**Dear IFC Volunteer, past or present:**

Attached is a survey we are conducting of all the IFC volunteers we can identify and reach out to. Your responses will help us better understand various aspects of volunteering in our organization and how it can be improved. The leadership of IFC would like to manage volunteering well for all concerned—our volunteers, our staff, and our clients—to stay effective in our missions.

Please complete the following survey thoughtfully and in its entirety; it will take most people up **to 10-15 minutes to complete**. Even if you have not volunteered for some time, your input is valuable to us, and please note that the survey is anonymous.

Suggestions for changes/improvements are requested throughout—**do not be shy** in providing these, since you may be the best person to give us new feedback or you may see things in a uniquely helpful way.

**The goal** of using the survey is to be able to track responses over time to see if, and in what ways, we are improving the quality of the IFC volunteer’s experience. Thus, this survey will be repeated periodically in the future to track changes and trends among volunteers, and we encourage you to participate again in the future if you are an active volunteer or choose to leave for reasons we should know about.

**Please return your completed survey** to the Volunteer Coordinator by either emailing it to volunteer@ifcmailbox.org or (for more assured anonymity) placing it in the marked envelope at the front desk at your facility (you may choose to fold yours into a business envelope and seal it if additional privacy is important to you). You may also return it by postal mail to the Volunteer Coordinator, IFC, 110 W. Main Street, Carrboro. This survey is due by Friday, 19 February, 2016.

With thanks for your support of our efforts to make life in our organization the best possible—

**Survey Questions for IFC Volunteers**

**Demographics for statistical purposes**. Gender: \_\_\_\_ male \_\_\_\_\_female

Age group currently: \_\_\_<18 yrs \_\_\_18-24 \_\_\_25-34 \_\_\_35-44

\_\_\_45-54 \_\_\_55-64 \_\_\_65-74 \_\_\_ ≥75 yrs

I live within Orange County. \_\_\_\_Yes \_\_\_\_No

I am currently employed (receiving an income for work). \_\_\_No

\_\_\_Yes, part-time \_\_\_Yes, full-time

1. I am currently volunteering with IFC, since \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(month & year)

*OR* I volunteered at IFC in the past, from \_\_\_\_\_\_\_\_\_\_\_\_ to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (when) and I stopped because\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (skip to #4 and continue, to describe your past experience for us, please)

1. I volunteer (check one) \_\_\_\_weekly \_\_\_\_monthly \_\_\_\_for periodic projects,

and I do so (check one) \_\_\_\_as an individual \_\_\_\_as part of a group.

1. In a typical month, I volunteer about \_\_\_\_\_ hours

*OR* there’s no typical month (much too variable), but my time has ranged from \_\_\_\_ to \_\_\_\_ hours/month.

**Please check only which statements are true from your experience (more than one checkmark in a group is acceptable if true for you):**

4. \_\_\_ In addition to volunteering now or in the past, I am also a financial donor supporting the IFC with at least an annual contribution.

5. \_\_\_ I recall filling out IFC’s personal application for volunteering.

6. \_\_\_ I did not fill out an IFC application for volunteering,

7. \_\_\_ I know I get e-mail and/or postal mail from IFC.

8. \_\_\_ I do NOT get e-mail or postal mail from IFC.

9. I learned about the IFC and their use of volunteers in general from

\_\_\_on-line information at IFC’s website

\_\_\_a friend who volunteers

\_\_\_a faith-based congregational bulletin or on-line posting

\_\_\_someone else who has been a client of IFC services

\_\_\_my own use of the IFC’s services as one of their clients

10. I volunteer for IFC because

\_\_\_I had too much time on my hands and had heard of the IFC

\_\_\_I believe in what the organization is doing and want to support it

\_\_\_I can volunteer with a friend/family member

\_\_\_it provided an opportunity to do something new, meet new people

\_\_\_other:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

11. Regarding Orientation to the IFC

\_\_\_I attended a group Orientation for potential volunteers

\_\_\_I attended a 1-on-1 orientation with the Volunteer Coordinator at the time

\_\_\_I read the *Policies and Procedures* manual from the on-line link at the website, but no one ever asked me to sign a page documenting that I had done so

\_\_\_I was given a copy of the IFC’s *Policies and Procedures* manual and was asked to sign a page documenting that I had done so

12. I learned about the specific volunteer position I fill(ed) from

\_\_\_on-line information at the IFC website

\_\_\_from my Orientation session

\_\_\_from a friend who volunteers

\_\_\_having been a client of IFC services

\_\_\_being told this is where my help was needed or there was an opening

13. Regarding the process from the time I offered to volunteer to actually filling a role:

\_\_\_the process was very slow and took longer than I expected

\_\_\_I was very quickly told where I was needed and met with someone in charge of that position

\_\_\_I think I was matched well to what the job requires and the abilities I have

\_\_\_I had a mentor (either staff or another volunteer) who was willing to field my questions even after initial training

\_\_\_I was taught how this role contributes to the IFC’s efforts

\_\_\_I was trained well for my volunteer position before I was left to function independently

\_\_\_I don’t feel that I was trained adequately to do what is expected of me in my volunteer role, making it frustrating or overwhelming

14. With my role as an IFC volunteer,

\_\_\_I could use more feedback about how well I am doing and whether my work is making a positive impact for IFC and their clients.

\_\_\_I enjoy the time I spend volunteering for IFC because I understand how I am helping a worthwhile cause.

\_\_\_I enjoy the time I spend at IFC volunteering because of the people I interact with.

\_\_\_I would welcome a chance to try another volunteer position at IFC, but I don’t know how to go about making that happen.

\_\_\_I appreciate that I have predictable hours and tasks when I volunteer at IFC.

\_\_\_I think volunteers could benefit from having a sort of “volunteer supervisor” to check in with on task questions, performance feedback, shift changes, trying new things, etc.

\_\_\_I feel confident enough about what my position requires that I would be willing to mentor newer volunteers in my area.

15. The last time I was thanked by anyone on IFC’s staff for my efforts as an IFC volunteer was

* In the last week
* In the last year
* In the last month
* I don’t recall that ever really happening

**For the following descriptions about your volunteer experience, please mark *your* experience on the line (which represents one extreme to the other) for each issue raised. Please also share any ideas you have about how this aspect could be improved.**

16. I think how much my personal interests and skills were considered in finding a spot for me at IFC…

**|**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**|**

top priority in considered but not at all

giving me a role not a high priority considered

**and** I am: \_\_\_OK with that \_\_\_discouraged by that/it has made it difficult to enjoy the work

17. I would describe how convenient the volunteer training process was at IFC as…

**|**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**|**

extremely moderately not at all

convenient convenient

It could be improved by:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*OR* \_\_\_not applicable, since my role did not require any training

18. I would describe how useful the volunteer training process was at IFC as…

**|**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**|**

extremely moderately not at all

useful useful useful

It could be improved by:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*OR* \_\_\_not applicable, since my role did not require any training

19. I believe my IFC volunteer work has this level of significance to IFC’s goals, or this level of positive impact…

**|**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**|**

A great deal moderate no + impact

of + impact impact at all

It could be improved by:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

20. The staff I deal(t) with at IFC are/were…

|\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_|

extremely moderately unapproachable,

supportive helpful not at all helpful

It could be improved by:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

21. My volunteer work is/was appreciated this much by my supervisor…

**|**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**|**

extremely moderately never acknowledged,

appreciated appreciated not at all appreciated

It could be improved by:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

22. Overall, considering all aspects of my experience, I am this satisfied with my experience as an IFC volunteer…

**|**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**|**

extremely neutral—not satisfied extremely

satisfied or dissatisfied dissatisfied

It could be improved by:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

23. How likely it is that I will continue to volunteer at IFC (barring unforeseen circumstances that prevent me from doing so)…

**|**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**|**

a certainty undecided extremely

I will continue unlikely

It could be improved by:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

24. I have special skills that I have not been using in my current role, but I would offer if anyone asked, such as *party planning /decorations*\_ \_\_writing feature articles\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_