
Volunteer Survey Results

About the Animal Rescue League of NH Volunteer Survey

All volunteers for whom the League has email addresses were emailed a survey link (others could get the URL at the League).

339 volunteers were invited – 21 email providers rejected the Zoomerang domain name – 318 received the email

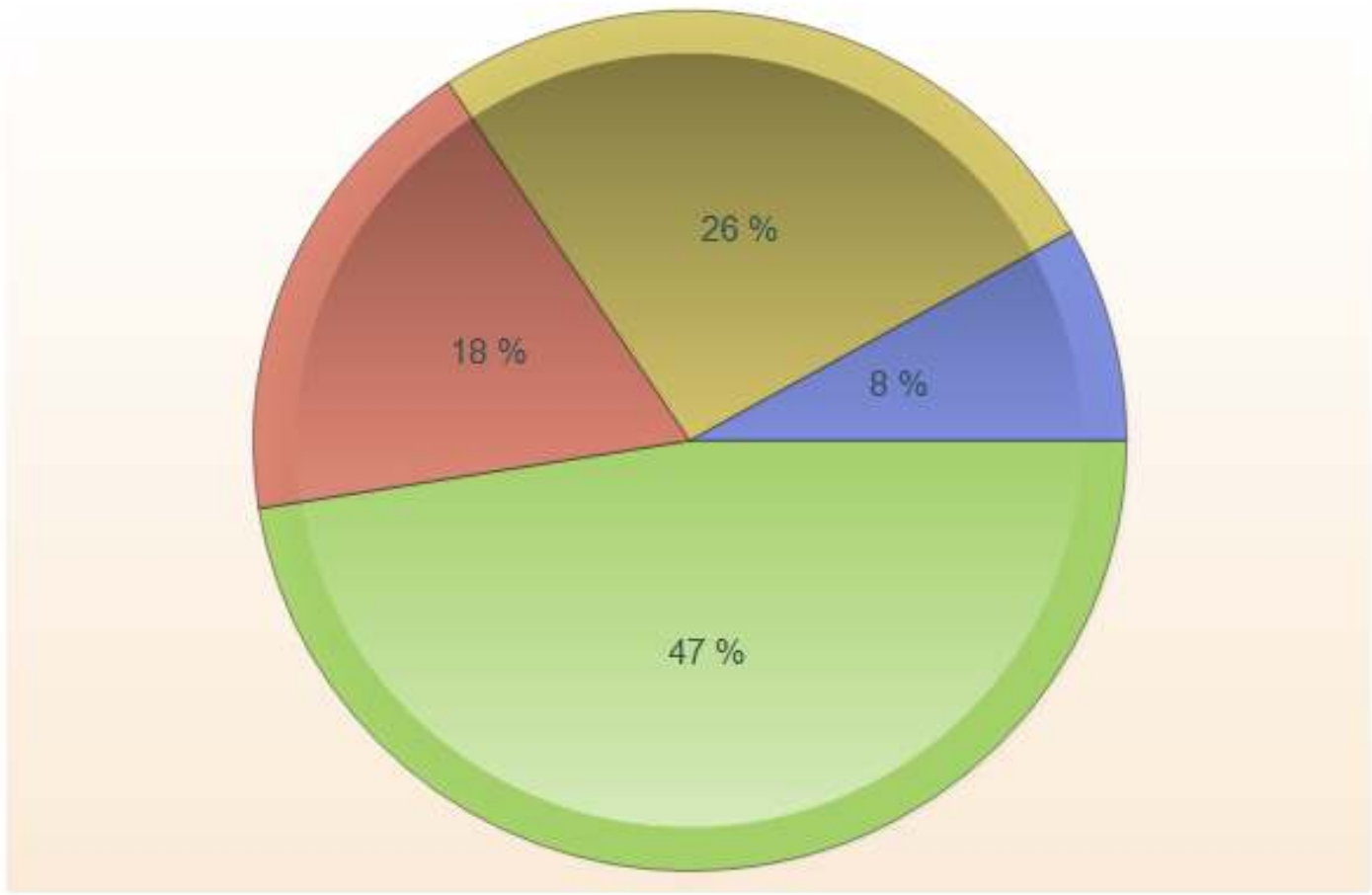
77 people completed the survey

The results are presented in the following pages...

Q1

How long have you been volunteering at the Animal Rescue League of NH?

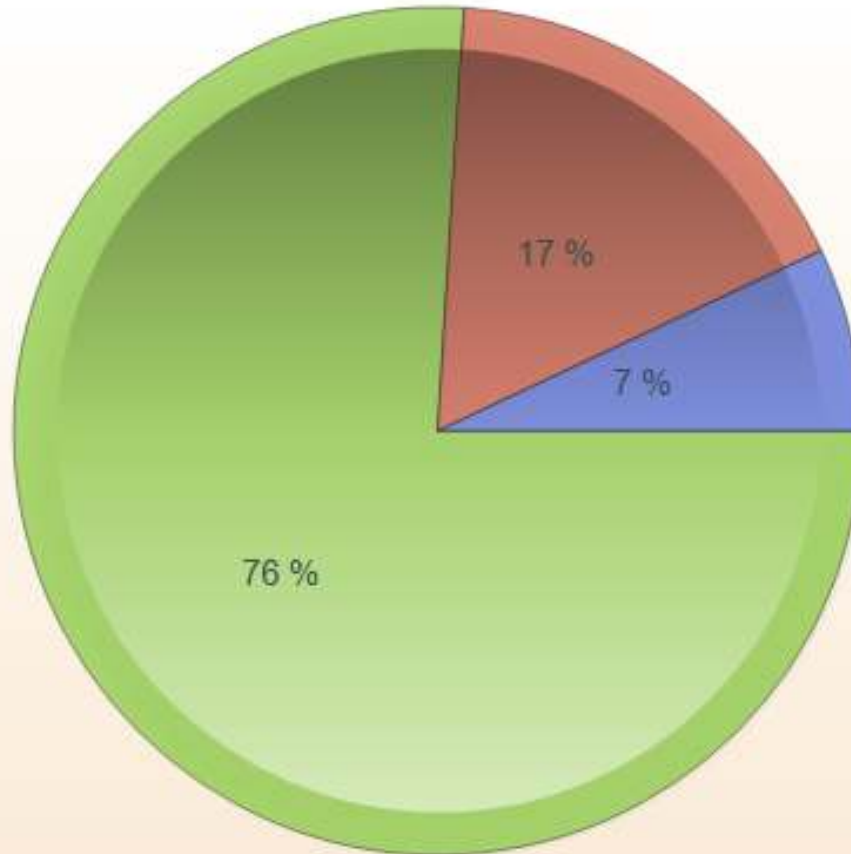
Less 1 year 1 - 2 years 3 - 5 years 6 - 10 years More than 10 years



Q2

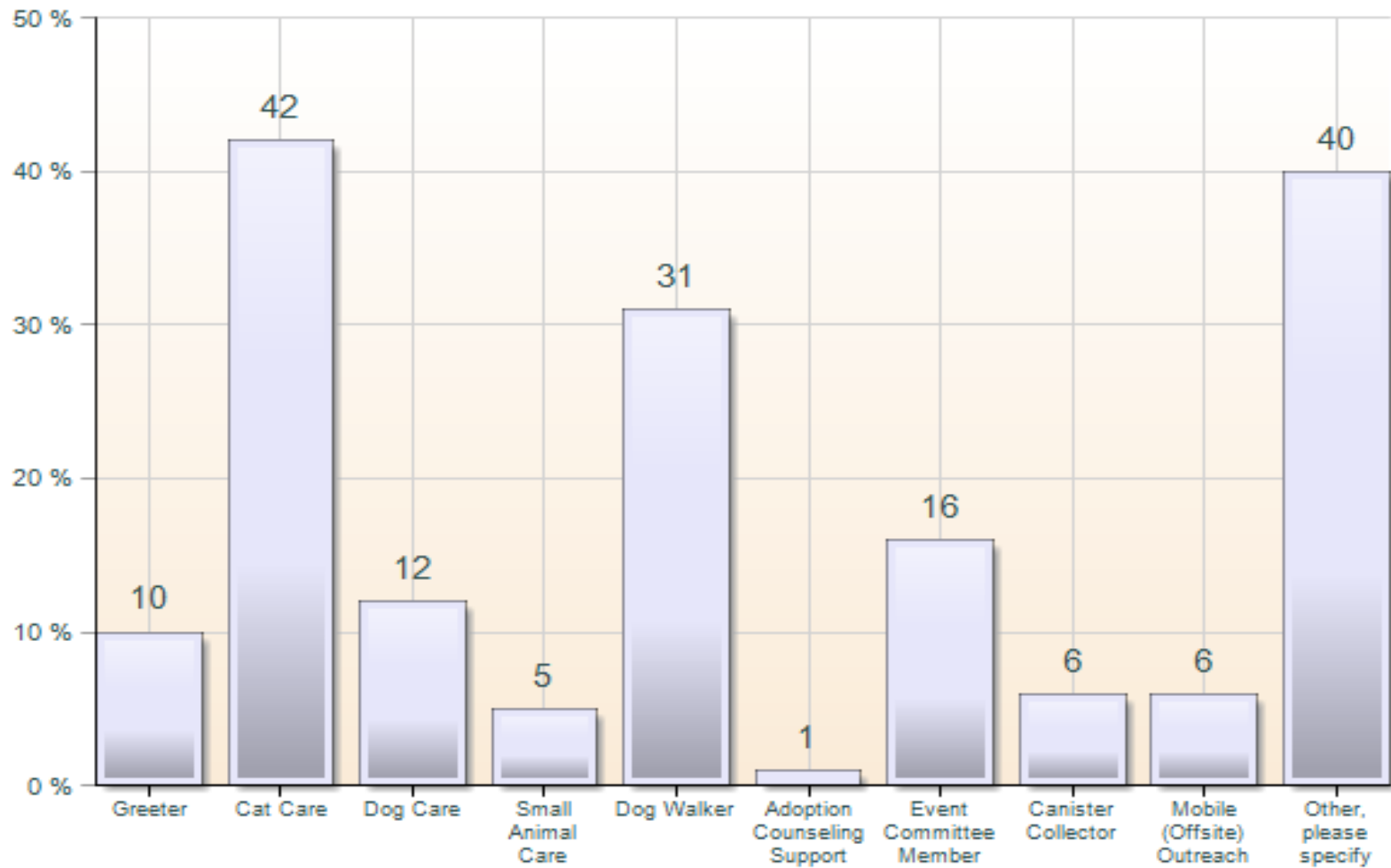
Has your volunteer service been continuous? Or have you had extended breaks (6 months or more) during your tenure?

Continuous One extended break Two extended breaks More than two extended breaks



Q3

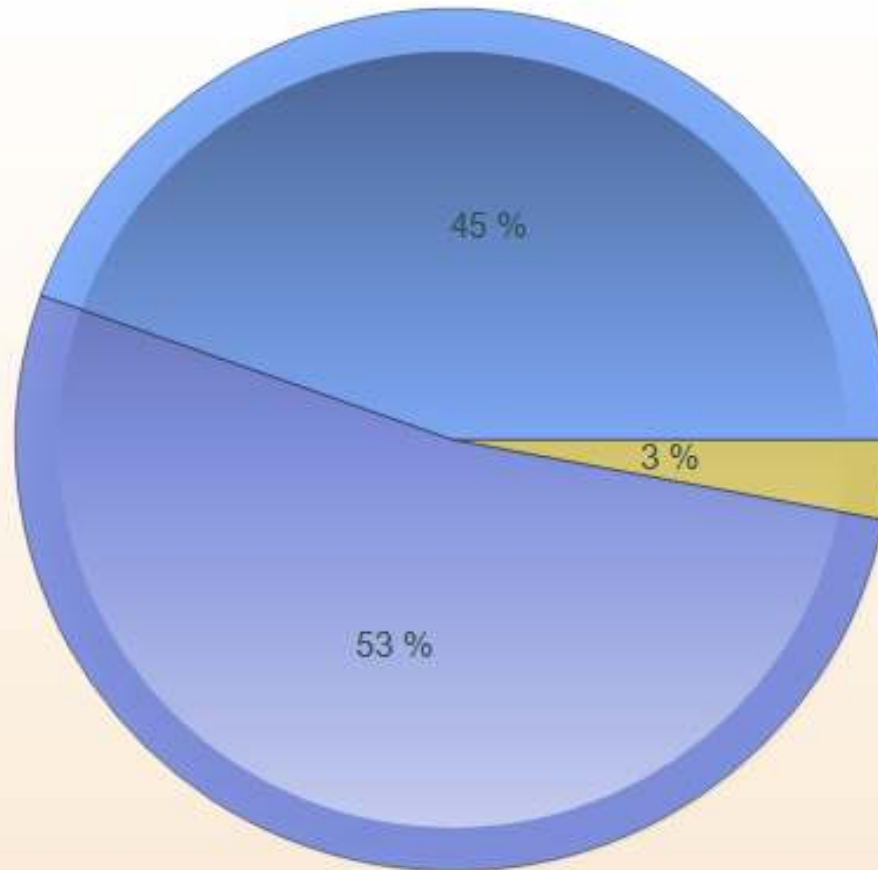
What role(s) do you fulfill at the League?



Q4

Overall, how satisfied are you with your volunteer experience?

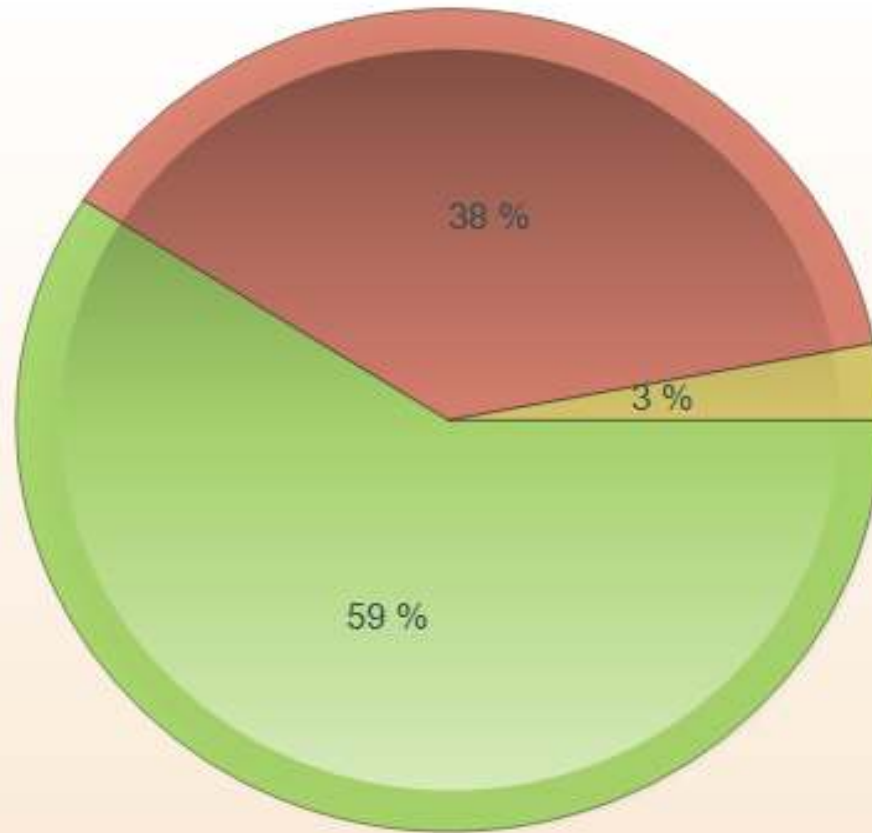
Very Dissatisfied Dissatisfied Neutral/Lukewarm Satisfied Extremely Satisfied



Q5




Which statement best describes how you feel?

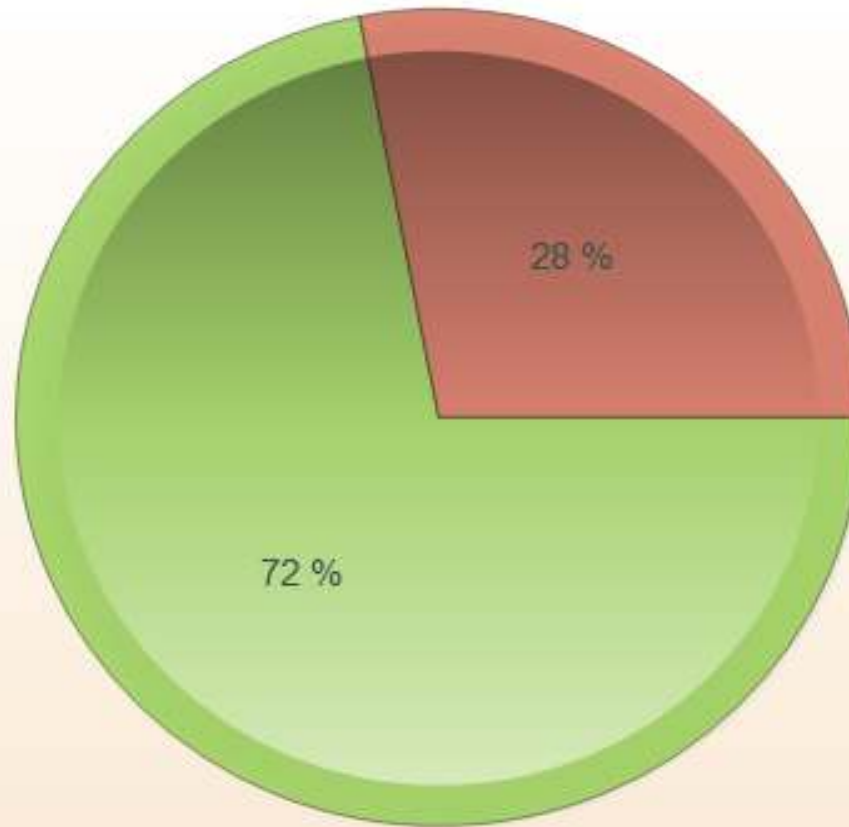
- I look forward to my volunteer time - it's exactly what I want!
- Sometimes my volunteer time is great, sometimes not so much...
- I don't look forward to volunteering, but I feel responsible to the animals who need me.



Q6

Which statement best describes your relationship with the paid staff?

-  I feel that the staff really appreciates what I do and expresses their appreciation.
-  I believe that the staff knows my role is important, but doesn't always show it well.
-  I feel as though the staff doesn't appreciate my role at all.



- Q7** Most volunteers have told us they don't want us to spend money on "stuff" (e.g., magnets, mugs, etc.) to recognize their service. What are the top three things that the League and its staff could do to recognize your service in a way that would be meaningful to you?

Themes:

Communication

- Verbal & written thank yous
- Share the big picture
- Share animal success stories (adoptions)
- Listen and be responsive

Service Recognition

- Recognize hours of service levels
- Appreciation Dinner
- Newsletter highlights

Work Support

- Provide more training/refreshers
- Keep the drinks & treats
- Provide new opportunities
- Easy access to supplies

Personalization

- Nametags
- Volunteer T-Shirts
- "Know me!"

What we can do immediately:


- Nametags
- Order more volunteer shirts
- Share adoptions weekly
- Keep the drinks & treats


Volunteer Appreciation Dinner Snapshots




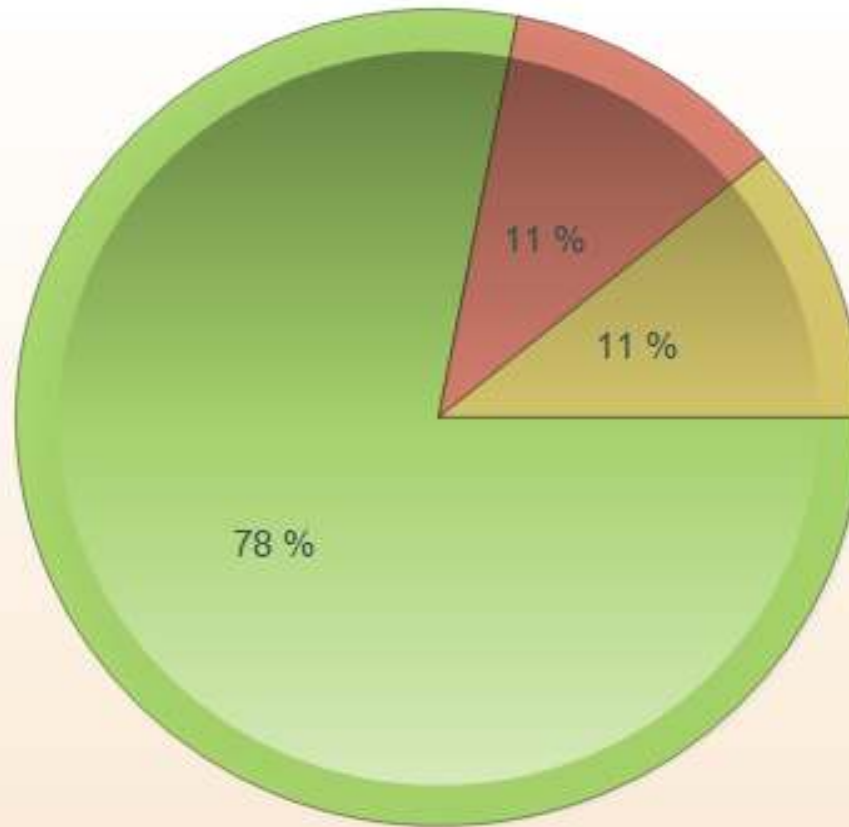
Q8

Which statement best describes your feeling about the training and tools available to you to perform your volunteer role.

 I feel really well trained and I know how to get any information or tools I need.

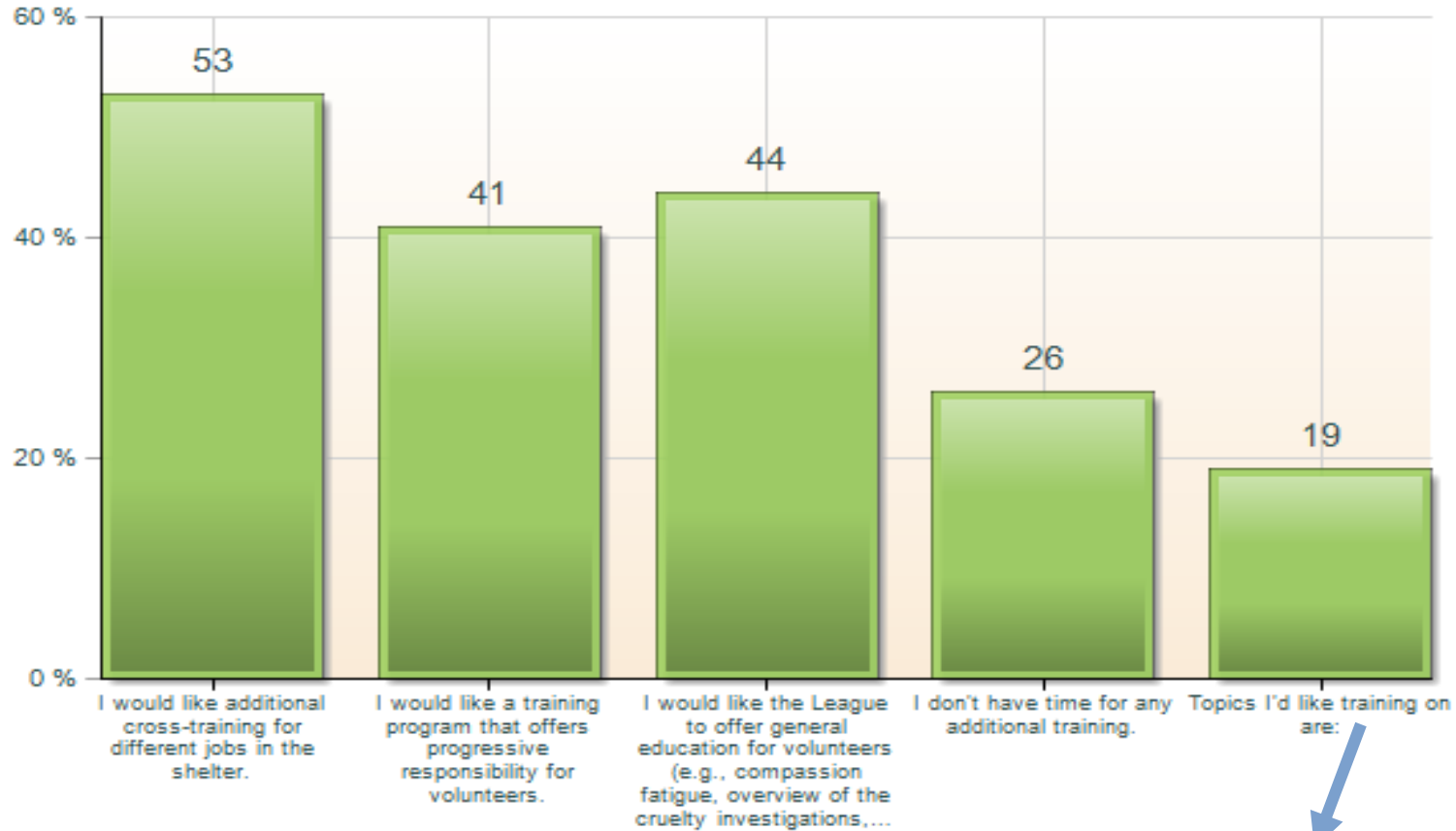
 I don't feel that I was trained enough, but I don't really need it.

 I would really feel more comfortable with more basic training for my role.



Q9

Which statements best describe your opinions on additional training? (You may choose more than one.)



Review basics
 More training with the cats and dogs
 All other tasks- dog walking, cat cleaning, etc.
 Small animal care

Greeter and mobile/offsite
 More info to be able to answer basic questions
 Outreach programs




First Aid and CPR for animals
 URI germ control protocol from day #1 of job
 Helping the vet during surgery
 Special needs animals
 Wildlife care & rescue

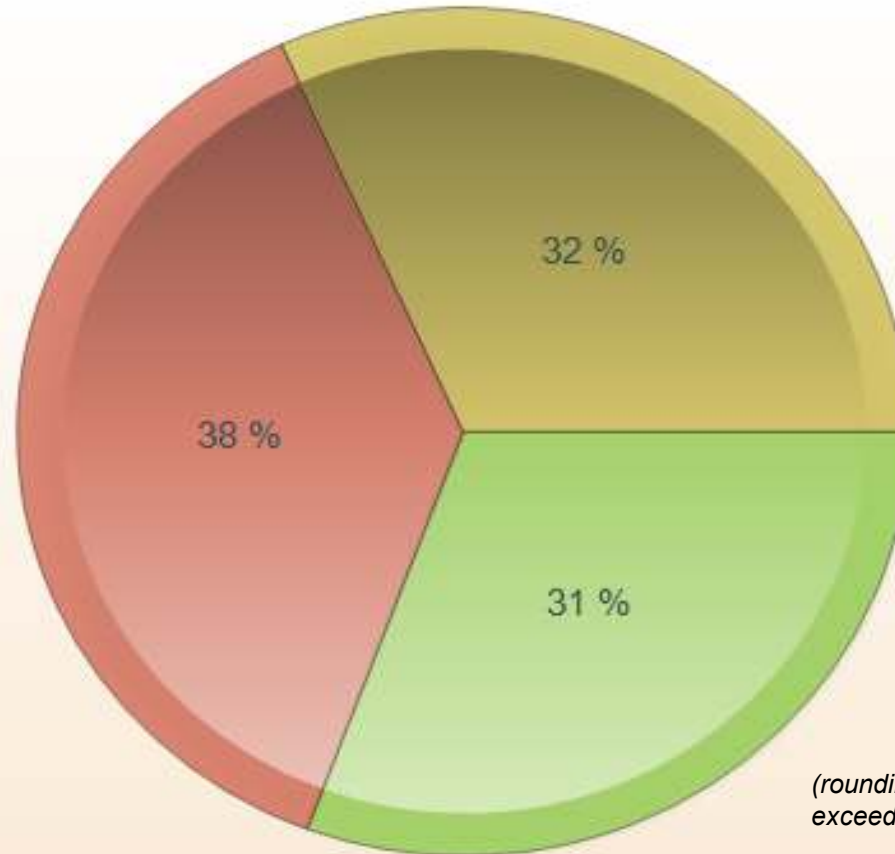
Reading animal behavior & animal expressions
 Temperament testing, Canine-ality, Feline-ality



Q10

Which statement best describes your feelings about the social aspect of volunteering?

-  I wish there were more ways to meet other animal lovers at the shelter.
-  I'm not much on people, I just want to spend my time with the animals.
-  Other, please specify



Themes for "Other":

- Nametags would be nice
- Most people are happy with the available social interaction
- League events are a great place to meet other animal lovers
- You can choose more social/less social jobs

Q11

Whether you attend or not, what are the top two items you think we should address at the upcoming Volunteer Forum?

Themes:

Information Updates

- Recent Adoptions
- Animal Cruelty Investigations
- URI management
- Big picture

Communication & Support

- Staff / Volunteer
- Volunteer / Volunteer
- Avoiding burnout
- How to handle observed issues
- Soliciting opinions, solutions, observations

Tactical Training

- Animal care, disease prevention, animal safety, diet restrictions, refresher courses, quarantine & ISO guidelines

Workforce Management

- Recruiting dependable volunteers
- Keeping volunteers
- Coverage/No Shows
- Leveraging volunteers to save money

Training Strategy

- How to do more/learn more
- Volunteer “career paths”
- How to branch out (e.g., fundraising)

Tools

- Handling iced walkways
- Better volunteer sign in

Q12 Do you have any other comments you'd like to share that have not been addressed in the above questions?

Comments:

Many people essentially said, "The ARL NH rocks!"

They also said...

- Explore ways for volunteers to feel more connected (to the League, to staff, to each other)
- More training!
- More cross-training!
- More volunteers needed!
- A staff P.O.C. for animals questions would be helpful
- Updated volunteer role descriptions would be good
- More supervision from staff would be helpful
- Communicate a process to solicit volunteer ideas
- Consistency/communication of rules & policies could be better
- Events (and event committees) are fun!
- Have volunteers come up with more ways to have fun together.

THANK YOU!

Thanks to all who filled out the survey and helped us shape the Volunteer Forum!

We've already tackled some of the low-hanging fruit and based on the survey and the conversations at the Forum we will have a robust to-do list.

Thank you for all you do – we couldn't do it without you!

When the story of these times gets written, we want it to say that we did all we could, and it was more than anyone could have imagined.

-- Bono