

Free Geek Staff Survey Results

2. Do you feel that any of Free Geek's programs are inaccurately characterized by the Bubble Graph Exercise? If so, please indicate which programs and describe how you would characterize them.

Impact on the Community seems to have been decided without a clear guideline for measurement. I feel that this could have been skewed by personal feelings of people who were involved in the analysis. Income vs. Expenditure also seems like it could be fraught with problems as a way to measure effectiveness of departments.

If you ask a question in a way that asks for a answer only if you are dissatisfied you should allow for blank answers or have an answer that states no I do not feel

I feel you can manipulate the numbers to reflect whatever you want

The desktop Build program is experiencing a decrease in volunteers. Some of the reasons for that are 3 weeks to a month wait after the tour to get scheduled in Hardware ID and very difficult scheduling for System Evaluation. Many volunteers do not stick around long enough because of the scheduling challenges to stay in Build. We have lost a lot of long time Build volunteers possibly due to the change in management structure or the way the program is being run. I agree that the Mac build program could have more profitability if more time/instructors/resources were put into it. Tech support is one of the areas where interns receive the most applicable job skills training, it may be valuable to follow up with former interns and track employment due to their time at Free Geek. Setting up a form letter type referral for volunteers in all areas may increase our ability to provide valuable references for volunteers. The discontinuation of the volunteer coordinator position has resulted in those duties being spread out through public services/front desk, money is saved with the loss of that position, but some things like events, hiring, training, and managing fd interns are not getting enough attention for optimized success.

Volunteer retention is on a downward slope and needs to be fixed, addressed etc. Education should be expanded but not only with charging for classes, linking up with other educational orgs and become a bridge to more learning outside of FG

If the hardware grants bubble included the costs of providing the granted Gizmos, then we would see it balloon up while other programs like desktops would float significantly to the right. I wonder if desktops would be a star program if it only included the cost of producing the desktops that we try to sell.

I think volunteers should be higher in social impact as that is the biggest draw from outside people. Also, there is not way to fully access the thriftstore, since sales, gen is not specific enough.

3. For specific programs falling into the heart, money tree and stop sign quadrants, do you have any recommendations for increasing their net revenue and/or community impact?

This is way to small a box to put ideas in, but needless to say icontinue to have ideas about things we

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could do in Tech Support to increase impact and revenue

hire additional staff for osac

Increasing tech support services to non free geek machines may increase revenue. I wonder about the possibility of partnering with an outside tech org that we research and verify good work would be profitable if we get a little money for sending people there for stuff we cant do. Expanding education to charge for classes, have them held elsewhere and expand student opportunity is a good idea.

We should be able to get more "free labour" out of the volunteer quadrant, which would reduce paid staff time for certain activities. HW grants on the surface to me looks like it would be impossible to increase revenue for granting things out, but building the relationship with companies or making a bi-yearly donation to remain a HW grantee. Lets get more money out of AV by doing tri-monthly vintage sales, and doing more social media marketing/partnering with other orgs.

For Desktop Build, there are a number of bottlenecks in the current process that make it less productive than it could be and also get in the way of the educational value (and thus impact) of the program. The current layout System Eval is really cramped and unpleasant and gets in the way of teaching people about computers, and focuses too much on following along with flow chart screens that need a major content update. Hardware ID seems like a major bottleneck in getting people into the program, and volunteers should get a System Eval shift as soon as possible afterward to increase retention.

Add a bigger printer section in the store for printers. Add volunteers or interns in the money tree areas such as A/V.

4. Are there any Strengths, Weaknesses, Opportunities, and/or Threats that you feel have been overlooked or inaccurately characterized? If so, please describe them.

It seems odd that the amount of technical knowledge among staff is unrecognised or dealt with only as a weakness or threat, while commitment is seemingly taken for granted since it is only listed as a strength. the need for R+D is unexamined. 'Integrated Tech' i.e. tables, phones etc continues to be seen as something that can not be dealt with on a hardware level despite the presence of several businesses in the area that do just that a large online movement given to examining this.

People | Community | Vision Conflicting visions of success; I don't really understand where this comes from, who's visions of success are these, what are they, and is it that big of an issue that it is a weakness?

Some of the opportunities are more like vision brainstorm elements than opportunities.

I think our brand name is both becoming less valuable but remains one of our best strengths. We should be leveraging it and using it more. I am concerned about our status as a non-profit as a strength, ive heard from various parties at different times that our 501c3 status may be in jeopardy.

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5. Please list up to five items from the SWOT analysis that you think Free Geek should address and explain why they're important. Please indicate whether you view the items as strengths, weaknesses, opportunities, or threats (since some items can fall in more than one category).

Personally I think that all the weakness with the meta data tag of "workforce" should be address first. I think that a stronger workforce would be able to help fix alot of the weakness and maybe some threats. For example; the weakness; Business | Financial | Donations | continued reliance on desktops (freakboxes, focus on that in Build), no longer profitable/desirable; could be fixed if the workforce was stronger by them having the abillity to be able to be able to work on different lines of profit.

The fewer things going to recycling will increase our income, so many things get recycled that can get fixed and soldbut all we pick is the low hanging fruit

gentrification, monetizing non-production work, volunteer compensation, diversified (and current) production programs.

We need to address the production department's focus on desktops when the future is very clearly a world for tablets, laptops and other handhelds. This is currently a weakness of ours but it could become a strength if we have breakthroughs in processes. I am concerned about data security development being one sided (operations) without including the other departments in the planning and feedback loop of how everything works. We could improve (an opportunity) our outreach to get more donations from the west side, lets set up shop at powells or other key areas. We should also make sure that we are using staff members in the best ways possible, if people are particularly good or experience at something they should put that to use. This should also be extended to the volunteers

1.organization loosing money- weakness, # lack of exposure in media - weakness, expansion of education, incl to other sites - opportunity,

6. Based on this analysis of our current situation, if you were the Queen or King of Free Geek, what actions would you take to promote prosperity and happiness in the realm? Feel free to focus on a specific program or Free Geek as a whole.

Grow our public image to new parts of Free Geek. More affluent areas to promote donations and lower income areas to promote grant and volunteer opportunities. Find new groups to partner with that are connected to the community in order to reach new residents of the area. Grow education to give the community a reason to want to involve themselves in Free Geek. Keep transparency as a goal and tool to foster an inclusive atmosphere.

I think that should be more outreach to get Free Geek more well-known for more and better donations.

focus should be on income to create a solid foundation upon which to build.

Address volunteer compensation by enhancing internship programs. This also will make the job

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training mission more impactful. Develop capacity to build financial supporters (grassroots and large donors). This lays a foundation for grantwriting and other income streams. Expand and extend classes for the public.

I would create a feedback loop for volunteers about the different areas they work in. This may cause backlash from staff who are used to not being criticized or monitored, but ultimately our current model will only thrive with happy volunteers who feel like they are contributing and also importantly being heard. I would also do whatever it took to create a partnership with certain orgs around here, master recyclers, SCRAP, metro, etc. Also, bring mario back to the thrift store!

I would overhaul Desktop Build - change layout to something more like laptops so people can interact and work together better. I would expand System Eval or integrate it into the Build room, and redo the "flow charts" from the ground up to be more informative and relevant to the hardware we work with nowadays. I would also move Hardware ID to the classroom or meeting room and make a more consistent curriculum for it. There are too many other little things to mention, but for now I'll wrap up by saying I would also ban the use of the word "bro" - it's annoying and not inclusive.

training for staff in volunteer coordination, customer service, and teaching; having a strong leadership team that will support it's employees and volunteers; finding ways to promote Free Geek in the wider media

8. Do you feel that you now understand the work that Strat Comm has been conducting and where it fits in with Free Geek's strategic planning process?

somewhat, we need to make sure to actively figure out where our revenue will be coming from in 2 years, having ideas about volunteer motivation is good, but their motivations may change if our offering changed (more free education, active job skills training beyond what we do now), revenue may have to come from grants eventually

9. Do you have suggestions for how Strat Comm can best obtain feedback from you, other staff and/or volunteers on its work?

focus groups, maybe

surveys are fine, for volunteers paper would be better with incentives to fill them out

10. Do you have specific questions or concerns that you would like Strat Comm to address? If so, please describe them. If desired, you may also include your name in this response (but it is certainly not required).

Is there a way to analyze Free Geek's various strengths and weaknesses without using Income and Expenditures as a tool of measurement? Do you feel that sales income is a good way to cover costs at

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Free Geek or should we expand and focus more on grants? It seems that focusing more on sales causes a different environment at Free Geek with pressure on some staff to reach sales goals and possibly puts those needs before the needs of the community. At what point does the percentage of employees working to cover payroll with sales cause us to spend more just to make more? Sorry if that is unclear but I think focusing on sales as a way to pay the bills really takes away from providing education and community outreach. The idea is that if we make money, we have more to spend on these programs, but it does not appear to be working out that way.

ideas on where reliable revenue could come from in 2 years