



Volunteer Satisfaction Survey



March 2018



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Response Rate: 21%
Number of Respondents: 85/404

Sue McCullough, Community Resources Manager

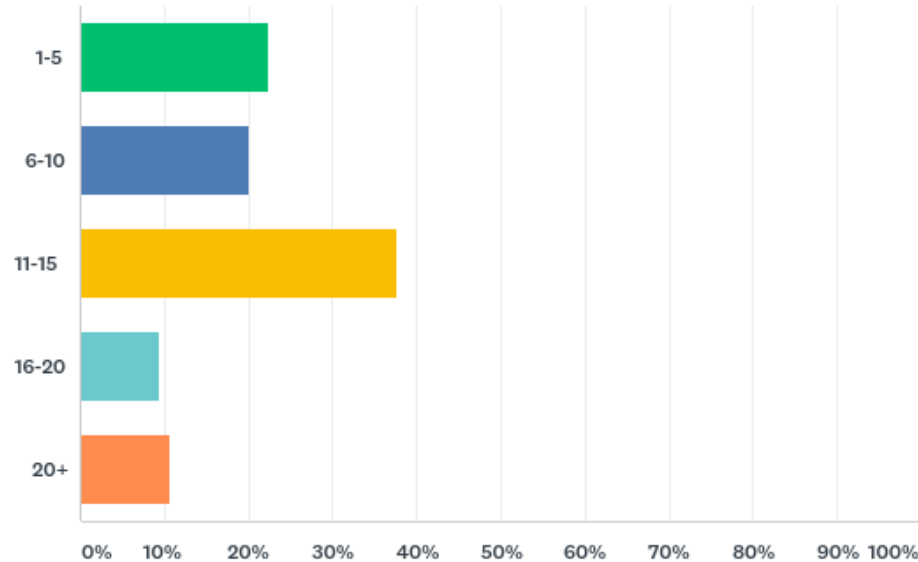
Volunteer Respondent Distribution

ANSWER CHOICES	RESPONSES	
Front Desk	8.24%	7
Intake	17.65%	15
Food Bank Team (Walker/Stocker/Driver/Unloader)	72.94%	62
Children's Program	3.53%	3
Housing Team (Maintenance, Case Manager Assistant, Translator)	0.00%	0
Development/Communications Team	2.35%	2
Administrative Team	0.00%	0
Board and/or Committee (Executive, Human Resources, Finance, Programs, Development, Strategic Education)	5.88%	5
Celebration Guild	1.18%	1
Special Events (Gift Room, Celebration [Day of Event], Food Bank Inventory, NALC)	5.88%	5
Other (please specify)	3.53%	3
Total Respondents: 85		

Respondent Volunteer Hours

Answered: 85 Skipped: 0

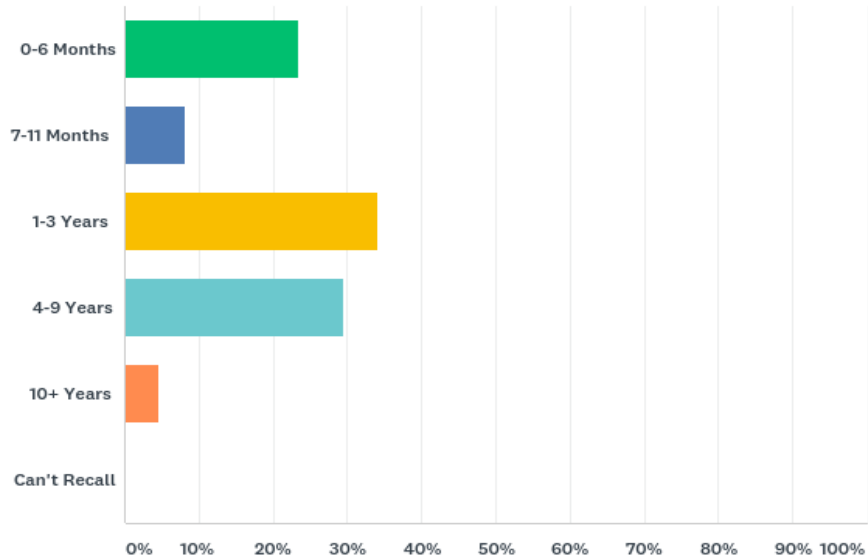
Q2 For approximately how many hours per month do you volunteer with us?



Respondent Volunteer Duration

Answered: 85 Skipped: 0

Q3 For approximately how long have you been volunteering with us?



Overall Program Results

- 98% of respondents feel our volunteer program is very organized or organized. (vs. 94% in FY17)
- 96% of respondents are extremely likely or very likely to recommend EFAA as a place to volunteer. (vs. 97% in FY17)
- 94% of respondents are extremely likely or very likely to continue volunteering with us. (vs. 97% in FY17)

98% of respondents are extremely satisfied or very satisfied with their volunteer experience at EFAA. (vs. 100% in FY17)

% that **Strongly Agreed** or **Agreed** with Statement

My volunteer job gives me a sense of accomplishment: **98%** (vs. 100%)

I understand the importance of the work I perform: **98%** (vs. 100%)

I feel I have support and guidance: **96%** (vs. 98%)

I feel I received adequate training: **96%** (vs. 97%)

I feel welcome and appreciated by staff members: **93%** (vs. 97%)

Staff make me feel my role is valuable and important: **93%** (vs. 94%)

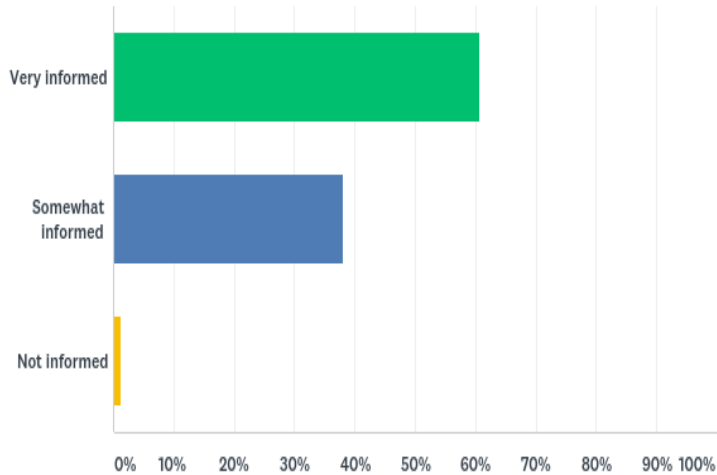
I feel I have opportunity to grow and learn as a volunteer: **74%** (vs. 74%)

I feel involved in decisions that affect my work: **62%** (vs. 64%)

Communications

Answered: 84 Skipped: 1

Q8 How informed do you feel about what's happening at EFAA?

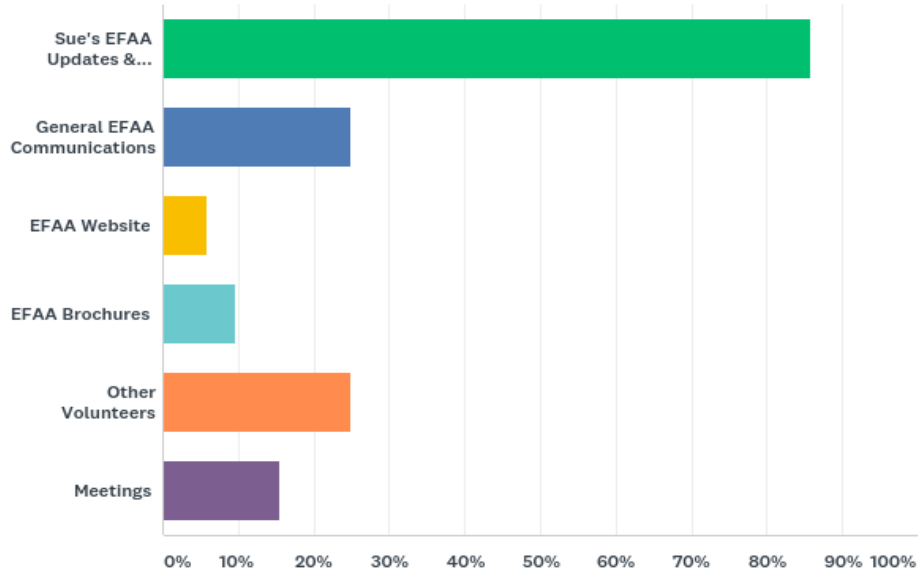


<u>FY17</u>		<u>FY18</u>
47%	➔	61%
47%	➔	38%
6%	➔	1%

Communications

Answered: 84 Skipped: 1

Q9 Where do you get most of your information about what's happening at EFAA?



What do volunteers want to learn?

Answered: 64 Skipped: 21

- #1 - Spanish (53%)
- #2 - EFAA Services (34%)
 - Food Insecurity (34%)
- #3 - Family Resource Center & EFAA's Role (31%)
- #4 - Family Homelessness (25%)
- #5 - Mental Health First Aid (22%)
- #6 - Public Benefits & Community Resources (21%)
- #7 - Nutrition (17%)
- #8 - Housing Insecurity (16%)

Why did they choose to volunteer at EFAA?

Answered: 80 Skipped: 5

ANSWER CHOICES	RESPONSES	
I believe in EFAA's mission.	81.25%	65
I wanted a way to give back to my community.	71.25%	57
The volunteer hours are flexible and work with my schedule.	48.75%	39
EFAA has a good reputation in the community.	38.75%	31
Friends or family who have volunteered at EFAA recommended it.	22.50%	18
Total Respondents: 80		

What keeps them coming back?

Answered: 79 Skipped: 6

ANSWER CHOICES	RESPONSES	
I feel that I am making a difference in my community.	68.35%	54
It gives me a sense of purpose.	63.29%	50
I feel that I am needed.	54.43%	43
The interactions I have with participants.	54.43%	43
The fellowship with other volunteers.	53.16%	42
Total Respondents: 79		

In what way(s) do you enjoy being recognized ?

Answered: 84 Skipped: 1

ANSWER CHOICES	RESPONSES	
A simple thank you is all I need.	76.19%	64
Occasional gift cards and/or thank you notes are nice.	28.57%	24
I like to attend volunteer appreciation events.	23.81%	20
Treat me to breakfast or lunch from time to time.	13.10%	11
Other (please specify)	3.57%	3
I would like to be featured in an EFAA newsletter or on Facebook.	1.19%	1
Accepting an award in front of lots of people is ideal.	0.00%	0
Total Respondents: 84		

What do they find most challenging?

- Dealing with difficult participants
- Working with participants with Mental Health issues
- New computer system (BCC)
- Keeping up with new programs, goals & changing regulations
- Limited space and locating food in food bank, garages & basement

-Common answers to open-ended question

What can EFAA improve on or suggestions?

- Keep volunteers informed: staff members, programs & services
- Food bank specific info: cleaning, organizing, nutrition, healthy food & supplies
- Gather input from volunteers in decisions that affect their area
- New computer system (BCC)
- Play music

-Common answers to open-ended question

Next Steps & Ties to Strategic Plan

Steps	Strategic Plan Goal(s)
<ul style="list-style-type: none"> ● Share results with volunteers, staff, board & committee members. 	<p>G2.5: Foster a culture of volunteerism....: Create open & transparent communication.</p>
<ul style="list-style-type: none"> ● Continue appreciation initiatives & educational opportunities. 	<p>G3.1 & 2: Work to retain volunteers through recognition efforts & educational opps: Acknowledge contributions of volunteers; offer trainings & create opportunities.</p>
<ul style="list-style-type: none"> ● Expand EFAA modes of communication & keep volunteers informed of EFAA programs, services & philosophy. 	<p>G2.2 & 3: Foster a culture of volunteerism....: Recognize that volunteers are community members and have a stake in EFAA's work; Recognize volunteers are critical to the success of the organization.</p>
<ul style="list-style-type: none"> ● Continue to attract & recruit new volunteers & engage volunteers in meaningful work. 	<p>G1.1, 1.4 & G3: Strengthen EFAA's institutional capacity through volunteer engagement; Retain volunteer.</p>
<ul style="list-style-type: none"> ● Host additional volunteer meetings and administer survey on bi-annual basis. 	<p>G3.3: Work to retain volunteers....: Provide mechanism(s) for feedback and input from volunteers.</p>