



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?

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?

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

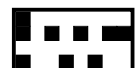
- ☐ 10 hours or less
- ☐ Between 11 and 20 hours
- ☐ Between 21 and 40 hours
- ☐ Between 41 and 80 hours
- ☐ Between 81 and 120 hours
- ☐ Between 121 and 160 hours
- ☐ More than 160 hours (or more than 40 hours/week)
- ☐ Did not volunteer

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 1	2	3	4	5	Extremely Important 6	Does not apply 0
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.

	Strongly Disagree 1	Disagree 2	Somewhat Disagree 3	Somewhat Agree 4	Agree 5	Strongly Agree 6	Does Not Apply 0
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.

	Not at all	1	2	3	4	5	6	To a Great Extent	Does not apply
My volunteer work has:									
Increased my self-confidence and interpersonal skills.	1	<input type="radio"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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").

	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree	Does Not Apply
	1	2	3	4	5	6	0
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"/>



16. The Red Cross needs active volunteers more than ever. What could we have done differently to make volunteering easier to accomplish?

ABOUT YOURSELF

The Red Cross wants to know more about you and your specific needs to better tailor our volunteer opportunities to our people. If you will, please provide us with the following information that will be used in strictly confidential terms:

You consider yourself to be (FILL ONLY ONE):

- ☐ Hispanic or Latino (of any race)
☐ White
☐ Black or African American
☐ Asian
☐ Native Hawaiian or other Pacific Islander
☐ American Indian or Alaska Native
☐ Two or more races
☐ Other

What is the highest level of education that you completed?

- ☐ Less than High School
☐ High School graduate or equivalent
☐ Some college or technical training beyond High School
☐ College graduate
☐ Post-graduate or professional degree

Your Zip code

You are: ☐ Male ☐ Female

Age Group:

- ☐ Under 15 ☐ 56 to 59
☐ 16 to 18 ☐ 60 to 64
☐ 19 to 25 ☐ 65 to 74
☐ 26 to 40 ☐ 75 or older
☐ 41 to 55

Your current employment situation beyond the Red Cross (FILL ONE OR TWO OPTIONS MAXIMUM IF APPROPRIATE)

- ☐ Employed or self employed full-time
☐ Employed or self employed part-time
☐ Retired and not working
☐ Homemaker or other similar
☐ Unemployed and looking for job
☐ Full-time student
☐ Part-time student

THANK YOU!

FOR RED CROSS CHAPTER OFFICE USE ONLY:

Branch office code (if any)

A B C D E F G H I J K L

Chapter Code

	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
0	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
5	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
6	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
7	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
8	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
9	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

SPACE FOR LOCAL QUESTIONS:

