Employee Exit Interview Protocol

It is the practice of the Division of Student Life to offer an exit interview for classified and academic staff members who are ending their assignment. Participation is voluntary, but staff members are encouraged to participate.

Who should conduct the interviews?

It is important that the employee be comfortable with the person conducting the interview. In order to partially address this concern, it is suggested that the employee choose to meet with someone in the chain of management other than their immediate supervisor. Appropriate options are the director, associate director, dean or someone appointed by the dean. At the staff member’s discretion a separate interview can also be held with their immediate supervisor.

Is the information learned at the exit interview confidential?

The intent of the exit interview is to gain information for improvement. Thus, employees should only provide information they are comfortable having shared with their immediate supervisor and others in the supervisory chain who have a need to know. This Employee Exit Interview Protocol document should be shared with exiting employees so they can understand the intent and purpose of this process. Information collected in the exit interview will not be included in their personnel file.

When should the interviews take place?

Ideally, interviews should take place during regular work schedule and within two weeks of the employee’s last day. However, an interview could take place after the employee has left the department, if desired by the employee. In such circumstances the employee will not be compensated for this time.

What should happen to the information after it is obtained?

The interviewer should prepare a written summary of the employee’s key points. No permanent record of the interview should be kept; although ideas and suggestions may be retained. That information will then be shared with the department director and associate dean. In the event that the exit interview involves a department Director the summary will be shared with the dean.
What Should the Exit Interview Consist Of?

Ideally these questions are provided to the employee to reflect upon before the interview.

1. What is your primary reason for leaving?
2. Did anything trigger your decision to leave?
3. What was most satisfying about your job?
4. What was least satisfying about your job?
5. What would you change about your job?
6. Did your job duties turn out to be as you expected?
7. Did you receive enough training to do your job effectively?
8. Did you receive sufficient feedback about your performance during and between annual performance evaluations?
9. What would you change to make your work environment better?
10. What was the quality of the supervision you received?
11. Based on your experience with us, what do you think it takes to succeed at the university/division/department?
12. How do you generally feel about the university/division/department?
13. Did anyone in the university/division/department discriminate against you, harass you or cause hostile working conditions?
14. Did any university/division/department policies or procedures (or any other obstacles) make your job more difficult?
15. Would you consider working again for the department in the future?
16. Any other comments?


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