



# GLIDING VIC & TAS

## CLUB MEMBER EXIT SURVEY

### Summary

The Club Member Exit survey does more than identify why people left, it reveals where clubs and VSA can intervene earlier, particularly around retention, engagement, volunteering, cost, culture and the experience of newer members.

The purpose is to understand why members, leave gliding, identify preventable causes of membership loss, and identify actions that clubs and VSA can take to improve retention.

# VSA - Club Member Exit Survey

The survey does more than identify why people left, it reveals where clubs and VSA can intervene earlier, particularly around retention, engagement, volunteering, cost, culture, funding and the experience of newer members.

**Purpose:**

To understand why members leave gliding, identify preventable causes of membership loss, and identify actions that clubs and VSA can take to improve retention.

**Recommended approach:**

Anonymous survey, with an optional final field for members who are willing to be contacted.

*The questions can be loaded into digital platforms such as, Google Forms or Jotform, or other survey platforms for example, to be able to send and receive by email or mobile phone.*

---

## SECTION 1 — About Your Membership

### 1. Which club were you primarily associated with?

- ☐ [Club list]
- ☐ Prefer not to say

### 2. How long were you a member of the club?

- ☐ Less than 6 months
- ☐ 6–12 months
- ☐ 1–2 years
- ☐ 3–5 years
- ☐ 6–10 years
- ☐ More than 10 years

### 3. What type of membership did you primarily hold?

- ☐ Student / Trainee
- ☐ Flying member
- ☐ Social / Non-flying member
- ☐ Junior member
- ☐ Other
- ☐ Prefer not to say

### 4. Before leaving, how frequently were you participating in gliding?

- ☐ Several times a week
- ☐ About once a week
- ☐ 2–3 times a month

- ☐ About once a month
- ☐ Less than once a month
- ☐ I had largely stopped participating

## SECTION 2 — Why Did You Leave?

**5. What were the main reasons you decided not to renew your membership?**  
*Select up to three.*

- ☐ Cost of membership
- ☐ Cost of flying
- ☐ Lack of time
- ☐ Family or personal commitments
- ☐ Work commitments
- ☐ Relocation
- ☐ Health or age-related reasons
- ☐ Loss of interest in gliding
- ☐ Lack of progression or flying opportunities
- ☐ Difficulty accessing aircraft/instructors
- ☐ Club culture or atmosphere
- ☐ I did not feel welcomed or included
- ☐ Conflict or disagreement within the club
- ☐ Too much volunteering expected
- ☐ Not enough opportunities to volunteer/contribute
- ☐ Difficulty fitting into the club
- ☐ Lack of social connection
- ☐ Poor communication from the club
- ☐ Club activities did not meet my expectations
- ☐ Safety concerns
- ☐ Lack of support or encouragement
- ☐ I found another aviation/recreational activity
- ☐ I achieved what I wanted from gliding
- ☐ Other: \_\_\_\_\_

**6. Which ONE factor was the biggest influence on your decision to leave?**

*Free text*

---

## SECTION 3 — Your Experience

**7. Overall, how satisfied were you with your experience as a club member?**

- 1 — Very dissatisfied
- 2 — Dissatisfied

- 3 — Neither satisfied nor dissatisfied  
 4 — Satisfied  
 5 — Very satisfied

**8. Please rate the following aspects of your club experience:**

| Area                           | Very Poor                | Poor                     | OK                       | Good                     | Excellent                |
|--------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Welcome received when joining  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Club culture                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Friendships/social connection  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Access to flying               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Access to instructors/coaching | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Opportunities to progress      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Communication                  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Club administration            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Value for money                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Volunteer experience           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Sense of belonging             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

---

## SECTION 4 — The Retention Question

**9. Was there a particular point or event when you started considering leaving?**

- ☐ Yes  
☐ No  
☐ Not sure

**If yes, what happened?**

*Free text* \_\_\_\_\_

**10. Before you left, did anyone from the club ask you why you were considering leaving?**

- ☐ Yes  
☐ No  
☐ I don't remember

**11. If someone had contacted you before you left, could anything realistically have changed your decision?**

- ☐ Yes  
☐ Possibly  
☐ No

**12. If yes or possibly, what could the club have done differently?**

*Free text* \_\_\_\_\_

---

## **SECTION 5 — Club Culture & Inclusion**

**13. Did you feel that you belonged at the club?**

- ☐ Definitely yes
- ☐ Mostly yes
- ☐ Neither
- ☐ Mostly no
- ☐ Definitely no

**14. Did you feel that you were treated with respect by other members?**

- ☐ Always
- ☐ Usually
- ☐ Sometimes
- ☐ Rarely
- ☐ Never

**15. Did you feel that the club was welcoming to new or less-experienced members?**

- ☐ Very welcoming
- ☐ Generally welcoming
- ☐ Neither
- ☐ Not particularly welcoming
- ☐ Not welcoming

**16. Did you ever feel that the club was primarily geared towards a particular type of member?**

- ☐ Yes
- ☐ No
- ☐ Unsure

**If yes, please explain.**

*Free text* \_\_\_\_\_

This question is particularly valuable because it may identify the **"club culture" barrier** that doesn't show up when simply asking people why they resigned.

---

## SECTION 6 — Cost, Volunteering & Participation

**17. How significant was the overall cost of gliding in your decision to leave?**

- ☐ Not a factor
- ☐ Minor factor
- ☐ Moderate factor
- ☐ Significant factor
- ☐ Major factor

**18. How did you feel about the amount of volunteering expected of members?**

- ☐ Too little
- ☐ About right
- ☐ Too much
- ☐ I was unclear about what was expected
- ☐ I did not want to volunteer

**19. Did volunteering requirements affect your decision to leave?**

- ☐ Yes
- ☐ No
- ☐ Possibly

**20. What would have made volunteering more attractive or manageable for you?**

Free text \_\_\_\_\_

---

## SECTION 7 — What Could We Have Done Better?

**21. What is the ONE thing your club could have done differently that might have encouraged you to remain a member?**

Free text \_\_\_\_\_

**22. What is the ONE thing the Victorian Soaring Association, the regional body, could do to help clubs retain members?**

Free text \_\_\_\_\_

**23. How do you think gliding needs to change to attract and retain more people?**

Free text \_\_\_\_\_

**24. What advice would you give to a club trying to prevent other members from leaving?**

Free text \_\_\_\_\_

---

## **SECTION 8 — The Opportunity to Return**

**25. Would you consider returning to gliding in the future?**

- ☐ Definitely
- ☐ Probably
- ☐ Maybe
- ☐ Probably not
- ☐ Definitely not

**26. What would make you consider returning?**

- ☐ Lower costs
- ☐ More flexible membership
- ☐ More flying opportunities
- ☐ Better access to instructors
- ☐ More social activities
- ☐ More welcoming club environment
- ☐ Less volunteering commitment
- ☐ Better communication
- ☐ Opportunities to progress
- ☐ A different club
- ☐ More family-friendly opportunities
- ☐ Women's or targeted programs
- ☐ Youth/family programs
- ☐ Other: \_\_\_\_\_

**27. If you would like someone to contact you about returning to gliding, please provide your details.**

Name: \_\_\_\_\_

Email/Phone: \_\_\_\_\_

*(Optional)*

---

# Final Question — The Most Important One

**28. If you could tell the VicTas regional association and gliding clubs ONE thing about why people leave, what would it be?**

*Free text* \_\_\_\_\_

---