

User Research Report

3-5 insights:

1. Many of these nonprofit volunteer organizations lack the adequate advertisement exposure to attract more volunteers to help out in the midst of the pandemic, which leads to downsizing the organization and their efforts.
2. It is difficult for volunteers to reach out to nonprofit organizations and to seek out opportunities because these organizations normally only rely on email as a form of communication.
3. It will be very helpful for the volunteers to see descriptions of the duties, the environment, and situations they will be placed in.
4. From the interview, my interviewee also expressed that he would like to see if these organizations offer any type of benefits to the volunteers, things like snacks or breaks in between shifts.

Brief description of your group project:

- Many individuals and communities have been greatly affected by the COVID-19 pandemic, specifically experiencing food, housing, and unemployment hardships. While there are many non-profit organizations, companies, and general volunteers, there is still a need for a tool to connect to those in need to provide better accessibility to food/daily necessities.

For our project, we will be mainly focusing on designing a website that will allow volunteers, companies, and non-profit organizations to assist in sending necessities to persons in need. Our website will be designed in a way that is user friendly where volunteers can easily access future volunteering opportunities within their areas of interests and availability, it will also allow for these non-profit organizations to better advertise themselves in the midst of the pandemic.

List of Interview Questions:

- How old are you?
- Where are you from/where do you live?
- When did you start volunteering?
- How often do you volunteer?
- Why do you volunteer?

- Where have you volunteered before?
- What's your favorite part about volunteering?
- How did you find your volunteering gig?
- Do you volunteer independently or do you go through an organization?
- How long does it take you to travel to your volunteering location?
- How do you travel to your volunteering location?
- Has COVID-19 impacted your ability to volunteer? If so, how?
- How comfortable did you feel going to your volunteering location during the pandemic?
- Is there anything to make volunteering easier for you during Covid?
- On average, how many individuals do you interact with during each shift?
- What is the distribution process at your location if you work with food or goods? (clarify if needed - how do you assign roles? How do you get food?)
- What are the hardest parts of volunteering for you? (both before and during COVID?)
- Do you have volunteering-related Internet websites you regularly use?
- How do you currently look for volunteering opportunities?
- What features of the websites make it stand out?
- Does the organization you volunteer at have a website?
- If so, what are your thoughts on the website?
- What do you wish to see on the platforms where you find volunteering opportunities?

Participant's responses to interview questions:

Transcript:

Abbie Yan Sawyer: Hello so i'll be interviewing you today and know that the interview will be recorded by your identity will remain anonymous throughout this interview process, and if you don't feel comfortable with any questions feel free to answer, and let me know.

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00:00:33.360 --> 00:00:36.960

Abbie Yan Sawyer: Without further ado let's jump right into the interview.

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00:00:37.980 --> 00:00:43.710

Abbie Yan Sawyer: So first question we're just going to go through like basic demographic questions how old are you.

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00:00:44.550 --> 00:00:45.840

Black Plague: I am 23.

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00:00:48.090 --> 00:00:48.420

Abbie Yan Sawyer: Nice.

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00:00:50.820 --> 00:00:53.460

Abbie Yan Sawyer: Where are you from and where do you currently live.

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00:00:54.750 --> 00:00:58.500

Black Plague: I am from Jakarta Indonesia.

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00:00:59.130 --> 00:01:03.570

Black Plague: I technically live in Chicago but i'm currently staying in Seattle.

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00:01:06.480 --> 00:01:11.580

Abbie Yan Sawyer: cool i'm just gonna keep some notes on the side.

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00:01:14.430 --> 00:01:27.240

Abbie Yan Sawyer: Okay we're going to jump more into the questions relating to volunteering, as I mentioned before the project background to you, so you get a little idea of what we're trying to accomplish here.

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00:01:28.260 --> 00:01:33.270

Abbie Yan Sawyer: So first question regarding to volunteering when did you start volunteering.

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00:01:34.530 --> 00:01:41.940

Black Plague: I started around a month ago, so I think it was march 20 something 24th probably give or take.

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00:01:44.310 --> 00:01:44.610

Abbie Yan Sawyer: cool.

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00:01:45.630 --> 00:01:47.730

Abbie Yan Sawyer: And how often do you do volunteer.

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00:01:48.870 --> 00:01:59.310

Black Plague: I volunteer probably every day i'm at like varying amounts so it's not the same amount every day, but I, I think I come in pretty much every day, every weekday, to be precise.

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00:02:00.600 --> 00:02:00.930

Abbie Yan Sawyer: Okay.

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00:02:03.570 --> 00:02:05.610

Abbie Yan Sawyer: um and why do you want you.

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00:02:07.290 --> 00:02:07.770

Black Plague: well.

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00:02:09.600 --> 00:02:23.880

Black Plague: i'm volunteering right now, before my master's thesis, which entails kind of embedding myself inside a specific Community, namely the homeless Community so that's part of my master's thesis but.

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00:02:25.110 --> 00:02:31.380

Black Plague: that's, not to say I haven't had interest in it before and I there's other reasons, in the past where i've volunteered for.

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00:02:31.620 --> 00:02:33.300

Black Plague: Non master's thesis related.

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00:02:34.620 --> 00:02:36.090

Black Plague: Issues so yeah.

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00:02:38.340 --> 00:02:48.810

Abbie Yan Sawyer: cool yeah feel free to speak on any of the reasons you had the for your master's thesis or even right now, if you want to go into more details about your master's thesis.

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00:02:49.980 --> 00:02:50.730

Abbie Yan Sawyer: More than welcome.

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00:02:51.330 --> 00:02:52.260

Black Plague: I see well.

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00:02:53.580 --> 00:03:00.180

Black Plague: There have been a bunch of times that i've interviewed interviewed sorry volunteered and most of the time it's because of.

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00:03:01.200 --> 00:03:12.810

Black Plague: Like assignments like have volunteered for my high school graduation I volunteered in my dad's company, because he needed like a REP kind of um.

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00:03:13.860 --> 00:03:28.050

Black Plague: But i've also with my mom I volunteered at a local community, where we helped prepare and hand out meals, just because we wanted to do something nice for the Community like they were, it was a neighboring neighborhood from where I live in Indonesia.

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00:03:28.980 --> 00:03:31.920

Black Plague: So we would prepare meals at home, then go out there and hand them out.

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00:03:32.970 --> 00:03:34.980

Black Plague: And in that time it was just because.

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00:03:36.090 --> 00:03:38.700

Black Plague: it's like I guess personally.

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00:03:38.790 --> 00:03:39.720

Black Plague: Like my family has.

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00:03:39.780 --> 00:03:47.640

Black Plague: managed to have a lot of food, we have a lot of food lying around and ridges and stuff and we have the disposable income to purchase that much food.

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00:03:48.150 --> 00:04:03.360

Black Plague: um so with my mom we figured it's better that this food is going somewhere useful as opposed to just rotting in our fridge or on a truck somewhere, and so we take the time probably once every couple months to prepare like 100 something meals just kinda.

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00:04:07.740 --> 00:04:08.130

Black Plague: Thank you.

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00:04:08.220 --> 00:04:08.880

Abbie Yan Sawyer: yeah cool.

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00:04:09.990 --> 00:04:15.030

Abbie Yan Sawyer: I guess it kind of ties into the next question, so these volunteering.

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00:04:16.140 --> 00:04:20.130

Abbie Yan Sawyer: opportunities that you had in the past where where are they located at.

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00:04:21.150 --> 00:04:24.120

Black Plague: Most of them were located in Jakarta.

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00:04:24.240 --> 00:04:27.780

Black Plague: Somewhere located in like rural communities in Asia.

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00:04:28.680 --> 00:04:32.190

Black Plague: um yeah that was for the ones in the past.

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00:04:34.140 --> 00:04:34.440

Black Plague: So.

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00:04:34.470 --> 00:04:35.340

Black Plague: Mostly walk me.

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00:04:37.590 --> 00:04:41.760

Abbie Yan Sawyer: Okay, and the current volunteering site where.

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00:04:42.990 --> 00:04:47.130

Black Plague: Is that it's located in Capitol Hill Seattle.

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00:04:50.550 --> 00:04:51.900

Abbie Yan Sawyer: cool and very close.

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00:04:51.900 --> 00:04:53.100

Black Plague: yeah wow.

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00:04:57.930 --> 00:05:02.610

Abbie Yan Sawyer: Alright next question what's your favorite part about volunteering.

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00:05:05.130 --> 00:05:19.110

Black Plague: I favorite part actually had this conversation with another volunteer recently, and it was the same answer for both of us it was when you're volunteering affects your life outside of being a volunteer.

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00:05:21.180 --> 00:05:38.910

Black Plague: Most notably, it was it's I like I volunteer for the homeless, where I hand out food serve coffee etc and clothes as well um and it's gotten, to the point that, like when i'm walking around walking down the street and Capitol Hill I could run into them and they'll say I arm and that's.

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00:05:38.940 --> 00:05:49.110

Black Plague: it's it's just a reminder that, like you're almost like you're part of their life and that feels fulfilling knowing that like they remember you and you remember them, and you can converse a little.

54

00:05:49.530 --> 00:06:00.480

Black Plague: Even if you come from very different backgrounds it's it kind of encourages the sense of community and connectivity that I don't it's not very apparent and, at least in my life in other areas.

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00:06:02.880 --> 00:06:08.760

Abbie Yan Sawyer: that's a that's a great response I don't think i've heard that from a lot of people before so.

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00:06:09.300 --> 00:06:10.650

Black Plague: No i'm sick as far.

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00:06:13.260 --> 00:06:14.760

Abbie Yan Sawyer: As okay i'll edit it out.

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00:06:20.430 --> 00:06:26.940

Abbie Yan Sawyer: Right moving on um how did you find your current volunteering gig.

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00:06:28.170 --> 00:06:30.720

Black Plague: Oh, that was it was actually kind of hard.

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00:06:31.800 --> 00:06:34.320

Black Plague: I blasted out a lot of emails to various.

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00:06:35.700 --> 00:06:38.760

Black Plague: Like volunteer volunteer organizations, I was targeting like a.

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00:06:40.080 --> 00:06:51.180

Black Plague: community service organization that focuses on helping the homeless, so I just I had like I would did a bunch of searching found a bunch of different organizations and just email, all of them, and only one responded.

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00:06:52.230 --> 00:06:53.370

Abbie Yan Sawyer: And it was the one that I was.

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00:06:54.780 --> 00:07:00.000

Black Plague: um so it was it was basically me just asked him straight up, I found their email.

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00:07:00.630 --> 00:07:09.900

Black Plague: i'm to be fair, it was a different thing I didn't come across like I want to volunteer but I was coming across like i'm a Grad student who wants to volunteer for my research and that might.

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00:07:10.620 --> 00:07:20.460

Black Plague: be different i'm not like in the past, I haven't really had issue finding volunteer organizations in like if you say, I want to volunteer most of the time in my experience they'll.

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00:07:21.750 --> 00:07:28.140

Black Plague: Either ignore, you will find you a spot, but as a Grad student trying to get these gigs it was.

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00:07:28.560 --> 00:07:42.480

Black Plague: It was kind of hard and there was a lot of distrust at first, at least I perceived that to be a lot of distrust i'm like when I was talking to the guy that i'm calling the director of the organization that i'm currently volunteering for.

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00:07:43.560 --> 00:07:49.620

Black Plague: There was a lot of like I want to see your questions, what are you going to ask what are you gonna do, what are you expecting was like they really.

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00:07:50.160 --> 00:07:59.790

Black Plague: I feel like they definitely bedded me to an extent that's not common for other volunteers and it was really hard to kind of we're really know it was pretty hard to kind of land that gig um.

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00:08:00.990 --> 00:08:13.830

Black Plague: But over time um I I showed him the questions I showed him all the ethical like things that I wouldn't do um and then that was and then he said sure.

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00:08:14.460 --> 00:08:23.880

Black Plague: And that's how I kind of ended up at this organization, so a lot of it was it was honestly reminded me ronnie a lot of like the job search seven extending except.

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00:08:25.680 --> 00:08:37.590

Black Plague: Instead of applying for various things online I was just emailing people and then telling them and i'm hoping, one of them won't me, but it was very it was had a lot of similarities to the job search, I felt like I was being interviewed at times.

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00:08:39.750 --> 00:08:45.540

Abbie Yan Sawyer: And so I was kind of like i'm like cold messaging cold emailing people.

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00:08:47.430 --> 00:08:47.760

Black Plague: uh huh.

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00:08:50.280 --> 00:08:52.080

Abbie Yan Sawyer: I will say okay.

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00:08:53.220 --> 00:08:56.520

Black Plague: I will say that most organizations, make it.

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00:08:57.630 --> 00:09:12.480

Black Plague: easy to volunteer but also that, like this is an interesting thing is that the way that I realized, there are more volunteering opportunities is actually through the organization itself it's it hit me like there's this extreme.

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00:09:12.510 --> 00:09:16.020

Black Plague: Lack of advertising for volunteering so you're.

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00:09:16.470 --> 00:09:30.300

Black Plague: gonna find an organization to volunteer for your kind of going in blind there's no one telling themselves a volunteer for us um and it was only when I started talking to people in the organization, who you know kind of like no other volunteer organizations, because they.

81

00:09:30.360 --> 00:09:31.140

interact with them.

82

00:09:32.640 --> 00:09:44.160

Black Plague: there's this one, and this one, and this one, and this one, like in my entire search for a volunteer for like a volunteer i'm gonna just blasting out like 10 emails I never heard of any of these so it like it was it's like he's also just like an information thing right.

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00:09:44.280 --> 00:09:45.600

don't know what's around.

84

00:09:46.890 --> 00:09:52.710

Black Plague: Finding them is actually really like can take quite a bit of energy, just to find what's there.

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00:09:54.960 --> 00:10:04.950

Abbie Yan Sawyer: that's that's a that's a very good say yeah because I think like a lot of these small organizations, they don't have the resources to even like advertise for themselves right.

86

00:10:06.000 --> 00:10:06.390

Abbie Yan Sawyer: To.

87

00:10:06.660 --> 00:10:07.530

Abbie Yan Sawyer: connect with them.

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00:10:09.420 --> 00:10:16.860

Black Plague: A lot of these organizations what they say is that the way they give volunteers is like they align themselves like another organization like the one i'm.

89

00:10:16.890 --> 00:10:18.660

Black Plague: Working in it's.

90

00:10:18.690 --> 00:10:28.740

Abbie Yan Sawyer: In a church and a lot of its volunteers come from that church, a lot of them grew up around this organization, but for that very same reason, because they get most of the volunteers.

91

00:10:28.770 --> 00:10:32.940

Black Plague: From this church people outside of the church don't really know that it exists, unless you're like.

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00:10:33.090 --> 00:10:34.740

Black Plague: Derek services.

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00:10:36.900 --> 00:10:40.680

Abbie Yan Sawyer: Interesting okay that's a good point to note down for me.

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00:10:42.180 --> 00:10:42.810

Abbie Yan Sawyer: um.

95

00:10:43.440 --> 00:10:49.890

Abbie Yan Sawyer: Oh yeah I think next question you kind of already answered it answered him i'm just gonna ask it just in case.

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00:10:50.490 --> 00:10:51.270

Black Plague: Go for it go for it.

97

00:10:52.440 --> 00:10:55.740

Abbie Yan Sawyer: Do you volunteer independently or do you go through an organization.

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00:10:57.510 --> 00:11:03.720

Black Plague: I go through an organization that's, not to say I haven't volunteered in families, like my mom and I you weren't doing anything with the organization.

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00:11:04.800 --> 00:11:05.100

Black Plague: But.

100

00:11:06.720 --> 00:11:11.370

Black Plague: hey I really don't see many volunteers independently also.

101

00:11:12.540 --> 00:11:14.040

Black Plague: kind of besides the point but yeah.

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00:11:16.260 --> 00:11:21.330

Abbie Yan Sawyer: um so how long does it take you to travel to a location.

103

00:11:21.930 --> 00:11:22.320

um.

104

00:11:23.580 --> 00:11:25.740

Black Plague: Let me do a quick counts.

105

00:11:27.870 --> 00:11:34.380

Black Plague: Sorry, it takes me about 35 minutes if I take the Seattle light rail.

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00:11:35.490 --> 00:11:36.000

Black Plague: The link.

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00:11:37.080 --> 00:11:37.920

Black Plague: yeah but.

108

00:11:38.520 --> 00:11:38.760

Black Plague: um.

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00:11:38.790 --> 00:11:41.490

Black Plague: I remember once the link went down and.

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00:11:43.080 --> 00:11:49.050

Black Plague: It took me an hour and a half, I was on the way back so it wasn't like rushing all the way back it took me an hour and a half to get back home so.

111

00:11:49.170 --> 00:11:49.320

Black Plague: Oh.

112

00:11:50.280 --> 00:11:51.000

yeah so.

113

00:11:53.130 --> 00:11:54.870

Black Plague: weird infrastructure is is.

114

00:11:56.970 --> 00:12:01.980

Abbie Yan Sawyer: yeah that's that's my next question like, how do you travel with your voluntary location.

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00:12:01.980 --> 00:12:02.430

locations.

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00:12:03.480 --> 00:12:05.970

Black Plague: i'm most I like I said I mostly use the link but.

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00:12:07.290 --> 00:12:11.730

Black Plague: Otherwise I would use the bus basically public transportation or walking.

118

00:12:14.220 --> 00:12:16.680

Abbie Yan Sawyer: cool cool um.

119

00:12:18.090 --> 00:12:23.580

Abbie Yan Sawyer: So I guess this next question is like open for any type of interpretation, or like.

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00:12:24.690 --> 00:12:25.920

Abbie Yan Sawyer: Your answer right.

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00:12:26.370 --> 00:12:32.100

Abbie Yan Sawyer: Now, how do you think coven 19 impacted your ability to volunteer and.

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00:12:32.820 --> 00:12:34.680

Black Plague: Know like yeah.

123

00:12:35.220 --> 00:12:42.810

Black Plague: This is very interesting because I asked questions I asked these this same question to somebody for my thesis.

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00:12:43.320 --> 00:12:49.620

Black Plague: One it's essentially well, to put it bluntly it's made things a lot harder.

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00:12:51.270 --> 00:12:58.980

Black Plague: than them it's like, for example, like restrictions on eating indoors means that Community organizations have to reassess everything and find an outdoor.

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00:12:58.980 --> 00:12:59.760

Black Plague: space to eat.

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00:13:00.210 --> 00:13:15.030

Black Plague: or like to serve food i'm also the fact that killed the 19, at least in the organization I volunteered for the most of the volunteers themselves tend to be older i'd say 5060 plus um so.

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00:13:15.630 --> 00:13:23.010

Black Plague: The fact that COVID 19 disproportionately threatens by colder communities means that these people aren't volunteering anymore.

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00:13:23.490 --> 00:13:30.540

Black Plague: I'm one of the people I was talking to another, not a volunteer but a staff member actually of the organization said that once COVID 19 had they were pretty much.

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00:13:31.050 --> 00:13:37.500

Black Plague: They pretty much didn't have volunteers for a while, nobody was like coming out to help the homeless, because they were afraid that they would die in the process.

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00:13:37.740 --> 00:13:46.800

Black Plague: Well, and even now like like to put like to give you like numbers, I guess, they said that back then they serve 250 700 meals, a day.

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00:13:47.220 --> 00:13:57.390

Black Plague: And they also serve two meals, a day so lunch and dinner, but now it's like they serve only about 170 at most, and only lunch so.

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00:13:57.870 --> 00:13:58.110

Abbie Yan Sawyer: They.

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00:13:58.800 --> 00:14:05.220

Black Plague: And then, on top of this, like this was an interesting is also thing is also the loss of logistics, because they said that after coven.

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00:14:06.030 --> 00:14:11.850

Black Plague: It was harder for a while, like this organization I work for like they get a lot of their food from.

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00:14:12.270 --> 00:14:18.720

Black Plague: Like the starbucks when they have like food that they're having used or local supermarkets when they have food that's not being bought.

137

00:14:19.350 --> 00:14:28.350

Black Plague: or food banks things like that, and once coover to hit the process of trying to get that food was just way way harder, so the result was that.

138

00:14:28.740 --> 00:14:39.720

Black Plague: They all be the organization itself didn't have the food to feed, you know, to actually do with service and it's it's crazy that, like the effect that coven has a.

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00:14:40.530 --> 00:14:50.160

Black Plague: community service organizations, because it's not just like having and routine volunteers, but it's actual just functioning was made harder because of all the mandates that made it that made like.

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00:14:50.340 --> 00:14:52.890

Black Plague: Selling buying transporting items a lot harder.

141

00:14:53.490 --> 00:15:06.660

Black Plague: um, and for that reason my organization, at least the staff member of my organization said that they they had to downsize significantly they lost ties to various other Community organizations, they were pretty much became isolated.

142

00:15:20.880 --> 00:15:37.440

Black Plague: Oh sorry i'm just getting texts, let me okay um it's like a big one is masked men dates, because I know like like in my time volunteering for the homeless it's like a lot of them are anti not necessarily anti masks but they don't see the point on masks or.

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00:15:37.650 --> 00:15:40.710

Black Plague: They find a hassle because it's another thing.

144

00:15:41.040 --> 00:15:52.230

Black Plague: that they have to possess it's like when you have a lifestyle, where you don't have very much and things are hard to keep and people are stealing your stuff etc, etc, having a mask or not having food is like a big deal.

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00:15:52.710 --> 00:15:59.850

Black Plague: Essentially possessing a mask stands in the way of survival for some of these people, and I think, for that reason, it makes a lot of sense that, like.

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00:16:00.180 --> 00:16:09.600

Black Plague: Maybe, these people will shy away from services or become angry that you know they have to wear masks just so they can eat because you know from that perspective, it is kind of ridiculous.

147

00:16:13.980 --> 00:16:15.300

Abbie Yan Sawyer: Interesting interesting.

148

00:16:16.860 --> 00:16:17.340

Abbie Yan Sawyer: Okay.

149

00:16:19.170 --> 00:16:20.910

Abbie Yan Sawyer: let's move on to the next question.

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00:16:21.330 --> 00:16:22.260

Black Plague: let's go.

151

00:16:22.800 --> 00:16:25.020

Abbie Yan Sawyer: So how comfortable, would you say.

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00:16:26.550 --> 00:16:30.750

Abbie Yan Sawyer: Do you feel going to your monitoring location and during the pandemic.

153

00:16:33.840 --> 00:16:41.640

Black Plague: um well I feel like as long as i'm wearing a mask I feel pretty safe it's um.

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00:16:42.780 --> 00:16:45.870

Black Plague: This is gonna be a little weird, but a lot of these people spit.

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00:16:47.040 --> 00:16:47.370

Black Plague: and

156

00:16:47.970 --> 00:16:54.660

Black Plague: I like as I will move wearing them ask them like Oh, whatever I have glasses on, I have a mask on low chance that it's going to keep me straight in the eyeball or.

157

00:16:54.660 --> 00:16:54.990

somewhere.

158

00:16:57.330 --> 00:16:57.660

Black Plague: But.

159

00:16:59.340 --> 00:17:12.420

Black Plague: There have been times, where i've met them outside of the volunteering space, you know, like I described like on the street and sometimes like it hits me like oh this guy spits a lot and usually that's not a problem, like whatever, but like oh shit What did he has Kobe What if.

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00:17:12.570 --> 00:17:17.400

Black Plague: What if I decoded because of it, and I feel like it's a legitimate hurdle, I feel like.

161

00:17:17.910 --> 00:17:28.590

Black Plague: My organ the organization I volunteer for does a pretty good job of like staying on top of Kobe everyone wears masks everyone wears gloves everyone sanitizers our hands regularly so by and large i'm not afraid but.

162

00:17:29.220 --> 00:17:38.610

Black Plague: If if they didn't have that, like the works to bring up it's like like to kind of highlight this they have like hand sanitizer like.

163

00:17:39.450 --> 00:17:53.250

Black Plague: They have like eight rooms across the building there's hand sanitizer and gloves and masks and each one, so you know you're never at a loss of gear to least at least some extent, but if they weren't On top of that, to that extent, it like I would start soon.

164

00:17:55.800 --> 00:18:03.930

Abbie Yan Sawyer: yeah it'd be like yeah the homeless people not wearing math I think that if I were in your shoes, I think I would feel kind of uncomfortable.

165

00:18:05.940 --> 00:18:10.680

Black Plague: I felt uncomfortable for sure, so, and then I got sick afterwards one, so I really.

166

00:18:11.370 --> 00:18:11.670

Black Plague: Like.

167

00:18:12.360 --> 00:18:14.820

Black Plague: The homeless made me say what it was fine.

168

00:18:17.640 --> 00:18:23.940

Abbie Yan Sawyer: Alright, so is there anything to make volunteering easier for you during coven.

169

00:18:27.030 --> 00:18:29.610

Black Plague: anything to make volunteering easier.

170

00:18:30.900 --> 00:18:36.210

Black Plague: I mean like there's always the big one, the one that everyone's going to say is that more people.

171

00:18:37.020 --> 00:18:44.220

Black Plague: it's it's we are consistently understaffed it's like there's 100 people coming into a single space and I have to serve 100.

172

00:18:44.520 --> 00:18:52.770

Black Plague: Or, more because there's like people who asked for multiple cups of coffee i'm serving like 150 cups of coffee every single day just on my own and that's.

173

00:18:53.160 --> 00:19:00.540

Black Plague: And this is within usually within like a 45 minute timeframe and it gets really hectic it gets really, really hectic to like.

174

00:19:01.110 --> 00:19:10.800

Black Plague: not have that much people, but I wanted to say something that's more achievable, because more volunteers is always something that everyone wants um so what would really help me.

175

00:19:13.710 --> 00:19:14.970

Black Plague: I feel like it would be food.

176

00:19:16.980 --> 00:19:17.520

Abbie Yan Sawyer: For you.

177

00:19:18.030 --> 00:19:18.450

Abbie Yan Sawyer: yeah.

178

00:19:18.840 --> 00:19:26.700

Black Plague: I feel like I feel like one thing that people don't mention about volunteering as much is that it's really tiring it's really.

179

00:19:27.360 --> 00:19:29.580

Black Plague: really like physically taxing like.

180

00:19:30.150 --> 00:19:36.030

Black Plague: Even just like serving coffee, the fact that I have to do this 150 times in like 45 minutes is tiring.

181

00:19:36.210 --> 00:19:37.830

Black Plague: i'm standing there in person.

182

00:19:38.070 --> 00:19:48.990

Black Plague: i'm taking orders and then i'm serving coffee and it's to a certain point, I feel like I need to go on autopilot just so I can go through these as fast as possible, otherwise line starts to form and issues.

183

00:19:49.770 --> 00:20:01.440

Black Plague: it's like i'm but The thing is, I can do it, I can i've done it multiple times and i'm okay with doing it, but it would really help if, like I had like a meal beforehand just some some kind of something to keep me energized because it's.

184

00:20:02.760 --> 00:20:11.970

Black Plague: Not there's nobody like there who would say i'm not going to eat just simply because everyone's it gets really tiring to have like proper nutrition, I guess.

185

00:20:12.570 --> 00:20:21.000

Black Plague: Especially since you're volunteering to be offered a fat food for your time, even if it's like a small meal like there were times I was offered, just like a cookie or.

186

00:20:21.690 --> 00:20:22.890

Black Plague: Something like that can like.

187

00:20:23.700 --> 00:20:34.770

Black Plague: can change how I approach, a certain like a certain shift or a certain lunch service something because it's like with the cookie I have calories chocolate energy, whereas the other one i'm like running on fumes.

188

00:20:35.880 --> 00:20:36.060

Black Plague: Like.

189

00:20:36.630 --> 00:20:43.860

Black Plague: The presence of just small items to keep you going is a big thing that affects how effectively a volunteer can volunteer per se.

190

00:20:44.730 --> 00:20:50.880

Abbie Yan Sawyer: yeah I know that's a fair point and plus like you mentioned before, how you volunteer like outdoors right so.

191

00:20:53.790 --> 00:20:55.080

Abbie Yan Sawyer: You need some kind of energy.

192

00:20:55.860 --> 00:21:00.660

Black Plague: Yes, it's best yeah that's The other thing, especially with cuz it's like seattle's winner.

193

00:21:01.260 --> 00:21:11.220

Black Plague: i'm i'm constantly getting blasted like some not every day, but some days it's it's been really hard to serve coffee, I remember sometimes when i'm trying to pour like coffee made into a coffee Cup.

194

00:21:11.520 --> 00:21:14.340

Black Plague: The powder won't go away because the wind away like.

195

00:21:15.240 --> 00:21:16.530

Black Plague: What the heck Am I meant to do.

196

00:21:18.120 --> 00:21:36.630

Black Plague: And moments like and then you know getting up and doing that, like 100 more times it's it gets really, really tiring and it's it's you can see it in, like other people as well it's it's a physically taxing activity to at least him to volunteer for the homeless, at least.

197

00:21:37.800 --> 00:21:39.210

Abbie Yan Sawyer: fer fer fer fer fer.

198

00:21:40.290 --> 00:21:40.740

Abbie Yan Sawyer: Okay.

199

00:21:41.970 --> 00:21:52.290

Abbie Yan Sawyer: So, on average, you mentioned how you serve like what a 150 cups of coffee a day, but I was wondering like how many individuals do you interact with during each shift that could be like.

200

00:21:52.860 --> 00:21:58.410

Abbie Yan Sawyer: Yes, number of volunteers, plus like the homeless people yeah.

201

00:21:59.760 --> 00:22:03.930

Black Plague: I say I quite easily interact with at least 70 to 100.

202

00:22:04.650 --> 00:22:09.150

Black Plague: i'm to note that this is this like I did two shifts a day usually I have like a.

203

00:22:09.180 --> 00:22:11.610

Black Plague: Coffee hour shift and then after that.

204

00:22:12.150 --> 00:22:16.830

Black Plague: Which after an hour that after that finishes I do a lunch service chest.

205

00:22:18.540 --> 00:22:25.830

Black Plague: And it's really easy for me to hit like huge numbers and yeah i'd say about 70 to 100 yeah.

206

00:22:26.610 --> 00:22:27.600

Abbie Yan Sawyer: yeah that's a lot.

207

00:22:28.260 --> 00:22:31.170

Black Plague: That is a lot of people and there's only two hours.

208

00:22:34.470 --> 00:22:35.010

All right.

209

00:22:37.380 --> 00:22:50.490

Abbie Yan Sawyer: So what is the distribution process at your location, if you work with food or goods and like you can talk about like how you guys assign roles like, how do you get food.

210

00:22:51.990 --> 00:22:53.490

Abbie Yan Sawyer: yeah, just like the logistics of it.

211

00:22:54.630 --> 00:23:06.630

Black Plague: I think I mentioned this before, but to get food on the the organization there's a lot of raw food from like nearby coffee shops that have spare food or nearby groceries so, and so, and so.

212

00:23:08.160 --> 00:23:19.680

Black Plague: There was a big thing and that um this was interesting this kind of goes back to your like Kovac thing, but they mentioned that during covert the United States was spending a lot on agriculture to prop up its agricultural business.

213

00:23:20.610 --> 00:23:29.820

Black Plague: um and this actually drove like staple food prices down which allow the organization to buy like a crap ton of food from like to actually like buy it.

214

00:23:31.230 --> 00:23:35.310

Black Plague: And weirdly enough after cold as Cobra is ending and that gets lifted.

215

00:23:38.490 --> 00:23:49.680

Black Plague: it's they also say that, even though generally is harder to find food after coven like the fact that they're lifting this mandate means that they can't get staple foods like rice, pasta noodles etc so.

216

00:23:50.190 --> 00:24:00.900

Black Plague: Interesting just a side note, but generally they get logistically they get food from they sometimes buy food like in bulk, but they also get it like donated from various sources.

217

00:24:01.860 --> 00:24:05.100

Black Plague: um what was the second half of it was the other party progression.

218

00:24:05.640 --> 00:24:08.970

Abbie Yan Sawyer: Like do you guys have assigned role for you here.

219

00:24:09.720 --> 00:24:19.650

Black Plague: Yes, well kind of well vault because it's like we're constantly under man, I feel like I generally just get put wherever wherever works.

220

00:24:20.460 --> 00:24:22.320

Black Plague: know me one second.

221

00:24:26.280 --> 00:24:31.920

Black Plague: Okay um there's most days I do copy service because there's almost no one who wants to be caught and service.

222

00:24:33.300 --> 00:24:37.710

Black Plague: it's cold tiring and as long, so I can see why but.

223

00:24:39.390 --> 00:24:49.530

Black Plague: I want one day we had like really enough he had too many volunteers, there was just like like people were bringing their friends, this one day was nice and sunny out so there were just way too many people.

224

00:24:50.130 --> 00:24:52.800

Black Plague: And then, so they put me in the one place where like they thought I would.

225

00:24:53.370 --> 00:25:01.170

Black Plague: Like as someone who's been volunteered there at this point like two and a half weeks, they said oh do the kitchen, so I helped like pack food into boxes.

226

00:25:02.910 --> 00:25:13.860

Black Plague: Before was sent out um but that kind of highlights just how I guess, I want to it's like there's no fixed roles, not even for like staff members of the volunteer organization.

227

00:25:14.340 --> 00:25:22.530

Black Plague: it's very much feels like a like a case of where everyone just does what's helpful if they need me to like clean up tables before lunch service like I do that.

228

00:25:23.040 --> 00:25:24.210

Black Plague: If they need me to like.

229

00:25:24.450 --> 00:25:28.050

Black Plague: sort through clothes before we distribute them I also do that and.

230

00:25:28.380 --> 00:25:29.370

Black Plague: tech food like that.

231

00:25:29.460 --> 00:25:33.300

Black Plague: So it's very hectic and I never really know what i'm going to end up doing.

232

00:25:36.750 --> 00:25:52.620

Abbie Yan Sawyer: Okay kind of going off the script by just wondering like do you would you find it easier if they assigned you like a specific role to do, and instead of like having you kind of juggle all over the place for different areas.

233

00:25:54.030 --> 00:25:56.130

Black Plague: weirdly enough, I would say.

234

00:25:57.180 --> 00:25:58.320

Black Plague: it's my favorite part.

235

00:25:59.130 --> 00:26:00.000

Black Plague: One of my favorite.

236

00:26:00.060 --> 00:26:08.130

Black Plague: One of the parts I like the volunteering it it kind of contributes to this feeling like i'm not just a cog in the machine.

237

00:26:09.060 --> 00:26:13.590

Black Plague: it's like there have been times, where like, for example, the last my volunteered like.

238

00:26:13.980 --> 00:26:16.920

Black Plague: The main guy who kind of supervise lot of thing was not there.

239

00:26:17.910 --> 00:26:28.380

Black Plague: But really had nobody kind of see checking out what I did telling me what to like go go here, though, do that, and so what I did was like I did my coffee service and then pairing for lunch service and instead of like.

240

00:26:29.400 --> 00:26:31.140

Black Plague: Like what I do now, I just like.

241

00:26:31.200 --> 00:26:31.800

Abbie Yan Sawyer: Oh, I just.

242

00:26:31.830 --> 00:26:42.720

Black Plague: I just looked around and be like Okay, we need to table set need the tent set up, we need clothes set out and we need this clean and clean them up the boxes pack, and I just went around and did whatever seemed.

243

00:26:42.720 --> 00:26:44.040

Abbie Yan Sawyer: helpful and.

244

00:26:44.700 --> 00:26:47.520

Black Plague: I feel like there's something about that vibe.

245

00:26:47.550 --> 00:26:51.720

Black Plague: That almost makes it feel like i'm more of a team with these people.

246

00:26:52.320 --> 00:26:58.950

Black Plague: You know, and like the the entire process, I mean other people are doing the same thing, like there's just there was this other person just running around trying to fix like.

247

00:26:59.250 --> 00:27:07.950

Black Plague: Do whatever you need to do it yeah and it kind of foster like going back to that feeling of Community and connectivity it kind of foster that feeling.

248

00:27:07.950 --> 00:27:08.520

Abbie Yan Sawyer: Because.

249

00:27:09.270 --> 00:27:20.400

Black Plague: It felt like I was relying on third to get things that I couldn't and she was relying on me to prepare things that she couldn't and so to some extent it made me feel valuable, even if.

250

00:27:21.720 --> 00:27:25.590

Black Plague: Even if there was kind of it was confusing and there was no defined roles and maybe.

251

00:27:26.100 --> 00:27:34.110

Black Plague: I guess, I was it was up to me to figure out what to do and that made me so valuable, but I but full disclaimer I don't.

252

00:27:34.110 --> 00:27:38.160

Black Plague: Think i'm very much not the typical volunteer person.

253

00:27:40.590 --> 00:27:49.530

Black Plague: Like the organization one i'm way more consistent because of my thesis i'm constantly coming and over and over and over again that's already more than most volunteers come in sporadically.

254

00:27:50.940 --> 00:28:00.180

Black Plague: and on top of that, they consist, the people who work there, because this is, we mentioned that they're really glad they had me this month because i'm constantly like doing stuff.

255

00:28:00.210 --> 00:28:03.720

Abbie Yan Sawyer: around the place so maybe like my desire to.

256

00:28:03.720 --> 00:28:07.470

Black Plague: Like look for work and help the Community is very much something that i'm.

257

00:28:07.860 --> 00:28:09.450

Black Plague: it's part of me I wanted.

258

00:28:09.510 --> 00:28:16.410

Black Plague: to sort of grab these people, so I went and stuff i'm not sure how like generalizable, that is to like a.

259

00:28:17.310 --> 00:28:18.990

Bigger population of volunteers.

260

00:28:20.160 --> 00:28:23.310

Abbie Yan Sawyer: So I mean it's so good to hear from your perspective.

261

00:28:24.180 --> 00:28:24.810

Black Plague: Thank you.

262

00:28:25.410 --> 00:28:31.050

Abbie Yan Sawyer: yeah um alright, so the remaining questions.

263

00:28:32.250 --> 00:28:33.780

Abbie Yan Sawyer: They kind of relate to.

264

00:28:35.280 --> 00:28:41.370

Abbie Yan Sawyer: My voluntary related like Internet websites, so I don't know if you've checked those out before but.

265

00:28:42.540 --> 00:28:44.790

Abbie Yan Sawyer: it's like answer to the best of your ability.

266

00:28:44.940 --> 00:28:57.240

Abbie Yan Sawyer: yeah cool so um you know, or do you have any like volunteer related Internet websites that you use in the past or your regularly.

267

00:28:59.310 --> 00:28:59.820

Black Plague: No.

268

00:29:00.570 --> 00:29:02.130

Black Plague: I didn't even know that existed, to be honest.

269

00:29:02.790 --> 00:29:06.270

Abbie Yan Sawyer: Interesting okay okay okay um.

270

00:29:07.980 --> 00:29:13.950

Abbie Yan Sawyer: So, say, if you want to volunteer in the future, how would you look for more volunteer opportunity.

271

00:29:15.360 --> 00:29:24.570

Black Plague: um well one I think churches are big, I think, a very much understand, like the role of churches within the Community, just as a Center for community service.

272

00:29:24.960 --> 00:29:38.250

Black Plague: Even might not even be the Church has handing them out, but pretty consistently, if you look at a church they're almost always types of some kind of volunteer organization, so that would be one of the big ways I look for one um.

273

00:29:39.030 --> 00:29:48.150

Black Plague: But other than that I would probably use Google maps just kind of like community service in Google maps in the general area and kind of look at their websites.

274

00:29:48.210 --> 00:29:48.900

Abbie Yan Sawyer: And that's.

275

00:29:49.020 --> 00:29:50.700

Black Plague: Probably how I end up going about it.

276

00:29:52.290 --> 00:29:53.700

Abbie Yan Sawyer: OK OK that's it that's.

277

00:29:55.200 --> 00:29:56.460

Abbie Yan Sawyer: cool um.

278

00:29:57.720 --> 00:30:02.190

Abbie Yan Sawyer: So does the organization you volunteer for right now have a website.

279

00:30:02.550 --> 00:30:03.780

Black Plague: They do have a website.

280

00:30:05.670 --> 00:30:06.300

Black Plague: that's how I found I.

281

00:30:06.780 --> 00:30:08.070

Black Plague: found out about them.

282

00:30:08.910 --> 00:30:10.920

Abbie Yan Sawyer: Alright, so what are your thoughts on their website.

283

00:30:12.960 --> 00:30:18.000

Black Plague: I think it's like I think it was definitely not showing enough information.

284

00:30:19.020 --> 00:30:19.620

Black Plague: it's.

285

00:30:20.280 --> 00:30:21.570

Black Plague: I guess it's a case of like.

286

00:30:21.690 --> 00:30:29.910

Black Plague: What information is like to some extent, after being there i'm like okay well what could they have really said it kind of talked about everything that kind of showed but.

287

00:30:31.410 --> 00:30:42.720

Black Plague: As someone who's who tried, who was like an outsider that eventually became an insider into that organization it definitely felt like I could have learned more like.

288

00:30:43.440 --> 00:30:50.220

Black Plague: If I am volunteering, what would I do is a big one, is that, like organizational structure, because I know, for instance.

289

00:30:50.610 --> 00:30:56.490

Black Plague: um Community organizations that are very strict on roles like you're a volunteer that does X.

290

00:30:57.030 --> 00:31:02.040

Black Plague: You you know you might get shifted around but you're kind of within the same realm almost like a job atmosphere.

291

00:31:02.730 --> 00:31:13.050

Black Plague: But in this one like I just tried it it's very much just free form like even my schedule is pretty free form they just say show up when you can because get always used to help okay sounds good, but.

292

00:31:14.160 --> 00:31:18.480

Black Plague: it's like that's not something that's very well conveyed how they function as an organization.

293

00:31:19.920 --> 00:31:22.230

Black Plague: And I feel like that can definitely influence.

294

00:31:22.950 --> 00:31:33.150

Black Plague: How I approach it from your organization like say say there's this nice nationwide organization with a very strict organizational structure in which you don't really get a lot of autonomy.

295

00:31:33.390 --> 00:31:39.810

Black Plague: I could, I could see some volunteers not wanting to volunteer there simply because of the environment, they have to work under whereas.

296

00:31:40.320 --> 00:31:50.310

Black Plague: Like to me Andy like Community lunch on Capitol Hill the organization I volunteer for it's like the fact that it's like you're just talking to people and you're chilling and it's very.

297

00:31:50.790 --> 00:31:55.680

Black Plague: there's very much this atmosphere of kind of like friendliness everyone's on good terms with each other everyone's.

298

00:31:56.160 --> 00:32:02.670

Black Plague: prize to be cheerful it's like I feel like that's something that some people will be much more interested in like I was very I was very glad.

299

00:32:02.910 --> 00:32:16.560

Black Plague: That when I walked in that was the atmosphere, because I liked it, I really liked volunteer because they did like show that they have the atmosphere and I feel like not that's something I would have liked to know before I started like jumping into this.

300

00:32:17.700 --> 00:32:22.680

Abbie Yan Sawyer: Interesting it's like when you apply for a job you look into how many wives and they have.

301

00:32:22.680 --> 00:32:24.750

Abbie Yan Sawyer: A whole page for like company culture.

302

00:32:26.010 --> 00:32:26.460

Black Plague: Yes.

303

00:32:27.540 --> 00:32:31.200

Black Plague: Nothing that like volunteer organizations should do that especially.

304

00:32:31.200 --> 00:32:38.850

Black Plague: yeah they get put their resources elsewhere, but it is something that I wanted to see before I came in I just didn't get to.

305

00:32:39.450 --> 00:32:39.960

Abbie Yan Sawyer: yeah that's.

306

00:32:41.220 --> 00:32:48.780

Abbie Yan Sawyer: cool um last question so imagine like you have to use a platform to find.

307

00:32:48.960 --> 00:32:53.580

Abbie Yan Sawyer: New volunteering opportunities, what would you like to.

308

00:32:53.700 --> 00:32:59.970

Abbie Yan Sawyer: See on this type of platform and feel free to like throw any type of feature out or yeah just.

309

00:33:00.240 --> 00:33:14.220

Black Plague: Anything a big one is scheduled flexibility that's a huge one I think this is normal for a lot of volunteers, but there are times like we'll talk, there are times, where I woke up at 8am in the morning to get go volunteer and I just I just didn't want it.

310

00:33:14.280 --> 00:33:24.660

Black Plague: I just cannot not so and but it's fine well at least we can eat lunch i'll just say hey I can't come in for you know morning coffee, but I can come in for lunch so i'll come then.

311

00:33:24.990 --> 00:33:37.920

Black Plague: let's play a song for selling me and that's it, you know i'm going to just come later, and no one cares and that's fine I think scheduled flexibility with volunteers like is a big deal, and I want to know how much they expect me to be there.

312

00:33:40.230 --> 00:33:52.260

Black Plague: Another one is if breaks sorry my phone's about to die Hello okay sorry another big one is like, as I described like breaks, will I get breaks, will I have food will anything you provided to me.

313

00:33:52.620 --> 00:33:53.400

Black Plague: Because you know just.

314

00:33:53.670 --> 00:34:09.180

Black Plague: A basic I need i'm taking it my energy and that energy needs to be replenished, knowing that very helpful it's like am I going five hours and I need to

prepare everything like my lunches my waters my everything beforehand or kind of you know, just like going some coffee and.

315

00:34:09.180 --> 00:34:10.110

Black Plague: cookies are in there.

316

00:34:10.830 --> 00:34:14.040

Black Plague: some kind of like flexibility in like what's offered to me.

317

00:34:14.880 --> 00:34:15.330

um.

318

00:34:16.920 --> 00:34:20.640

Black Plague: I think a big one might be.

319

00:34:21.720 --> 00:34:23.010

Black Plague: Where i'm working.

320

00:34:23.430 --> 00:34:24.960

Black Plague: And not just in terms of like.

321

00:34:25.500 --> 00:34:30.570

Black Plague: physical location, when I How far is it from my house, but also like what is the physical environment i'm working in.

322

00:34:31.200 --> 00:34:36.990

Black Plague: Am I working it with inner city street kids Am I working outdoors the homeless people and i'm working indoors in the kitchen.

323

00:34:37.800 --> 00:34:49.710

Black Plague: On I think that has such a huge impact on your experience as a volunteer because those are totally different jobs it's like being working with inner city kids it's probably more stressful than working in the kitchen just cooking all day, please.

324

00:34:49.890 --> 00:34:53.700

Black Plague: Read as far as I know, as someone who likes cooking I would prefer working in the kitchen.

325

00:34:54.540 --> 00:35:02.160

Black Plague: and knowing where you needed me just in a general sense, the environment, I working in as a result, I guess, like.

326

00:35:03.240 --> 00:35:11.250

Black Plague: i'm kind of going in a circle here but it's more or less more so the physical environment and more so, what do you expect me to be doing.

327

00:35:11.580 --> 00:35:27.570

Black Plague: yeah I remember, I was really stressed when I was first like getting into it, because I didn't know what to expect I didn't know if they wanted me like hanging out flyers I don't know they wanted me serving coffee serving food cooking food or talking to people it's.

328

00:35:27.780 --> 00:35:37.590

Black Plague: In that, like that on ease about what you're going to be doing does have an impact on like at least I had an impact on me and, like my willingness to volunteer.

329

00:35:38.040 --> 00:35:48.120

Abbie Yan Sawyer: Right right right so like some type of description of like the volunteer experience itself what type of situation you'll be put into.

330

00:35:48.390 --> 00:35:49.860

Black Plague: yeah yes.

331

00:35:50.370 --> 00:35:51.960

Abbie Yan Sawyer: okay.

332

00:35:53.160 --> 00:35:53.460

Black Plague: yeah.

333

00:35:54.360 --> 00:35:56.040

Black Plague: Those would be the things I wouldn't want.