



July 2022

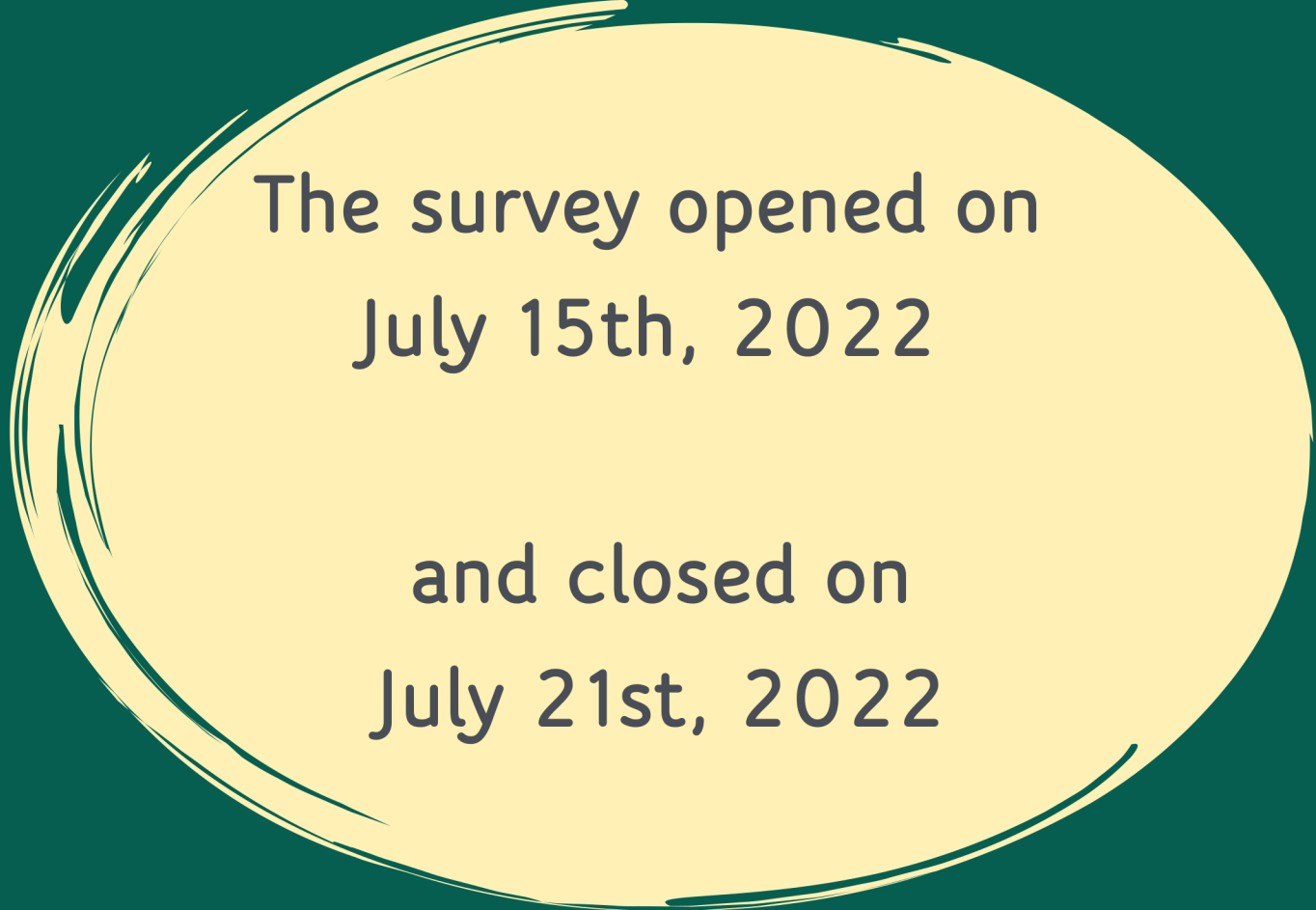
Volunteer Satisfaction  
Survey Results



be the gift

**We sent out a survey...**

**To all of our volunteers to gauge their satisfaction in  
volunteering for A New Leaf**

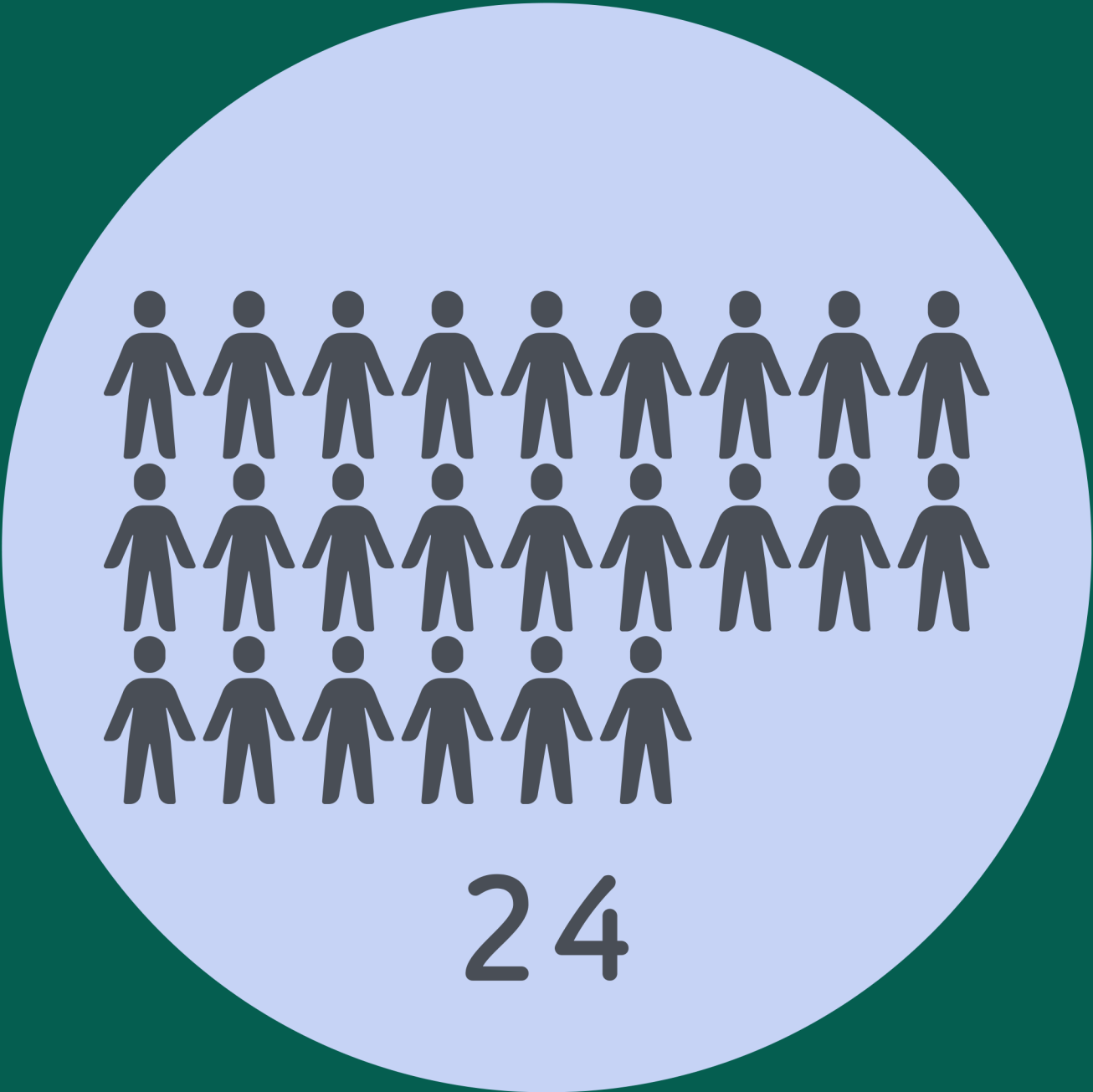


The survey opened on  
July 15th, 2022

and closed on  
July 21st, 2022

**We received a total of 32 responses**

# Who responded?



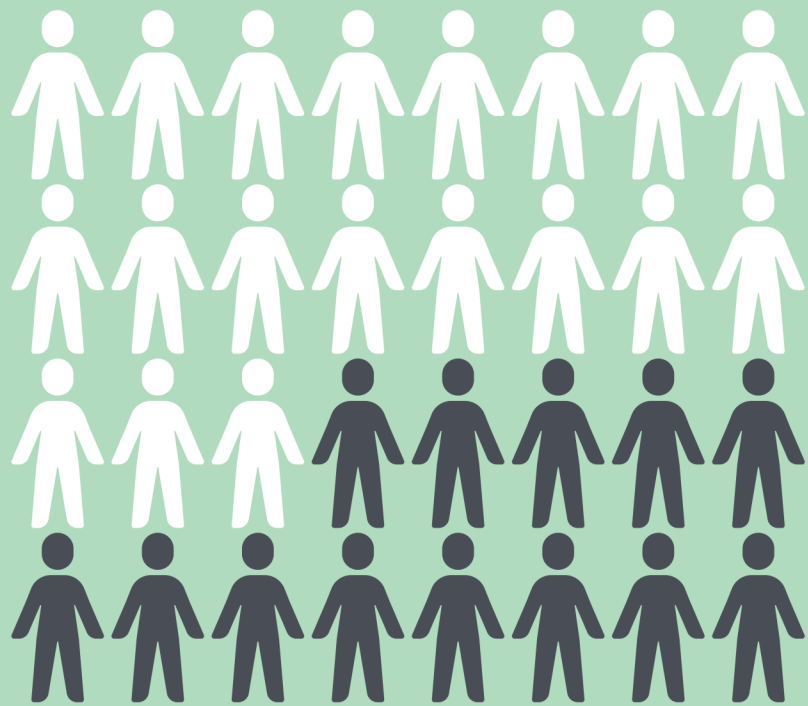
of **individual** volunteers  
and interns who recieved  
the survey responded



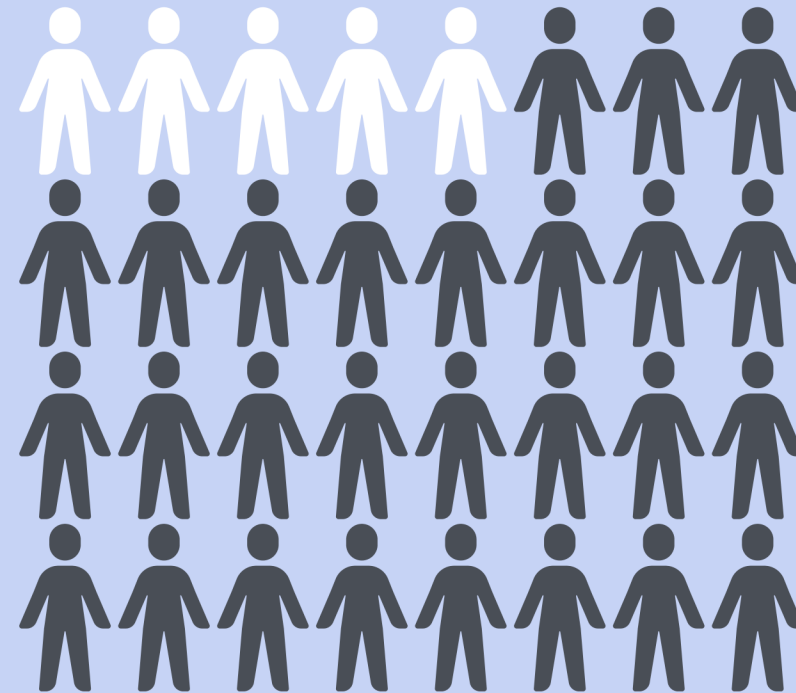
of the **group** volunteers  
who received the survey  
responded

## Who responded: By Role

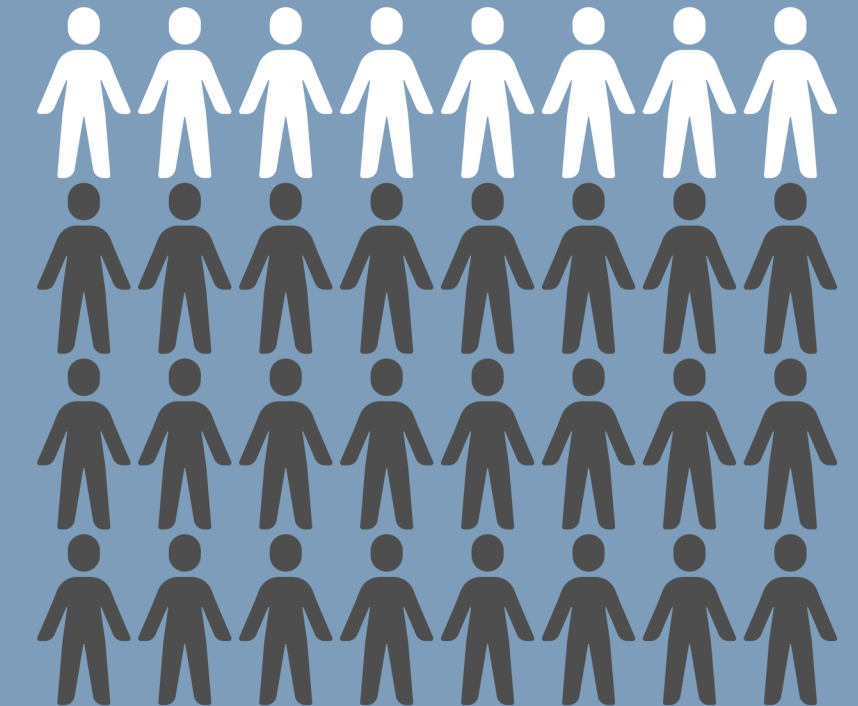
**19 of 32**  
**Respondents**  
are *Individual*  
*volunteers*



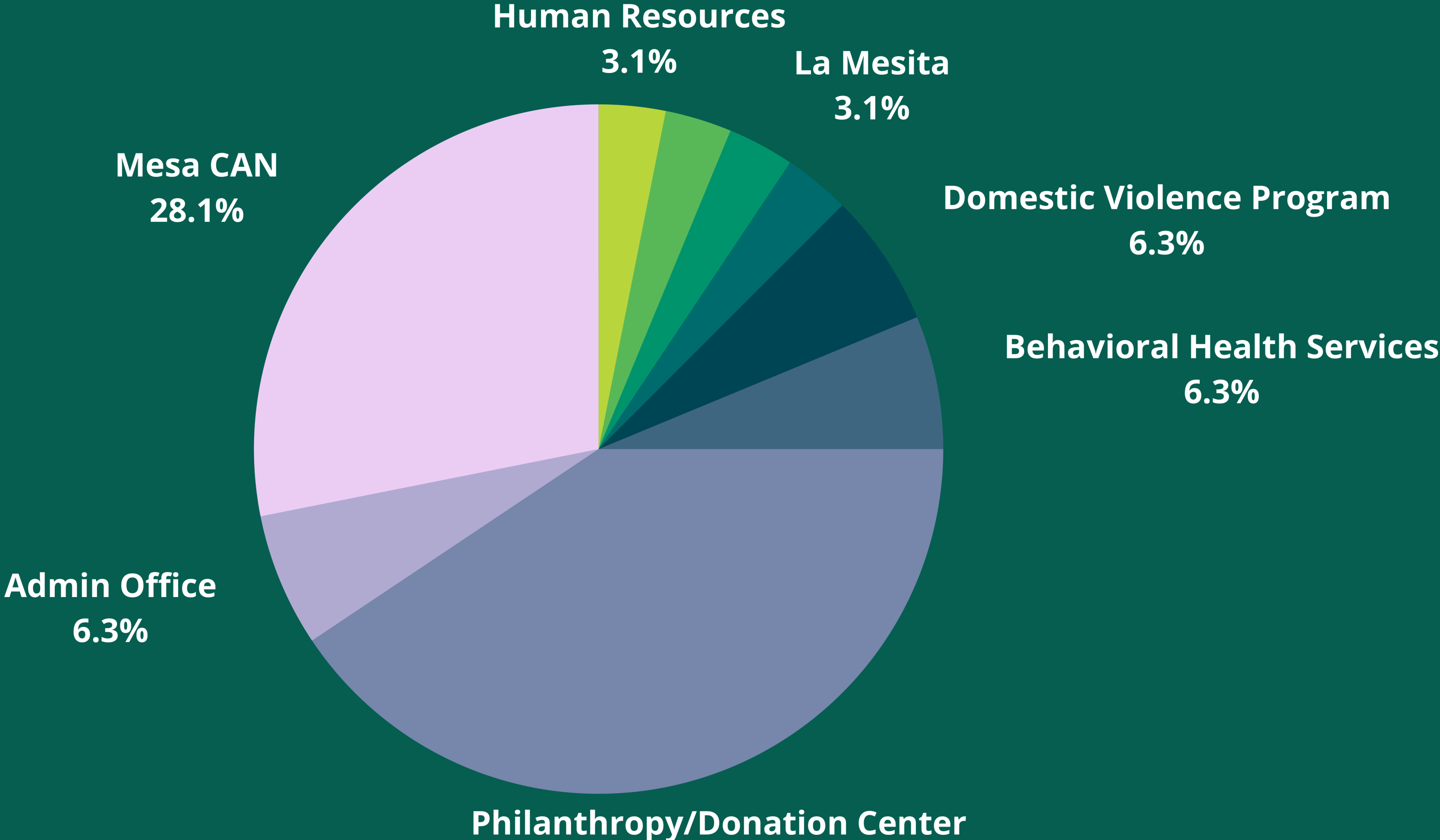
**5 of 32**  
**Respondents**  
are *interns*



**8 of 32**  
**Respondents are**  
*projects and group*  
*volunteers*



*Who responded: By department or program*



100% of our group  
volunteers said they  
would recommend A  
New Leaf

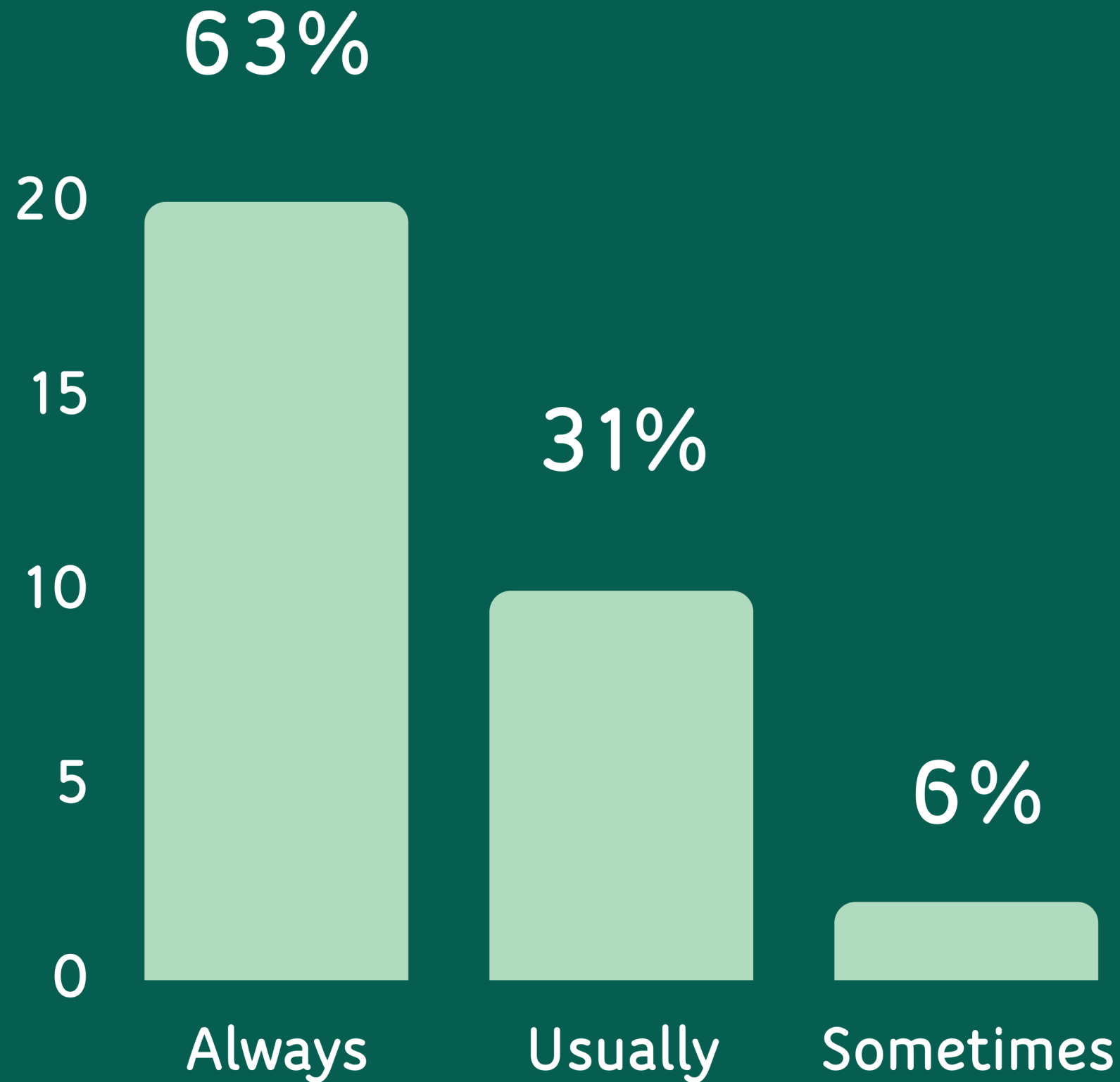


83% of our individual  
volunteers said they  
would recommend A  
New Leaf

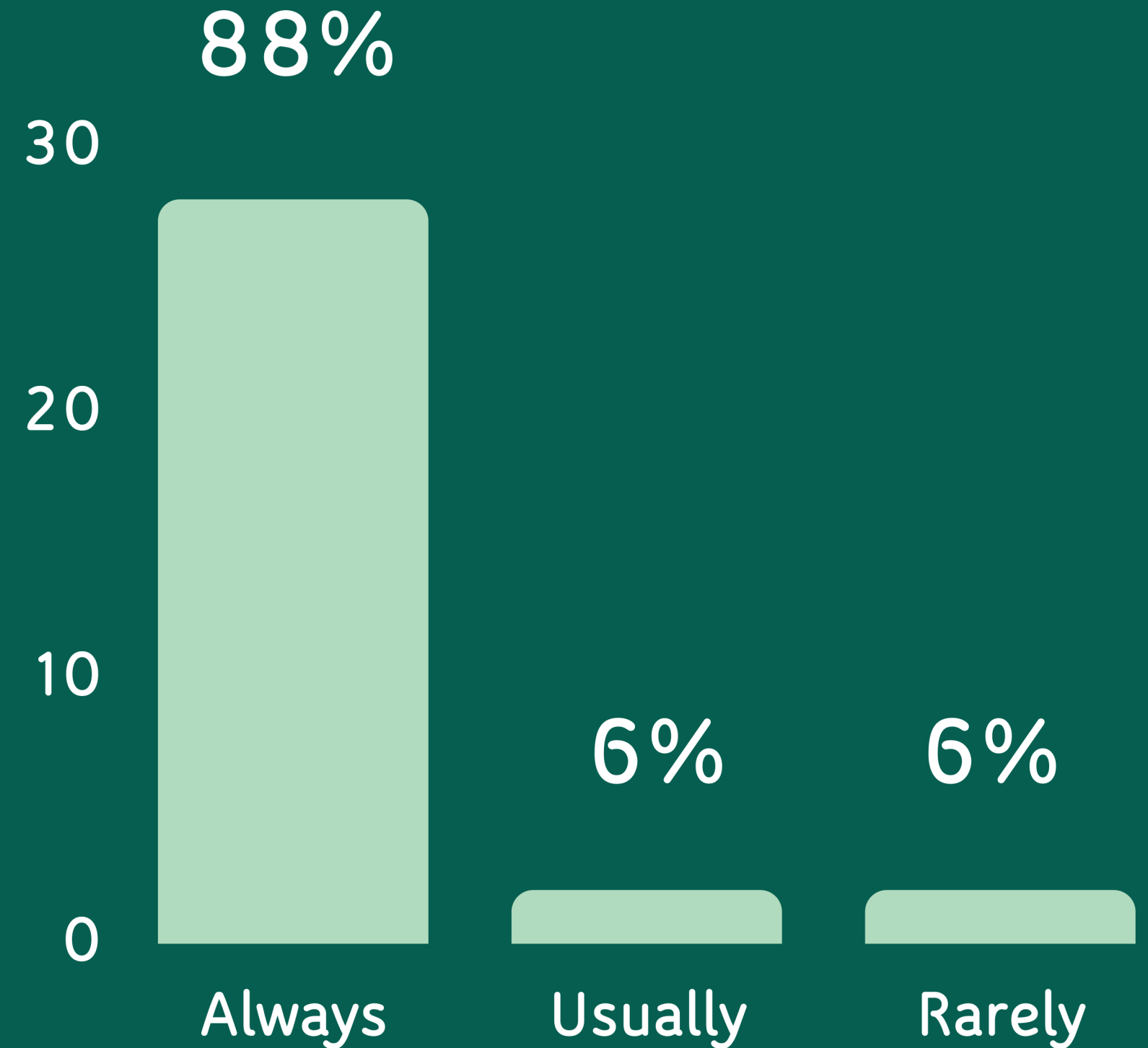


Overall, 87.5% of our  
volunteers that  
responded said they  
would recommend A  
New Leaf

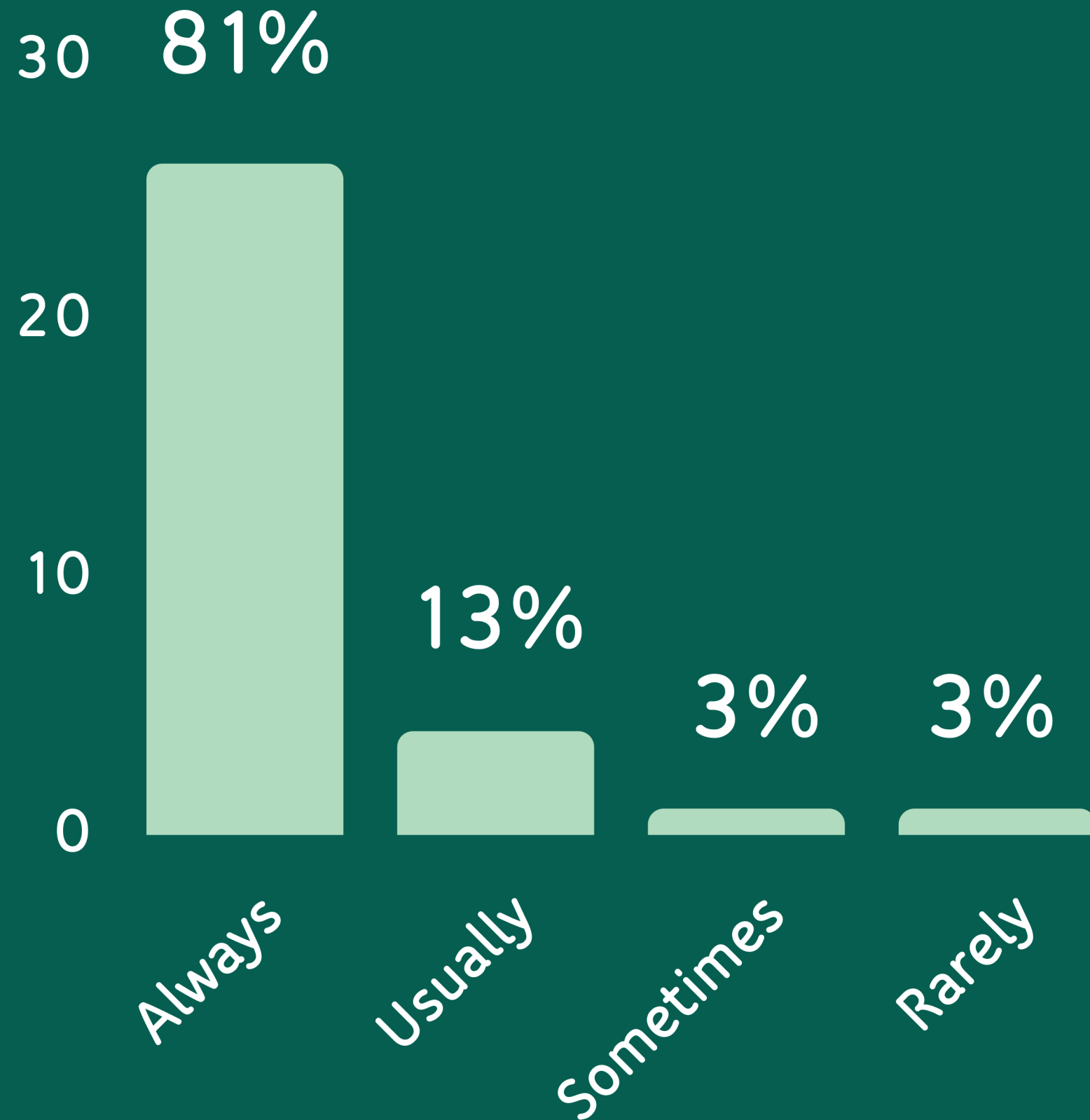
How often do our volunteers feel they were given the proper resources to perform their role?



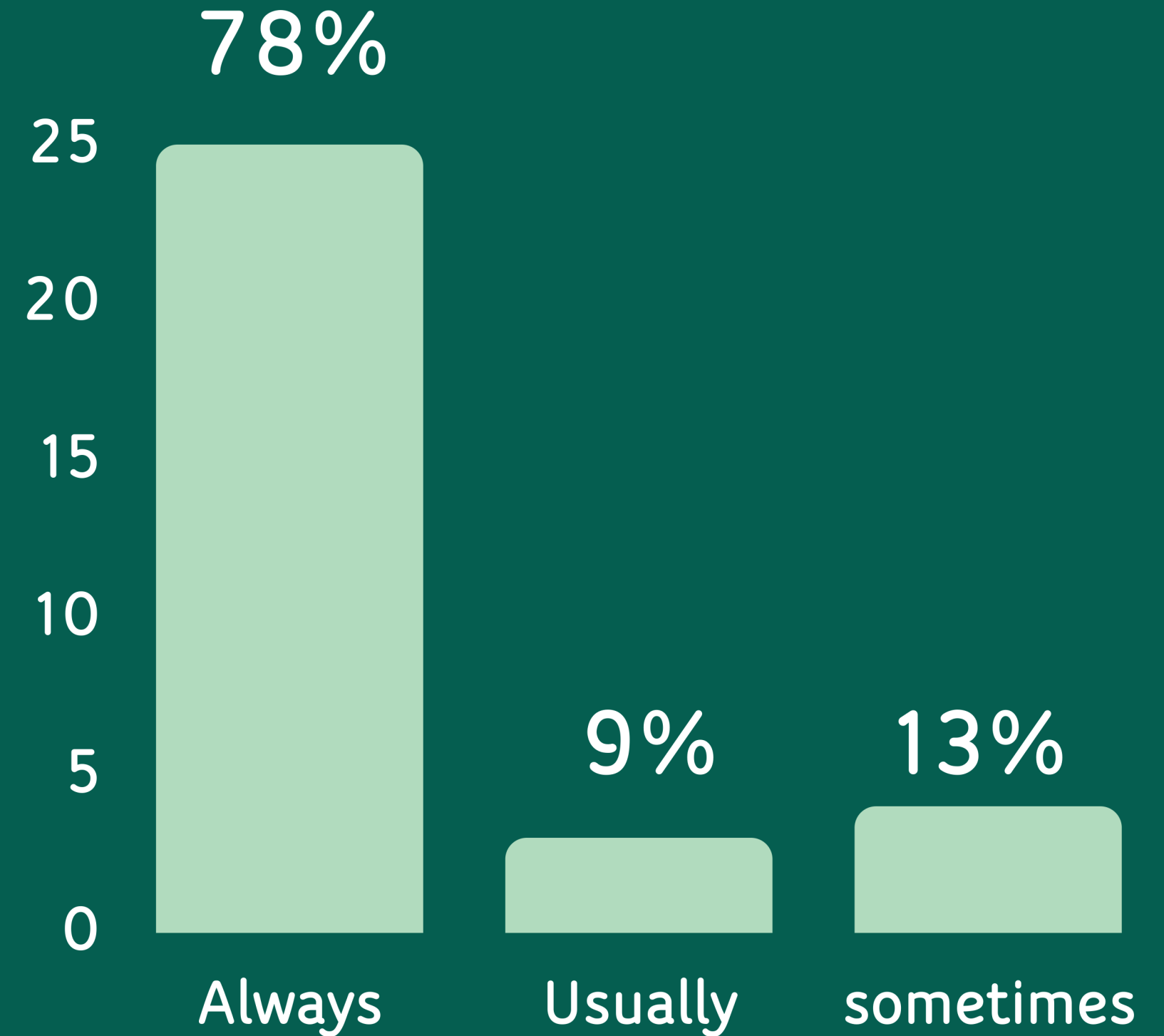
How often do our volunteers feel staff are responsive to their needs or requests for help?



How often do our volunteers feel their time spent volunteering was valued?



How often do our volunteers feel their role/work is vital to the mission?





# What you said we are doing well!

25% of responses

mentioned we did well engaging our volunteers

Comments included...

- Getting assigned tasks related to goals
- Placing volunteers based on interests
- Getting involved
- Support from staff



25% of responses

mentioned we did well making a positive impact on the community

Comments included...

- Volunteer programs are rewarding
- Helping the community save money
- doing impactful events for the community



16% of responses

mentioned we did well being flexible and creating an organization that was easy to work for.

Comments included...

- Flexible hours
- Easy to track hours



# The #1 area we can improve...

34% of respondents said they had no suggestions for improvement

# 28%

of responses said we could improve our

## COMMUNICATION

We Asked:

How could A New Leaf improve communication with Volunteers?

Our volunteers said...

Specify more ways to engage with A New Leaf (e.g., events, actions)



Customize communication for different audiences



## “ Specific comments:

Awareness of all programs through A New Leaf - especially as a Financial mentor; knowing all the programs would be helpful

Listing volunteer opportunities on my impact.

Advertising volunteer needs and upcoming events. I like the newsletter but could utilize Facebook for last minute opportunities.

Don't flood volunteer emails with employee only information

Checking in on interns throughout the week

Listing volunteer opportunities on my impact.

Utilize FB to communicate volunteer needs

Respond to suggestions for info or help



## Big Takeaways:

- Volunteers want communication to be specific to them
- They want communication to be less overwhelming
- They want to know where to find more opportunities to contribute
- Volunteers want to stop receiving emails that are specifically meant for employees
- Volunteers would like to see us utilize our Facebook more to communicate opportunities or last minute changes that may get lost in their email

## What is our plan to improve our COMMUNICATION?

- We are working on segmenting philanthropic and organizational communication with volunteers to make it more specific to what is relevant to them and to share more volunteer opportunities
- Volunteers can opt into being part of special projects and special events roles to receive information directly about upcoming night and weekend, and remote volunteer opportunities
  - If volunteers would like to be on that mailing list they can email us at [volunteer@turnanewleaf.com](mailto:volunteer@turnanewleaf.com)
- Interns are currently being onboarded to help build our social media presence and strengthen our communication processes

22%

of responses said we could  
improve our

## Engagement

Comments mentioned...

- Collaborating with volunteers on where their volunteer skills, interests are best suited
- More things for volunteers to do
- More opportunities for volunteers to help

## What are we doing to improve our engagement?

- We are building & providing more staff training about volunteer engagement
- We are building more tools for employees to use with volunteers
- We are recruiting more volunteer leaders to help support volunteers in their programs and departments

22%

of responses said we could  
improve our

## Processes

(volunteer placing and onboarding processes)

Comments mentioned...

- Quick turnaround
- Needing "more social workers to assist with supervision of interns"

## What are we doing to improve our processes?

- We have made New Volunteer Orientation a virtual recorded training to expedite onboarding
  - Flexible & volunteer specific (retaining live training for interns)
  - Utilizing new agency tools to include volunteers and interns
- Working with staff to affect faster turnaround times and higher placement rates
  - Delays for tours & interviews equate to interns accepting other offers while waiting
  - Clarified processes and instructions
- Working with hiring managers to look for credentialed staff to support more intern opportunities

## ***SOME OF OUR COMMENTS***

**"Advertising volunteer needs and upcoming events.** I like the newsletter but could **utilize Facebook** for last minute opportunities. Also **if set up is needed then account for that in volunteer time."**

could improve **"onboarding. Stop sending the volunteers all the employee emails!"**

**"Some volunteers require one on one training".**

**"Collaborate** with volunteer on where their volunteer **skills, interests are best suited".**

**"Listing volunteer opportunities on my impact."**

**"Awareness of all programs** through A New Leaf - especially as a Financial mentor; **knowing all the programs would be helpful".**

**"Always happy to answer questions and help out, I felt very supported** even when I had a heavy load"

**"Our volunteer programs are very rewarding."**

**"Made it easy to volunteer** and offer time. Not a stressful or demanding ask."



For your participation in this survey

The results have helped us gain better insight regarding our organization's strengths and weaknesses from the volunteer perspective. We can use this information to make improvements to make our organization a better place for people to work and volunteer.

