

DEPARTURE VIEW – EXIT SURVEY
UCR Staff Only

I. LOCAL PROCEDURE SUMMARY

The University of California Office of the President (UCOP) has partnered with the Corporate Leadership Council (“CLC”) to provide access to a tool to survey departing staff members and receive feedback on reasons staff leave, details about their future employment, areas of dissatisfaction, and the likelihood they will recommend the university to future applicants. CLC will conduct the survey, and participants are guaranteed confidentiality and data security.

This campus procedure is designed to provide guidance to managers, supervisors, and business partners on when and how to distribute the exit survey to departing staff members

II. RELATED POLICIES AND REFERENCES

Personnel Policies for Staff Members -3
Personnel Policies for Staff Members -22

III. DEFINITIONS

Corporate Leadership Council (“CLC”) Third party survey administrator.

Payroll Administrator Individual in the department/shared services who is responsible for offboarding transactions.

Program Administrator Individual in Human Resources who is responsible for overseeing the exit survey process:

1. Reviews reports from CLC and analyzes data/trends by organizational unit.
2. Interacts with vendor.
3. Provides technical support for the online survey.
4. Responds to questions.

Staff Members UC Riverside staff members include individuals in the following types of appointments: career, contract, limited, partial-year, and per diem.

IV. GENERAL PROVISIONS

A. Eligibility

All staff members as listed above who separate from the campus (e.g., voluntary resignation) are eligible to participate in the exit survey, and are encouraged to complete the survey within two weeks of their departure from the campus.

B. Commencement

The exit survey and model communication will be available effective July 1, 2016.

C. Distribution

HR will publish the model communication on the HR website.
The organizational units/departments will download the model email communication or letter from the HR website and provide it to staff members who announce their intent to leave the campus. The model communication includes instructions on how to complete the survey and a link to the online survey.

V. PROCEDURES

A. When a Staff Member Announces their Intent to Leave the Campus

- a. The organizational unit/department will provide the model communication to departing staff member asking him/her to complete an electronic exit survey.
- b. To improve the likelihood of the staff member completing the survey, the department/organizational unit will ask the departing staff member for their preferred email address to send an email communication with instructions and a link to complete the UCR exit survey.
- c. If the staff member does not have an email address, the organizational unit will provide the staff member a letter that will include instructions on how and where to complete the exit survey and a link to the survey.
- d. At least one week prior to the staff members last day of work, the organizational unit/department will remind the employee to complete the exit survey.

B. After the Survey is Complete

- a. CLC will compile the survey information and transmit to Human Resources on a quarterly basis.
- b. Human Resources will analyze the responses and report trend information.

VI. RESPONSIBILITIES

A. Implementation of the Local Procedure

The Associate Vice Chancellor- Human Resources is the responsible officer for this local procedure and has the authority to implement the procedure and revise procedures when appropriate.

B. Organizational Unit

Organizational units are responsible for notifying separating staff members of the exit survey and incorporating into the offboarding process.

C. Payroll Administration

- a. Receives notice that a staff member has announced their intent to leave the campus.
- b. Using the model communications, the payroll administrator emails or provides a letter to the departing staff member with instructions on how to complete the survey.

D. The Departing Staff Member

Prior to departure from the campus, the staff member is encouraged to complete the online exit survey.

E. The Program Administrator in Human Resources

- a. HR will analyze the report from CLC and provide trend information to organizational units.
- b. HR will continually analyze trends and identify strategies to enhance the staff experience at UCR.

VII. FREQUENTLY ASKED QUESTIONS

1. How will staff members know they have been invited to complete the survey?

The payroll administrator will send an email communication to the departing staff member's email address or if an email address is not available, will provide a letter with instructions to the staff member prior to their departure date inviting them to participate in the survey.

2. What happens when an employee does not have computer access?

Staff members may use a computer in their department, a smart phone with internet access or use the Human Resources (HR) computer kiosk in the HR department located at 1201 University Ave., Suite 208 to complete the survey.

3. Is the survey anonymous?

The survey is being conducted by a third-party provider, Corporate Leadership Council, and participants are guaranteed full confidentiality and data security. Absolutely no results or analyses will identify individuals based on personal demographic characteristics or any other information, unless the staff member requests to be contacted at the end of the survey.

4. How long will it take to complete the survey?

The survey will take approximately 10 minutes to complete.

5. How many questions are on the survey?

There are 24 questions specifically related to UCR, and 12 benchmark questions from our survey provider CLC. The benchmark responses are confidential and will not be reported back to Human Resources.

6. What topics will the survey questions cover?

- Reason for departure
- Areas of dissatisfaction
- Likelihood to recommend UC to future applicants

7. What is the benefit of completing the survey?

It provides departing staff members an opportunity to provide candid feedback that can be used to improve the staff experience at UCR.

8. How will the survey data be used?

Human Resources will analyze survey responses and report trend information to organizational units quarterly. This process will provide us with an opportunity to improve the staff experience at UCR.

9. Will all departments use the exit survey?

Yes, to ensure that all departing staff members who voluntarily resign have an opportunity to participate in the exit survey. For that reason all organizational units are expected to incorporate the survey into their offboarding processes.

10. What happens if my department or organizational unit has an exit interview process in place?

If your department or organizational unit has an exit interview process in place, you should also provide the departing staff member the UCR exit survey communication, so that their feedback is incorporated into the campus wide survey data.

11. Will I need to provide a staff member who is leaving for another campus or location within the UC system the exit survey information?

Yes.

12. Will I need to provide a staff member who is leaving for another department at the UCR campus the exit survey information?

Yes.