

North Dearborn Pantry Volunteer Engagement Survey Results 2025



Background

Objective: Volunteers are our most important resource. Continue to stay in touch with them and learn about their volunteering experience and areas in which we can improve.

Survey sent via email and text message to 144 volunteers.

Survey open the last 2 weeks of May 2025.

52 responses (36% response rate).

10 respondents also left open-ended feedback/comments.

Summary

Question	Result	Correlation to Overall Satisfaction*
How satisfied are you with North Dearborn Pantry as a place to volunteer?	100% were either Highly Satisfied or Satisfied	
I receive appreciation/recognition for my contribution to North Dearborn Pantry.	87% Strongly Agreed or Agreed	High
The core values of North Dearborn Pantry are Compassion, Dignity, Stewardship, Empower, Respect, Accountability, and Quality. Were you aware that these are the pantry Core Values?	Yes: 58% No: 42%	Med
North Dearborn Pantry consistently lives up to its Core Values.	84% Strongly Agreed or Agreed	High
My input is valued by the leadership of North Dearborn Pantry.	75% Strongly Agreed or Agreed	Med
North Dearborn Pantry is a safe place in which to volunteer.	100% Strongly Agreed or Agreed	Low
I feel well-informed about volunteer needs, opportunities, pantry operations, pantry news, etc.	84% Strongly Agreed or Agreed	Low

* Per Regression Analysis results

What ideas, suggestions, and feedback do you have for the North Dearborn Pantry Leadership and Board of Directors?

Open-Ended Feedback	Response
<i>"Choose a broad sample of board members. Make sure that they volunteer there frequently in different areas. Seek advice from those outside the board on major decisions."</i>	We completely agree that members of the Board should have first-hand experience with the Pantry operations. Nearly every Board member has a regular volunteer shift each month with many volunteering several times a month. For any others, there is an expectation that they volunteer at least twice each year.
<i>"I would like the patrons to be able to do their own shopping with a volunteer as we did before covid. This is how a personal relationship happens and it is a good Christian influence. I heard so many of their heartaches, concerns, worries by checking them in at the front desk of shopping with them."</i>	This has been an ever-present idea that is discussed by the Board a couple times each year. There are positives to having the patrons come in as well as positives for the current process. Based upon a survey of the patrons, less than half would actually like to come in with most in favor of the current process. Given that this many like the current process and the current process is vastly more efficient, the plan is to stay with the current process for now but to revisit this idea continuously to determine if Patron needs/wants change over time.
<i>"I'm a 5th Tuesday volunteer. It usually only happens a few times a year and volunteers tend to forget. Can a reminder text or email be sent to those on the list? I usually remind a few people I have recruited, however we sometimes are short staffed."</i>	We definitely have opportunity to further improve communication with our volunteers for reminders and for subs. We don't currently have a solution in mind but will add this to our list of improvements to research in the future.
<i>"It would be nice to be able to request a sub through website or internet when you can't make your day. I've had to call multiple people to find a sub for me."</i>	

What ideas, suggestions, and feedback do you have for the North Dearborn Pantry Leadership and Board of Directors? (continued)

Open-Ended Feedback	Response
<i>"I think everyone involved at OUR Pantry does an excellent job. Love volunteering at our Pantry"</i>	Thank you. The Board members unanimously agree 😊 and we love volunteering at the Pantry too.
<i>"Thank you for your service!"</i>	And thank you for your efforts as well.
<i>"I recently gave an idea to the Board and they rejected it or insisted to make several modifications to it."</i>	Ideas from volunteers have drastically shaped and improved the Pantry. All ideas are welcome. All are considered and many are adopted. Some ideas, while valid and good ideas, are not feasible for a variety of reasons (e.g. financial, conflicting priorities, etc.). If there is an idea that you feel did not receive proper attention, please bring it to Melanie Marshall or any Board member to be reconsidered.
<i>"Provide additional services to our clients."</i> <i>"Would you consider having a tiny library outside? (Like the one by Harrison Elementary School)? It could be stocked with children and adult books."</i>	This is another one that is discussed regularly by the Board. There are so many areas of our Patrons lives in which they could benefit from additional services and support. Our key decision criteria for these ideas is to refer to our Mission (see below). Our primary area of focus is on food and clothing. For other needs of our Patrons, we have resources available about other organizations and agencies who can help them. We'd love to be able to do everything for everyone but want to make sure we stay focused on our Mission.

NDP Mission

Our mission is to assist Dearborn County residents in need by providing them food and clothing, as well as directing them to additional county resources that can further assist them with respect, dignity, and compassion.

Planned Actions

Communication

- Implement an annual “Impact Report” that provides a snapshot of pantry volunteer contributions, overall operations, wins, plans for the future, etc. It will be shared with volunteers, donors, and potential donors.
- Actively share/display our Mission and our Core Values. Discuss them more frequently. And hold each other accountable by identifying times in which we’ve done a good job living up to our Core Values as well as times when we could have been better.

Process & Procedure

- Have a documented process (one-pager) for each role (e.g. shopper, front desk, etc.). It will help volunteers, especially volunteers new to a particular job, quickly understand the expectations of that role.
- Encourage volunteers to learn about other roles at the Pantry and to expand their overall knowledge of Pantry operations.
- For key process decisions and improvements, actively solicit input from volunteers.

Recognition

- Create an active recognition program to ensure that tenured volunteers receive visibility and recognition for their continued contributions.