



# Volunteer Satisfaction Survey Report 2020

January 2021

by

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# Follow-Up to 2019 Survey Recommendations (1 of 2)

## Areas for Improvement Identified in 2019 Survey

- *The main area that needs improvement is training and workshops. There is a consistent request for more workshops, yet attendance was low for most of our offered trainings. We will reevaluate our training program and offerings to provide more fulfilling opportunities.*
  - **2020 Progress:** While we were not able to hold in-person workshops in 2020 due to the COVID-19 pandemic, we dramatically boosted our training resources through a digital engagement initiative consisting of online trainings, Trail Talks and other events. We held over 45 live webinars which were well-attended with over 1,500 participations. In addition to engaging volunteers during the pandemic, the recorded webinars continue to serve as resources for volunteer onboarding and on-demand learning that volunteers can access in perpetuity on our Online Learning Library to increase their skills. So far our live webinar recordings have received an additional 5,000+ YouTube views and the pre-recorded educational content created by our Ecological Stewardship team has generated over 7,350 YouTube views. We have used our digital content to train over 230 new volunteer Trail Maintainers, Appalachian Trail Corridor Monitors, and Invasives Strike Force Surveyors. |



## Follow-Up to 2019 Survey Recommendations (2 of 2)

### Areas for Improvement Identified in 2019 Survey (cont.)

- *Staff communication with volunteers improved in 2019, however it was still one of the top noted areas for improvement in the open-ended questions. It would be beneficial to increase communication from the TC to the entire volunteer base, especially about new opportunities (i.e. workshops).*
  - 2020 Progress: We saw an increase in satisfaction with staff communications in 2020, but it was still one of the top complaints in responses to open-ended questions. We've had longstanding issues with Yahoo and AOL servers blocking our emails and in mid-2020 we were finally able to find a fix to the problem which has greatly increased open rates. Unfortunately, this solve came after the height of the pandemic when we were sending out regular updates about allowed volunteer activity and online learning opportunities, so many volunteers were left out of the loop which rightfully caused frustration. We hope to see greater satisfaction with communication in 2021 now that this issue is resolved and as we continue improving what's shared.
- *Volunteer trail leader communication decreased in 2019, with 5.8% more trail volunteers saying they receive too little communication from their leaders (supervisors/corridor managers/chairs). Additionally, it was one of the top complaints in the open-ended question about challenges of volunteering. TC staff will need to work with leaders to identify what's going on and provide support to improve communication between leaders and their teams since we highly depend on leaders to guide other volunteers.*
  - 2020 Progress: Communications from trail volunteer leaders increased by 5% in 2020 vs. 2019. There was still dissatisfaction from 9%, however multiple respondents mentioned they do not have a volunteer leader for their region and we believe that filling these vacant leadership positions will increase communication across the Trail Volunteer Program.



# NYNJTC Volunteer Assessment Survey Executive Summary – Key Findings (1 of 2)

## Overall Satisfaction

- Overall volunteer satisfaction continued to be high at 96% in 2020. Dissatisfaction increased slightly (4% in 2020 vs. 2% in 2019) but respondents who were “very satisfied” increased by 9% in 2020 (77%) compared to 2019 (68%). Additionally, 97% of volunteers would recommend that others volunteer with our organization.

## Volunteer Program Progress in 2020

- Despite the pandemic, 38% of respondents perceived that the volunteer program improved in the last year. Additionally, those satisfied with staff support were increasingly “very satisfied” (73%) compared to 2019 (66%) and 2018 (61%). Overall satisfaction with staff support continued to be high at 93%. Volunteer leaders specifically commented that they felt increased support in 2020.
- One of our biggest successes this year was our Digital Engagement Initiative. 96% of respondents who attended webinars found them to be useful and 94% want us to continue webinars.
- Of those respondents who attended group events under our COVID-19 Protocols, the vast majority (97%) felt comfortable.
- More volunteers ‘strongly agreed’ that the Trail Conference widely articulates applicable policies and procedures in 2020 (59%) compared to previous years (44% in 2018 and 2019). Overall agreement was high at 90%.
- Feelings of appreciation from the Trail Conference organization as a whole increased by 10.6% from 2019 (42%) to 2020 (53%). We will continue working to raise this.



## Executive Summary – Key Findings (2 of 2)

### Areas for Improvement Identified

- Volunteer training and skills building is an area we will continue improving. 94% of those who attended a webinar want to see the program continue and have online learning be built out. Additionally, many volunteers continue to request more opportunities for growth and learning. We are evaluating how to refine digital learning and our catalogue of in-person workshop opportunities.
- Many volunteers noted they feel disconnected because they don't have a volunteer leader for their region or their current leader is not communicative. Recruitment to fill vacant leadership positions will be a key priority in 2021 and we hope this will improve not only the disconnection felt by those with no leader, but that these open positions provide the growth opportunities so many are looking for. In addition to recruitment, we will also improve the onboarding and training of leaders since there is not a sufficiently structured and streamlined process. A more robust onboarding process will set new leaders up for success and will ensure they all know expectations of the role, such as proactively and openly communicating with their team members so they don't feel disconnected
- Feelings of appreciation from the Trail Conference organization as a whole increased by 10.6% from 2019 (42%) to 2020 (53%), however this percentage needs to continue to grow so that all volunteers know just how much we appreciate them. In response to 2019 survey recommendations we had planned more social and appreciation events in 2020, however due to the pandemic we were unable to implement these events like we had planned. If conditions improve with the pandemic in 2021 we will revisit those plans. In lieu of in-person events we will continue to find digital ways to demonstrate our gratitude.



## Volunteer Demographics of Respondents

	Age					
Gender	18-34	35-52	53-70	71+	Total	
Female	8	14	46	15	83	28%
Male	8	37	113	53	211	72%
Total	16	51	159	68	294	
	5%	17%	54%	23%		

Total does not include those who skipped or selected "prefer not to answer"



## Primary Roles of Respondents

<b>Volunteer Position</b>	<b>Count</b>	<b>%</b>
Trail Maintainer, Corridor Monitor, and/or Shelter Caretaker	187	57.4%
Trail Volunteer Leader	40	12.3%
Ecological Stewardship Volunteer	35	10.7%
Trail Crew Member	33	10.1%
Trail Steward	12	3.7%
Board and Committee Members	9	2.8%
Chainsawyer	5	1.5%
Office Volunteer	4	1.2%
Other	1	0.3%
<b>Total</b>	<b>326</b>	



## Volunteer Satisfaction – 2020 vs 2019

- Respondents who were “very satisfied” with their overall volunteer experience increased by 9% in 2020 (77%) vs. 2019 (68%)
- Dissatisfaction of respondents increased by 2% but remained low in 2020 (4%) vs. 2019 (2%)

	2020		2019		Change
	N	%	N	%	
<b>Satisfaction</b>					
Very Satisfied	249	77%	84	68%	9.3%
Somewhat Satisfied	60	19%	37	30%	-11.3%
Somewhat Dissatisfied	11	3%	3	2%	1.0%
Very Dissatisfied	3	1%	0	0%	0.9%
<b>Total</b>	<b>323</b>		<b>124</b>		





## Volunteer Recommendation – 2020 vs 2019

- 97% (2020) would recommend others to volunteer with us vs. 99% (2019)

	2020		2019		Change
<b>Recommend?</b>	Count	%	Count	%	
Definitely Yes	246	76%	95	77%	-0.2%
Probably Yes	67	21%	28	23%	-1.8%
Probably Not	8	2%	0	0%	2.5%
Definitely Not	1	0%	1	1%	-0.5%
<b>Total</b>	<b>322</b>		<b>124</b>		



## Why Volunteers Would Recommend Us

Sample comments representative of repeated themes:

- Especially with increased trail use lately, more people can give back to protect outdoor spaces.
- Because I've been giving back to a park that I've enjoyed for 3 decades.
- I was able to learn a lot about invasive species in my area, and I had a lot of fun getting outside and exploring!
- you are for the most part, able to set the hours/limits on what you can do but can ways do more if you are able.
- It was a wonderful experience and a chance to do something safely for others during a pandemic.
- learn new skills and meet interesting people
- The TC has a lot of experience and history with trails. You provide knowledge, support, and ongoing education.
- When you meet hikers on the trail and they thank you for your efforts you really get a feeling that you are part of something really worthwhile



# Trail Volunteer Satisfaction by Region

- In 2020 more Catskills volunteers (85%) were "very satisfied" than in 2019 (76%)

Region	Satisfaction								Total
	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		
	N	%	N	%	N	%	N	%	
<b>New Jersey</b>	85	79%	21	19%	2	2%		0%	108
<b>New York West of the Hudson River</b>	50	65%	21	27%	6	8%		0%	77
<b>Catskills</b>	40	85%	5	11%		0%	2	4%	47
<b>New York East of the Hudson River (not including NYC)</b>	31	74%	9	21%	2	5%		0%	42
<b>New York City (includes any of the five boroughs)</b>		0%	1	50%	1	50%			2
<b>Total</b>	<b>206</b>		<b>57</b>		<b>11</b>		<b>2</b>		
	<b>75%</b>		<b>21%</b>		<b>4%</b>		<b>1%</b>		

Note: Results shown for those indicating their primary role was one of the following:

- Trail Volunteer Leader
- Trail Maintainer, Corridor Monitor, and/or Shelter Caretaker
- Trail Crew Member
- Chainsawyer



## Time Volunteered Perceptions

- 85% felt that the TC asks just the “right amount” of them as a volunteer vs. 91% in 2019. In 2020 more volunteers felt they were being asked to do too little in 2020 (9%) vs. 2019 (4%)
- We assume this shift is due to volunteer activities being limited because of COVID-19, but will keep an eye on next year’s response rate to ensure it’s not a trend

	2020		2019	
Being asked...	Count	%	Count	%
Definitely too much	3	1%	2	2%
Somewhat too much	14	4%	4	3%
Just the right amount	276	85%	113	91%
Somewhat too little	27	8%	4	3%
Definitely too little	3	1%	1	1%
Total	323		124	



# Volunteer Program Improvement Perceptions

- 38% of respondents perceived the volunteer program improved in the past year vs. 6% who perceived it got worse

Changes in last year...	Count	%
Significantly Better	26	11.6%
Somewhat Better	60	26.7%
Stayed the Same	126	56.0%
Somewhat Worse	9	4.0%
Significantly Worse	4	1.8%
<b>Total</b>	<b>225</b>	

## Sample Comments:

- with exception of the TC having to do a complete turn about with Covid. My compliments for adapting so well to the restrictions.
- It's always been pretty fine but having Zoom regional meetings at times that have worked for me is a plus.
- better attitude toward volunteer leadership and better quality support
- New leadership is excellent, but the pandemic has definitely put a damper on my involvement
- The support from the volunteer engagement team and ISF has improved dramatically in the past several years.

Note: Results shown for only those indicating they have been volunteering 2 or more years



## Overall Program Perceptions (1 of 3)

- More volunteers strongly agreed that the Trail Conference widely articulates applicable policies and procedures in 2020 (59%) compared to previous years (44% in 2018 and 2019).
- The number of volunteers who strongly agree they feel supported by the Volunteer Engagement Team has steadily increased each year, from 33% in 2018 to 40% in 2019 and 48% in 2020.

Agree or Disagree...	Strongly Agree		Somewhat Agree		Somewhat Disagree		Strongly Disagree		N/A / Doesn't Apply	
	%	N	%	N	%	N	%	N	%	N
I have received an adequate level of training to prepare me for my volunteer responsibilities.	65%	206	29%	91	2%	6	1%	4	3%	9
I have the resources I need to get the job done.	63%	199	30%	95	4%	14	2%	5	1%	4
Growth opportunities are provided for volunteers who wish to advance in responsibility.	36%	112	27%	86	7%	21	2%	6	29%	90
I feel valued by the Trail Conference.	67%	209	22%	70	6%	20	3%	10	1%	3
The Trail Conference widely articulates the policies and procedures applicable to volunteers and their work.	59%	185	31%	98	6%	19	2%	7	2%	5
The Trail Conference communicates why volunteer reports are important and how the information from the reports is used.	50%	158	31%	96	12%	37	4%	11	4%	12
The Volunteer Department (Kendra & Olivia) supports my volunteer needs.	48%	150	19%	61	5%	16	2%	7	25%	79



## Trail Program Perceptions (2 of 3)

- Trail volunteer leaders feel supported by park partners (97%) and their program staff (97%).

Agree or disagree...	Strongly Agree		Somewhat Agree		Somewhat Disagree		Strongly Disagree	
	N	%	N	%	N	%	N	%
The Park Partners are supportive of our volunteer team.	25	71%	10	29%	0	0%	0	0%
My Program Coordinator supports my volunteer needs.	29	88%	4	12%	0	0%	0	0%
<b>Total</b>	<b>54</b>		<b>14</b>		<b>0</b>		<b>0</b>	



# Ecological Stewardship Program Perceptions (3 of 3)

- Ecological Stewardship volunteers feel supported by their program staff:

	Strongly Agree		Somewhat Agree		Somewhat Disagree		Strongly Disagree	
	N	%	N	%	N	%	N	%
<b>Supports my volunteer needs:</b>								
<b>Linda</b> - The Director of Land Stewardship	9	82%	2	18%	0	0%	0	0%
<b>Brent</b> - The Citizen Science Program Coordinator	31	89%	4	11%	0	0%	0	0%

## Sample Comments:

- Brent was an amazing teacher, coach and support during my volunteer experience. I was very impressed!
- Brent is a wonderful teacher--his videos presented information clearly so that an interested but non-geek like me could understand.
- Kudos are in order for Rich Rockwell, ISF Volunteer Crew Leader. He exhibits great skills- leadership, planning & execution

Note low number (11-36) of respondents. Respondents do not include those who selected N/A.





## Volunteer Support – TC Staff

- Those satisfied with staff support were increasingly “very satisfied” (73%) compared to 2019 (66%) and 2018 (61%). Overall satisfaction continued to be high at 93%

	2020		2019		Change
	N	%	N	%	
<b>Satisfaction with TC Staff Support</b>					
Very Satisfied	205	73%	77	66%	6.88%
Somewhat Satisfied	57	20%	32	27%	-7.14%
Somewhat Dissatisfied	18	6%	7	6%	0.40%
Very Dissatisfied	2	1%	1	1%	-0.15%
Total	282		117		

### Sample Comments:

- Thank you for your support in this mad and busy year
- Fantastic staff - Kendra, Olivia, Peter, Kylie, Melissa, Don W.
- The staff work hard to do their best for the organization and the volunteers. I would like to see a little more engagement with volunteers in general. Melissa has joined our trail crew on 2 occasions, and Peter has done so once. This was very positive.
- Trail maintainer recruitment this year simply excellent
- I don't know what support is available.
- I haven't worked with staff a lot, but when I have I always find them helpful.
- I would like to be proactively notified of trail projects in areas I maintain
- Most of the communication I receive is either soliciting for donations, or general marketing emails.



## Staff Communication in 2020 vs. 2019

- 4% more volunteers felt they received just the right amount of communication in 2020. Fewer volunteers reported receiving too little communication from staff in 2020 (12%) than did in 2019 (13%), and down from 18% in 2018.

Communication from Staff	2020		2019		Change
	N	%	N	%	
Too much	3	1%	5	4%	-3%
Just the right amount	270	87%	94	82%	4%
Too little	38	12%	15	13%	-1%
Total	311		114		

### Sample Comments

- sometimes it can be all three...
- The staff have excellent communication skills
- don't recall communication from the Trail Conference office/staff
- I have to wonder going through this survey, if we're just not on the volunteer list (sigh)
- IF they knew of reroutes and didn't tell volunteers, it's a problem when you are "surprised" on arriving for trail work. As per last comment, much better this year, even though a Pandemic year.
- Tell and explain the TC organization structure.
- To much marketing and donation requests. Not enough about my role, responsibility and volunteering opportunities
- Would like communication about other possible volunteer activities



# Volunteer Support – Fellow Volunteers

	2020		2019		Change
	N	%	N	%	
<b>Satisfaction w/ Fellow Volunteer Support</b>					
Very Satisfied	174	74%	75	81%	-7%
Somewhat Satisfied	58	25%	15	16%	8%
Somewhat Dissatisfied	4	2%	3	3%	-2%
Very Dissatisfied	0	0%	0	0%	0%
Total	236		93		

## Sample Comments

- In my trail crew leader role I am very satisfied. As RTC Chair I would like more engagement from some of the LTC Chairs and supervisors
- Folks either are all in or disappear, those all in at times make getting anything done difficult due to diversity of opinion and inflexibility
- Great group of TMs, trail supervisors & sawyers in the NWNJLTC. Kudos also to the West Jersey Trail Crew!
- I have had no interaction with other volunteers
- The support is a strong positive.
- Would appreciate a more friendly community vibe.



# Volunteer Trail Leader Communication (1 of 2)

- Communication from Volunteer Trail Leaders increased in 2020 with 5% fewer Trail Volunteers indicating they received too little communication

	2020		2019		Change
	N	%	N	%	
<b>Communication from Vol Leaders</b>					
Too Much	0	0%	0	0%	0.00%
Just the right amount	250	91%	82	85%	5.16%
Too little	26	9%	14	15%	-5.16%
Total	276		96		

## Sample Comments

- David and Monica are great at keeping me informed of all activities
- Laurie and Frank Galdun are EXCELLENT at communicating
- Keith and Nick are outstanding leaders and supervisors. I really value their contact and comments.
- Mark Kern is great!
- My leader, Snapper Petta is fantastic!
- Rich Jobsky keeps the SF maintainers well informed,.
- The communications from top to bottom & bottom to top is excellent!
- Would be nice to have more outreach on any status updates, upcoming events, check ins, goals, etc.
- I have no RTC/LTC Chair



## Volunteer Trail Leader Communication by Region (2 of 2)

Region	Amount of Communication						Total
	Too Much		Just the right amount		Too little		
	N	%	N	%	N	%	
New Jersey	0	0%	103	95%	5	5%	108
New York West of the Hudson River	0	0%	66	86%	11	14%	77
Catskills	0	0%	40	85%	7	15%	47
New York East of the Hudson River (not including NYC)	0	0%	40	95%	2	5%	42
New York City (includes any of the five boroughs)	0	0%	1	50%	1	50%	2
Total	0		250		26		276



# Appreciation & Recognition

- The number of respondents who felt they receive enough appreciation and recognition stayed consistent. In 2020 85% felt appreciated vs. 86% in 2019.

	2020		2019		Change
	N	%	N	%	
<b>Feel Appreciated &amp; Recognized</b>					
Definitely Yes	155	50%	69	61%	-11.2%
Probably Yes	110	35%	29	25%	10.4%
Unsure	22	7%	9	8%	-0.9%
Probably Not	18	6%	5	4%	1.8%
Definitely Not	6	2%	2	2%	-0.1%
Total	311		114		

- Feelings of appreciation from the Trail Conference organization as a whole increased by 10.6% from 2019 (42%) to 2020 (53%).

	2020		2019		Change
	N	%	N	%	
<b>Appreciation &amp; Recognition Given By:</b>					
Fellow volunteers and volunteer leaders	182	59%	71	62%	-3.8%
The Trail Conference organization, as a whole (events, publications & social media)	164	53%	48	42%	10.6%
Individual Trail Conference staff	139	45%	57	50%	-5.3%
The public/trail users	139	45%	45	39%	5.2%
Land and park managers	58	19%	22	19%	-0.6%
None of the above	14	5%	6	5%	-0.8%

*Note: Respondents were able to select multiple answers. Percentages were calculated based on the 311 individual respondents to this question.*



## Volunteering during COVID-19

- Of those respondents who attended group events in 2020 under our COVID-19 Protocols, the vast majority (97%) felt comfortable. We'll be evaluating protocols for the upcoming season

<b>Felt Safe in Group Setting</b>	<b>Count</b>	<b>%</b>
Yes	150	97%
No	5	3%
Total	155	

### Sample Comments:

- I did not participate, but did visit a worksite and would have felt comfortable. Without question.
- I worked with Andy and some of the stewards and they were very good about following protocols
- Leaders were clear about protocols and continually reminded us of them.
- Though at times had to mention to other volunteers to keep a mask on or I felt the need to move to another area to work without others nearby.
- I avoided a few activities which might have been slightly higher risk than others.
- I felt uncomfortable going out into the woods as a volunteer, this year. I had been told by TC and DEC that it wasn't necessary to do TM , this year.
- This is an unprecedented time with so many unknowns. It's impossible to feel completely safe.



## Digital Engagement – Attendance

- In response to COVID-19 we offered online learning and webinars for the first time

<b>Attended 1 or More Webinar</b>	<b>Count</b>	<b>%</b>
No	174	56%
Yes	135	44%
<b>Total</b>	<b>309</b>	

<b>Reason for Not Attending</b>	<b>Count</b>	<b>%</b>
I wasn't interested in the topics offered	39	22%
I didn't have enough time	38	22%
Webinars are not for me	37	21%
I didn't know about the webinars	33	19%
Other (please specify)	27	16%
<b>Total</b>	<b>174</b>	

### Other Reasons:

- I already spend too much time in front of the computer
- I'm not techie and wonder if i could handle computer
- I was too busy working on the trail
- They were full when trying to register - more than once.
- Poor internet
- Timing didn't work but I would welcome the chance to attend training webinars





# Digital Engagement – Feedback

- 96% of respondents who attended our webinars found them to be useful and 94% would like to see webinars as an option in 2021.

Found Webinars Useful	Count	%
Yes	129	96%
No	5	4%
Total	134	

Want Webinars to Continue	Count	%
Yes	126	94%
No	8	6%
Total	134	

## Sample Comments:

- Zoom technology was utilized better than most other groups I participate in
- Great “first draft” webinars etc this year. In an ideal world, would like to see more including shorter ones on supplementary topics (I.e. blazing etc). Would love to see content filmed out on the trail too.
- Great info and great convenience attending from home.
- Great to be able to look back on them too
- PLEASE continue offering training, meetings and events online!! They offer valuable information especially to those who otherwise may not be able to be a part of NYNJTC. Would be more than happy to discuss this further if anyone would like to.
- Just as effective as in person sessions
- I need hands on in person training. The webinar was great...but I need in person.
- The webinars designed by Brent were excellent. I was trained 6 years ago but did his webinars as a review and I gained a lot of new information.
- Webinars on identifying common invasive species were very useful and should be expanded.
- They got better as time went on. The initial trail maintainer training was a little rough. I took invasive species training later and it was a better experience.



## Perceived Challenges to Volunteering

Volunteers listed the following perceived challenges to volunteering with the TC:

- Collaboration and goal setting during the pandemic was challenging.
- Funding for purchase of materials such as wood to build walkways, bridges and puncheon
- Availability of information has always been an issue. As a leader, it would be good to have a list or database of who the other leaders are and where they volunteer. It would encourage more sharing of information and interaction between peers.
- Coordinating with people initially. It was fine after that.
- Getting clarity on the arrangements that we have with different parks / land owners. There does not appear to be clear documentation available and so we rely on word of mouth from long time volunteers.
- i need strong trail supervisors and i have 3 vacant positions to begin with
- Finding good quality individual trail maintainers.
- More appreciation
- Unsure of where to find online resources.
- Occasionally too much bureaucracy; have on line trail reports, not a pdf
- To some degree, purchasing my own tools.



## Recommendations

Volunteers shared the following recommendations for improving the TC volunteer program:

- Request supervisors have more regular communication with maintainers.
- I would like to know about trail projects that are taking place in the areas I volunteer. Over the last several years I've noticed major trail rehabilitation work and had no idea it was happening. I may have been able to help out.
- Check your volunteer communication plan. Review, refine and manage your channels of communication with volunteers. Maybe make a "members only" area for volunteers where they can check in for updates, news, workshops, volunteering opportunities and provide contact information for their volunteer leader. I just feel the connection to volunteers is non-existent based on my own experience. I'd like to think I'm wrong, but here I am volunteering for just about 5 years now, and I feel completely disconnected - and we're out on our trail 3-5 times/year clearing the way for hikers.
- emphasizing rapid response to new volunteers, and sustaining good quality support by staff to the volunteers. More feedback to Volunteer Leaders re: issues in their parks.
- Continue and expand the online presence even after the pandemic leaves us.
- Maintain and expand the types and frequencies of opportunities available to volunteers.
- Find ways to really appreciate your volunteers. An e-mail from time to time and an offer of a t-shirt (but only if you go pick it up) will only go so far.
- Keep the T-shirts coming. Good advertising while we work on trails frequented by folks not familiar with the NYNJTC.
- Need simple online hour reporting
- More specialized training including building water bars and trail erosion prevention, stone step building, bog bridge and stream crossing bridge building and design.
- More training on where to find resources online.
- Offer sawyer training to those interested. There are so many blow downs that need attention. I obtained CPR and First Aid training on my own and let Ian and Andy know. I was told to wait for Game of "?" training but there is a long wait list.



# Response Rate (1 of 2)

Question	Answered	Skipped	% Skipped
Q1. Have you volunteered with the Trail Conference within the past year?	358	0	0%
Q2. Can you please let us know why you did not volunteer with us within the past year?	N/A	N/A	
Q3. How long have you been volunteering with the Trail Conference?	326	32	9%
Q4. Approximately how many hours per year do you volunteer with the Trail Conference?	326	32	9%
Q5. What are your current Trail Conference roles?	326	32	9%
Q6. Select the option that best describes your primary role with the Trail Conference	326	32	9%
Q7. If you are a trail volunteer, where do you primarily volunteer?	N/A	N/A	
Q8. If you are a trail volunteer, the amount of communication you receive from your volunteer leader(s) is:	N/A	N/A	
Q9. If you are a volunteer leader, how much would you agree or disagree with the following statements?:	N/A	N/A	
Q10. How satisfied are you with your overall Trail Conference volunteer experience?	323	35	10%
Q11. How would you describe the amount asked of you as a volunteer with the Trail Conference?	323	35	10%
Q12. Based on your experience as a volunteer with the Trail Conference, would you recommend volunteering with us to others?	323	35	10%
Q13. How much would you agree or disagree with the following statements?	317	41	11%
Q14. If you are an Ecological Stewardship volunteer, How much would you agree or disagree with the following statements?	N/A	N/A	
Q15. How satisfied are you with the support you receive from the Trail Conference staff overall?	315	43	12%
Q16. How satisfied are you with the support you receive from your fellow Trail Conference volunteers?	314	44	12%



## Response Rate (2 of 2)

Question	Answered	Skipped	% Skipped
Q17. The amount of communication you receive from the Trail Conference office/staff is:	311	47	13%
Q18. Do you feel you receive enough appreciation and recognition for your volunteer work?	311	47	13%
Q19. Who do you receive appreciation and recognition from? (select all that apply)	311	47	13%
Q20. This year, due to the COVID-19 pandemic, we implemented new protocols for group volunteering. If you volunteered with a group this year, such as with our crews, did you feel safe volunteering in that group setting?	N/A	N/A	
Q21. Due to the pandemic, we held webinars in lieu of in-person workshops and events. Did you attend 1 or more webinars this year?	309	49	14%
Q22. Can you please let us know why you didn't attend our webinars?	N/A	N/A	
Q23. Did you find our digital training webinars to be useful?	N/A	N/A	
Q24. Once we are able to resume in-person events, would you still want to have webinars to attend as an option?	N/A	N/A	
Q25. What are the challenges, if any, that you have experienced while volunteering with the Trail Conference?	106	252	71%
Q26. If you have been volunteering with the Trail Conference for 2 or more years, how has the volunteer program changed in the past year?	306	52	15%
Q27. What recommendations do you have for improving the Trail Conference volunteer program (for you and other volunteers)?	84	274	77%
Q28. Age:	305	53	15%
Q29. Gender:	305	53	15%
Q30. Employment Status:	305	53	15%
Q31. Racial or Ethnic Group:	305	53	15%
Q32. Thank you for completing our survey; we appreciate it! (Please click "Done" when you are finished, to end the survey.) But first, is there anything else you want us to know/any comments you'd like to share?	59	299	84%