

## CONFIDENTIAL - VOLUNTEER FEEDBACK SHEET

*This agency is committed to continued improvement of our volunteer programs and we would like your honest feedback which will help in decision making by management to ensure your ongoing satisfaction and commitment in addition to the effective delivery of services to our clients. Do not sign the survey unless you choose to.*

1. How long have you been a volunteer with this agency?
2. Do you feel part of the agency team?
  - ☐ I feel accepted as a contributor to the team
  - ☐ I feel accepted by some members, not others
  - ☐ I do not feel part of the team at all
  - ☐ I am still learning , but feel accepted
3. How involved do you feel in decisions which are made and which affect your work?
  - ☐ Well involved
  - ☐ Sometimes involved
  - ☐ Not involved
  - ☐ Not interested
4. Do you feel that volunteers are welcomed and accepted by clients?
  - ☐ Yes
  - ☐ No
  - ☐ Don't know
5. Do you feel comfortable and with the assignments you are given?
  - ☐ Yes
  - ☐ No
  - ☐ Don't know
7. Do you feel that sufficient orientation to the agency is provided for volunteers before they begin work?
  - ☐ Yes
  - ☐ No
  - ☐ Don't know
7. Do you feel that training and support is adequate for volunteers to carry out their assignments?
  - ☐ Yes
  - ☐ No
  - ☐ Don't know
8. Does your volunteer work match the job description you were given initially?
  - ☐ Yes
  - ☐ No
  - ☐ Don't know
  - ☐ Not given job description
9. Do you feel that your volunteer work is challenging, interesting and rewarding?
  - ☐ Yes
  - ☐ Somewhat
  - ☐ No
  - ☐ Don't know

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(continued)

10. Do you feel that you receive sufficient feedback from people you work with?

☐ Yes

☐ No

☐ Don't know

11. Can you suggest any new project areas or tasks in which volunteers might be of help to this agency?

12. Can you suggest any new ways we might use to recruit volunteers?

13. What do you feel has been the best experience you have had as a volunteer with this agency?

14. If you could make any changes in your volunteer program, what would they be?

15. In your experience, how would you rate our volunteer program overall?

Not at all	⇐	1	2	3	4	5	⇒	Extremely satisfying
Not at all	⇐	1	2	3	4	5	⇒	Extremely innovative
Not at all	⇐	1	2	3	4	5	⇒	Extremely challenging
Not suiting your needs	⇐	1	2	3	4	5	⇒	Exceeding expectations
Not meeting client needs	⇐	1	2	3	4	5	⇒	Beyond client needs

*Thank you for taking time to respond to this questionnaire. Please use the remaining space to make any further comments, elaborate on answers above or suggestions on how we might improve on our involvement of volunteers in the delivery of the services of this agency.*