

Volunteer Learner Analysis & Feedback Survey

Dear Volunteer,

As part of our ongoing effort to improve our Child Advocate training, we'd greatly value your input! Your feedback will help us design a more supportive, effective, and engaging training experience for you and future volunteers.

This survey should take about 10 minutes. Your answers will be kept confidential and only used to improve our program. Thank you for your service!

Section 1: About You

1. What is your age?
2. What is your educational background?
3. Please describe any prior experience you have with child welfare, the legal system, or advocacy work.

Section 2: Your Motivation

4. What motivated you to become a volunteer guardian ad litem?
5. What are your personal goals for serving as a child advocate?

Section 3: Learning Preferences

6. Which training format(s) do you prefer? (Select all that apply)
 - a. In-person
 - b. Online modules
 - c. Blended (mix of in-person and online)
 - d. Self-paced learning
 - e. Group sessions/discussions
 - f. Other (please specify)
7. What helps you learn best? (Open text)

Section 4: Technology Comfort

8. How comfortable are you with using computers or online learning platforms? (1 = Not at all comfortable, 5 = Very comfortable)
9. What technology or online learning barriers do you anticipate, if any? (Open text)

Section 5: Barriers & Availability

10. What do you see as the biggest challenges or obstacles to your participation in training? (Select all that apply)
 - Time/scheduling
 - Emotional fatigue/stress
 - Technical issues
 - Other (please specify)
11. How much time per week can you realistically commit to training? (Open text or time range)
12. What times/days generally work best for you for training sessions? (Open text or multiple choice)

Section 6: Baseline Knowledge & Support

13. How familiar were you with court processes involving child advocacy? (1 = Not at all, 5 = Very familiar)
14. What was your prior knowledge or understanding of the child welfare system? (Open text)
15. What made you feel most supported during your training? (Open text)
16. What kind of support did you want from staff or the organization during training? (Open text)
17. What was your biggest concern about starting or continuing in this role? (Open text)

Thank you for your feedback!

Staff/SME Gap Analysis Interview Guide

Use these as one-on-one interview questions or as a team survey (digital or paper):

1. What do your most effective volunteer advocates do differently from others?
2. Where do new volunteers most often struggle during or after training?
3. What critical knowledge or skills do you wish every volunteer had before starting?
4. Are there recurring questions or problems volunteers bring up, during or after training?
5. Which parts of the current training are most effective? Least effective? Why?

Plan to Maximize Responses

1. **Send from Leadership:** Have the Executive Director or Volunteer Supervisor send the survey with a personal note about the importance of feedback.
2. **Multiple Channels:** Email, SMS, and physical handout (if some volunteers are less tech-comfortable).
3. **Time-Bound:** Set a clear deadline (e.g., “Please respond by [date]”).
4. **Incentive/Recognition:** Consider a drawing for a gift card or public recognition for participation.
5. **Reminders:** Schedule 1–2 follow-up reminders (at the halfway point and two days before the deadline).
6. **Offer Support:** Provide contact info for tech help or to answer questions about the survey.
7. **Optional Anonymity:** If possible, allow for anonymous responses to encourage candor.