

# Volunteer Training & Orientation Survey Results

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In the fall of 2020, the Royal College's Volunteer Engagement Program (VEP) conducted a volunteer training and orientation needs analysis, including two surveys, one for staff and another for volunteers.

The [Canadian Code for Volunteer Involvement](#) (CCVI), a set of standards and best practices for volunteer involvement, was used to design the survey's questions and the Royal College's Volunteer Engagement Program (VEP) training and orientation survey. Learn more about the CCVI by following [this link to Volunteer Canada's resources](#).

Both staff and volunteer surveys had a 20% response rate. Because many volunteers take on consecutive and/or concurrent roles, respondents were asked to select the one role they **most** identify with.

This is a high level summary of results and will help inform the design of a new volunteer orientation, as well as leadership volunteer resources and supports. While the volunteer experience and training requirements vary widely by role and individual learning preference.

## Key takeaways

1. Regardless of role, orientation must meaningfully connect each volunteer's contributions to the mission of the Royal College, detailing the volunteer role, expectations, impact, and available supports. It must also be simple and efficient.
2. The more consistent, planned out and inclusive the training, the more satisfied volunteers are with their support, and the better they're able to perform to the best of their abilities. This is particularly important for volunteers who are asked to orient and train other volunteers.
3. Performance feedback is highly valued. The higher stakes the role, the more likely volunteers are to want performance feedback.

- Resources need to be mobile friendly and accessible for those with high speed and dial up internet, with a just-in-time approach preferred.

## SURVEY RESULTS AT A GLANCE

Measures were designed using the CCVI, with particular focus on Standard 8: Volunteer Orientation & Training. Detailed results are available upon request.

Measure	Volunteer orientation & training benchmarks	
Satisfaction <i>Perception measure</i>	56.6% of volunteers are highly/satisfied with training & orientation 18.6% of volunteer train other volunteers 51% are highly/satisfied with their train-the-trainer support	
7 orientation topics <i>Recall measure</i>	46.8% of staff provide an orientation that covers the basic orientation outlined by the Canadian Code for Volunteer Involvement 39.2% average volunteer recall	
Volunteer Resources webpage <i>Recall measure</i>	55.6% of staff use the Volunteer Resources webpage 17% of volunteers know where to find the Volunteer Resources webpage <i>Follow this link to the <a href="#">Volunteer Resources webpage</a>, where standard volunteer policies are housed.</i>	
3 most selected performance and support statements <i>Quality indicator</i>	1. I did not receive training about how to perform in my role (41.3%) 2. I would like to receive more feedback on how well I am doing in my role (39.1%) 3. I need(ed) training before performing to the best of my abilities (34.8%)	
Equity, diversity and inclusion considerations <i>EDI Quality indicator</i>	A valuable addition to the Royal College's orientation & training only if it is relevant and practical	
Modes of delivery <i>Access indicator</i>	Most preferred by volunteers: 1. In person workshop 2. Learning on the job 3. Feedback & coaching 4. Live interactive webinar 5. How to tools – guidebooks, reading etc	Staff will typically use email or newsletters for volunteer orientation or training. This mode of delivery is least preferred by volunteers.

Source: 2020 Volunteer orientation & training survey results for volunteers & staff

## PRIORITY ACTION AREAS

- Orientation: Standardize and simplify basic content so staff and volunteers can focus on role specific orientation and support.
- Standard policies, procedures, tools: Simplify and standardize admin. Increase awareness of the [Volunteer Resources webpage](#), which houses all relevant volunteer policies.

- Preferred modes of delivery: Human connection (workshop, live webinars, on the job); on-the-job performance feedback; and, standard, just-in-time tools or supports relevant to the role.
- Consider equity, diversity & inclusion in all volunteer support tools and resources: clarify expectations; find ways to encourage human connections along with in-the-moment feedback; increase access to meaningful learning including MOC; and define learning needs for each role so that training is relevant.