



UNIVERSITY SYSTEM
OF GEORGIA

Exit Questionnaires

CITATION REFERENCE

OFFICIAL TITLE	POLICY ON EXIT QUESTIONNAIRES
VOLUME	HUMAN RESOURCES
RESPONSIBLE OFFICE	USG HUMAN RESOURCES OFFICE
ORIGINALLY ISSUED	MARCH 1, 2011
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Policy Statement

To establish a systemwide process for obtaining employee feedback for analysis aimed at improving the operations and work environment of the institutions of the University System. Regular data collection, and subsequent analysis, from across all institutions will aid in identifying systemwide trends and patterns which may not be apparent at the institutional level.

Supervisors who are considering a suspension, demotion or dismissal of an employee must contact human resources to ensure that all appropriate laws, regulations, and policies are observed.

All employees voluntarily separated from the University System of Georgia will participate in an exit interview. The intent of the interview is to gain perspective and information on the employment experience at the institution and the employee’s decision for leaving the University System of Georgia. Particular attention will be paid to those factors which were viewed as sources of satisfaction/dissatisfaction, as well as what was attractive about the alternative employment opportunity (in instances where an employee is leaving to accept other employment).

Data collected from exit interviews will be used in assessing employee mobility, perceptions of academic programs and administration, and ways in which the USG can improve its ability to recruit and retain high quality employees.

Applicability

All units of the University System of Georgia are covered by this policy.

Who Should Read This Policy

HUMAN RESOURCES ADMINISTRATIVE MANUAL EMPLOYMENT: EXIT QUESTIONNAIRES

All Human Resources personnel and employees within the University System of Georgia should be aware of this policy.

Definitions

These definitions apply to these terms as they are used in this policy:

- **Exit interviews:** Take place between a terminating employee and a surveyor, either in person or by phone. The exit questionnaire guides the survey.
- **Exit survey data:** Questionnaire information used to generate summaries of information for analysis and planning purposes.
- **Exit questionnaire:** Is a form used to gather information from terminating employees.
- **Aggregate data:** Describes high-level data that is composed of a multitude or combination of other more individual data.

Process and Procedures

This policy establishes the exit survey process for use within the university system for employees leaving the system and can also be utilized by an institution for individuals transferring.

As part of the exit interview process, departing employees will complete an online exit questionnaire which, at a minimum, includes the first five (5) questions of the online exit interview.

Institutions may continue to use their existing exit interview forms and processes for collecting data, but they should include, at a minimum, the first five (5) questions of the online exit interview.

Responsible Parties and Contact Information

Party	Responsibility	Phone/Email/URL
Vice Chancellor for Human Resources, USG	Provide guidance to Institution Chief Human Resource Officers and hiring departments to ensure compliance with policy.	404-962-3235 usg-hr@usg.edu
Institution Chief Human Resources Officers	Ensure exit questionnaires are conducted and acted upon in compliance with policy.	See University System HR Officer Listing
Chief Legal Affairs Officer, USG	Provide guidance to Institution Chief Human Resource Officers and hiring departments to ensure compliance with policy.	Legal Officer Listing

Appendices (Internal Documents, Forms and Web Links)

- [USG HR Exit Survey Administration Database](#)

Related Documents and Resources (External)

- None

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