

Assessing Volunteer Satisfaction

This research-based worksheet is designed to help facilitate in-depth conversations about your organizational practices that are associated with keeping volunteers interested, enthusiastic and satisfied with their volunteer experiences. The total highest possible score is 100 and the lowest possible score of 20. The answers range from Strongly Agree (5) to Strongly Disagree (1). This instrument can be used primarily in one of two ways: 1) have respondents put their name on the survey to create individualized satisfaction plans, or 2) keep the questionnaire anonymous and create overall organizational development plans for managing volunteers.

Statement	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
I receive a lot of encouragement from the agency/organization.	5	4	3	2	1
I have a good relationship with paid staff.	5	4	3	2	1
I have a good relationship with other volunteers.	5	4	3	2	1
The agency/organization keeps me updated on their goals and objectives.	5	4	3	2	1
The agency/organization keeps me updated on their activities.	5	4	3	2	1
The agency/organization provides useful feedback on my performance.	5	4	3	2	1
The agency/organization clearly shows me how my work makes a difference.	5	4	3	2	1
There are adequate socialization opportunities with other volunteers.	5	4	3	2	1
I get along with other volunteers.	5	4	3	2	1
I have the skills I need to complete my assignments.	5	4	3	2	1

The agency/organization provides opportunities for me to improve my skills.	5	4	3	2	1
I am adequately rewarded by the agency/organization.	5	4	3	2	1
I have regular face-to-face interactions with paid staff.	5	4	3	2	1
I am given all of the support I need to complete my tasks in a timely manner.	5	4	3	2	1
I can easily ask for help when I need it.	5	4	3	2	1
Requests for help are addressed quickly.	5	4	3	2	1
The agency/organization works with me to develop a schedule that fits my needs.	5	4	3	2	1
I feel that I am making a difference in my community.	5	4	3	2	1
The assignments I receive are challenging.	5	4	3	2	1
The agency/organization provides training opportunities for volunteers.	5	4	3	2	1

Total Score_____

Please tell us anything that would make your volunteer experience better: