

Summary of Results of Thrift Store Survey

NOTE: Total responses and totals of categories of response will not be equal as many responses were complex and had several elements

Total Responses partial or complete = 39

1. What are your hopes for the future of the Thrift Store Ministry?

36 Responses

<i>Response Categories</i>	<i>Number</i>	<i>% of responses</i>
Serve Community	21	58.33%
Continue/continue to thrive	16	44.44%
Support programs/generate revenues	11	30.56%
Support our values	7	19.44%
Opportunity for individuals to serve/outreach	6	16.67%
Expand/Grow	4	11.11%

2. What do you believe are the most important qualities/gifts in a Thrift Store Ministry coordinator?

34 Responses

Leadership/Management/Admin/Organization	17	50.00%
People Skills	10	29.41%
Compassion	8	23.53%
Volunteer recruitment/retention	8	23.53%
Communications/Listening	7	20.59%
Misc other positive personality traits	7	20.59%
Values/Christian	5	14.71%
Enthusiastic	4	11.76%
Humble	3	8.82%
Hard working	3	8.82%
Flexible/Adaptable	2	5.88%

3. When they leave, how do you want Thrift Store guests/shoppers to feel?

35 Responses

Found a Bargain/Treasure	27	77.14%
Appreciated/Valued/Loved	13	37.14%
That staff was happy/caring	8	22.86%
Want to return	7	20.00%
Happy/Had a good time	4	11.43%
Inspired to volunteer	4	11.43%
Supportive of Community	4	11.43%
Helping Environment	2	5.71%
Blessed	2	5.71%

4. How do you want to feel after volunteering?

36 Responses

Good/Productive/Needed	13	36.11%
Made a Difference	9	25.00%
Valued/Appreciated	8	22.22%
Grateful/Blessed/Uplifted	6	16.67%
Satisfied	4	11.11%
Tired in a Good Way	3	8.33%
Had Fun	2	5.56%
Energized	1	2.78%

5. At the meeting about the future of the Thrift Store Ministry, there was wonderful feedback and sharing of ideas. Several of these have bubbled to the top. Please rank the following suggestions. Please use the comment box to add your own suggestion.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Least								Most
	1	2	3	4	5	6	7	8	
Volunteering Related Needs, including Increased fellowship opportunities/gatherings is needed; Snacks/lunch during the volunteer shift would be nice!; Training, Recognition, Recruitment, and Appreciation are needed.	1	3	3	5	6	3	2	3	
	4%	12%	12%	19%	23%	12%	8%	12%	
Issues related to space for sorting, pricing, storage, & retail	1	1	1	2	4	7	5	5	
	4%	4%	4%	8%	15%	27%	19%	19%	
Marketing of the Thrift Store	5	5	5	2	0	4	4	1	
	19%	19%	19%	8%	0%	15%	15%	4%	
Inventory Management	1	6	2	4	4	1	4	4	
	4%	23%	8%	15%	15%	4%	15%	15%	
The ability to make credit card transactions	1	3	4	1	6	5	3	3	
	4%	12%	15%	4%	23%	19%	12%	12%	
Ease of check-out	1	2	5	6	3	2	5	2	
	4%	8%	19%	23%	12%	8%	19%	8%	
Organizational Structure of the Thrift Store	3	5	5	4	2	4	3	0	
	12%	19%	19%	15%	8%	15%	12%	0%	
My addition to this list (written in the comment section)	13	1	1	2	1	0	0	8	
	50%	4%	4%	8%	4%	0%	0%	31%	

24 Comments in addition to, or instead of, forced choice ranking

Volunteer issues	5	20.83%
Policy/Communications issues	5	20.83%
Other suggestions/issues	5	20.83%
Inventory/Donation issues	3	12.50%
Leadership issues	3	12.50%

6. What changes could be made to the current layout of the present building that would help the space be more friendly, safer, efficient, and pleasant to work in?

24 Responses

Open up space/make more efficient	6	25.00%
More shopping/display space	5	20.83%
More/better sorting & stocking space	3	12.50%
More space period	3	12.50%
Ergonomics/health and safety/ventilation	3	12.50%
More storage space	3	12.50%
Display racks, shelving	2	8.33%

7. It has been suggested that we might want to explore partnering with another organization one day week. They would provide all the volunteers and receive all the proceeds (minus operating expenses) from the sale of items on that day. They would open/close the Thrift Shop on a different day than we are currently open. Benefits of such an arrangement might include:1) Sharing the blessings of the Thrift Store Ministry by helping support another organization doing good in our wider community.2) Providing another day for folks to shop.3) Help move merchandise through by being open another day.4) Possibly increasing our volunteer base by folks who try volunteering with the partner organization and then come other days.5) Increase our donations and shoppers as folks who are associated with the partner organization decide to share their items/and shop at the Thrift Store.

	Number of Responses	Response Ratio
No	14	37.8%
Yes	16	43.2%

Maybe. See my thoughts below.	6	16.2%
Other	0	0.0%
Total	37	100%

14 Comments in addition to yes, no, or maybe answers

yes or maybe

Oversight/supervision by Thrift Store staff	4	28.57%
Use as a way to move excess inventory or provide more o	4	28.57%
Use as a way to recruit more T.S. volunteers	2	14.29%

no

Too complicated	3	21.43%
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8. The proposed expansion of the Thrift Store lanai is to meet three needs:1) Expand the sorting/pricing area that is in the open (in the fresh air, but covered), especially for such things as the sorting through bags of clothing.2) Making the back "working space" safer, by providing more room for volunteers to work and also providing an ADA ramp.3) Lessen the amount of times donations are handled, from drop off, to sort/price, and to being placed in the store for sale. This expansion does not address issues of extra storage or additional retail space. Note: If we proceed with this project, the ramp portion of the addition is being paid for by a generous donor.

	Number of Responses	Response Ratio
I support this project and ask the vestry to further	27	75.0%
I do not support this project.	6	16.6%
I support this project and have a licensed, bonded	1	2.7%
Other	2	5.5%
Total	36	100%

13 Comments in addition to or instead of yes or no responses

No - various objections	4	30.77%
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Need more inside space instead	3	23.08%
Different ideas/approaches to expanding space	4	30.77%
Do it now/stop discussing/take action	2	15.38%

9. What question(s) you would like answered or what additional thoughts/feedback do you have?

13 Responses

No common threads, see individual comments/questions

11. And last but not least, what do you love MOST about the Thrift Store?

37 Responses

People/Community/Service	18	48.65%
Volunteers/Volunteering	12	32.43%
Bargains/Treasures	8	21.62%
Happy shoppers	5	13.51%
Feel good about donating	2	5.41%