



VOLUNTEER SATISFACTION SURVEY REPORT (FALL 2021)

March 10, 2022

Paris A. Eriksen, CVA

Volunteer Engagement Advisor

VOLUNTEER SATISFACTION SURVEY TRENDS

WSBA conducts a volunteer satisfaction survey every other year. The goal of the survey is to track the effectiveness and impact of the relationship between WSBA and its volunteer community. The survey focuses on the core areas of volunteer engagement including recruitment, onboarding, support, recognition and retention.

Response Rates:

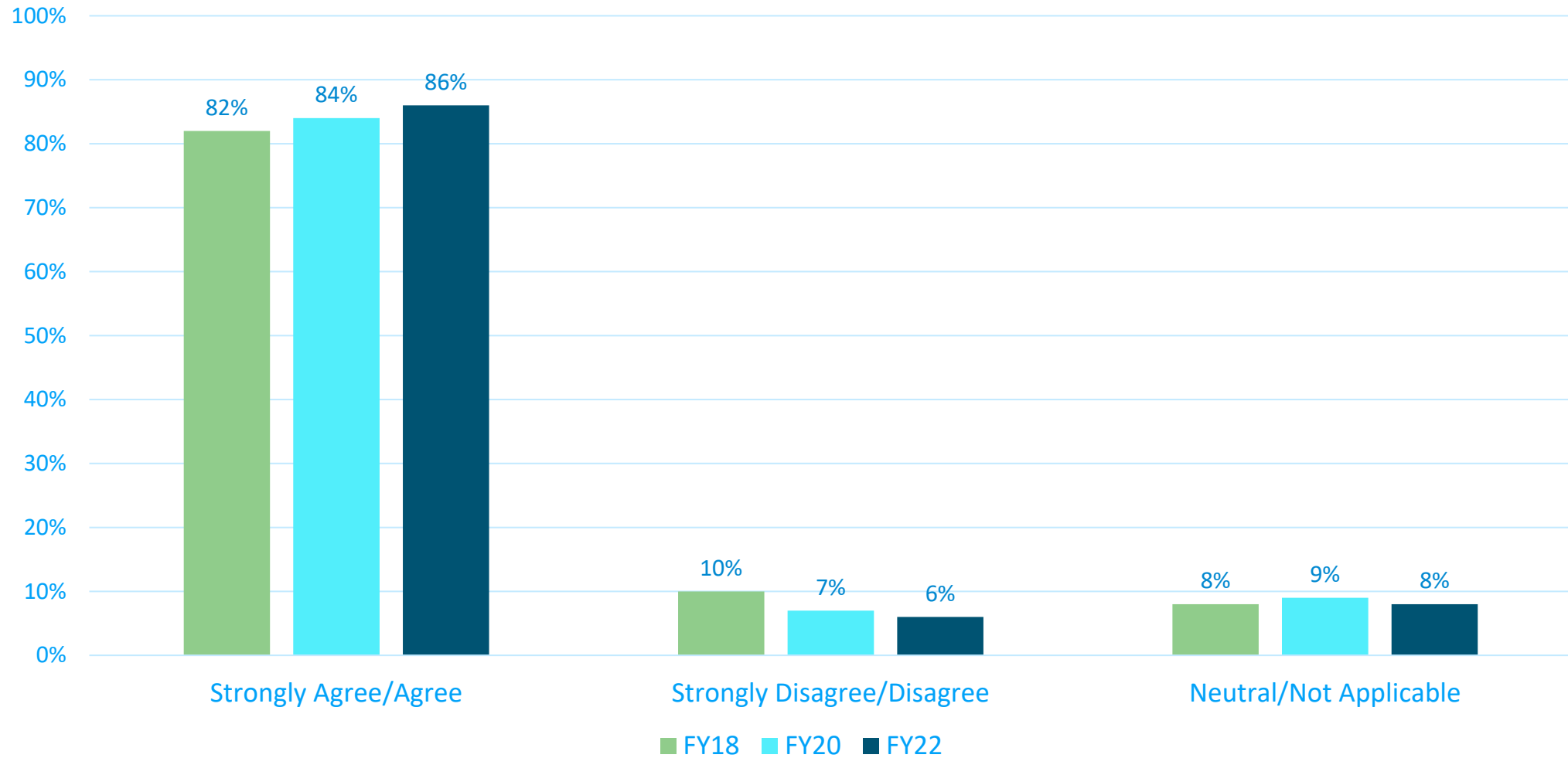
FY2018: 16%

FY2020: 12%

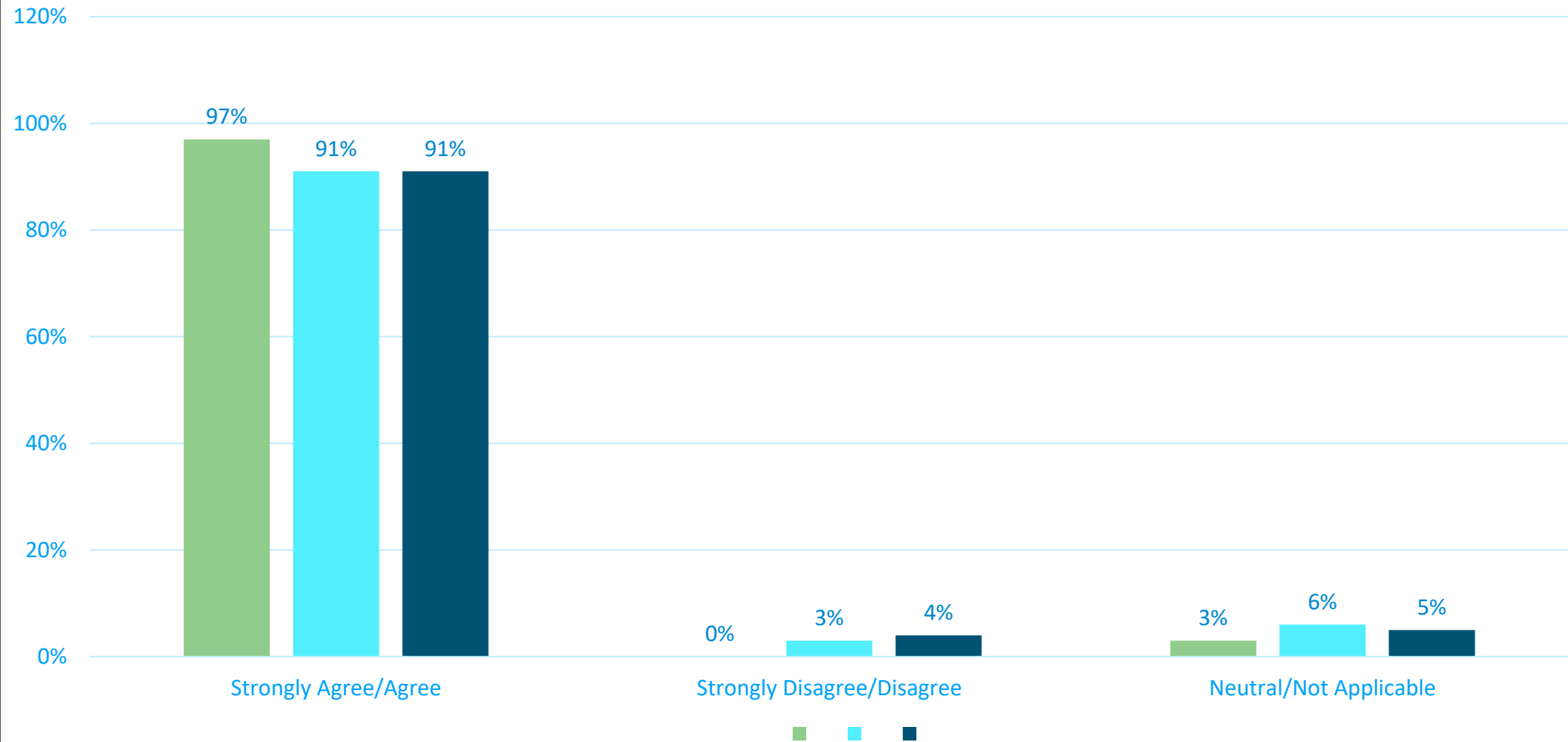
FY2022: 14%



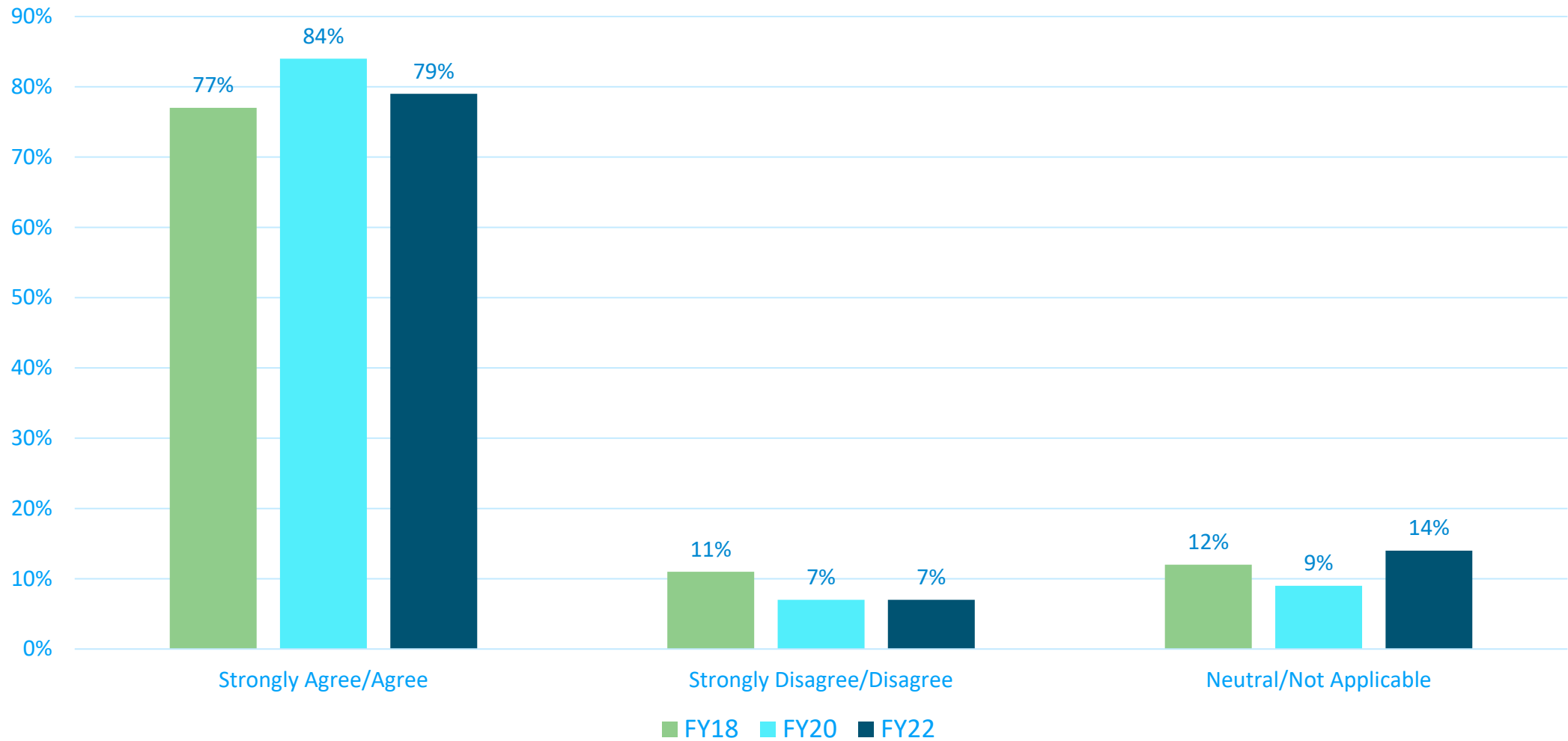
I was provided with enough information to understand the expectations & responsibilities of my role



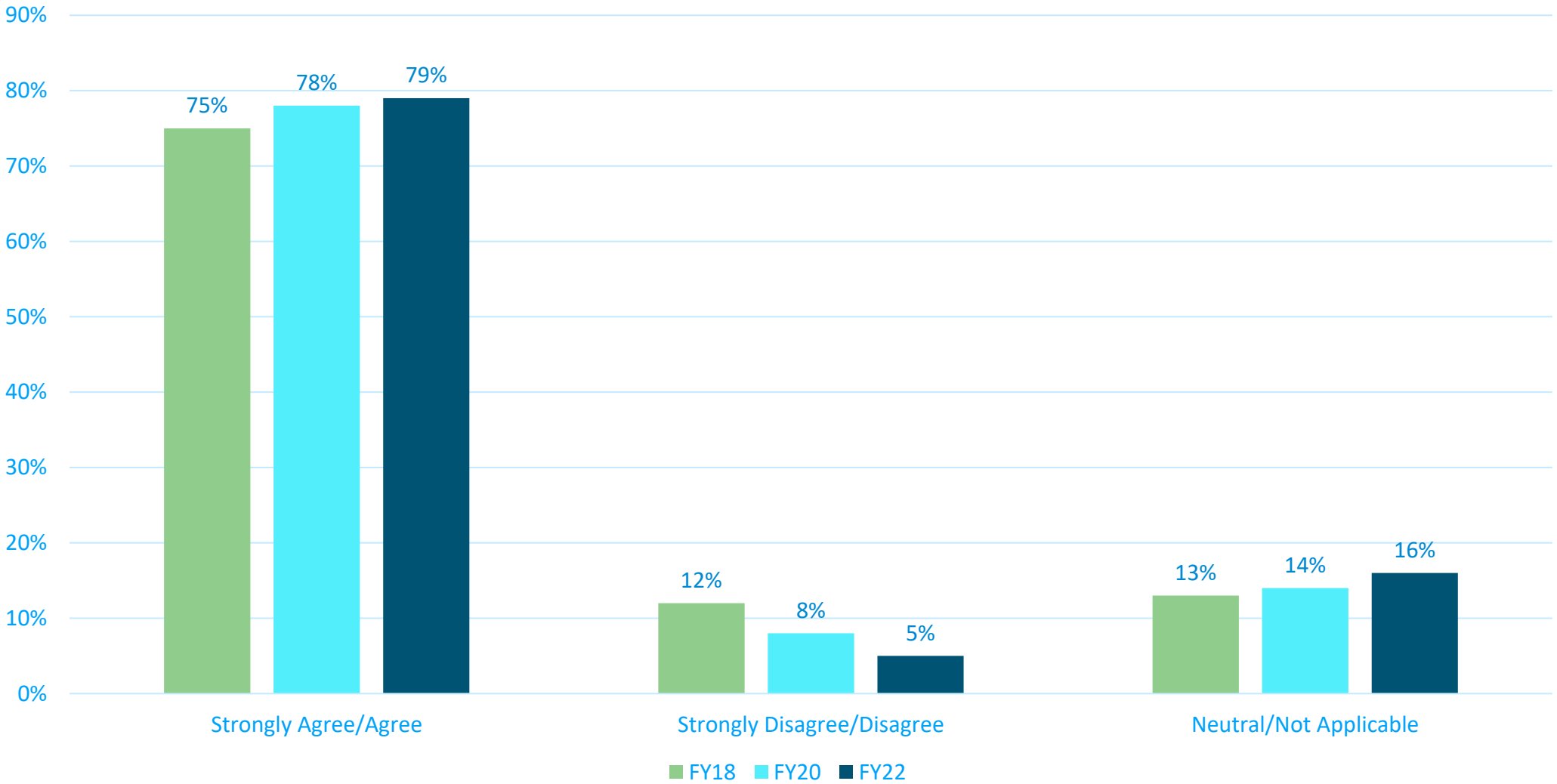
My talent and skills were a good match for the volunteer role in which I served.



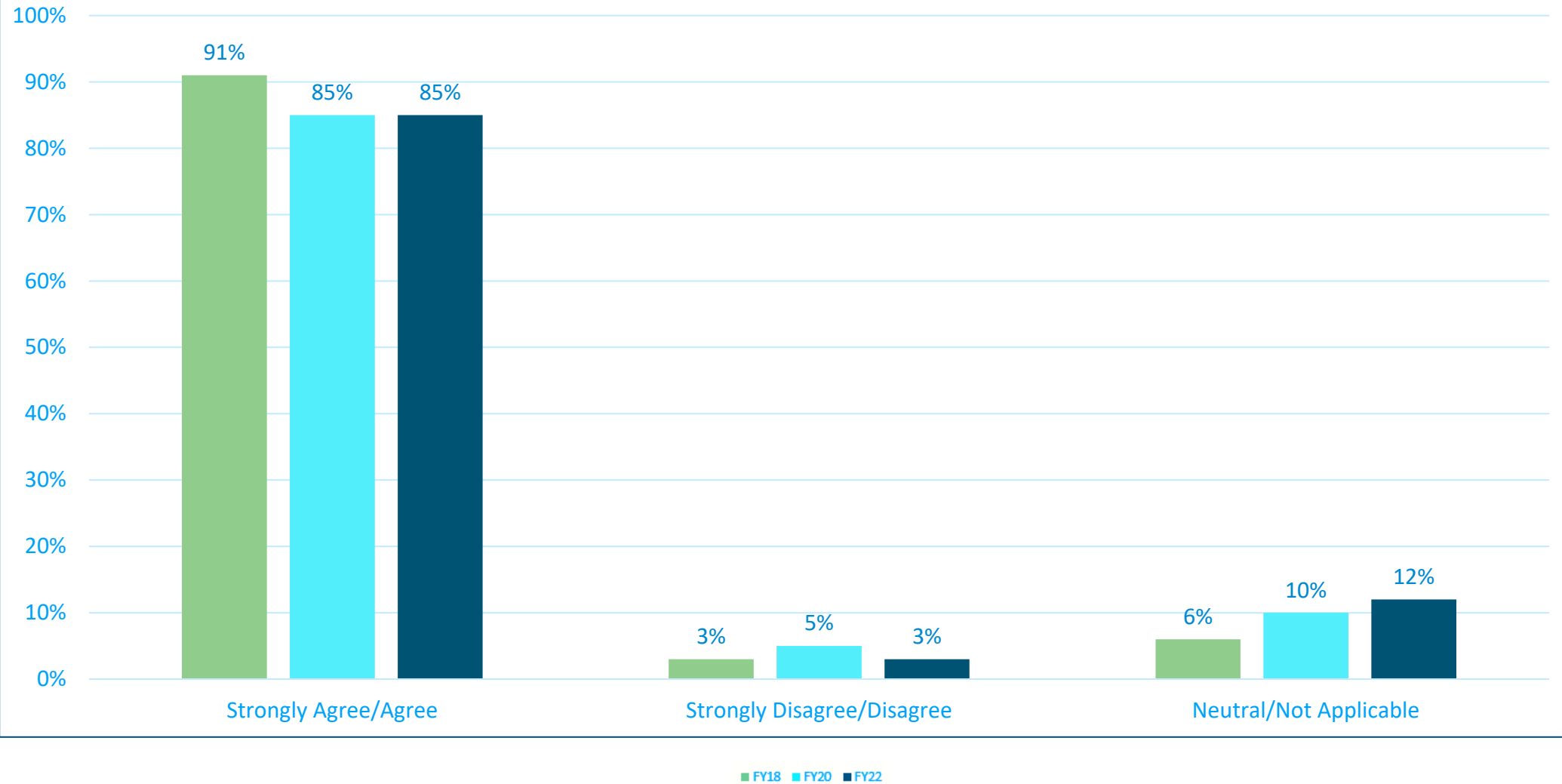
I received adequate support and guidance from staff to be successful in my volunteer role.



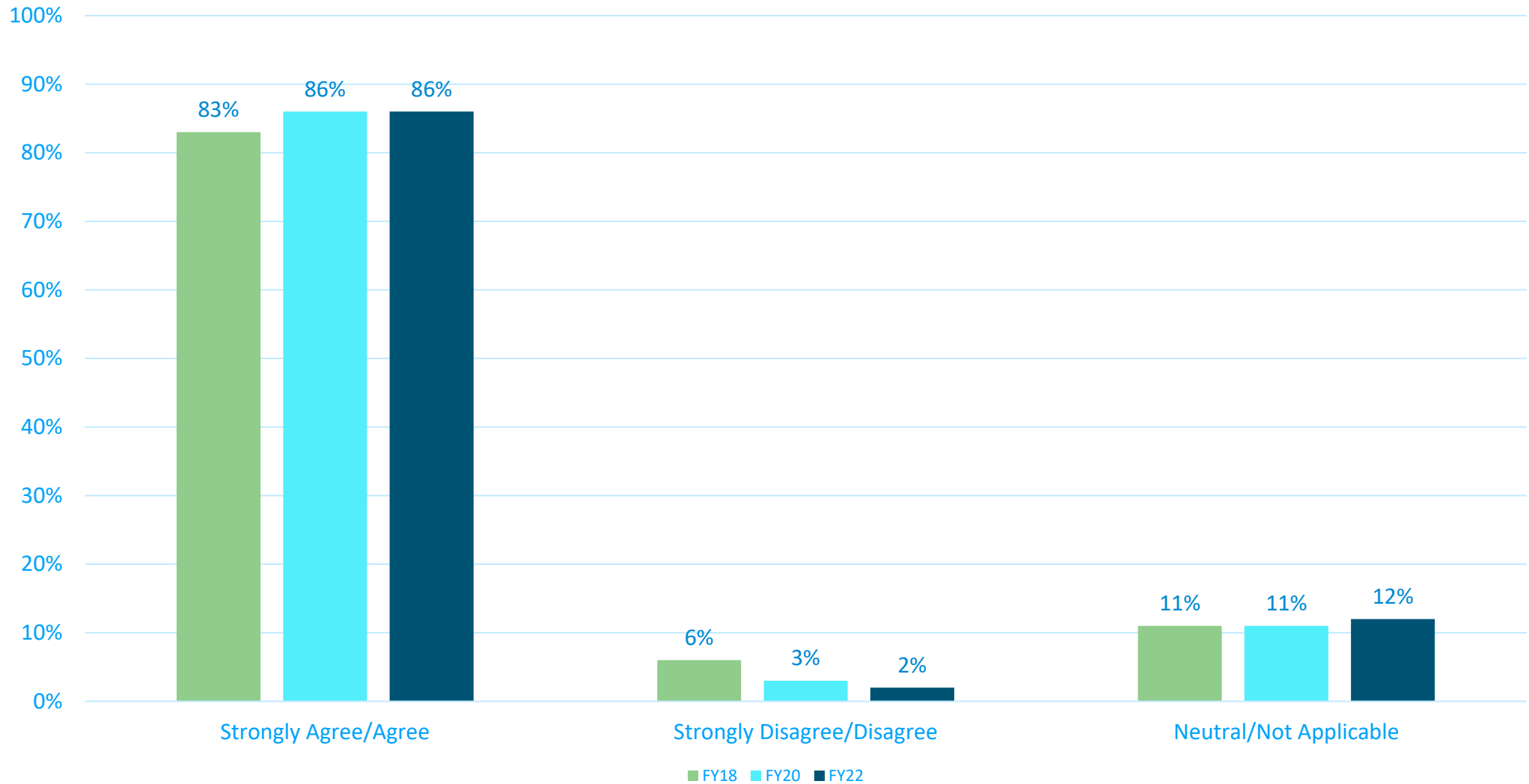
There was a climate of teamwork among staff and volunteers



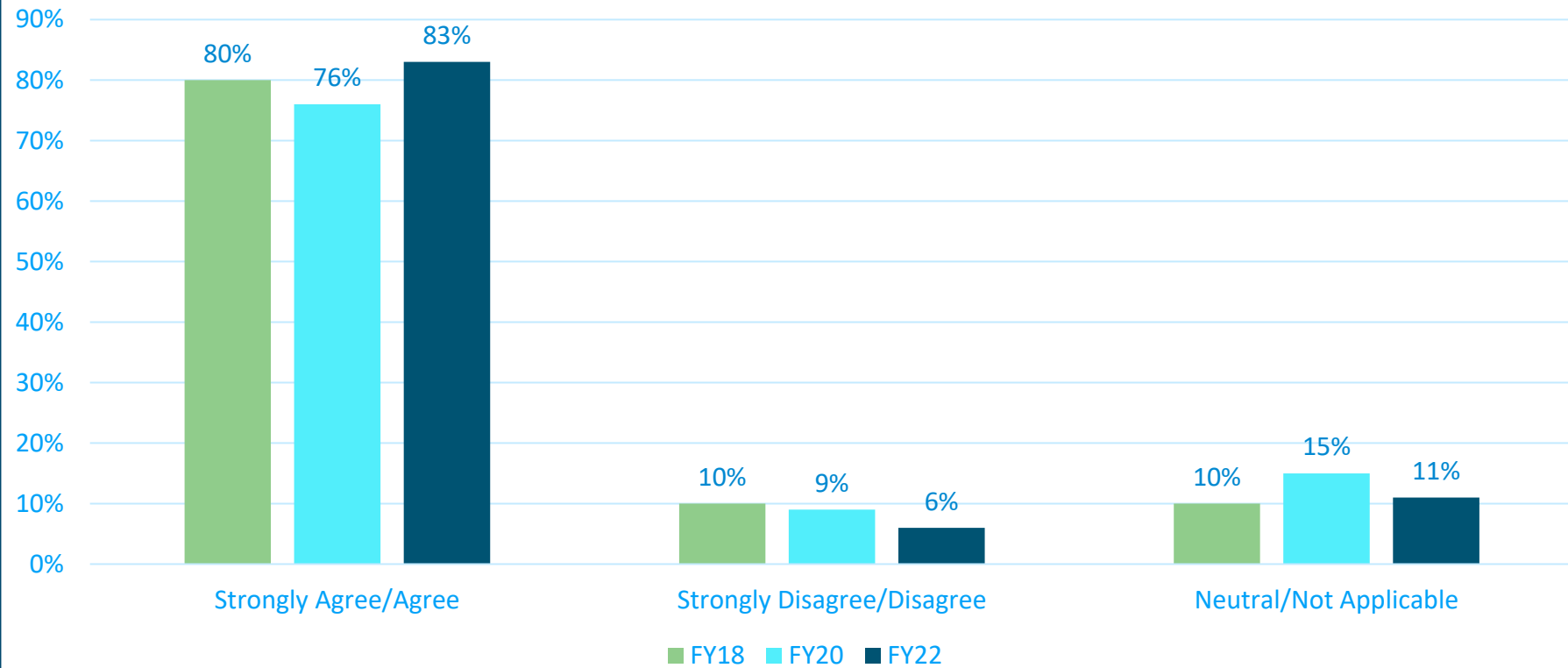
My volunteer role furthered the purpose of the group or program I was volunteering with.



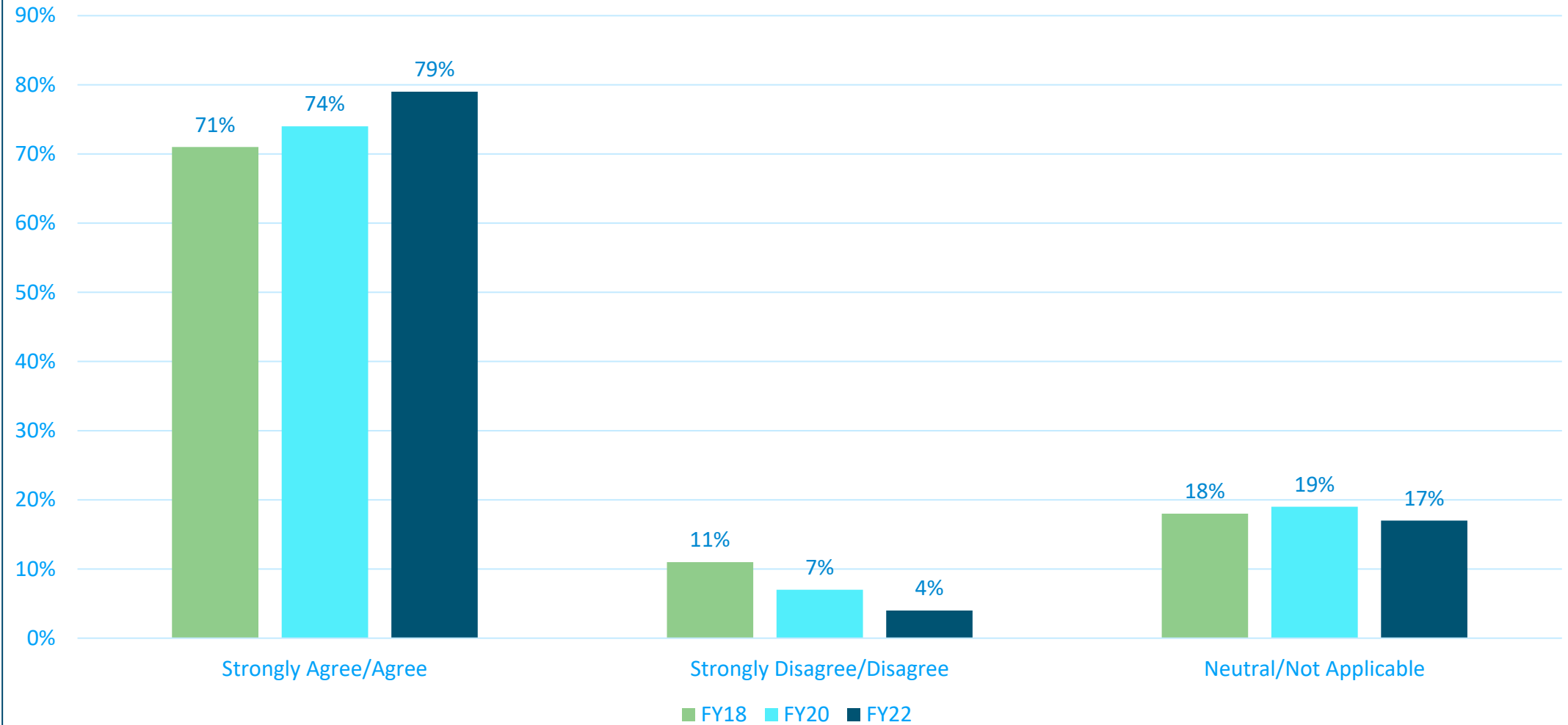
My role furthered the mission.



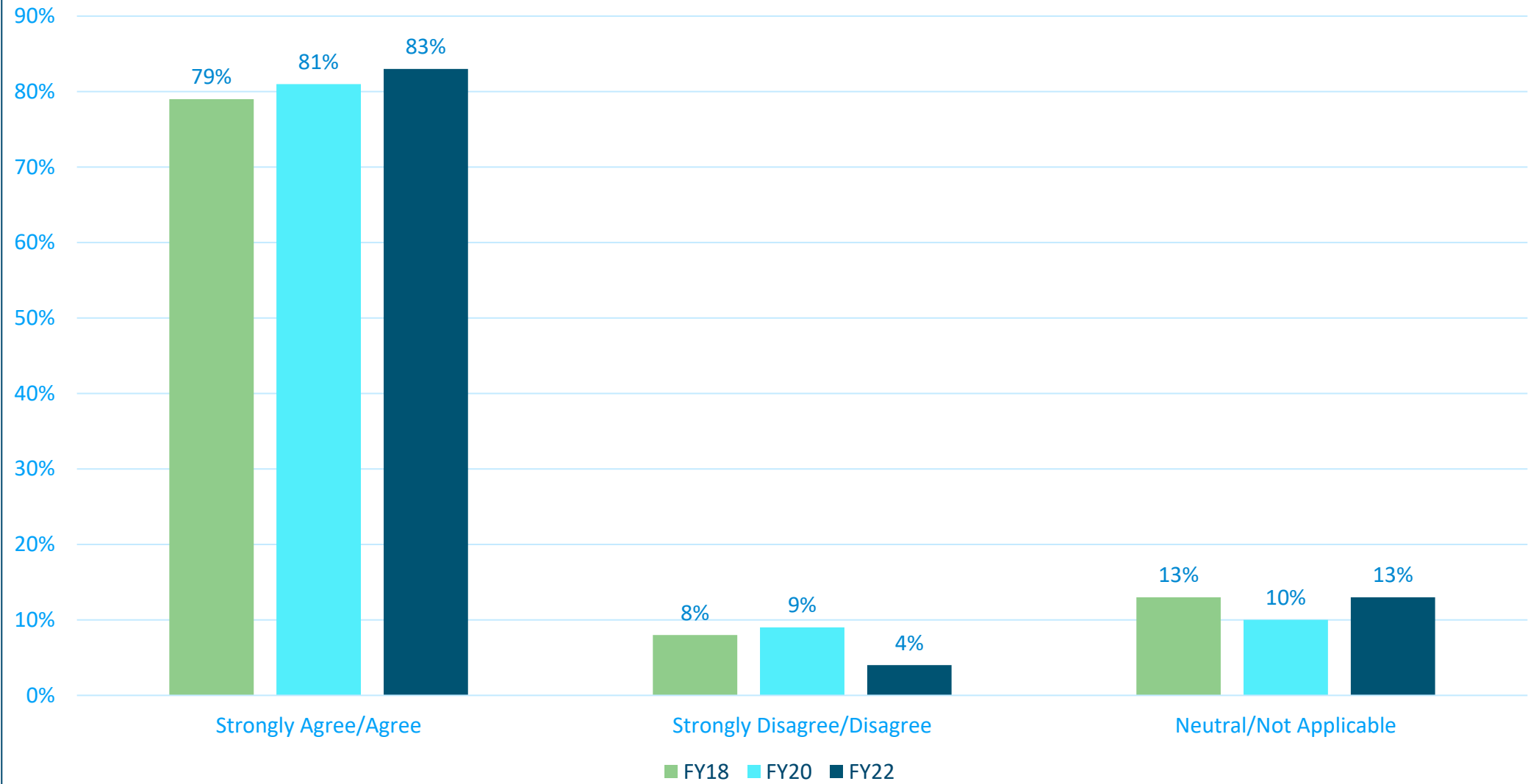
Overall, I was satisfied with my volunteer experience.



My time and talent in this volunteer position were valued by the organization.



I would volunteer again.



Do you have any additional feedback for how the WSBA could improve onboarding, better support you in your volunteer role, or show appreciation for your contribution? Or do you have any other comments you would like to share with us?

- ‘It seemed to me the colleagues I was volunteering with were less engaged than in years past. Perhaps that was due to outside (pandemic related) forces. Not sure what that could be attributed to really but I had enough experience with volunteering on the committee before to recognize that as an outlier this year as compared to past years.’
- ‘I like that we are continuing to work on more effectively recruiting, welcoming and supporting volunteers who hold Bipoc or non-conforming gender identities.’
- ‘I wish there were an easier way for us all to talk among ourselves – email is not great but I don’t know what it would be. Forming a community of volunteers seems challenging.’