

**New York – New Jersey Trail Conference**  
**Focus Group**  
**February 24, 2018**

**TEAM MEMBERS:**

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Thank you for agreeing to participate in this focus group. The time you spend working with your team to complete this worksheet will help identify what we need to do to strengthen and improve the volunteer experience. You are making an important contribution by sharing your perspective.

Once all data is gathered we will release a report of the findings.

**HOW IT WORKS**

As a team you will evaluate certain elements of the volunteer experience and programming: recruitment, training and support, recognition and appreciation, communication, and volunteer/staff relationships. For each element there are statements addressing specific components of the volunteer experience.

Based on your experiences and perspective, please rate the organization's current level of achievement for each statement. Score each item from 1 to 5: **1 meaning not at all or only minimal achievement; 5 meaning completely or outstanding achievement**. Use the column on the far right to record a note about why you gave your chosen rating. Please do your best to make the comments legible.

For the next hour you will work with other volunteers in somewhat similar roles as a team. On average that means you will have about 4 minutes to evaluate each statement. Facilitators will be floating around the room and are available to help guide you or answer any questions you have.

At the end of the assessment you will use the tally sheet to calculate your scores.

Thank you for your time and effort!

**CONFIDENTIALITY**

When the findings are distilled into a report all ratings and comments will remain anonymous. Your identity will never be directly attached to the data and will remain confidential.

## ASSESSMENT

### Recruitment

Statement	Rating	Comment
The Trail Conference clearly describes its needs and expectations when recruiting so that prospective applicants can be informed about volunteering here before they commit.		
The Trail Conference makes it easy for a prospective volunteer to sign up and get placed in a volunteer role/event/program.		

### Recognition and Appreciation

Statement	Rating	Comment
Volunteers are appropriately recognized and shown appreciation by the Trail Conference.		
The Trail Conference openly shares and communicates the accomplishments of volunteers and the value of their work with the TC community and the public.		

## Training and Support

Statement	Rating	Comment
<p>A standardized orientation is provided to help volunteers become familiar with the purpose, structure and policies of the organization and their role/program.</p>		
<p>The appropriate number and variety of trainings are provided to ensure all new volunteers have the knowledge, skills and abilities they need to conduct their work well.</p>		
<p>Growth opportunities are provided for volunteers who wish to advance in responsibility.</p>		

## Communication

Statement	Rating	Comment
<p>The Trail Conference widely articulates the policies and procedures applicable to volunteers and their work.</p>		
<p>The organization communicates why volunteer reports are important and how the information from the reports is used.</p>		
<p>Whenever the Trail Conference staff plans changes or something new, staff considers how volunteers can be involved and what the impact of the new activity will be on current volunteers.</p>		
<p>Whenever the Trail Conference staff plans changes or something new, the change/new activity is widely and openly communicated so that all volunteers are informed in a timely manner about it.</p>		

## Volunteer/Staff Relationships

Statement	Rating	Comment
Staff work effectively as a team with volunteers.		
Volunteers work effectively as a team with staff.		
Staff understand the needs, wants and motivations of volunteers.		
The Trail Conference provides opportunities for volunteers to voice opinions, make suggestions and provide feedback about anything in the organization.		

## GRAND TALLY EVALUATION

**Step 1:** For each element, add up your ratings for all the statements within that element and enter the total in the Our Score column below.

**Step 2:** Calculate the score percentage for each element by dividing Our Score by the Highest Score Possible then multiplying by 100. For instance, if your total score for Recognition and Appreciation is a 6, then the score percentage is  $(6/10) * 100 = 60\%$ .

**Step 3:** Leave an overarching comment for each element. *This step is optional.*

Element	Our Score	Highest Score Possible	Score %	Comments
Recruitment		10		
Training & Support		15		
Recognition & Appreciation		10		
Communication		20		
Volunteer/Staff Relations		20		
<b>Total:</b>		<b>75</b>		

**Any last comments, thoughts or questions:**

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**THANK YOU!**