

# Volunteer Feedback Form

---

## Volunteer Feedback Form

This form is intended for any volunteer actively involved in a program, preferably now serving, though recent graduates of a program may also be a valuable resource.

The form attempts to get feedback mainly on the volunteers' satisfactions and frustration with their service, and effectiveness of their time utilization. It needs to be administered to a reasonable, fair sample of volunteers about every three or four months. For example, it might be good to administer it at volunteer in-service meetings, leading into a discussion of group results. Results also can feed into the redesign of volunteer training, jobs, and program administration generally.

---

## Volunteer Feedback Form - EXAMPLE

---

We need your help again – your ideas to help us improve our volunteer program. Please give us the benefit of your frank opinion on these questions. You may sign the form or remain anonymous, just as you prefer. Please be sure to give your best answer for ALL questions on the form. Thank you.

1. How long have you been in this volunteer program? \_\_\_\_\_
2. Please describe briefly your volunteer job(s) in this volunteer program
3. Where does your volunteer time go in an average month? Please fill in all the lines as best you can.  
\_\_\_\_\_ Hours total per Month  
\_\_\_\_\_ Hours with clients, or otherwise on the job, per month  
\_\_\_\_\_ Hours consulting with regular staff per month  
\_\_\_\_\_ Hours in various volunteer meetings per month  
\_\_\_\_\_ Hours filling out reports, paperwork (not part of the job itself), per month
4. What are the main reasons you joined up as a volunteer?
5. What are some of the main satisfactions you're getting from your volunteer work now?
6. What are some of the main frustrations?
7. What do you see as some of the good things about this volunteer program now?
8. What do you see as some of the things that could be improved?
9. Please describe any suggestions you may have on useful new jobs volunteers might fill in this program.
10. Has anyone in the organization ever asked you before what you thought of this volunteer program:  
Please check the closest fit for your experience  
\_\_\_\_\_ No, never directly  
\_\_\_\_\_ Once or twice, maybe  
\_\_\_\_\_ Many times

11. When your present term or year of volunteer services is up, do you plan to sign up again or continue for another term? Check one, please.

\_\_\_\_\_ Yes, definitely

\_\_\_\_\_ No

\_\_\_\_\_ Undecided at this time

12. Have you recommended joining this volunteer program to any of your friends or family?

\_\_\_\_\_ Yes, definitely

\_\_\_\_\_ No, not really

\_\_\_\_\_ General mention, might not have been a strong recommendation

13. For this volunteer program, would please rate each of things below on a scale of 0 to 5, using the following key:

0 = really doesn't exist	3 = average
1 = exists but poor	4 = good
2 = fair	5 = excellent

- 0 1 2 3 4 5 -- Training of volunteers in this program
- 0 1 2 3 4 5 – Acceptance and support of volunteers by staff
- 0 1 2 3 4 5 – Recognition given to volunteers
- 0 1 2 3 4 5 – Volunteers are trusted to do important things

14. Any other comments you'd care to make would be appreciated.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Volunteer Program: \_\_\_\_\_

---

Note to User: When reproducing this form for use, we suggest you delete the scoring instructions below.

### **Rough Scoring Key**

Obviously the answers to the questions contain a great deal of useful information not covered in the index below.

Q1. 0-3 mos. = 0; 3-6 mos. = 1; 7-12 mos. = 2; 13-23 mos. = 5; 2-5 yrs. = 8; more than 5 yrs = 10

Q2. One job only = 0; 2 jobs = 5; 3 or more = 10

Q3. Total hours less than 2 = 0; 3-5 hrs = 2; 6-10 hrs = 5; 11 or more hours = 7  
If ratio for total hours/"hours filling out reports" is more than 5 to 1, add 3 points`

Q6. 3 or more frustrations = 0; 2 frustrations = 3; only 1 frustration = 6; no frustrations or "none" = 10  
(count of separate units will be somewhat judgmental here)

Q7. No good things listed or "none" = 0; One good thing = 3; 2 good things = 6; 3 good things = 8;  
4 or more good things = 10

Q10. (a) = 0; (b) = 5; (c) = 10

Q11. (a) = 10; (b) = 0; (c) = 5

Q12. (a) = 10; (b) = 5; (c) = 0

Q13. Add total of points circled in all four items. Ranges from 0-20

### **BFS- Preliminary Norms**

These norms are based on 108 volunteers from a wide range of areas, e.g., hospital auxiliary, Red Cross, RSVP, YMCA, student and youth services volunteers.

Raw Scores range theoretically from 0 to 100, scored as per instructions on the form. However, practically speaking, it is almost impossible to get a volunteer feedback score of less than 20-25. These are virtually free points.

If your Volunteer Feedback

You are approximately

score is:

higher than:

0-30

4%

30-40

7%

41-50

23%

51-60

36%

61-65

52%

66-70

66%

71-75

77%

76-80

82%

81-90

96%

91-100

100%

This is still quite a small sample, and the normative estimates are accordingly quite rough. Also quite rough is the exact definition or meaning of the index. It has elements of volunteer satisfaction (versus frustration), dependability-perseverance, and volunteer's perception of the adequacy of program leadership.