Resource sheet 4vii: Sample volunteer exit questionnaire

Capturing information from volunteers who are moving on can provide you with key information about what you are doing well and what can be improved.

Some organisations carry out interviews with volunteers who are leaving and others provide volunteers with a questionnaire to complete and leave on their last shift. Others email questionnaires, but not all volunteers return them. Face to face exit interviews can be intimidating for some individuals, and they may not feel able to be honest with you.

Asking them to complete a questionnaire on their last shift might enable shyer volunteers to be more honest. Use your knowledge about the volunteer to decide which approach will be most fruitful.

Name of volunteer: …………………………………………………………..

Role: …………………………………………………………..

Start date: …………………………………………………………..

Induction review date: …………………………………………………………..

Name of line manager: …………………………………………………………..

# Volunteer Exit Questionnaire

This exit questionnaire is designed to help us improve volunteers’ experience with us. We would appreciate your help identifying what we might do better, by completing the questions below. Please be as honest as you can; your answers will be held in confidence and used to help ensure that other volunteers receive the best possible experience.

Please return the completed questionnaire to (insert contact name and details).

|  |
| --- |
| 1. How long did you volunteer with us for? |
|  |
| 1. What position did you hold? |
|  |
| 1. Why are you leaving? |
| * 1. Moving to a new job □   2. Moving house □   3. Task completed □   4. Had enough □   5. Change in circumstances □   6. Not enough development opportunity □   7. Requires too much learning/input of time □   h. Other (please specify) ……………………………………………............. |
| 1. What did you enjoy most about volunteering with us? |
|  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1. What did you enjoy least about volunteering with us? | | | | |
|  | | | | |
| 1. What suggestions would you make to improve the experience of volunteers here? | | | | |
|  | | | | |
| 1. What benefits did you get from volunteering with us? | | | | |
|  | | | | |
| 1. Please rate the experience you have had volunteering with us (please tick): | | | | |
| Very good | Good | OK | Poor | Very poor |
|  |  |  |  |  |
| 1. Any other comments? | | | | |
|  | | | | |

Warwickshire & Solihull Community and Voluntary Action

CAVA supports volunteer-involving organisations and groups across Warwickshire and Solihull in developing and maintaining good practice in their relationships with volunteers. We offer up-to-date information, advice and guidance on a range of topics including:

* Setting up a volunteer programme
* Developing volunteer roles
* Volunteer recruitment
* Volunteer retention
* Legal and insurance information
* Inclusive volunteering
* Addressing challenges with volunteers.

CAVA’s Resource Library

CAVA’s resource library contains a wide range of up-to-date, free resources for Warwickshire and Solihull’s community and voluntary organisations in the following topic areas:

* Groups & organisations
* Volunteering
* Safeguarding.

Visit [www.wcava.org.uk/resource-library](http://www.wcava.org.uk/resource-library) to view.

For more support and guidance

|  |  |
| --- | --- |
| For more support and guidance on any aspect of volunteer management, contact your local CAVA Volunteering Coordinator: | |
|  |  |
| North Warwickshire 🞟 Michelle Black  01827 718080 🞟 07458 017969  michelle.black@wcava.org.uk | Warwick District 🞟 Helen Wilkinson 01926 477512 🞟 07966 380276 helen.wilkinson@wcava.org.uk |
| Nuneaton & Bedworth 🞟 Tina Wragg  024 7638 5765 🞟 07966 380415  tina.wragg@wcava.org.uk | Stratford District 🞟 Fiona Anderson  07850 515197  fiona.anderson@wcava.org.uk |
| Rugby Borough 🞟 Carol Kavanagh 01788 539578 🞟 07966 380314  ckavanagh@wcava.org.uk | Solihull Borough  0121 312 3717  solihullinfo@wcava.org.uk |

DISCLAIMER

Although every effort has been made to verify the accuracy of materials in CAVA's resource

library, users are advised to check independently on matters of specific interest.