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**2021**

**Volunteer Satisfaction  
Survey Results**

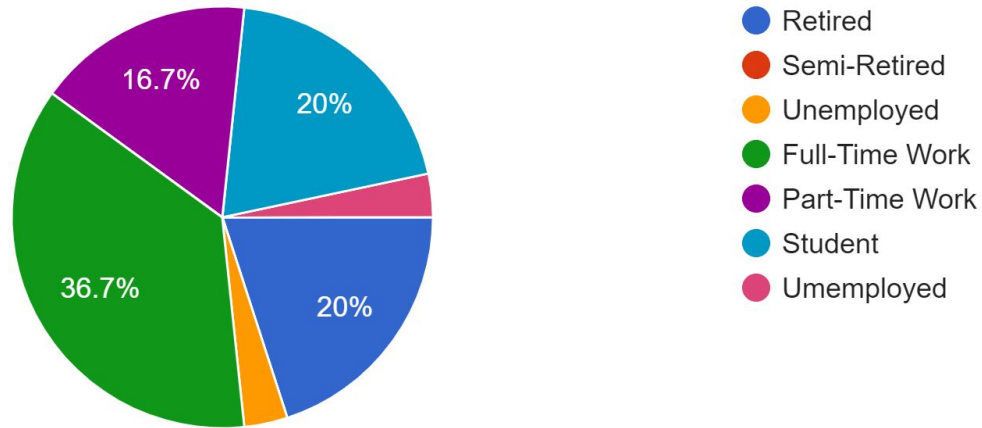
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# Current Employment Status

What is your current employment status? (Choose the answer you identify with the most)

30 responses



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# Where do Volunteers Work?

AMR

ArsenalBio

Bay Area Cancer Connection (BACC)

Bay Area Cosmetic Dermatology

Core Communications

Dignity GoHealth Urgent Care

Kaiser SF Geary

Latino Task Force and the Department of health

Private orthopedic clinic

Royal Ambulance

San Francisco General hospital

SFVAMC

Stanford

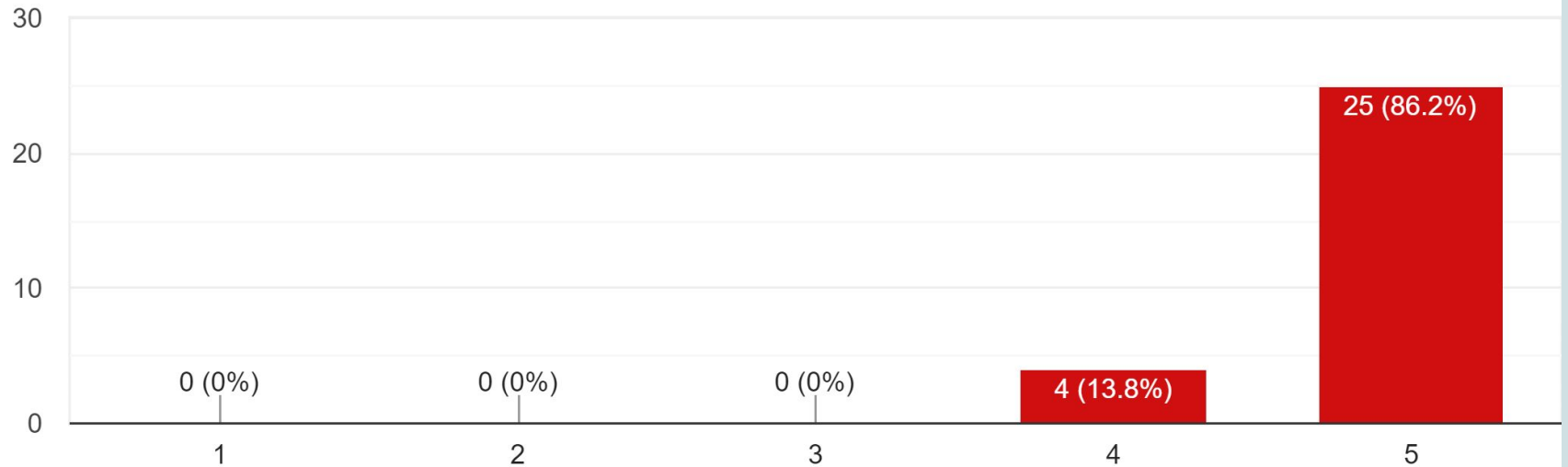
UCSF

Core Communications

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How has Clinic by the Bay responded to the Pandemic on a scale of 1-5 ( 1=very bad and 5= very good).

29 responses



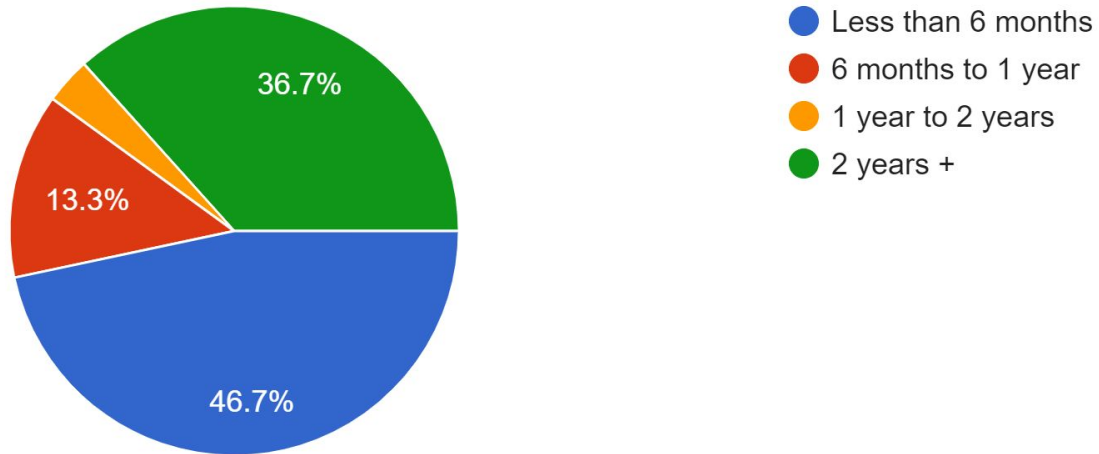
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## What can the clinic do to better to engage remote volunteers?

- Zoom meetings to get to know each other
  - Offer more volunteer opportunities or positions
  - Perhaps send out more emails reminding volunteers about the volunteer opportunities.
  - Continue to give the option of telehealth vs. on site visits
  - Admin projects that can be done remotely
  - I don't know how, but some sort of outdoor clinic-related volunteering activities
  - The only clinic to take in volunteers during pandemic! Feel very lucky to be here
  - Allow self scheduling platform (that we can all see to avoid overlap etc.. and allow flexible scheduling)
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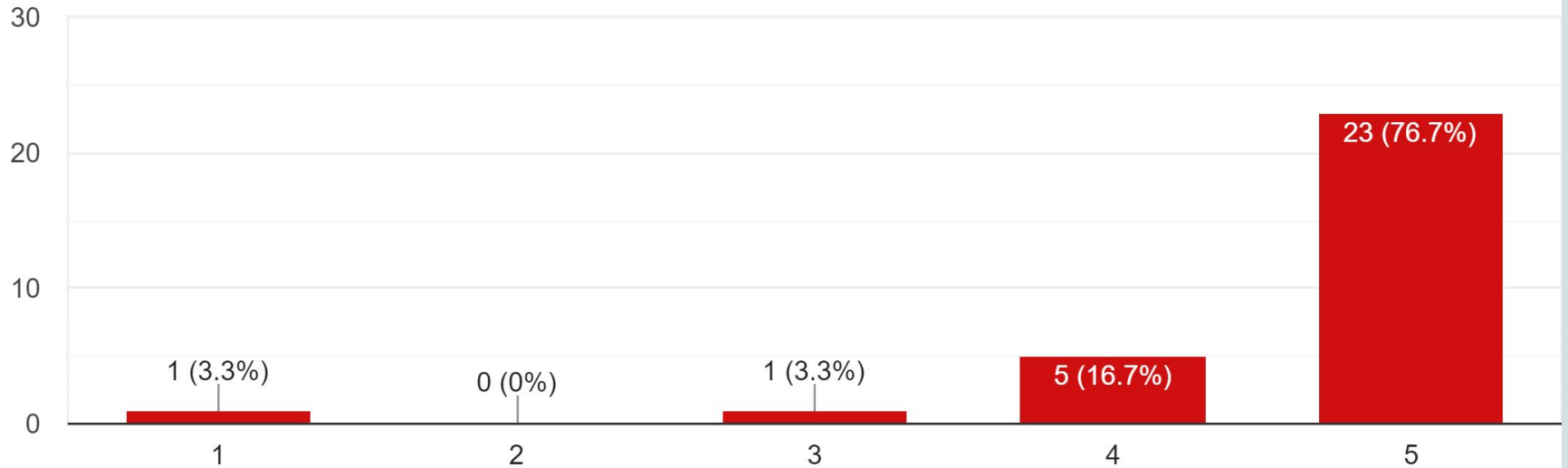
## How long have you been a volunteer?

30 responses



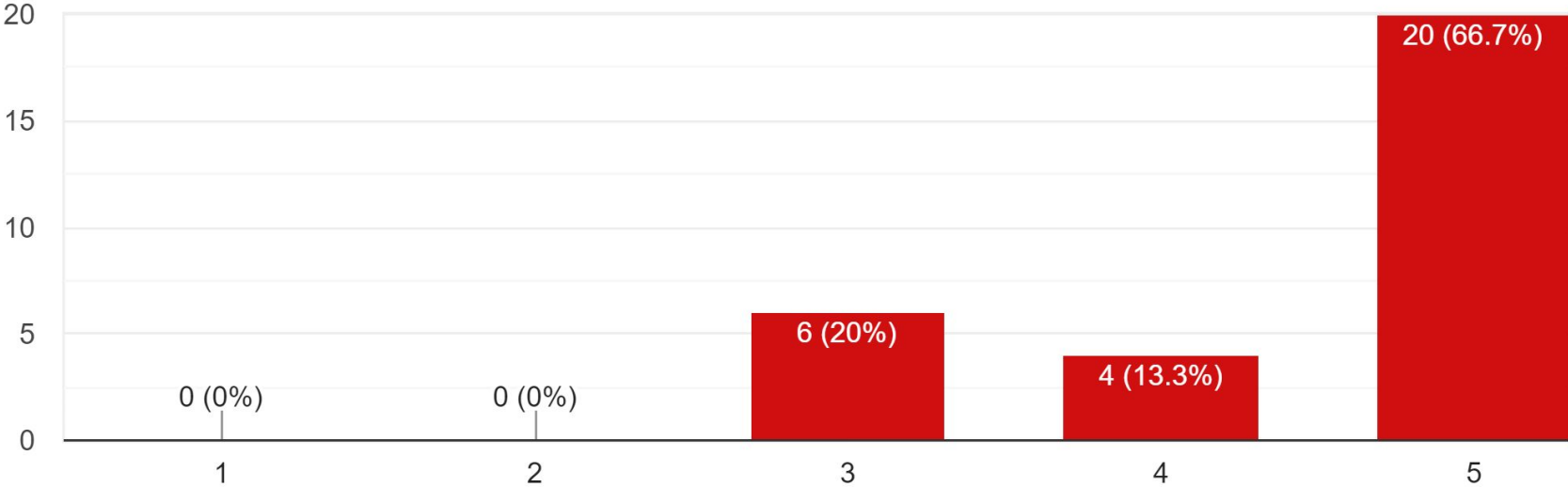
How would you rate the online volunteer management system (Volgistics) that is used to complete an application and to sign up for shifts?

30 responses



# How would you rate the application process for new volunteers?

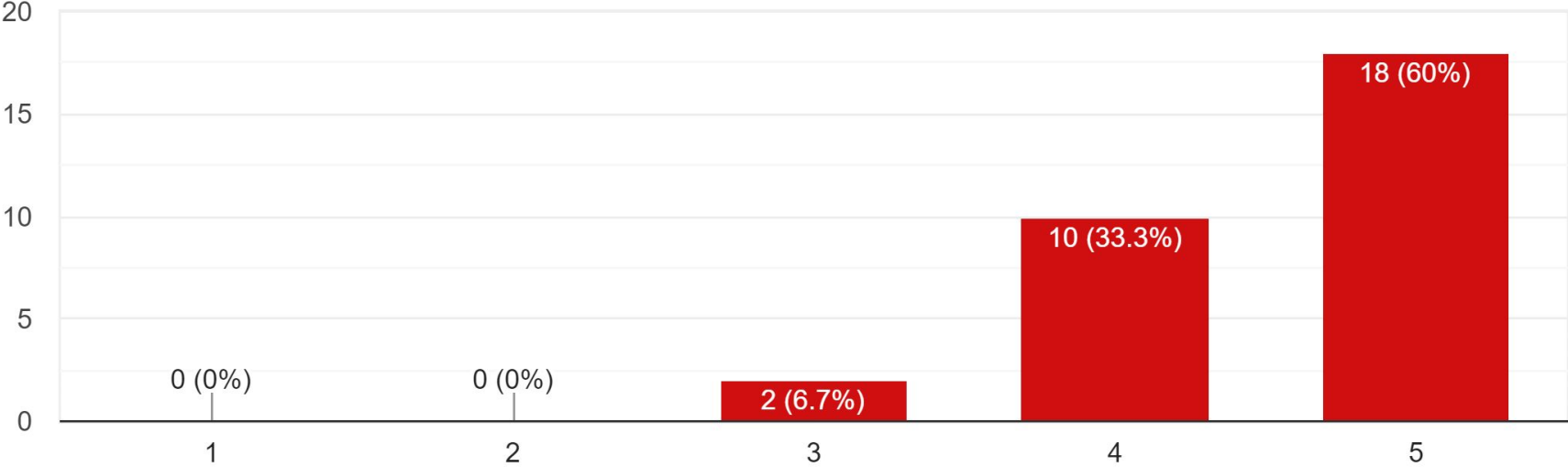
30 responses





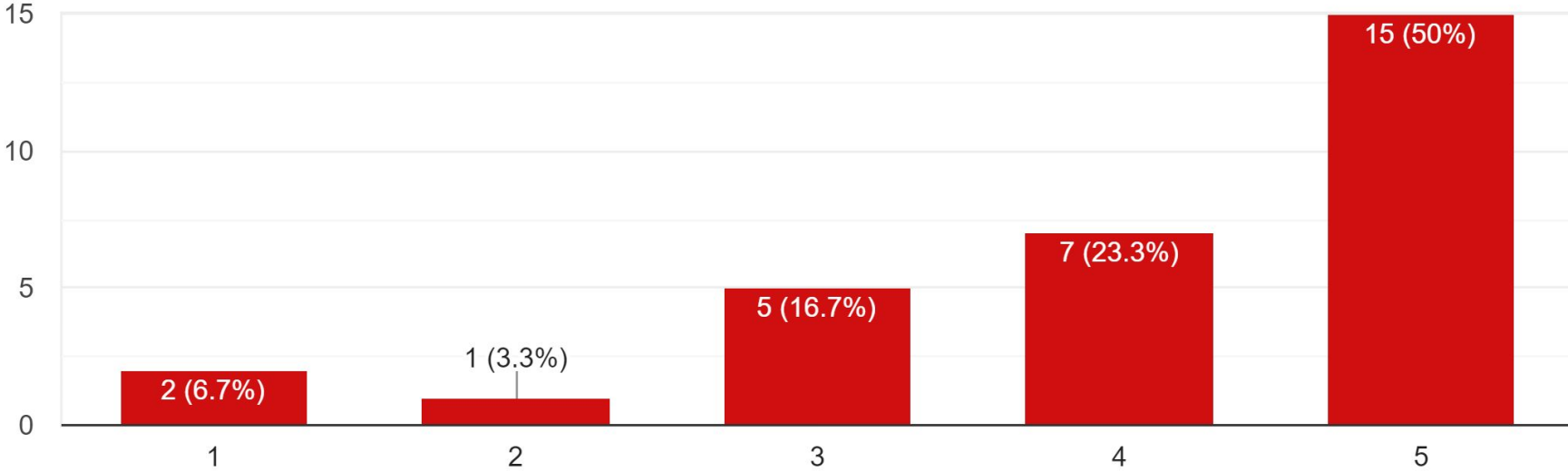
# How would you rate the orientation and training for new volunteers?

30 responses



# How helpful were the online competency training modules?

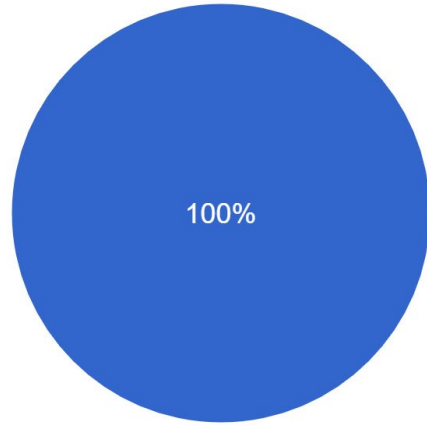
30 responses



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Do you feel appreciated as a volunteer?

30 responses

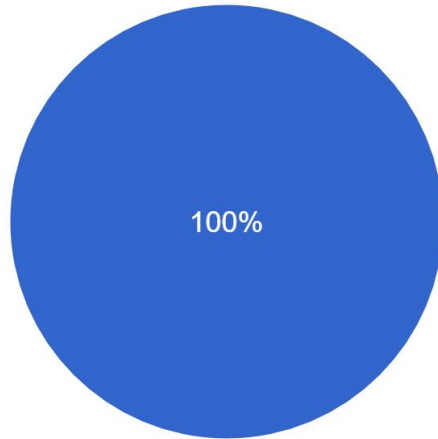


- Yes
- No

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Are you and your skills well-matched for your volunteer position?

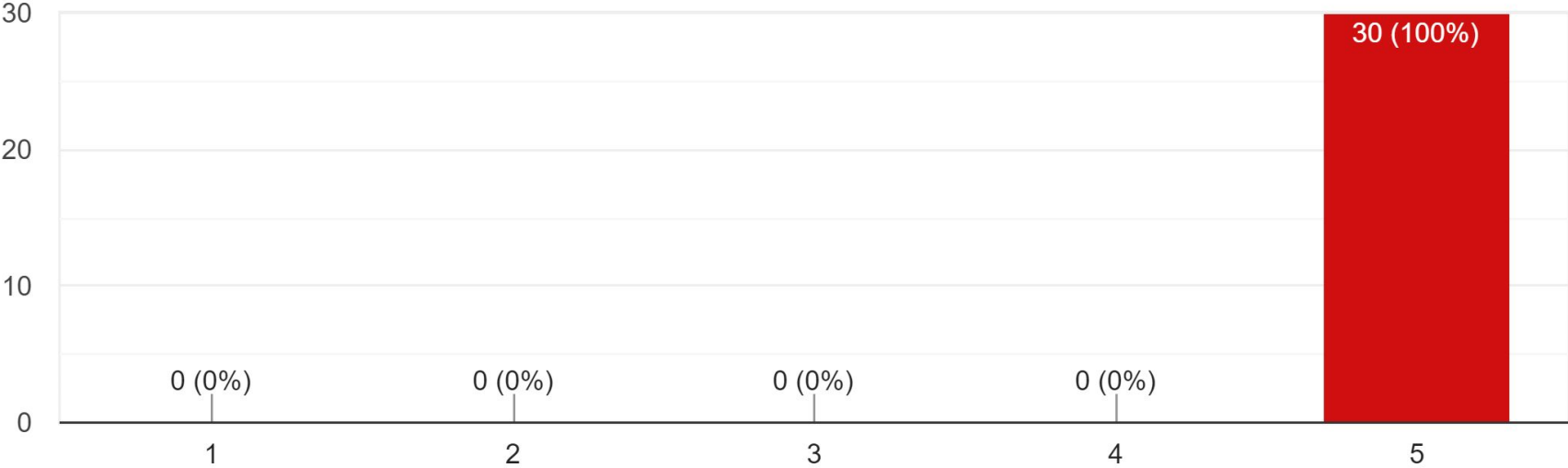
30 responses



● Yes  
● No

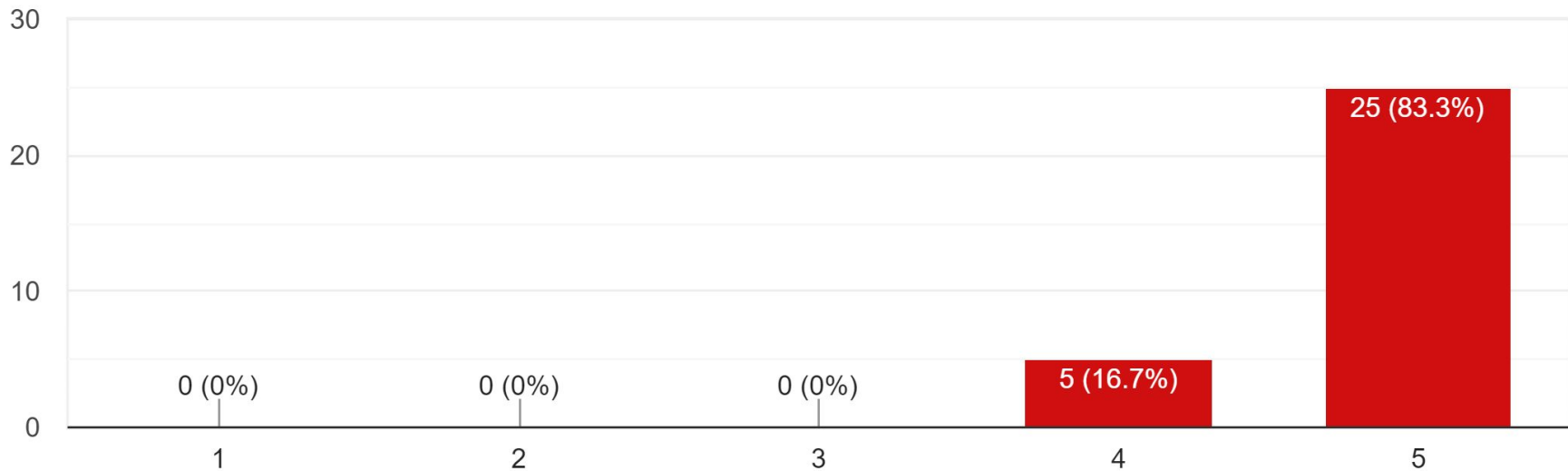
# How would you rate the support you receive from staff?

30 responses



## How satisfied are you with your overall volunteer experience at Clinic by the Bay?

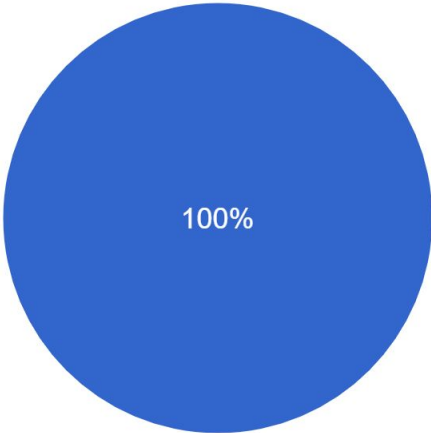
30 responses



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Would you recommend Clinic by the Bay as a place to volunteer to friends, family or colleagues?

30 responses



- Yes
- No

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# What is working well in the clinic's volunteer program?

- I like the online website used to manage volunteer sign up. It is very convenient and easy to navigate
  - More new volunteers coming and how staff helps each other in different situations
  - Lovely environment, really friendly and lots of flexibility
  - I really appreciate the ability to ask questions so that I never feel ill-equipped to handle a task here.
  - The flexibility of short shifts. Full time employment makes it difficult to commit to 8 hours.
  - Appreciation. Great experience for those choosing medical careers.
  - Attention to safety of volunteers. Support from clinic staff.
  - Staff support and camaraderie, very appreciative patients and the opportunity to teach young medical professionals and prospective medical professionals
  - Staff is very friendly, nice, and understanding. My skills are well match.
  - The appointment time spread between patients. Each patient takes a good amount of time and it's good that we give each patient they proper amount of time to hear their concerns and answer their questions
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# What could improve your volunteer experience?

- Be organized and have a good communication with others
  - It could be easier to transfer between roles
  - Snacks
  - 2 hour shifts! (Like a 6-8pm shift)
  - I think my volunteer experience has been positive overall, I think one thing I would note that would be helpful is to maybe get a tentative schedule of the rest of the support staff coming in so we know who we are working with/in particular for me how many other scribes might be there. I know plans can change last minute but I think this would help me prepare a bit more mentally I think?
  - Additional tasks to work on when clinic isn't busy.
  - If possible, add more clinic hours throughout the week, besides Tuesday and Thursday
  - making sure that everyone feels welcome and not overworked or tokenized
  - Would like to do health coaching
  - Circulate information about self-scheduling, have clients prepared for our remote visits/answer our calls, have schedule organized in advance to decrease text requests (for coverage the day before)
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## **Additional Comments:**

- Modify the survey to include not applicable for modules
  - It has been a great experience so far. Lots of clinical support and opportunity
  - So lucky to be part of the team! So grateful for everyone's kindness and patience
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**Thank You  
Clinic by the Bay  
Volunteers!**

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