Evaluating employer-supported volunteering programmes

For employers

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

Below, we've suggested a three-part feedback framework for employers that seeks to elicit feedback from employee volunteers and their managers, as well as volunteer-involving organisations. 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 volunteer-involving organisations to elicit feedback from employers and their employees. 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.
- I will volunteer again through the organisation's ESV programme.
- The volunteering activity aligned well with my interests or skills.
- The volunteering experience contributed to my personal or professional development.
- My volunteering made a difference to the host organisation or community.
- I felt that my volunteering contribution was recognised by my employer.

Qualitative (open-ended)

- What did you enjoy most about the volunteering experience?
- Were there any challenges or difficulties during the activity?
- How could our ESV programme be improved in the future?
- How could the organisation better celebrate or highlight volunteering contributions?
- 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)

- It was easy to identify a suitable volunteering opportunity.
- I had sufficient time to participate during working hours.
- The volunteer experience increased my sense of purpose.
- My volunteering provided insight into areas of work outside my usual role.
- I gained transferable skills through volunteering.
- Volunteering improved my understanding of the community or sector supported.

Qualitative (open-ended)

- How did volunteering impact your relationships with colleagues?
- How did the volunteering activity affect your wellbeing?
- How did the activity contribute to the organisation or community?
- Are there causes, organisations or activities you would like to see included in the programme in the future?

Managers of 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)

- Volunteering contributes to my employees' skills or professional development.
- Volunteering positively influences my employees' engagement or motivation at work.
- Volunteering has had an observable positive impact on my team's dynamics or collaboration.
- I'm likely to recommend that other employees participate in the company's volunteering programme.

- I have clear guidance on how to recognise my employees' volunteering contributions within my team.

Qualitative (open-ended)

- Were there any challenges associated with managing an employee who participated in volunteering through our ESV programme?
- How could the company improve our ESV programme from a managerial perspective?
- Do you have any examples of skills or behaviours your employees developed or demonstrated through volunteering?
- What forms of recognition do you think are most meaningful for your team?
- Is there any other feedback you'd like to share about our ESV programme?

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)

- Employees demonstrated increased confidence or initiative in their role after volunteering.
- Employees brought back knowledge, skills or ideas to the workplace that they learned through volunteering.
- Volunteering opportunities were clearly communicated to me as a manager.

Qualitative (open-ended)

- How could we better recognise or reward employees for their volunteering?
- What advice would you give to other managers whose employees may participate in volunteering in the future?
- Are there volunteer causes, organisations or activities that you think would be particularly effective for your team?

Volunteer-involving organisations

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 the experience of hosting employee volunteers from (insert employer name).
- Employee volunteers from (insert employer name) effectively contributed to the organisation's goals or projects.
- I am likely to host employee volunteers from (insert employer name) again.

Qualitative (open-ended)

- What were the main benefits of having employee volunteers from (insert employer name) at your organisation?
- Were there any challenges in managing the employee volunteers from (insert employer name)? If so, please describe.
- How could the process of hosting employee volunteers from (insert employer name) be improved?
- Is there anything else you'd like to share about your experience of hosting employee volunteers from (insert employer name)?

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)

- Employee volunteers from (insert employer name) brought skills that were particularly useful to our organisation.
- Employee volunteers from (insert employer name) helped increase organisational capacity.
- I'm satisfied by the support provided by (insert employer name) throughout the process.
- I'd recommend hosting employee volunteers from (insert employer name) to other volunteer-involving organisations.

Qualitative (open-ended)

- Were there any particular skills or expertise the employee volunteers from (insert employer name) brought that were especially valuable?
- Can you provide an example of how employee volunteers from (insert employer name) made a difference to your organisation or the community you serve?
- How effective was communication with (insert employer name) regarding volunteering arrangements?
- Are there other types of roles or activities where employee volunteers from (insert employer name) could contribute to your organisation?

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**