

Working with Volunteers (sample staff survey)

by Family Building Blocks

This questionnaire was administered via SurveyMonkey to gather feedback from staff in service of the following high-level objectives:

- Improve collaboration between staff and the Director of Volunteer Services
- Design skills-based training to make it easier for classroom teachers to work with volunteers
- Increase staff comfort level in working with and supervising volunteers

Survey

1. In what department do you primarily work?

- In the classroom
- Home visiting programs
- In development
- Another area of FBB

2. What is your role working with volunteers? Check all that apply.

- Greeting volunteers when I see them
- Assisting with developing position descriptions
- Talking with co-workers about volunteers
- Studying resources about volunteer management
- Interviewing volunteers
- Providing initial training
- Thanking volunteers
- Supervising volunteers

3. How satisfied are you with volunteers'...

	Unsatisfied	Somewhat Unsatisfied	Neutral	Somewhat Satisfied	Very Satisfied
Preparedness after their initial program training					
Skill level					
Ability to bring energy and ideas to the program					
Willingness to go "above and beyond"					
Overall level of commitment					
Relationship with children/families					
Relationship with you					

4. When working with volunteers, how comfortable are you/would you be with the following?

	Unsatisfied	Somewhat Unsatisfied	Neutral	Somewhat Satisfied	Very Satisfied
Supervising					
Having tough conversations					
Showing your appreciation regularly					
The level of training they receive before working with you					
Communicating with the Director of Volunteer Services					

5. When you engage volunteers, how important are the following outcomes?

	Unsatisfied	Somewhat Unsatisfied	Neutral	Somewhat Satisfied	Very Satisfied
Retention during initial commitment (3-6 months)					
Retention beyond initial commitment					
Feedback/stories showing satisfaction					
More time for you to do things you otherwise wouldn't get done					
Fresh energy and ideas					
Former volunteers hired as staff members					
Volunteers giving money to FBB					
Volunteers being ambassadors for FBB					

6. The training topics I would benefit most from are: (check all that apply)

- Volunteer Recruitment
- Volunteer Orientation and Training
- Delegating to Volunteers
- Mutual Performance Reviews
- Volunteer Program Evaluation
- Volunteer/Staff Relations
- Volunteer Motivation
- Supervising Volunteers
- Volunteer Recognition
- Performance Issues
- Risk Management
- FBB Volunteer Procedures
- Other (please specify)

7. How frequently would you like to receive training on working with volunteers?

- Volunteer training is not a priority for me at this point.
- I would like a one-time training only.
- I would like ongoing training, but every month is too often.
- I would like ongoing training exactly once each month.
- I would like ongoing training more than once per month.
- Other (please specify)

8. What is your role in volunteer engagement?

9. How have volunteers impact you, children and families, and/or your program's mission?

10. Is there anything else you would like to share regarding working with volunteers?