

ELEMENTS OF EFFECTIVE VOLUNTEER PROGRAMS—Part 9

Quality Control

Program Assessment and Improvement

To ensure a high quality program, you must build in an evaluation component to your operations.

- ❖ Design an evaluation that captures information from all of your partners:
 - Volunteers
 - Staff and school administration
 - Students (when appropriate)
 - Community partners
 - Parents

- ❖ The measurement tool that you design must align with the goals of your program (i.e. if increased student achievement is a goal, make sure you have access to test scores and anecdotal tutor and teacher information on students served).

- ❖ Pre-placement and exit interview surveys for volunteers help you obtain information on how effective your program has been at meeting their needs and expectations

- ❖ Whatever method of measurement you choose, it is important to utilize it over a significant amount of time (i.e. one full year of operation) to ensure a “clean” system

A Volunteer Management Checklist

This checklist is an activity to help you set goals, and plan for the sustainability of your program.

Step in Volunteer Management	Yes	No	Not Sure	My plans
1. There are measurable goals for my program.				
2. I have set measurable goals for my program.				
3. There are written position descriptions for all tasks volunteers carry out.				
4. There is a volunteer application.				
5. Most volunteers are interviewed before they assume their position.				
6. Appropriate background checks are done for volunteer positions that require it.				
7. There are written policies to guide volunteer actions.				
8. We use different 2-5 different techniques to recruit volunteers.				
9. There is regular informal communication with volunteers.				
10. We have a formal way of communicating with volunteers. (newsletter, Web page, etc.)				
11. We keep records of all our volunteers and their service.				
12. There is formal recognition of volunteers				
13. There is informal recognition of volunteers.				
14. We are working with groups in our community to provide volunteers for our program. (i.e. corporate, service clubs, et.)				
15. There are records about the volunteer program that are passed from one Volunteer Coordinator to the next.				

Volunteer Activity Reporting Form

(Sample)



Total Estimated Volunteer Hours

SCHOOL: _____

CONTACT: _____

Reporting Period: *Sample for quarter or Year*

Total Estimated Number of School Volunteers: _____

Total Estimated Number of Volunteer Hours: _____

To the best of your ability, please identify the source of those volunteers (as a %):

Family Members	_____
Community Organizations (i.e. Study Buddies)	_____
Businesses (i.e. Amazon)	_____
Individuals	_____
University Students	_____
K-12 Students	_____
TOTAL:	100 %

To the best of your ability, please identify how these volunteers were utilized (as a %):

Tutoring/Mentoring	_____
Classroom Support	_____
Special Events	_____
Office/Admin Support	_____
Summer Program	_____
Field Trips	_____
Sports	_____
Technology Labs	_____
Enrichment Classes	_____
Other: _____	_____
TOTAL:	100 %