

## Volunteer and Supporter Group Conferences – Volunteer delegates evaluation form summary

From over 400 delegates, 114 evaluation forms were completed and this document summarises the comments received both quantitatively and qualitatively.

Average score of respondents agreeing <sup>a</sup>	Watford	Sheffield	Heelis	Overall <sup>b</sup>		Rank
<b>1) As a result of my involvement today I have a better understanding of:-</b>						
• The National Trust Strategy	5.11	4.65	5.00	4.920	82.0%	
• How I can support the delivery of the strategy	4.59	4.33	4.23	4.383	73.1%	
• Who National Trust supporters are	4.89	4.83	4.59	4.770	79.5%	
• How I can engage with supporters	4.24	4.44	4.16	4.280	71.3%	
<b>2) During the conference:-</b>						
• I felt there was an appropriate balance between workshops, networking and formal inputs	5.00	4.84	4.95	4.930	82.2%	
• I have had enough opportunities to feedback to the organisation	4.80	4.65	4.67	4.707	78.4%	
• I have had enough opportunities to talk with other volunteers	4.76	4.74	4.51	4.670	77.8%	
• I have felt valued	5.35	5.09	4.74	5.060	84.3%	
• <b>I have felt that the Trust recognises the impact that volunteers make</b>	5.37	4.97	5.24	5.193	<b>86.6%</b>	<b>2<sup>nd</sup></b>
• I have felt my comments have been listened to	5.06	5.03	4.95	5.013	83.6%	
• <b>I have enjoyed myself</b>	5.39	5.33	5.49	5.403	<b>90.1%</b>	<b>1<sup>st</sup></b>
• I feel that things will change as a result of today	4.31	4.23	4.18	4.240	70.7%	(Last)
<b>3) The future of volunteer and supporter group conferences:-</b>						
• I would attend nationally organised volunteer and supporter group conferences in the future	4.76	4.79	4.64	4.730	78.8%	
• <b>I would prefer to attend regionally organised volunteer and supporter group conferences</b>	4.86	5.38	4.95	5.063	<b>84.4%</b>	<b>3<sup>rd</sup></b>
• I would prefer to attend conferences for different groups of volunteers <sup>c</sup>	4.41	4.00	4.36	4.257	71.0%	

<sup>a</sup> Respondents were asked to score each question between 6 = strongly agree and 1 = strongly disagree. The scores are a simple average from each conference.

<sup>b</sup> The overall scores are a combined average from all three conferences (100% = 6.00).

<sup>c</sup> Nearly a quarter of respondents (22%) did not give a score for this question.

## Volunteer and Supporter Group Conferences – Staff and facilitator evaluation form summary

From 70 members of staff attending the 3 conferences, only 20 completed evaluation forms were received and this document summarises the comments received both quantitatively and qualitatively.

However it is worth reminding readers that while these findings are of interest and general guidance, undue weight should not be ascribed to these findings as they may not be a statistically robust reflection of all members of staff attending the conferences.

Average score of respondents agreeing <sup>d</sup>	Watford	Sheffield	Heelis	Overall <sup>e</sup>		Rank
<b>1) From what I have observed today, I think that volunteers have a better understanding of:-</b>						
• The National Trust strategy	5.11	4.75	4.57	4.85	80.8%	
• How they can support the delivery of the strategy	4.11	4.75	4.29	4.30	71.7%	
• Who national Trust supporters are	4.67	5.00	3.57	4.15	69.2%	
• How they can engage with supporters	4.13	5.00	4.29	4.37	72.8%	
<b>2) From what I have observed today, I think that during the conference:-</b>						
• Volunteers felt there was an appropriate balance between workshops, networking and formal inputs	4.78	4.75	4.71	4.75	79.2%	
• Volunteers felt that they had enough opportunities to feedback to the organisation	4.67	4.75	4.57	4.65	77.5%	
• Volunteers felt that they had enough time to talk with other volunteers	5.00	4.50	4.57	4.75	79.2%	
• <b>Volunteers felt valued</b>	5.44	5.50	5.00	5.30	<b>88.3%</b>	<b>1<sup>st</sup></b>
• <b>Volunteers felt that the Trust recognises the impact their volunteering makes</b>	5.00	5.50	5.29	5.20	<b>86.7%</b>	<b>3<sup>rd</sup></b>
• Volunteers have felt that their comments have been listened to	4.44	5.00	4.43	4.55	75.8%	
• <b>Volunteers have enjoyed themselves</b>	5.22	5.25	5.29	5.25	<b>87.5%</b>	<b>2<sup>nd</sup></b>
• Volunteers feel that things will change as a result of today	3.75	4.75	3.43	3.84	64.0%	
<b>3) From what I have observed today:-</b>						
• Volunteers would attend nationally organised volunteer and supporter group conferences in the future	4.38	5.00	4.00	4.37	72.8%	
• Volunteers would prefer to attend regionally organised volunteer and supporter group conferences	4.57	5.25	4.29	4.61	76.8%	
• Volunteers would prefer to attend conferences for different groups of volunteers	3.38	3.00	2.50	3.18	53.0%	(Last)

<sup>d</sup> Respondents were asked to score each question between 6 = strongly agree and 1 = strongly disagree. The scores are a simple average from each conference

<sup>e</sup> The overall scores are a combined average from all three conferences (100% = 6.00)