

End of Volunteer Service

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The end of a volunteer’s service with OPRD is an important part of the volunteer process. It’s important in scenarios where the experience with volunteers has been positive or negative. This section covers information on what processes and requirements OPRD has related to end of volunteer service.

Related Links & Documents

-  [Volunteer Supply Order Form](#)
-  [Volunteer Dismissal Guidance](#)
-  [Example Feedback Questionnaire for Park Hosts](#)



Feedback and Evaluation

Feedback is important to deliver to volunteers as well as to receive from volunteers. It promotes an environment where OPRD can create successful volunteer experiences, and it allow programs and departments to update and change programs by receiving feedback directly from the volunteers engaged in service.

Feedback for Positive Volunteer Experiences

Although typically feedback is shared and gathered at the end of volunteer service, feedback, especially in situations where a behavior or action of a volunteer needs to change to meet the requirements of an assignment or meet OPRD’s expectations, should happen as soon as possible.

The feedback process does not need to be a formal process. And a division or management unit will need to decide what format works best for their programs and volunteer community.

Options for feedback may include:

Informal Discussion

Staff can meet with volunteers informally and ask a few general questions to gather information to improve an OPRD program, as well as set that volunteer up for success in their future assignments. Questions/conversation prompts could include:

- What did you like best about this volunteer experience?
- What could be improved?
- Did you feel supported by staff and volunteers?
- Share an example of something that they do well as a volunteer.
- Share an example of an area where they could improve, or that would lead them to have continued positive experiences in the future.
- If there have been any issues/discussions that were addressed between staff and this volunteer, share how well they did making that change, correcting their behavior, or if improvement is still needed.

Written Questionnaire

Write up a questionnaire and give volunteers the opportunity to share feedback on their experience with you outside of a discussion. [See an example of volunteer feedback questionnaire here.](#)

Discussion with Formal Documentation

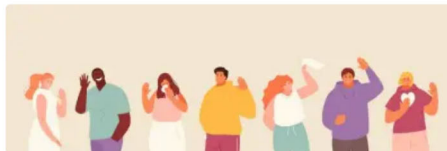
In addition to meeting with a volunteer in person, complete an evaluation form (one that your department has made or use the template above), and document the conversation in writing. Go over the form together with the volunteer, and upload that form to a volunteer's profile.

Feedback When Expectations are Not Being Met

There will be situations where a volunteer is not meeting the expectations of a volunteer assignment. This could be related to quality of service, relationships with volunteers and staff, or not meeting the expectations within the code of conduct.

Situations will greatly vary from one another, and it's important that these issues are addressed appropriately, and that the right staff members are involved if the situation needs it.

For strategies and processes in communication and feedback when expectations are not being met, review the [Volunteer Dismissal Guidance](#) document.



Retiring from Volunteer Service

Volunteers may retire from service with OPRD. When a volunteer notifies staff of their retirement, it's important that their service is recognized.

In the case of any volunteer retirement, notify the regional programs coordinator, who can notify any future or past assignments, record the retirement, and inactivate their volunteer profile.

Statewide Support

The statewide programs coordinator, when notified in advance, can gather the following items to deliver to the MU or division for the volunteer:

- Certificate of Service, signed by the Director and programs lead
- Letter from the Director
- Volunteer Assignment History

Ideas for Honoring Volunteers who Retire:

Below are some suggestions for what MUs and divisions can do to honor the service of volunteers:

- Send them an appreciation card, signed by staff who worked with them.
- If volunteer is currently active, and in the area, host a potluck or feature them at an upcoming volunteer appreciation event.
- Create a certificate or award of appreciation and mail or deliver to the volunteer in person.
- Reach out to the region programs coordinator for additional support and ideas.