

Volunteer Satisfaction Survey

We would like to know how satisfied you are with your volunteer experience. Please indicate your level of satisfaction in each of the areas listed below by placing a number in the box to the left of each statement. We also want to find out if there is anything we can do that would better support your efforts. Please let us know by answering the questions in the blanks provided.

Your responses on this questionnaire will be confidential. If you have a specific problem please include your name so that we can contact you and resolve the issue.

Please return this questionnaire to:

Adult Reading Program
Fayetteville Urban Ministry
P. O. Box 1171
Fayetteville, NC 28302
LitBits@FayUrbMin.org

Directions: Using a scale of 1 to 7, please indicate your level of satisfaction in the areas listed below by circling the appropriate number to the right of each statement. Note that circling a “1” means that you “disagree strongly” with the statement. Circling a “7” means that you “agree strongly” with the statement. We would also like to find out if there is anything we can improve upon to support your efforts. Please let us know by completing the statements in the spaces provided.

1 = Disagree strongly 4=Unsure (neither agree nor disagree) 7 = Agree strongly

1. I have ample opportunities to be involved in the program. **1 2 3 4 5 6 7**

I wish volunteers could be more involved in: _____
so that: _____

2. I feel that my talents and skills have been put to good use in the program. **1 2 3 4 5 6 7**

I wish I could have the opportunity to: _____
so that: _____

3. I have access to the materials and equipment I need to perform my volunteer service effectively. **1 2 3 4 5 6 7**

My ability to perform my volunteer service would improve if I had access to such materials and/or equipment as: _____
because then I could: _____

4. The preparation I received was relevant and useful to the volunteer service I perform. 1 2 3 4 5 6 7

My ability to perform my volunteer service would improve if I could receive assistance in: _____
because then I could: _____

5. If I need advice or guidance concerning my volunteer work, I know that someone is available to help. 1 2 3 4 5 6 7

I would be more satisfied with the program's responsiveness to my questions if: _____
so that I could: _____

6. The role and responsibilities of my volunteer position have been clearly defined. I know what is expected of me. 1 2 3 4 5 6 7

I am not sure what is expected of me as far as: _____

7. I am satisfied with the extent to which the program keeps me informed about students, other volunteers, decisions made, changes, program activities, and literacy in general. 1 2 3 4 5 6 7

My ability to perform my volunteer service would improve if I could get information about: _____
so that I could: _____

8. I would recommend this program to a friend who is looking for interesting volunteer work. 1 2 3 4 5 6 7

I would be more likely to recommend this program if:

9. I feel my volunteer efforts are appropriately recognized by this agency. 1 2 3 4 5 6 7

I would feel more appreciated if:

10. In general, I am satisfied with my volunteer experience at this agency. 1 2 3 4 5 6 7

I would feel more satisfied if: _____

11. What kind of preparation did the program provide to help you prepare for your volunteer role?

(Please check all that apply.)

- I attended a general orientation session for new volunteers.
- I observed an experienced volunteer doing the job.
- I received individual training.
- I was coached or mentored by an experienced person.
- I received no special preparation.
- I attended a tutor training workshop prior to my volunteer service.
- I was given or directed to resources to read/study.
- Other: (please explain) _____

12. The best thing about volunteering for this program is:

13. I would be more satisfied with my volunteer experience if:

14. Please place a “1” in the box that indicates your primary volunteer responsibility and a “2” in the box that indicates a secondary volunteer responsibility (if applicable).

- Tutor
- Trainer
- Computer Lab Monitor
- Board/Governance
- Group Instructor
- Administrative Volunteer
- Technical Support
- Special Event/Fundraising
- Other (please describe): _____

15. I have been a volunteer with this program for _____ years and _____ months.

16. On average, I volunteer about _____ hours per month.

17. What time of day do you usually volunteer? _____

18. I would like to volunteer: more hours fewer hours the same amount of hours

Demographic Information: Your responses to the following standard questions will help programs more effectively meet the needs of diverse volunteer populations. Please note that some categories may not be applicable to the specific program for which you volunteer.

- | | | | | |
|-------------------------------------|---|---------------------------------|---|--|
| 19. Your Age: | 20. Ethnicity: | 21. Gender: | 22. Education: | 23. Employment Status: |
| <input type="checkbox"/> 15 & under | <input type="checkbox"/> Native American/
Alaskan Native | <input type="checkbox"/> Male | <input type="checkbox"/> Less than 12 th grade | <input type="checkbox"/> Employed full-time |
| <input type="checkbox"/> 16-24 | <input type="checkbox"/> Asian | <input type="checkbox"/> Female | <input type="checkbox"/> High school
diploma/GED | <input type="checkbox"/> Employed part-time |
| <input type="checkbox"/> 25-44 | <input type="checkbox"/> African American | | <input type="checkbox"/> Some college | <input type="checkbox"/> Unemployed (<i>seeking
employment</i>) |
| <input type="checkbox"/> 45-59 | <input type="checkbox"/> Latino(a)/Hispanic | | <input type="checkbox"/> Undergraduate degree | <input type="checkbox"/> Retired |
| <input type="checkbox"/> 60 & over | <input type="checkbox"/> White | | <input type="checkbox"/> Graduate degree | <input type="checkbox"/> Not in labor market
(<i>not seeking empl.</i>) |
| | <input type="checkbox"/> Other | | | |

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