

Pillar 5:

ENRICH THE VOLUNTEER EXPERIENCE TO EXPAND VOLUNTEER BASE AND INCREASE RETENTION

STARS	 3.5/5 STARS	 4/5 STARS	 3.5/5 STARS
OBJECTIVE	Develop diversified plan for volunteer recruitment	Increase volunteer retention through enhanced year-round connection and collaboration	Escalate the onsite volunteer experience through gratitude and appreciation programming
PROGRESS MADE	<ul style="list-style-type: none"> • 2024 plan in development and informed through database analysis of current/past volunteers • Developing overall TPT Volunteer experience to inform volunteer recruitment and the volunteer experience for onsite, Outpost, Medical and "all other" volunteer segments 	<ul style="list-style-type: none"> • 2024 plan in development and informed through database analysis of current/past volunteers • Developing overall TPT Volunteer experience to inform volunteer recruitment and the volunteer experience for onsite, Outpost, Medical and "all other" volunteer segments • Developing communications plan in conjunction with Comms to enhance year round connection • Developing plan to streamline the Volunteer application process 	<ul style="list-style-type: none"> • Developed overall TPT Volunteer experience to enhance and standardize the onsite volunteer experience for all Volunteer segments • Redesigned the onsite Volunteer Day experience to generate enhanced appreciation and engagement
LONG-TERM OUTCOMES	<ul style="list-style-type: none"> • Increased TPT awareness goals by segment using 2024 as baseline. Increased year on year annual goals by segment 	<ul style="list-style-type: none"> • Set and exceed volunteer retention goals by program/year 	<ul style="list-style-type: none"> • 80%+ net promoter score in Volunteer Surveys