

POST SHIFT FEEDBACK QUESTION BANK

What should you ask volunteers after a shift?

The moments right after a shift are when feedback is most honest, and most useful. This question bank gives Volunteer Managers a ready set of prompts to send out post-shift, organised by theme so you can pick the handful that matter most for your program. Mix quick rating questions with a few open responses to see what's working, surface areas for improvement, and keep volunteers coming back.

- Tip: choose 5-8 questions per survey. Fewer, sharper questions get far higher completion rates.

CHOOSE YOUR QUESTIONS

01 Overall shift experience

Gauge overall satisfaction and first impressions.

- ✓ Overall, how would you rate your experience on this shift? **SCALE**
- ✓ What was the highlight of your day? **OPEN**
- ✓ Did the shift match what you expected when you signed up? **SCALE**

02 Role clarity & training

Check whether tasks and preparation were clear.

- ✓ How clear were you on your responsibilities for this role? **SCALE**
- ✓ Did your induction and training prepare you for the tasks you were given? **SCALE**
- ✓ Was there anything you were asked to do that you didn't feel ready for? **OPEN**

03 Support & communication

Assess the support volunteers felt on the ground.

- ✓ How supported did you feel by your team leader or coordinator? **SCALE**
- ✓ When you had a question, how easy was it to get an answer? **SCALE**

04 Tools, equipment & logistics

Surface practical blockers and friction points.

- ✓ Did you have the equipment, uniform and resources you needed? **SCALE**
- ✓ How easy were check-in, breaks and sign-out to navigate? **OPEN**

KEEP GOING

More questions to draw from

These themes dig into wellbeing, recognition and retention. These are the signals that tell you whether a volunteer will come back. Pair one or two of these with your experience questions on the previous page.

05 Wellbeing, safety & workload

Protect volunteer welfare and spot strain early.

- ✓ Did you feel safe and comfortable throughout your shift? **SCALE**
- ✓ Was your workload and the length of your shift manageable? **SCALE**

06 Recognition & feeling valued

Measure whether volunteers feel appreciated.

- ✓ Did you feel your contribution was recognised and appreciated? **SCALE**
- ✓ Was there someone who made a real difference to your day? **OPEN**

07 Likelihood to return

Track retention and advocacy signals.

- ✓ How likely are you to volunteer with us again? **SCALE**
- ✓ How likely are you to recommend volunteering with us to a friend? **SCALE**

08 Areas for improvement

Capture ideas in volunteers' own words.

- ✓ If you could change one thing about today, what would it be? **OPEN**
- ✓ What is one thing we could do to make your next shift even better? **OPEN**

POWERED BY ROSTERFY

Want to automate your post shift feedback?

Rosterfy automatically triggers post-shift feedback surveys, helping volunteer managers capture volunteer sentiment at the right time and turn insights into meaningful action.

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