



2011 Installation Volunteer Survey



Fort Bliss, Texas

FORT BLISS ARMY VOLUNTEER CORPS provides an annual survey to all volunteers. For the first time this year volunteers received surveys via email through Survey Monkey. Thank you to everyone that took the time to complete the survey. Your feedback is very important to us as it helps us to continually improve the Fort Bliss Army Volunteer Corps program and to retain our communities' most valuable resources—our volunteers.

In March, the surveys were sent to volunteers asking you to rate their satisfaction in the following areas:

1. Training and Supervision
2. Tools, supplies, and equipment to perform your volunteer duties
3. Professionalism in the workplace
4. Recognition and Impact
5. Your impact through volunteerism
6. Volunteer Management Information System

In addition to rating the satisfaction of the above areas, we received favorable comments about your volunteer experience as well as feedback that showed where improvements need to be made.

The positives from the comments included:

1. Great Recognition Opportunities
2. Volunteering has been fulfilling
3. Great Classes

The areas where improvement is needed included:

1. Class Availability
2. Communication
3. Leadership Training
4. Volunteer Management Information System

We appreciate all positive comments as well the feedback on ways that we could make our volunteer program and your experiences better. We are following up on your feedback and are making improvements as a result. Thank you so much for taking the time to complete the 2011 Volunteer Survey. Please don't wait until the 2012 survey to let us know what we could be doing better. We want to hear from you throughout the year if you have concerns or ideas for improvement. Our goal is to keep you volunteering within our community for a very long time.

Thanks for all that you do ... we appreciate you so very much.

Tephania Hopper

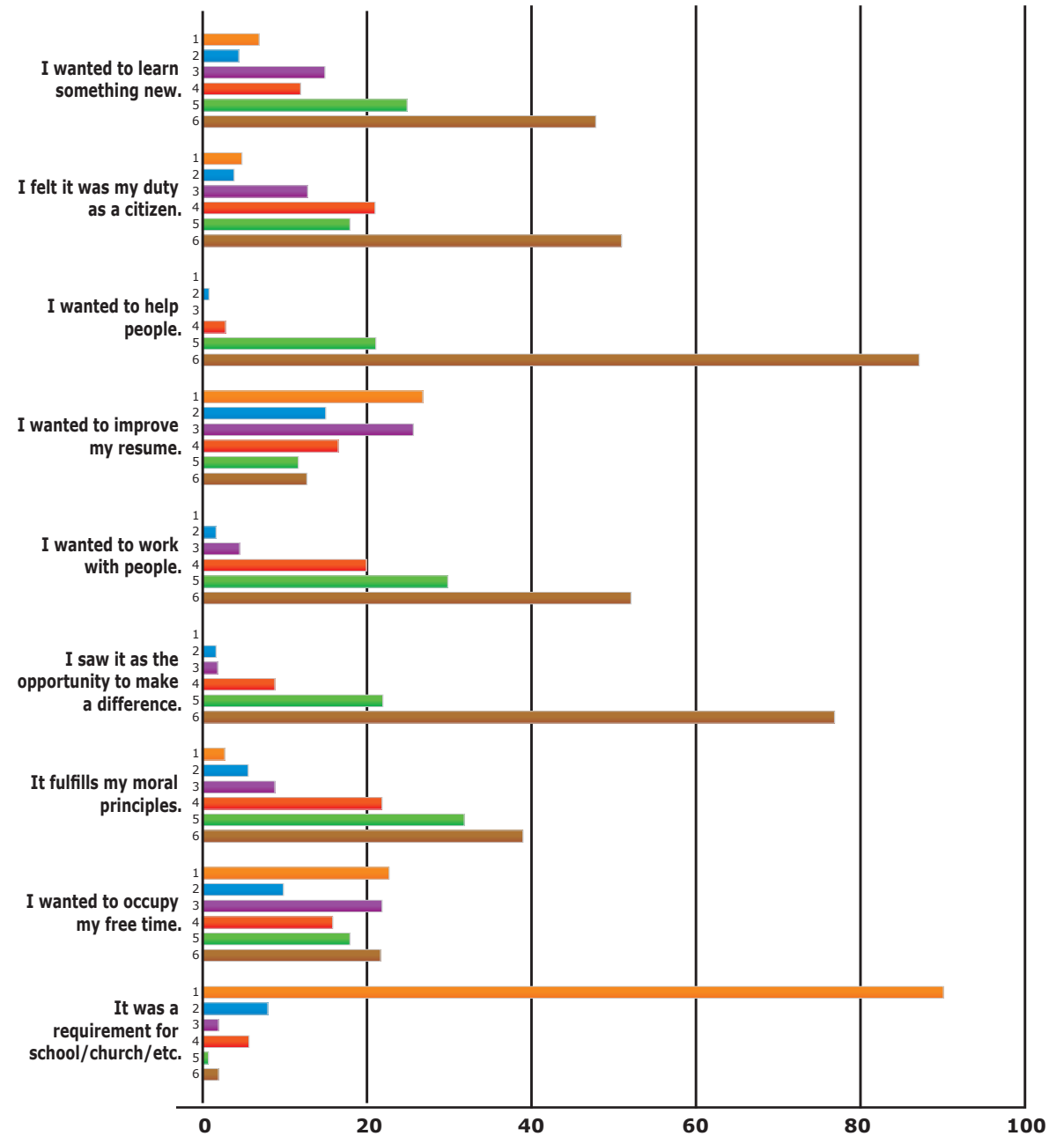
Fort Bliss Army Volunteer Corps Manager

All volunteers for whom the Fort Bliss Army Volunteer Corps had email addresses were emailed a survey.

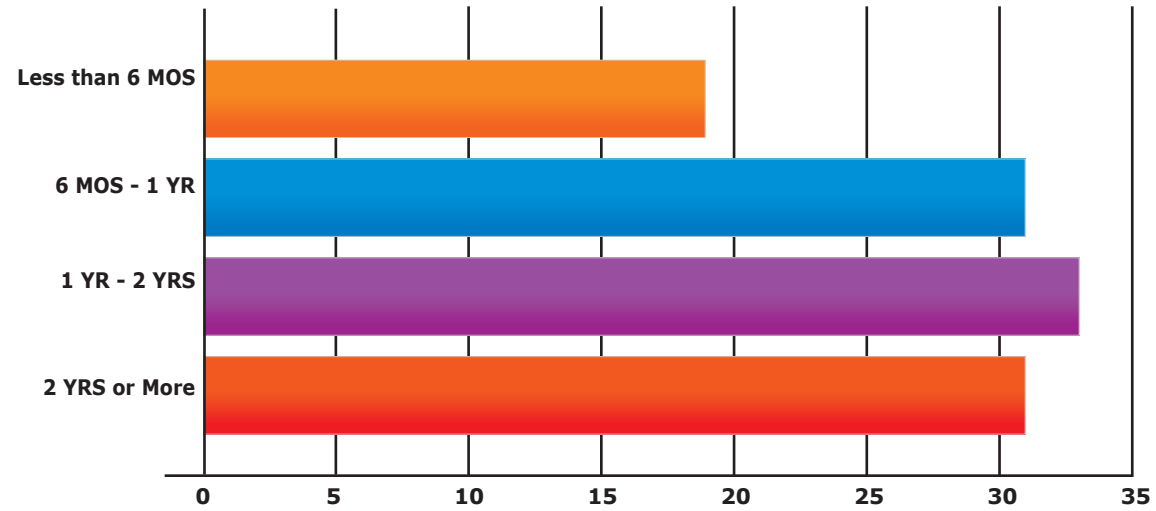
113 people completed the survey.

The results are presented in the following pages.

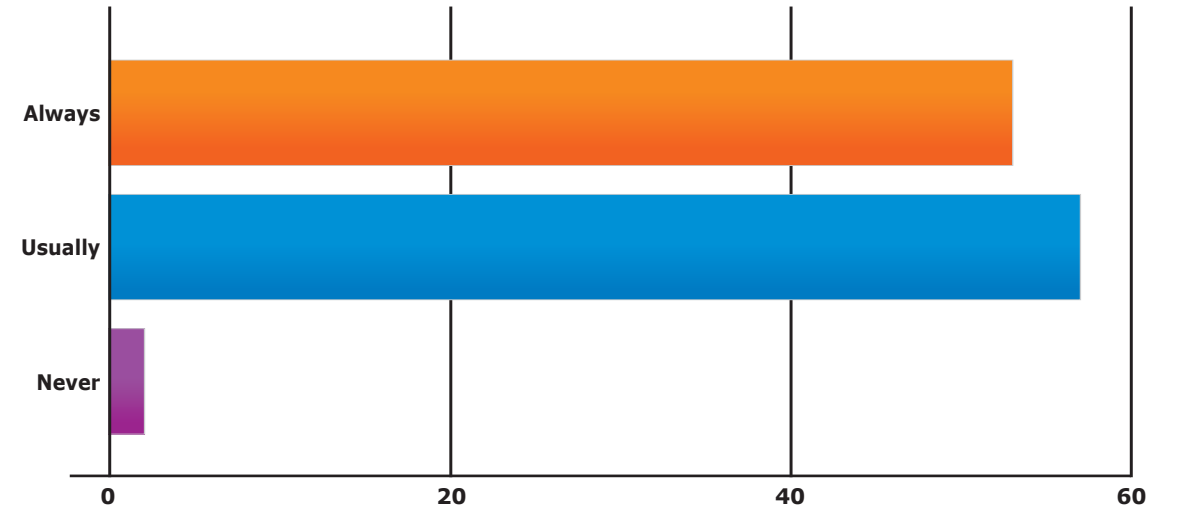
Considering your reasons to volunteer, on a scale from 1 to 6 (with 1 being Not at All Important and 6 being Extremely Important). Please rate the factors that motivated you to volunteer by filling the bubble that best represents how you feel.



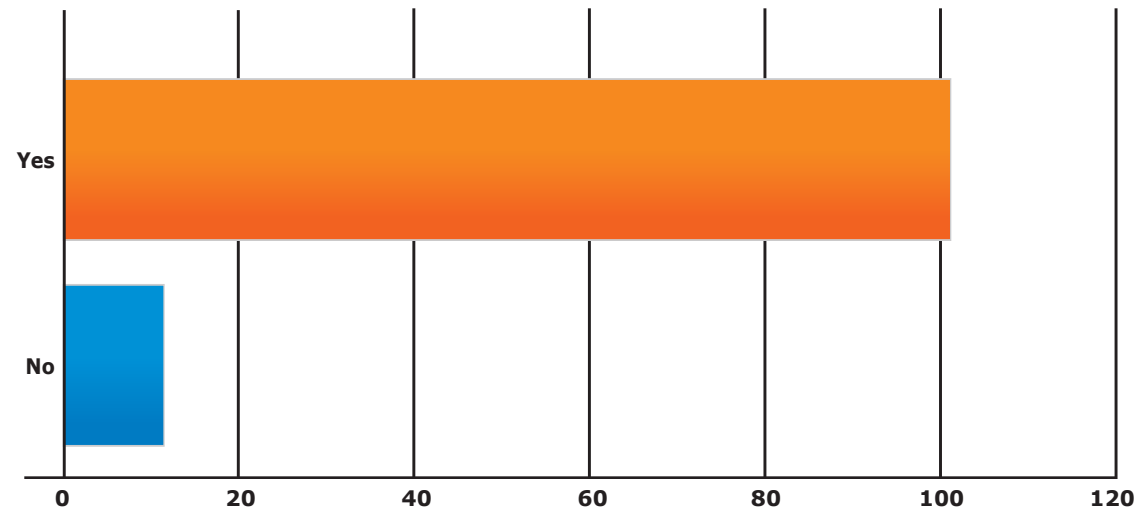
How long have you been a volunteer with the Fort Bliss Community?



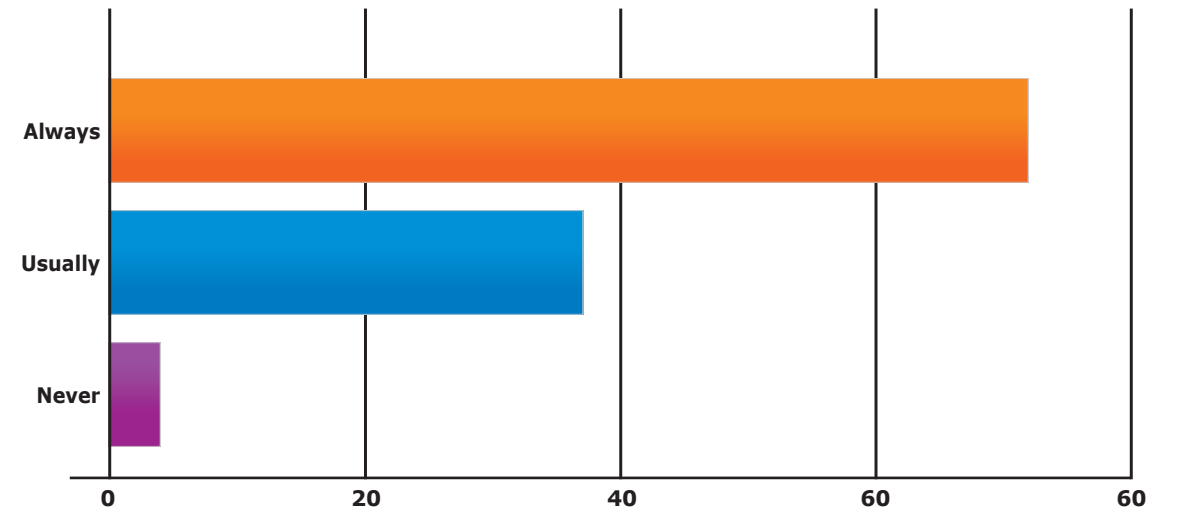
I have the information/equipment I need to complete my tasks.



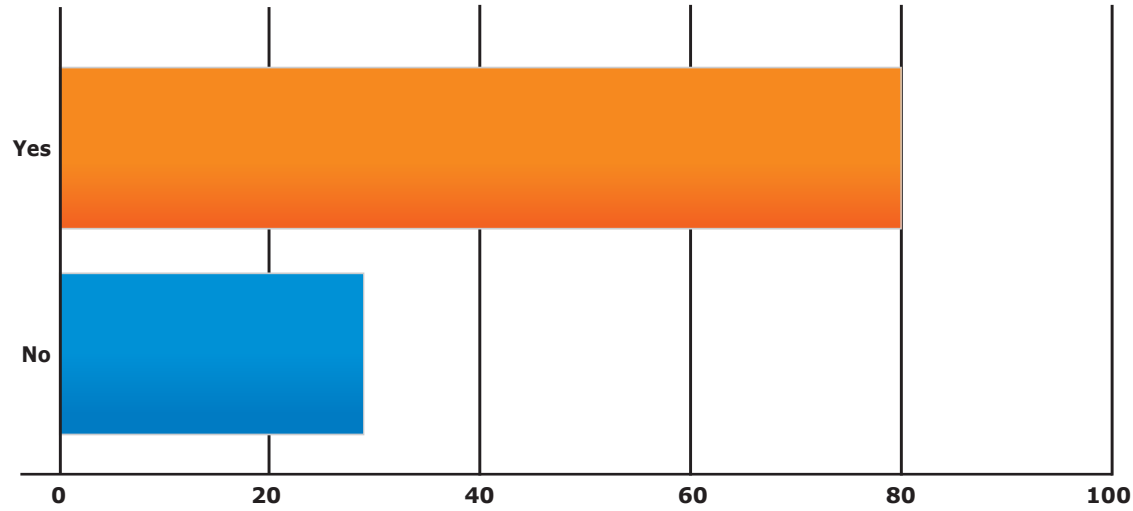
Did you receive appropriate training and supervision so that you could perform the tasks associated with your role effectively?



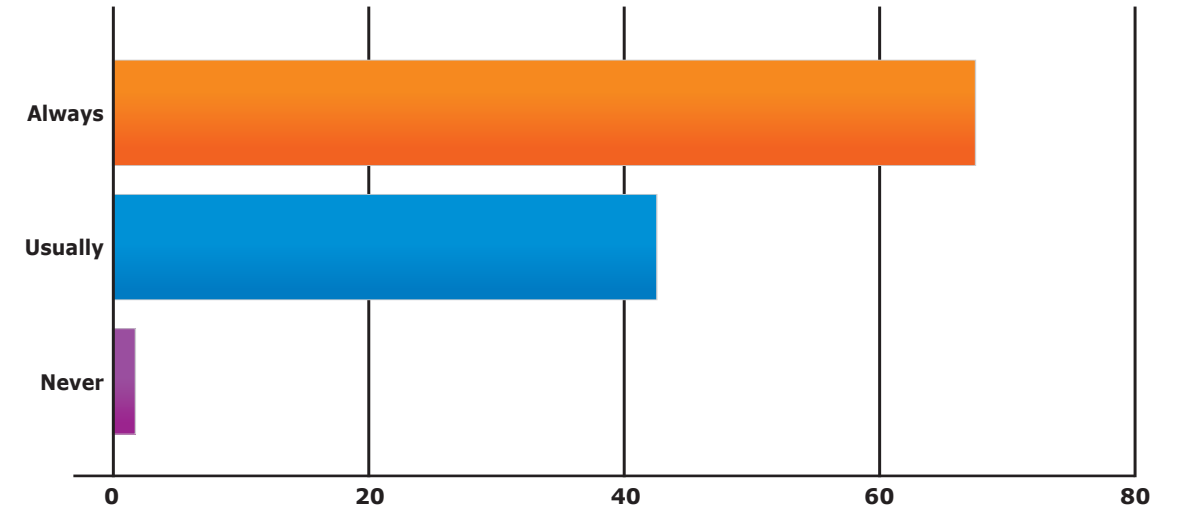
The work environment is professional and pleasant.



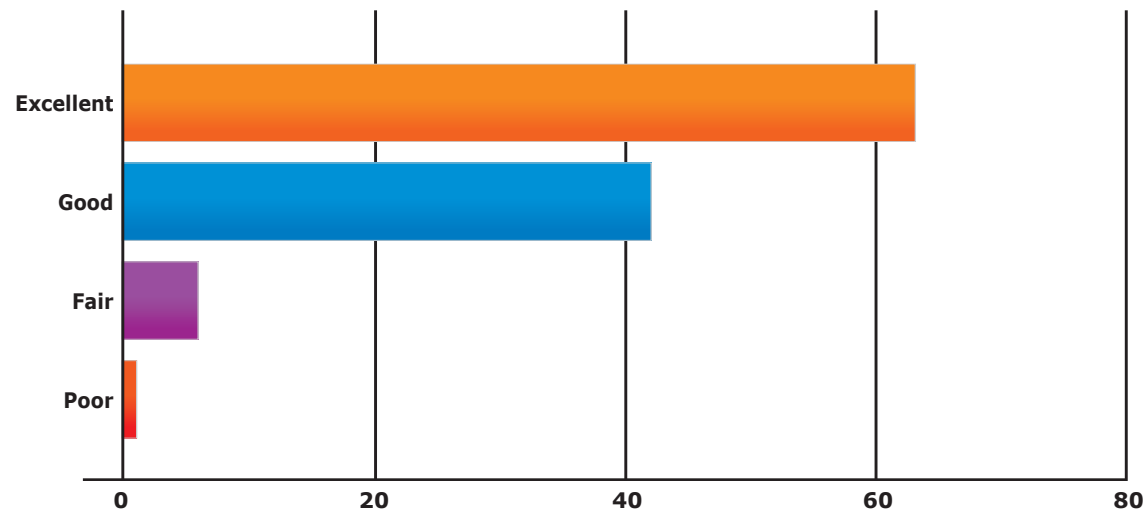
Have you been recognized/shown appreciation for your volunteer contributions?



I feel like my work is making a difference.



How would you rate your volunteer experience?



How many hours do you volunteer on a monthly basis?

