



NEWFIELDS

Newfields Volunteer Survey 2021

Your feedback is very important to us, so please take your time to complete the following questions. By doing so, your input will help us ensure that we are offering the best possible volunteer experiences at Newfields. We thank you for taking the time to complete this survey and for all of your hard work!



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1. Leaving your name is optional, but it will allow us to follow up with you to further improve the Volunteerism at Newfields.

Name:



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2. Are you a current active Newfields Volunteer (volunteered in the past 2 years)?

Yes

No

3. When did you most recently volunteer?

- In the past month
- 2-3 months
- 4-6 months
- 7-9 months
- 10-12 months
- Over a year ago
- 1-2 years ago
- More than 2 years ago

4. How often do you volunteer?

- Multiple times per week
- Once per week
- A few times per month
- Once per month
- A few times per year
- Once per year

5. If it has been over a year ago, what can we do to help you return?



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6. Department(s) in which you currently volunteer. (Check all that apply.)

- Board of Governors
- Board of Trustees
- Department Volunteer Services
- Guest Experience (Ambassador, Information Guide, Tram Driver, Tram Narrator)
- Horticulture (Art & Nature Park, Garden Volunteer, Greenhouse, Plant Sales, The Westerly Project, Vegetable Garden, etc.)
- Internship Program
- Seasonal Exhibitions (Spring Blooms, Harvest, Winterlights)
- Special Events & Public Programs
- Garden Guide Program
- Volunteerism Department
- Docent Program
- Other (please specify)



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7. If you chose Volunteer Services, Guest Services, or Special Events & Public Programs, for which assignment(s) do you volunteer? (Check all that apply.)

- | | | |
|--|--|---|
| <input type="checkbox"/> Ambassador | <input type="checkbox"/> Offsite Events | <input type="checkbox"/> Volunteer Appreciation |
| <input type="checkbox"/> Family & Community Days | <input type="checkbox"/> Penrod | <input type="checkbox"/> Winterlights Information Guide |
| <input type="checkbox"/> Films | <input type="checkbox"/> Special Events | <input type="checkbox"/> Winterlights Installation/Deinstallation |
| <input type="checkbox"/> Guest Experience | <input type="checkbox"/> Spring Blooms Information Guide | <input type="checkbox"/> Youth Programs |
| <input type="checkbox"/> Lead Volunteer | <input type="checkbox"/> Summer Information Guide | <input type="checkbox"/> Harvest Information Guide |
| <input type="checkbox"/> Music & Performance | <input type="checkbox"/> Talks & Workshops | <input type="checkbox"/> Harvest Installation/Deinstallation |
| <input type="checkbox"/> Other (please specify) | | |



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8. Please list the event(s) for which you volunteer:



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9. On a scale of 1 to 5, with 1 being low and 5 being high, how would you rate your level of satisfaction with the onboarding and training processes?

	1-Not at all satisfied	2-Not very satisfied	3-Somewhat satisfied	4-Very satisfied	5-Extremely satisfied	N/A
Ease of application process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteer interview	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Orientation session	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteer training provided by Volunteer Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ambassador training (if applicable)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Seasonal exhibition training (Spring Blooms, Harvest, Winterlights)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
THE LUME training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you rated any of the above 3 or lower, please explain why:



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10. On a scale from 1 to 5, how would you rate your level of satisfaction with the following aspects of Volunteerism at Newfields?

	1-Not at all satisfied	2-Not very satisfied	3-Somewhat satisfied	4-Very satisfied	5-Extremely satisfied	N/A
Being kept up to date on Newfields exhibitions, programs, and events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Being kept up to date on Newfields news and changes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Challenge of work assigned	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enjoyment from work assigned	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Appreciation shown by staff for your time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall volunteer experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you rated any of the above 3 or lower, please explain why:



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11. On a scale of 1 to 5, how would you rate your level of satisfaction with interactions you have had with the following staff and volunteers?

	1-Not at all satisfied	2-Not very satisfied	3-Somewhat satisfied	4-Very satisfied	5-Extremely satisfied	N/A
Newfields Supervisor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistant Manager of Volunteerism (Ellen Stawick)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Guest Experience and Volunteerism Coordinator (Kevin Hardin)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Horticulture Volunteer Trainer and Manager (Kelly Korte)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lead Guest Experience Associates (Bailey McWilliams, Alexis Foreman, Danielle McCullough, Carter Bryant)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Guest Experience Staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lead Volunteer Team	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other Newfields staff members	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you rated any of the above 3 or lower, please explain why:



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12. How would you rate the volunteer program compared to the previous year?

1-Not as good	2-About the same	3-Better	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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13. Was the amount of time that you donated this year:

- More than the previous year
- About the same as the previous year
- Less than the previous year

Please provide insight into the above answer.



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14. In which of the following Newfields Volunteer benefits have you participated? (Check all that apply.)

- Behind the scenes previews of new exhibitions
- Continuing education opportunities
- Discount at the The Cafe
- Discount at The Museum & Garden Shop
- Discounted Newfields membership
- Newfields volunteer appreciation
- Seasonal exhibition training sessions (Spring Blooms, Harvest, Winterlights)
- THE LUME training sessions



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15. What else, if anything in particular, would you like to see Newfields do to show appreciation for volunteers?



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16. What is the ideal length of a volunteer shift for you?

- 1-2 hours
- 3-4 hours
- 5-6 hours
- More than 6 hours



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17. What is your preferred work environment? (Check all that apply.)

- Inside
- Outside
- Behind the scenes
- Moving around
- Being seated
- Working with the public
- Working with children
- Working on my own
- Working with a team
- Other (please specify)



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18. In an effort to improve the Ambassador and Information Guide Programs (our core volunteer programs), please rate your level of satisfaction with the following:

	1-Not at all satisfied	2-Not very satisfied	3-Somewhat satisfied	4-Very satisfied	5-Extremely satisfied	N/A
Ambassador training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assigned locations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information Guide training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information received	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lead Volunteer support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you rated any of the above 3 or lower, please explain why.



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19. Would you be interested in taking on any other volunteer opportunities?

Yes

No

If yes, please describe:



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20. What do you like most about volunteering at Newfields?



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21. How could we improve Volunteerism at Newfields?



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22. On a scale of 1 to 5, how likely are you to volunteer in the next:

	1-Not at all likely	2-Not very likely	3-Somewhat likely	4-Very likely	5-Extremely likely
Week	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Month	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In 2021	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In 2022	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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23. How likely is it that you would recommend the Newfields Volunteer Program to a friend or colleague? These answers have logic applied

Not at all likely

Extremely likely

0	1	2	3	4	5	6	7	8	9	10
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24. How do you find out about ongoing and upcoming volunteer opportunities? (Check all that apply.)

- Volunteerism at Newfields Website
- Assistant Manager of Volunteerism
- Newfields Program/Department Supervisor
- Other Newfields Volunteers
- Newfields Volunteer Facebook group page
- Volunteerism at Newfields Weekly Updates (E-Newsletter)
- Newfields Publicity
- Volgistics Volunteer Opportunities Page
- Volgistics Calendar
- I do not know how to find other volunteer opportunities
- Other (please specify)



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25. How would you prefer to be notified about ongoing and upcoming volunteer needs?
 (Check all that apply.)

- Volunteerism at Newfields Website
- Manager of Volunteerism
- Newfields Program/Department Staff
- Other Newfields Volunteers
- Newfields Volunteer Facebook group page
- Volunteerism at Newfields Weekly Updates (E-newsletter)
- Newfields Publicity
- Volgistics Volunteer Opportunities Page
- Volgistics Calendar
- I do not wish to be notified about further volunteer opportunities
- Other (please specify)



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26. How frequently do you do the following activities?

	1-Never	2-Rarely	3-Sometimes	4-Often	5-Very often	N/A don't have a computer/smartphone
Check the volunteer webpage on the Newfields website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Check the Newfields Volunteer Facebook Group page	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Open an email from Newfields Volunteer Department	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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29. How did you hear about the Newfields Volunteer Program? (Check all that apply.)

- General Web Search
- Newfields Website
- Friend or Family Member
- School / University / Teacher
- Newfields Staff Member
- Another Newfields Volunteer
- Another Volunteer Program
- Volunteer Flier
- Offsite Recruitment Event (please specify in "other")
- Another Non-Profit with which I am affiliated (e.g., church)
- Workplace
- Volunteer Match
- Charitable Advisors
- United Way
- Twitter
- Indy Arts Guide
- Spin Go
- Facebook
- Other (please specify)



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30. Do you have any hidden talents that we should know about (e.g., speak a language other than English, computer skills, carpentry skills)?



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31. Age:

- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75+
- Prefer not to say



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32. With which race/ethnic group do you most identify?

- Asian
- Black/African American
- Hawaiian/Pacific Islander
- Hispanic/Latino
- Multi-racial
- Native American/Alaska Native
- White
- Prefer not to say
- Other (please specify)



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33. Highest level of education completed:

- Less than high school
- High School/GED
- Some college/2 year college degree
- 4 year college degree (BA, BS)
- Master's degree
- Doctoral degree
- Prefer not to say



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THANK YOU!

We appreciate you taking the time to offer your feedback.

