

PAVRO Standardized Volunteer Opinion Survey – Sample Questions

The SVOS consists of forty-two questions that are designed to assess a variety of areas within the context of 7 survey dimensions: volunteer experience, orientation, recognition, learning environment, teamwork, patient safety, and general safety. There are five demographic questions. Questions are either in a rating scale format or free text allowing for comments and input by respondents.

The final report provides a summary of the results of each question and survey topic/dimension. Individual hospital/healthcare centre results as well as group averages are presented. High performers are identified for each topic/dimension. Each organization receives an individual report as well as an excel spreadsheet report which can be customized to support presentations of individual data and results along with comparisons to other organizations.

The information below provides sample questions from each survey dimension.

VOLUNTEER EXPERIENCE

How well the hospital/healthcare centre makes all types of people feel welcome (e.g. culture, race, gender, age, sexual orientation, religion)	Poor	Fair	Good	Very Good	Excellent	Undecided
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How often your volunteer activities are meaningful to you	Not at all	Rarely	Sometimes	Usually	Always	Undecided
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ORIENTATION

Based on the **introduction / orientation** given by **Volunteer Resources**, how would you rate the following:

Your awareness of the hospital/healthcare centre's mission, goals and values is	Poor	Fair	Good	Very Good	Excellent	Undecided	Not Applicable
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The information you received during the orientation prepared you to interact with patients/clients and/or families	Poor	Fair	Good	Very Good	Excellent	Undecided	Not Applicable
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RECOGNITION

The respect you get from staff in your placement area is	Poor	Fair	Good	Very Good	Excellent	Undecided	Not Applicable
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The thanks you are given by staff in Volunteer Resources is	Poor	Fair	Good	Very Good	Excellent	Undecided	Not Applicable
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Your placement area makes good use of your time	Not at all	Rarely	Sometimes	Usually	Always	Undecided
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LEARNING ENVIRONMENT

Staff in your placement area give you regular feedback on your performance	Not at all	Rarely	Sometimes	Usually	Always	Undecided	Not Applicable
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There are opportunities available to participate in additional training	Not at all	Rarely	Sometimes	Usually	Always	Undecided	Not Applicable
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TEAMWORK

Based on the experience in your **Placement Area**, how would you rate the following?

Staff giving you all the information you need to perform your duties	Poor	Fair	Good	Very Good	Excellent	Undecided	Not Applicable
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Your experience as a member of the team	Poor	Fair	Good	Very Good	Excellent	Undecided	Not Applicable
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Staff are open to your suggestions on how to improve things	Poor	Fair	Good	Very Good	Excellent	Undecided	Not Applicable
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PATIENT SAFETY

You have the knowledge to protect yourself and others from infection (e.g. hand washing training, following precaution guidelines, etc.)	Not at all	Rarely	Sometimes	Usually	Always	Undecided	Not Applicable
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Your comfort level informing staff if you have a concern for the safety of a patient is	Poor	Fair	Good	Very Good	Excellent	Undecided	Not Applicable
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GENERAL SAFETY

Understanding Volunteer policies and guidelines (e.g. confidentiality)	Poor	Fair	Good	Very Good	Excellent	Undecided
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Are you ever asked to do things that are unsafe?	Never	Rarely	Some-times	Usually	Always	Undecided
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What could your hospital/health centre do to improve the safety of your work environment?

I would recommend my hospital/health centre as a place to volunteer:

- Definitely
- Yes, probably
- Probably No
- Definitely No

If no, why:

DEMOGRAPHIC INFORMATION

I am affiliated with the following at my hospital/health centre (choose all that apply):

- Volunteer Resources Department
- Auxiliary / Association
- Other (please specify)

DEMOGRAPHIC INFORMATION

The demographic section covers information on age range, volunteer activities, schedule and duration of time volunteering.