Chapter 8 Resigning Member

Questionnaire

This exit-interview assessment can provide information on why people are leaving your club. Use the findings to address issues that are raised and improve your retention rates.

**Objective**

Determine why resigning members are leaving your club.

**Time**

10 minutes (resigning member to complete survey); 30 minutes (club membership committee to review results and discuss an action plan)

**Preparation**

• Have your club membership committee review the questionnaire

annually and customize it as needed to fit your club’s needs.

• Print copies of the questionnaire or store the file in a location where it

can be easily accessed.

**Materials**

• Paper

• Computer

• Envelopes

• Stamps

**Procedure**

1. Ask resigning member to complete a confidential exit-interview survey and thank him or her for agreeing to do so.

2. Send the resigning member the survey and request that it be returned by a specific date. Provide a self-addressed, stamped envelope in which to return the survey.

3. Have the club membership committee discuss the results of the completed survey during a committee meeting. If the reasons

for leaving warrant changes in your retention strategy (i.e., if the resigning member left for a reason other than relocation), discuss the types of changes that need to be made and how to implement them.

4. Update your club’s Membership Satisfaction Questionnaire based on the responses from resigning members over the previous year. Modify or add questions to determine whether the reasons others left your club are also negatively affecting current members.

Variation

This exit interview may tahmany forms. You may alternately choostto create an online survr y, or you may conduct an in--pnson inh:: rvi(: W.

**Resigning Member Questionnaire**

We regret that you have terminated your membership in our Rotary club. To help us assess your satisfaction with your experience as a Rotarian, please take a few minutes to answer the following questions. The information you provide will benefit current and future club members. Please return the completed survey to your club secretary or president. Your responses will be entirely confidential.

**1. Are you leaving your Rotary club because you are relocating to a new community**?  Yes  No

**2. Did you enjoy our club’s weekly meetings?** *(circle one)*

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

**Meeting Logistics**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Yes | No | Not Applicable |
| Convenient meeting location |  |  |  |
| Enjoyable meeting location (décor, service) |  |  |  |
| Convenient meeting time |  |  |  |
| Appropriate meeting length |  |  |  |
| Well-managed and organized meetings |  |  |  |

**Meeting Activities**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Excessive | Reasonable | Inadequate |
| Length of weekly programs |  |  |  |
| RI Program Education  (Rotaract, Youth Exchange, etc.) |  |  |  |
| TRF Program Education (GSE, Scholarships, etc.) |  |  |  |
| Club Public Relations |  |  |  |
| Fundraising |  |  |  |

**3. Were club meetings a valuable use of your time?** *(circle one)*

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

**4. Did you feel welcome in our Rotary club?**

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

**If you didn’t feel completely welcome, why not?** *(check all that apply)*

 I felt demographically isolated

 Other members were OLDER / YOUNGER / DIFFERENT GENDER / DIFFERENT ETHNICITY

*(circle all that apply)*

 Other demographic reason

 Other members did not make an effort to interact with me.

 Other reason:

**5. Did you feel comfortable sharing concerns with club leaders?**

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

**If you didn’t feel completely comfortable sharing concerns, why not?** *(check all that apply)*

 Club leaders had so many responsibilities that I did not want to burden them.

 Club leaders had their own agenda and were not interested in other ideas.

 I was not a member long enough to feel comfortable approaching club leaders.

 I did not want to be perceived as a complainer.

 Other

**6. Did you participate in club projects and activities?**  Yes  No

**If no, why not?** *(check all that apply and skip to question 9))*

 Type and quantity of projects  Quality of projects

 Personality conflicts  Cost

 Personal time conflicts  Other

**7. How did you become involved?**  I volunteered  I was asked

**8. How satisfied were you with your participation in club activities and projects?** *(circle one)*

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

**If you weren’t completely satisfied, why?** *(mark all that apply)*

 Type and quantity of projects  Quality of projects

 Personality conflicts  Lack of support from other members

 Cost  Insufficient family involvement

 Personal time conflicts  Other

**9. Were competing PROFESSIONAL priorities a factor in your resignation?** *(circle one)*

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

**10. Were competing PERSONAL priorities a factor in your resignation?** *(circle one)*

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

**Family and Rotary**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Agree | Disagree | Not Applicable |
| Rotary took too much time away from family priorities. |  |  |  |
| My family felt that Rotary was too expensive. |  |  |  |
| My family was not included in my Rotary experiences. |  |  |  |
| My family was proud of my involvement in Rotary. |  |  |  |
| My family wanted to be more involved in Rotary. |  |  |  |

**11. Were your NETWORKING expectations met?** *(circle one)*

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

**12. Were your SERVICE expectations met?** *(circle one)*

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

**13. Were your FELLOWSHIP expectations met?** *(circle one)*

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

**14. Please evaluate the following membership costs.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Cost** | Excessive | Reasonable | Inadequate | Not Applicable |
| Club dues |  |  |  |  |
| Rotary International dues |  |  |  |  |
| Weekly meeting costs |  |  |  |  |
| Meal costs |  |  |  |  |
| Club fines/assessments |  |  |  |  |
| Service project contributions  (time or monetary) |  |  |  |  |
| The Rotary Foundation contributions |  |  |  |  |

**15. Does our club accurately represent the diversity among professionals in our community?** *(circle one)*

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

**Did club member representation in these areas mirror the professional community?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Not at all |  |  |  |  | Completely |
| Age | 1 | 2 | 3 | 4 | 5 | 6 |
| Gender | 1 | 2 | 3 | 4 | 5 | 6 |
| Ethnicity | 1 | 2 | 3 | 4 | 5 | 6 |
| Religion | 1 | 2 | 3 | 4 | 5 | 6 |
| Profession | 1 | 2 | 3 | 4 | 5 | 6 |

**16. Was adequate club education provided (new member orientation, continuing education)?** *(circle one)*

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

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

**18. What area(s) of your Rotary education did you find lacking? Please be specific.**

**19. What area(s) of your Rotary education did you find beneficial? Please be specific.**

**20. Which aspects of our meetings did you find unsatisfactory?** *(mark all that apply)*

 Program content

 Networking opportunities

 Meeting location

 Meal quality, cost

 Fellowship

 Other

**21. Which aspects of our meetings do you find most enjoyable or beneficial?** *(mark all that apply)*

 Program content

 Networking opportunities

 Meeting location

 Meal quality, cost

 Fellowship

 Other

**22. In addition to your responses above, is there anything else the club could have done differently to meet your needs?**

*Thank you for completing this survey. We appreciate your candid and honest answers.*

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