

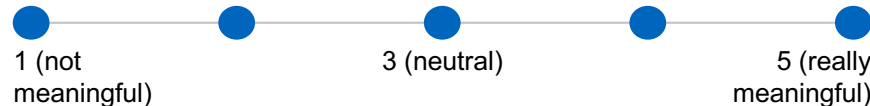
C Tool 5: Collecting feedback from virtual volunteers

Expected outcomes		Question type (by step in volunteer mgmt. lifecycle)	Why these questions matter	Question examples
- Collection of valuable input from youth volunteers on what worked well and what could be further improved - Lays the foundation for a feedback cycle that non-profit groups can use to continue improving their virtual volunteering opportunities		Planning roles and position descriptions	- Gives an opportunity to see how the whole volunteering experience could be better - Chance to call out things that worked well/impactful	- How did you find your overall volunteer experience? - What were some things that worked well? - What were some ways you think we could improve for next time?
		Promoting and recruiting	- Provides insight into which methods are most effective in attracting volunteers - Effective advertising to youth constantly changes, asking questions around it will provide insight into current youth trends	- How did you find out about this opportunity? - Is there a better way to reach youth in the future that we don't know of?
		Orientation, training, and supervision	- Helps understand how volunteers feel about the process of the opportunity - Identifies better ways to communicate - A stronger day-to-day relationship leads to more youth who will volunteer long-term	- How engaged did you feel through the experience? Did you feel like you were part of the experience? - How was the communication level between you and the organization?
		Close and get feedback	- Helps identify the overall positives and negatives with this specific experience - Allows you to gauge whether or not this opportunity was effective for the youth	- What practical skills do you feel like you developed in your volunteer role? - Do you feel like you've made an impact in your community as a result of this role?
How to use tool				
- Ask volunteers to fill out survey after the volunteer opportunity - Record answers and reflect on strengths / areas for improvement - Determine plan for integrating feedback				
For more sample questions to use in your feedback survey, see pg. 38 in Appendix				

C Tool 5: Example – virtual volunteering feedback form

Planning roles and position descriptions

1. How did you find your overall volunteer experience?



2. Did you feel like you made an impact?



3. What were some things that worked well? Where do you think we could improve for next time? *(Free text field)*

Promoting and recruiting

4. How did you find out about this opportunity?

- Social media
- Word of mouth
- Forums/external sites (e.g., Volunteer Toronto)
- Other (please specify)

Orientation, training, and supervision

5. How engaged did you feel through the experience? Did you feel like you were a part of the organization?



6. How was the communication level between you and the organization?



Tips for developing your own feedback survey

- **Phrase your questions so that they are neutral** (as opposed questions that will influence their decision)
- **Have balanced options for answers, so that respondents can give a more accurate answer** (ex. extremely helpful, very helpful, helpful VS. very helpful, helpful, neutral, not helpful, very not helpful)
- **Ask questions one at a time to avoid confusing respondents**
- **Keep your surveys simple so that more of your volunteers are willing to fill it out** – 6-8 questions is typically the right length for a feedback survey