



It starts with Scouts.

Volunteer Exit Interview

Scouts Canada's volunteer management framework is outlined in the Volunteer Recruitment and Development (VRAD) Handbook. Volunteer supervisors are expected to manage and oversee the VRAD process for their direct reports.

For retiring volunteers, the supervisor or designate should complete a review to assess what steps could be taken to improve the execution of other volunteer support processes in order to improve the overall working environment and limit voluntary "retirements". A secondary purpose for the exit meeting is to reinforce the value provided by the specific volunteer to Scouts Canada and to ensure sufficient recognition has been provided for their service.

Since the vast majority of volunteers provide service at the section level, the primary user of this tool will be the Group Commissioner. That said, other volunteer supervisors (Area Commissioners, Council Commissioners, etc) should also employ the same process when assisting a direct report through the "retire" phase.

The use of this tool to conduct an annual health check with key volunteers is strongly encouraged. Asking these questions as part of a regular servicing visit will enable volunteer supervisors to address concerns prior to a voluntary retirement decision.

Upon completion of a face-to-face exit meeting, the volunteer supervisor is requested to input the quantitative data into a national data gathering survey (http://www.surveymonkey.com/s/scouts_exit). Additionally, the supervisor is requested to summarize the key improvement opportunities that are systemic and relevant to National policymakers and include those with their submission above.

VOLUNTEER EXIT INTERVIEW

(To be filled in by interviewer)

Name:

Group:

Role:

Date of Departure:

Interviewer:

	Question	Answer
1	Why are you leaving? Is there anything we could have done differently that may have affected your decision to leave?	
2	Was your volunteer position what you expected it to be? If not, how did it differ?	
3	Do you feel you were placed in a position compatible with your skills? If not, please explain.	
4	Were the training and development opportunities provided effective in meeting your needs? Was the amount of training appropriate?	<input type="checkbox"/> 5 - very effective <input type="checkbox"/> 4 - effective <input type="checkbox"/> 3 - unsure <input type="checkbox"/> 2 - ineffective <input type="checkbox"/> 1 - very ineffective
5	What was the greatest challenge you faced in your position?	
6	What function(s) of your position did you enjoy the most? Why?	

7	What function(s) of your position did you enjoy the least? Why?	
8	How did you find the team spirit/morale within your Section/Group?	<input type="checkbox"/> 5 - very high <input type="checkbox"/> 4 - high <input type="checkbox"/> 3 - neither high nor low <input type="checkbox"/> 2 - low <input type="checkbox"/> 1 - very low
9	Was there anything that Scouts Canada could have done to improve team spirit/morale?	
10	Do you feel you were well informed regarding policies and procedures? If not, why?	<input type="checkbox"/> 5 - well informed <input type="checkbox"/> 4 - somewhat informed <input type="checkbox"/> 3 - unsure <input type="checkbox"/> 2 - somewhat uninformed <input type="checkbox"/> 1 - uninformed
11	Do you feel that you were well recognized/appropriately thanked for your contributions?	<input type="checkbox"/> 5 - well recognized <input type="checkbox"/> 4 - somewhat recognized <input type="checkbox"/> 3 - unsure <input type="checkbox"/> 2 - under-recognized <input type="checkbox"/> 1 - not recognized
12	How willing are you to encourage others to join Scouts Canada as a volunteer?	<input type="checkbox"/> 5 - very willing <input type="checkbox"/> 4 - somewhat willing <input type="checkbox"/> 3 - unsure <input type="checkbox"/> 2 - somewhat unwilling <input type="checkbox"/> 1 - very unwilling

Additional comments:

Interviewer signature:

Date: