

NAME: _____ POSITION: _____

CTMS AREA COORDINATOR SURVEY

Year _____

Dear Area Coordinators:

Thanks for all your efforts at making this year's festival another successful event! In an effort to serve you and your area better in the future, the Volunteer Coordination Committee is looking for some new information this year.

First, please take a few minutes now (while you can still remember the details) to tell us about your volunteers. Specifically, we'd like to know if they had the skills you need in your area (or what they lacked), and generally if they were "team players" (arrived on time, got along well with others, worked hard, etc.). Please also indicate if they came late, left early or "no showed", and finally, if you'd want them back again as "CREW" next year. Any other comments are welcome. Indicate all of your comments on the **enclosed** "final" matrix of volunteers.

Second, we are trying to develop some new ways to recruit volunteers. Specifically, we are interested in hearing from folks who work for companies or are affiliated with other organizations or groups that sponsor volunteer activities for their community. If you know of any group or employer, please indicate the information below, and how you know about it. Examples include service organizations (e.g., Lion's Club, or Rotary Club), schools, churches, temples, or mosques, etc.

COMPANY OR ORGANIZATION NAME: _____

CONTACT PERSON: _____

CONTACT INFORMATION: _____
(PHONE, EMAIL ADDRESS, WEBSITE ADDRESS)

HOW I KNOW ABOUT THIS GROUP: _____

ANY OTHER SPECIFIC SUGGESTIONS FOR RECRUITING VOLUNTEERS?

NAME: _____ POSITION: _____

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As in past years, we ask that you help by responding to these questions about your staff duties, so that we can continue to improve your entire volunteer experience. Please fill out this questionnaire and mail it back to CTMS in the return envelope provided. If you have any further comments or suggestions, please use additional paper to write or type your comments separately. Thanks again, and we look forward to seeing you again next year!!

The Volunteer Management Committee

As a coordinator, do you work a specific shift that appears on the volunteer matrix? If so, is it the same shift each year?	
If you don't work a shift that appears on the volunteer matrix, do you usually work a continuous set of hours, OR do you check in with your volunteers or area as needed. About how many hours did you work in your area this year?	
Did you clearly understand, before the Festival, what you were supposed to do, what your volunteers were supposed to do and how to train them, what time and where you were expected to work?	
Was the printed training information you received for your volunteers at the training meetings thorough and complete? What would you change or add to it?	
Do you think there were enough volunteers assigned to the job you were supervising? Were any of your volunteers kept so busy you felt they could not do their job properly? Were you able to supervise effectively?	
Do you think there were too many volunteers assigned to the job you were supervising? Were you or they bored?	
Was your job too difficult for you in any way? Please explain.	
Was there an extremely busy time while your volunteers were working? When was it? Do you feel you needed more help during this time?	
Was there an extremely quiet time when your volunteers were working? When was it?	
What is the <u>absolute minimum</u> number of volunteers in each shift you need to do the job you are supervising? How many volunteers would it be <u>nice</u> to have if possible?	
Did you run into any difficulties or situations that you did not expect or didn't know how to handle? What were they? What did you do?	
Is there anything you think CTMS should have provided or advised you to bring with you that would have made your or your volunteer's job easier, more comfortable, or more efficient?	
Were there any problems that you were aware of that need correction for next year?	
Would you supervise volunteers for next year? If not, why not?	

Thank you very much for completing these questionnaires. Please write any comments specific to your job on an additional sheet of paper. Please write any other comments **relative to the festival in general** on a separate sheet of paper. Mail both to CTMS, 4401 Trancas Place, Tarzana, CA 91356-5399.