How to provide feedback on Online Volunteers

Author: Kevin Schmidt
Updated: 3 years ago

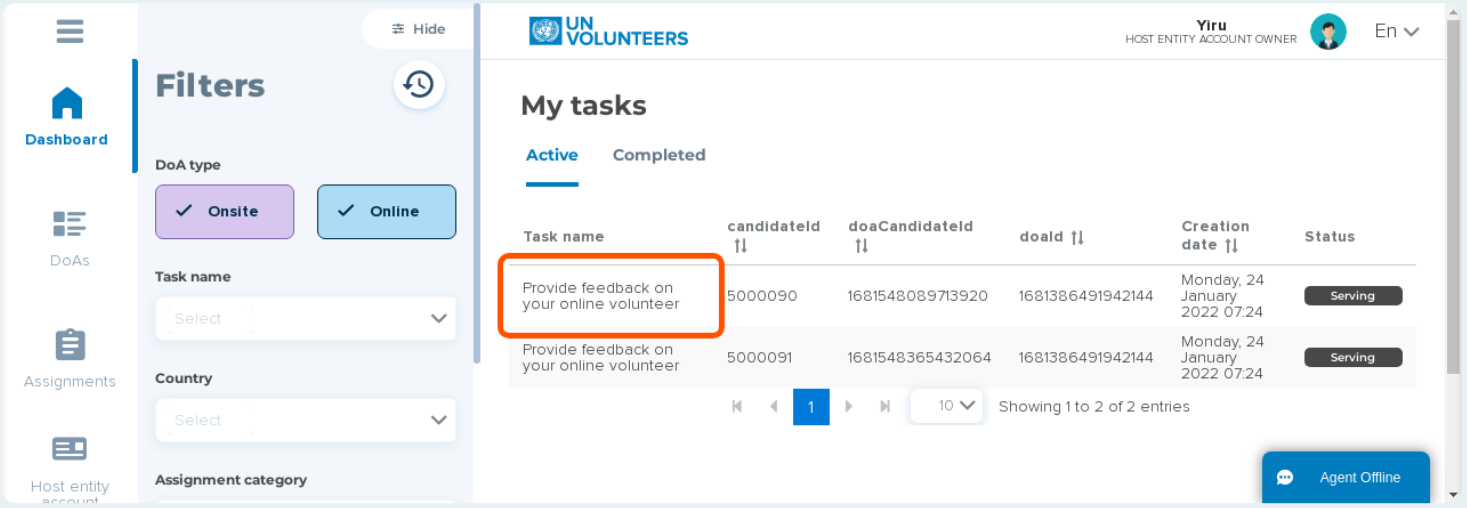
Provide feedback to your Online Volunteers

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.



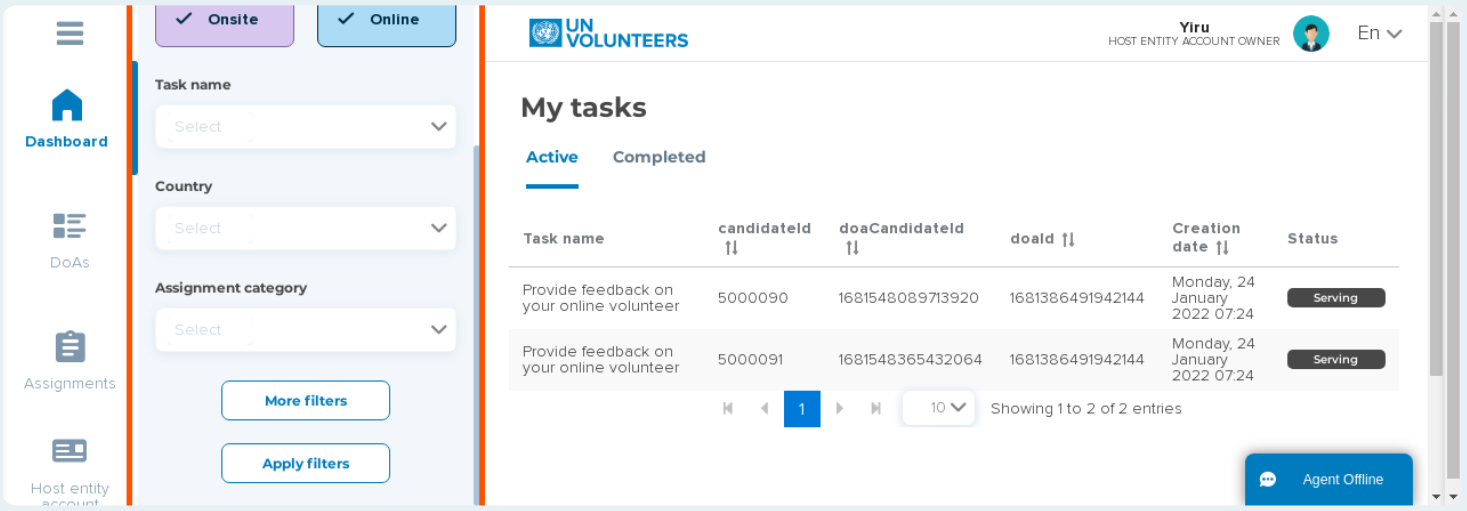
Important notice on the feedback task!

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 assingment'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.

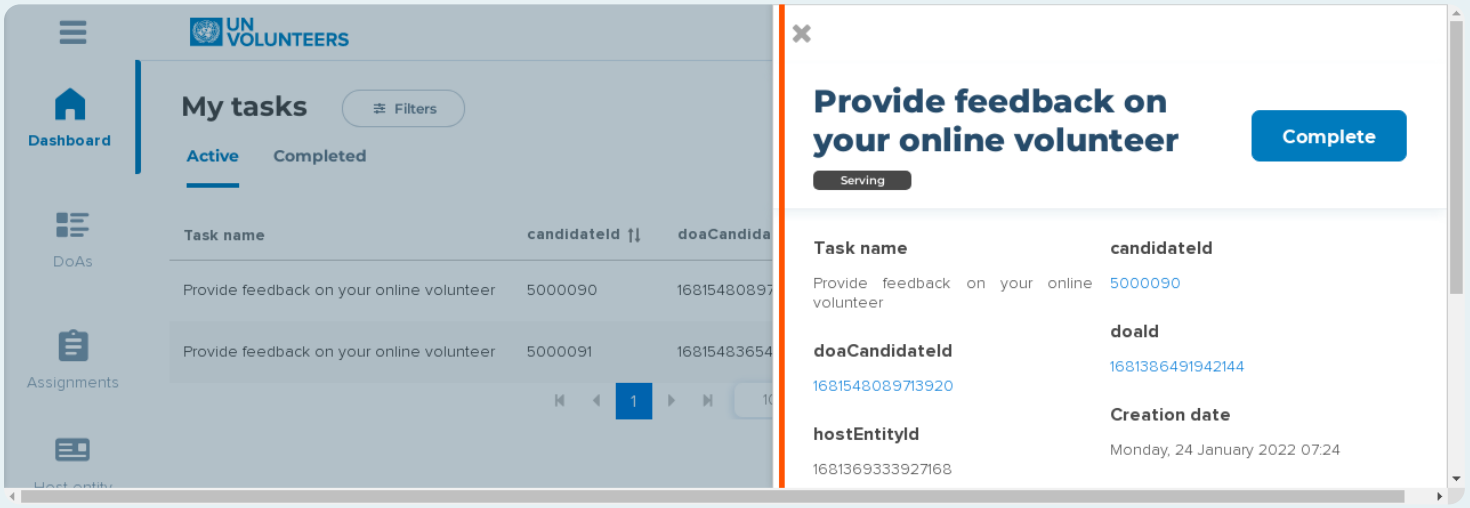


Click 'Provide feedback on your Online Volunteer'

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

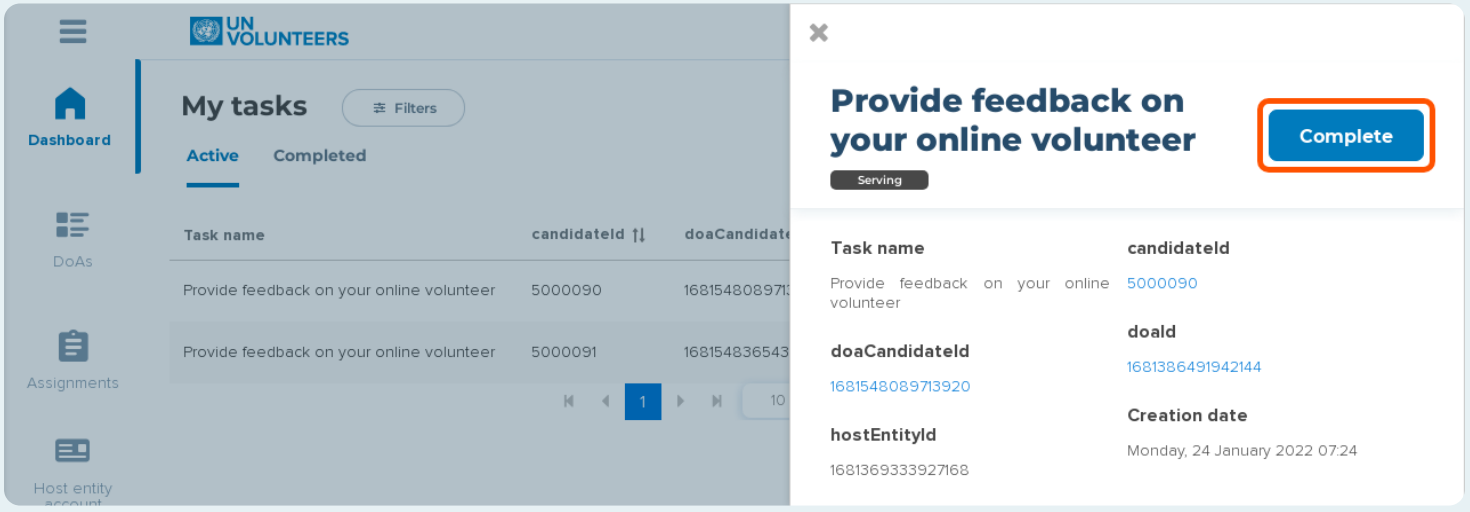
Task information

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



Click 'Complete'

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



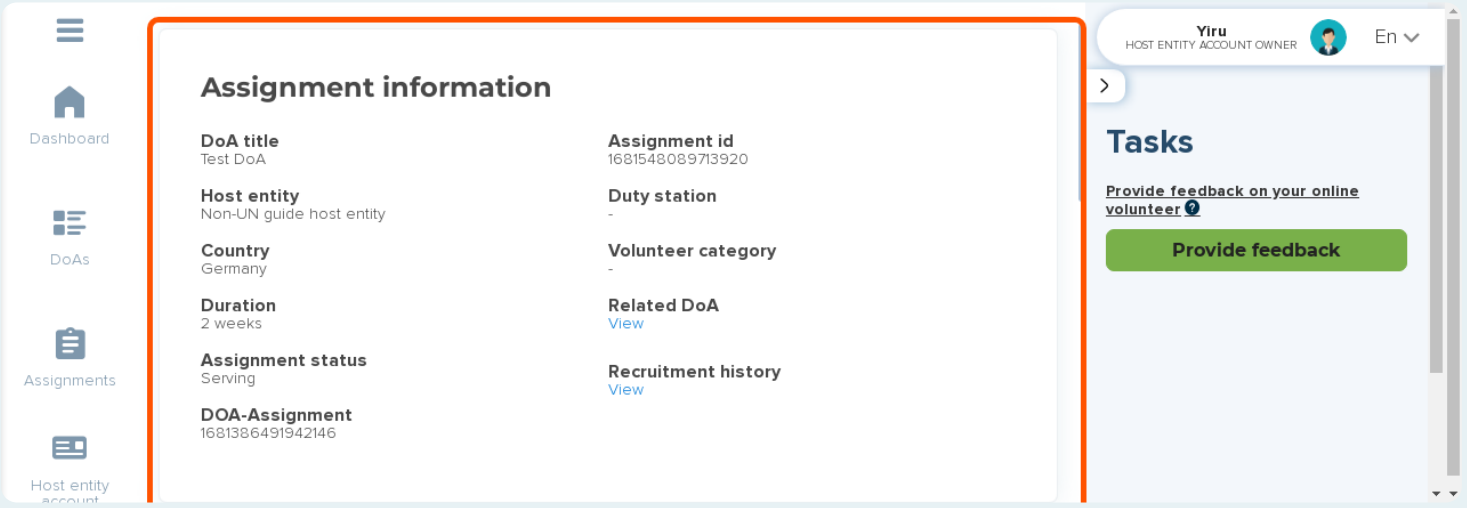
Assignment details page

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.

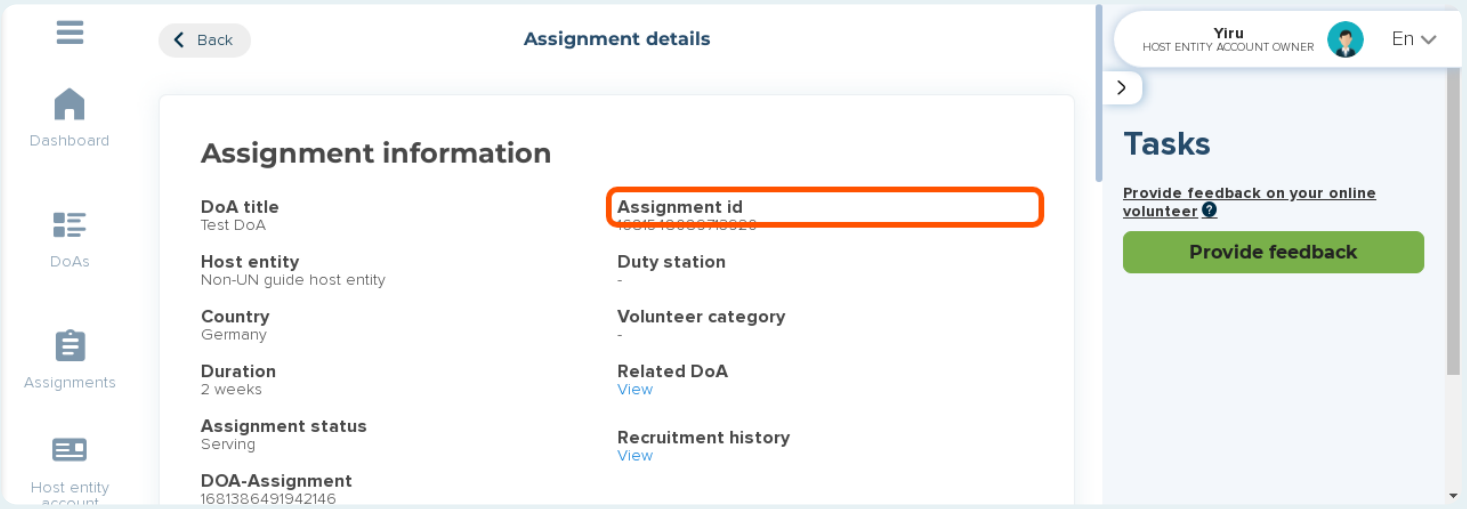
Assignment information

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



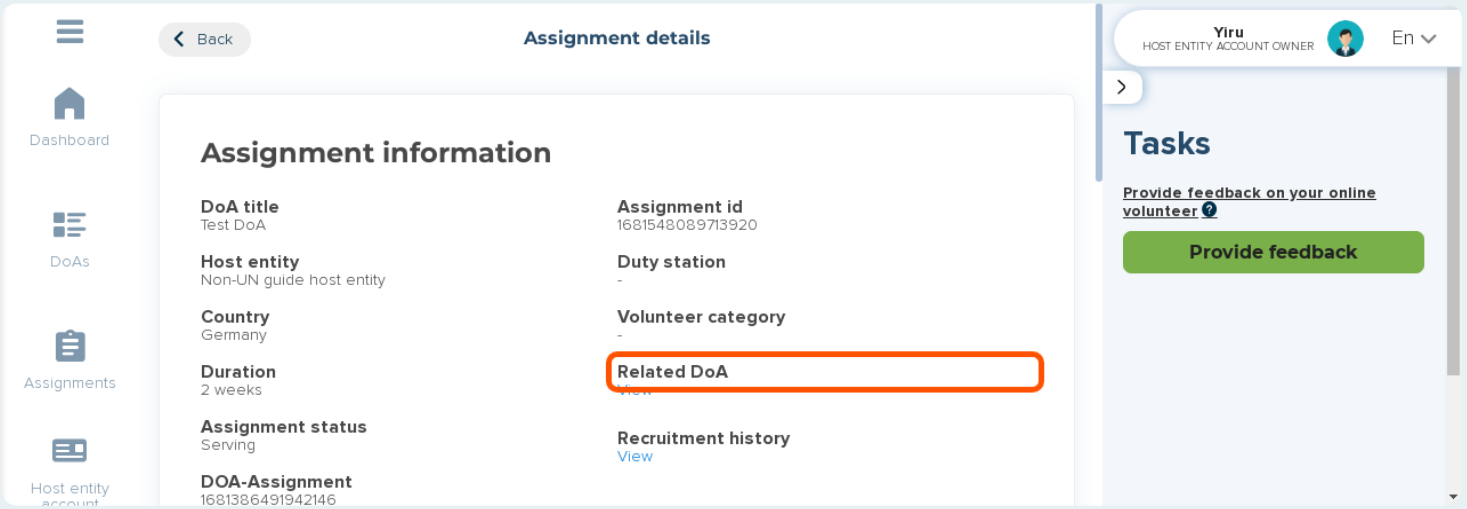
Assignment ID

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



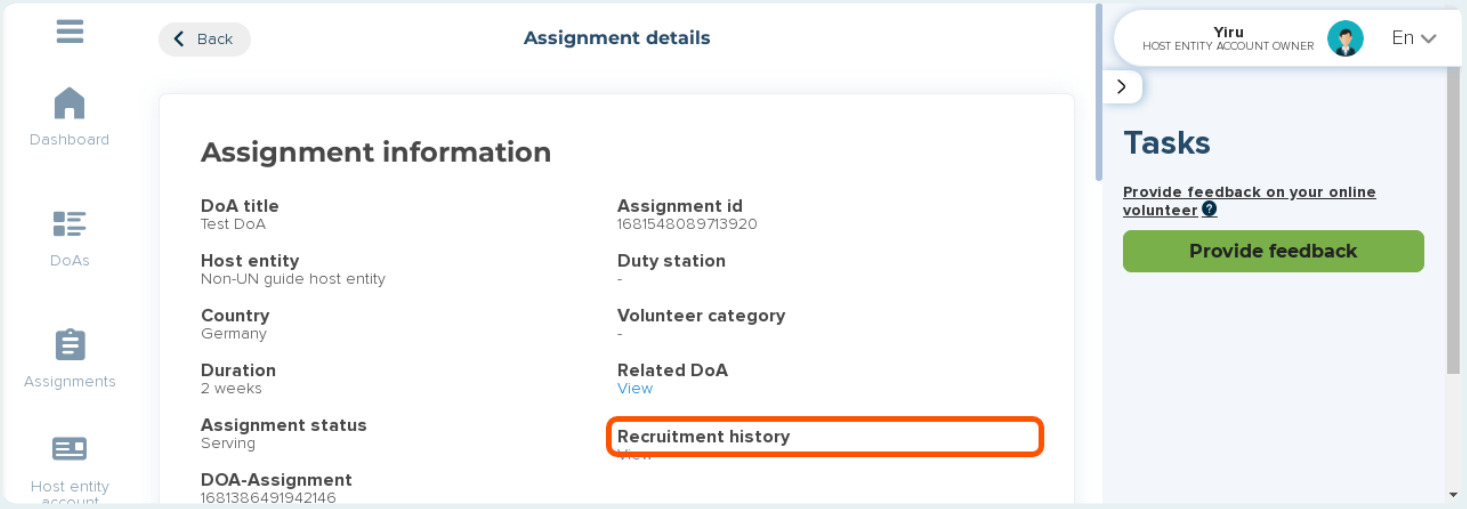
Click 'View'

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



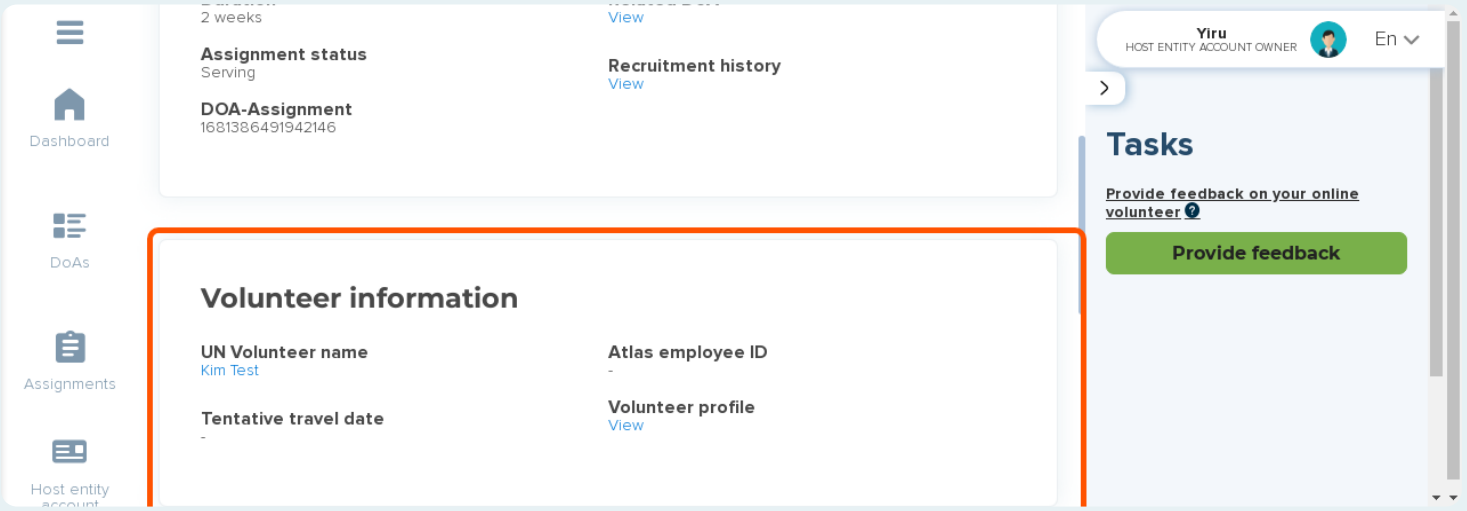
Click 'View'

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



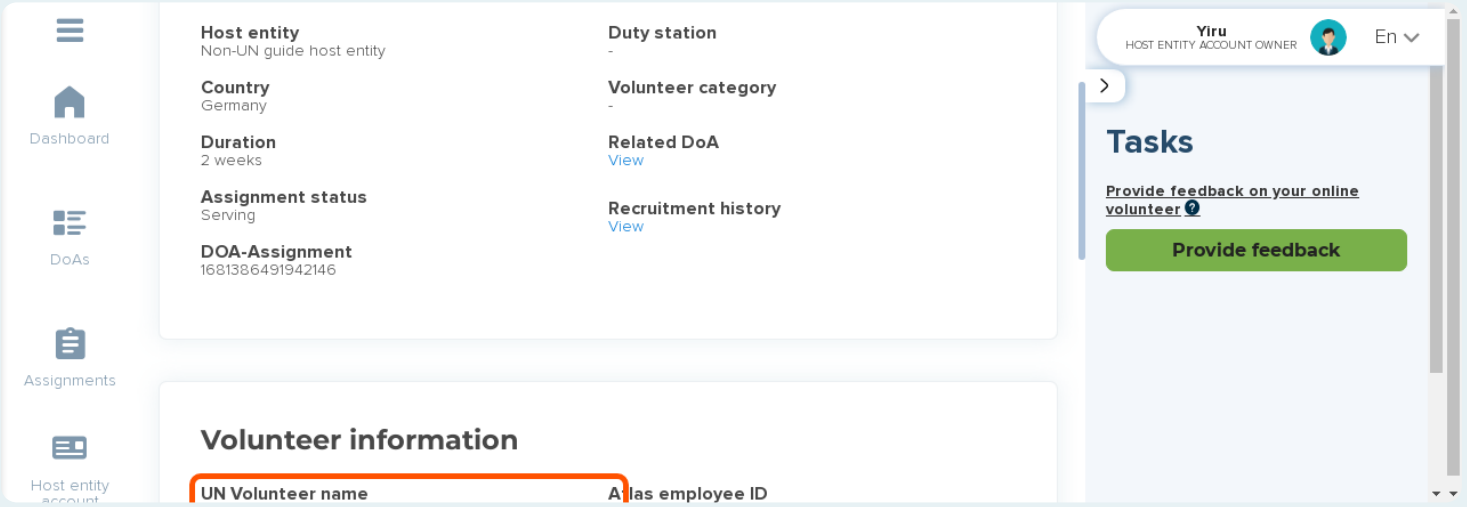
Volunteer information

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



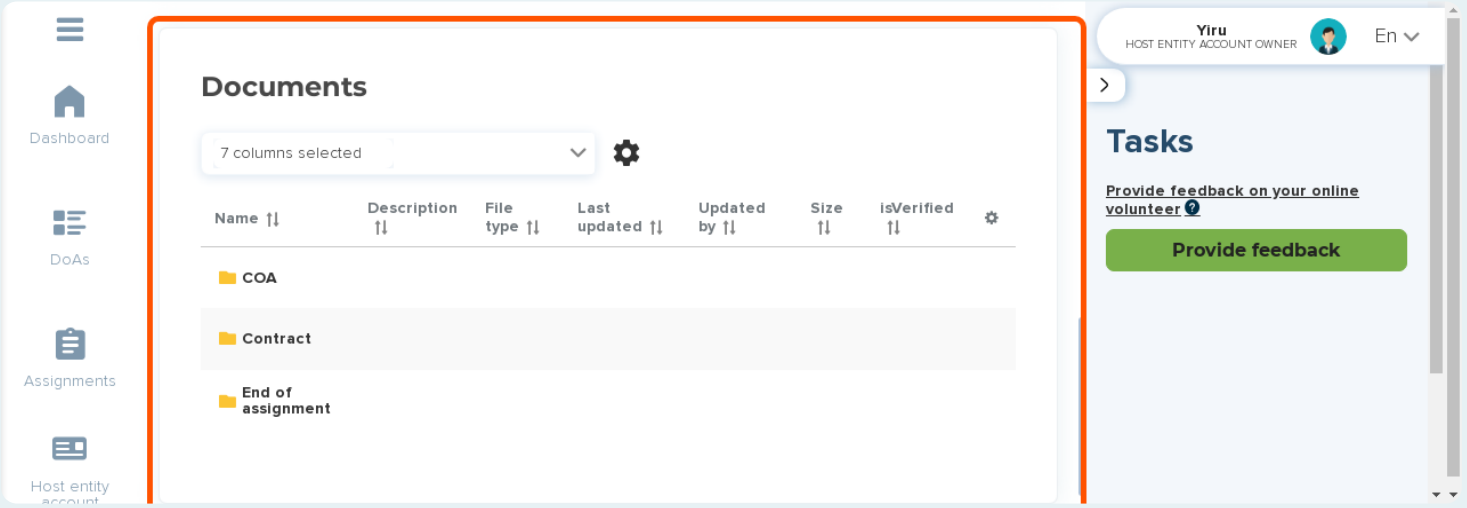
Click 'name'

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



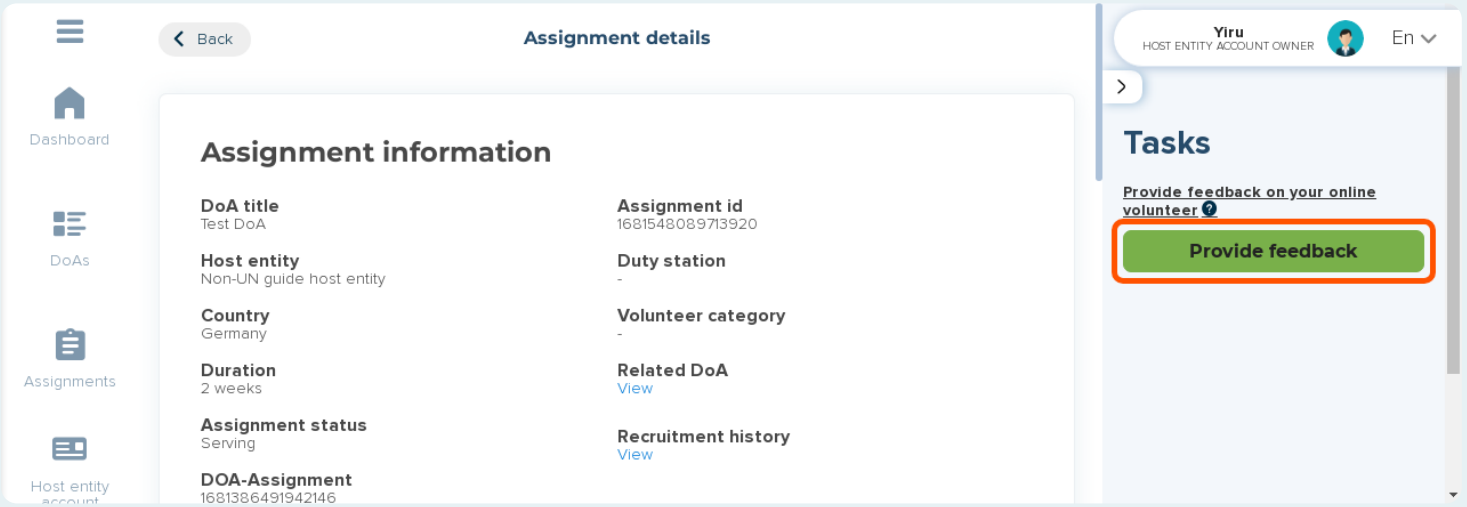
Documents

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



Click 'Provide feedback'

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



The feedback form

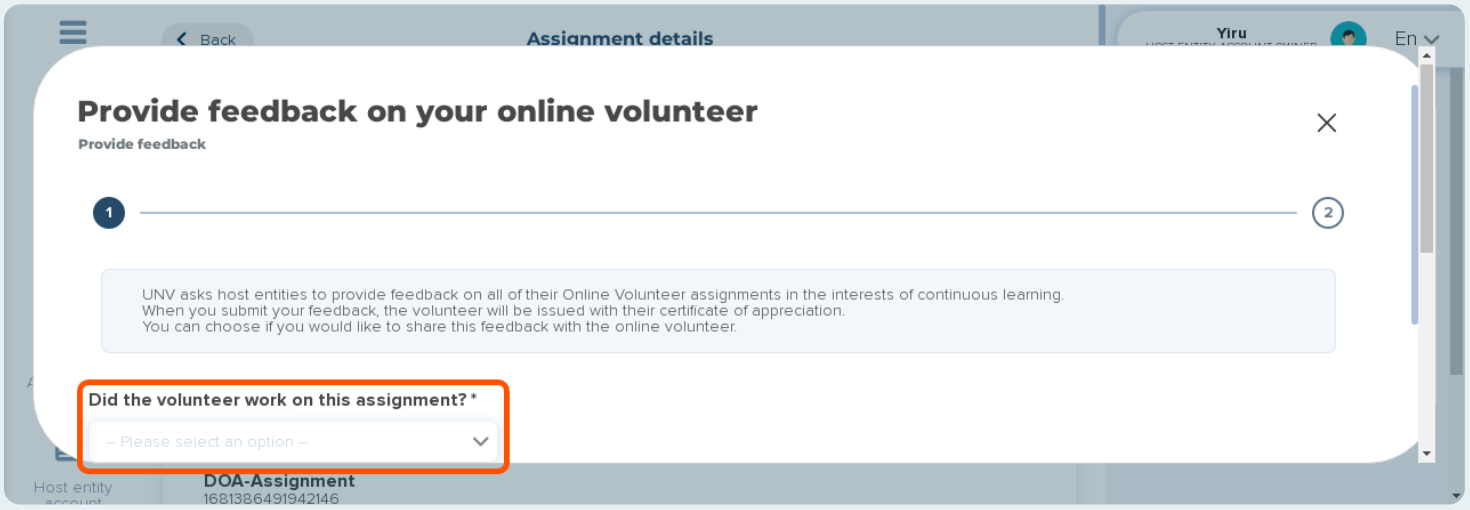
In this form you will be asked questions regarding your collaborations with Online Volunteers as well as their performance and contributions.

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 chosing 'Yes', triggers the system to automatically issue a certificate of appreciation to the Online Volunteer.

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



Choose to share the feedback

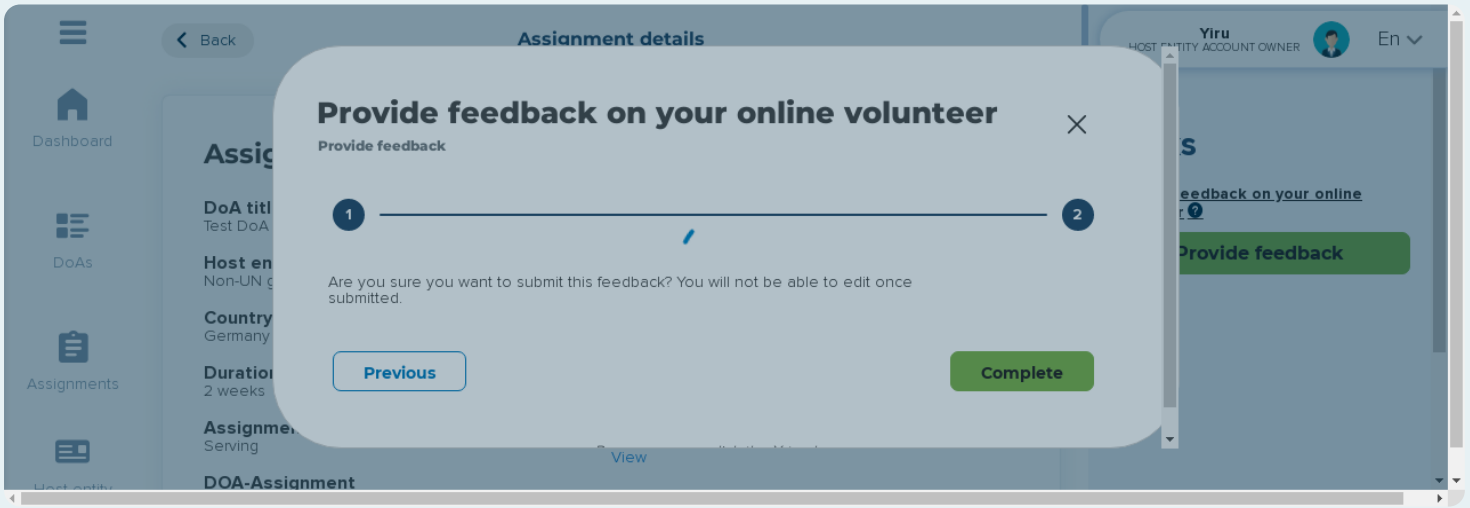
After you have responded to all questions and filled out all fields, you can choose to share the feedback with the Online Volunteer by ticking this box. Leave it unticked if you would not want to share the feedback.

Click 'Next'

Click here to proceed with submitting the feedback form.

Click 'Complete'

This will finalize the process and submit the feedback form.



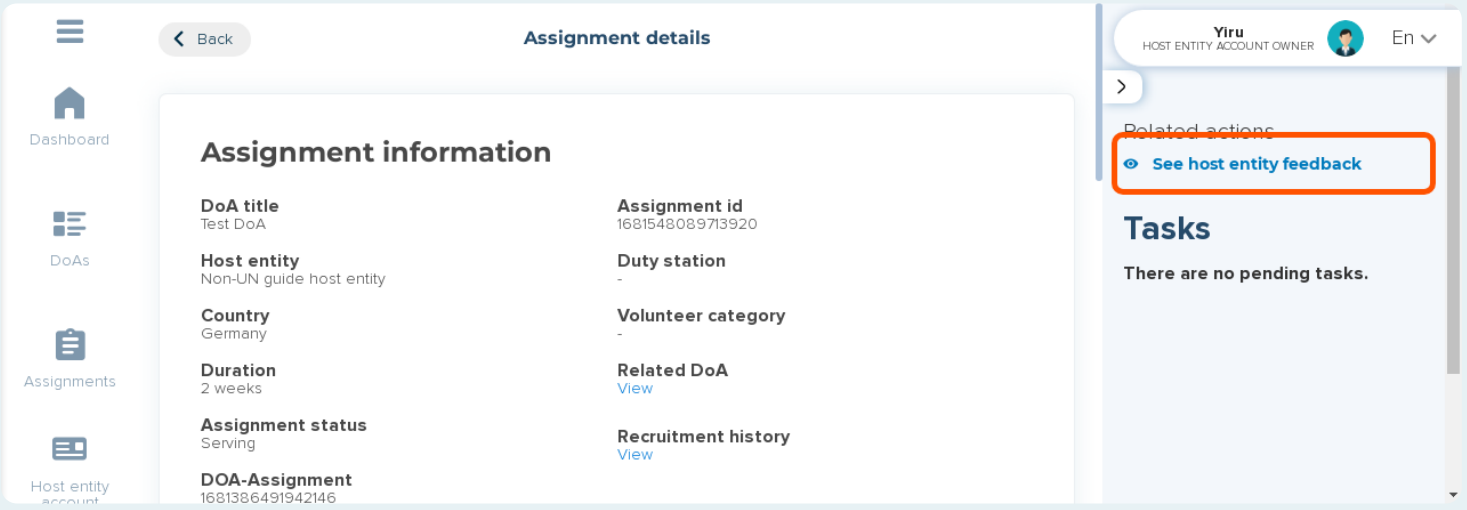
Certificate of appreciation

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.

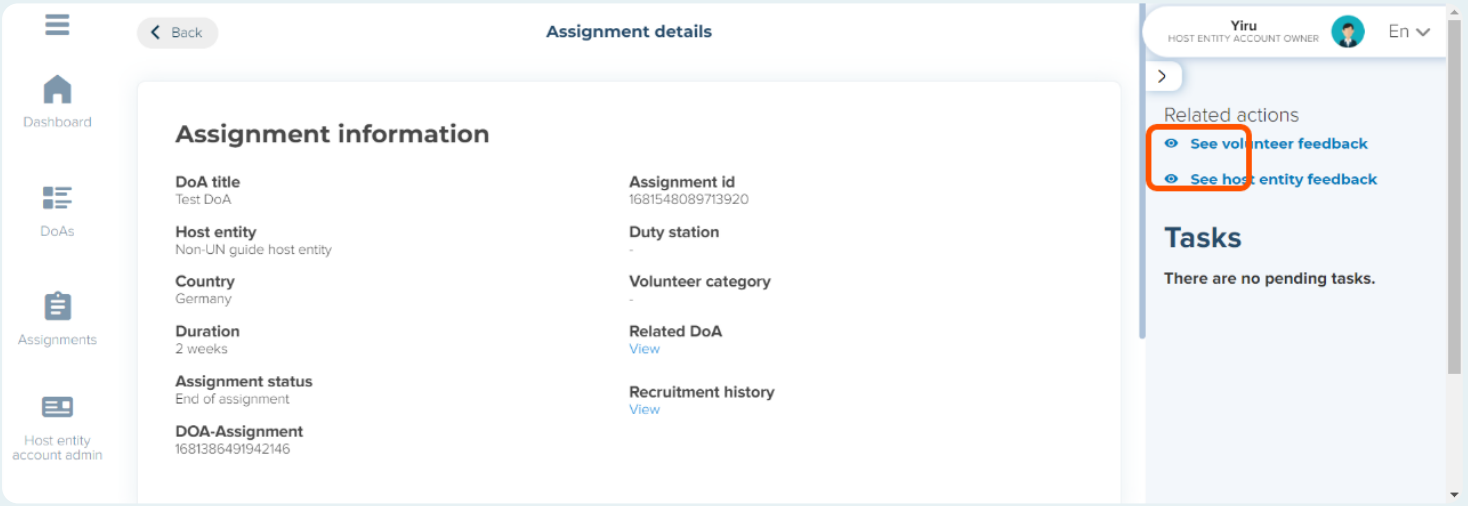
Click 'See host entity feedback'

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



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.



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 contributionts to you and your team.