

## Review of Volunteer Contributions and Performance

A review of volunteer contributions and performance provides important feedback for the organization and the volunteer. It helps identify strengths and weaknesses in their respective contributions, provides for greater accountability of organizational resources used and improves the overall morale of all involved.

The review should be a joint effort between the volunteer and the volunteer's supervisor. It should focus on whether the goals of the volunteer position are being met as well as the working relationships with UME Faculty, staff and clientele.

If there are changes in a volunteer position description or if a volunteer wants to change positions, a review should be conducted prior to reassigning the volunteer.

A review may also be conducted upon request of the volunteer or UME county or state administrators.

Problems or conflicts should be discussed and resolved as they occur. This may involve a review of the contributions and performance of the volunteer. Proper documentation must be made throughout the process

On going communication and feedback is crucial to making the volunteer feel that his/her work is important to the organization. Some options are:

- Periodic meeting for all volunteers in a team or for those working on a particular assignment.
- Mail out assessments form for self-evaluation and feedback to the organization.
- Conversations with recipients of the volunteer service.

An exit interview should be conducted with volunteers who leave UME. Exit interviews can help identify problem areas and produce quality suggestion for overall improvement of the organization.

**UME VOLUNTEER REVIEW**

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Period of Time this Review Covers: \_\_\_\_\_

1. Was the job description, as negotiated, complete and accurate? Yes \_\_\_\_ No \_\_\_\_
2. Was the job agreed upon handled effectively? Yes \_\_\_\_ No \_\_\_\_
3. Was there any part of the job that needed improvement? Yes \_\_\_\_ No \_\_\_\_
4. Are there further learning opportunities and information needed in order to increase your effectiveness in the position?  
Yes \_\_\_\_ No \_\_\_\_
5. Was the support received from the supervisor adequate? Yes \_\_\_\_ No \_\_\_\_
6. Would you like to continue in this position? Yes \_\_\_\_ No \_\_\_\_
7. Would you be interested in another position? Yes \_\_\_\_ No \_\_\_\_  
What type? \_\_\_\_\_
8. List position-related learning opportunities attended this year.

Comments:

I have read and understand this review.

Volunteer's Signature \_\_\_\_\_ Date \_\_\_\_\_

Supervisor's Signature \_\_\_\_\_ Date \_\_\_\_\_

UME Representative Signature \_\_\_\_\_ Date \_\_\_\_\_

Based on this volunteer's job review and other documents regarding the job expectations, the supervisor agrees that:

- This person will be recommended to be reappointed to present position.
- This person will be recommended for the following positions:
- This person's term in this position is completed.

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Supervisor's Signature

Date

"It is the policy of the University of Maryland, Agricultural Experiment Station and University of Maryland Extension, that no person shall be subjected to discrimination on the grounds of race, color, gender, religion, national origin, sexual orientation, age, marital or parental status or disability."

# VOLUNTEER POSITION EVALUATION FORM

Name of Volunteer \_\_\_\_\_ Period covered by evaluation \_\_\_\_\_

Position \_\_\_\_\_ Date of evaluation \_\_\_\_\_

<u>Position Goals</u>	Not met	Satisfactory			Excellent
1. _____	1	2	3	4	5
2. _____	1	2	3	4	5
3. _____	1	2	3	4	5
4. _____	1	2	3	4	5
5. _____	1	2	3	4	5

## Work Relationships

	Needs Improvement	Satisfactory			Excellent
1. Relationship with other volunteers____	1	2	3	4	5
2. Relationship with faculty_____	1	2	3	4	5
3, Relationship with clients_____	1	2	3	4	5
4. Keeping commitments and meeting deadlines_____	1	2	3	4	5
5. Initiative_____	1	2	3	4	5
6 Flexibility_____	1	2	3	4	5

Comments by supervisor regarding above areas:

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Comments by volunteer regarding above areas:

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Overall, how does the volunteer feel about remaining in this position?

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Action or follow- up needed: \_\_\_\_\_

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I have read and understand this review.

Volunteer's Signature \_\_\_\_\_ Date \_\_\_\_\_

Supervisor's Signature \_\_\_\_\_ Date \_\_\_\_\_

Faculty Member's Signature \_\_\_\_\_ Date \_\_\_\_\_

Based on this volunteer's job review and other documents regarding the job expectations, the supervisor agrees that:

- This person will be recommended to be reappointed to present position.
- This person will be recommended for the following positions:
- This person's term in this position is completed.

Supervisor's Signature \_\_\_\_\_ Date \_\_\_\_\_

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We are always striving to improve the performance of our volunteer management system. As one of our volunteers, we would appreciate your help in identifying areas in which we might do better. Please be as complete and honest as you can in answering the following questions--all of the information collected will be kept strictly confidential, but it will be utilized to ensure that others who volunteer will receive the best possible treatment.

How long did you volunteer with us? \_\_\_\_\_

Types of volunteer positions held:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

Why are you leaving? (Check all that apply.)

- |  |                                  |
|--|----------------------------------|
| _____ Job accomplished                 | _____ Did not feel well utilized |
| _____ Did not like the job I was given | _____ Other time commitments     |
| _____ Moving to a new location         | _____ Other _____                |
| _____ Need a change                    | _____                            |

What did you like best about volunteering with us?

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What suggestions would you make for changes or improvements in our volunteer effort?

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Overall, how would you rate your experience in volunteering with us?

- |      |   |   |         |   |   |           |   |   |
|------|---|---|---------|---|---|-----------|---|---|
| Poor |   |   | Average |   |   | Excellent |   |   |
| 1    | 2 | 3 | 4       | 5 | 6 | 7         | 8 | 9 |

Please return this form to:

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(name)

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(address)

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(date)

Adapted from Stephen H. McCurley, *Volunteer Management Series*, (Volunteer Management Systems, NW Washington, D.C., 1988). "It is the policy of the University of Maryland, Agricultural Experiment Station and University of Maryland Extension, that no person shall be subjected to discrimination on the grounds of race, color, gender, religion, national origin, sexual orientation, age, marital or parental status or disability."

Revised 1/2010 LMD