

VOLUNTEER EXIT QUESTIONNAIRE / INTERVIEW TEMPLATE

When a volunteer lets you know that they are leaving, it is good to meet the volunteer and talk to them in person. Where this is not possible, see the template below for a questionnaire to send out to them, the questions could also form the basis for an exit interview.

[Organisation's Name] is committed to continually improving the quality of the service offered to volunteers. As someone who has volunteered with us, we are interested in getting your views on your experience. This information will be used to inform our future work. Please be as honest as you can in answering the following questions. You are not asked for your name and all individual responses will be kept strictly confidential.

1. How long have you been volunteering with XX? (place an 'x' in the box)			
	6 months or less		
	Over 6 months- 2 years		
	Over 2 years – 5 years		
	Over 5 years		
2. What volunteer role(s) were you doing with XX?			
3. For which of these reasons are you leaving XX as a volunteer? (mark <u>all</u> that apply)			
	My ill health		
	Caring responsibilities i.e. family, friends		
	I lost interest		
	I am going to volunteer with another organisation		
	Changing home / work circumstances		
	I didn't have enough free time		
	I was being asked to do too much		
	I didn't get asked to do the things I'd have liked to do		
	I felt my efforts weren't always appreciated		
Other (please specify)			
4. Would you recommend XX to other people who are interested in volunteering? (circle the appropriate box)			
Yes, definitely	Yes, I think so	No, I don't think so	No, definitely not

5. How much do you agree or disagree with the following statements regarding your experience volunteering with XX?				
	Definitely Agree	Tend to Agree	Tend to Disagree	Definitely Disagree
I met people and made friends through it				
I got satisfaction from seeing the results				
It gave me a sense of personal achievement				
It broadened my experience of life				
It gave me a chance to do things I'm good at				
I really enjoyed it				
It helped me to build confidence in myself				
It gave me the chance to learn new skills				
It increased my physical activity levels				
6. Overall, how satisfied were you with the voluntary work that you were doing with XX? (circle the appropriate box)				
Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
7. What were the best things about volunteering with XX?				
8. Do you have any suggestions on how volunteering with XX could be improved i.e. support, training, management, communication, the role?				
Thank you for your comments. Please return this form to:				

Note: This template is only a guide, you can ask any question you feel will be useful in informing the future development of volunteering in your organisation. You may also be interested in asking some specific questions related to the key focus or objectives of your organisation or volunteering programme. *For example, if the volunteer role you offer is to support conservation, you may wish to ask a question about how their awareness of conservation issues has changed as a result of volunteering or if you offered a volunteer role which supported community arts, you may wish to ask a question on their understanding of the impact of art on community life.*

Disclaimer

Reasonable precautions have been taken to ensure information in this publication is accurate. However it is not intended to be legally comprehensive; it is designed to provide guidance in good faith without accepting liability. If relevant, we therefore recommend you take appropriate professional advice before taking any action on the matters covered herein. Charity Registration No. NIC101309. Company Limited by Guarantee No. NI602399. Registered in Northern Ireland. Volunteer Now, Skainos Centre, 239 Newtownards Road, Belfast, BT4 1AF. T: 028 9023 2020 E: info@volunteernow.co.uk W: www.volunteernow.co.uk