



Volunteer Satisfaction

The American Red Cross is interested in learning about your experience volunteering with us. Please help us by answering the following questions.

Questions marked with an asterisk (*) are required.

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1. *Please enter the survey code (chapter code) given when you were invited to complete this survey: _____

SERVICE QUALITY QUESTIONNAIRE GENERAL INFORMATION

2. You are a: (SELECT ONLY ONE)
- Registered volunteer (you have completed ALL of the following: application, Code of Conduct form, Confidential Information & Intellectual Property Agreement (CIIPA), background check, and these items are on file at the local chapter)
 - Unregistered volunteer (you volunteer but have NOT completed ALL of the following: application, Code of Conduct form, Confidential Information & Intellectual Property Agreement (CIIPA), background check)
3. In what areas do/did you volunteer? (SELECT ALL THAT APPLY)
- Armed Forces Emergency Services (AFES) at a chapter
 - AFES stations
 - Blood Services
 - Community Services
 - Disaster Services
 - Financial Development/Fundraising
 - General administration or support
 - Health and Safety Services
 - International Services
 - Leadership position (Board or Management)
 - Volunteer Resources
 - Youth Program
 - Other, please specify: _____

4. ABOUT YOUR MOTIVATION TO VOLUNTEER

Please rate the importance of the following factors in motivating you to volunteer.

| 6 | 5 | 4 | 3 | 2 | 1 | Does Not Apply |
|---------------------|-----------|--------------------|----------------------|-------------|----------------------|-----------------------|
| Extremely Important | Important | Somewhat Important | Somewhat Unimportant | Unimportant | Not at all Important | |

It fulfills my moral principles.

| | | | | | | |
|---|---|---|---|---|---|----------------|
| 6 | 5 | 4 | 3 | 2 | 1 | Does Not Apply |
|---|---|---|---|---|---|----------------|

I saw it as the opportunity to make a difference.

| | | | | | | |
|---|---|---|---|---|---|----------------|
| 6 | 5 | 4 | 3 | 2 | 1 | Does Not Apply |
|---|---|---|---|---|---|----------------|

I wanted to help people.

| | | | | | | |
|---|---|---|---|---|---|----------------|
| 6 | 5 | 4 | 3 | 2 | 1 | Does Not Apply |
|---|---|---|---|---|---|----------------|

CHAPTERS: DO NOT submit paper surveys to National Headquarters. This survey must be reported online at www.redcross.org/surveys/capss/volunteer

| | | | | | | |
|---|---|---|---|---|---|----------------|
| I wanted to improve my resume. | | | | | | |
| 6 | 5 | 4 | 3 | 2 | 1 | Does Not Apply |
| I wanted to occupy my free time. | | | | | | |
| 6 | 5 | 4 | 3 | 2 | 1 | Does Not Apply |
| I wanted to develop a social network with other volunteer and paid staff. | | | | | | |
| 6 | 5 | 4 | 3 | 2 | 1 | Does Not Apply |
| I wanted to respond to a specific disaster. | | | | | | |
| 6 | 5 | 4 | 3 | 2 | 1 | Does Not Apply |

5. If you volunteered mainly to respond to a specific disaster, please tell us which disaster (name and/or type):

6. Did you have any other reasons to volunteer, other than those listed in Question 4?

7. To what extent do you agree or disagree with what the following statements describe?

| 6 | 5 | 4 | 3 | 2 | 1 | Don't Know |
|--|----------|----------------|-------------------|----------|-------------------|-------------------|
| Strongly Agree | Agree | Somewhat Agree | Somewhat Disagree | Disagree | Strongly Disagree | |
| There is a positive climate of teamwork among employees and volunteer staff. | | | | | | |
| 6 | 5 | 4 | 3 | 2 | 1 | Don't Know |
| I have the support and guidance I need to accomplish my volunteer activities. | | | | | | |
| 6 | 5 | 4 | 3 | 2 | 1 | Don't Know |
| I am satisfied with the variety of activities offered. | | | | | | |
| 6 | 5 | 4 | 3 | 2 | 1 | Don't Know |
| My supervisor makes an effort to make me feel that I am a valuable member of the organization. | | | | | | |
| 6 | 5 | 4 | 3 | 2 | 1 | Don't Know |
| My volunteer job gives me a sense of accomplishment. | | | | | | |
| 6 | 5 | 4 | 3 | 2 | 1 | Don't Know |
| My volunteer work has increased my self-confidence and interpersonal skills. | | | | | | |
| 6 | 5 | 4 | 3 | 2 | 1 | Don't Know |
| My volunteer work has helped me develop new job-related skills. | | | | | | |
| 6 | 5 | 4 | 3 | 2 | 1 | Don't Know |
| After I became a volunteer, I have increased my involvement in other opportunities in the community. | | | | | | |
| 6 | 5 | 4 | 3 | 2 | 1 | Don't Know |
| I would like to explore additional/different volunteer responsibilities. | | | | | | |
| 6 | 5 | 4 | 3 | 2 | 1 | Don't Know |
| My volunteer experience at the Red Cross has been excellent. | | | | | | |
| 6 | 5 | 4 | 3 | 2 | 1 | Don't Know |

| | | | | | | |
|--|---|---|---|---|---|------------|
| I would recommend the Red Cross to a friend as a place to volunteer. | | | | | | |
| 6 | 5 | 4 | 3 | 2 | 1 | Don't Know |
| I plan to continue as a Red Cross volunteer. | | | | | | |
| 6 | 5 | 4 | 3 | 2 | 1 | Don't Know |

8. **ABOUT TRAINING AND ADVANCEMENT AT THE RED CROSS**

Have you been offered formal job-specific training opportunities (such as Disaster classes, Health and Safety instructors, 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

9. Do you see a clear path to additional volunteer responsibilities (for example Health & Safety instructor course offered to become an instructor)?

- Yes, I see a clear path and have taken the course(s)
- Yes, I see a clear path but have not taken the course(s)
- No, I do not see a clear path

10. Have you been offered other Red Cross training courses not specific to your job function?

- Yes and have taken them
- Yes but have not taken them
- No, I have not been offered

11. To what extent do you agree or disagree with the following?

| 6 | 5 | 4 | 3 | 2 | 1 | Does Not Apply |
|--|----------|----------------|-------------------|----------|-------------------|-----------------------|
| Strongly Agree | Agree | Somewhat Agree | Somewhat Disagree | Disagree | Strongly Disagree | |
| It is easy to enroll in training courses. | | | | | | |
| 6 | 5 | 4 | 3 | 2 | 1 | Does Not Apply |
| Training courses are offered at convenient times. | | | | | | |
| 6 | 5 | 4 | 3 | 2 | 1 | Does Not Apply |
| Training was relevant to my volunteer responsibilities. | | | | | | |
| 6 | 5 | 4 | 3 | 2 | 1 | Does Not Apply |
| I am knowledgeable of the Red cross structure, mission, vision and programs. | | | | | | |
| 6 | 5 | 4 | 3 | 2 | 1 | Does Not Apply |

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:

12. Considering the last 12 months, approximately how many hours of your time have you volunteered with the Red Cross in an average month?
- 10 hours or less
 - Between 11 and 20 hours
 - Between 21 and 80 hours
 - More than 80 hours (or more than 20 hours/week)
 - Did not volunteer
13. Is your volunteer activity required or expected by your employer, school, church, or other agency?
- Yes
 - No
14. 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
15. Please enter your home zip code: _____
16. You are:
- Male
 - Female
17. Which of the following do you consider yourself to be (SELECT ONLY ONE):
- Hispanic or Latino (of any race)
 - White (Not Hispanic or Latino)
 - Black or African American (Not Hispanic or Latino)
 - Asian (Not Hispanic or Latino)
 - Native Hawaiian or other Pacific Islander (Not Hispanic or Latino)
 - American Indian or Alaska Native (Not Hispanic or Latino)
 - Two or more races (Not Hispanic or Latino)
 - Other, please specify: _____
18. Which category includes your current age?
- 15 and Under
 - 16 to 18
 - 19 to 25
 - 26 to 40
 - 41 to 55
 - 56 to 59
 - 60 to 64
 - 65 to 74
 - 75 or older

19. What is your current employment situation beyond the Red Cross? (SELECT UP TO TWO CHOICES 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 a job
 - Full-time student
 - Part-time student

20. In addition to your donation of time, please indicate if you also voluntarily support(ed) the Red Cross (SELECT ALL THAT APPLY):
- As a blood donor
 - As a financial donor

21. 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

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

23. We appreciate any additional comments you want to make.

24. For local Red Cross chapter questions from your survey invitation: