**General Survey for** **Customer Post-Job Feedback Survey Requirements:**

On completion of a volunteer paired task, the company that requested the work package will be asked to complete a short survey that will be pushed to them via email and through the online portal. The survey will cover various questions relating to the work completed and the satisfaction of the customer as well as having free text boxes that will allow elaboration on anything the company wishes to be discussed. A list of questions below will form the basis of the survey and will allow space for free text feedback. From the survey, a volunteer portfolio can be generated that the volunteer can use towards their resume.

**Our Options:**

1. Specific Survey via the Fortify Site
2. Template of Questions the Organization shares

**Option 1:**

Having a dedicated post job survey on the Fortify site is a great option because it can also be attached via emails. Volunteers can choose to head to [www.fotrify.com.au](http://www.fotrify.com.au) or they could click on the direct link they receive from us once we are notified that they have completed their volunteering time. The email consists of more opportunities, a summary of their work and whether they would like to reflect and share their overall experiences. This option is also great because it gives a chance for us to evaluate how well we were able to matchmake between both the volunteer and the organisation. This gives us an opportunity to send separate emails to the organisation as well to evaluate their experiences with the Fortify and the volunteer.

**Option 2:**

Sending out templates of questions for the organization to share is a bit of a slow process and it could be more difficult to monitor in the sense of finding trends in the data. Although it could increase survey participation as it would be a pen and paper questionnaire that volunteers need to complete before concluding all of their final contributions. The downside to this is that it would be much more difficult to assess the specific organisation as there might be more personalised questions to assess, this is because every organisation is different.

**Final Method – Option 1:**

This is because having an online survey involves a better sense of control of the data and does not require more work to count and constantly monitor new responses. As per the requirements we will focus on developing the questionnaire targeted towards volunteers. Then we will focus on surveying the organisations themselves. These surveys can also be attached to various emailing templates.

**General Post-Job Survey Link** [**Here**](https://www.surveymonkey.com/r/Y3TN6RJ)**:**

1. How would you rate your experience with using Fortify?
2. What is the main reason for you score?
3. Is there anything you would like to add? We love feedback!

**First Term Survey Objective:**

One of the objectives at Fortify is that *the platform aims to increase the customer satisfaction by 25% within the first term of operations with the use of client feedback and satisfaction surveys, by readapting the structure of the website to the client’s needs.*

This is why we are asking specific questions which will help us identify if Fortify is operating as intended. From the gathered responses we will be able to contact certain volunteers so they can be used as mentors within Fortify since our organisation is non-for-profit. This extends the use of volunteers for Fortifies platform as well.

**Volunteer Survey Link** [Here](https://www.surveymonkey.com/r/Y3SVCPL)**:**

1. Could you originally find what you were looking for on the Fortify site? Were you able to find and register as a volunteer with ease?
2. How easy or difficult did you find the matchmaking process at Fortify?
3. What skills did you use for your volunteering? Do you believe your skills matched the workplace needs?
4. What skills do you believe you need to improve on or develop?
5. How did you apply these skills? Is there something new you had to learn for this job?
6. Would you be interested to mentor at Fortify to help educate and guide future volunteers? Explain why or why not?
7. Did you make sense of a certain vulnerability? How have you helped identify and mitigate this threat for the organisation?

**Organisation Survey Link** [Here](https://www.surveymonkey.com/r/Y3SMGTY)**:**

1. Could you originally find what you were looking for on the Fortify site? Were you able to find and register as an organisation with ease?
2. How easy or difficult did you find the matchmaking process at Fortify?
3. Has Fortify connected you with the right volunteer? Did they or did they not have the appropriate skills and knowledge? Please Explain.
4. List the tools and/or software that your organization uses. Explain whether the volunteer was aware on how to use them.
5. Is there a specific volunteer that stood out to you? Tell us who!
6. Was Fortify able to communicate all of your organizations requirements or was the volunteer confused about their tasks?
7. Have you learned anything new since working with a volunteer? Is there a process you will change or execute differently in the future?
8. Were you aware about certain vulnerabilities? Has Fortify helped you identify and mitigate this threat? Explain how.