



Karen Knight Consulting
Volunteer Management Strategist and Mentor

Volunteer Survey Questions

It's vitally important to know how volunteers really feel about their time with you. Here is a sampling of questions that can help you understand what volunteers believe and feel about different aspects of volunteering with your organization.

1. Do you have enough resources to do your tasks efficiently? If not, what could be added?
2. How can we improve our training & onboarding? What specific training you would like to see added, if any?
3. Is there anywhere else in the organization you would like to serve?
4. How have you and/or your skill set grown in your time with us?
5. In what ways could we help you grow personally or professionally?
6. Has there ever been a time when you did not feel safe or welcome with us? Please elaborate.
7. Are there any barriers to your volunteering with us that we might mitigate or remove? Please describe them.
8. How can we help you protect your mental/emotional wellbeing?
9. In what other ways can we improve your volunteering experience with us?
10. How do you like to be recognized for your accomplishments?
11. Do you feel you are making a difference in our community by volunteering here?
12. Tell us about your most rewarding volunteering experience this year.
13. Do you feel like a valued member of our organization?
14. Will you continue to volunteer with us? If not, please let us know why so we can improve.
15. Do you know of anyone else who might be interested in volunteering with us?



Volunteer Feedback Questions

It's helpful to know how a volunteer's shift went, and what was accomplished. A **quick** feedback form like the one below can help you spot issues before they escalate, and can also give you anecdotes to help demonstrate volunteer impact to stakeholders.

1. Did you have any challenges during the shift that you couldn't solve on your own? If so, what were they, and were you able to easily access someone to help you solve them?
2. Did you have all the resources you needed? If not, what was missing?
3. Were there any incidents that happened, good or bad, that you would like to share with us?
4. How could we have improved today's volunteer experience?