

NGO Customer Satisfaction Survey Toolkit

Volunteer Satisfaction Survey

Introduction

Welcome to the (Insert Year and Organisation) Volunteer Satisfaction Survey.

You, as a valued volunteer, play a crucial role in helping (organisation) to deliver support and activities to our communities.

To ensure that we are supporting you in a way that meets your specific needs, we would love to receive your candid feedback. The results will be used to understand what we do well and what we can improve.

Would you do this short and simple survey by clicking on the link below? Depending on your responses, the survey should take approximately 10 minutes to complete.

Your responses to all questions will be confidential and will be reported only as part of the group. Please note, however, if you identify yourself in some way in the comments box, you may not remain anonymous.

The survey will close on (insert date and time). We hope to hear from you before then.

If you have any questions or concerns, please don't hesitate to contact (name) on (phone number) or via (email).

We thank you for your ongoing support and contribution to (organisation) and look forward to your feedback about your experiences.

(Insert Survey Link Here)

Kind Regards
(Insert your name and organisation)

1. Have you volunteered your time or services to (organisation) over the last 12 months?

	Yes
	No
	Don't know

2. How did you first hear about the volunteering opportunities at (organisation)?

(Select one only)

	Organisations website
	Newspaper
	Radio
	Social media
	Promotional event
	Word of mouth
	Direct approach from (organisation)
	Through my corporate /professional networks
	Through my university / educational networks
	Referral from other community organisation
	Referral from government service
	Volunteer referral service / advertising platform
	Other (please specify)
	Don't know / can't remember

3. Overall, how satisfied are you about your experience in volunteering for (organisation)?

	Extremely dissatisfied
	Dissatisfied
	Neither satisfied nor dissatisfied
	Satisfied
	Extremely satisfied

4. In your own words, what was the most rewarding aspect of your experience volunteering for (organisation)?

5. What was your main goal for volunteering with (organisation)?

(Select up to two (2) reasons)

	To support a cause that I believe in
	To pursue an area of interest
	To improve my skills and knowledge
	To have opportunities to socialise, network and meet new people
	To engage in a meaningful and enjoyable experience
	To give something back to the community
	To improve my health and wellbeing
	To make a difference
	To gain work experience
	To support my children’s involvement in the organisation
	Volunteering gives me a sense of purpose
	Other (please specify)
	Unsure
	None of the above

6. How much do you agree with the following statements?

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Satisfaction					
I feel valued by (organisation)					
I am satisfied with the support I received so I can do my volunteer work					
I would recommend your volunteer program to other people					
Goals and Circumstances					
Overall, my volunteer work helped me to achieve my goals (i.e. reasons for volunteering)					
Volunteering with (organisation) improves my wellbeing					
Connection with Community					
Overall, I feel more connected to my community as a result of my volunteer work with you.					
My volunteer work makes a difference					

7. Did you receive training for your volunteering role?

	Yes
	No (Go to Q9)
	Don't know / can't remember (Go to Q9)

8. How would you rate the training you received?

	Very poor
	Poor
	Average
	Good
	Excellent

9. Do you have any suggestions to improve the volunteer training and induction at (organisation)?

10. How much do you agree with the following statements?

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Overall, I had a clear understanding of what was expected of me					
Overall, my direct supervisor provided adequate support					
I felt like a valuable member of the team					
I received useful feedback about the value of my work to (organisation)					
I feel safe when volunteering for (organisation)					

11. How could (organisation) improve your experience as a volunteer?

(Select up to (3) three)

<input type="checkbox"/>	More training / opportunities for professional development
<input type="checkbox"/>	Greater flexibility around how and when I can volunteer
<input type="checkbox"/>	Opportunities to volunteer more often
<input type="checkbox"/>	More support from the supervisor / team
<input type="checkbox"/>	Greater focus on health and safety for volunteers
<input type="checkbox"/>	More feedback about my performance
<input type="checkbox"/>	More information about the role and the contribution my work makes
<input type="checkbox"/>	More information about the other volunteering opportunities that are available
<input type="checkbox"/>	Greater public recognition of the contribution volunteers provide
<input type="checkbox"/>	More opportunities for volunteers / team members to network and socialise
<input type="checkbox"/>	Unsure
<input type="checkbox"/>	Other (please specify)

12. Overall, what did you like best about volunteering with (organisation), and why?

13. What did you like least about volunteering with (organisation), and why?

14. Do you have any suggestions to enhance your volunteering experience?

About You

NOTE TO SURVEY ADMINISTRATOR:

These questions are not compulsory for measuring Satisfaction, as such. But depending on survey results and your original objectives, they can help tell you, for instance, which age group or which gender is more likely to be satisfied? You should include "About You" questions only if you have a good reason for wanting to find out: e.g. suburb of residence (may tell you if people from afar are happy to travel), if second language is spoken (may tell you if your audience is from a CALD background), etc

15. How old are you?

	Under 18
	18 – 24
	25 – 34
	35 – 44
	45 – 54
	55 – 64
	Over 64

16. Gender

	Male
	Female
	Other
	Prefer not to say

17. Where do you live?

	Capital city
	Regional town
	Rural or remote area
	Prefer not to say

18. How long have you been involved with / volunteering for (organisation)?

	Less than 12 months
	1-2 years
	3-5 years
	6-10 years
	More than 10 years
	Don't know / can't remember

19. Would you like more information about other volunteering opportunities at (organisation)?

	Yes
	No (Go to End)
	Unsure / Don't know (Go to End)

20. What sort of volunteering opportunities would you be interested in?

	Ongoing volunteering roles
	Short term project roles
	Casual opportunities at one off events or activities
	In a governance role (Board, Committee, Management)
	Other (please specify)
	None of the above

21. If you would like to receive information about the future or other volunteering opportunities, please provide your contact details.

(Please note, if you provide your details below you are accepting that your responses to the survey will not remain anonymous)

Name	
Email	
Contact Number	