

Big Brothers Big Sisters of Lanark County - Satisfaction Survey for Jewel's

The Board of Big Brothers Big Sisters of Lanark County is committed to providing quality service to children, with strong match support for the Bigs and volunteers. Therefore, we are striving to serve you better. Please take a few moments to complete this survey and return it in the enclosed, addressed envelope. All responses will be kept confidential.

Please rate the following by placing an X in the appropriate box (1 - Poor, 2 - Below Average, 3 - Average, 4 - Above Average, 5 - Excellent, NA - Does not apply)

	Comments or Suggestions for Improvements	1	2	3	4	5	NA
Newsletter - Received bi-monthly, easy to understand, informative, describes outings							
Web site - www.bigbrothersbigsisters.ca/bbbslanark - Is it easy to follow, informative?							
Do you feel welcome and comfortable calling, contacting or visiting the Agency with questions?							
Training - Was the training you received adequate? Do you have the resources you need? Is everything easy to find?							
Safety - Do you feel safe in the store? Are you aware of the safety procedures?							
Volunteer Appreciation - Do you feel valued and supported?							
PR - Is the public knowledgeable on our agency, our programs?							
Your level of satisfaction							
Overall - How are we doing?							

What do you like best about the Agency?

What areas do we need to improve on?

1. What was the reason you decided to volunteer?
2. How did you hear about BBBS i.e. friend, newspaper, tv?
3. Were you satisfied with the length of time it took from when you first contacted the agency to you were approved? Do you have suggestions on how this can be improved so it is easy for people to volunteer?
4. How can we better support you?
5. How can we improve your experience with the agency?
6. Would additional training or procedures would be helpful?
7. What changes would you like to see in Jewel's?
8. How often do you volunteer?
9. Fundraising is a necessary part of a charity. Do you have any fundraising suggestions?
10. How can we improve volunteer appreciation? Do you have any suggestions?
11. Volunteer Burnout is always a fear. How can we support you to avoid this?
12. Do you plan to volunteer with BBBS a) more, b) same or c) less in the coming year? Why?

Additional comments/concerns/suggestions:
