I. Purpose:

It is DMC's policy to administer a standardized exit interview with all departing employees who voluntarily separate (resign/retire) from DMC in an effort to identify those factors that contributed to their decision to end their employment. Our goal is to systematically compile information that will be helpful to leadership in identifying possible organizational issues and trends and allow for the development of strategies to enhance employee development, satisfaction and retention, improving human resource management practices, such as recruitment, orientation, performance management, supervision, and staff development.

II. Definition:

An Exit Interview is a means through which DHR solicits information from separating employees about their work experience with DMC and their reasons for leaving.

III. Policy:

Responsible Departmental Designee (RDD) should ensure that all employees who voluntarily separate from DMC are scheduled to complete an Exit Interview. Separating employee participation in the Exit Interview process is voluntary but administrators should emphasize its importance to DMC and encourage separating employees to participate. Information DHR obtains from the separating employee will be confidential and used only to identify perceived organizational strengths and challenges, improve the work environment, enhance employee retention and reduce turnover, and address other issues and trends that could require leadership's attention.

IV. Responsibilities (Include all departments/services involved in development/implementation and/or monitoring):

Department Administrators should contact DHR to schedule an Exit Interview as soon as an employee indicates their intent to voluntarily resign or retire. The interview between the DHR
representative and the employee should be scheduled prior to the employee's date of separation. The Responsible Departmental Designee (RDD) should provide the employee with advance notice of the date, time and place of the scheduled Exit Interview meeting with the DHR representative (see other options under #5B).

V. Procedures/Guidelines:

A. Separating employees will be asked to complete an Exit Interview Questionnaire containing a set of standard questions and given the opportunity to discuss any concerns or provide information they feel would be beneficial for us to know about their employment experience at DMC.

As participation in the Exit Interview process is voluntary, the separating employee is under no obligation to respond to all or any of the items on the questionnaire.

DHR will hold exit interview documentation and information in the strictest confidence at all times. The separating employee has the option of reporting his/her name on the questionnaire.

DHR will maintain records of all Exit Interviews and will present summaries of findings, highlighting identified trends, to the appropriate VP areas on a quarterly basis.

B. Methodology:

DHR has developed and utilizes various tools to enable a systematic approach to conducting the exit interview.

The exit interview can be conducted via:

- Face-to-Face Interview with a DHR representative
- Telephone Interview with a DHR representative
- Online Exit Interview (Questionnaire accessed via DHR website)
- Electronic Exit Interview (Questionnaire e-mailed to employee)
- Exit Interview Questionnaire mailed by DHR to the employee with a pre-paid return envelope

In those instances where the employee does not report to DHR to participate in an Exit Interview, DHR will mail an Exit Interview Questionnaire to the employee’s address of record to request the separating employee’s voluntary participation.

Please direct all questions you may have regarding the Exit Interview process to the DHR representative, Ms. Patricia Brown, Ext 2990.

VI. Reasons for Revision:

☐ Changes in regulatory or statutory laws or standards
☐ System failures/changes
☒ Institutional/operational changes

VII. Attachments: Exit Interview Questionnaire

VIII. References:

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