

## VOLUNTEER SURVEY: STANDARD 9.C.1.A

CASA Program, Inc. aims to effectively support all volunteers to the best of our ability as they advocate for the children they serve. We value constructive feedback, and would appreciate your participation in this survey. The feedback you provide will be confidential and anonymous and will offer our program's staff and board insight to help improve our overall service to you and the children we serve. We appreciate the critical role you play in the program.

How long have you served as a CASA volunteer?

- Less than 1 year                       3-4 years  
 1-2 years                                 More than 4 years

**Please circle one number for each question using a 5-point scale:**

1- Strongly Disagree	3- Neither Disagree nor Agree	5- Strongly Agree
2- Disagree	4- Agree	

1. I feel adequately trained to serve as a CASA volunteer.  
1                      2                      3                      4                      5
2. My CASA supervisor respects my role and knowledge of my case.  
1                      2                      3                      4                      5
3. Do you think that the requirements for the volunteer position are explained adequately?  
1                      2                      3                      4                      5
4. I am comfortable making recommendations about my case.  
1                      2                      3                      4                      5
5. I feel prepared to testify at court hearings.  
1                      2                      3                      4                      5
6. I feel prepared to write court reports.  
1                      2                      3                      4                      5
7. I believe the judge reviews and considers my court reports.  
1                      2                      3                      4                      5

**Please circle one number for each question using a 5-point scale:**

1- Strongly Disagree

3- Neither Disagree nor Agree

5- Strongly Agree

2- Disagree

4- Agree

8. I feel like all parties in the case take my opinions seriously.

1                      2                      3                      4                      5

9. I am able to work well with CPS staff.

1                      2                      3                      4                      5

10. I am able to work well with Attorneys ad Litem.

1                      2                      3                      4                      5

11. I believe I am making a difference for the children with whom I work.

1                      2                      3                      4                      5

12. I feel comfortable bringing a problem or concern about the program to CASA staff.

1                      2                      3                      4                      5

13. I feel challenged to grow and develop my skills within my CASA program.

1                      2                      3                      4                      5

14. The CASA staff is professional and courteous when I call the CASA office.

1                      2                      3                      4                      5

15. Messages are received and transmitted in a timely, professional and accurate fashion.

1                      2                      3                      4

16. The staff provides adequate guidance through the Child Protective Services system.

1                      2                      3                      4                      5

17. Staff provides knowledgeable information regarding services/resources needed to work CASA case.

1                      2                      3                      4                      5

18. The staff provides adequate emotional support regarding CASA work.

1                      2                      3                      4                      5

**Please circle one number for each question using a 5-point scale:**

1- Strongly Disagree

3- Neither Disagree nor Agree

5- Strongly Agree

2- Disagree

4- Agree

19. Staff supervising my case is accessible.

1

2

3

4

5

20. The CASA office keeps me informed about court hearings and staffings.

1

2

3

4

5

21. The CASA office keeps me informed about relevant issues (such as changes in laws, procedures and ongoing trainings).

1

2

3

4

5

22. Please indicate your overall satisfaction with CASA Program.

1

2

3

4

5

23. From what venue have you gotten the most information?

a. Monthly meetings with/Updates from Supervisor

b. CASA Updates Email

c. In-Service Trainings

Topics:

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24. What are some suggestions or goals you would offer to improve the CASA program?

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25. I understand that I am expected to attend ongoing training sessions each year. I would attend presentations on the following topics:

a.

b.

c.

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26. What was (is) your expected time commitment with the CASA program and has that been met (if applicable)? Changed?

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27. What are some of the aspects of the volunteer role that you are finding most enjoyable? Least?

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28. Is there anything missing from your volunteer experience?

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29. Have your expectations of this volunteer opportunity been met?

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