



HANDS ON ATL

Do Something Good

Creating a short post-service survey is an effective way to gather meaningful feedback from volunteers. It helps you identify what's working, uncover areas for improvement, and create a better overall experience—leading to stronger volunteer retention. Aim for a quick and simple survey with about 3–5 questions to encourage higher response rates. Below is a bank of questions you can choose from when building your survey.

Overall Experience

- How would you describe your overall experience volunteering with us?
- What was the most rewarding part of the project?
- What (if anything) surprised you about the experience?

Organization & Planning

- Did you feel the project was well-organized? Why or why not?
- Were the instructions and expectations clear before and during the event?
- Did you feel your time was used effectively?

Support & Communication

- Did you feel supported by the organizers/team leaders?
- Was communication before and during the project clear and timely?
- Is there anything we could have done to better prepare you?

Role & Impact

- Did you feel your work made a meaningful impact? Why or why not?
- Were your tasks appropriate for your skills and interests?
- Did you feel engaged throughout the project?

Volunteer Satisfaction

- What did you enjoy most about volunteering with us?
- What did you enjoy least?
- How likely are you to volunteer with us again?

Improvements

- What could we do better next time?
- Were there any challenges or frustrations you experienced?
- Do you have suggestions for improving future volunteer projects?

Future Involvement

- Would you recommend this experience to others? Why or why not?
- What types of volunteer opportunities would you like to see in the future?

Optional (Deeper Insight)

- Did this experience change your perspective on the cause? How?
- What would have made this experience more meaningful for you?

Platforms To Use:

1. [Google Forms \(Best for beginners\)](#)

- Free and simple to use
- Automatically organizes responses in a spreadsheet
- Great for quick surveys

How to get started:

1. Go to forms.google.com
2. Click "Blank Form"
3. Add your questions using the + button
4. Click "Send" to share your survey link

2. [Typeform \(Best for engagement\)](#)

- Interactive, one-question-at-a-time format
- Mobile-friendly and visually appealing

How to get started:

1. Go to typeform.com
2. Click "Create a Typeform"
3. Add questions and customize design
4. Click "Publish" to share

3. SurveyMonkey (Best for reporting)

- Offers templates and data insights
- Great for tracking trends over time

How to get started:

1. Go to [surveymonkey.com](https://www.surveymonkey.com)
2. Click "Create Survey"
3. Build your survey or use a template
4. Click "Collect Responses" to share

4. Jotform (Best balance of simple + flexible)

- Drag-and-drop builder
- Easy to customize

How to get started:

1. Go to [jotform.com](https://www.jotform.com)
2. Click "Create Form"
3. Build using drag-and-drop tools
4. Publish and share your link