Why volunteer and program evaluations are necessary

Volunteer evaluation can sound like something frivolous — why evaluate a person who is not being paid? There is also a perception that by doing evaluations, only negative or something lacking will be identified. Neither of these perceptions is accurate. Appraisals of volunteers and the program are a vital part of the total management of the volunteer program or your organization.

When should a volunteer evaluation be conducted?

Like recognition evaluation ought to be continuous. Simple conversations can occur on a daily basis: “How are you doing?” “Did you enjoy the task?” “Do want to do this again?” Simple questions we often hear on a daily basis can also give an indication of how a volunteer is doing.

A formal evaluation can be at a set time and place, much like an interview. This is an opportunity to give positive feedback to the volunteer as well as suggestions. This evaluation time must be a cooperative supportive dialogue. Allow the volunteer to also evaluate the program. In the interview format discuss the role assignment and listen to the answers. At the conclusion you as the coordinator and volunteer can easily discuss future endeavors or thank the volunteer for their efforts.

Why evaluate the volunteer program?

It is a way to monitor how the program is doing, a reflection on the quality of the program, and a way to find ways to improve the program. Evaluation will demonstrate that goals and objectives occurred or that more attention will be needed in areas in order to get the desired outcome. Evaluation by the staff involved, that is, the volunteer, is also a valuable recognition and retention tool.

Alaskan concerns:

- Is there a standard evaluation available?
- How to evaluate someone I rarely see?
- How do I know if the program is ready for change?

Learn more about these topics at Everyone Ready

VNG-Volunteerism for the Next Generation:
- Sustainability of Volunteer Efforts: “Evaluating Volunteer Progress” “Reasons to Evaluate Volunteer Progress”

Everyone Ready:
- Volunteer Performance Assessment: Assuring the Best from Each Volunteer
- Methods of Volunteer Program Evaluation
- Demonstrating the Impact of Volunteer Involvement