

VOLUNTEER FEEDBACK FORM

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 to right for you.
 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 General mention, might not have been a strong recommendation
 No, not really
13. For this volunteer program, would you please rate each of the 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

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: 0 1 2 3 4 5

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

Signature (optional) _____ 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 in BFS-3E contain a great deal of useful information not covered in the index below.

- Question 1 - 0-3 mos. = 0 points; 3-6 mos. = 1; 7-12 mos. = 2; 13-23 mos. = 5; 2-5 yrs. = 8 points; more than 5 yrs. = 10.
- 2 - One job only = 0 points; 2 jobs = 5; 3 or more = 10.
- 3 - Total hours less than 2 = 0 points; 3-5 hrs. = 2; 6-10 hrs. = 5; 11 or more total hours = 7. If ratio for total hours/"hours filling out reports" is more than 5 to 1, add 3 points.
- *6 - 3 or more frustrations = 0 points; 2 frustrations = 3; only 1 frustration = 6; no frustrations or "none" = 10.
- 7 - No good things listed or "none" = 0 points; one good thing = 3; 2 good things listed = 6; 3 good things = 8; 4 or more good things = 10.
- 10 - (a) = 0 points; (b) = 5 points; (c) = 10 points.
- 11 - (a) = 10 points; (b) = 0 points; (c) = 5 points.
- 12 - (a) = 10 points; (b) = 5 points; (c) = 0 points.
- 13 - Add total of points circled in all four items. Ranges from 0 - 20.

*Count of separate units will be somewhat judgmental here.