



# VOLUNTEER PROGRAM COMMUNICATIONS

Overall rating of monthly Volunteer Connection e-newsletter  
(out of 5 stars)



**Most common way to get information:**  
 #1 - Email from Volunteer staff  
 #2 - Volunteer Connection e-newsletter  
 #3 - TIE: Grapevine/word of mouth - and - Treats & Training meetings

**Newsletter suggestion:**  
 "Try 'Ask a Question' with questions submitted by volunteers and answered by staff."



**Said the program "keeps us..."**

- 76% said "fully informed"
- 24% said "adequately informed"
- 0% said under or uninformed

**Satisfaction with communications:**

- 80% said "very satisfied"
- 20% said "satisfied"
- 0% said dissatisfied or very dissatisfied



On the open ended question "does the program's system of communication work for you" **all responses were positive.**

"I always feel in the know."  
 "I like that it is consistent so I know where to look."  
 "I wouldn't change a thing."



**Rating of Qualities of Communications**

	Excellent/ Appropriate	No Strong Opinion	Needs Improvement
Informativeness	96%	4%	0%
Easy to understand	96%	4%	0%
Timeliness	84%	16%	0%
Frequency	84%	16%	0%
Usefulness	84%	16%	0%
Interesting	72%	28%	0%
Engaging	64%	36%	0%

Data collected June 2020