

# Exit Interview Questions

What can we learn from volunteers who are leaving? Exit interviews provide a valuable opportunity to learn and improve the volunteer experience for the future. Use the questions below to design an exit interview protocol or survey to learn more from volunteers who leave and then use their answers to enhance your current engagement practices.

## INFORMATION TO COLLECT

- Name
- Position(s) held
- Start Date
- Exit Date
- Tenure of Service

## QUESTIONS TO CONSIDER

1. Tell me about your experience volunteering with us.
2. Was your volunteer position what you expected it to be?
3. What, if anything, do you wish you had known before you volunteered?
4. Were you placed in a position that utilized your skills and interests?
5. Did the orientation and training you received prepare you for success?
6. Did the supervision and support you received meet your needs?
7. Do you feel you had an impact through your volunteering?
8. Were you meaningfully recognized for your work?
9. What benefits did you obtain through your volunteer work?
10. What was the greatest challenge you faced during your volunteer tenure?
11. What was the most rewarding experience you had while volunteering here?
12. What suggestions, changes, or recommendations would you make to improve the volunteer experience?
13. Would you recommend this as a place to volunteer? Why or why not?
14. Why are you leaving?
  - I had a successful experience, but am ready for something else.
  - I want to do a different kind of volunteer work or volunteer with a different organization.
  - I don't have enough time to continue volunteering.
  - Due to changes in my family, work, health, or other personal situation.
  - My assignment didn't meet my expectations or needs.
  - I didn't feel supported or appreciated by staff.
  - Other (please specify)