Q1 Compared to this time last year is your work life:

Answered: 49   Skipped: 0
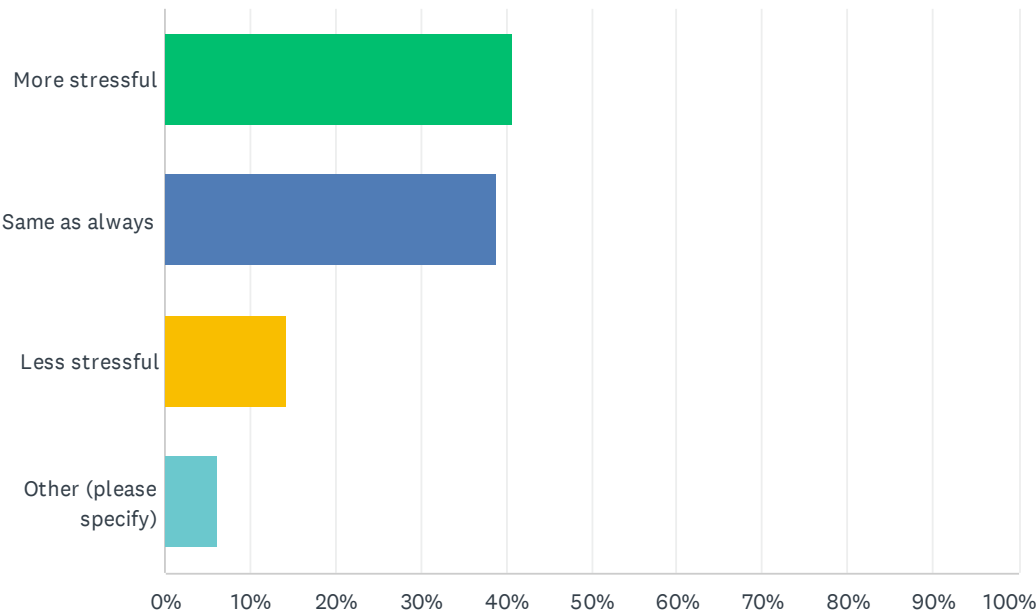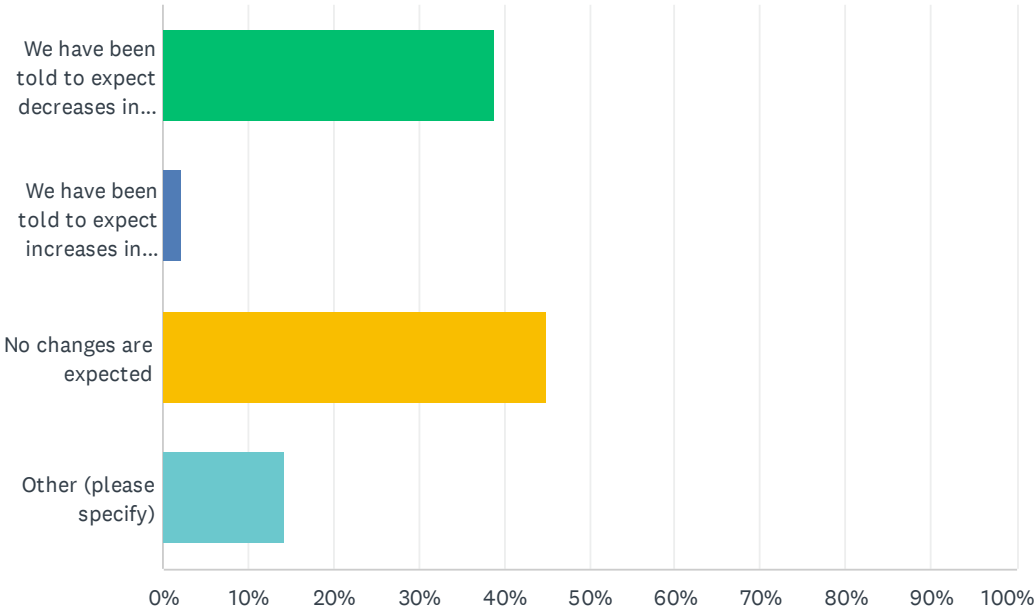

ANSWER CHOICES	RESPONSES	
More stressful	40.82%	20
Same as always	38.78%	19
Less stressful	14.29%	7
Other (please specify)	6.12%	3
TOTAL		49

#	OTHER (PLEASE SPECIFY)	DATE
1	wasn't working the same job this time last year.	8/5/2025 12:35 PM
2	I was unemployed.	8/1/2025 11:10 AM
3	coordinator gone	8/1/2025 10:35 AM

Q2 Have you been told to expect funding changes in the next budget cycle?

Answered: 49   Skipped: 0

ANSWER CHOICES	RESPONSES	
We have been told to expect decreases in funding availability.	38.78%	19
We have been told to expect increases in funding availability.	2.04%	1
No changes are expected	44.90%	22
Other (please specify)	14.29%	7
TOTAL		49

#	OTHER (PLEASE SPECIFY)	DATE
1	Does not apply	8/3/2025 4:23 PM
2	Nothing told to me so I don't know	8/1/2025 11:16 AM
3	I'm not sure.	8/1/2025 11:10 AM
4	No specific information yet but expect a decrease	7/10/2025 1:23 PM
5	No new positions. Spend budgets thriftily.	7/9/2025 11:03 AM
6	unsure	7/8/2025 1:27 PM
7	I haven't been told anything, but assume that my budget will decrease.	7/8/2025 12:38 PM

Q3 Has your Volunteer Department headcount changed in the past year?

Answered: 49   Skipped: 0
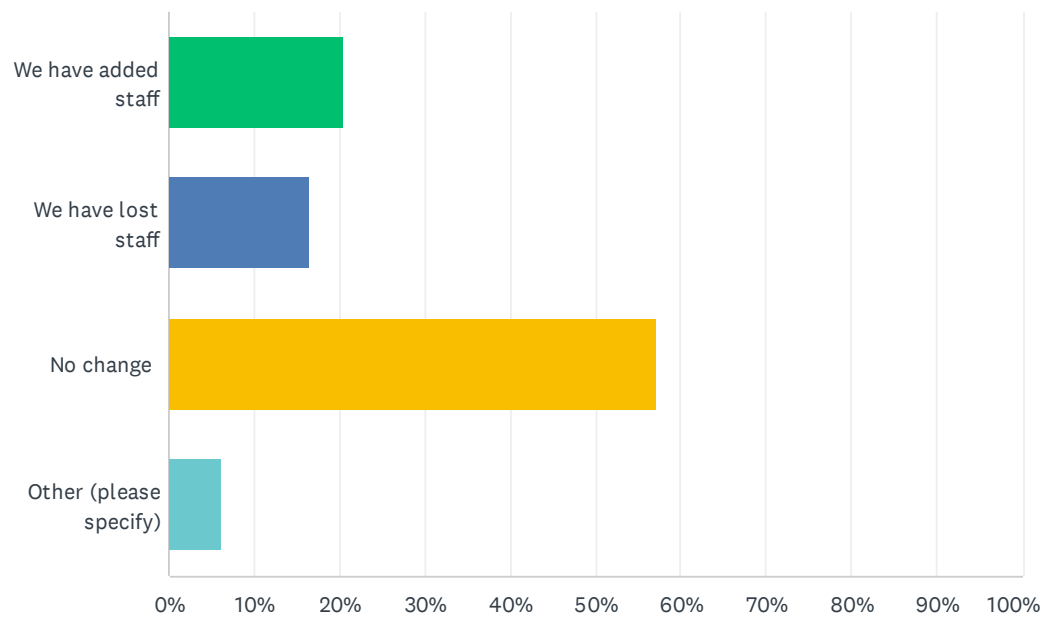
ANSWER CHOICES	RESPONSES	
We have added staff	20.41%	10
We have lost staff	16.33%	8
No change	57.14%	28
Other (please specify)	6.12%	3
TOTAL		49

#	OTHER (PLEASE SPECIFY)	DATE
1	losses and additions have fairly balanced out	8/5/2025 2:05 PM
2	My team hasn't changed but a sister hospital laid off one FTE	7/9/2025 12:56 PM
3	Remain at 2 FTEs, but have decreased need for PRN staff.	7/8/2025 12:38 PM

Q4 What challenges do you anticipate facing next year?

Answered: 36   Skipped: 13

#	RESPONSES	DATE
1	Maintaining and increasing interest in the volunteer program	8/5/2025 2:05 PM
2	We are moving locations again in December and will lose local volunteers here and need to find more in the new location. Plus, budget cuts and Trump making everything harder for everyone.	8/5/2025 12:35 PM
3	We are getting Vsys anywhere soon	8/4/2025 10:33 AM
4	Budgeet constraints and less staff.	8/4/2025 9:51 AM
5	Potentially more reliance on volunteers to help staff shortfalls. Also, there is continuing to be a limited number of mature adult volunteer applicants who we desire because of their potentially longer length of service and higher levels of emotional maturity.	8/1/2025 5:27 PM
6	Get more volunteers in our program.	8/1/2025 3:04 PM
7	shortage of volunteers	8/1/2025 12:14 PM
8	More involvement with Internal Audit.	8/1/2025 11:42 AM
9	alignment with other health systems	8/1/2025 11:31 AM
10	Recruitment challenges for our weekday - day time program.	8/1/2025 11:18 AM
11	Smaller staff	8/1/2025 11:10 AM
12	As the volunteer program continues to grow, I anticipate challenges related to managing increased onboarding volume while maintaining personalized support for each volunteer. Additionally, adapting to evolving hospital policies and ensuring timely compliance across all volunteers may require enhanced coordination and communication strategies. Balancing these operational demands with the need to foster engagement and recognition will be key	8/1/2025 10:59 AM
13	The inability for everyone to access all of their applicants when they orginally applied at another hospital.	8/1/2025 10:56 AM
14	Recruiting new volunteers	8/1/2025 10:49 AM
15	rehiring	8/1/2025 10:35 AM
16	Learning the job. I just began two weeks ago	8/1/2025 10:28 AM
17	Retaining older volunteers	8/1/2025 10:28 AM
18	Growth - for every handful of volunteers I bring on, I have another handful that exits due to health challenges, getting a job, etc. so we are plateauing	7/28/2025 6:12 PM
19	Lack of administrative staff	7/14/2025 7:39 PM
20	Due to physical expansion of the campus we will have an epxectation to provide more volunteers with no increase in staff in Volunteer Services	7/10/2025 1:23 PM
21	increased workload in areas other than volunteer management i.e. employee engagement, community outreach	7/9/2025 12:56 PM
22	No budget increases but prices everywhere on the rise.	7/9/2025 11:03 AM
23	As more and more of the world returns to normal after the pandemic, I have seen the time volunteers can commit to has been decreasing. Many more vacations/trips that take stop their volunteering for weeks at a time. I anticipate that to continue in this upcoming year	7/9/2025 9:34 AM
24	Increase in volunteers and new programs.	7/8/2025 4:51 PM

25	Loosing volunteers to attrition and not replacing them	7/8/2025 1:27 PM
26	none I hope	7/8/2025 1:25 PM
27	Expect Gift Shop sales to be down until food costs, etc. go back down.	7/8/2025 12:38 PM
28	I don't anticipate any challenges at this time.	7/8/2025 11:58 AM
29	onboarding new staff, budget reductions	7/8/2025 11:22 AM
30	financial; how do we continue to operate without federal funding	7/8/2025 9:18 AM
31	Adding more offsite locations to staff with volunteers	7/8/2025 9:17 AM
32	recruitment and retention	7/8/2025 8:37 AM
33	I think next year should focus on getting more volunteers.	7/8/2025 8:24 AM
34	Budget changes	7/8/2025 8:00 AM
35	More required paperwork for new volunteers	7/8/2025 7:57 AM
36	Worried about our smaller hospitals staying open	7/8/2025 7:56 AM

Q5 How are you planning to handle these challenges

Answered: 33   Skipped: 16

#	RESPONSES	DATE
1	Exploring new ways to communicate with volunteers; community and student advertising for new volunteers	8/5/2025 2:05 PM
2	Outreach	8/5/2025 12:35 PM
3	I plan on learning everything I can about Vsys anywhere.	8/4/2025 10:33 AM
4	Increase cross-training for staff, promoting wellness to decrease fatigue and low morale.	8/4/2025 9:51 AM
5	For the challenge of teams potentially leaning on volunteers to help staff shortfalls, we are collaborating with our clinical and operations partners to ensure we are aligned about what is realistic for our scope of practice. For the recruitment of older adults, we are exploring and executing various specific outreach efforts.	8/1/2025 5:27 PM
6	Continuing recruitment.	8/1/2025 3:04 PM
7	perform more recruiting engagements	8/1/2025 12:14 PM
8	Work with internal audit to address any issues on record keeping, process improvement and working with VSys to revamp training checklist collection.	8/1/2025 11:42 AM
9	streamlining processes	8/1/2025 11:31 AM
10	Connect with pre-retirement programs to encourage newly retired members of the community to volunteer	8/1/2025 11:18 AM
11	Utilizing as many resources as possible.	8/1/2025 11:10 AM
12	To address these challenges, I plan to streamline onboarding processes by leveraging digital tools and templates to improve efficiency without sacrificing quality. I will also work closely with other departments to stay ahead of policy changes and ensure timely communication with volunteers. Additionally, I aim to implement more structured check-ins and recognition efforts to maintain volunteer engagement and satisfaction throughout the year.	8/1/2025 10:59 AM
13	Request that everyone be superusers	8/1/2025 10:56 AM
14	PR plan, presentations at community events/groups, social media	8/1/2025 10:49 AM
15	with HR assistance	8/1/2025 10:35 AM
16	Asking for help and clarification if needed.	8/1/2025 10:28 AM
17	Recruiting younger volunteers and working with local business to attract volunteers	8/1/2025 10:28 AM
18	I have to bring on double the volunteers I normally would to net a few good ones. May have to reconsider a more robust college program to get numbers up even though they cycle through faster	7/28/2025 6:12 PM
19	Try to recruit admin volunteers and/or coop students.	7/14/2025 7:39 PM
20	Continued increased efficiency using VSys, potential additions to intern roles	7/10/2025 1:23 PM
21	work smarter - not harder	7/9/2025 12:56 PM
22	Scale down where we can.	7/9/2025 11:03 AM
23	Put the needs of the organization and recruit more volunteers. I need to overfill my corps to ensure coverage during the lean times.	7/9/2025 9:34 AM
24	One day at a time. Hoping we can streamline some of our processes with VSys. Right now our processes in VSys are very labor intensive.	7/8/2025 4:51 PM

25	Waiting for restructuring before training new volunteers.	7/8/2025 1:27 PM
26	head on	7/8/2025 1:25 PM
27	n/a	7/8/2025 12:38 PM
28	n/a	7/8/2025 11:58 AM
29	seeking additional funding sources	7/8/2025 9:18 AM
30	advertising & keeping volunteers engaged	7/8/2025 8:37 AM
31	More positions	7/8/2025 8:24 AM
32	Prioritize the work	7/8/2025 7:57 AM
33	We'll continue to promote the ways volunteers can contribute.	7/8/2025 7:56 AM

Q6 Do you use texting to communicate with volunteers and/or applicants?

Answered: 49   Skipped: 0
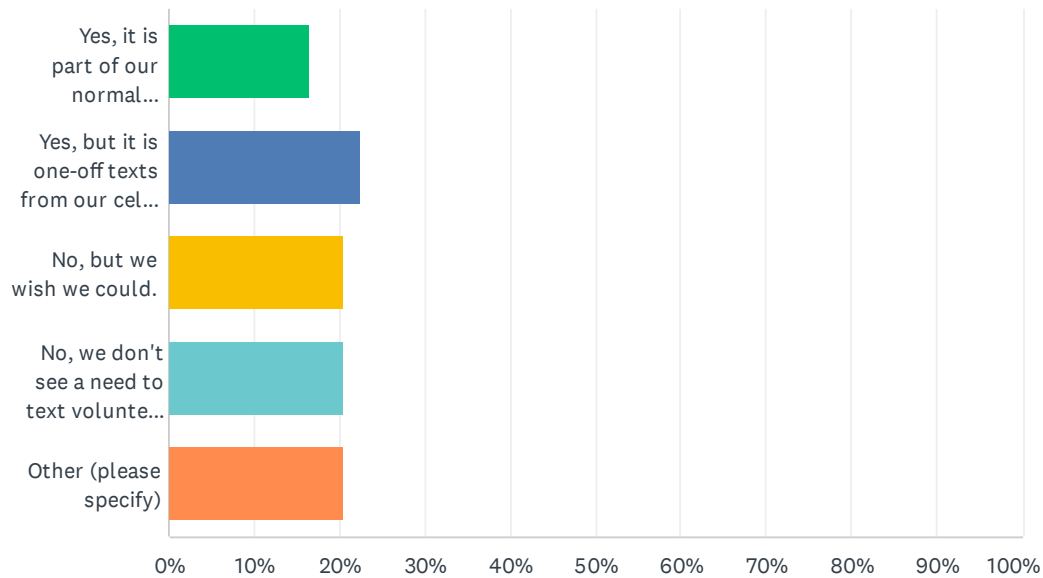
ANSWER CHOICES	RESPONSES	
Yes, it is part of our normal communication mechanisms and built into our VSys One or other communications software.	16.33%	8
Yes, but it is one-off texts from our cell phones.	22.45%	11
No, but we wish we could.	20.41%	10
No, we don't see a need to text volunteers or applicants.	20.41%	10
Other (please specify)	20.41%	10
TOTAL		49

#	OTHER (PLEASE SPECIFY)	DATE
1	No	8/3/2025 4:23 PM
2	Email	8/1/2025 3:04 PM
3	We don't. I don't have a work issued phone. If I did it would be handy to communicate with students.	8/1/2025 11:16 AM
4	We send texts via VSys, though rare.	8/1/2025 11:10 AM
5	No because I don't want to give out my personal cell number and our elderly volunteers don't text much anyway	8/1/2025 10:49 AM
6	I do not text volunteers typically my volunteer base is older	8/1/2025 10:28 AM
7	on my personal cell phone. If Vsys can text that would be amazing!	7/8/2025 1:25 PM
8	Texts from personal cell. Would love to learn how to send texts from VSYS.	7/8/2025 12:38 PM
9	No, due to need to encrypt information	7/8/2025 9:38 AM

| 10 | We have not found a good use for it yet in our day to day operations, plus using Twilio is clunky at best | 7/8/2025 9:18 AM |

Q7 We've had clients ask us how others are using texting. If you are using texting, can you list how you use texting? (e.g. to confirm shifts)

Answered: 28   Skipped: 21

#	RESPONSES	DATE
1	n/a	8/5/2025 2:05 PM
2	For emergency/unexpected dire needs only. Volunteers must willingly sign-up for the text system.	8/5/2025 12:35 PM
3	scheduling changes, confirming shifts and to answer questions.	8/4/2025 9:51 AM
4	To confirm shifts or relay short-turn-around information	8/1/2025 5:27 PM
5	N/A	8/1/2025 3:04 PM
6	confirm shifts, call outs, rearranging schedules	8/1/2025 12:14 PM
7	Auto training/shift reminders. Asking them to check their emails for important information	8/1/2025 11:42 AM
8	use it to notify people of important reasons to check their email	8/1/2025 11:31 AM
9	Confirm shifts with the Emergency Department volunteers and notify a volunteer to come by the office when needed.	8/1/2025 11:10 AM
10	At this time, we are not using texting as a communication method, although we recognize its potential benefits—particularly for confirming shifts and sending quick reminders. We hope to explore secure and compliant options for texting in the future to enhance communication with our volunteers.	8/1/2025 10:59 AM
11	at this time we don't text just email and telephone	8/1/2025 10:28 AM
12	Typically notifications about emergency issues ie. weather related, loss of power	8/1/2025 10:24 AM
13	To allow my staff to switch shifts as they are not comfortable with technology at all.	8/1/2025 10:24 AM
14	N/A	7/28/2025 6:12 PM
15	run errands while on site	7/9/2025 3:40 PM
16	would be interested in learning more about texting capability in VSys	7/9/2025 12:56 PM
17	Our IS dept. has not approved any of the texting platforms we have sought permission for. They feel they are not secure enough. Very frustrating.	7/9/2025 11:03 AM
18	We use texting to communicate during programs they are volunteering for.	7/9/2025 9:34 AM
19	N/A	7/8/2025 4:51 PM
20	I am communicating with volunteers individually via text	7/8/2025 1:27 PM
21	confirm shifts and ask general questions	7/8/2025 1:25 PM
22	Everyday items that come up, shifts, check on them, wish happy bday, etc.	7/8/2025 12:38 PM
23	Shift confirmation	7/8/2025 11:58 AM
24	I need help learning how to automate texts, I just send out reminders, urgent needs, and reminders to check email I sent.	7/8/2025 11:22 AM
25	11th hour (no one dies alone program)	7/8/2025 8:37 AM
26	Yes, shift reminders are the main use. But day to day communication by and with Volunteer Managers is common.	7/8/2025 8:24 AM
27	Shift reminders, important announcements	7/8/2025 8:14 AM

| 28 | N/A | 7/8/2025 8:00 AM |

Q8 Are there topics you would like VSys Voices (non-technical) to explore?

Answered: 19   Skipped: 30

#	RESPONSES	DATE
1	no	8/5/2025 2:05 PM
2	none at this time	8/4/2025 9:51 AM
3	How the letter template needs an upgrade. It's difficult to use and formatting is something I fight with a lot.	8/1/2025 11:42 AM
4	optimizing VSys automation to improve onboarding paperwork submissions & annual compliance paperwork	8/1/2025 11:31 AM
5	N/A - I'm not sure what VSys Voices is.	8/1/2025 11:10 AM
6	Best practices for volunteer engagement and retention Creative recognition ideas for volunteers Strategies for managing high volumes of onboarding efficiently Success stories or case studies from other volunteer programs Tips for fostering inclusive and diverse volunteer communities	8/1/2025 10:59 AM
7	n/a	8/1/2025 10:28 AM
8	Strategies for recruiting volunteers in a rural environment	8/1/2025 10:28 AM
9	How are programs using episodic volunteers or groups that want to volunteer - we don't currently use either other than for donation drives and one-off administration clerical projects	7/28/2025 6:12 PM
10	Calculating ROI? You may have done it before. I haven't checked the archives yet.	7/9/2025 11:03 AM
11	Responsibilities when dealing with an older population who are aging out of the program due to physical/mental decline.	7/9/2025 9:34 AM
12	I really liked introducing new programs. We are just piloting Healing Beats which I initially saw with a VSys seminar.	7/8/2025 4:51 PM
13	never heard of Vsys voices	7/8/2025 1:25 PM
14	n/a	7/8/2025 12:38 PM
15	Using AI in our operations; continue discussions on changes in the field of volunteer management	7/8/2025 9:18 AM
16	retention	7/8/2025 8:37 AM
17	Could you showcase some of the builds you've done for other volunteer departments?	7/8/2025 8:24 AM
18	No	7/8/2025 8:00 AM
19	No	7/8/2025 7:57 AM

Q9 What topics would you like to see covered in our Technical Webinars?

Answered: 20   Skipped: 29

#	RESPONSES	DATE
1	I like to have short courses, such as a course on exporting report data for beginners or one just devoted to tips, such as the "show prompt when closing" tip I just found in an old course	8/5/2025 2:05 PM
2	vsys anywhere	8/4/2025 10:33 AM
3	none at this time.	8/4/2025 9:51 AM
4	N/A - I do not attend the Technical Webinars.	8/1/2025 11:10 AM
5	Advanced reporting features and how to customize reports effectively Best practices for using filters and queries to manage large volunteer datasets Tips for automating routine tasks within VSys Integrations with other platforms or tools (e.g., Outlook, Excel) Troubleshooting common issues and navigating system updates Data security and user permissions management	8/1/2025 10:59 AM
6	Reports, customizing reports, exporting information; scheduling ongoing volunteer shifts and being able to print a monthly schedule	8/1/2025 10:49 AM
7	All topics as I am new to the system	8/1/2025 10:28 AM
8	Using online volunteer applications	8/1/2025 10:28 AM
9	More tips and tricks for VSys Live users who are a one-person office	7/28/2025 6:12 PM
10	Introductory level webinar on using the scheduling/calendar tool	7/14/2025 7:39 PM
11	reports	7/9/2025 12:56 PM
12	N/A	7/9/2025 11:03 AM
13	Volunteer portal and how to make it more functional for volunteers to utilize.	7/8/2025 4:51 PM
14	How to text and email through VSYS.	7/8/2025 12:38 PM
15	VSYS Live best practices, automated tasks	7/8/2025 11:22 AM
16	letter templates / attaching pdf's	7/8/2025 8:37 AM
17	It would be great if these webinars were available on your (I've suggested this before) YouTube channel.	7/8/2025 8:24 AM
18	Expanding comments in VSYS so we can get a faster look	7/8/2025 8:00 AM
19	Easier ways to utilize emails using VSYS	7/8/2025 7:57 AM
20	how to determine ROI using data from VSys	7/8/2025 7:56 AM

Q10 What suggestions do you have for VSys? Any ideas for improving our products or services?

Answered: 25   Skipped: 24

#	RESPONSES	DATE
1	I	8/13/2025 9:25 AM
2	The sound quality for Webinars could be better. Also, when reviewing downloaded courses, I could not find a way to put on captioning nor to rewind 10 seconds, both of which would be helpful.	8/5/2025 2:05 PM
3	Running Reports is difficult and confusing and should be streamlined and made much easier.	8/5/2025 12:35 PM
4	Excellent support team and love the webinars, have not had a chance to take any. too busy.	8/4/2025 10:33 AM
5	scanned document come across as blurry in VSys and it does not seem to capture the entire scan document when uploaded.	8/4/2025 9:51 AM
6	1) When using the "who's checked in" function, I want to be able to click on the volunteer and get to their record instead of having to go out of that function and do a separate search for the volunteer record. 2) We would like to track data and information on applicants who do not complete their application. This would be to learn information to adjust the app if needed, also to reach out to those folks to see if we can help, e.g., get them into the office and help them fill it out if they are an older adult, and to have the info in general.	8/1/2025 5:27 PM
7	Easier. There are so many steps to run reports and to communications to volunteers.	8/1/2025 2:25 PM
8	it would be great to have access to Vsys on my cell phone and on my laptop at home.	8/1/2025 12:14 PM
9	Letter templates need a serious upgrade. I'm looking for other ways to avoid using VSys to send emails. This is an area where many other web based tools have exceled over VSys. I'm constantly fighting with formatting and bullet issues. In many cases I have to create the letter outside of VSys and then import it back in. And it's not a guarantee it will work. Many times we have to go without more bullet points just to make it work in VSys. It's frustrating.	8/1/2025 11:42 AM
10	N/A - I'm satisfied with the system and its functionality.	8/1/2025 11:10 AM
11	make it easier to build reports from scratch for very specific needs/parameters, in the main people search loosen the search rule so that the shown results do not have to be exact match (this would be HUGE), fix internal hours logic (when entering volunteer hours, there are often cases where someone works two separate shifts in the same day, so we have to enter two sets of non-overlapping hours...but even though the hours are non-overlapping I ALWAYS get a warning message that the hours are overlapping. I assume it's because the hours are from the same day, but if the actual hours don't overlap, there should be no warning message)	8/1/2025 11:07 AM
12	I'd love to see improvements in the overall user interface to make navigation more intuitive, especially for newer users. Simplifying the process of building and customizing reports would be incredibly helpful—perhaps with guided templates or tooltips. Additionally, making filters more user-friendly and clearly labeled would improve efficiency when managing large volunteer datasets. Lastly, offering more in-system prompts or help guides could reduce the learning curve and enhance the user experience	8/1/2025 10:59 AM
13	None at this time	8/1/2025 10:28 AM
14	Make it more user friendly by changing the interface to something more like a typical website for any retailer instead of having it look so dated and "DOS" like.	8/1/2025 10:24 AM
15	I love VSys Live - they've been great for what I do use the system for.	7/28/2025 6:12 PM
16	Find a way to self-schedule without having specific, limited shifts.	7/10/2025 1:23 PM
17	Thank you for your ongoing support!	7/9/2025 12:56 PM

18	We're happy, thank you. :)	7/9/2025 11:03 AM
19	We need a dashboard and VSys is not user friendly.	7/8/2025 4:51 PM
20	Love the tech support! They are absolutely the BEST!!	7/8/2025 1:25 PM
21	Satisfied. Wish that the app was included in my current package.	7/8/2025 12:38 PM
22	Vsys is extremely slow and hinders the work process within the department. It has become extremely difficult and time consuming to work with Vsys. Completing different tasks is difficult due to how long the program takes to load, start up and save changes.	7/8/2025 11:22 AM
23	VSys having an app so I can access it thru my work phone / iPad. This would be a game changer for us!	7/8/2025 8:37 AM
24	I'd like more information about the staff schedule lookup tool.	7/8/2025 8:24 AM
25	Make creating a report easier to navigate.	7/8/2025 7:57 AM