

Volunteer Survey 2009

About You

1. What age range best describes you?
 - 14-18 years old
 - 19-25 years old
 - 26-40 years old
 - 41-65 years old
 - Over 65 years old

2. How long have you been volunteering at the Vancouver Aquarium?
 - Less than 1 year
 - Up to 2 years
 - Up to 4 years
 - Up to 5 years or more

3. Typically, how often do you volunteer at the aquarium?
 - Less than once a month
 - Once a month
 - Twice a month
 - Once a week
 - More than once a week

4. How many programs (volunteer roles) do you volunteer with on a regular basis?
 - 1 program
 - 2 programs
 - 3 or 4 programs
 - 5 programs or more

5. Please check all volunteer programs you have volunteered in the past 12 months:
 - School programs (IMB, Water Wonders etc)
 - Interpretive Programs (Aquakidz, gallery educator, AN/WOR etc)
 - Visitor Experience (gallery greeter)
 - Catering and Events (gallery host)
 - Admin/Office positions
 - MMR
 - Animal observation (Imaq, Aurora and calf etc)
 - Conservation programs (River Works etc)
 - Animal care (fish house, aquarist assistants)
 - Other

5. Typically, how do you get to the aquarium?
 - Drive and Park
 - Walk
 - Cycle
 - Transit

- Dropped off

Mission and Vision

Please rate your agreement to the following questions: Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly Disagree, Not applicable/Don't know

1. I am fully aware of the Vancouver Aquarium's mission statement
2. I am inspired by the aquarium's mission statement
3. My volunteer role directly and indirectly contributes to the aquarium's mission
4. I am fully aware of the ongoing conservation and research initiatives at the aquarium
5. The aquarium's activities support the mission

Leadership

Please rate your agreement to the following questions: Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly Disagree, Not applicable/Don't know

1. There is adequate leadership and direction communicated by the leaders of the aquarium
2. The Vancouver Aquarium makes a worthwhile contribution to society
3. The aquarium is a leader in areas of conservation, research and education, other (Choose one or more options)
4. The leadership of the Aquarium has a sincere desire to produce the best possible products and services.

Volunteering at the Aquarium

Please rate your agreement to the following questions: Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly Disagree, Not applicable/Don't know

1. I am proud to tell people I volunteer for the Vancouver Aquarium
2. I enjoy the work I do
3. Volunteers are valued by the aquarium
4. I feel valued by the staff I work with
5. My volunteer time is used effectively

6. My skills are used effectively
7. I feel I am part of a team (feel a sense of belonging)

Training

Please rate your agreement to the following questions: Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly Disagree, Not applicable/Don't know

1. I received enough orientation and training for my role
2. Volunteer roles have been matched based on my skills and interest
3. Volunteer expectations have clearly been set
4. My expectations of the volunteer placement have been met
5. I feel I am part of a team (feel a sense of belonging)

Supervision

Please rate your agreement to the following questions: Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly Disagree, Not applicable/Don't know

1. I have a good relationship with my supervisor/coordinator
2. I receive sufficient communication from my supervisor/coordinator
3. I can easily approach my supervisor/coordinator regarding issues that I am concerned with
4. I receive sufficient feedback from my supervisor/coordinator
5. I can easily access or reach my supervisor/coordinator

Recognition

Please rate your agreement to the following questions: Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly Disagree, Not applicable/Don't know

1. I feel that my work is appreciated
2. I have been sufficiently recognized for my work informally (i.e. verbal recognition)
3. I have been sufficiently recognized for my work formally (i.e. awards)

4. I am satisfied with the volunteer recognition program (annual parities, sleepover, awards etc)
5. I look forward to attending the recognition events hosted by Volunteer Services (Spring Splash, Winterfest etc.)
6. I often attend free events hosted by Volunteer Services such as socials, lectures etc.
7. I often attend paid events hosted by Volunteer Services such as field trips
8. The reason I do not attend events hosted by Volunteer Services is:
 - Prior commitments
 - School
 - Not interested
 - Live too far from the aquarium
 - Other
9. I am fully aware of the volunteer benefits that are available to me (discounts at the café and gift shop etc.)

Volunteer Resources

Please rate your agreement to the following questions: Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly Disagree, Not applicable/Don't know

1. I have used the resources at the Robin Best Library or the lunge satellite library
2. I use the free bus ticket program
3. I am aware of volunteer policies & procedures and how to access them

Volunteer Services

Please rate your agreement to the following questions: Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly Disagree, Not applicable/Don't know

1. I understand the role of Volunteer Services in supporting volunteers
2. I can easily access or reach Volunteer Services staff
3. I have a good relationship with at least one staff (Rachelle, Melanie, Mari) from Volunteer Services
4. I am satisfied with the services provided by Volunteer Services
5. What services would you like to see being provided by Volunteer Services?
(open ended question)

Other

1. What are some barriers you have faced in volunteering at the aquarium? (open ended)
2. What are some of the strengths of the volunteering program? (open ended)
3. What are some of the weaknesses of the volunteering program? (open ended)
3. Any other comments, concerns and feedback you would like to add? (open ended)