Volunteer Exit Interview: Template

*Information in this document is provided for guidance only.*

For volunteers that decide to leave your organisation, it’s important that you take steps to understand the reasons for them leaving. A useful tool to help you do this is to undertake a Volunteer Exit Interview.

Aggregated information from these interviews will help you to improve the overall working environment and volunteer management. Another purpose of exit interviews is to reinforce the value provided by the volunteer to your organisation and to thank them for their service.

You could also use this tool to conduct an annual health check with key volunteers. Asking these questions as part of a regular check in will enable volunteer coordinators **[insert relevant role title here]** to address concerns prior to a voluntary retirement decision.

Consider how the interview is carried out, in-person or online? Could you offer exit interviews to be undertaken online in the volunteer’s own time? You might get more honest feedback. Perhaps you could consider a combination of face to face and online interviews, depending on the context of each situation.

Volunteer Exit Interview

**(to be filled in by interviewer if relevant)**

**Name: Group/Section/Division:**

**Role: Date of departure:**

**Interviewer:**

|  |  |  |
| --- | --- | --- |
|  | **Question** | **Answer** |
| **1** | Why are you leaving? Is there anything we could have done differently that may have affected your decision to leave? |  |
| **2** | Was your volunteer position what you expected it to be? If not, how did it differ? |  |
| **3** | Do you feel you were placed in a position compatible with your skills? It not, please explain. |  |
| **4** | Were the training and development opportunities provided effective in meeting your needs? Was the amount of training appropriate? | * 5 – very effective
* 4 – effective
* 3 – unsure
* 2 – ineffective
* 1 – very ineffective
 |
| **5** | What was the greatest challenge you faced in your position? |  |
| **6** | What function(s) of your position did you enjoy the most? Why? |  |
| **7** | What function(s) of your position did you enjoy the least? Why? |  |
| **8** | How did you find the team spirit/morale within your section/group? | * 5 - very high
* 4 – high
* 3 – neither high nor low
* 2 – low
* 1 – very low
 |
| **9** | Was there anything that [organisation name] could have done to improve team spirit/morale? |  |
| **10** | Do you feel you were well informed regarding policies and procedures? If not, why? | * 5 – well informed
* 4 – somewhat informed
* 3 – unsure
* 2 – somewhat uninformed
* 1 – uninformed

If not why?  |
| **11** | Do you feel that you were well recognised/appropriately thanked for your contributions? | * 5 – well recognised
* 4 – somewhat recognised
* 3 – unsure
* 2 – under-recognised
* 1 – not recognised
 |
| **12** | How willing are you to encourage others to join [organisation name] as a volunteer? | * 5 – very willing
* 4 – somewhat willing
* 3 – unsure
* 2 – somewhat unwilling
* 1 – very unwilling
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