**Exit Survey**

We’re sorry to lose you as a member of our club. To help us understand why you’re leaving and what we can do to improve the club experience, please answer the following questions about your Rotary experience and return the completed survey to your club secretary or president. We appreciate your candid and honest answers.

1. What were your primary reasons for joining the club?

 Community service

 International service

 Personal development

 Leadership or professional development

 Family legacy or tradition

 Status and prestige

 Social opportunities

 Networking

 Opportunity to facilitate international exchange

 Tutoring and mentoring of youth

 Reconnecting with Rotary as an alumnus or alumna

Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. How long have you been a member of the club?

 Less than 2 years

 2-5 years

 6-10 years

 11-20 years

 More than 20 years

3. What did you like best about being a member of this club?

What did you like least?

4. How many prospective member information sessions did you attend before you became a member?

 1

 2

 3 or more

 None, because the club did not offer such sessions

 None, because I was not interested

5. How many club meetings did you attend before you became a member?

 0

 1-2

 3-4

 5 or more

6. How were you informed about club activities and your responsibilities before joining? (Mark all that apply.)

 Attended information sessions

 Received club information from a club officer

 Received club information from my sponsor

 I found information on my own

7. Did you learn more about Rotary in a structured way (e.g., new member orientation, continuing education) once you became a member ? (Circle one.)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 | 6 |
| Not at all |  |  |  | Definitely |

8. Do you believe you were adequately informed of the financial and time obligations of club membership?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 | 6 |
| Not at all |  |  |  | Definitely |

9. Were club meetings a worthwhile use of your time?(Circle one.)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 | 6 |
| Not at all |  |  |  | Definitely |

10. Did you feel welcome in the club?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 | 6 |
| Not at all |  |  |  | Definitely |

11. Did you feel comfortable expressing concerns to club leaders?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 | 6 |
| Not at all |  |  |  | Definitely |

12. If you did not feel welcome or did not feel comfortable expressing concerns, explain why.

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

13. How would you describe the club’s culture?

14. What could be done to improve the club experience for new members?

15. Please evaluate meeting **logistics*.***

|  |  |  |
| --- | --- | --- |
| **Meeting Logistics** | **Yes** | **No** |
| Convenient meeting location |   |   |
| Enjoyable meeting location (atmosphere, service) |   |  |
| Convenient meeting time |   |   |
| Appropriate meeting length |   |   |
| Well-run and organized meetings |  |   |

16. Please evaluatemeeting **activities.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Meeting Activities** | **Excessive** | **Reasonable** | **Inadequate** |
| Rotary education (on Rotaract, Youth Exchange, Rotary Foundation programs, etc.) |   |   |   |
| Club public relations |   |   |   |
| Fundraising  |   |   |   |

17. Please rate the following aspects of club meetings.

|  |  |  |  |
| --- | --- | --- | --- |
| **Meeting features**  | **Excellent** | **Fair** | **Poor** |
| Program content  |   |   |   |
| Program structure |   |   |   |
| Networking opportunities  |   |   |   |
| Meal quality  |   |   |   |
| Meal cost |   |   |   |
| Opportunity to socialize  |   |   |   |

18. Did you participate in service projects? Yes  No

19. If no, why not?

 Type and quality of projects  Number of projects

 Personality conflicts  Cost

 Schedule conflicts  Other : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

20. How satisfying was your participation in service projects? (Circle one.)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 | 6 |
| Not at all |  |  | Very | Comp |

21. If your participation in service projects wasn’t satisfying, why wasn’t it? (Mark all that apply.)

 Lack of variety in projects  Lack of quality of projects

 Low quantity of projects  Personality conflicts

 Lack of support from other members  Insufficient family involvement

 High costs  Did not feel welcomed

 Schedule conflicts  Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

22. Please evaluate your experience of Rotary with respect to your family.

|  |  |  |  |
| --- | --- | --- | --- |
| **Family of Rotary** | **Agree** | **Disagree** | **Not applicable** |
| Rotary interfered with my family responsibilities  |   |   |   |
| My family was proud of my involvement in Rotary |   |  |   |
| My family wanted to be more involved in Rotary |   |   |   |
| There were opportunities to include my family in club activities and projects |  |  |  |

23. How could your family have been more involved in your Rotary experience?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

24. Please evaluate the costs associated with membership.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Cost** | Too high | Reasonable | Too low | Not applicable |
| Club dues |   |   |   |   |
| Meal costs |   |   |   |   |
| Club assessments |   |   |   |   |
| Club fines |   |   |   |   |
| Service project contributions (time or monetary) |   |   |   |   |
| Rotary Foundation contributions |  |   |  |   |

25. How well does the club reflect the demographic profile of professionals in the community? (Circle one.)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 | 6 |
| Not at all |  |  |  | Very well |

26. Think about what was communicated to you when you joined the club. Were your expectations met?

27. Why did you decide to terminate your membership?

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

28. Would you consider joining another Rotary club?

Yes

No

Not sure

29. What is your best advice to the club’s leaders as you leave?

30. Do you have any other comments?

*Thank you for completing this survey.*