Volunteer Services Reports

2.18.2021

Month End Reports We Would Like to Capture in VSys

- Active volunteers by Name Workday ID, Email, Start Date, Job Association, Job Assignment

- Inactive volunteers by Name, Kiosk ID, Workday ID, Email, Start Date, Inactive Date

- Active volunteer counts by fiscal/calendar year organized by type and including
  - Total count of Applicant, Prospect, Active, Inactive, Rejected, Never Started
  - Total number of new Applicant, Prospect, Active, Inactive, Rejected, Not Started
  - Average time a volunteer spends in each status
  - Remote vs. On-site

- Monthly service by job association and assignment, including accounts/outcomes
  - Number of volunteers with service
  - Shortest/longest/average time with patient
  - Patients seen/approached/assisted/helped
  - Volunteer comments separated by job association and job assignment
  - Job assignments cancelled by volunteer

- Monthly applications for fiscal/calendar year (separated by pre-selected, employee, and BMC volunteer application)

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Future - Monthly Reporting on Surveys

- What new surveys were created? How many volunteers completed them?

- Information on the Exit Questionnaire Survey
  - What were the reasons for volunteers leaving?
  - What did volunteers enjoy most about volunteering at BMC?
  - What did volunteers enjoy least about volunteering at BMC?
  - Responses to how volunteer supervisors could have made the volunteer experience more effective
  - Organized data on the 1-5 scale questions (I enjoyed my volunteer role, My volunteer assignment met my expectations, The volunteer assignment described to me was accurate, Volunteer Orientation prepared me for my time at BMC, My supervisor was available for guidance and support)
  - Responses on what volunteers would want a future volunteer to know

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Year End Reports We Would Like to Capture in VSys

- Total new volunteers for fiscal and calendar year
  - Employee, external, pre-selected
  - Average length of service by months
  - Average age, youngest age, oldest age
  - Education Status and School
  - Employment status and most recent employer or role
  - Percentages of how they heard about us
  - Percentages of skills and languages
  - Availability

- Total hours given by fiscal and calendar year
  - Hours given by volunteers including length of service and their job association(s) and job assignments
  - Hours separated by job association and job assignment
  - Average hours per volunteer

Year End Reports We Would Like to Start Capturing With VSys

- Jobs & accounts/outcomes
  - How many new job associations? How many new job assignments? What are they?
  - Active/Inactive/Reactivated
  - Breakdown of required skills
  - Total number of accounts and outcomes per job

- Job associations and job assignments
  - Volunteers who have 1, 2, 3, 4 + job associations and job assignments (all job associations/assignments a volunteer has ever been assigned in the past)
  - Volunteers who have 1, 2, 3, 4 + job associations and assignments that are active
  - How long are volunteers staying in a job association and/or assignment before moving into a new one?

- References Requested by Volunteers
  - Requested, Declined, Complete

Additional Year End Data We Would Like to Start Capturing With VSys

- Awards
  - What awards were created in the past year?
  - How many volunteers have the award pending, nominated, awarded?
  - How many volunteers are qualified for the President's Volunteer Service Award? Lifetime? Gold? Silver? Bronze?

- Trainings
  - Number of volunteers who completed orientation, were a no show, were invited, had to reschedule
  - Number who completed placement training
  - Number who completed on-site training

- Interviews
  - Number of phone screens, who was invited, who never called
  - Number of in-person interviews, who completed an interview, who was a no show, who had to reschedule
  - Number of in-person interviews with volunteer supervisor

- Eligibility/Intake Checklists
  - How quickly was the Application Process completed on average (days)?
  - How quickly was the Exit Process completed on average (days)?
  - How quickly were the Onboarding Requirements completed on average (days)? How quickly was each step completed once the eligibility checklist was assigned?

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Beginning and End of Semester

- January, May, August, December
  – LOA Follow-Up Date
  – Schedule Updates
  – Approved Absences
  – Review B/C Teams
  – Availability Changes

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