Evaluating employer-supported volunteering programmes

For volunteer-involving organisations

Asking key stakeholders involved in employer-supported volunteering (ESV) for feedback enables you to evaluate your programme's impact and make improvements.

Below, we've suggested a two-part feedback framework for volunteer-involving organisations that seeks to elicit feedback from employee volunteers and key employer contacts, if applicable. Each section has a list of suggested core questions, as well as optional additional questions so that each organisation can tailor evaluation based on their specific context.

We've also developed a feedback framework for employers to elicit feedback from employees, their managers and volunteer-involving organisations. Questions asked to employees across the employer and volunteer-involving feedback frameworks have been closely aligned to reduce the feedback ask of employees.

This resource has been created as part of **Scotland's Employer-Supported Volunteering Framework**.

Employee volunteers

Core questions

Quantitative
To what extent do you agree with the following statements: (rate on a scale of 1-5, strongly disagree to strongly agree)

- I was satisfied with my volunteering experience.
- The volunteering activity aligned well with my interests or skills.
- My volunteering made a difference to the host organisation or community.
- I felt well supported and supervised during the activity.
- I would volunteer with this organisation again.

Qualitative (open-ended)

- What did you enjoy most about the volunteering experience?
- Were there any challenges or difficulties during the activity?
- How could this volunteering experience be improved in the future?
- Is there anything else you'd like to share about your experience?

Optional additional questions

Quantitative
To what extent do you agree with the following statements: (rate on a scale of 1-5, strongly disagree to strongly agree)

- The expectations of my role were clear.
- Communication before the volunteering activity was clear.
- I gained new skills through volunteering.
- I would recommend volunteering with this organisation to colleagues.

Qualitative (open-ended)

- How did the volunteering activity impact you personally or professionally?
- How did the activity contribute to the organisation or community?
- What skills did you develop through your volunteering experience?
- Are there other types of volunteering activities you would be interested in? If so, what are they?

Employers

These questions are to be completed by the main employer contact or relevant line managers.

Core questions

Quantitative
To what extent do you agree with the following statements: (rate on a scale of 1-5, strongly disagree to strongly agree)

- The volunteering experience contributed to my employees' skills or professional development.
- The volunteering experience positively influenced my employees' engagement or motivation at work.
- The volunteering experience has had an observable positive impact on my team's dynamics or collaboration.
- The activity was well organised and communicated.
- We are likely to partner with this host organisation again.

Qualitative (open-ended)

- What worked well in this ESV partnership?
- Were there any challenges from your organisation's perspective? If so, what were they?
- How could the partnership or process be improved?
- Is there any other feedback you'd like to share?

Optional additional questions

Quantitative
To what extent do you agree with the following statements: (rate on a scale of 1-5, strongly disagree to strongly agree)

- The volunteer-involving organisation communicated clearly about roles, risks and expectations.
- The partnership strengthened our organisation's community connections.

Qualitative (open-ended)

- Did you observe any skills or behaviours employees developed through volunteering? If so, what are they?
- Are there other types of volunteering opportunities that you'd be interested in exploring?

Knowledge Gateway

The Knowledge Gateway is created and led by **Volunteer Scotland**

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This is a regularly reviewed resource. If you have any suggested updates, please email Volunteer Scotland at **hello@volunteerscotland.org.uk**