



## CHECKLIST

## Possible Questions for Assessing Volunteer Involvement

The best way to monitor and assess the current involvement of volunteers so that you can evaluate its quality and effectiveness is to *ask the right questions* on an ongoing basis. Below is a starter set of questions to discuss with the person leading volunteer engagement in your organization.

Put a checkmark next to the questions you currently ask (and receive answers to). Then review the items you did not check and consider whether you ought to start getting those answers, too.

- Did we set goals for what volunteers are going to accomplish before we started?
- Has volunteer involvement reached the goals we established for this period (and if not, why not)?
- How effectively or successfully were the goals met?
- How many volunteers were engaged in activities supporting our mission and in what range of activities?
- Are volunteers integrated into all functions of the organization and do they work with staff at all levels (frontline and management)?
- What are the demographics of the volunteer work force in our organization? Are they the same as the demographics of our community or the clients we serve?
- How many volunteers serve in volunteer positions that are long term, short term, episodic, and spontaneous?
- Do we retain volunteers for the period of time to which they commit when they start to work with us? If not, why not?
- Do we engage highly skilled and pro bono volunteers?
- What would be the wage-equivalency cost of the time volunteers contribute to us and what is the *true* value of the benefits we derive from their participation?
- What are the costs of supporting volunteers?

(continued)



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*(continued)*

- Were the benefits of volunteer involvement worth these costs? How?
- Which staff/departments engage volunteers and how well?
- Which staff/departments do not involve volunteers and why?
- What is the general satisfaction level of volunteers serving our organization?
- What is the level of paid staff satisfaction with volunteer participation?
- What has been the feedback from clients on the engagement of volunteers in service to them?
- What are the major strengths and successes of our volunteer engagement?
- What is the impact/outcome of engaging volunteers (e.g., what has changed or improved with our clients as a result of involving volunteers in our mission)?
- What are the key challenges and weaknesses of our volunteer engagement?
- What were the successes and challenges of engaging volunteers in special short-term projects or single days of service/special events?
- What is the impact of volunteers on raising money? What is the correlation of our money donors to our time donors?
- What volunteer assignments should we stop doing and why?
- What new needs might volunteers tackle?
- Are we asking questions about volunteer involvement in all other evaluations we conduct on any aspect of the work of the organization, including assessment of special projects to which volunteers have contributed time and skills?