

## 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<br>(3)     | SOMETIMES<br>(2)         | NOT YET<br>(1)           | I DON'T KNOW<br>(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"/> |
| <b>To calculate your VQ:</b>                                                                    |                          |                          |                          |                          |
| 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<br>(3)     | SOMETIMES<br>(2)         | NOT YET<br>(1)           | I DON'T KNOW<br>(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"/> |
| <b>To calculate your VQ:</b>                                                                                                                                     |                          |                          |                          |                          |
| 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<br>(3)     | SOMETIMES<br>(2)         | NOT YET<br>(1)           | I DON'T KNOW<br>(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"/> |
| <b>To calculate your VQ:</b>                                                                                                                                                                            |                          |                          |                          |                          |
| 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<br>(3)                | SOMETIMES<br>(2)                    | NOT YET<br>(1)                      | I DON'T KNOW<br>(0)                 |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| • All volunteers receive an orientation to become familiar with the people, systems, programs, and policies relevant to their work with our organization.                                        | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" 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 checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Volunteers receive ongoing training for their roles informally as well as through formal continuing education.                                                                                 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| • All staff members are trained and regularly coached to work effectively with volunteers.                                                                                                       | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <b>To calculate your VQ:</b>                                                                                                                                                                     |                                     |                                     |                                     |                                     |
| 1. Write the number of checked boxes in each column.                                                                                                                                             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 2. Multiply each number from step 1 by the value at the top of the column (3, 2, 1, or 0).                                                                                                       | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 3. Add the values from step 2. (Highest possible score is 12.)                                                                                                                                   |                                     |                                     | <input checked="" 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<br>(3)     | SOMETIMES<br>(2)         | NOT YET<br>(1)           | I DON'T KNOW<br>(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"/> |
| <b>To calculate your VQ:</b>                                                                                                            |                          |                          |                          |                          |
| 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<br>(3)     | SOMETIMES<br>(2)         | NOT YET<br>(1)           | I DON'T KNOW<br>(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<br>(3)     | SOMETIMES<br>(2)         | NOT YET<br>(1)           | I DON'T KNOW<br>(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<br>(3)     | SOMETIMES<br>(2)         | NOT YET<br>(1)           | I DON'T KNOW<br>(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"/> |
| <b>To calculate your VQ:</b>                                                                                                                             |                          |                          |                          |                          |
| 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<br>(1)               | NO<br>(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.