

EVALUATION OF VOLUNTEER PROGRAM

To be administered by the Volunteer Coordinator and/or the Volunteer Service Bureau...

Distribute volunteer forms to all current volunteers and a random sampling of former volunteers.

Distribute staff forms to all staff who have any contact with volunteers.

Distribute Administration form to all Board Members and Administrative Staff.

Volunteer Coordinator will fill out staff and volunteers forms.

Tabulate results in the three areas - volunteers, staff and administrative.

Compare similar questions on staff and volunteer forms.

Does the feedback agree?

Can any of the problems be related to the attitude about the volunteer program reported on the Administrative form?

Use the feedback to plan workshops, seminars, training material, recruitment

Call on the Volunteer Service Bureau to help you with the tabulation, interpretation and/or training.

This is a feedback form to help the volunteer coordinator evaluate the Volunteer Program. Please answer all questions as frankly as possible. It is not necessary to sign your name. Thank you for your help.

ADMINISTRATION (BOARD AND STAFF) FORM

Check where volunteers are used in your agency.

<input type="checkbox"/> Board	<input type="checkbox"/> Office Work
<input type="checkbox"/> Committees	<input type="checkbox"/> Maintenance
<input type="checkbox"/> Public Relations	<input type="checkbox"/> Direct Services
<input type="checkbox"/> Fund Raising	<input type="checkbox"/> Properties and Finance
<input type="checkbox"/> State Others	

Position of volunteer coordinator in organization structure _____

Percent of budget spent on volunteer program _____

List ways volunteers have input into the decision making of the agency _____

How are volunteers kept informed about the agency? _____

What is the agency's recognition plan for volunteers? _____

Does the Board and Administration help with recruitment? _____

How are staff trained to develop good relationships with volunteers? _____

What are the positive aspects of the volunteer program? _____

What improvements would you suggest for your volunteer program? _____

Do you view volunteers in your organization as merely money savers or as a
integral contribution? _____

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VOLUNTEER FORM

Name of Agency _____
I am a Current volunteer _____ Former volunteer _____
I have _____ Have not _____ volunteered for other program? _____
It is my understanding that the purpose or service of this agency is to _____

My volunteer tasks are/were _____

How long have you served in this volunteer job? _____
Hours spent volunteering per month (approximate) _____

Rate where your volunteer job would be on the following scale:
Personally meaningful 1 2 3 4 5 Not satisfying
Flexible 1 2 3 4 5 Too structured
Sufficient supervision 1 2 3 4 5 No guidance
Well recognized 1 2 3 4 5 No expressed appreciation

I feel the staff perceives volunteers as: (Check all appropriate)
_____ Extremely helpful _____ Providing enrichment the staff can't
_____ An extra burden _____ Dependable
_____ Helpful, but not necessary _____ Someone to do menial tasks
_____ Someone who can do what they want as long as they help
_____ The responsibility of the volunteer coordinator
_____ Carefully screened and well qualified

I feel my orientation and training for my volunteer job was:
_____ Relevant _____ Non-existent
_____ Well-planned and presented _____ Not enough
_____ Helpful _____ Good, but now I want more

The areas of this volunteer program I'd like to see improved are:
_____ Volunteer/Staff Relations _____ Recruitment
_____ Orientation and Training _____ Definition of volunteer's tasks
_____ Services of agency itself _____ Other, please specify _____

Briefly state what changes in the Volunteer Program you would suggest: _____

The aspect I like best about my volunteer experience is: _____

(Use back for any additional comments.)

This is a feedback form to help the volunteer coordinator evaluate the Volunteer Program. Please answer all questions as frankly as possible. It is not necessary to sign your name, Thank you for your help.

STAFF FORM

Name of Agency: _____

It is my understanding that the purpose or service of this agency is _____

My relationship to volunteers is _____

Hours spent working with volunteers per month (approximate) _____

How long have you worked with volunteers? _____

Have you been a volunteer at any time? _____

Rate where you think the volunteer jobs are on the following scale:

	Always		Sometimes		Never
Personally meaningful	1	2	3	4	5
Flexible	1	2	3	4	5
Sufficient supervision	1	2	3	4	5
Pressured to get the job done	1	2	3	4	5
Well recognized	1	2	3	4	5

I feel volunteers are: (Check all appropriate)

- _____ Extremely helpful, _____ Helpful but not necessary, _____ An extra burden
_____ Someone to do menial tasks
_____ Providing enrichment
_____ Someone who can do what they want as long as they help
_____ The responsibility of the volunteer coordinator
_____ Carefully screened, well qualified, dependable

I feel the orientation and training given to volunteers is:

- _____ Relevant _____ Non-existent
_____ Well-planned and presented _____ Not enough
_____ Helpful _____ Good, but should involve more staff

Have you attended a volunteer training? _____ Have you taken part? _____

The areas of the volunteer program I'd suggest need improvement are:

- _____ Volunteer/Staff Relation _____ Recruitment
_____ Orientation and Training _____ Definition of volunteer's tasks
_____ Services of agency itself _____ Other, please specify _____
_____ Recognition _____

Briefly state what changes in the volunteer program you would suggest: _____

The best thing about volunteers is _____

(Use back for any additional comments.)

TABULATION FORM FOR EVALUATION FORMS

Number of forms being tabulated: Volunteer _____ Staff _____
 READ the top part of each form for all volunteers. (Ask yourself: What overall patterns or preceptions were apparent? Did they preceive the program as you expected?) Now do the same for all staff forms.

The following questions can help you further analyze the specific questions. Do volunteers and staff know the exact name of the agency? Do volunteers understand the purpose of the agency? Do staff understand what volunteers are doing and how they relate to them?

HOURS SPENT PER MONTH

<u>Volunteers</u>	(Mark within range)	<u>Staff</u>
_____	0-4	_____
_____	5-12	_____
_____	13-20	_____
_____	20-32	_____
_____	33-50	_____
_____	over 50	_____

RATING VOLUNTEER

	Always 1	Mostly 2	Sometimes 3	Seldom 4	Never 5	Average Rating
Meaningful						
Flexible						
Supervision						
Pressured						
Recognized						

RATING STAFF

	Always 1	Mostly 2	Sometimes 3	Seldom 4	Never 5	Average Rating
Meaningful						
Flexible						
Supervision						
Pressured						
Recognized						

Figure % by dividing the number of answers by the total number of forms.

PRECEPTIONS

	Volunteers	%	Staff	%
Extremely helpful	+			
Helpful, but not necessary	-			
An extra burden	-			
Someone to do menial tasks	-			
Providing enrichment	+			
As long as they help	-			
Responsibility of the V.C.	-			
Carefully screened	+			

ORIENTATION AND TRAINING

	Volunteer	%	Staff	%
Relevant	+			
Well-planned and presented	+			
Helpful	+			
Non-Existent	-			
Not enough	-			
Good	-			

IMPROVEMENT

	Volunteer	%	Staff	%
Volunteer/Staff				
Orientation/Training				
Services				
Recruitment				
Definition of tasks				
Recognition				
Other				