



Organizational Culture Foundations Staff and Volunteer Feedback

Overview

Creating a process for collecting staff and volunteer feedback not only improves trust and team health, but also allows organizations to strategically collect information that can improve program implementation, communication, and leadership. Feedback may be requested for performance and management reviews, exit interviews, a recurring “suggestion box”, a new program or project implementation, and more. To ensure you are able to receive honest, constructive feedback every time, build a culture of trust and transparency with your team related to feedback requests.

Here are a few suggestions to get started:

- Allow anonymous responses to feedback requests
- Be transparent about the purpose of collecting the feedback. Examples:
 - **General suggestion box** for leadership to review regarding day-to-day operations and communications
 - **Project-specific feedback** including the effectiveness of training and resources and how it can be improved in the future
 - **Post-project or initiative feedback** to identify major wins, challenges, or tasks that should be adjusted strategically or logistically.
- [Ask specific, relevant questions](#) (click this for a sample survey!)

1. On a scale of “strongly disagree” (1) to “strongly agree” (5), rate the following statements:
Note, ensure each statement has a standalone form response option with a strongly agree to strongly disagree scale!

- I understand the purpose of the initiative I was involved in.
- I think the project I was involved in will improve our organization’s ability to [perform X function / provide X service].
- I am confident that the program implementation I was involved in will still be active in 6 months.

4. How would you rate the **quality of the program implementation meetings?**

- Very low quality (1)
- Very high quality (5)

5. What was the most successful aspect of this program implementation effort?

- Free text

- Utilize drop-down options within the survey for ease of use when possible
- Follow through and take action based on feedback

- **Example:** Email everyone involved with a recap of general feedback received, major successes and wins, and how you or your team plans to address any gaps.
- Communicate changes that were made due to feedback received
- Create a recurring cadence for general feedback

Survey Platforms

For organizations that have an established CRM or email-based communication software, a survey development option may already be integrated into the service. Locate your 'help' or 'knowledge base' section of the platform and search the keyword "survey" to determine if they already have an existing how-to guide. For example, [HubSpot has a quick and easy guide to creating custom surveys](#).

For organizations that do not already have established software that creates surveys, the following options can help get you started.

- [Google Forms](#)
 - A free service that has fully customizable form creation and an optional template library.
- [Jotform](#)
 - Has free and for-purchase options as well as a template library.
- [Lattice](#)
 - [Lattice](#) is primarily an HR software and can be used for more than just survey creation for personnel feedback.
- [Survey Monkey](#)
 - In addition to highlighting the benefits of this service, the bottom of the linked page has sample templates.

Supporting Resources

The following resources outline best practices and samples for survey development with the goal of receiving transparent and comprehensive feedback.

- [Sample NEW Program Staff Feedback Form](#) - HASS
- [5 Ways to Collect Honest Employee Feedback](#) - Workleap
- [How to Collect Employee Feedback \(Tips & Examples\) \[2023\]](#) - Asana
- [Want Honest Feedback From Employees? 16 Strategies to Try](#) - Forbes
- [The 19 Best Totally Free Online Survey Makers, Tools & Services](#) - Hubspot