

What's Your VQ? Assess your Volunteer Quotient

Volunteer Quotient, or VQ, is an organization's ability to leverage volunteer talent to achieve smarter impact. Every organization already has a VQ. Answer these questions, calculate your VQ, and see where you can boost your practice to have even smarter impact.

Strategic Volunteer Roles

Volunteer roles are designed to address organizational needs and attract today's volunteers.

| | ALMOST ALWAYS (3) | SOMETIMES (2) | NOT YET (1) | I DON'T KNOW (0) |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| • We regularly assess our organization's needs to identify opportunities to engage volunteers. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| • We are willing to discontinue roles that no longer align with our priorities. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| • We engage volunteers in roles that leverage their skills. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| • We offer flexible schedules and/or virtual volunteer opportunities. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| • We have written position/project descriptions for current and future volunteer opportunities. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| To calculate your VQ: | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 1. Write the number of checked boxes in each column. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Multiply each number from step 1 by the value at the top of the column (3, 2, 1, or 0). | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Add the values from step 2. (Highest possible score is 15.) | | | <input type="checkbox"/> | |

This is your VQ for Creating Strategic Volunteer Roles.

Recruitment and Cultivation

We effectively recruit new volunteers and cultivate our existing volunteers, donors, and constituents for deeper engagement with our mission.

| | ALMOST ALWAYS (3) | SOMETIMES (2) | NOT YET (1) | I DON'T KNOW (0) |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| • We have a volunteer recruitment plan and review it regularly. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| • People interested in volunteering with us can easily find out how to apply to become a volunteer. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| • Staff and volunteers are trained and supported to personally recruit volunteers to fill our needs. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| • We effectively leverage technology, partnerships, and professional networks to recruit volunteers, including from communities being served, where appropriate. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| • We support and encourage individuals to take on new roles to stay connected with us over the years. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
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| 1. Write the number of checked boxes in each column. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Multiply each number from step 1 by the value at the top of the column (3, 2, 1, or 0). | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Add the values from step 2. (Highest possible score is 15.) | | | <input type="checkbox"/> | |

This is your VQ for Recruitment and Cultivation.

Screening and Placement

When placing volunteers, we find the best match between our strategic needs and the skills, abilities, and interests of potential volunteers.

| | ALMOST ALWAYS (3) | SOMETIMES (2) | NOT YET (1) | I DON'T KNOW (0) |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| • Our volunteer application gathers information on applicants' interests, skills, availability, and contact information. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| • We have an effective screening process for each volunteer position and it is appropriate to the level of skill and risk for each position (e.g., background checks are implemented when appropriate). | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| • Staff and volunteers who are involved in screening prospective volunteers are trained in mitigating bias in interviewing and selection. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| • Volunteers are placed into positions only when they are a strong match for the position and we don't accept those who are not. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| To calculate your VQ: | | | | |
| 1. Write the number of checked boxes in each column. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Multiply each number from step 1 by the value at the top of the column (3, 2, 1, or 0). | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Add the values from step 2. (Highest possible score is 12.) | | | <input type="checkbox"/> | |

This is your VQ for Screening and Placement.

Onboarding and Training

We actively train volunteers to be successful in their work and train staff to effectively engage and support volunteers.

| | ALMOST ALWAYS (3) | SOMETIMES (2) | NOT YET (1) | I DON'T KNOW (0) |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| • All volunteers receive an orientation to become familiar with the people, systems, programs, and policies relevant to their work with our organization. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| • Volunteers receive training specific to their roles and that training is accessible and convenient for volunteers (e.g., multiple scheduling options and virtual training, where appropriate). | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| • Volunteers receive ongoing training for their roles informally as well as through formal continuing education. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| • All staff members are trained and regularly coached to work effectively with volunteers. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| To calculate your VQ: | | | | |
| 1. Write the number of checked boxes in each column. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Multiply each number from step 1 by the value at the top of the column (3, 2, 1, or 0). | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Add the values from step 2. (Highest possible score is 12.) | | | <input type="checkbox"/> | |

This is your VQ for Onboarding and Training.

Support and Accountability

Staff and volunteers work as partners, agree upon the work to be done, and support each other toward success.

| | ALMOST ALWAYS (3) | SOMETIMES (2) | NOT YET (1) | I DON'T KNOW (0) |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| • Volunteers know whom to contact when they have questions or need assistance. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| • At the start of all collaborative projects, staff and volunteers agree on timeline, outcomes, and communications related to the work. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| • Staff and volunteer leaders regularly provide feedback to volunteers on performance. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| • We welcome, encourage, and give consideration to suggestions and feedback from volunteers. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| • Adequate budget, space, and equipment are allocated for volunteers to be successful in their roles. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| To calculate your VQ: | | | | |
| 1. Write the number of checked boxes in each column. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Multiply each number from step 1 by the value at the top of the column (3, 2, 1, or 0). | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Add the values from step 2. (Highest possible score is 15.) | | | <input type="checkbox"/> | |

This is your VQ for Support and Accountability.

Recognition and Measuring Impact

We regularly measure and communicate volunteer impact and recognize volunteers for their contributions.

| | ALMOST ALWAYS (3) | SOMETIMES (2) | NOT YET (1) | I DON'T KNOW (0) |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| • We regularly track and measure the impact of volunteer involvement. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| • We acknowledge volunteer contributions and impact in ways that are meaningful to volunteers. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| • Volunteer impact is routinely shared with leadership, partners, funders, volunteers, and the community at large. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

To calculate your VQ:

1. Write the number of checked boxes in each column.
2. Multiply each number from step 1 by the value at the top of the column (3, 2, 1, or 0).
3. Add the values from step 2. (Highest possible score is 9.)

| | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | | <input type="checkbox"/> | |

This is your VQ for Recognition and Measuring Impact.

Policies, Infrastructure, and Technology

We have practices, policies, and technology in place to ensure consistent and efficient volunteer engagement.

| | ALMOST ALWAYS (3) | SOMETIMES (2) | NOT YET (1) | I DON'T KNOW (0) |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| • We have comprehensive volunteer engagement policies and we review them regularly. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| • Volunteer engagement is included in our organization's risk management planning. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| • Technology is used to make volunteer cultivation, tracking, scheduling, and training easy and efficient. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

To calculate your VQ:

1. Write the number of checked boxes in each column.
2. Multiply each number from step 1 by the value at the top of the column (3, 2, 1, or 0).
3. Add the values from step 2. (Highest possible score is 9.)

| | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | | <input type="checkbox"/> | |

This is your VQ for Policies, Infrastructure, and Technology.

Organizational Commitment to Volunteer Engagement

We embrace volunteer engagement as an organization-wide strategy.

| | ALMOST ALWAYS (3) | SOMETIMES (2) | NOT YET (1) | I DON'T KNOW (0) |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| • Volunteer engagement is explicitly included in our strategic plan (or we have a strategic plan for volunteer engagement). | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| • Our senior leadership actively talks about volunteer engagement when discussing organizational goals and strategy. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| • Volunteer engagement professionals (coordinators, managers, directors) are represented on the senior management team and in cross-divisional meetings. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| • Volunteer engagement is incorporated into staff position descriptions at all levels of the organization. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| To calculate your VQ: | | | | |
| 1. Write the number of checked boxes in each column. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Multiply each number from step 1 by the value at the top of the column (3, 2, 1, or 0). | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Add the values from step 2. (Highest possible score is 12.) | | | <input type="checkbox"/> | |

This is your VQ for Organizational Commitment.

Scoring

Please answer one final question.

- | | YES
(1) | NO
(0) |
|--|--------------------------|--------------------------|
| • Will you share and discuss this assessment with others at your organization? | <input type="checkbox"/> | <input type="checkbox"/> |

Give yourself 1 point if you answered yes, zero points if you answered no.

To calculate your VQ, add together your scores from each section of the assessment and the score from this page.

| | |
|---|--------------------------|
| Strategic volunteer roles | <input type="checkbox"/> |
| Recruitment and cultivation | <input type="checkbox"/> |
| Screening and placement | <input type="checkbox"/> |
| Onboarding and training | <input type="checkbox"/> |
| Support and accountability | <input type="checkbox"/> |
| Recognition and measuring impact | <input type="checkbox"/> |
| Policies, infrastructure, and technology | <input type="checkbox"/> |
| Organizational commitment to volunteer engagement | <input type="checkbox"/> |
| Score from this page | <input type="checkbox"/> |
| Total | <input type="checkbox"/> |

This total is your organization's current VQ. Highest possible VQ is 100.