

Volunteer Program Retention Assessment

Adaptation from Corporation for National and Community Service (CNSC)

Principle: *Volunteers stay if their tasks and procedures are clear.*

- How do you train volunteers?
- What materials do they receive to clarify their tasks and procedures?
- What areas of confusion exist? How do you know?
- Do you have position descriptions?
- Volunteer Manual e-version?
- What others materials do they receive to clarify their tasks and procedures?

Principle: *Volunteers stay if they feel welcome and appreciated.*

- What do you do to ensure that staff and sites welcome volunteers?
- What do you do to recognize and reward them?
- Whose responsibility is it to invite/recruit volunteer?

Principle: *Volunteers stay if they connect to someone within the organization.*

- What opportunities to get to know staff and other volunteers do your assignments offer?
- Do you use teams or buddy systems to accomplish goals?
- How can you ensure that volunteers feel connected to others?
- Do you create personal development plans with your staff and volunteers?

Principle: *Volunteers stay if they receive feedback that connects their position to program success*

- How does staff monitor and help develop volunteer competencies?
- How do volunteers monitor and help develop volunteer competencies?
- Are your strategic planning processed integrated?

Principle: *Volunteers stay if they have a voice in the organization.*

- Are you open to suggestions and feedback from your volunteers?
- What opportunities do you create to receive feedback?
- How do you involve volunteers in planning new initiatives?
- How do you know they are invested?

Principle: *Volunteers are motivated by opportunities to learn new skills.*

- What are the skills volunteers can learn from your assignments?
- How can you identify the skills your volunteers want to learn and continually allow them these opportunities?
- Do you inventory or interview for skills based volunteering?

Principle: *Volunteers are motivated by opportunities to "change the world."*

- How can you design volunteer assignments so that they see the opportunity to create change and make a difference?
- What ways can you identify and recognize volunteers' ability and progress in creating change?
- Do you release dreams?