

# Exit Interview System Review

Will the exit interview be shared with the supervisor or dept or college?

Does HR have free parking or timed parking options for people who choose to come do an exit interview and close out other business? Small, but could be an incentive to increase

I would ask how do we share stay interview information to better university processes. Even if we don't do this, what are the pros and cons to doing this?

Stay interviews on 3, 6, 9, 12 months interviews could encourage supervisors to also check in on performance objectives in that cadence.

Will you share recommended questions for the stay interviews?

Have you identified overarching themes re: concerns, reasons for leaving, or things that would help retain employees?

Is there a template for stay interviews in addition to the prescribed steps that are shared during training?

What would compel you to complete an exit interview or survey regardless of your reason for departure?

Ask the "compel" question to the broader JMU community. And also what would discourage them from being interested in taking it.

**\*Stage One: Emerging** – At this stage, the campus is beginning to recognize diversity, inclusion and equity as strategic priorities and is building a campus wide constituency for the effort.

**\*\*Stage Two: Developing** – At this stage, the campus is focused on ensuring the development of its institutional and individual capacity to sustain the diversity, inclusion in equity effort.

**\*\*\*Stage Three: Transforming** – At this stage, the campus has fully institutionalized diversity, inclusion and equity into the fabric of its institution, and continues to assess its effort to ensure progress and sustainability.

This rubric should be viewed as only one assessment tool for determining the status of diversity, inclusion and equity institutionalization. Other indicators should also be observed and documented to ensure that JMU's effort to advance diversity on campus is conducted systematically and comprehensively.

Do you see any patterns/differences in response rates from faculty vs staff?

Status Explanation:

**Active:** the recommendation is currently being worked on by university

**Completed:** Work on the recommendation has finished and all deliverables/tasks have been completed

**Merged:** The recommendation has been merged with a related recommendation or current university initiative for implementation and alignment

Legend: Emerging (\*), Developing (\*\*), Transforming (\*\*\*)

If a department had concern about a perceived trend in turnover, could the exit interview and/or the stay interviews be customized to address that concern?

Do you see any patterns/differences in response rates from faculty vs staff?

30% of who does exit interviews? Deeper question, for a later answer

Opportunity to build "stay" interviews

Another way to learn more about the recommendation and continual feedback process <https://www.jmu.edu/president/racial-equity/recommendations.shtml>

Is there any alternative option for regular Stay Interviews if the employee is uncomfortable with their supervisor?

- What else can we do to obtain candid feedback from departing employees via exit interviews and surveys?

- To whom should we report exit data collection?

- How can we enhance trust in whatever exit interview system we adopt?

How, if at all, do we share the demographic data of exit interviews?

I think about some specific fields and how no matter where an expert may go, what they leave has the potential to follow them no matter where they go if info is mishandled

Do you see any patterns/differences in response rates from faculty vs staff?