

## RSVP Tax Program Goals and Objectives Help Survey

Dear RSVP Tax Program Volunteer we are developing 1,2,3,4 and 5 year goals and objectives aimed at improving our service for both you and your clients. You are invited to participate in the assessment of our program to date and to help shape the improvements for our future. Your personal experience is invaluable - please share it.

The two-part assessment form follows. Please fill out each part and return to (RSVP) Retired & Senior Volunteer Program 1190 Bascom Avenue, Suite 220, San Jose, CA 95128

**From:**

*(your name optional)* \_\_\_\_\_

**How many years have you been in the tax program?** *(circle the appropriate number)*    0-1    1-5    Over 5

**How many times per week do you volunteer?** \_\_\_\_\_

### **Part 1 Circle appropriate rating numbers**

**5=completely agree 4=somewhat agree 3=neutral 2=somewhat disagree 1=completely disagree.**

	Disagree					Agree
	1	2	3	4	5	
1 Program goals are clearly stated.	1	2	3	4	5	
2 I would be willing to work more days per week.	1	2	3	4	5	
3 Volunteers are well trained for each of the jobs they assume.	1	2	3	4	5	
4 Testing & certification are consistent, adequate & fair.	1	2	3	4	5	
5 IRS provides adequate support.	1	2	3	4	5	
6 Information is communicated as & when needed.	1	2	3	4	5	
7 Materials, forms & supplies are sufficient.	1	2	3	4	5	
8 Necessary equipment is available.	1	2	3	4	5	
9 Counseling sites are well managed.	1	2	3	4	5	
10 Counseling sites have enough counselors.	1	2	3	4	5	
11 All tax returns are quality reviewed.	1	2	3	4	5	
12 Reports (CARs, etc.) are submitted accurately & timely.	1	2	3	4	5	
13 Sites are monitored & helped as needed.	1	2	3	4	5	
14 Supervisors recognize volunteers' service.	1	2	3	4	5	
15 I would willing to sever periodically as a tax volunteer June-Dec.	1	2	3	4	5	
16 Program-advisory and support committees give needed help.	1	2	3	4	5	
17 The program's organizational charts are communicated and helpful.	1	2	3	4	5	
18 The organizational chart needs to be revised and communicated.	1	2	3	4	5	
19 Recruiting resources provide adequate assistance.	1	2	3	4	5	
20 The Tax Site facilities are adequate and receive needed support.	1	2	3	4	5	
21 I would like to also be a coordinator, instructor etc	1	2	3	4	5	
22 Would you be willing to volunteer for Home Owners & Renters	1	2	3	4	5	

### **Part II**

**1. What Worked well?** (describe *e.g.* innovations, successes, goals that were attained *etc.*)

**2. What didn't work well?** (describe *e.g.* problems that you need help in solving, goals that were not attained *etc.*)

## Help Survey (Continued)

**3. What Support do you need?** (*e.g.*, training in specify, communication, publicity, supplies, equipment, etc.)

**4. Specific ideas for program improvement:** (*e.g.* how to reach more customers, bring in more volunteers, improve training *etc.*)

**5. Specific actions I will take to improve AARP Tax-Aide service in my territory or area of responsibility:**

**6. Other:** (let off steam or brag about someone or something)

***Thank you for your contribution!***