

Appendix

Questionnaires for ARC Active and Inactive Disaster Volunteers

Volunteer Retention Survey-Active

Survey # _____

1. In what area do you volunteer?

- Disaster Mental Health
- DSHR
- Both DSHR and DMH

2. How important was a specific disaster that prompted you to volunteer?

(with 1 as being Not at all Important and 7 being Very Important)

	Not at all						Very
	Important						Important
In response to a specific disaster	1	2	3	4	5	6	7

What and when was the disaster? _____

3. Were you able to respond to the disaster that prompted you to join? Y/N

4. Have you responded to disasters?

- Yes
 - National
 - Local
 - Both National and Local
- No

Volunteer Retention Survey-Active

Survey # _____

5. On a scale from 1 to 7 please rate the factors that motivated you to volunteer.

(with 1 as being Not at all Important and 7 being Very Important)

	Not at all					Very	
	Important					Important	
To learn something new	1	2	3	4	5	6	7
To work with people	1	2	3	4	5	6	7
Your duty as a citizen	1	2	3	4	5	6	7
To fulfill moral principles	1	2	3	4	5	6	7
To make a difference	1	2	3	4	5	6	7
To help people	1	2	3	4	5	6	7
In improve my resume	1	2	3	4	5	6	7
To occupy your free time	1	2	3	4	5	6	7
Requirement by school church or other agency	1	2	3	4	5	6	7
Other (describe) _____	1	2	3	4	5	6	7

6. Did you expect to do the following when you volunteered?

Answer Y/N if yes please rate from 1 meaning "a little" to 7 meaning "very much"

		A Little					Very Much
Work directly with disaster survivors	Y/N	1	2	3	4	5	6 7
Work with first responders	Y/N	1	2	3	4	5	6 7
Work at/near the disaster site	Y/N	1	2	3	4	5	6 7

Volunteer Retention Survey-Active

Survey # _____

Use your professional skills Y/N 1 2 3 4 5 6 7

Other (describe): _____ 1 2 3 4 5 6 7

7. How much did your experience match your expectations?

	Not at all					Very much	
Work directly with disaster survivors	1	2	3	4	5	6	7
Work with first responders	1	2	3	4	5	6	7
Work at/near the site	1	2	3	4	5	6	7
Use your professional skills	1	2	3	4	5	6	7
Other: (as above)	1	2	3	4	5	6	7

8. Why do you continue as a volunteer?

	Not at all					Very Much	
Meets/exceeds your expectations	1	2	3	4	5	6	7
The camaraderie, sense of belonging	1	2	3	4	5	6	7
You enjoy the work	1	2	3	4	5	6	7
Your contribution seems important	1	2	3	4	5	6	7
Other (describe): _____	1	2	3	4	5	6	7

9. How important do you think the following factors are in retaining volunteers in Red

Cross Disaster Services?

	Not at all					Very Much	
Communication	1	2	3	4	5	6	7
Training	1	2	3	4	5	6	7

Volunteer Retention Survey-Active

Survey # _____

Opportunities to meet people	1	2	3	4	5	6	7
Recognition	1	2	3	4	5	6	7
Other (describe): _____	1	2	3	4	5	6	7

10. Do you currently have a role as a primary caretaker? Y/N

(i.e. children, aging or ill parent or spouse)

11. You consider yourself to be (Choose one)

- Hispanic or Latino (of any race)
- White or Caucasian
- Black or African American
- Asian
- Native American or other Pacific Islander
- Native American or Alaska Native
- Two or more races
- Other

12. What is your highest level of education?

- Less than high school
- High school graduate or equivalent
- Some college or technical training beyond high school
- College graduate
- Post-graduate or professional degree

Volunteer Retention Survey - Active

Survey # _____

13. Your age group

- 19 to 25
- 26 to 40
- 41 to 55
- 56 to 64
- 65 to 74
- 75 +

14. You are

- Female
- Male

15. Current employment status

- Employed or self-employed full time
- Employed or self –employed part time
- Retired and not working
- Homemaker or other similar
- Unemployed and looking for a job
- Student

16. Any comments/suggestions?

Thank-you for your help!

Volunteer Retention Survey - Inactive

Survey # _____

1. In what area did you volunteer?

- Disaster Mental Health
- DSHR
- Both DSHR and DMH

2. On a scale from 1 to 7 please rate the factors that motivated you to volunteer.

(with 1 as being Not at all Important and 7 being Very Important)

	Not at all							Very
	Important							Important
	1	2	3	4	5	6	7	
To learn something new	1	2	3	4	5	6	7	
To work with people	1	2	3	4	5	6	7	
Your duty as a citizen	1	2	3	4	5	6	7	
To fulfill moral principles	1	2	3	4	5	6	7	
To make a difference	1	2	3	4	5	6	7	
To help people	1	2	3	4	5	6	7	
To improve my resume	1	2	3	4	5	6	7	
To occupy your free time	1	2	3	4	5	6	7	
Requirement by school church or								
other agency	1	2	3	4	5	6	7	
Other (describe) _____	1	2	3	4	5	6	7	

Volunteer Retention Survey - Inactive

Survey # _____

3. How important was a specific disaster that prompted you to volunteer?

Not at all	Very
Important	Important
1 2 3 4	5 6 7

4. What and when was the disaster? _____

5. Did you respond to that disaster? Y/N

6. Have you responded to other disasters?

- Yes
- National
- Local
- Both National and Local
- No

7. Did you expect to do the following when you volunteered?

If 'Yes' please rate how much from 1 to 7 where 1 is "a little and" 7 is "very much"

	A little						Very Much	
Work directly with disaster survivors	Y/N	1	2	3	4	5	6	7
Work with first responders	Y/N	1	2	3	4	5	6	7
Work at/near the disaster site	Y/N	1	2	3	4	5	6	7
Use your professional skills	Y/N	1	2	3	4	5	6	7
Other (describe): _____	Y/N	1	2	3	4	5	6	7

Volunteer Retention Survey - Inactive

Survey # _____

8. How much did your experience match your expectations?

	Not at all					Very much	
Work directly with disaster survivors	1	2	3	4	5	6	7
Work with first responders	1	2	3	4	5	6	7
Work at/near the site	1	2	3	4	5	6	7
Use your professional skills	1	2	3	4	5	6	7
Other: (as above)	1	2	3	4	5	6	7

9. How long had you been a Red Cross Volunteer?

- 6 months or less
- 7 to 11 months
- 1 to 2 years
- 3 to 5 years
- 6 to 10 years
- 10+ years

10. How many hours do you think you volunteered for the Red Cross during the last month that you were active? _____ hours

11. Did you feel like you were used too much or too little?

Too little					Too much		
1	2	3	4	5	6	7	

Volunteer Retention Survey - Inactive

Survey # _____

12. What were your reasons for becoming inactive?

	Not at all					Very much	
Did not meet your expectations (as above)	1	2	3	4	5	6	7
Did not feel needed/valued/was not called	1	2	3	4	5	6	7
Changes in life circumstances (i.e. illness, job or family situation, moved)	1	2	3	4	5	6	7
Burnout	1	2	3	4	5	6	7
Conflict or personality differences with other Red Cross staff/volunteers	1	2	3	4	5	6	7
Felt inadequately prepared/trained	1	2	3	4	5	6	7
Lack of camaraderie, sense of belonging	1	2	3	4	5	6	7
Other _____	1	2	3	4	5	6	7

13. If your personal or work circumstances changed, would you consider becoming active again? Y/N

14. How important do you think the following factors are in retaining volunteers in Red Cross Disaster Services?

	Not at all					Very Much	
Communication	1	2	3	4	5	6	7
Training	1	2	3	4	5	6	7
Opportunities to meet people	1	2	3	4	5	6	7
Recognition	1	2	3	4	5	6	7

Volunteer Retention Survey - Inactive

Survey # _____

Other (describe): _____ 1 2 3 4 5 6 7

15. You consider yourself to be (*Choose one*)

- Hispanic or Latino (of any race)
- White or Caucasian
- Black or African American
- Asian
- Native American or other Pacific Islander
- Native American or Alaska Native
- Two or more races
- Other _____

16. What is your highest level of education?

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17. Your age group

- 19 to 25
- 26 to 40
- 41 to 55
- 56 to 64
- 65 to 74
- 75 +

Volunteer Retention Survey - Inactive

Survey # _____

18. You are

- Female
- Male

19. Current employment status

- Employed or self-employed full time
- Employed or self –employed part time
- Retired and not working
- Homemaker or other similar
- Unemployed and looking for a job
- Student

20. Do you currently have a role as a primary caretaker? (i.e. children, aging
or ill parent or spouse) Y/N

21. Any comments/ suggestions?

Thank-you for your help!

Copy of email allowing reproduction of Questionnaire Question #7 from the National

ARC volunteer Survey:

Chris –

From the “horse’s mouth” - ONCOV (Office of National Chair of Volunteers) so-to-speak:

You can use the question!!! Sheryl

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-----Original Message-----

From: SummersB@usa.redcross.org [mailto:SummersB@usa.redcross.org]

Sent: Tuesday, April 29, 2008 3:49 PM

To: BensonB@usa.redcross.org

Cc: Sheryl Karch

Subject: Seeking permission to use the specific question from the NHQ Volunteer Satisfaction Survey # 7 - that asks "what the volunteer's motivation was for joining the Red Cross?"

Bernie,

Good afternoon. Could you or one of your colleagues respond to Sheryl's query?

Thanks for your help or your referral.

Sheryl,

ONCOV would not have any problem with you or your volunteers to use this question in their presentation. ONCOV is the business owner for the content of the survey. Bernie Benson's team actually develops and processes the survey and tabulate and report out the results.

Bruce

Office of the National Chair of Volunteers (ONCOV)

202-303-6935

summersb@usa.redcross.org