

Survey Question Examples

Surveys are most effective when they use clear, structured questions that allow you to collect responses from a large number of people and analyse the results using simple statistics. While you can include open-ended questions, keep in mind that these responses require more time to review and analyses, particularly if you receive a high number of submissions.

When developing your survey questions, ensure they are directly aligned with your intended outcomes, programs and organisational context. The example questions provided in this resource are not exhaustive by are designed to prompt your thinking and support you in structuring your own survey.

You may wish to revisit the survey guidance materials to determine whether you are conducting a standalone survey or implementing a baseline and follow up (reflection) approach.



Volunteers

Topic

General volunteer experience.

Questions

To what extent has your volunteer experience with our organisation met your expectation?

How did you first hear about our volunteering opportunities?

On a scale of 1-5, how satisfied are you with your overall volunteer experience?

Do you feel valued and recognised for your contribution as a volunteer?

How likely are you to recommend volunteering with our organisation to others?

Before volunteering with our organisation, how much did you know about [social issue]?

Response options

Not at all - To a great extent

Please select (supply a list of all the ways in which you promote roles)

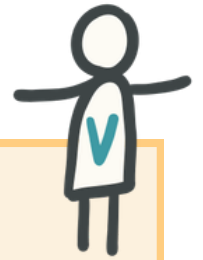
*1 = very dissatisfied
5 = Very satisfied*

Yes/No/Unsure

*1 = very unlikely
5 = Very likely*

*1 = nothing at all
5 = a great deal*

Survey Question Examples



Volunteers

Topic

Questions

Response options

General volunteer experience.

Since volunteering with out organisation, how much did you know about [social issue]?

*1 = nothing at all
5 = a great deal*

Training

To what extend did your volunteer induction prepare you to perform your role confidently?

*1 = not at all
5 = extrememly well prepared*

Did you feel supported during your induction and initial training period?

Yes/No/Somewhat

How could the volunteer induction or traingi have better prepared you for your role?

Open-ended

On a scale of 1-5, how clear were your role responsibilities following your training?

*1 = Not clear at all
5 = Very clear*

Do you feel you have access to the ongoing training or resources you need to perform your role effectively?

*Yes/No/Unsure OR
1-5 scale*

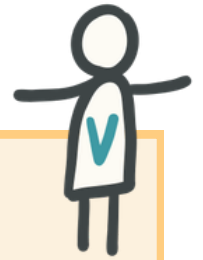
How confident do you feel carrying out your volunteer duties?

*1 = not confident
5 = very confident*

What additional training or support would help you in your role?

Open-ended

Survey Question Examples



Volunteers

Topic

Volunteer role

Questions

Do you feel your time and skills are used effectively in your volunteer role?

How confident do you feel communicating with staff at [organisation]?

To what extent do you feel your volunteering has made a positive impact on [service users/community]?

How connected do you feel to the mission and values of the [organisation]?

How connected do you feel to [service users/community] through your volunteering?

How would you rate communication from the volunteer coordinator(s)?

What skills have you developed or strengthened through your volunteer role?

On a scale of 1-5, how much do you feel your volunteer role has positively impacted the environment?

Response options

1 = not at all
5 = to a great extent

1 = not confident
5 = very confident

1 = no impact
5 = significant impact

1 = not connected at all
5 = very connected

1 = not connected
5 = very connected

1 = very poor
5 = excellent

Open-ended

1 = no impact
5 = significant impact

Survey Question Examples



Volunteers

Topic

Development

Questions

Is there anything that would make your volunteer experience more enjoyable or rewarding?

Are there other areas of [organisation] you would be interested in volunteering in?

What is one suggestion you have to improve the volunteer program?

Would you be interested in participating in additional training or professional development opportunities?

Is there any other feedback you would like to share about your volunteer experience?

Response options

Open-ended

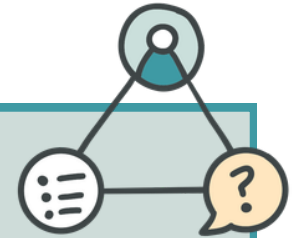
*Yes/No
If yes, please specify*

Open-ended

Yes/No/Maybe

Open ended

Survey Question Examples



Organisation

Topic

Questions

Response options

Engagement and growth

To what extent have you observed an increase in service user or community engagement as a result of [program]?

*1 = no increase
5 = significant increase*

Since the introduction of [marketing campaign/program], have you observed an increase in volunteer engagement?

*1 = no increase
5 = significant increase*

Have volunteer hours increase over the past [time period]?

Yes/No/Unsure

Do you feel people in the community are more engaged with and better understand the organisation as a result of vol. involvement?

*1 = not at all
5 = to a great extent*

Operational impact

To what extent has working with volunteers reduced staff workload?

*1 = no reduction
5 = significant reduction*

How effectively are volunteers utilised within your team or program area?

*1 = not effectively
5 = very effectively*

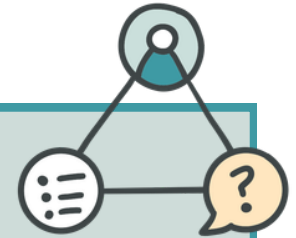
How would you rate communication between staff and volunteers?

*1 = very poor
5 = excellent*

Do volunteers have clear roles and responsibility within the organisation?

*1 = not clear
5 = very clear*

Survey Question Examples



Organisation

Topic

Questions

Response options

Strategic contribution

How effective are volunteers in contributing to the achievement of [organisation's] goals?

*1 = not effective
5 = highly effective*

To what extent do volunteers strengthen the organisation's capacity to deliver services?

*1 = not at all
5 = significantly*

What has volunteer support enabled the organisation to do that would not otherwise have been possible?

Open-ended

How aligned is the volunteer program with the organisation's mission and strategic priorities?

*1 = not aligned
5 = strongly aligned*

Value and sustainability

Do you believe the volunteer program delivers value to the organisation?

*1 = no value
5 = significant value*

What improvements would strengthen the volunteer program's impact?

Open-ended

Are there areas where volunteers could be further integrated or better utilised?

Open-ended

Survey Question Examples



Community / Service Users

Topic

Questions

Response options

Overall experience

Overall, how would you describe your experience with the volunteers you have worked with?

*1 = very poor
5 = excellent*

How satisfied are you with the support provided by volunteers?

*1 = very dissatisfied
5 = very satisfied*

Would you recommend this [service/program] to someone else?

*1 = very unlikely
5 = very likely*

What has been the most valuable part of your experience with the volunteers?

Open-ended

Respect, trust and communication

Do you feel the volunteers treated you with respect?

*1 = not at all
5 = always*

Did you feel listened to and understood by volunteers?

*1 = not at all
5 = completely*

Did you feel comfortable asking volunteers for support when you needed it?

*1 = not at all
5 = very comfortable*

How safe did you feel when interacting with volunteers?

*1 = not safe
5 = very safe*

Survey Question Examples



Community / Service Users

Topic

Questions

Response options

Accessibility and responsiveness

Did you find it easy to access support or services from [organisation/volunteers]?

*1 = very difficult
5 = very easy*

Were volunteers helpful in meeting your needs?

*1 = not at all helpful
5 = extremely helpful*

Did you receive the support you expected?

Yes/No/Partially

Were there any barriers that made it difficult to access support?

Open-ended

Impact and outcomes

To what extent has the support from volunteers made a positive impact in your life?

*1 = no impact
5 = significant positive impact*

In what ways has the volunteer support impact you?

Open ended - could also be multi choice, e.g. confidence

What changes, if any, have you experience as a result of engaging with the program?

Open - ended

Has your connection to community improved as a result of the program?

Yes/No/Partly

Survey Question Examples



Community / Service Users

Topic

Questions

Response options

Program engagement

Which [program(s)/support services] have you participated in?

Select all that apply.

Multi choice

Please rate the top three activities you participated in with volunteers.

1 = not valuable

5 = very valuable

What additional types of support would you like volunteers to provide?

Open-ended

Challenges and improvements

Did you encounter any challenges when working with volunteers?

Yes/No

If yes, please describe

What could be improved about the volunteer support you received?

Open-ended

What more could [organisation] do to better support you?

Open ended

Is there any other feedback you would like to share?

Open - ended