

Former Member Exit Interview

Exiting Member's Name _____ Interviewer's Name _____

Interviewer's Title _____ Date of Interview _____

Club Name _____

1. What reasons can you (the exiting member) give us as to why you are leaving the club?

Difficulties with meetings/activities

- Not asked to help or be involved
- Was not aware of the responsibilities before/after joining
- Meeting day/time was not convenient
- Meeting place/food was unsatisfactory
- Service projects not effective/useful for the community
- Meetings disorganized, not following an agenda
- Not enough recognition for job well done
- Not enough social events
- Other _____

Difficulties with club administration

- Disorganized leadership being a Lion
- Unhappy with current leadership
- Poor communication among members
- Age differences too great
- Gender differences
- Philosophical differences
- Cliques/groups to which people did not belong
- Other _____

Personal needs not met/conflicts with members

- Skills/talents not utilized
- Needs for fellowship not met
- Needs for networking not met
- Cost prohibitive
- Health reasons
- Time demands (family, work, etc.)
- Did not feel a part of the group
- Other _____

2. Is there anything that could have been done to prevent your leaving?

3. Is there anything that the club should consider changing that may help retention in the future?

4. If you left because of job transfer/relocation, are you joining a new club near your place of residence or job? Yes ___ No ___

• If yes, what is the name of the new club? _____

• If you haven't chosen a new club, can we help you find one? Yes ___ No ___

5. Has your contact information changed?

Address _____

Phone number _____ E-mail address _____

For Club Use

How long was the Lion a member of your club? _____

If the member's drop was due to non-attendance...

How long were they in non-attending status? _____

Did any club officer/member contact this person about non-attendance?

If the member's drop was due to non-payment...

How long was this Lion in non-paying status? _____

Did any club officer/member contact the member about non-payment of dues? _____

Interviewer Instructions - Former Member Exit Interview

Your club should conduct a survey with each exiting member and should retain a copy of the survey for your club's record.

Why does my club need to conduct a survey with each member who is leaving?

A survey acknowledges the member, in effect saying, "We care about your experience as a Lion."

A properly conducted survey can be very beneficial to the future health of your club.

- A survey can bring your club new knowledge of why the member is leaving or has left. You can use the member's feedback and take steps to strengthen your club. (Advise the member that information they share will be held in confidence but may be incorporated into general exit data to assist the club with improvements.)
- Updated contact information obtained from a survey can serve in a database of former members, those you can update on upcoming service projects, and may invite back to the club at a later date.

Methods of conducting a survey

- **Preferred Method: In person with the Sponsoring Lion acting as the interviewer**
- Secondary Method: By telephone by Sponsoring Lion or other club member, but only if an in-person meeting is not possible

When conducted in person, the survey should be conducted at a location where the member feels comfortable. Most likely, this will be a neutral space, such as a restaurant, library or other public meeting facility. Ideally, the survey should take place before the member leaves the club.

Encourage the member to be open and honest. You may receive negative comments or feedback about the member's experience as a Lion, but all the information can be used to better your club. If faced with negative comments or feedback, it is important to remain neutral.

Remember: You have the opportunity to influence a member's thoughts about the club before they leave. A former member who has had a positive and productive satisfaction survey will have a more positive feeling about Lions.

Every part of your response to an exiting member should reflect a willingness to learn about the exiting member's experience as a Lion and should indicate a desire to better your club using the information supplied.

End each survey by thanking the member for the service they provided and let him or her know that the club values their contribution. Encourage the individual to stay in touch.

What do I do after the survey?

Notify the club's leadership about any problems identified. Discuss what can be done to address the problems identified. Take advantage of the opportunity to strengthen the club by making positive changes. Keep each completed survey as part of your club's records.

District Instructions - Former Member Exit Interview

When the District Governor is notified (either by LCI or by a club) that a member has exited, the Governor will send this form and instructions to that club's President and Secretary, requesting that an Exit Interview be conducted, if not already performed. This duty may be delegated to the District Cabinet Secretary or other at the Governor's discretion. The form can be sent either by email or via hard copy, as appropriate.

The club will not be required to return the completed interview form to the District. It is for the use of the club to assist in improving retention and strengthening the club. The completed form should be retained as part of the club's records.