

10 Volunteer Satisfaction Questions to Ask





About Us

BetterGood creates exciting products and services that help organizations touch lives and make an impact within their communities. Through our innovative solutions, all organizations are able to do good in a more streamlined, better, way.



VolunteerHub has been a huge time saver for us, eliminating almost all the back-and-forth communications that we used to need to run our volunteer program.

The Path

How did you first learn about volunteer opportunities with our organization?

Asking how volunteers first learned about opportunities with your organization is important because it helps identify the most effective outreach channels, enabling you to refine your recruitment strategies and attract more engaged volunteers.

Motivation

What motivated you to volunteer and help our cause?

Asking what motivated volunteers to support your cause is crucial for understanding their personal drivers, allowing you to tailor engagement efforts, recognize key motivations, and improve retention by aligning opportunities with volunteer passions.

Skills

In what areas did you volunteer? What roles would you like to fill in the future?

Asking volunteers about the areas they served in and the roles they'd like to fill in the future is important because it helps align their skills and interests with upcoming opportunities, enhancing both volunteer satisfaction and program effectiveness.

Training

Do you feel as though you were provided with enough training to be successful in your role? How can we improve our training process?

Asking volunteers if they felt adequately trained and how the training process can be improved is essential for identifying gaps in preparation, ensuring volunteers feel confident in their roles, and enhancing the overall effectiveness and quality of your volunteer program.

Impression

Were you greeted and welcomed when you arrived at your volunteer opportunity?
What could we have done better?

Asking if volunteers felt welcomed upon arrival and how the experience could be improved is important for fostering a positive first impression, ensuring a sense of belonging, and identifying opportunities to enhance the overall volunteer experience from the start.

Experience

What did you enjoy most about your volunteer opportunity and working with our organization? Did you gain value from your volunteer experience?

Asking volunteers what they enjoyed most and whether they gained value from their experience is crucial for understanding what aspects of your program resonate most, helping to enhance volunteer satisfaction, retention, and overall program impact by focusing on what volunteers find most rewarding.

Resources

Did you have the appropriate access to resources and personnel during your experience? What tools could we provide in the future?

Asking if volunteers had appropriate access to resources and personnel, and what additional tools could improve their experience, is important for ensuring they feel supported and equipped to succeed in their roles, while also identifying areas where operational improvements can enhance efficiency and volunteer satisfaction.

Recognition

Did you receive a "thank you" for committing your time to our cause?

Asking if volunteers received a "thank you" for their time is vital for ensuring they feel appreciated and recognized for their contributions, which strengthens their connection to your cause and increases the likelihood of future engagement and retention.

Retention

Would you be interested in volunteering with our organization in the future?

Asking if volunteers would be interested in future opportunities is important for gauging their satisfaction and likelihood of returning, allowing you to build a loyal volunteer base and identify areas where improvements may be needed to enhance retention.

Referral

What would you tell your friends about our organization and your volunteer experience with us? Would you recommend volunteering based on your experience?

Asking volunteers what they would share with friends about their experience and if they would recommend volunteering is essential for understanding their level of satisfaction and the potential for word-of-mouth advocacy, helping you identify strengths and areas for improvement while encouraging volunteer referrals.

Recruit, Engage, Manage Volunteers

VolunteerHub is a feature-rich, easy-to-use volunteer management software created to help organizations get the most value from their volunteer program by eliminating constraints.

[Request a Demo](#)

