

Youth Count! Volunteer Feedback Survey

Thank you for your time, dedication, and overall volunteer service. Your volunteer efforts have made our first *Youth Count!* a major success! Please fill out the survey below. We are looking for feedback about your experience, the survey, and any stories that you may have regarding your volunteer service. As you know, this survey dealt with homeless and at risk youth, extreme emotional issues, and questions. Your experience will have undoubtedly impacted you in some way. *Therefore, if you need support or counseling services as a result of your survey experience, please feel free to contact our counselors at any time for a session. They will be happy to assist you in any way. Please call 406-259-2558.*

1. On a scale of one to ten, how would you rank your volunteer experience?
1 being *not very good* and **10** being *excellent*.

1 2 3 4 5 6 7 8 9 10

Please briefly describe your survey experience. How did you feel before and after administering the survey? *Feel free to use the back of the page if more space is needed.*

What was the most influential thing you took away from your experience as a volunteer and survey administrator with *Youth Count!*?

2. On a scale of one to ten, how would you rank the survey instrument?
1 being *needs improvement* and **10** being *no revision necessary*.

1 2 3 4 5 6 7 8 9 10

Please describe, in detail and in all honesty, your thoughts on the survey instrument. For example: survey questions that should be omitted; the length of the survey (too long or too short); questions that were too general, confusing, ambiguous, or youth who had problems understanding the questions.

3. On a scale of one to ten, how would you rank the value of the *Youth Count!* project?
1 being *not valuable* and **10** being *extremely valuable*.

1 2 3 4 5 6 7 8 9 10

Please share your thoughts and feelings regarding the overall *Youth Count!* mission. Is there anything that you would like to change or something that you didn't like? Something you personally liked or appreciated about the survey count? *This can be time of shifts, certain areas that were canvassed such as the Heights or South Park, places that should have been canvassed or included in the overall count, volunteer coordination, training sessions, etc.*

4. Please leave any additional comments or feedback regarding the *Youth Count!* project at Tumbleweed.

Thank you for taking the time to fill out our survey. Your responses are extremely valuable and important. If you would like to participate in or volunteer for future events or projects at Tumbleweed, please call us at **406-259-2558**; visit our website at www.tumbleweedprogram.org; follow us on twitter @tumbleweedprog or like us on Facebook!

Volunteer Recommendations

1. **Volunteer Experience: 8 overall**
(5, 6, 6, 6, 8, 8, 8, 8, 8)
2. **Survey Instrument: 4 overall**
(1, 2, 3, 4, 4, 4, 4, 4, 5, 6)
3. **Value of Youth Count! Project: 10 overall**
(5, 7, 9, 10, 10, 10, 10, 10, 10, 10)

Most influential thing about volunteer experience:

- Surprised at the number of youth willing to fill out the survey
- Youth who are experiencing homelessness exist in our community
- Youth were very positive, great to work with and survey
- Not many youth visible during the shift because of weather or time
- Felt good to do something meaningful for disadvantaged youth, community, etc.
- Interesting and rewarding experience interacting with youth and hearing their stories
- Putting a face to youth who are experiencing homelessness

Thoughts on Survey Instrument:

- The length of the survey was too long, needs to be shortened
- Terms were not easily understood and questions need to be re-worded; caused confusion
- Questions were redundant
- Survey needs an LGBTQ and sexual orientation question
- Omit open ended questions
- Use Likert scales and quantitative questions
- Youth began to lose interest, did not finish because of the survey's length
- Red questions should be moved to the beginning of the survey
- Unique identifier was confusing to survey administrator and respondents

Thoughts and feelings regarding the overall Youth Count! project:

- Great project focused on spreading awareness and the truth/realities about youth experiencing homelessness
- Collecting much needed data on the subject of youth homelessness
- Canvassing locations need to be changed or modified specifically to places where youth are known to congregate
- A more organized training session
- Need more input and feedback from professionals in the field
- Further cooperation among other non-profits and organizations
- Longer period of time for survey administration
- Role playing/acting out scenarios at training sessions would benefit volunteers

Additional Comments and Feedback

- Volunteers and organizers were extremely helpful, kind, and great to work with
- Utilize existing service providers as distribution points for surveys
- Administer survey in local schools
- Work closely with other experts and professionals in the field before administration, especially regarding the survey instrument
- Hope the survey will impact the number of youth experiencing homelessness in our community