Volunteer Feedback

What should feedback interviews cover?

- Offer the volunteer the opportunity to raise any issues they've encountered
- Check how the volunteer's relationship with other staff, volunteers, clients and management is
- going
- Cover any practical problems such as expenses or health and safety concerns
- Discuss any training that might benefit the volunteer
- Ask for comments on the way the organization works
- Provide an opportunity for the volunteer to provide personal feedback
- Provide feedback to the volunteer on their work. It's best to begin with positive feedback about specific things they have done well. If there is anything critical which needs to be addressed, it is important that it is specific, based on their behavior or practice, and constructive.

Questions should be written to elicit the following information:

- Are they satisfied with the assignments offered?
- Does the volunteer have the support of the staff and other volunteers?
- Are the goals and objectives clear?
- Do they know where to go with questions?
- Was orientation and training effective?

Example Questions

Orientation & Training

- Did we answer all questions you came with regarding volunteering with our organization?
- Did we use your time efficiently?
- Did you feel a welcoming atmosphere with our orientation?
- Did the orientation make you question your interest in volunteering with our organization?
- Do you feel confident that the training has adequately prepared you for your work at our organization?
- Are there any aspects of the training that you felt were weak or inadequate?
- Was your time well used while being trained?
- Did you have opportunities to test out new skills, if appropriate?
- Please share any thoughts on how we might improve our orientation/training.

Experience

- Do you have a talent or skill that we have never asked you to put to use in your work?
- Did you encounter any problems this year in doing your work?
- How would you describe your experience volunteering?
- How can we improve the volunteer experience?
- Was the estimated time to accomplish your volunteer work realistic?
- What have been your greatest satisfactions in your work here?
- What have been your greatest disappointments in your work here?
- Were other volunteers and paid staff receptive and appreciative of your volunteer work?

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