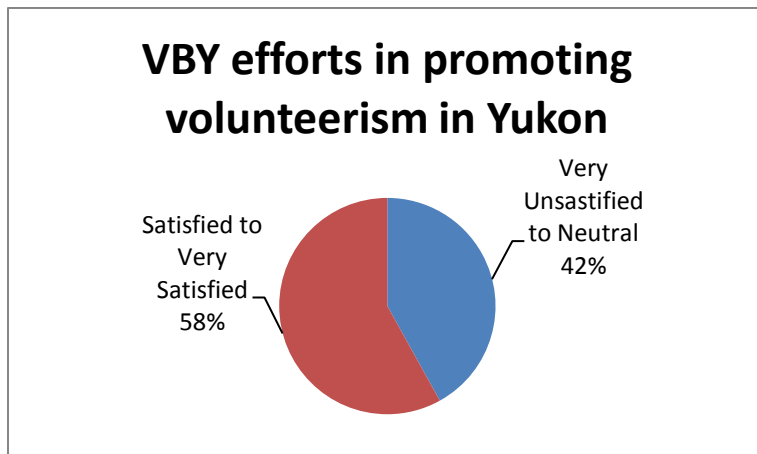
Since 2013, VBY has been managing the national Volunteer Experience Recognition Program (VERP) and can help NGOs to issue certificates for their volunteers. 59% of our members do not believe that it will help to recruit and retain volunteers. On the other hand, 61% of our members are interested in providing certificates to their volunteers.

Volunteer Recognition

68% do not need support from VBY with volunteer recognition.

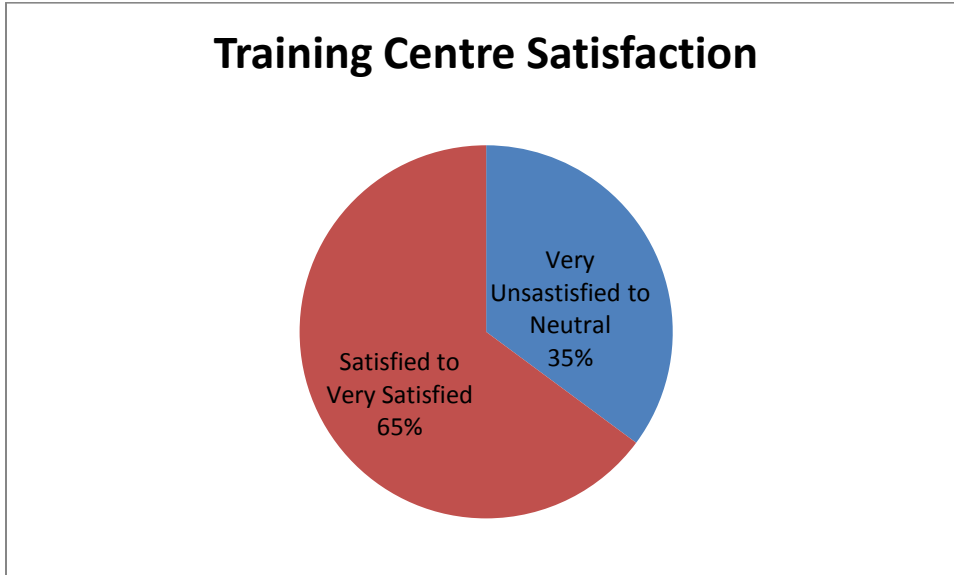
Promoting Volunteerism in the Yukon

58% of our members are satisfied to very satisfied with VBY efforts in promoting volunteering in the Yukon.



Training Centre

Our workshops were used by 53% of our members and our NGOtf by 40%. Again, in general our services are well appreciated and useful for our members. 65% are satisfied and very satisfied with the training centre services.



Webinars

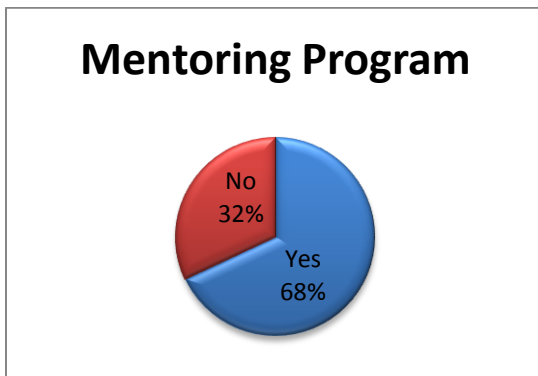
83% are ready to participate in a webinar (live online training) and 54% will be ready to pay \$20 or less for a webinar.

Training Certificate

50% of our members would like to receive a certificate from VBY after each VBY training/Workshop

Mentoring Program

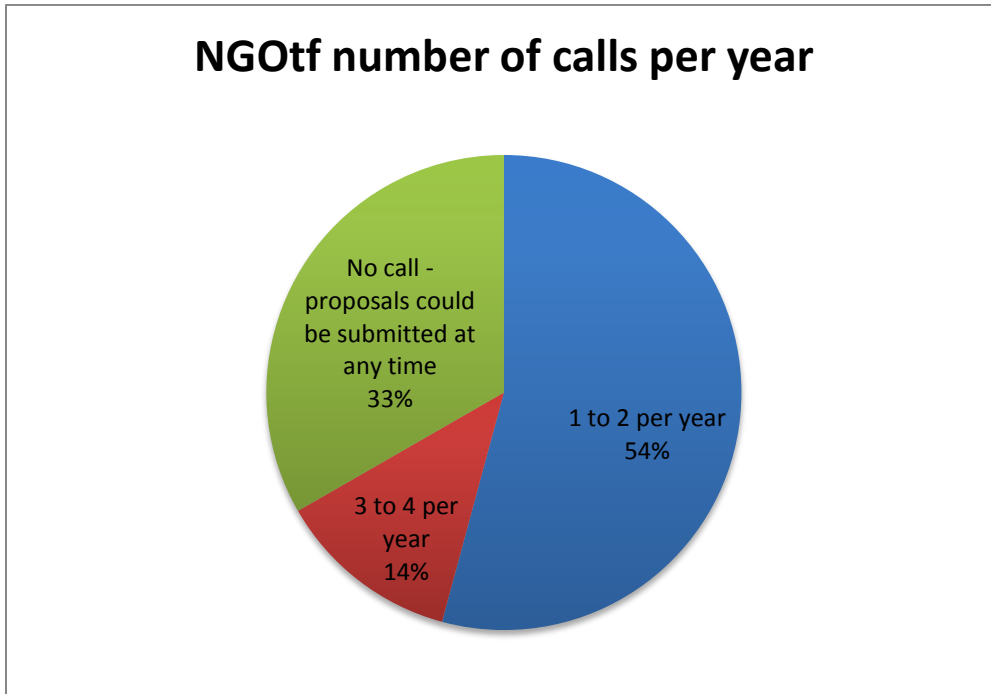
VBY would like to develop and implement a Mentoring Program to support Executive Directors in reaching their full leadership potential.



68% believed that VBY should develop and implement a mentoring program to support executive director working for non-profit organizations

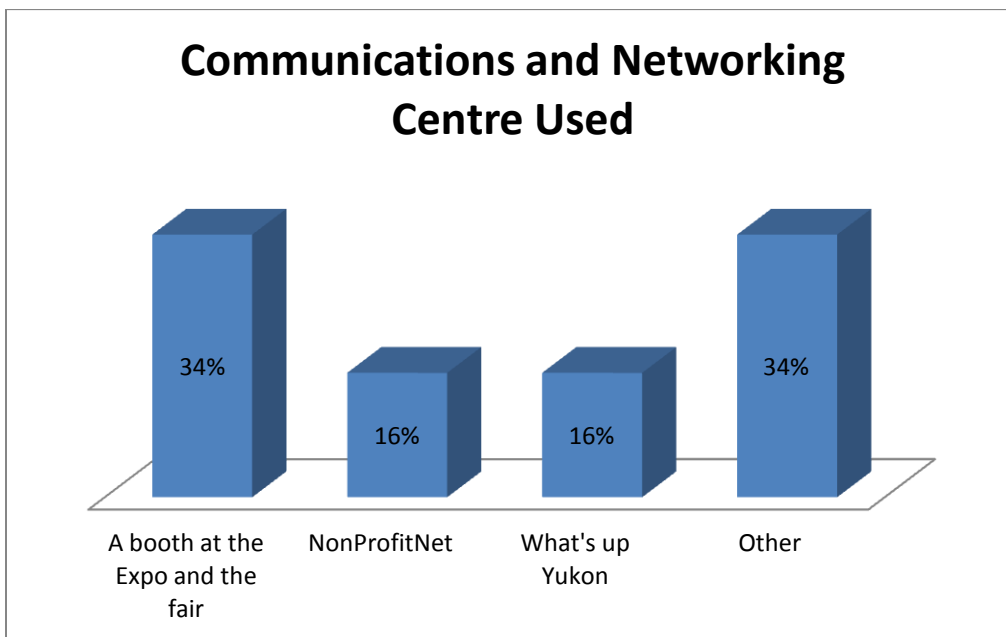
NGO training fund

In general, our members are satisfied with the number of calls for applications we are issuing, 1 to 2 per year



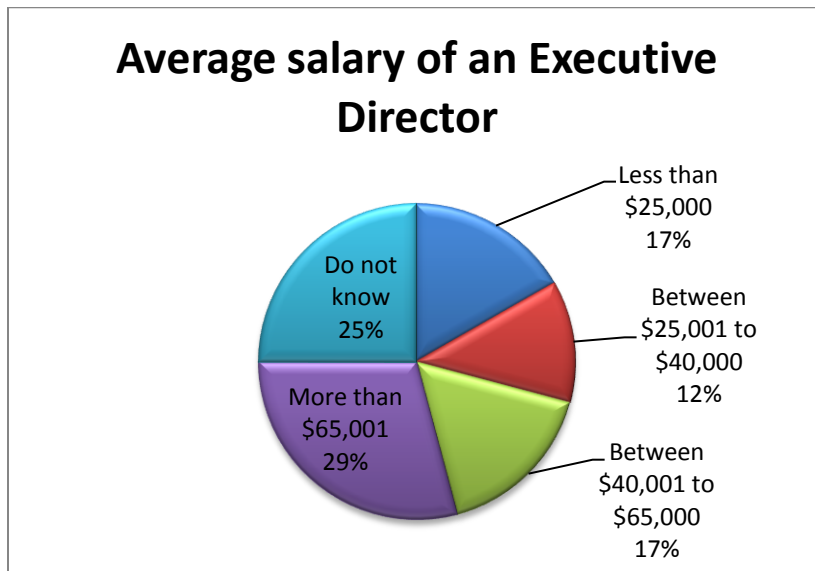
Communications and Networking Centre

A booth at the Education, Career and Volunteer Expo in fall as well as at the Job and the Volunteer Fair in spring, is the most used service by our members. 76% are satisfied to very satisfied with our Communications and Networking services.

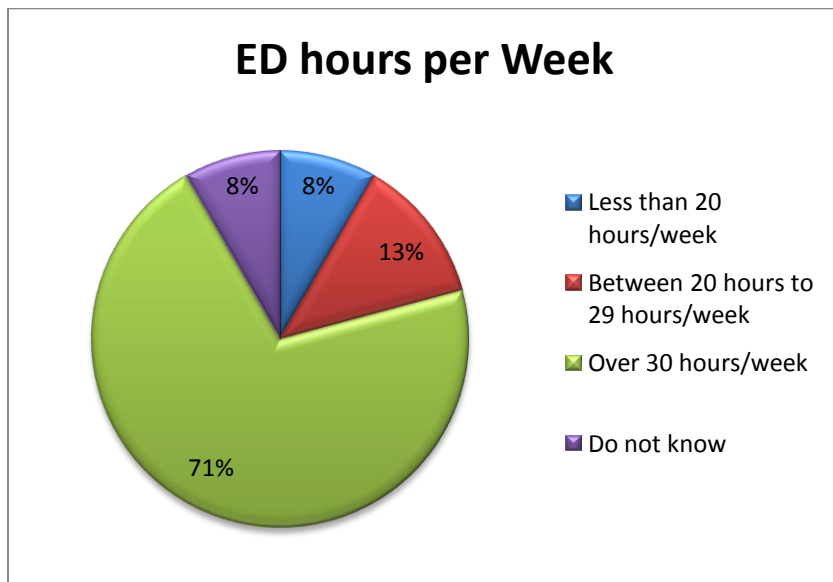


Average Salary of an Executive Director

VBY is receiving many calls pertaining to the average salary of an Executive Director.



VBY is also receiving calls regarding the hours that an Executive Director works per week



The other question VBY is receiving calls about is the total amount of funding NGOs are receiving. The numbers are for 2015-2016

What is the total amount of funding your organization received for 2015-2016?



- Less than \$75,000
- Between \$75,001 to \$100,000
- Between \$100,001 to \$300,000
- Between \$300,001 to \$500,000
- Over \$500,001
- Do not know