



Volunteer Program Assessment at WSU

Developing future professionals through scholarship, mentorship, and community engagement



Dimensions Overview

The VPA evaluates the health of volunteer programs on 15 different dimensions. These dimensions, organized by overall category, are listed below:

Perceptions of the Organization

- Organizational Commitment
- Satisfaction with Communication
- Recognition by the Organization
- Perception of Voice

Perceptions of Volunteer Work

- Competence
- Role Clarity
- Satisfaction with Volunteer Work
- Engagement
- Satisfaction with Volunteer Contribution

Interpersonal Perceptions

- Satisfaction with Volunteer Coordinator
- Satisfaction with Volunteer Colleagues
- Satisfaction with Paid Staff

Volunteer Management Practices

- Training
- Support

Constraints

- Organizational Constraints
- Burnout
- Intentions to Quit

In addition to these dimensions, the VPA report also provides volunteer responses to three open-ended questions:

- Perceived Strengths of the Volunteer Program
- Perceived Weaknesses of the Volunteer Program
- Additional Comments