**EXIT INTERVIEW PROCESS**

**Overview**

West Virginia State University (WVSU) wants to be an employer of choice and values the views and experiences of its employees. Therefore, WVSU recognizes the need to conduct exit interviews with all employees who leave the organization. The benefit to the organization is to help management understand the full scope of reasons behind a voluntary separation, or provide an opportunity for understanding and expression of concerns caused by involuntary separations. The interview also helps to evaluate overall policies and procedures by providing feedback about the department, the University and their practices.

**Purpose**

The purpose of this procedure is to:

1. Establish the reasons why employees leave the organization and identify common viewpoints
2. Identify areas of best practice which can then be promoted and built upon
3. Analyze and monitor recruitment, retention and turnover activities
4. Gain constructive feedback relating to any negative aspects of an employee’s employment in order to ensure that steps can be taken to minimize repeating the same for future occurrences
5. Display openness and integrity by providing all employees leaving the organization the opportunity to provide feedback

**Process**

An exit interview and exit questionnaire will be issued to all staff leaving the employment of WVSU, regardless of their reason for leaving.

1. Once an employee provides notice in writing that they are leaving (i.e. retiring, resigning, etc.), the immediate supervisor should contact Human Resources about the pending employee separation and begin the exit interview process. Supervisor will schedule a meeting with the employee and go over the Exit Interview Checklist items, sign and forward the completed form and resignation letter to HR.
2. After the supervisor makes contact with Human Resources, HR will contact the employee and ask them to participate in the exit process.
3. Upon receipt of the signed and completed Exit Interview Checklist from the supervisor (and the employees resignation letter), HR will schedule and complete the HR portion of the checklist with the employee on or before the last day of work and ask the employee to complete the Exit Interview Questionnaire. Capturing consistent data on a number of variables (i.e. work environment, salary, benefits, etc.) can provide valuable data that can be analyzed on a campus-wide basis or by individual departments to identify trends on why people are leaving.
4. Employees should contact the Benefits/Payroll Department and schedule an exit interview with them to discuss benefit options and complete the Benefits portion of the Exit Interview Checklist.
5. Employees who leave suddenly will be contacted by Human Resources about items that need to be returned and to complete the Exit Interview Questionnaire.