



Satisfaction and Needs Evaluation Survey Forms

Survey forms can be used to:

- Evaluate the needs and “Pulse” of your Volunteers by providing an annual and or ongoing opportunity to document their needs. Consider something as simple as a locked “suggestion box” outside your office.
- Evaluate how your Volunteers are meeting the department’s needs
- Evaluate how your Volunteers are meeting the needs of your Officers and or Civilian Staff
- Evaluate how your Volunteers are meeting the community’s needs
- Can provide a method to approach your Command Staff with documented statements of needs and or request from your Volunteers.
- Surveys should be conducted on a consistent annual basis to help you benchmark your response to their needs.
- Exit Surveys should be conducted to understand why your Volunteers are leaving, even if the reason is obvious.
- If nothing else, consider something as simple as a locked “suggestion box” outside your office to allow Volunteers to voice their thoughts.

NOTE: A Sample Survey Form and Needs Evaluation is on Your student CD and can be seen on the following page.