

2018 CASA Volunteer Survey Results

Q1 – Rate the importance of factors in motivating you to volunteer

- 78% of our volunteers said they volunteer because it fulfills their moral principles
- 97% of our volunteers said they saw it as an opportunity to make a difference
- 93% of our volunteers said they volunteer because they wanted to help people

Q2 – How well has CASA satisfied your motivation to volunteer?

- 85.5% of our volunteers reported that being a CASA volunteer has satisfied their motivation to volunteer.

Q3 – How has your motivation changed since becoming a CASA?

The majority of our volunteers reported that their motivation is either the same or has increased/deepened since becoming a volunteer.

Q4 – On a series of statements, volunteers rated their experience on a scale of 1-6, with 6 being “strongly agree”. The combined score for each of the statements follow:

- There is a positive atmosphere of teamwork among employees and volunteers
 - 88% rated >5 (65% rated @6)
- I have the support and guidance I need to accomplish my volunteer activities
 - 82% rated >5 (61% rated @6)
- I am satisfied with the variety of activities offered for me to do with my assigned child
 - 59% rated >5 (34.75% rated @6)
- My supervisor makes an effort to make me feel that I am a valuable member of the organization
 - 86.8% rated >5 (71.5% rated @6)
- My volunteer job gives me a sense of accomplishment
 - 79% rated >5 (54% rated @6)
- My volunteer work has increased my self-confidence and interpersonal skills
 - 45% rated >5 (26% rated @6) many felt it was not applicable
- My volunteer experience with CASA has been excellent
 - 80% rated >5 (51.5% rated @6 – 17% rated @4)
- I would recommend CASA to a friend as a place to volunteer
 - 91.5% rated >5 (75.5% rated @6)
- I plan to continue as a CASA volunteer
 - 87% rated >5 (72% rated @6)

Q5 – What have we done to make you feel appreciated this year?

This was an open text response, and we received wonderful feedback with lots of variety. We will use this information to do more of the things that were the most popular. These include the Volunteer Appreciation dinner, thank you emails from Kim/Aaron and their advocate supervisor, CASA swag items (this year was the coffee mug), and providing more opportunities for events for the kids and continuing education for the volunteers.

Q6 – Choose the 3 things that would make you feel most appreciated

(We gave a choice of 11 things that we currently do for our volunteers)– the top 4 were:

- Free passes for things to do with my assigned child – 54.33%
- Volunteer Appreciation dinner – 43.31%
- Lunches served at volunteer meetings – 34.65%
- Seeing CASA recognized in the media – 31.5% (this one was a surprise to us!)

Q7 – How many hours do you volunteer each month?

54.69% of volunteers reported that they volunteer 11-20 hours each month

28.13% of volunteers reported that they volunteer 10 hours or less each month

Q8 – How long have you been with CASA?

- 6 months or less - 18.05%
- 7-11months - 15.79%
- 1-2 years - 24.81%
- 3-5 years - 24.06%
- 6+ years - 17.29%