



Department of Planning & Community & Economic Development

Madison Senior Center

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2015 Volunteer Survey Results

Using the website SurveyMonkey.com a survey was sent electronically to 300 active volunteers via email on December 11 and December 23. Volunteers were notified by an article in the December newsletter that a paper copy of the survey would be available at the front desk. 26 total responses were received between December 2015 and January 2016.

1. Overall, how would you rate our volunteer program?

26 Total Responses

Excellent	(no label)	Neutral	(no label)	Poor	Total
57.69% 15	23.08% 6	11.54% 3	7.69% 2	0.00% 0	26

2. Do you have enough information to effectively volunteer at the Senior Center?

26 Total Responses

Definitely	(no label)	Somewhat	(no label)	No	Total
69.23% 18	19.23% 5	7.69% 2	0.00% 0	3.85% 1	26

3. Is your volunteer work interesting, challenging, and satisfying?

26 Total Responses

Definitely	(no label)	Somewhat	(no label)	No	Total
57.69% 15	23.08% 6	11.54% 3	0.00% 0	7.69% 2	26

4. How likely is it that you would recommend Madison Senior Center as a good place for a friend or colleague to volunteer?

26 Total Responses

Very Likely	(no label)	Somewhat Likely	(no label)	Not Likely	Total
57.69% 15	30.77% 8	11.54% 3	0.00% 0	0.00% 0	26

5. Please select you level of happiness with the relationship you developed with each of the following:

26 Total Responses

	Very Happy	Somewhat Happy	Indifferent	Somewhat Unhappy	Very Unhappy	N/A	Total
Other Volunteers	65.38% 17	23.08% 6	3.85% 1	0.00% 0	0.00% 0	7.69% 2	26
Other Staff	65.38% 17	11.54% 3	3.85% 1	0.00% 0	0.00% 0	19.23% 5	26
Overall Work Environment	61.54% 16	23.08% 6	11.54% 3	0.00% 0	0.00% 0	3.85% 1	26

6. What do you like most about your volunteer experience?

24 Responses. 2 Skipped.

- Helping others
- Loved the nursing students
- The steady schedule of activities
- Helps to keep my brain a bit more healthy
- opportunity to give back to community
- It's with kids & it's arts & crafts & it's once a month
- I like feeling like I still know something after retiring.
- helping people who really need it
- A couple of things, the ability to do things I love - working with kids and taking photos, the opportunity to meet some delightful, vibrant, interesting new friends, and especially, the opportunity to work with some wonderful, appreciative staff.
- Interacting with participants and staff
- meeting artists and seeing their work
- Varied jobs and flexibility . How staff is open to feedback
- Socialization
- VolEx is organized with enthusiasm; it allows input; it improves with time; materials are quality; it is well planned; it is inclusive ; it relates to seasons and MadSenCtr overall goals
- Enjoying the experience & feeling I make a difference.
- Seeing the diversity in people
- I was volunteering with the Healthy Habits, so not really at the Center.

- Being able help out not only participants but staff as well.
- interacting with residents
- I do several things. I like the ones that keep my mind engaged, such as the Committee on Aging.
- keeping active and contributing to community
- the people I work with
- Giving back to my community
- Being able to help people. My relationships with staff and other volunteers

7. Any suggestions to improve the volunteer experience?

14 Responses. 12 Skipped.

- Just smiling and open
- No
- The computers should be open every day. Our chore would be to keep them clean and functional. Gil? can handle the needy on Tuesdays.
- not really,
- No - sorry
- Improvement = building a volunteer web experience so we could better contact each other; include a picture and a few words therefore more able to interact-remember names etc
- No.
- Not really. Parking is a hassle to get there though.
- More to do to fill the front desk slow times.
- more different events
- John is doing a very good job. If this was heaven on earth, every job would be fascinating, but some are merely worth doing.
- more communication about vouchers to Overture or other places
- More late afternoon options
- There isn't anything I'd change.