

Volunteer Shift Feedback Survey Template

All questions are optional. Follow each question's directions.
Write your answers to the open questions in the space provided.

Please answer about your most recent volunteer shift or assignment. Do not include names or identifying details about volunteers, staff members, or people served. Every question is optional.

1. Before the shift began, how clear were your responsibilities?

- ☐ Very clear
- ☐ Clear
- ☐ Neither clear nor unclear
- ☐ Unclear
- ☐ Very unclear

2. Did you have the information and materials needed to complete your tasks?

- ☐ Everything needed
- ☐ Most things needed
- ☐ Some things needed
- ☐ Very little needed information or material
- ☐ Nothing needed was available
- ☐ Not applicable

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3. When you needed guidance, how easy was it to reach an appropriate staff contact?

- ☐ Very easy
- ☐ Easy
- ☐ Neither easy nor difficult
- ☐ Difficult
- ☐ Very difficult
- ☐ I did not need guidance
- ☐ I did not know whom to contact

4. How manageable was the pace or workload during the shift?

- ☐ Very manageable
- ☐ Manageable
- ☐ Neither manageable nor unmanageable
- ☐ Unmanageable
- ☐ Very unmanageable
- ☐ The shift had no assigned workload

5. How clear was the route for reporting a problem or concern?

- ☐ Very clear
- ☐ Clear
- ☐ Neither clear nor unclear
- ☐ Unclear
- ☐ Very unclear
- ☐ No reporting route was explained

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6. Which part of the volunteer experience should be improved first?

- ☐ Pre-shift information
- ☐ Role explanation
- ☐ Training
- ☐ Materials or equipment
- ☐ Staff availability
- ☐ Scheduling or breaks
- ☐ Problem reporting
- ☐ No change needed
- ☐ Another part

7. What is one practical change that would improve the next shift?
