JIM GIBBONS
Governor

STATE OF NEVADA

TERESA J. THIENHAUS
Director

DEPARTMENT OF PERSONNEL
209 East Musser Street, Room 101
Carson City, Nevada 89701-4204
(775) 684-0150
http://dop.nv.gov

MEMO PERD #72/08

TO: Department Directors

FROM: Teresa J. Thienhaus, Director
Department of Personnel

DATE: December 31, 2008

SUBJECT: Exit Interview Survey Revisions

We will soon enter the second year of the Department of Personnel's online Exit Interview Survey for employees who have voluntarily terminated service. We have made minor revisions to the survey to more clearly indicate those employees who have departed with less than one year of service. This information will be beneficial to the development of a new on-boarding program. In addition to this, we have updated the class titles and have eliminated many unnecessary choices for answer responses.

We will continue to use the paper survey tool for employees without computer access or those who prefer to complete the survey without the aid of a computer. The cover invitation has also been revised to reflect my appointment as the Department Director and the survey was revised earlier this year to make minor corrections. Enclosed are revised copies so that you can ensure that the survey and cover invitation you use are the latest versions. A copy of the Exit Interview Survey procedure is also enclosed for your convenience.

A summary report for calendar year 2008 will be forwarded to you during the month of February 2009. We hope you will continue your efforts to generate greater response to the survey so that we may provide you with relevant feedback on why employees are leaving your department.

Thank you for your support of this important management tool.

TJT:sb/vk

cc: Agency Personnel Liaisons
Agency Personnel Representatives

DEPARTMENT OF PERSONNEL
EXIT INTERVIEW SURVEY

I. Purpose

Employee turnover can result in a number of negative consequences for State departments and agencies. These can include direct economic costs related to increased recruitment and training and indirect impacts such as lost productivity and lower morale. For these reasons, it is important to capture information about the work environment and the factors that may have influenced an employee's choice to leave.

II. Exit Interview Survey Overview

A. The Department of Personnel is dedicated to the development and retention of a qualified workforce. As such, the Department has implemented an online survey tool. This tool should be used whenever possible; in the case where computer access is not available, hard copy surveys may be used.

B. The Exit Interview Survey is designed to evaluate the level of satisfaction an employee experienced while working for the State of Nevada. The survey asks specific questions both internal to the agency they worked for as well as State employment in general.

C. The Exit Interview Survey results will not be linked to a specific former employee. Only summary information will be provided to each department/agency on a semiannual basis.

D. Survey information should be used by management to assess the overall quality of their work environment and identify training needs. The Department of Personnel will use this information to assess the overall satisfaction of employees leaving State service, make recommendations for change when appropriate, and assist departments and agencies with specific challenges in their work environments.

III. **Survey Administration**

All employees leaving State service should complete an Exit Interview Survey, except for employees that are: leaving temporary positions; were in a seasonal, emergency, or temporary appointment; or were involuntarily terminated. (Transfers between departments should not complete a survey.)

IV. Survey Procedure

A. When an employee tenders their resignation from State service, their department/agency informs the employee about the Exit Interview Survey and the importance of completing the survey. **Whenever possible, the employee should complete the survey prior to the employee's last day of service.** This will assist in ensuring the greatest response rate.

B. If the employee has not left State service and they have an email address, the agency personnel representative will email the employee's email address to: **dopsurvey@dop.nv.gov**. It is important for the agency personnel representative to type **"Exit Interview"** on the subject line of the email. A Department of Personnel employee will within one business day, Monday through Friday, email the survey to the employee for completion. If the employee does not have an email address, the agency personnel representative will provide a hardcopy of the survey to the employee and have that person return the completed survey through interdepartmental mail to: State Personnel – Carson City, Attention: Exit Interview.

If the employee has left State service, the agency personnel representative will provide/mail the employee the attached memo from the Department of Personnel and a copy of the Exit Interview Survey. The former employee can either complete the survey online using the web address:

http://www.zoomerang.com/survey.zgi?p=WEB227A536D4S6

or complete the hardcopy survey. Hardcopy surveys should be returned to the Department of Personnel at the following address:

Nevada State Personnel Employee and Management Services Division
Attn: Exit Interview
209 E. Musser St., Rm. 101
Carson City, NV 89701

C. Questions regarding the survey procedures should be directed to Ron Foster at (775) 684-0125 or rfoster@dop.nv.gov. Questions regarding the online survey tool should be directed to the DOP Help Desk at (775) 687-9099 or IFS_HR_HELPDESK@ifs.state.nv.us.

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MEMORANDUM

TO:

FROM: Teresa J. Thienhaus, Director
Department of Personnel

DATE:

SUBJECT: CONFIDENTIAL EXIT INTERVIEW SURVEY – FORMER EMPLOYEE

Thank you for your service to the State of Nevada. As a former employee, I am requesting your participation in completing an Exit Interview Survey. The purpose of this survey is to evaluate the level of satisfaction you experienced while working for the State of Nevada. The survey asks specific questions both internal to the agency you worked for as well as State employment in general.

It is important to note that your identity is not linked to your survey responses. Your department/agency will only receive semiannual summary reports that will compile responses from all employees that left State service from the same department/agency.

Survey information will be used by your department's/agency's management to assess the overall quality of their work environment and identify training needs. The Department of Personnel will use this information to assess the overall satisfaction of employees leaving State service, make recommendations for change when appropriate, and assist departments and agencies with specific challenges in their work environments.

The preferred method for completing the Exit Interview Survey is an online survey tool. To complete the survey online, you will simply type in the following address to your computer's web browser: **http://www.zoomerang.com/survey.zgi?p=WEB227A536D4S6**. If you do not have access to a computer, you can complete the attached paper version of the survey and return it to the Department of Personnel at the address provided on the survey.

Again, thank you for your service and helping make the State of Nevada an even better place to work.

TR:sb/vk

State of Nevada
Employee Exit Interview Survey

Please provide the following information about the job you held:

1. Department/agency: _____
2. Organization/division: _____
3. Type of service:

   ☐ Classified

   What was your Job Class title in the Classified service? _____

   What was your ending grade and step? _____

   ☐ Unclassified
4. Years employed by the State of Nevada: _____
5. City where you were employed: _____

6. What did you like most about your job and/or agency?

7. What did you like least about your job and/or agency?

8. How satisfied have you been with the following?

By checking the appropriate boxes, please rate your satisfaction with each of the following for the position you left.	*Dissatisfied* *1*	*Somewhat Dissatisfied* *2*	*Somewhat Satisfied* *3*	*Satisfied* *4*	*Very Satisfied* *5*
Communication between management and employees	☐	☐	☐	☐	☐
Additional Comments:					
Cooperation and teamwork of co-workers	☐	☐	☐	☐	☐
Additional Comments:					
Overall satisfaction with direct supervisor	☐	☐	☐	☐	☐
Additional Comments:					

By checking the appropriate boxes, please rate your satisfaction with each of the following for the position you left.	*Dissatisfied* *1*	*Somewhat Dissatisfied* *2*	*Somewhat Satisfied* *3*	*Satisfied* *4*	*Very Satisfied* *5*
Overall satisfaction with management	☐	☐	☐	☐	☐
Additional Comments:					
Opportunities for advancement	☐	☐	☐	☐	☐
Additional Comments:					
Interest and challenge of work	☐	☐	☐	☐	☐
Additional Comments:					
Flexibility in work scheduling	☐	☐	☐	☐	☐
Additional Comments:					
Opportunities for training and development	☐	☐	☐	☐	☐
Additional Comments:					
Opportunities for recognition	☐	☐	☐	☐	☐
Additional Comments:					
Compensation	☐	☐	☐	☐	☐
Additional Comments:					

By checking the appropriate boxes, please rate your satisfaction with each of the following for the position you left.	*Dissatisfied* *1*	*Somewhat Dissatisfied* *2*	*Somewhat Satisfied* *3*	*Satisfied* *4*	*Very Satisfied* *5*
Health insurance benefits	☐	☐	☐	☐	☐

Additional Comments:

Paid leave benefits	☐	☐	☐	☐	☐

Additional Comments:

Retirement Benefits	☐	☐	☐	☐	☐

Additional Comments:

Working conditions	☐	☐	☐	☐	☐

Additional Comments:

9. Were your duties and work performance standards clearly defined by your supervisor? YES ☐ NO ☐

Additional Comments:

10. Did you know how and where to get the information needed to do your job? YES ☐ NO ☐

Additional Comments:

11. Why did you leave your job? (Check all that apply)

- ☐ Benefits
- ☐ Better job opportunity
- ☐ Commute
- ☐ Conflicting interests
- ☐ Family reasons
- ☐ Not challenged
- ☐ Pay
- ☐ Personal reasons
- ☐ Relocation / Move
- ☐ Retirement
- ☐ Return to school
- ☐ Supervision
- ☐ Work relationships
- ☐ Other, please specify_____

12. Would you consider re-employment in State government in the future? YES ☐ NO ☐
If not, please explain.

13. What recommendations would you make for improving State government?

14. Please provide any other information you feel is relevant.

Thank you for your participation in making the State of Nevada a better place to work!

Please return survey to:
Nevada State Personnel
Employee and Management Services Division, Attn: Exit Interview
209 E. Musser, Rm. 101
Carson City, NV 89701