

How to provide feedback on Online Volunteers

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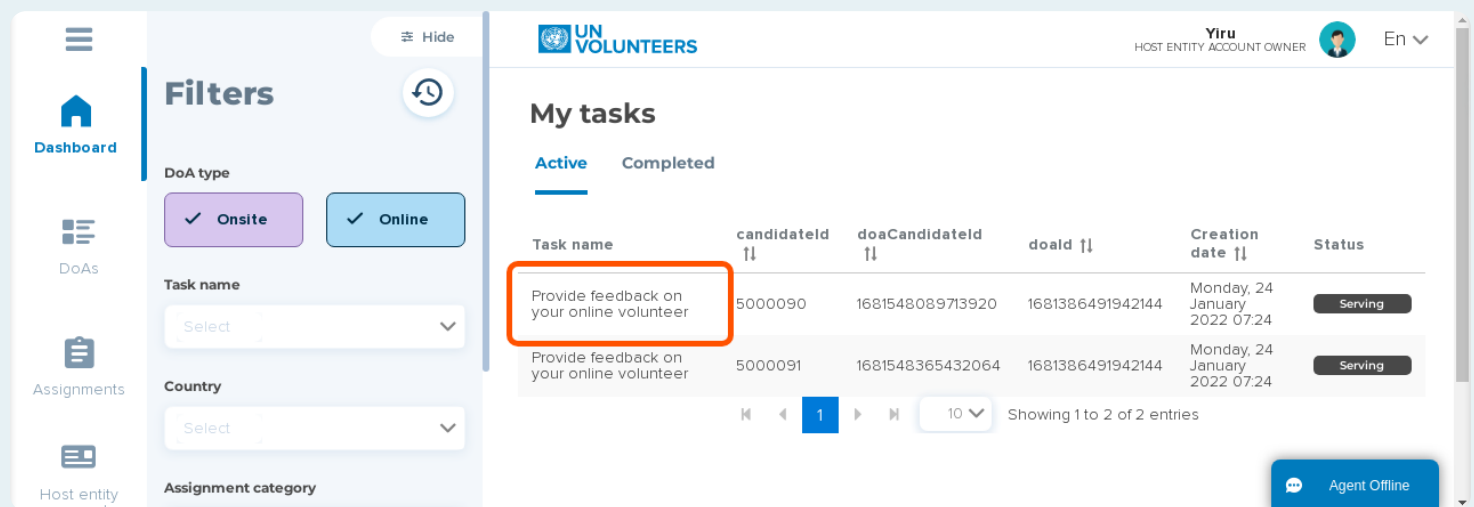
Provide feedback to your Online Volunteers

This step-by-step guide will take you through the process to provide feedback to your Online Volunteers on your collaboration and their contributions.

'Provide feedback on your Online Volunteer' task

This task appears ten days after the selection of a candidate. You will get one task for each candidate selected so you can individually provide feedback on their performance and contributions.

Clicking on the task name will start the process.



The screenshot shows the UN Volunteers dashboard interface. On the left, there is a sidebar with navigation options: Dashboard, DoAs, Assignments, and Host entity account. The main area is titled 'My tasks' and includes a 'Filters' panel on the left. The 'Filters' panel has 'DoA type' set to 'Online' and 'Task name' set to 'Provide feedback on your online volunteer'. The 'My tasks' panel shows a table of tasks with columns: Task name, candidateId, doaCandidateId, doald, Creation date, and Status. Two tasks are listed, both with the name 'Provide feedback on your online volunteer' and a status of 'Serving'. The first task is highlighted with a red box.

Task name	candidateId	doaCandidateId	doald	Creation date	Status
Provide feedback on your online volunteer	5000090	1681548089713920	1681386491942144	Monday, 24 January 2022 07:24	Serving
Provide feedback on your online volunteer	5000091	1681548365432064	1681386491942144	Monday, 24 January 2022 07:24	Serving

Important notice on the feedback task!

Please note that the task to provide feedback is only available until **one month after the expected end date**. The expected end date is calculated by using the day of the candidate's selection and adding the assignment's duration you indicated when submitting the online DoA.

If you do not provide feedback before that day, the system will remove the task and archive the assignment as 'Online Volunteer has not worked'. IN this case, no certificate will be issued to the Online Volunter.

Use filters

You can use the filters to narrow down your search. This is especially helpful when your Host Entity has several ongoing or completed Online Volunteer assignments.

The screenshot shows the UN Volunteers dashboard interface. On the left, there is a sidebar with navigation icons for Dashboard, DoAs, Assignments, and Host entity account. The main content area is titled 'My tasks' and includes filter buttons for 'Onsite' and 'Online'. Below these are dropdown menus for 'Task name', 'Country', and 'Assignment category', along with 'More filters' and 'Apply filters' buttons. The task list is displayed in a table with columns for Task name, candidateId, doaCandidateId, doald, Creation date, and Status. Two tasks are listed, both with a status of 'Serving'. A pagination bar at the bottom indicates 'Showing 1 to 2 of 2 entries'.

Task name	candidateId	doaCandidateId	doald	Creation date	Status
Provide feedback on your online volunteer	5000090	1681548089713920	1681386491942144	Monday, 24 January 2022 07:24	Serving
Provide feedback on your online volunteer	5000091	1681548365432064	1681386491942144	Monday, 24 January 2022 07:24	Serving

Click 'Provide feedback on your Online Volunteer'

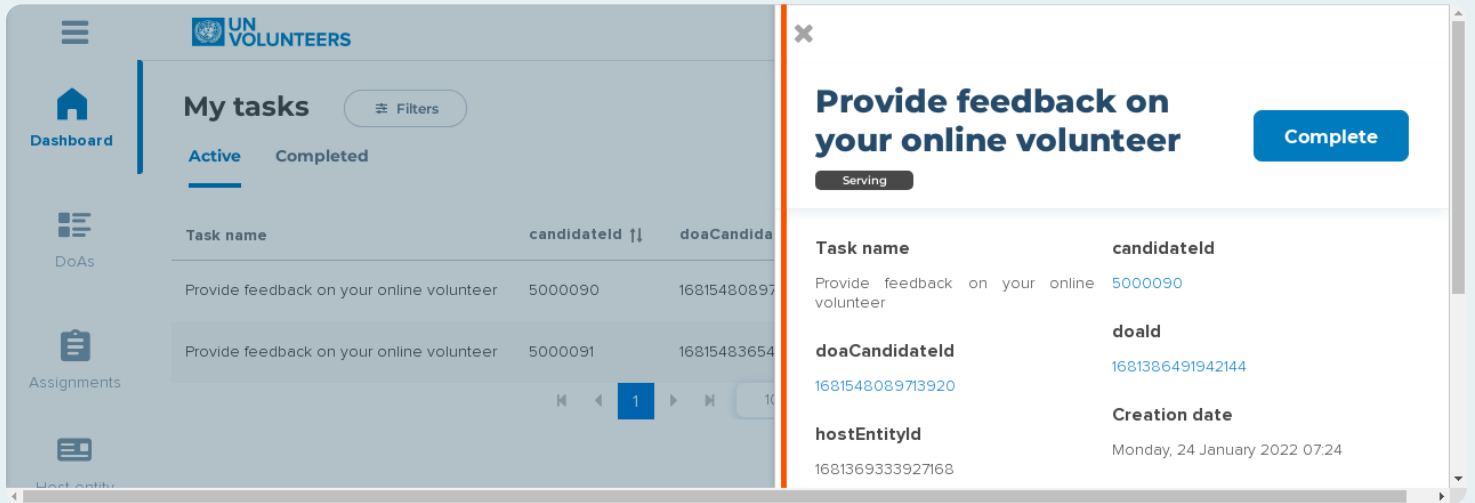
Now, let's start the process by clicking the task.

This screenshot is similar to the previous one but highlights the first task in the list with a red rectangular box. The task name 'Provide feedback on your online volunteer' is clearly visible within this box. The rest of the interface, including the filters and pagination, remains the same.

Task name	candidateId	doaCandidateId	doald	Creation date	Status
Provide feedback on your online volunteer	5000090	1681548089713920	1681386491942144	Monday, 24 January 2022 07:24	Serving
Provide feedback on your online volunteer	5000091	1681548365432064	1681386491942144	Monday, 24 January 2022 07:24	Serving

Task information

This field provides more information about the task. In the bottom you can find a detailed explanation.



The screenshot shows the UN Volunteers dashboard with a sidebar containing navigation options: Dashboard, DoAs, Assignments, and Host entity. The main content area is titled 'My tasks' and includes a 'Filters' button and tabs for 'Active' and 'Completed'. A table lists tasks with columns for 'Task name', 'candidateId', and 'doaCandidateId'. The first task is 'Provide feedback on your online volunteer' with 'candidateId' 5000090 and 'doaCandidateId' 16815480897. The second task has 'candidateId' 5000091 and 'doaCandidateId' 16815483654. A pagination bar shows '1' of 10 items.

The detailed view of the task 'Provide feedback on your online volunteer' is shown on the right. It features a 'Complete' button and a 'Serving' status. The task details are as follows:

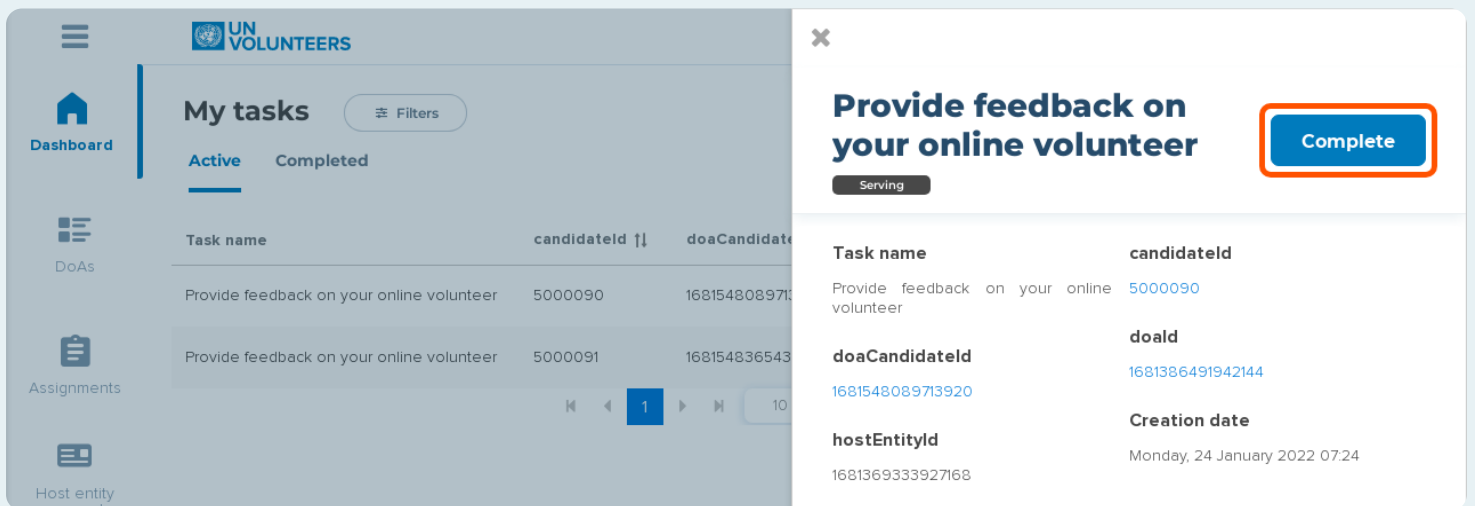
Task name	candidateId
Provide feedback on your online volunteer	5000090

doaCandidateId	doald
1681548089713920	1681386491942144

hostEntityId	Creation date
1681369333927168	Monday, 24 January 2022 07:24

Click 'Complete'

This will take you to the next page to start the selection process.



This screenshot is identical to the previous one, but the 'Complete' button in the detailed task view is highlighted with a red rectangular box to indicate the action to be taken.

Assignment details page

First, you will see the assignment details page that provides you information about the Online Volunteer assignment that your Host Entity had created as part of an online DoA.

Remember, each online DoA consists of one or more (Online Volunteer) assignments, each representing one task with a deliverable completed by one Online Volunteer.

Assignment information

This field shows you details about the Online Volunteer assignment, including the corresponding DoA's title, the duration, its current status and more.

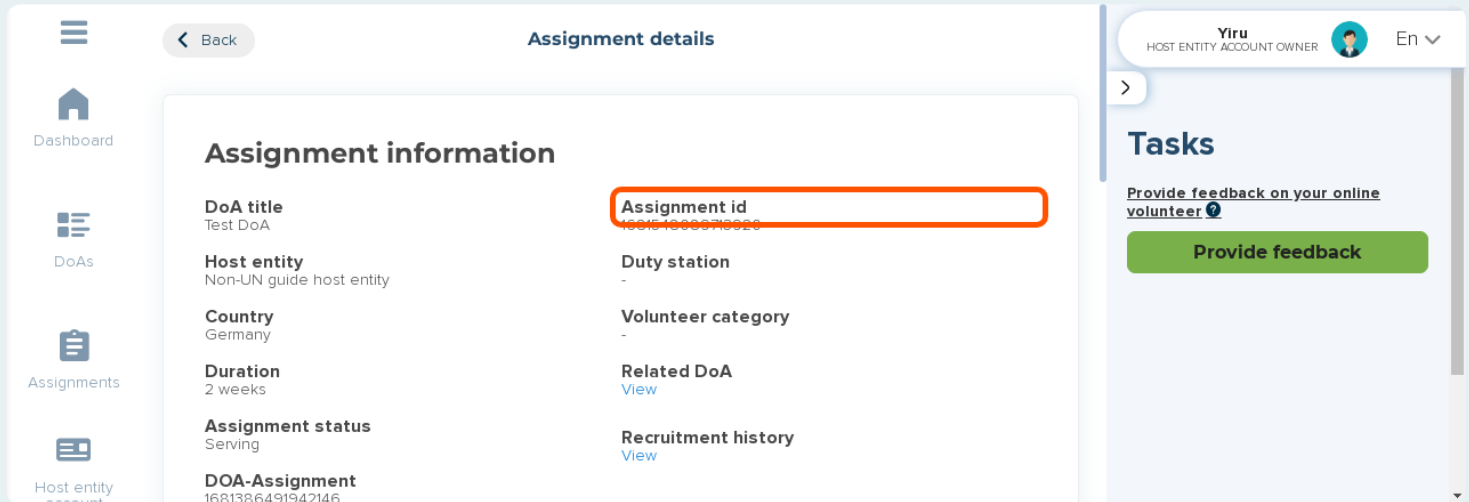
The screenshot shows a web application interface for assignment details. On the left is a sidebar with navigation options: Dashboard, DoAs, Assignments, and Host entity account. The main content area is titled "Assignment information" and contains the following details:

DoA title Test DoA	Assignment id 1681548089713920
Host entity Non-UN guide host entity	Duty station -
Country Germany	Volunteer category -
Duration 2 weeks	Related DoA View
Assignment status Serving	Recruitment history View
DOA-Assignment 1681386491942146	

On the right, the "Tasks" panel shows a link to "Provide feedback on your online volunteer" and a green "Provide feedback" button. The top right of the page shows the user profile for "Yiru" (Host Entity Account Owner) and a language dropdown set to "En".

Assignment ID

Each Online Volunteer assignment has a unique ID allowing you to easily find and manage your assignments, especially when your Host Entity created several online DoAs and DoAs with more than one assignment.

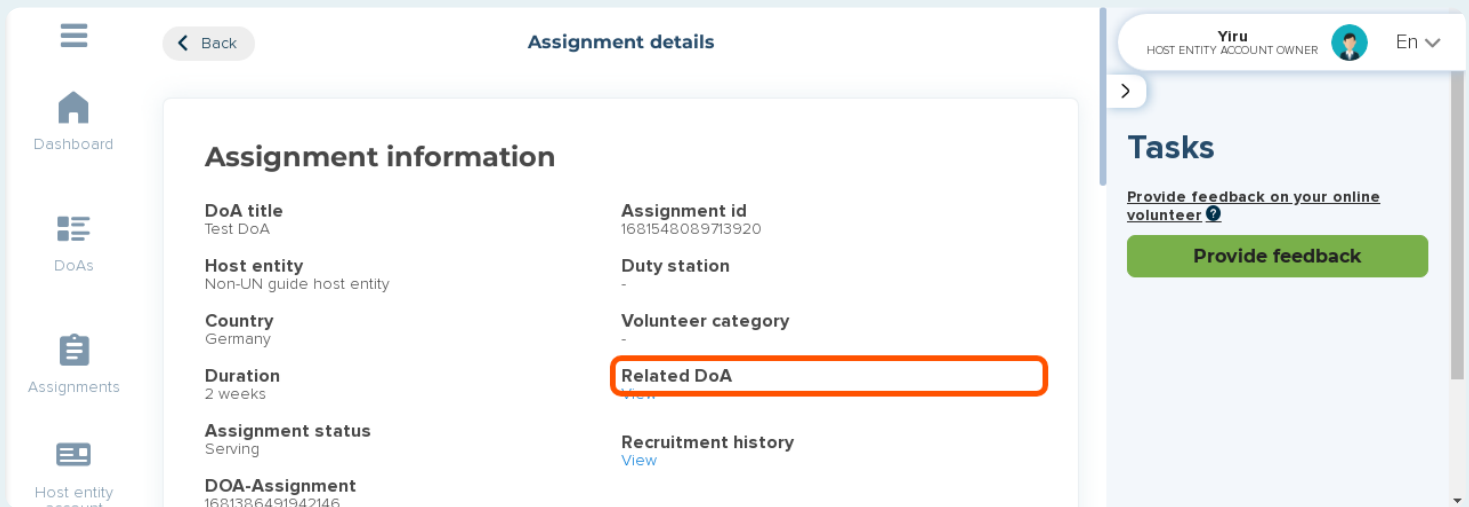


The screenshot shows the 'Assignment details' page. On the left is a navigation menu with 'Dashboard', 'DoAs', 'Assignments', and 'Host entity account'. The main content area is titled 'Assignment details' and contains 'Assignment information'. The 'Assignment id' field is highlighted with an orange box. The 'Related DoA' field has a 'View' link. On the right, there is a 'Tasks' section with a 'Provide feedback on your online volunteer' link and a 'Provide feedback' button.

Assignment information	
DoA title Test DoA	Assignment id 1681548089713920
Host entity Non-UN guide host entity	Duty station -
Country Germany	Volunteer category -
Duration 2 weeks	Related DoA View
Assignment status Serving	Recruitment history View
DOA-Assignment 1681386491942146	

Click 'View'

Clicking 'View' under 'Related DoA' will take you to the corresponding online DoA page under which this assignment was created.



The screenshot shows the 'Assignment details' page. The 'Related DoA' field is highlighted with an orange box. The 'View' link under 'Related DoA' is visible. The rest of the page content is the same as in the previous screenshot.

Assignment information	
DoA title Test DoA	Assignment id 1681548089713920
Host entity Non-UN guide host entity	Duty station -
Country Germany	Volunteer category -
Duration 2 weeks	Related DoA View
Assignment status Serving	Recruitment history View
DOA-Assignment 1681386491942146	

Click 'View'

Under 'Recruitment history' you will be taken to the candidates list where you can find all candidates, applied, shortlisted or selected.

The screenshot shows the 'Assignment details' page. On the left is a navigation menu with 'Dashboard', 'DoAs', 'Assignments', and 'Host entity account'. The main content area is titled 'Assignment details' and contains the following information:

- Assignment information**
- DoA title:** Test DoA
- Assignment id:** 1681548089713920
- Host entity:** Non-UN guide host entity
- Duty station:** -
- Country:** Germany
- Volunteer category:** -
- Duration:** 2 weeks
- Related DoA:** [View](#)
- Assignment status:** Serving
- Recruitment history:** [View](#) (highlighted with an orange box)
- DOA-Assignment:** 1681386491942146

On the right side, there is a 'Tasks' section with a link 'Provide feedback on your online volunteer' and a green button labeled 'Provide feedback'. The top right corner shows the user 'Yiru' as the 'HOST ENTITY ACCOUNT OWNER' with a language dropdown set to 'En'.

Volunteer information

In this field you will find information on the Online Volunteer you had selected for this assignment.

The screenshot shows the 'Volunteer information' page. On the left is a navigation menu with 'Dashboard', 'DoAs', 'Assignments', and 'Host entity account'. The main content area is titled 'Volunteer information' and contains the following information:

- Assignment status:** Serving
- Recruitment history:** [View](#) (highlighted with an orange box)
- DOA-Assignment:** 1681386491942146
- Volunteer information**
- UN Volunteer name:** [Kim Test](#)
- Atlas employee ID:** -
- Tentative travel date:** -
- Volunteer profile:** [View](#)

On the right side, there is a 'Tasks' section with a link 'Provide feedback on your online volunteer' and a green button labeled 'Provide feedback'. The top right corner shows the user 'Yiru' as the 'HOST ENTITY ACCOUNT OWNER' with a language dropdown set to 'En'.

Click 'name'

By clicking the Online Volunteer's name, you will be taken to the Online Volunteer's profile page.

The screenshot shows a user interface for an Online Volunteer profile. On the left is a navigation sidebar with icons for Dashboard, DoAs, Assignments, and Host entity account. The main content area is divided into several sections: 'Host entity' (Non-UN guide host entity), 'Country' (Germany), 'Duration' (2 weeks), 'Assignment status' (Serving), and 'DOA-Assignment' (1681386491942146). To the right of these are 'Duty station', 'Volunteer category', 'Related DoA' (with a 'View' link), and 'Recruitment history' (with a 'View' link). On the far right, there is a user profile for 'Yiru' (HOST ENTITY ACCOUNT OWNER) and a 'Tasks' section with a 'Provide feedback on your online volunteer' link and a 'Provide feedback' button. The 'Volunteer information' section at the bottom is highlighted with an orange box and contains the fields 'UN Volunteer name' and 'Alias employee ID'.

Documents

The document section applies to UN Volunteer related assignments only. Thus, you can disregard it for Online Volunteer assignments.

The screenshot shows the 'Documents' section of the Online Volunteer profile. The 'Documents' table is highlighted with an orange box. It has a header with '7 columns selected' and a gear icon for settings. The table columns are: Name (with a sort icon), Description (with a sort icon), File type (with a sort icon), Last updated (with a sort icon), Updated by (with a sort icon), Size (with a sort icon), and isVerified (with a sort icon). The table content shows three folders: 'COA', 'Contract', and 'End of assignment'. The right sidebar is identical to the previous screenshot, showing the user profile and the 'Provide feedback' button.

Click 'Provide feedback'

This will open the feedback form where you can start providing feedback on the Online Volunteer's performance and contributions.

The screenshot displays the 'Assignment details' page. On the left is a navigation sidebar with icons for Dashboard, DoAs, Assignments, and Host entity account. The main content area is titled 'Assignment details' and contains the following information:

Assignment information	
DoA title Test DoA	Assignment id 1681548089713920
Host entity Non-UN guide host entity	Duty station -
Country Germany	Volunteer category -
Duration 2 weeks	Related DoA View
Assignment status Serving	Recruitment history View
DOA-Assignment 1681386491942146	

On the right side, under the 'Tasks' section, there is a task titled 'Provide feedback on your online volunteer' with a 'Provide feedback' button highlighted by a red rectangular box.

The feedback form

In this form you will be asked questions regarding your collaborations with Online Volunteers as well as their performance and contributions.

Providing feedback on their performance will allow them to see their strength and weaknesses, but shows them your appreciation for their contributions. Thus, we recommend taking some time to provide your feedback.

Did the volunteer work?

The first question is the most important. Indicating the volunteer has worked by choosing 'Yes', triggers the system to automatically issue a certificate of appreciation to the Online Volunteer.

Choosing 'No', the system will not issue a certificate and archive the assignment as 'Volunteer has not worked'.

Provide feedback on your online volunteer

Provide feedback

1 ————— 2

UNV asks host entities to provide feedback on all of their Online Volunteer assignments in the interests of continuous learning. When you submit your feedback, the volunteer will be issued with their certificate of appreciation. You can choose if you would like to share this feedback with the online volunteer.

Did the volunteer work on this assignment? *

- Please select an option -

Host entity account: DOA-Assignment 1681386491942146

Choose to share the feedback

After you have responded to all questions and filled out all fields, you can choose to share the feedback with the Online Volunteer by ticking this box. Leave it unticked if you would not want to share the feedback.

How likely are you to recommend UNV for this type of assignment?

- Please select an option -

Additional comments

I want to share this feedback with the volunteer

Host entity account: DOA-Assignment 1681386491942146

Click 'Next'

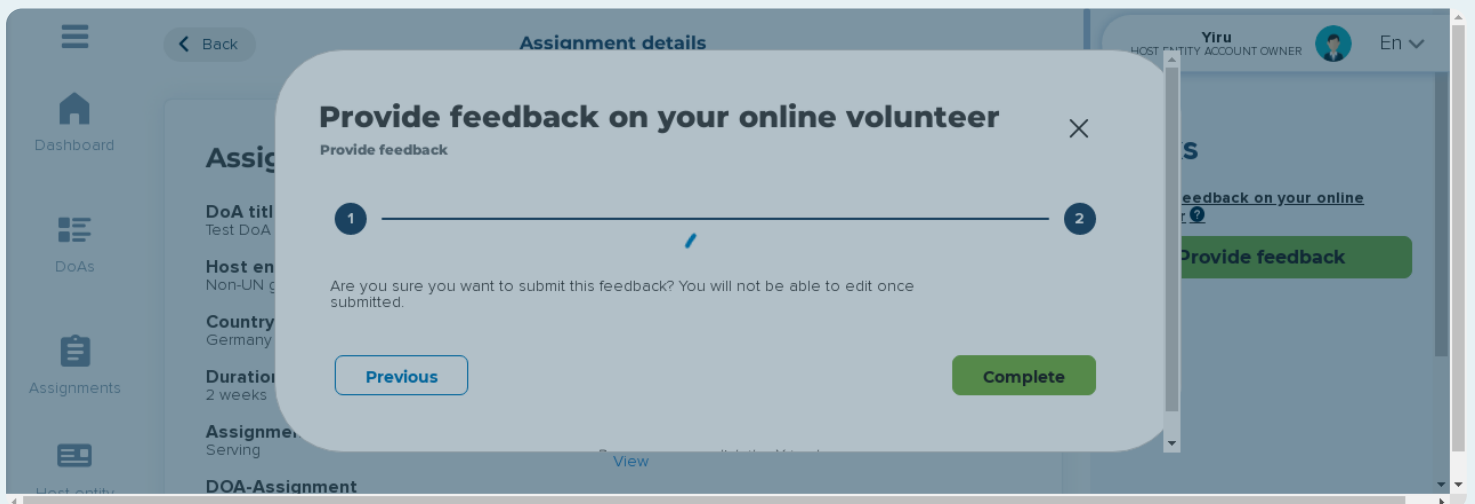
Click here to proceed with submitting the feedback form.



The screenshot shows a mobile application interface for 'Assignment details'. At the top, there is a navigation bar with a 'Back' button and the title 'Assignment details'. Below this, there is a section titled 'Additional comments' with a large text input area. Underneath the input area, there is a checkbox labeled 'I want to share this feedback with the volunteer'. At the bottom right of the form, there is a blue button labeled 'Next' which is highlighted with an orange border. The bottom of the screen shows a footer with 'Host entity account' and 'DOA-Assignment 1681386491942146'.

Click 'Complete'

This will finalize the process and submit the feedback form.



The screenshot shows a mobile application interface with a dialog box overlaid on top. The dialog box is titled 'Provide feedback on your online volunteer' and has a close button (X) in the top right corner. Below the title, it says 'Provide feedback'. There is a progress indicator with two steps, '1' and '2', and a blue checkmark between them. Below the progress indicator, there is a question: 'Are you sure you want to submit this feedback? You will not be able to edit once submitted.' At the bottom of the dialog box, there are two buttons: 'Previous' and 'Complete'. The background shows the 'Assignment details' page with a sidebar menu containing 'Dashboard', 'DoAs', and 'Assignments'. The bottom of the screen shows a footer with 'Host entity account' and 'DOA-Assignment'.

Certificate of appreciation

Remember, if you indicated that the Online Volunteer worked, the system will automatically issue a certificate after you completed this step.

The Online Volunteers can find and download the certificates in their 'Document Library' from the 'Assignments' folder.

Click 'See host entity feedback'

This will show you the feedback form and its content you have submitted.

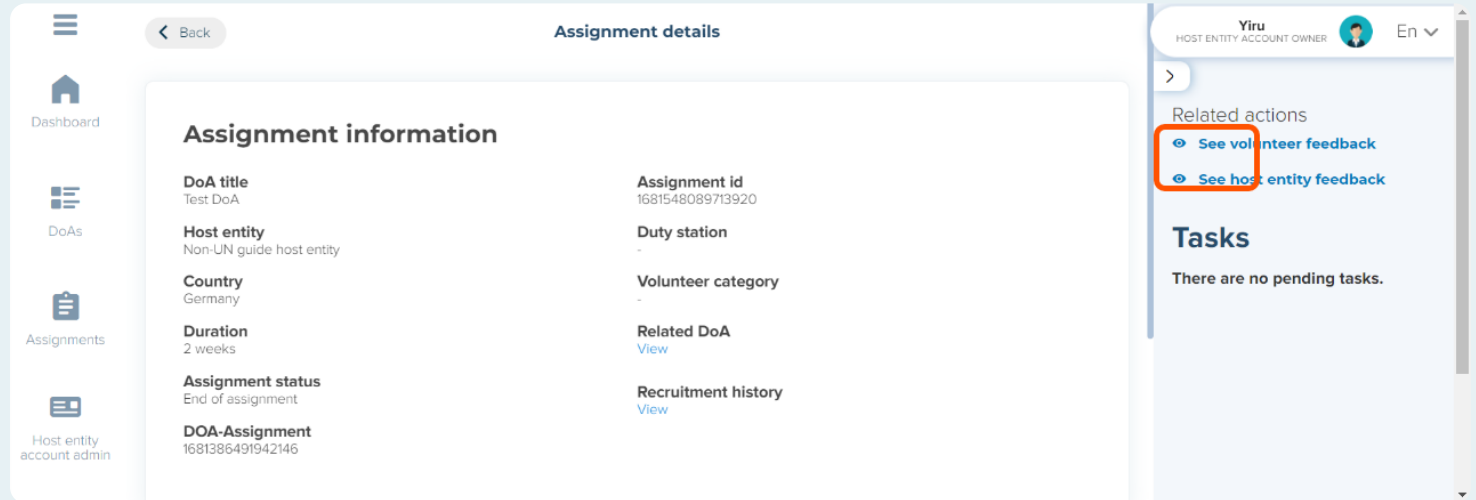
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Assignment information	
DoA title Test DoA	Assignment id 1681548089713920
Host entity Non-UN guide host entity	Duty station -
Country Germany	Volunteer category -
Duration 2 weeks	Related DoA View
Assignment status Serving	Recruitment history View
DOA-Assignment 1681386491942146	

On the right side, there is a user profile for 'Yiru' (HOST ENTITY ACCOUNT OWNER) and a 'Tasks' section. The 'Related actions' section contains a link 'See host entity feedback' which is highlighted with a red box. Below it, the 'Tasks' section states 'There are no pending tasks.'

Click 'See volunteer feedback'

If the volunteer decides to share the feedback with you, you will see 'See volunteer feedback' here. Clicking this will open the feedback from with the content the Online Volunteer provided.



The screenshot displays the 'Assignment details' page. On the left is a navigation sidebar with options: Dashboard, DoAs, Assignments, and Host entity account admin. The main content area is titled 'Assignment details' and contains the following information:

Assignment information	
DoA title Test DoA	Assignment id 1681548089713920
Host entity Non-UN guide host entity	Duty station -
Country Germany	Volunteer category -
Duration 2 weeks	Related DoA View
Assignment status End of assignment	Recruitment history View
DOA-Assignment 1681386491942146	

On the right side, there is a user profile for 'Yiru' (HOST ENTITY ACCOUNT OWNER) and a 'Related actions' section with two links: 'See volunteer feedback' and 'See host entity feedback'. The 'See volunteer feedback' link is highlighted with a red box. Below this is a 'Tasks' section stating 'There are no pending tasks.'

Thank you!

You have finalized the last part of the collaboration, congratulations and thank you!

Providing feedback is an important part of the Online Volunteering journey as it allows Online Volunteers to better understand their performance as well as what they have contributed to and allows them to obtain a certificate of appreciation to acknowledge their contributions to you and your team.