



# VOLUNTEER SATISFACTION QUESTIONNAIRE

**(please do not staple)**

The American Red Cross is interested in learning about your experience volunteering with us. Please help us improve this experience by answering the following questions. **If you have any difficulty completing this survey, please ask for assistance.**

Please completely fill in the bubbles with your answer(s).

Use black or blue ink only.

**EXAMPLE :** Will you fill in bubbles completely? ● Yes  
○ No

**Today's Date:**

		/		
Month			Year	

**GENERAL INFORMATION**

**1. You are a: (FILL ONLY ONE)**

- Registered volunteer (your name and address are on file at the chapter)
- Unregistered volunteer (you volunteer occasionally and no paperwork has been filed)
- You receive a formalized credit "quid pro quo" for your volunteer hours as a requirement from other agency
- Other Which?

**2. How did you FIRST learn about volunteer opportunities at the Red Cross?**

- Red Cross campaign on emergency preparedness (such as "Together We Prepare" )
- From a friend
- ARC Website
- Church, temple, synagogue, etc.
- Social Services worker
- Red Cross worker
- On TV/radio
- Hospital referral/ doctor
- At work
- Personal Experiences
- Other Which?

**4. Considering the last year, approximately how many hours of your time have you volunteered to the Red Cross in an average month?**

- 10 hours or less
- Between 11 and 20 hours
- Between 21 and 40 hours
- Between 41 and 80 hours
- Between 81 and 120 hours
- Between 121 and 160 hours
- More than 160 hours (or more than 40 hours/week)
- Did not volunteer

**3. In what areas do/did you volunteer? (FILL ALL THAT APPLY)**

- Disaster Services
- Health and Safety Services
- Armed Forces Emergency Services
- Blood Services
- International Services
- Community Services
- Financial development
- General administration or support
- Leadership position (Board or Management)
- Youth Program
- Volunteer Resources
- Other: Which?

**5. Is your volunteer activity required or expected by your employer, school, church or other agency?**

- Yes     No

**6. How long have you been a Red Cross volunteer?**

- 6 months or less
- 7 to 11 months
- 1 to 2 years
- 3 to 5 years
- 6 to 10 years
- More than 10 years



**ABOUT YOUR MOTIVATION TO VOLUNTEER**

7. Considering your reasons to volunteer, on a scale from 1 to 6 (with 1 being Not at All Important and 6 being Extremely Important). Please rate the factors that motivated you to volunteer by filling the bubble that best represents how you feel. **Not at all important** **Extremely Important** **Does not apply**

	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>0</b>
I wanted to learn something new.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I wanted to work with people.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I felt it was my duty as a citizen.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It fulfills my moral principles.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I saw it as the opportunity to make a difference.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I wanted to help people .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I wanted to improve my resume.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I wanted to occupy my free time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It was a requirement/expectation by school, church or another agency.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other reasons to volunteer:

8. Please provide us with your opinion about your volunteer work environment by filling the circle that best represents how you feel.

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Somewhat Disagree</b>	<b>Somewhat Agree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>Does Not Apply</b>
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>0</b>
I use my skills and abilities doing meaningful work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is a positive climate of teamwork among paid and volunteer staff.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have the support and guidance I need to accomplish my volunteer activities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with the variety of activities offered.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My supervisor makes an effort to make me feel that I am a valuable member of the organization.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My volunteer job gives me a sense of accomplishment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Red Cross is an excellent place to volunteer.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would recommend the Red Cross to a friend as a place to volunteer.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**9. Do you plan to continue as a Red Cross volunteer?**

- Definitely will     Probably will     Undecided     Probably will not     Definitely will not

**10. Do you plan to increase your volunteer hours?**

- Definitely will     Probably will     Undecided     Probably will not     Definitely will not



**ABOUT THE EFFECTIVENESS OF YOUR VOLUNTEER WORK**

11. Considering your Red Cross experience, on a scale from 1 to 6 (with 1 being Not at All and 6 being To a Great Extent), please mark the bubble that best represents the extent to which your volunteer work at the Red Cross has had an effect on you regarding the following statements.

<b>My volunteer work has:</b>	<b>Not at all</b>					<b>To a Great Extent</b>	<b>Does not apply</b>
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>0</b>
Increased my self-confidence and interpersonal skills.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helped me develop a social network with other volunteers and paid staff.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helped me develop new job-related skills.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increased my awareness of community needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increased my involvement in other opportunities in the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**ABOUT TRAINING AND ADVANCEMENT AT THE RED CROSS**

Please provide us with your experience regarding training opportunities at the Red Cross:

**12. Have you been offered formal job-specific training opportunities (such as Disaster classes, word processing classes, or other classes related to your volunteer responsibilities)?**

- Yes and have taken them
- Yes but have not taken them
- No, I have not been offered

**13. Do you see a clear path to additional volunteer responsibilities (example H&S Train the Trainer course offered to become an instructor)?**

- Yes and have taken them
- Yes but have not taken them
- No, I have not been offered

**14. Have you been offered basic Red Cross training courses (such as "You're in Good Company", "Working Together" or "Intro to Disaster")?**

- Yes and have taken them
- Yes but have not taken them
- No, I have not been offered

**15. Please provide us with your opinion about the following (1= Strongly Disagree to 6 = "Strongly Agree" and 0 = "Not Applicable").**

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Somewhat Disagree</b>	<b>Somewhat Agree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>Does Not Apply</b>
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>0</b>
It is easy to enroll in training courses.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training courses are offered at convenient times.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training was relevant to my volunteer responsibilities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am knowledgeable of the Red Cross structure, mission, vision and programs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would like to explore additional/different volunteer responsibilities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can foresee several opportunities for advancement and development within the Red Cross.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



