Volunteer Program Evaluation Checklist

<table>
<thead>
<tr>
<th>Questions to Ask</th>
<th>Response</th>
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<tbody>
<tr>
<td>What are the aims of the activity to be evaluated? (eg. volunteer activity level, event participant satisfaction/knowledge etc.)</td>
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<td>What will the evaluation achieve? (what outcomes are wanted/expected from the evaluation?)</td>
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<td>Who will be involved in the evaluation process?</td>
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<td>How much time is needed to implement the evaluation process?</td>
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<td>How will volunteers be informed of the outcome of the evaluations?</td>
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<td>What resources are required to undertake the evaluation?</td>
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<td>Which evaluation methods will be used? (interviews, group discussion, appraisal forms, questionnaires)</td>
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<tr>
<td>How easy or complicated is the evaluation process?</td>
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<td>Which evaluation process(es) will be most suitable to determine the activities effectiveness?</td>
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<td>Will the volunteers involved be happy with these processes?</td>
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<td>Does it provide adequate recognition of the work they have been doing?</td>
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<tr>
<td>How will the evaluation information be utilised?</td>
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<tr>
<td>Who will be interested in the outcomes of this evaluation?</td>
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Evaluation Approaches

What to evaluate:
- Planning: to be strategic and include the program's rationale, operations and finances
- Work Environment or culture: includes relationships, teamwork, communication, consultation, satisfaction, met/unmet needs of stakeholders
- Administration and reporting across the volunteer program.
- Work: roles, job descriptions, allocation of work, work performance, feedback
- Recruitment: information available, established process.
- Matching, screening and selection of volunteers for the program
- The transition process: including agreements, and orientation of volunteers
- Development and training
- Volunteer leadership: includes all people who have responsibility for working with volunteers in the areas of delegation and involvement
- Support and supervision for volunteers in the program
- Feedback and involvement
- Valuing and recognising volunteers and their involvement
- Exit practices: resignation (or dismissal) of volunteers.
Questions to consider in review of the volunteer program may include:

- Are there a variety of approaches available?
- Are they accessible?
- Are processes consistent and consistently utilised?
- Are they fair and equitable?
- Are they appropriate?
- Are they relevant and effective?
- Are they practical and realistic?

Evaluation Quick Scan - National Standards

Following are the eight National Standards for Involving Volunteers. Consider how your volunteer program is doing against each standard.

1. Policies and Procedures
An organisation that involves volunteers shall define and document its policies and procedures for volunteer involvement and ensure that these are understood, implemented and maintained at all levels of the organisation where volunteers are involved.

- My program is strong in this area?
- My program requires some work in this area?
- My program requires significant work in this area?

Comments

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2. Management Responsibilities
An organisation that involves volunteers shall ensure that volunteers are managed within a defined system and by capable personnel with the authority and resources to achieve the organisation’s policy goals.

- My program is strong in this area?
- My program requires some work in this area?
- My program requires significant work in this area?

Comments

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___________________________________________________________________________________________
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3. Recruitment, Selection and Orientation
An organisation that involves volunteers shall plan and have clearly documented volunteer recruitment, selection, and orientation policies and procedures that are consistent with non-discriminatory practices and guidelines.

- My program is strong in this area?
- My program requires some work in this area?
- My program requires significant work in this area?

Comments

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___________________________________________________________________________________________
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4. Work and the Workplace
An organisation that involves volunteers shall clearly specify and control the work of volunteers and ensure that their place of work is conducive to preserving their health, safety and general well being.

- My program is strong in this area?
- My program requires some work in this area?
- My program requires significant work in this area?

Comments
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5. Training and Development
An organisation that involves volunteers shall ensure that volunteers obtain the knowledge, skills, feedback on work, and the recognition needed to effectively carry out their responsibilities.

- My program is strong in this area?
- My program requires some work in this area?
- My program requires significant work in this area?

Comments
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6. Service Delivery
An organisation that involves volunteers shall ensure that appropriate processes and procedures are established and followed for the effective planning, control, and review of all activities relating to the delivery of services by volunteers.

- My program is strong in this area?
- My program requires some work in this area?
- My program requires significant work in this area?

Comments
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7. Documentation and Records
An organisation that involves volunteers shall establish a system and have defined procedures to control all documentation and personnel records that relate to the management of volunteers.

- My program is strong in this area?
- My program requires some work in this area?
- My program requires significant work in this area?

Comments
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8. Continuous Improvement
An organisation that involves volunteers shall plan and continually review its volunteer management system to ensure that opportunities to improve the quality of the system are identified and actively pursued.

- My program is strong in this area?
- My program requires some work in this area?
- My program requires significant work in this area?

Comments
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Generic Interview Structure/Focus Group Outline
Interview/Focus group with: ___________________________________________________________
Number of participants: _________________________________ Date: _________________________
Program name: _____________________________________________________________________

Select the questions you will use before the interview/focus group. Add your own as well. As an indication, it takes about one hour to cover 10 questions well – the time will vary depending on the size of the group and the participants involved.

Focus Group Questions
- Were the volunteer program objectives achieved? How were they achieved?
- Were they achieved for all involved?
- What were the outstanding achievements of the volunteer program?
- What have been the key strengths of the volunteer program?
- What have been the key weaknesses of the volunteer program?
- How well has the program been managed?
- How well have the program volunteer management processes been managed (e.g. recruitment, selection, training, support, recognition of volunteers)?
- How well have the program processes been managed (e.g. promotion, organisation, delivery of events)?
- What was the experience like for participants?
- What was the experience like for other stakeholders (e.g. clients)?
- What was the experience like for the community?
- What were the impacts for the participants?
- What were the impacts for the community?
- How has the program made a difference for individuals?
- How has the program made a difference for partnership organisations?
- How has the program made a difference for the community?
- What unanticipated outcomes occurred (positive or negative)?
- What lessons have been learnt?

Developed from: An Evaluation Guide for Community Arts Practitioners, 2002