

Volunteer.gov Customer Experience Survey

We value your feedback! Please take a few minutes to let us know what you think about Volunteer.gov.
Thank you – we look forward to your feedback!

Paperwork Reduction Act: A Federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with an information collection subject to the requirements of the Paperwork Reduction Act of 1995 unless the information collection has a currently valid OMB Control Number. The approved OMB Control Number for this survey is 1090-0012. Without this approval, we could not conduct this survey. **Burden Estimate:** Public reporting for this survey is estimated to be approximately 5 minutes per response. All responses to this survey are voluntary. Send comments regarding this burden estimate or any other aspect of this survey, including suggestions for reducing this burden to DOI/NPS at phadrea_ponds@nps.gov

New Question. This question was added as requested to consolidate the previous questions into one multi-part question. The information will provide a way to monitor the efficiency of the site.

1. Did navigating the site today increase your trust in Volunteer.gov?

☐ Yes – ☐ No

➤ **If Yes,**

What made the difference today? (select all that apply)

- ☐ Found what I needed
- ☐ Found what I needed quickly
- ☐ Easy to navigate
- ☐ Easy to understand
- ☐ Found something useful I wasn't looking for

➤ **If No,**

What could have been better? (select all that apply)

- ☐ Couldn't find what I need
- ☐ Took a long time to find what I needed
- ☐ Hard to navigate
- ☐ Hard to understand

2. Why did you visit Volunteer.gov today? (select all that apply)

- ☐ Apply to volunteer opportunities
- ☐ Update my volunteer profile
- ☐ Record or check on volunteer hours
- ☐ Complete volunteer onboarding tasks
- ☐ Ask a question
- ☐ Browse volunteer opportunities
- ☐ Other

New Question. This question will provide a way to assess appropriate levels of comprehension.

3. How much do you agree or disagree with the following statements about the content you read on Volunteer.gov.gov?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
I understood what I was reading.	1	2	3	4	5
The text was easy to read.	1	2	3	4	5
The text was the right length.	1	2	3	4	5
The content provided all the answers I needed.	1	2	3	4	5
I learned something new.	1	2	3	4	5
The photo quality was appropriate and/or complimented the writing.	1	2	3	4	5
I view Volunter.gov as an authoritative source for information.	1	2	3	4	5
I would come back to Volunteer.gov to learn more about a topic.	1	2	3	4	5

4. If you used the Volunteer.gov search function during your visit, how satisfied were you with the results?

- ☐ Satisfied, found what I was looking for.
- ☐ Somewhat - found some of the information.
- ☐ Not satisfied - results didn't match what I was looking for.
- ☐ Did not use the search function.

5. How often do you volunteer?

- ☐ I have never volunteered
- ☐ Less than once a year
- ☐ About once a year

- ☐ 2-5 times a year
- ☐ 6-10 times a year
- ☐ More than 10 times a year

6. For volunteer-related information, what do you rely on most?

- ☐ NPS.gov
- ☐ NPS app

- ☐ Social media
- ☐ Other sites

7. If you chose other sites, what sites do you use?

8. How old are you?

- ☐ Under 18
- ☐ 18-24
- ☐ 25-34

- ☐ 35-44
- ☐ 45-54
- ☐ 55-64

- ☐ 65-74
- ☐ 75 and up
- ☐ Prefer not to say

9. Is there anything else you would like to tell us?