

2017 Volunteer Satisfaction Survey

Please could you help us to improve the volunteering experience at ABC to read 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

1. How long have you been volunteering for ABC to read?

< 3 months 3-12 months 1-5 years > 5 years

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

Meet new people	Get accreditation/a qualification
Gain new skills	Feel I was making a contribution to the community
Use/develop my existing skills	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 on any of your answers:

5. How often do you read the organisation newsletter?

Regularly Occasionally Never

Or visit the team website and social media?

Regularly Occasionally Never

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

Yes

No

Please comment:

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

We would be very interested to hear from you if you would like to be considered for assisting ABC to read with funding applications, event assistance or other projects that would be useful in developing the charity further.

What other skill sets do you have that would be of use to ABC to read that you would like us to consider:

Please advise us on what resources are working well for you and the children you are supporting or advise us of any items that you feel should be made available to you in order to help us purchase new books and games this year:

Please use the space below to make any further comments about your experience that could help our partnership improve the volunteer experience for yourself and others?

Please return this survey to myself or to the office as soon as possible either by post or email.

Thank you.

Marcia Rowlinson

Chief Operating & Development Officer