

**OFF-BOARDING
VOLUNTARY EMPLOYEE RESIGNATION PROCESS
Standard Operating Procedure**

PURPOSE: To re-trace the employees WSU identity and ensure the employee Resignation process is thorough and complete. Also gather valuable feedback from employees who voluntarily resign from WSU or request a transfer to another S/C/D within the University. Finally, capture critical data and information relating to the employees departure for organizational and/or departmental improvements.

PROCEDURE:

Direct Supervisor

Once notified of voluntary employee resignation:

1. Obtain a written "Letter of Resignation" notification from the employee.
2. Acknowledge receipt of the letter by writing "I Agree" and signing at the bottom.

Note: If the employee refuses to provide a "Letter of Resignation," **please instruct the HRC to create** a document in lieu of the letter indicating the resignation and refusal to provide documentation.

3. Forward a copy of the "Letter of Resignation" to the BAO & HR Consultant **within 24hrs.**

Note: In the case of an **involuntary termination**, the supervisor must **notify the BAO and HR Consultant immediately** and provide instructions specific to processing time frame.

4. Complete the approved Supervisor section of the Separation Checklist and complete as instructed http://hr.wayne.edu/clientservices/forms/separation_checklist_-_supervisor.pdf
5. Send the completed Separation Checklist to the HR Consultant for processing.
6. Schedule a meeting with the employee within **3 days** of resignation notification and request them to complete the following:
 - i. **Employee Off-Boarding Checklist**
http://hr.wayne.edu/clientservices/forms/off-boarding_checklist_-_employee.pdf
 - ii. **Knowledge Transfer Questionnaire**
http://hr.wayne.edu/clientservices/forms/knowledge_transfer_questionnaire.pdf
- a. Obtain the completed copies of the **Employee Off-Boarding Checklist** and **Knowledge Transfer Questionnaire** forms prior to the last day of work and save on your computer.

HR Consultant

Once notified of voluntary employee resignation:

1. Execute email notifications upon resignation notification.
2. Complete the HR Consultant section of the Separation Checklist as requested by the employee's direct supervisor. http://hr.wayne.edu/clientservices/forms/separation_checklist_-_hr_consultant.pdf
3. Complete the Voluntary Resignation Separation Checklist once you have received notification of completion of the BAO and Supervisor sections of the Separation Checklist.
http://hr.wayne.edu/clientservices/forms/separation_checklist_-_voluntary_resignation.pdf
4. This form should be verified and signed by the HR Consultant up to the last day of work.
5. Upload completed form into AppXtender (Personnel File: PED-Term).

Note: It is the responsibility of the HR Consultant to ensure all responsible parties (BAO & Direct Supervisor) have completed their sections of the Separation Checklist. These processes should be completed within ten (10) business days of resignation notification.

6. Communicate with the employee **within 2 days** of resignation notification and request that he/she participate in our exit interview program.
7. Offer the three available methods of completing the exit interview: Electronic www.surveymonkey.com/s/WSUExitSurvey, Face to Face or Telephone.
8. Face to Face and Telephone survey results will be manually entered into Survey Monkey by the HR Consultant.
9. Follow-up with employee as follows:
 - a. Per request by employee, based on completed survey
 - b. If employee **has not** responded within 3 days
10. Collect and review exit interview survey results.
11. Extract the Division results and share aggregate data with AVP at a minimum of once per quarter (more frequently, if requested).

Business Affairs Officer

Once notified of voluntary employee separation:

1. Complete the Separation Checklist as requested by the employee's direct supervisor. http://hr.wayne.edu/clientservices/forms/separation_checklist_-_bao.pdf
2. Return your completed section to the HR Consultant by the **10 day deadline** or as requested.

Talent Management Consultant

1. Extract exit interview survey results (by S/C/D) and create an aggregate summary to be shared with leadership on a quarterly basis.

ROLES & RESPONSIBILITIES

DIRECT SUPERVISOR: Initiate communication amongst all parties responsible for completing the off-boarding/Resignation processes as outlined above.

BUSINESS AFFAIRS OFFICER: Complete the checklist as outlined above.

HR CONSULTANT: Responsible for initiating and maintaining contact with the employee; facilitate the EI Questionnaire process, collect and deliver data as outlined above.

TALENT MANAGEMENT CONSULTANT: Create Exit Interview aggregate summary as outlined above.