HASS Rubric: Foundations

What system is in place to receive staff and volunteer feedback?

Overview

Feedback may include, but is not limited to, the following subjects:

- Program implementation and troubleshooting
- Performance reviews
- Data and organizational KPIs (key performance indicators)
- Communications
- Organizational mission, vision, values

Beginner

Your organization accepts feedback from staff and volunteers through email, meetings, or other informal communications. There is no direct request or formal process made to collect feedback.

Intermediate

Your organization requests and accepts feedback from staff and volunteers through a formal system. The process to submit feedback is shared with all staff and volunteers. This may include an organization-wide submission form or a formal request process through supervisors or human resources. There may be an option to provide feedback anonymously.