

Sample Volunteer Satisfaction Survey

Please could you help us to improve the volunteering experience at _____ by completing this survey. Your answers will be anonymous unless you would like us to contact you to discuss anything you have written.

Rest assured – even if you leave your name it will not be linked to any comments in the report

1. How long have you been volunteering for (insert name of organization)

Under 3 months 3-12 months 1-5 years over 5 years

2. What did you hope to gain from volunteering when you first started?

- Meet new people
- Gain new skills
- Use/develop my existing skills
- Get accreditation/a qualification
- Feel I was making a contribution to the community
- Other (please describe)

3. To what extent have your expectations been met?

Fully met Partly met Not met at all

Please comment on your answer

.....

4. How useful have the following been in helping you carry out your role

Supervision arrangements

Very helpful helpful neither helpful or unhelpful unhelpful

Initial training

Very helpful helpful neither helpful or unhelpful unhelpful

Volunteer handbook

Very helpful helpful neither helpful or unhelpful unhelpful

Support from staff generally

Very helpful helpful neither helpful or unhelpful unhelpful

Support from other volunteers

Very helpful helpful neither helpful or unhelpful unhelpful

Please comment about any of your answers

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5. How often do you read the organization newsletter/visit the team website/read the org blog (delete as appropriate)

Regularly occasionally never

6. Would you recommend volunteering here to family and friends?

Yes No

Please comment

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Thank you.

Please return this survey to..... before.... (insert date)

If you would like someone to contact you to discuss anything that you have written please leave you name

Name.....