



# Volunteer Engagement Tool

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Information Kit for SSAs

Published July 2020

# Introducing the Volunteer Engagement Tool

The Volunteer Engagement Tool (VET) is an online tool for Social Service Agencies (SSAs) to measure volunteers' satisfaction more efficiently. The VET provides a standardised measurement of volunteer satisfaction using a quantitative survey which enables statistical analysis through a live dashboard to track the satisfaction levels across the sector at any given time. The VET also enables SSAs to track their data year-on-year.

The survey questions were developed in reference to the NCSS Volunteer Management Framework (VMF), allowing SSAs to understand the level of volunteer satisfaction at the different steps of the process. By identifying the specific drivers of volunteer satisfaction, SSAs are able to improve their volunteer management processes and retention rate. Volunteers who are satisfied with their experience are more likely to continue volunteering.

Click on the images  
to find out more



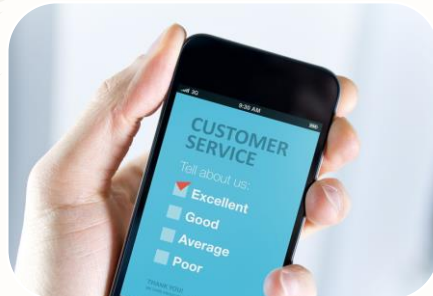
How to Register



Why use VET



Try Out VET



Sample Customised  
Questions



2019 Sector Report



Project FAQs

# How to Register\*

# 1

Register for the free Volunteer Engagement Tool and receive the following:

- 2 sets of questionnaires\*\*
- 2 links to the surveys (unique to your agency)
- 1 Dashboard access to view your results
- Instructions on the use of the dashboard
- Communication Templates (Email/Message templates that you may use)



## VET Registration



Scan the above QR code or  
click on the title to register!

**SIGN UP**  
FOR YOUR FREE  
VOLUNTEER  
ENGAGEMENT TOOL  
NOW!



\*This tool is mainly for NCSS members. Applications by non-members will be handled on a case by case basis.

\*\*Each SSA will be able to include up to 5 customised questions in their full survey

# Why use VET?

# 2



A good volunteer experience is where volunteers are engaged, contributing in ways that are meaningful to them and where they are needed and appreciated.

When volunteers are satisfied with their experience, they remain committed and are motivated to contribute actively to meet the needs of your agency. This significantly contributes to the development of regular volunteers in your agency.



The Volunteer Engagement Tool (VET) developed by the National Council of Social Service (NCSS) aims to help Social Service Agencies gauge their volunteer satisfaction. Mapped to the 6 steps of the Volunteer Management Framework<sup>1</sup>, the VET will help you to identify areas to improve your volunteers' experience, and be guided using the Volunteer Management Toolkit.

The online survey allows the volunteers to evaluate the agency, volunteer roles, willingness to continue volunteering with the agency and satisfaction. Besides saving the time to develop, design and manage your own surveys, it also helps you track volunteers' satisfaction more efficiently.

GAUGE YOUR  
**VOLUNTEERS'**  
**SATISFACTION**  
&  
**EXPERIENCE**



<sup>1</sup>[Volunteer Management Framework](#)

# What has been said...

*“The VET was very useful. It allows volunteers to give feedback on different aspect of their volunteering experience. It is not just a short feedback, but a very elaborated and value adding survey. Whether the feedback is positive, negative or neutral, they are still meaningful feedback.”*

Tok Shou Wee, Manager, Volunteer Programme  
Dover Park Hospice

*“The VET has been helpful in providing Calvary Community Care (C3) great questions to garner feedback from our volunteers. The tool also provided useful graphical analysis of the data on both the individual SSA level and the larger volunteer landscape across SSAs”*

Cheryl Yeo, Community Relations Executive,  
Calvary Community Care

# 2

GAUGE YOUR  
**VOLUNTEERS’  
SATISFACTION  
&  
EXPERIENCE**





# Try out the VET



# 3

## MONITOR

YOUR VOLUNTEERS'  
SATISFACTION AT A  
GLANCE



Scan the QR codes or click on the titles to test the tool now!

### Survey Platform

Send a unique survey link to your volunteers.



VET (Full)



VET (Pulse)

### Dashboard

View your volunteers' responses 'live' via this dashboard and track your results over time.



VET Sample Dashboard

# Sample Customised Questions for your tool

# 4

NOT SURE WHAT  
**CUSTOMISED**  
**QUESTIONS**  
TO ASK?



Question	Question Type	Sample Options
Which programme are you volunteering for?	Multiple Choice	List of programmes offered by the agency
What type of training or areas of training would you like to receive?	Multiple Choice	List of training programmes / areas relevant to agency's operations
How can we improve your volunteer experience?	Open-ended*	
Do you have any comments or feedback for us?	Open-ended*	
Are there any areas the organisation can improve on?	Open-ended*	

\*Note: Responses to open-ended questions will not be shown on the dashboard but can be accessible by downloading the raw data.

# Sector Reports

Click on the images to read the full reports!

# 5

## UNDERSTAND

VOLUNTEERS'  
SATISFACTION ON A  
SECTORAL LEVEL



NCSS Volunteer Engagement Tool  
*Consolidated Sector Report For SSA*

### 2019 Sector Report

Collated responses  
received from August  
to November 2019



### 2020 Sector Report

Collated responses  
received from January  
to December 2020



NCSS Volunteer Engagement Tool  
2020 Consolidated Sector Report for SSAs





# Project FAQs

# 6

HAVE SOME  
**BURNING**  
**QUESTIONS?**



Question	Answer
Why the sudden interest to launch this tool?	The survey aims to help the social service agencies to understand the general satisfaction level of the volunteers and improve the volunteer retention rates . The comprehensive data gathered will also help NCSS understand the volunteer landscape better and provide the necessary support where needed.
When must we launch the survey? Can I do it at my own time?	<p>Yes, you may launch the survey any time. However, launching the survey as soon as possible, latest by the 1<sup>st</sup> week of November, will ensure that your data will be captured in time for the sector-wide analysis done in December 2020.</p> <p>You may also consider looking at the <a href="#">2019 report</a> for a better idea of the sector-wide analysis.</p> <p>If you are facing with any challenges to launch the survey by the stipulated deadline, please let us know.</p>
Is there a difference between the pulse survey and the full survey?	<p>The pulse survey is an excerpt of the full survey, which captures the key questions so that data on volunteer satisfaction can be gathered more frequently, without the fatigue faced by your volunteers.</p> <p>We encourage your agency to conduct the full survey at least once a year, giving you better insights on who your volunteers are.</p>
Is there a minimum number of respondents?	<p>35 respondents are needed to provide statistically accurate results.</p> <p>The survey would only take 5-10 minutes, which should be quick and easy for the volunteers to complete!</p>



# Project FAQs

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**QUESTIONS?**



Question	Answer
What are some good practices to get more responses?	<p>Some practices include:</p> <ol style="list-style-type: none"><li>1) Sending personalised reminder emails in regular intervals</li><li>2) Sharing the organisation's purpose of conducting the survey, stressing the importance and value of the volunteers' inputs</li><li>3) Incentives for volunteers from the SSAs</li></ol>
How do I know how to analyse my results?	<p>Many agencies feedback that they are unsure of how to use their data after conducting a survey. The VET complements your data with the analysis of the sector-wide comparison and helps to pinpoint the drivers of volunteer satisfaction by mapping back to the Volunteer Management Framework.</p> <p>The 'dashboard' contains useful guidelines or advice on how to read and understand the value of the results. In addition, NCSS will be sharing 'best practices' from the sectorial report once it is ready. The report will provide you with specific action points for effective volunteer management.</p>
Is this project going to take up a lot of my time? Will this project be worth my time?	<p>This tool has been developed by consultants and in consultation with feedback from various SSAs, designed for minimal effort on your part.</p> <p>Upon NCSS' approval, you simply need to send your unique survey link to your volunteers and access the results through the dashboard. You may need to send reminder emails to your volunteers to receive their feedback promptly.</p>
What to do if my volunteers are not tech-savvy or unable to understand English?	<p>The survey can be taken on any device that has an online connection. It is optimised for mobile phone use, so that respondents can easily ask for help or advice.</p> <p>This aims to also complement other engagement methods for volunteers who prefer physical copies or face to face.</p> <p>Unfortunately, the survey is currently only available in English. We may consider adding different languages in the future if the demand is high.</p>



# Project FAQs

# 6

HAVE SOME  
**BURNING**  
**QUESTIONS?**



Question	Answer
Can I have open-ended / free text for my customised questions?	Sure! However, answers to open text questions will not be available on the dashboard. Instead, you may download the answers together with the raw data from all other questions in an excel file.
Any PDPA concerns to consider?	There are no personal identifiers in the standardised questionnaire. As the survey is conducted through an open link sent directly by the SSAs, NCSS nor the consulting firm (Duxton Consulting) will have any volunteer information.
Any security hosting considerations?	The survey is hosted on a secure server that is based in Singapore.
How does the questionnaire relate to the Volunteer Management Framework?	The standardised questionnaire is designed to cover all 6 steps of the Volunteer Management Framework. The sectorial report will contain action points that are related to specific steps within the Volunteer Management Framework
Who to approach if I have any queries on this project?	You may contact our team at <a href="mailto:volunteer_resource@ncss.gov.sg">volunteer_resource@ncss.gov.sg</a> if you need any clarifications.