



**Appendix D**  
**RSVP 2020 Volunteer Station Survey**  
**Retired Senior Volunteer Program (RSVP)**

1. How many volunteers serve at your organization?

All Volunteers \_\_\_\_\_ RSVP Volunteers Only \_\_\_\_\_

2. Volunteer Impact

Please check all of the items from the list below that describes the impact of volunteers on your organization:

- Volunteers directly serve our clients.
- Volunteers expand our capacity to deliver services and/or new projects.
- Volunteers help us extend our budget by providing in-kind services.
- Volunteers serve as ambassadors/advocates for our mission/services.
- Volunteers are a link to the community at large enhancing our organization image.
- Volunteers directly support administrative staff.
- Others

3. Station Feedback

A. Please tell us any areas in which we might improve our services to you:

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B. Please list any areas in which you would like training to be offered with regard to volunteer management:

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4. Do you have any specific concerns or issues with which we could assist you regarding volunteers or their management? If yes, please explain:

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5. RSVP Website

Did you know the Carroll County RSVP has a website?

<http://www.carrollcountyrsvp.org>

\_\_\_\_\_ Yes \_\_\_\_\_ No \_\_\_\_\_ I do now!

6. Station Experience

Please rate your Experience with the RSVP. The more stars checked the better your experience.

The RSVP recruitment/placement process:



The ease in contacting RSVP staff:



The ongoing support/communication with RSVP staff:



The Recognition given to volunteers by the RSVP:



The RSVP Website (<http://www.carrollcountyrsvp.org>):



The ability to access and complete RSVP forms, such as Enrollment Forms and volunteer time sheets:



The overall services of RSVP:



7. Understanding of RSVP

Please check all of the areas from the list below that you have an understanding of:

- RSVP services and policies such as the Memorandum of Understanding.
- The need and importance of sending volunteer hours to the RSVP.
- The FREE supplemental insurance all RSVP volunteers receive while volunteering.
- How to communicate with RSVP staff through emails, phone calls, personal contact, etc.
- The need to provide orientation, training, ongoing support and recognition to your volunteers.

8. How often do you have clients at your station with Limited English Proficiency (LEP)?

- Often
- Seldom
- Never

**Get Contacted by Your RSVP**

If you would like the RSVP to contact you, please leave the name of your agency, your name, and a contact number. Please note that by leaving your name here, your survey will no longer be anonymous. Thank you!

Your Organization: \_\_\_\_\_

Your Full Name: \_\_\_\_\_

Your Phone Number: \_\_\_\_\_ Your Email Address: \_\_\_\_\_