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## **Exit Interviews**

### **Paper OCCG-005**

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#### **EXECUTIVE SUMMARY:**

This article will identify questions to ask former church members as to why they chose to leave.

#### **KEY WORDS:**

Exit interview for church members

#### **GLOSSARY:**

Exit Interview – A short survey conducted between a non-biased individual and former church member to determine the reason or reasons for departure.

#### **REPORT:**

Conducting exit interviews with former members is seldom done in most churches. The information an exit interview can supply, however, can be

overwhelmingly insightful.

An exit interview is best conducted by a third party rather than by an elder, deacon or minister. Church leaders may ask a trusted Christian individual from another congregation to conduct the interviews. The purpose of the interview is not to fight or even defend the church's doctrine or reasoning. Rather, the one gathering information is enlisted to listen and write down the information supplied by the exiting party.

Many websites contain a list of questions that may be valuable for the congregation choosing to participate. A general search under "church member exit interviews" will provide many resources to consider.

#### References:

1. None

Reviewers: Suggest reviewers.

**EXIT INTERVIEW FORM:**

**This form is intended to be filled out on a computer terminal after the interview. Do not show it to an interviewee!**

Name of interviewee: \_\_\_\_\_

Interviewer: \_\_\_\_\_ Date of interview: \_\_\_\_\_

First date attended congregation: \_\_\_\_\_ Last date attended the congregation: \_\_\_\_\_

Where do you attend now: \_\_\_\_\_

**COMING TO OUR CONGREGATION:**

What originally drew you to the congregation you \_\_\_\_\_

How did people reach out to you (friendliness, fellowship, etc.) when you came \_\_\_\_\_

How, if any, has that changed recently \_\_\_\_\_

**LEAVING OUR CONGREGATION:**

What has drawn you away \_\_\_\_\_

What were the reasons you left: \_\_\_\_\_

How has the congregation met, or not met, your needs \_\_\_\_\_

**WORSHIP SERVICES**

What is your perception of the worship?

What suggestions would you have for the worship service?

How did you like the worship service in general (1-10 with 10 being best): \_\_\_\_\_

How did you like the pulpit minister (1-10 with 10 being best): \_\_\_\_\_

How did you like the song service (1-10 with 10 being best): \_\_\_\_\_

**BIBLE CLASS PROGRAM**

Your impression of the Bible Class program (1-10 with 10 being best): \_\_\_\_\_

**LEADERSHIP**

What is your perception of the staff and elders?

Who was your shepherd: \_\_\_\_\_

What was your impression of the leadership (1-10 with 10 being best): \_\_\_\_\_

**INVOLVEMENT:**

What are the ministries in which you participated \_\_\_\_\_

Were there areas you desired to participate in but were not given an opportunity? Please, explain.  
\_\_\_\_\_

What roles were you active in in the past year: \_\_\_\_\_

Were you prepared to participate more and didn't feel allowed: \_\_\_\_\_

**GENERAL**

What are the things this congregation does best?

Would you rank the friendliness of the congregation (1-10 with 10 being best): \_\_\_\_\_

How did you like the signage around the church (1-10 with 10 being best): \_\_\_\_\_

What did you like best about the congregation: \_\_\_\_\_ .

What did you like least about the congregation: \_\_\_\_\_

Can we help: \_\_\_\_\_

How can the church help you now and in the future?

Would you like yourself or others to be added to our prayer lists: \_\_\_\_\_

May we continue to pray for you?