

**Linfield College Phonathon Team Mid-Point Survey**  
**YYYY**

**What have you most enjoyed about phonathon so far?**

1. My peer group
2. I have really enjoyed getting to know the other callers and I also enjoy hearing stories about Linfield in the past.
3. The challenge of securing credit card gifts.
4. The camaraderie between the team and also getting a chance to bond with the donors.
5. I love talking to the alumni and hearing about all the stories and experiences they have to share.
6. The people. The people I work with and getting to talk to interesting people that graduated from Linfield that have stories to tell.
7. Learning about the Alums experience at Linfield.
8. The prizes & games
9. The likable aspect of phonathon. You get sort of competitive with who can get the most donations and such. And there are snacks and prizes, I mean it sounds pretty good, for a job to me.
10. the people

**2. What has been your greatest challenge at phonathon?**

1. Maintaining composure for three hours
2. The greatest challenge for me at phonathon is dialing the number to make the call. Once the phone is ringing I'm fine it's just working up the confidence to do make the call I struggle with.
3. Making several asks. I tend to want to give up at one.
4. Overcoming objections and overcoming my own shyness.
5. There hasn't been a huge challenge for me, just simply wish to get more donations on a credit card because people feel they cannot trust us.
6. I still feel uncomfortable asking for larger sums of money.
7. Credit card pledges.
8. Staying on task
9. I think its keeping the pep. Sometimes when someone hangs up on you or just makes you feel like crap, it's hard to be cheery for the next caller.  
But with time you get over it, it's all part of the job.
10. rejection

**3. Please rate the quality of your phonathon experience with the following categories:**

	Excellent	Good	Fair	Poor
Work environment	46.2% (6)	<b>53.8% (7)</b>	0.0% (0)	0.0% (0)
Management team	38.5% (5)	<b>61.5% (8)</b>	0.0% (0)	0.0% (0)
Hours	38.5% (5)	<b>46.2% (6)</b>	15.4% (2)	0.0% (0)
Incentives	23.1% (3)	<b>76.9% (10)</b>	0.0% (0)	0.0% (0)
Workplace morale	<b>53.8% (7)</b>	46.2% (6)	0.0% (0)	0.0% (0)
Job skill development	46.2% (6)	<b>53.8% (7)</b>	0.0% (0)	0.0% (0)

**4. If you rated any of the categories in question #4 "fair" or "poor," please tell us why.**

- I only say my hours are 'fair' because I must have a third shift to fulfill my 10 hour a week requirement. And those days are the first three in the week when I have the most homework.
- Its hard to call for four hours at a time. It would be better in two hour chunks

**5. Of your friends that have on-campus workstudy jobs (or if you have held other positions on campus), how do you think being a phonathon caller compares to other on-campus jobs?**

Phonathon is a better workstudy job than other workstudy jobs	38.5%
Phonathon is about the same as other workstudy jobs	53.8%
Phonathon is a worse workstudy job than other workstudy jobs	7.7%

**6. What suggestions do you have for improving the phonathon work experience?**

- Hmmmm not much. its pretty fun
- I understand that having all the phones calling is important, but it's really hard to carry on a phone conversation

at that long table if the person next to you is also talking. There just isn't a good barrier like at the other desks.

3. I think that there isn't much that needs to be improved, just that I need to keep making calls to become more comfortable with it.
4. Longer breaks? :) that's not really phonathon specific, though..
5. None, I think it's a great environment
6. I'd like to be able to actually scoot my chair in all the way; under the desk. The desks block that now.  
Have Healthy snacks!!
7. Be aware and prepared of what could happen during a phone conversation, and be confident when you speak.
8. Sometimes when I'm making a call its hard to hear the person on the phone because there's so much going on around you. I make a better plea for a pledge when I can actually hear the person on the other line.
9. The only reason that I put "worse" is that most other jobs allow you to do homework. The overall environment at Phonathon is good though. I do like this better than my workstudy last year though.

#### **7. Is there anything else about your phonathon work experience that we should know?**

1. I love the atmosphere.
2. No
3. I love it. When coming into this, I thought it was be kind of dull to simply talk on the phone all the time, but I really enjoy it and the management staff is amazing and awesome!
4. Sometimes it's still kind of loud, but not too bothersome.
5. No, it's really fun.