

Volunteer Satisfaction Survey

Purpose of survey: To assess the effect of participation in the youth court program on volunteers.

Reason for survey: Chapter 10 of the *National Youth Court Guidelines* discusses the value of evaluating program services. Youth courts will need to identify both process measures (what did the program do) and outcome measures (what effect did the program have). Satisfaction surveys are one method by which youth courts can gauge the level of impact the program has had on various clients (e.g., volunteers, respondents, parents/guardians, victims).

Suggested ways to use the survey:

- Adapt the questions and language used in the survey to match how your program does things. You may want to add or delete questions as well.
- Send the survey to current youth volunteers once a year (select a time of the year that is reasonable for your program). To increase number of youth returning the survey, you could also ask current youth volunteers to complete it after a youth court hearing and return it to you before they leave.
- Send the survey to other youth who have volunteered for the program during the selected year, yet who are not currently serving as a volunteer.
- Include a cover letter requesting their assistance and a self-addressed stamped envelope for them to use when they return the survey.
- Print survey on colored paper (light pastel) so it will stand out from other papers that may be on their countertops or desks.
- Compile results.
- Report results to board of directors or advisory committee and other stakeholders for the program.

▪ **[Insert Program Name]
Volunteer Survey**

This survey has been designed to assess the effect of [insert program name] participation on its volunteers. Your thoughtful and timely responses are appreciated. All survey information will remain confidential. Please return your completed evaluation form in the enclosed self-addressed stamped envelope by **[insert due date]** to:

[Insert return address]

Choose one response for each question unless otherwise indicated. Use additional sheets for comments, if needed.

Demographic information

1. Gender: ___ Male ___ Female
2. Current age: _____

Assessment of [insert program name] Volunteer Training Session

3. Did you ever serve as a youth court juror prior to starting your youth court training sessions?
___ Yes ___ No
4. Which year did you complete the initial (pre-service) youth court training session?
___ [insert year (if you hold more than one initial training session per year, indicate what time of year too, e.g., Fall 2003, Spring 2004)]
___ insert year (if you hold more than one initial training session per year, indicate what time of year too, e.g., Fall 2003, Spring 2004)]
5. How many of the sessions did you attend?
___ All sessions
___ All but one session
___ All but two sessions
6. What three things (e.g., topics, variety of presenters) did you like best about your youth court training sessions? Be as specific as possible.

7. What three things (e.g., topics, variety of presenters) did you like **least** about your youth court training sessions? Be as specific as possible.

8. How satisfied were you with your youth court training sessions with regard to each of the following?

	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied
• Enhancing your <i>knowledge</i> of general criminal justice topics and/or career options	_____	_____	_____	_____	_____
• Enhancing your <i>interest in</i> law-related topics and/or career options	_____	_____	_____	_____	_____
• Providing <i>general</i> information about youth court proceedings	_____	_____	_____	_____	_____
• Preparing you to assume <i>specific</i> youth court roles	_____	_____	_____	_____	_____

Information on Member Participation in [insert program name] Activities

9. On approximately how many youth court cases did you serve as a volunteer during the **first year** of your youth court involvement? (Include cases on which you were asked to fill in for others.)

10. In what capacities did you serve as a volunteer? (Check all that apply.)

- Judge
- Prosecutor
- Defender
- Clerk/bailiff
- Jury foreperson

11. Overall, how helpful was the youth court staff in providing assistance with your case preparation?

- Very helpful
- Somewhat helpful
- Not very helpful

12. Overall, what was your level of satisfaction with your involvement with the [insert name of program]?

- ___ Very satisfied
- ___ Somewhat satisfied
- ___ Neutral
- ___ Somewhat dissatisfied
- ___ Very dissatisfied

13. Are you currently an active volunteer of [insert name of program] ___ Yes ___ No

Information on Volunteer Participation in Non-Youth Court Activities

14. As a result of your youth court participation, how were each of the following affected?

	Positively Affected	Not Affected	Negatively Affected
● Communication with parents	_____	_____	_____
● Communication with peers	_____	_____	_____
● Academic performance	_____	_____	_____
● Level of participation in community organizations or activities	_____	_____	_____
● Level of participation in school (high school/college) organizations or activities	_____	_____	_____
● Selectivity of friends	_____	_____	_____
● Decision to become/remain law-abiding	_____	_____	_____
● Course selection in high school/college	_____	_____	_____
● Ability to resolve conflicts	_____	_____	_____
● Problem-solving capabilities	_____	_____	_____
● Self-confidence	_____	_____	_____
● Public speaking ability	_____	_____	_____
● Attitudes towards police officers	_____	_____	_____
● Attitudes towards adult court personnel (e.g., prosecutor, defender)	_____	_____	_____
● Attitudes toward the criminal justice system	_____	_____	_____

