

Exit Interview / Questionnaire Guidance

- 1.1 The purpose of this process is to fully investigate the reasons for an employee leaving the organisation and to use the feedback obtained via Exit Interviews and Exit Questionnaires to review practices at the institution and to address any other important issues that are raised.
- 1.2 The aim of the exit interview is to identify the reasons why employees are leaving the organisation, and to provide an opportunity for employees to provide honest and open feedback. This information will be used to inform changes in practice, monitor information and make improvements, analyse information to inform recruitment and retention initiatives and maintain relationships with staff.
- 1.3 Employees can choose to have an exit interviews with either their line manager or a member of the Human Resources Team.
- 1.4 All information collated by this process will be analysed by the Human Resources department.
- 1.5 All information provided during the process will be depersonalised and used to inform current and future working practice, with the exception of where the information alleges unacceptable behaviour of colleagues in the workplace.
- 1.6 Those employees not wishing to take part in an Exit Interview will be encouraged to complete the Exit Questionnaire. However, employee participation in either completing the Exit Questionnaire or attending an Exit Interview is voluntary and cannot be imposed.
- 1.7 All employees regardless of whether they choose to have an exit interview are asked to complete section 1 of the Exit Questionnaire entitled 'HESA Information'. These are mandatory questions required to enable the University to complete HESA returns.
- 1.8 Exit Interviews/ Exit Questionnaires should be completed no later than one week prior to the employee's departure.

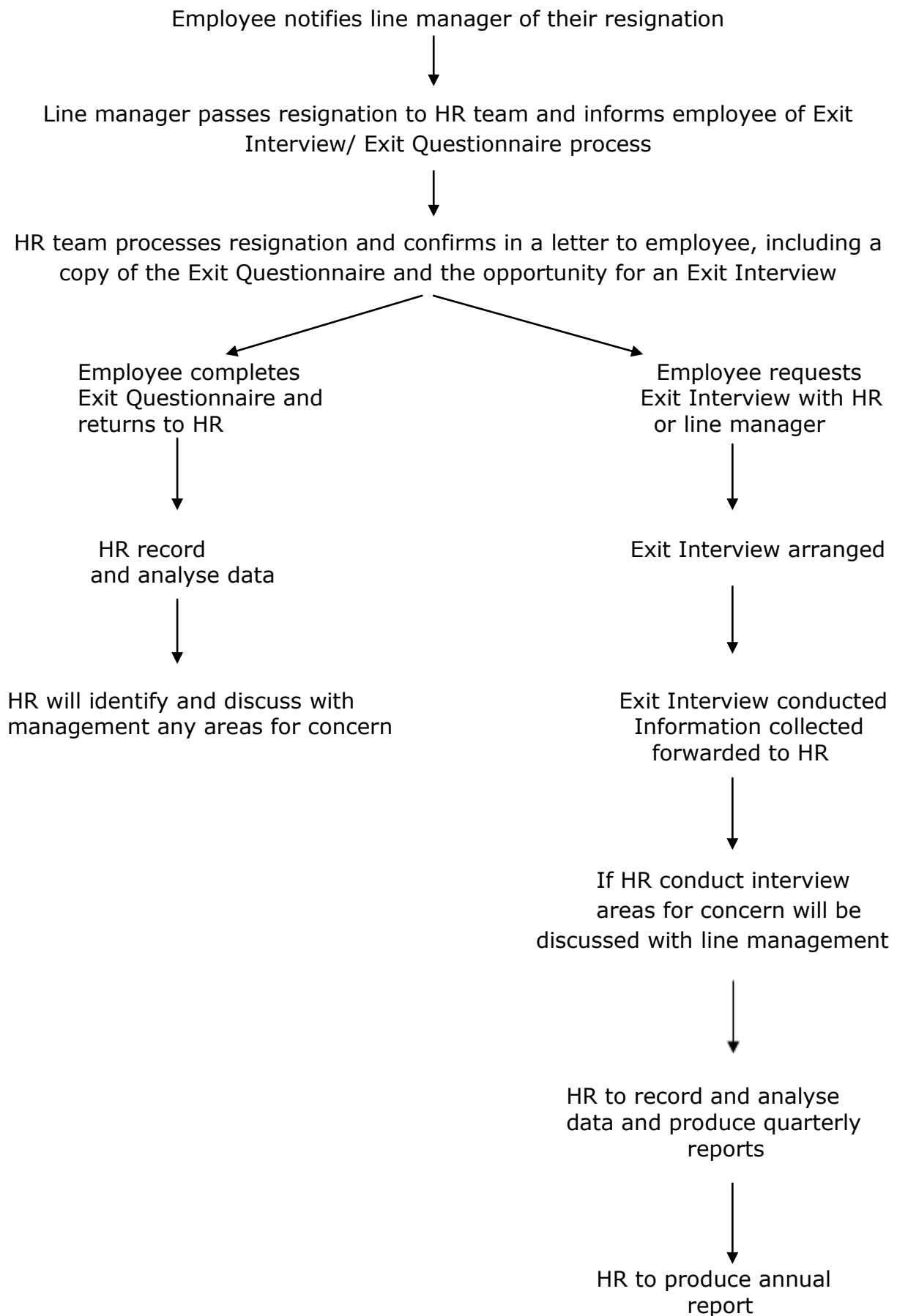
2. Responsibilities

- 2.1 Managers should forward the employee's resignation to The Human Resources Department at the earliest opportunity. The manager should also make the employee aware of the Exit Interview/ Questionnaire

guidance and encourage them to attend an Exit Interview or complete an Exit Questionnaire.

- 2.2 Upon receipt of a resignation, a member of the Human Resources team should send a letter of confirmation to the employee within 5 working days of receipt of the letter of resignation. This will include a copy of the Exit Questionnaire and will inform the employee of the option to request an Exit Interview.
- 2.3 If the employee wishes to attend an Exit Interview they should contact their line manager or HR if they would like to speak to someone independent.
- 2.4 At no time during the Exit Interview should the interviewer argue or disagree with the view of the employee. The interview should record all comments made by the employee.
- 2.5 Any information gathered via an exit interview by the line manager should be forwarded to HR at the earliest opportunity.
- 2.6 If an employee is leaving the organisation for reasons other than resignation, the Exit Questionnaire will be forwarded to the employee upon confirmation of the end of employment.
- 2.7 The Human Resources team will take appropriate action in relation to the Exit Interview/ Exit Questionnaire findings, and produce statistical analysis on a quarterly basis which will inform the priorities of the Human Resources strategy.

Process Flowchart for Resignations



Appendix 1



Exit Questionnaire

Please complete section 1 of the form (which is used for collecting statistical information) and return it to the HR Team. Information about how this data is used and processed can be found on the HESA (Higher Education Statistics Agency) website (www.hesa.co.uk).

Section 2 of the form will be used to help to identify where change may be necessary to improve the employment experience at The University of Northampton and to address any other important issues that are raised.

Name: _____ Employee Number: _____

School/Service: _____ Leaving Date: _____

Length of employment (Please tick appropriate box):

- Less than 1 year
- 1-2 years
- 2-5 years
- 5-10 years
- 10 years or over

1. HESA Information

Destination on Leaving (Please tick appropriate box):

- 01 Another HEI in UK
- 02 Another education institution
- 03 Working in a research institute (private)
- 04 Working in a research institute (public)
- 05 NHS/General medical or general dental practice in UK
- 06 Other public sector in UK
- 07 Working in voluntary sector
- 08 Private industry/commerce in UK
- 09 Self-employed in UK
- 10 Registered as a student
- 11 Retirement
- 12 Not in regular employment
- 90 Not known

Location after Leaving (Please tick appropriate box):

- 1 England
- 2 Wales
- 3 Scotland
- 4 Northern Ireland
- 5 UK (not otherwise specified)
- 6 Other EU
- 7 Non EU
- 8 Not known
- 9 Information refused

Reason for Leaving (Please tick appropriate box):

- EC End of Contract
- MT1 Maternity – Non return
- MT2 Maternity – Resigned before 3 months
- MT3 Maternity – Resigned after 3 months
- RD Redundancy
- VS Voluntary Redundancy
- RS1 Resignation – Job content
- RS2 Resignation – Job prospects
- RS3 Resignation – Career Opportunity
- RS4 Resignation – Contract Issues
- RS5 Resignation – Personal Circumstances
- RS6 Resignation – Other
- RT1 Retirement
- RT2 Retirement – Ill Health

2. Your Experience at the University (Please tick appropriate box):

How would you describe your University Induction?

- Very Poor Poor Average Good Excellent

How would you describe your School/Service Induction?

- Very Poor Poor Average Good Excellent

What improvements would you recommend?

Do you feel you have received adequate training and development to enable you to carry out your role?

Yes No

How would you describe your training and development opportunities?

Very Poor Poor Average Good Excellent

What improvements would you recommend?

Do you feel that your job description accurately reflects your current role?

Yes No

What changes would you recommend?

Do you feel you had an acceptable workload?

Yes No

If no please explain the reasons why

How would you describe morale in your School/ Service?

Very Poor Poor Average Good Excellent

Please rate the level of communication within your School/Service.

Very Poor Poor Average Good Excellent

Please rate the level of communication within the University.

Very Poor Poor Average Good Excellent

Please rate your working relationship with your line manager.

Very Poor Poor Average Good Excellent

Please rate your working relationship with your colleagues.

Very Poor Poor Average Good Excellent

Would you recommend The University of Northampton as a good employer?

Yes No

Any other comments
