



Title: UMass President's Office Exit Interview Guidelines

Number: HR-INTERNAL-08

Functional Area: Human Resources

Effective: Immediately

Responsible Office: Human Resources

I. REASON:

The purpose of these guidelines is to identify workplace, organizational or human resources factors that have contributed to an employee's decision to leave employment; to enable the University to identify any trends requiring attention or any opportunities for improving the University's ability to respond to employee issues; and to allow the University to improve and continue to develop recruitment and retention strategies aimed at addressing these issues. These guidelines cover the procedures adopted when members of the University leave employment for whatever reason.

II. SCOPE:

These guidelines apply to all UMSO departments and all benefitted employees. The Office of Human Resources will conduct exit interviews with employees, once the employee-confirmed departure date is determined.

III. PROCEDURE:

The designated human resources representative will contact the employee in writing, inviting him/her to attend an exit interview at a mutually convenient time. The exit interview should take place as soon as possible after the Office of Human Resources has received the confirmed departure date. The employee will be asked a standard set of questions and given a chance to discuss any concerns they feel would be beneficial for the University to know about their employment experience at the President's Office. If an employee chooses not to participate in an exit interview, he/she will be encouraged to complete an Exit Interview Questionnaire.

IV. VOLUNTARY PARTICIPATION AND CONFIDENTIALITY:

Employees are responsible for participating in the exit interview process on a voluntary basis. If an employee chooses to participate in an exit interview, he/she will be encouraged to be honest, candid, and constructive in his/her responses.

The information received through exit interviews will be kept in a confidential manner and only shared on a need to know basis.

V. REPORTING:

The information will be analyzed regularly by the Office of Human Resources to identify areas or determine trends that need be addressed. Periodically, the Office of Human Resources will share their analysis and recommendations with designated members of the staff and/or management team.

The analysis and review will include the following:

- appropriate statistical information regarding the number and distribution of employee departures during the preceding year and her/his reasons for leaving;
- an analysis and discussion of any trends or common themes which are suggested by the exit interview feedback;
- a summary of any actions or interventions taken during the year on the basis of exit interview information; and
- any actions the Department feels are required in order to address any concerns or opportunities which are identified through exit interview feedback.

VI. RELATED DOCUMENTS:

Exit Questionnaire
Exit Checklist