

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.

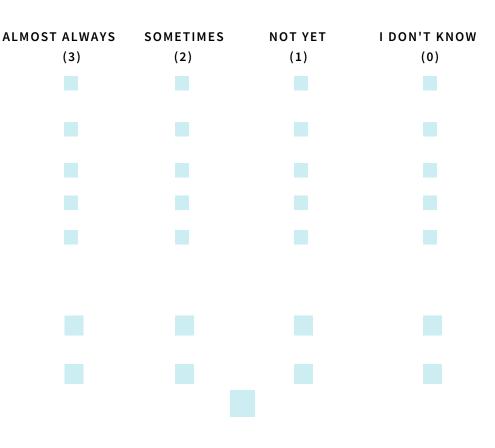
•	We regularly assess our organization's needs to identify opportunities
	to engage volunteers.

- We are willing to discontinue roles that no longer align with our priorities.
- We engage volunteers in roles that leverage their skills.
- We offer flexible schedules and/or virtual volunteer opportunities.
- We have written position/project descriptions for current and future volunteer opportunities.

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 15.)

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. 				
 People interested in volunteering with us can easily find out how to 				
apply to become a volunteer.				
Staff and volunteers are trained and supported to personally recruit				
volunteers to fill our needs.				
We effectively leverage technology, partnerships, and professional				
networks to recruit volunteers, including from communities being				
served, where appropriate.				
 We support and encourage individuals to take on new roles to stay 				
connected with us over the years.				
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).				

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3. Add the values from step 2. (Highest possible score is 15.)

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.				
• 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).				
 Staff and volunteers who are involved in screening prospective 				
volunteers are trained in mitigating bias in interviewing and selection.				
 Volunteers are placed into positions only when they are a strong 				
match for the position and we don't accept those who are not.				
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 12.)				

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.

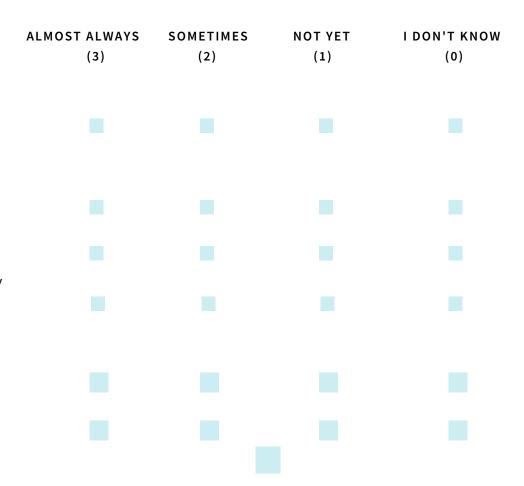
•	All volunteers receive an orientation to become familiar with the
	people, systems, programs, and policies relevant to their work with
	our organization.

- 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).
- Volunteers receive ongoing training for their roles informally as well as through formal continuing education.
- All staff members are trained and regularly coached to work effectively with volunteers.

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 12.)

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.

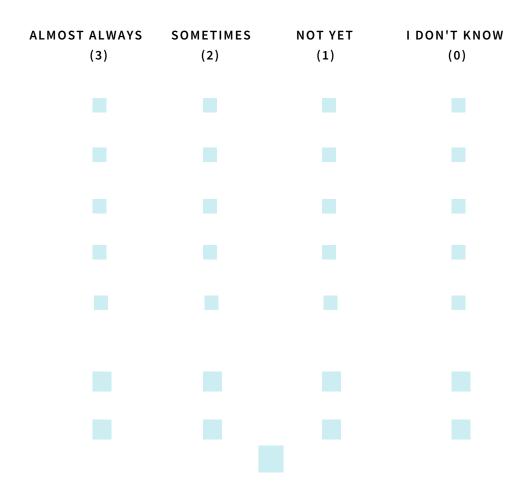
•	Volunteers know whom to contact when they have questions or need				
	assistance.				

- At the start of all collaborative projects, staff and volunteers agree on timeline, outcomes, and communications related to the work.
- Staff and volunteer leaders regularly provide feedback to volunteers on performance.
- We welcome, encourage, and give consideration to suggestions and feedback from volunteers.
- Adequate budget, space, and equipment are allocated for volunteers to be successful in their roles.

To calculate your VQ:

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- 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 15.)

This is your VQ for Support and Accountability.





I DON'T KNOW

(0)

Recognition and Measuring Impact

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

ALMOST ALWAYS

(3)

We regularly track and measure the impact of volunteer involvement.		
 We acknowledge volunteer contributions and impact in ways that are 		
meaningful to volunteers.		

• Volunteer impact is routinely shared with leadership, partners, funders, volunteers, and the community at large.

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.)

This is your VQ for Recognition and Measuring Impact.



NOT YET

(1)

SOMETIMES

(2)



I DON'T KNOW

(0)

Policies, Infrastructure, and Technology

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

ALMOST ALWAYS

(3)

SOMETIMES

(2)

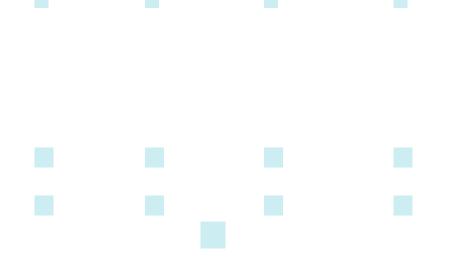
•	We have comprehensive volunteer engagement policies and we review
	them regularly.

- Volunteer engagement is included in our organization's risk management planning.
- Technology is used to make volunteer cultivation, tracking, scheduling, and training easy and efficient.

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.)

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



NOT YET

(1)



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	(3)	(2)	(-)	(0)
we have a strategic plan for volunteer engagement).				
Our senior leadership actively talks about volunteer engagement				
when discussing organizational goals and strategy.				
 Volunteer engagement professionals (coordinators, managers, 				
directors) are represented on the senior management team and in				
cross-divisional meetings.				
Volunteer engagement is incorporated into staff position descriptions				
at all levels of the organization.				
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).				

This is your VQ for Organizational Commitment.

3. Add the values from step 2. (Highest possible score is 12.)



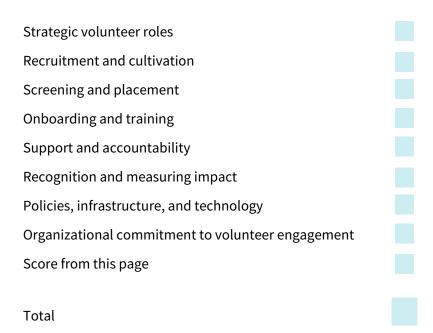
Scoring

Please answer one final question.

• Will you share and discuss this assessment with others at your organization?

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.



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