Volunteer Evaluation Consultation

Sample Discussion Questions

The volunteer’s supervisor should add questions specific to this volunteer’s position. If participant evaluations or other sources of feedback were built into the program design, those should also be reviewed and discussed. At the conclusion of the consultation the supervisor should fill out a CCE Volunteer Evaluation Report that should be signed by both the volunteer and supervisor. The report should be filed with the volunteer’s records and a copy given to the volunteer. If the supervisor is a volunteer, a copy should also be given to the appropriate Extension professional.

Note: If the supervisor is experiencing serious problems with the volunteer, has made suggestions for improvement and/or provided additional training to no avail, a formal consultation should be scheduled before the end of the volunteer’s term.

1. Have you been enjoying your volunteer experience?
2. Was the position description accurate? Were there any essential tasks that were not included in the description? Is the time commitment listed accurate?
3. Was your time used effectively? Can you suggest changes that would help to make more efficient use of your time?
4. Were there any responsibilities listed in the position description that you did not have an opportunity to address? What prevented you from doing so?
5. Did you receive sufficient support from others and me with whom you work?
6. Do you have any suggestions for improving the program or your role in it? (If other sources of evaluation or feedback are available, review and discuss them at this time.)
7. Discuss your personal observations providing examples of the volunteer’s strengths and weaknesses.
8. Discuss appropriate learning opportunities including your own suggestions and requests from the volunteer.

Next Steps:

1. If you and the volunteer are both satisfied ask if s/he is willing to continue for another term. If so, both sign a Volunteer Agreement Renewal (on back of original agreement form). If not, thank the volunteer and ask if she or he would consider another volunteer position in the future. If amendments to the position description would be beneficial but reassignment is not necessary, make the changes on the position description attached to the Volunteer Agreement; indicate the date when amended; both parties initial it; give the volunteer a copy; both parties sign the agreement renewal.

2. If the volunteer has valuable skills and qualities to contribute but one or both of you is dissatisfied with the fit between the volunteer and the position ask if s/he would be interested in a different position. Make suggestions. If a volunteer conducts the consultation, reassignment should be discussed with the appropriate Extension Educator before a new Volunteer Agreement is signed.

3. If the volunteer arrangement is clearly not working to the benefit of Cornell Cooperative Extension and no other appropriate role is acceptable to both parties terminate the arrangement. Follow up with a letter that formally cancels the Volunteer Agreement and thanks the volunteer for positive contributions to the program. (See “Releasing an Ineffective or Detrimental Volunteer.”)