



Teach Learn Grow

# **Feedback-driven volunteering to engage young people**

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**Program Director**

# Presentation Overview

Introduction to TLG

How we collect and use feedback

Case Study 1

Case Study 2

Conclusion

# Teach Learn Grow

TLG provides **free one-on-one tutoring** to rural and remote schools across WA and parts of NSW

We engage 200+ volunteers twice a year for an **intensive one week program** where they travel to rural and remote areas to provide tutoring

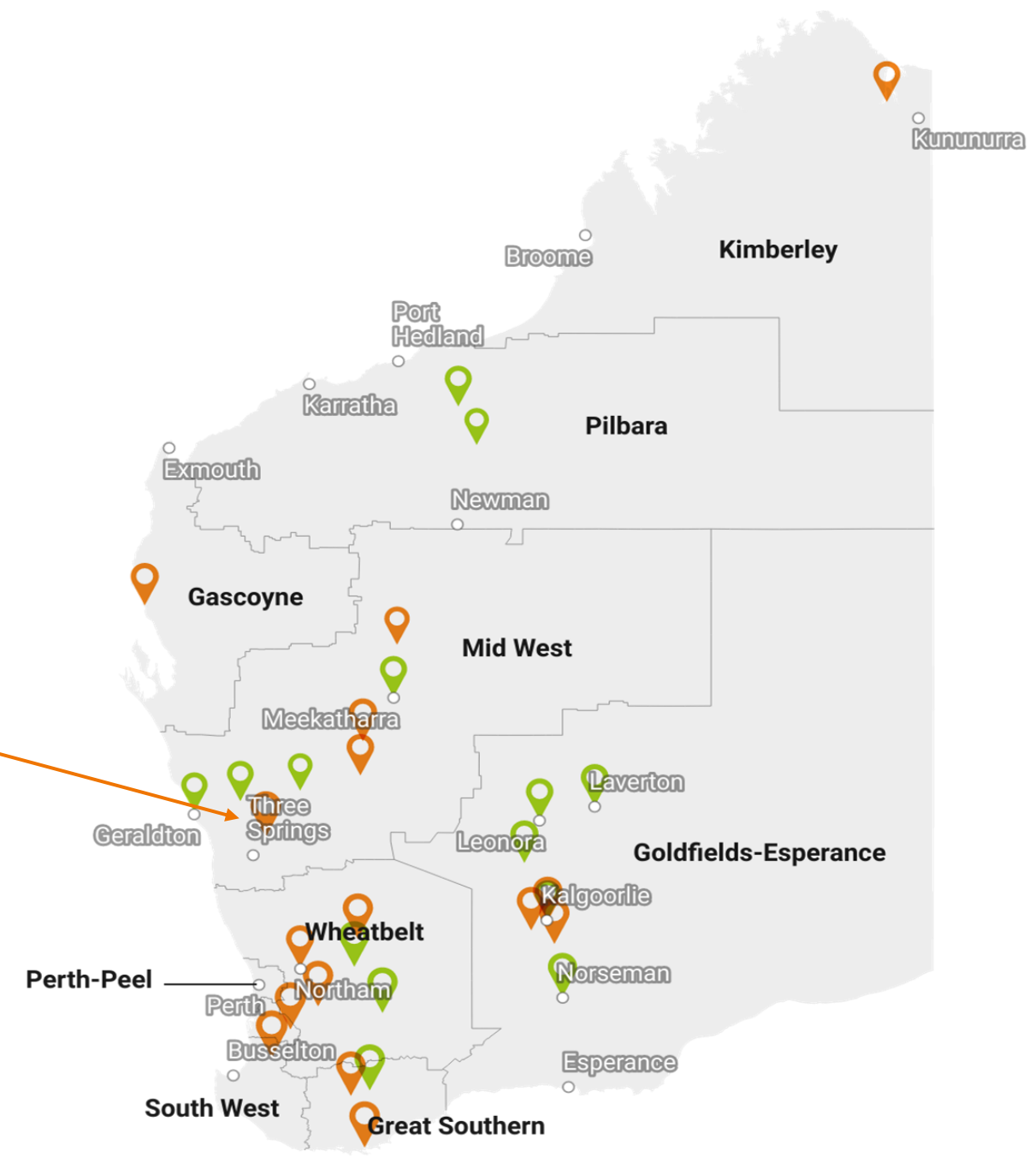
Our aim is to **help students overcome barriers** in their learning as a result of being from a rural or remote area



# Our reach



**34 schools across WA**





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# How we collect and use feedback

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# How we collect feedback

- **Compulsory** surveys at the end of every volunteer experience
- Set expectations in our **role descriptions** and volunteer agreements
- Embedded into our **culture**
- Inform volunteers on **why** feedback is collected and what it's used for

# Why we collect feedback

- Maintain accountability through our organisational values
- Understand the volunteer experience and monitor program health
- Measure the impact we have on our volunteers

## YOUR FEEDBACK HELPS TLG TO:

Achieve our **purpose** of creating positive change for the communities we serve by delivering programs with positive, measurable impact.



Ensure our **community** members are treated with respect, are recognised for their contributions and share their perspectives.



Demonstrate **integrity** by holding TLG community members to high standards, and being accountable for taking action when needed.



Improve and innovate as a **leader** in the field, and to empower our community members to reach their full potential as individuals.

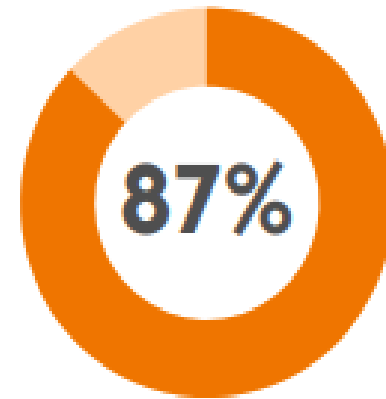


# How we use feedback

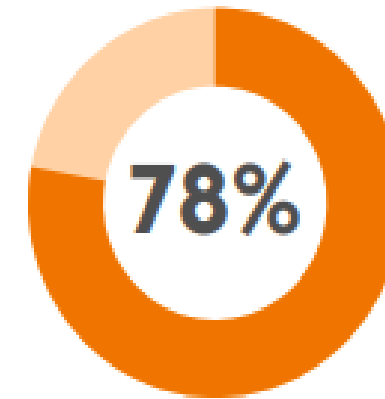
- Evaluate **volunteer performance** to identify high and low achievers
- Monitor and evaluate the **effectiveness** of our programs
- **Review** systems and processes
- Demonstrate our **impact** to stakeholders



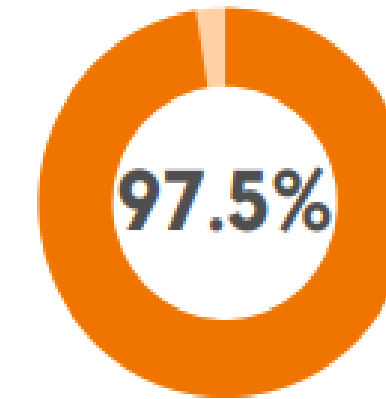
# Impact



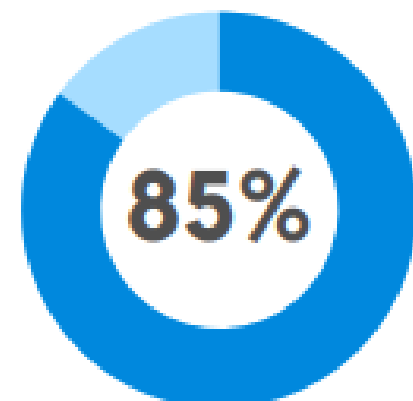
Students found **learning maths more interesting with TLG**



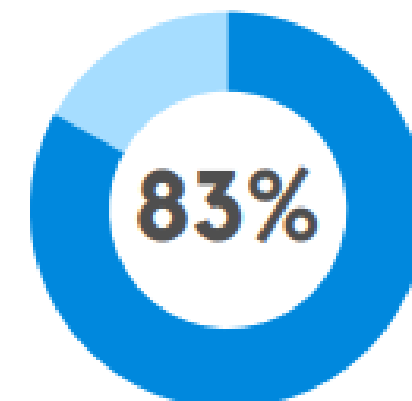
Students **learn better with one-on-one tutoring**



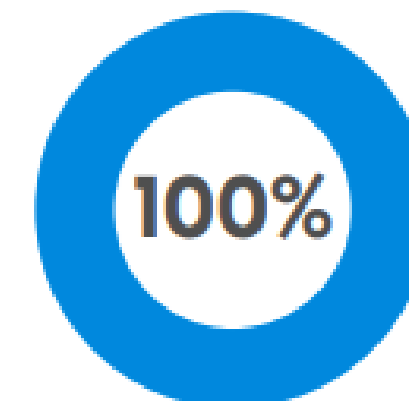
Students believe they are **better at maths after the program**



Students would **like to do the eMentor program again**

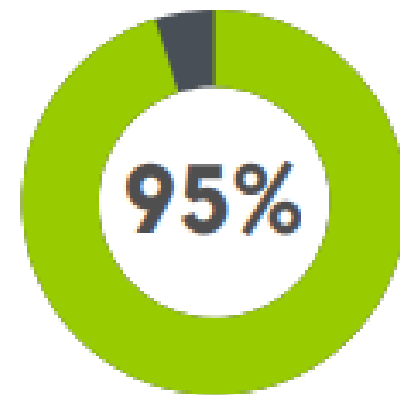


Students **use things they learnt with their mentor outside of the program**

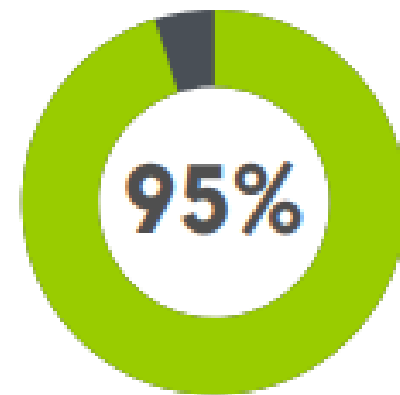


Students **enjoyed the eMentor program**

# Impact



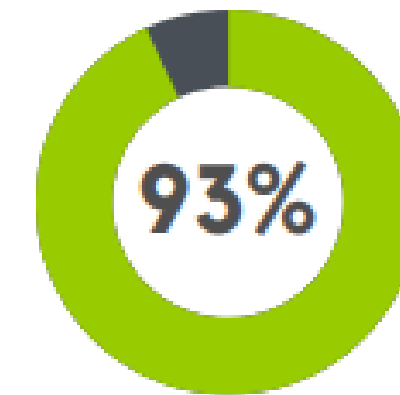
Volunteers **developed skills** that will **benefit** them in the **future**



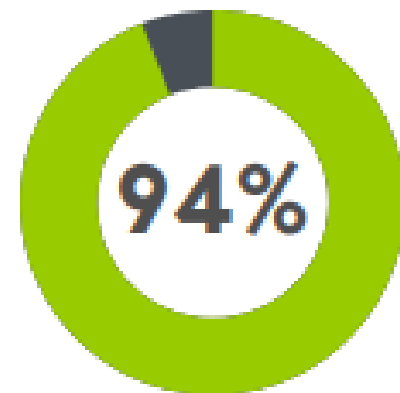
Volunteers are **more aware** of the **factors** affecting **education**



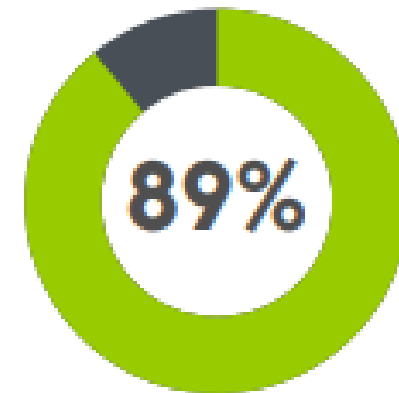
Volunteers would **recommend TLG** to their **friends**



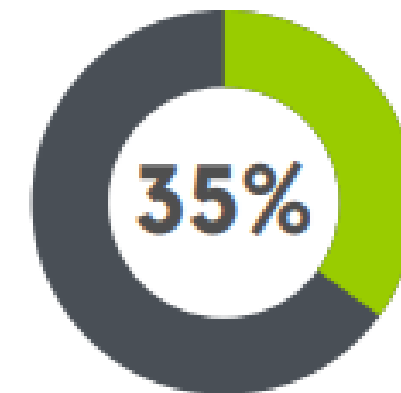
Volunteers are more **confident** about **being** a **leader**



Volunteers are more **aware** of **lifestyle** and **cultural practices** **different** to their own



Volunteers studying **education** are **now considering** **teaching** **rural/remotely**



Volunteers not studying **education** are now **more likely** to **consider** it as a **career option**

# The Power of Feedback

- Signals that you care about **volunteers**
- Helps to **understand** the thoughts, feelings and experiences of volunteers
- Opportunity for change and **growth** in the organisation

# Type of Feedback

## Recruitment Survey

- How did you hear about us?
- What appeals to you about this experience?
- What is your availability like?

## Satisfaction Survey

- Overall, was this a positive experience?
- Would you recommend this experience to your friends?

## Engagement Survey

- Would you like to continue your involvement with us?
- Were you equipped for your role?

# Data Collection

- Jotform, Google Form, Survey Monkey
- Answers can be exported into Excel or Google Sheets

## Helpful Resources

- How to Make a Chart or Graph in Excel [With Video Tutorial] - HubSpot Blog
- Excel Easy
- Microsoft Excel Tutorial Beginners Level - Teacher's Tech



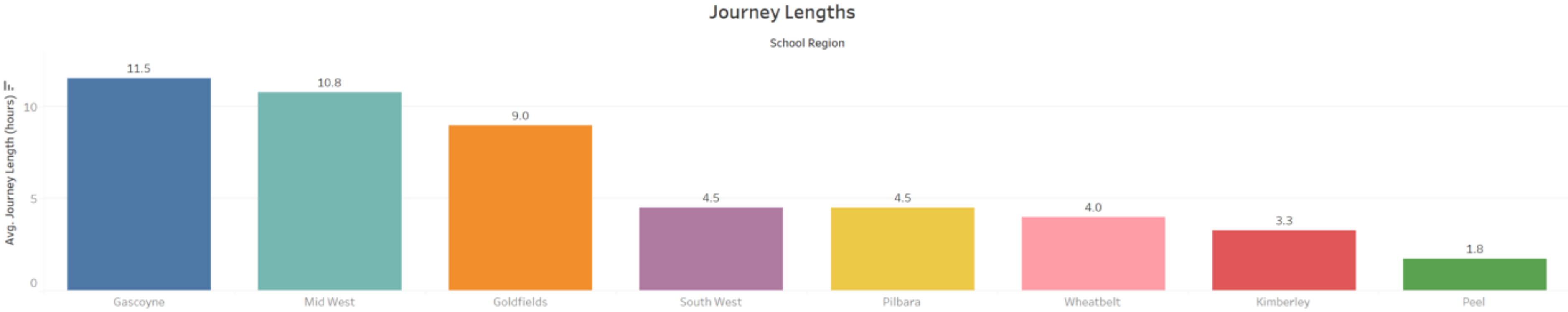
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## **Case Study 1**

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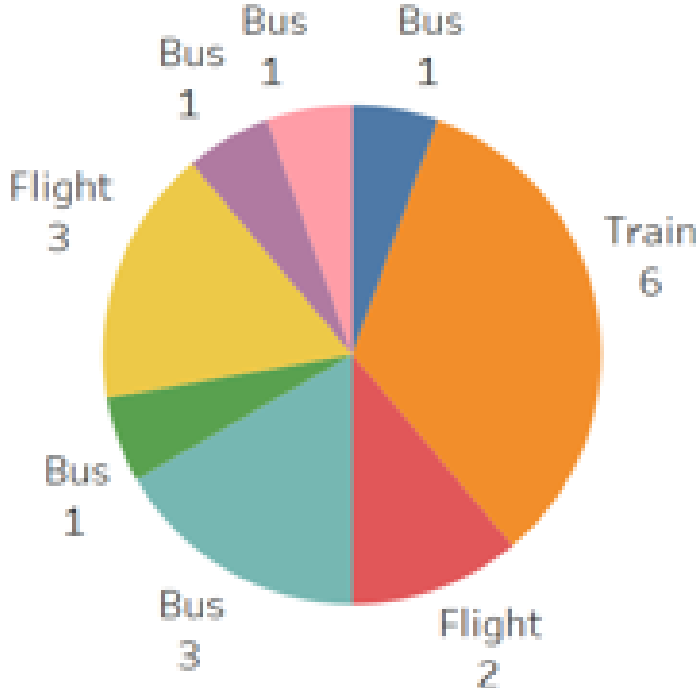
# **Transport Options and Volunteering Satisfaction**

# Transport Experience

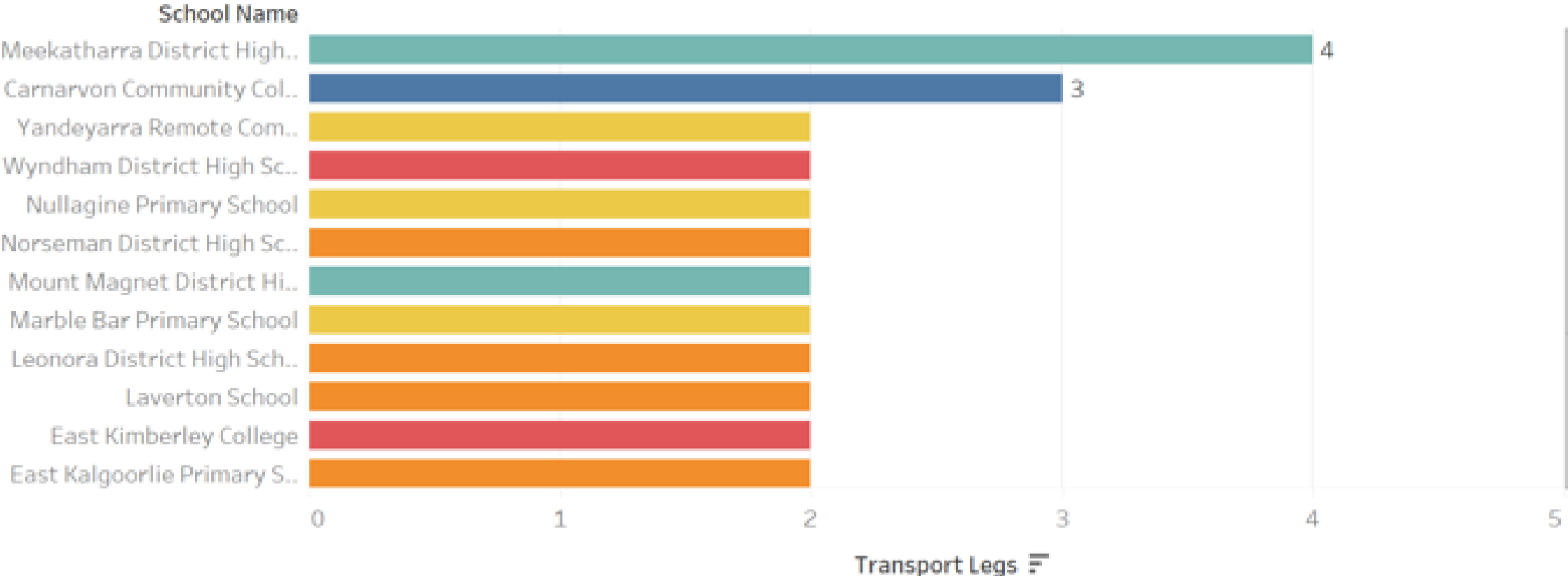


# Transport Experience

Method of Transport



Transport Legs





# Meekatharra

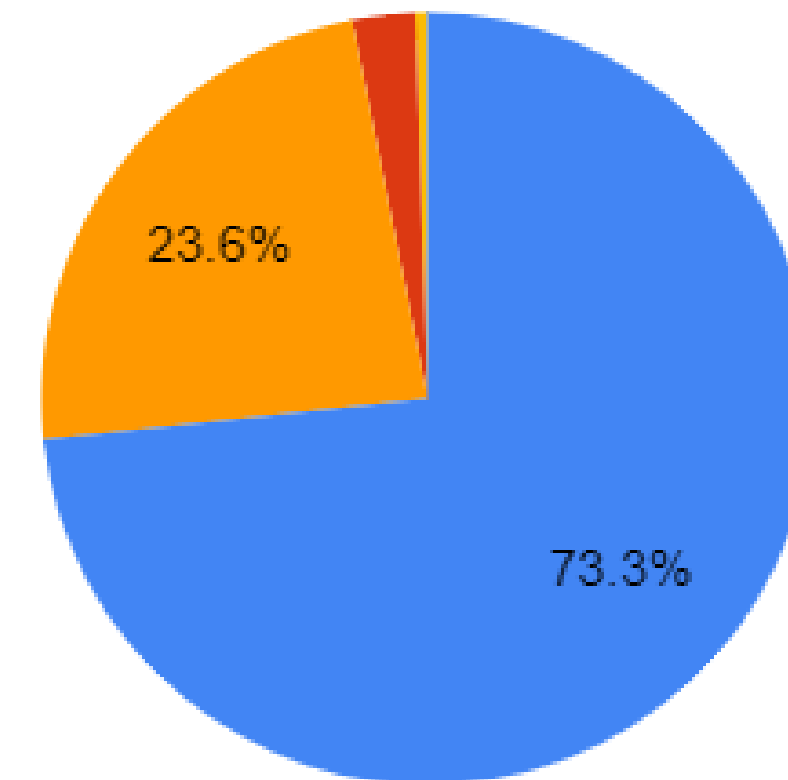


# Transport Experience

After reflecting on your experience during the program, please rate your belief on the following statements about the program logistics \*

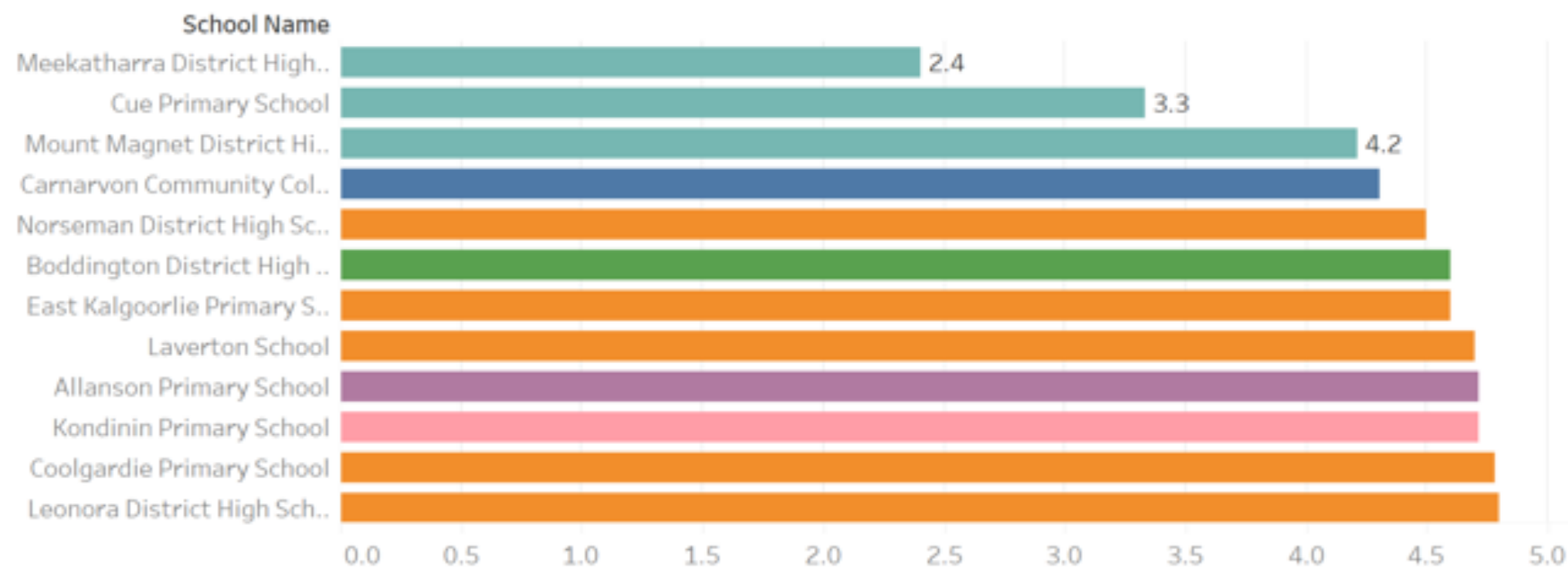
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Did not Participate
I was satisfied with the transportation arrangements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was satisfied with the food provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was satisfied with the sleeping arrangements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I was satisfied with the transportation arrangements



● Strongly Agree
 ● Agree
 ● Neutral
 ● Disagree

Overall Satisfaction



# Transport Experience



# Lessons Learned about Transport

- Overall, our volunteers are satisfied with their transport arrangements
- Analysing data helped advocate for change
- There is an opportunity to seek more specific data from our volunteers



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## **Case Study 2**

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# **Training Day Feedback**

# Training Day Feedback

## Summer 2022 Feedback

*"Make sure lunch is included in program launch - or tell tutors to bring food to share with group"*

*"Perhaps even more examples of maths games to play with students."*

*"The training format felt too long given there was no time for a break / lunch break."*

# Training Day Feedback

## Summer 2023 Feedback

*"I really enjoyed the maths speaker as she presented new ways teaching maths to students which I had not come across."*

*"The math teaching activity is very useful since the games are really interesting and can help students learn via the games!"*

*"I think that the training was helpful and effective, there's no particular improvement I can think of."*



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# Conclusion

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# What to implement right now

- Reflect on how you are **tracking** the volunteer experience
- Learn the basics of **making data visual** to help you understand the feedback you get
- Let your volunteers see that you are **making changes** based on their feedback



# Takeaways

- Capturing feedback can help you diagnose areas of improvement in your organisation and can highlight what is working well
- Be transparent about how you collect feedback and what it will be used for
- Find a way to measure the impact you're having on your volunteers



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**Thank you!**

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**Kirsten Eva**

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# Feedback-Driven Volunteering To Engage Young People

**Kirsten Eva**

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Teach Learn Grow

