



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

MEMO PERD #68/07
December 21, 2007

TO: Department Directors

FROM: Todd Rich, Director *T.R.*
Department of Personnel

DATE: December 21, 2007

SUBJECT: NEW EXIT INTERVIEW PROCESS

The Department of Personnel is pleased to announce a new Exit Interview survey tool, which will be available for use beginning January 1, 2008. This web-based survey allows employees leaving State service to complete their survey from any computer. A paper survey tool will still be available to those employees without computer access or who prefer to complete the survey without the aid of a computer.

We hope by providing this easy to use option that it will generate a greater response to the survey and provide you with relevant feedback on why employees are leaving your department. Summary reports will be produced and distributed to you on a semiannual basis.

Attached are instructions for the administration and distribution of the survey tool. Questions regarding the web-based survey tool should be directed to the Help Desk at (775) 687-9099 or IFS_HR_HELPDESK@ifs.state.nv.us; questions related to the Exit Interview process and reports should be directed to Paula Scheufler, Supervisory Personnel Analyst, at (775) 684-0149 or at pscheufler@dop.nv.gov.

Thank you for your support of this important management tool.

TR: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.)

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 survey. 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, Atten: Exit Interview
209 E. Musser St., Rm. 101
Carson City, NV 89701

- C. Questions regarding the survey procedures should be directed to Paula Scheufler at (775) 684-0149 or pscheufler@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.



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

MEMORANDUM

TO:

FROM: Todd Rich, Director
Department of Personnel

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 1/08

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 <u>checking</u> the appropriate boxes, please rate your satisfaction with each of the following for the position you left.	<i>Dissatisfied</i> 1	<i>Somewhat Dissatisfied</i> 2	<i>Somewhat Satisfied</i> 3	<i>Satisfied</i> 4	<i>Very Satisfied</i> 5
---	--------------------------	-----------------------------------	--------------------------------	-----------------------	----------------------------

Communication between management and employees

Additional Comments:

Cooperation and teamwork of co-workers

Additional Comments:

Overall satisfaction with direct supervisor

Additional Comments:

By <u>checking</u> the appropriate boxes, please rate your satisfaction with each of the following for the position you left.	<i>Dissatisfied</i> 1	<i>Somewhat Dissatisfied</i> 2	<i>Somewhat Satisfied</i> 3	<i>Satisfied</i> 4	<i>Very Satisfied</i> 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 <u>checking</u> the appropriate boxes, please rate your satisfaction with each of the following for the position you left.	<i>Dissatisfied</i> 1	<i>Somewhat Dissatisfied</i> 2	<i>Somewhat Satisfied</i> 3	<i>Satisfied</i> 4	<i>Very Satisfied</i> 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)

- | | |
|---|--|
| <input type="checkbox"/> Benefits | <input type="checkbox"/> Personal reasons |
| <input type="checkbox"/> Better job opportunity | <input type="checkbox"/> Relocation / Move |
| <input type="checkbox"/> Commute | <input type="checkbox"/> Retirement |
| <input type="checkbox"/> Conflicting interests | <input type="checkbox"/> Return to school |
| <input type="checkbox"/> Family reasons | <input type="checkbox"/> Supervision |
| <input type="checkbox"/> Not challenged | <input type="checkbox"/> Work relationships |
| <input type="checkbox"/> Pay | <input type="checkbox"/> 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 89423