



## Department of Employee Relations

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### Exit Interview Policy

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#### **Purpose**

The purpose of the Department of Employee Relations' (DER) Exit Interview Policy is to provide a structure that captures valuable feedback regarding the experience of employees who are leaving the organization, including the reason behind the employee's decision to depart and what could be improved with respect to the department's and City's basic operations, systems, benefits and compensation and management. The information will be analyzed to highlight areas that would increase employee satisfaction, improve recruitment and retention strategies, to identify trends requiring attention and to ensure that the City maintains a diverse workforce.

#### **Application**

All employees who are separating from a regular or exempt City position for the reasons of retirement or voluntary resignation will, upon providing notice and prior to their last day of employment, participate in the City's online exit interview survey instrument. This policy does not apply to employees in the police or fire departments.

#### **Process**

The separating employee may complete the online survey instrument using a computer in his or her own department or may come to the DER to complete the survey instrument. The designated personnel officer in the separating employee's department will ensure that the employee completes the survey during the separating employee's final two weeks of work, but not on the employee's final day of work.

In order to gather information in a consistent and reliable manner, all employees who separate voluntarily will complete the online exit interview survey. Separating employees will be provided with the option of having an in-person interview with a DER staff member. The in-person interview will augment the responses on the online instrument and/or provide the employee with an opportunity to share additional information.

**Confidentiality**

The DER will maintain the confidentiality of the information gathered during exit interviews to the degree possible. All attempts will be made to provide information to departments, managers and supervisors in aggregate form. Information related to harassment, discrimination or illegal activity will be investigated immediately and it may not be possible to keep the source of this information confidential.

Questions regarding this policy or the exit interview process may be directed to the Staffing Services Manager at Ext. 8643.

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