

EXIT INTERVIEW SURVEY QUESTIONNAIRE
Standard Operating Procedure

PURPOSE: To gather valuable feedback from employees who voluntarily resign from WSU. Feedback will be used to make organizational improvements.

PROCEDURE:

Once notified of voluntary employee separation:

1. HR Consultant contacts the employee (**within 2 days**) of notification to request that he/she participate in our exit interview program. Offers one of three methods: *electronic, face to face or telephone*.
2. HR Consultant follows through with setting up the interview and executes the preferred method.
 - Provide the following link: (www.surveymonkey.com/s/WSUExitSurvey) for the employee to access the survey electronically.
3. Face to face and telephone survey results will be manually entered into Survey Monkey by HR Consultant.
4. HR Consultant follows-up with employee
 - Per request by employee, based on completed survey
 - If employee has not responded within 3 days
5. Survey results will be compiled via Survey Monkey and reviewed by HR Consultant.
6. Division results will be extracted by HR Consultant, who will share aggregate data with AVP/Dean/BAO as required.
7. Talent Management Consultant will extract university-wide results and create an aggregate summary to be shared with HRLT quarterly.

ROLES & RESPONSIBILITIES

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: Responsible for collecting and delivering all divisional aggregate data as outlined above