

# Volunteer Satisfaction Survey

**\*Users Note: Please adjust the length and content of this survey to meet the needs of your agency.**

Thank you for volunteering with [Insert name of your organization]! Please take a few minutes to complete this survey and let us know about your volunteer experience. Your input is very important to us and will help us provide a quality experience for all of our volunteers.

To what extent do you agree or disagree with the following statements? (check the corresponding box)

6 = Strongly Agree 5 = Agree 4 = Somewhat Agree 3 = Somewhat Disagree 2 = Disagree 1 = Strongly Disagree

Questions	6	5	4	3	2	1
The clients appreciate the service that I provide.						
I feel welcomed and appreciated by the staff.						
In the last year I have received recognition or thanks for being a volunteer.						
I am involved in the decisions that affect my work.						
I understand the importance of the work that I perform for this organization.						
The staff of this agency makes me feel that my role is important and valuable.						
In the last year, I have had opportunities to learn and grow as a volunteer.						
I am satisfied with the variety of volunteer opportunities offered.						
I have been kept informed about what is going on in the Agency.						
I have the support and guidance I need to accomplish my volunteer activities.						
My volunteer job gives me a sense of accomplishment.						
My volunteer work has helped me develop new job-related skills.						
As a result of volunteering here, I have become more involved in other opportunities in the community.						
I would like to explore additional/different volunteer responsibilities.						
If given the opportunity, I would be interested in taking a leadership role with this agency.						

## 1. How well were your volunteer position and responsibilities explained to you?

\_\_\_ Fully explained                      \_\_\_ Partially explained  
\_\_\_ Explained                              \_\_\_ Not explained

## 2. After your training, how prepared did you feel to meet the responsibilities of your position?

\_\_\_ Very prepared                      \_\_\_ Somewhat prepared  
\_\_\_ Adequately prepared              \_\_\_ Not at all prepared

## 3. How well do feel you have been able to fulfill your volunteer responsibilities?

\_\_\_ Fully fulfilled                      \_\_\_ Somewhat fulfilled  
\_\_\_ Adequately fulfilled              \_\_\_ Not at all fulfilled

## 4. Do you feel our volunteer program is well organized?

\_\_\_ Very organized                      \_\_\_ Somewhat organized  
\_\_\_ Organized                              \_\_\_ Not at all organized

**5. Do you feel you are receiving adequate support and guidance from the staff?**

☐ Very supported

☐ Somewhat supported

☐ Supported

☐ Not at all supported

**6. Do you feel you are provided adequate resources to accomplish your tasks?**

☐ Very adequate

☐ Somewhat adequate

☐ Adequate

☐ Not at all adequate

**7. Would you recommend that your friends or family members volunteer with this agency?**

☐ Yes

☐ No

If no, please explain: \_\_\_\_\_

\_\_\_\_\_

**8. Do you plan to continue volunteering with this agency?**

☐ Yes

☐ No

If no, please explain: \_\_\_\_\_

\_\_\_\_\_

**9. Overall, are you satisfied with your volunteer experience?**

☐ Very satisfied

☐ Somewhat satisfied

☐ Satisfied

☐ Not at all satisfied

**10. List 3 things we can improve on to make your volunteer experience more enjoyable?**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**11. What do you enjoy most about volunteering with this agency?**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Additional Comments**

\_\_\_\_\_

\_\_\_\_\_