

Staff Assessment of the volunteer program

Department:

As part of our continued effort to improve our volunteer program, we would like your response to the following questions. Please answer all questions (1-14). Don't sign the survey unless you wish to. All questions will be kept confidential.

1. In which capacity are you usually involved with volunteers in your area?
 - a. work with them directly
 - b. observation only
 - c. no involvement
 - d. supervise staff who work with volunteers

2. In your experience, are the volunteers referred to your area appropriate to their assignments?
 - a. yes
 - b. usually
 - c. not usually
 - d. no
 - e. don't know

3. How would you rate the utilization of volunteers referred to your area?
 - a. generally well utilized
 - b. generally not well utilized
 - c. don't know

4. Are the volunteers in your department adequately prepared or trained for their responsibilities?
 - a. most are
 - b. some are/some aren't
 - c. most aren't

5. Do you think the staff members in your area generally work well with volunteers?
 - a. yes
 - b. no

6. How would you describe the reaction of our patrons to the volunteers?
 - a. generally favorable
 - b. mixed
 - c. generally not favorable
 - d. don't know

7. What benefits do you think we have gained by using volunteers?

8. What problems have we created by using volunteers?

9. How has your own work load increased or decreased as a result of utilizing volunteers?
 - a. decreased
 - b. increased
 - c. remained the same

10. Has the nature of your duties changed for the better?
 - a. yes
 - b. no
 - c. remain the same

11. How would you describe the assistance you have received from the volunteer services coordinator?
 - a. generally helpful
 - b. somewhat helpful
 - c. generally not helpful

12. Please describe any general volunteer roles or specific volunteer task that you would like to see added to the opportunities available to volunteers now:

13. Are there any current volunteer opportunities which you would like to see discontinued?

a. yes if yes, why?

b. no

14. Please describe any suggestions you have for the (Volunteer Office) to make it easier and more rewarding for you to meet your volunteer needs or work with volunteers on a day to day basis:

Name (optional):_____ follow-up with Sharon: yes or no

Additional Comments: