

UNITED STATES DEPARTMENT OF AGRICULTURE


Farm Service Agency
Washington, DC 20250

Notice PM-2424

For: All FAS, RMA, and FSA Employees

New Process for Exit Interviews

Approved by: Deputy Administrator, Management



1 Overview

A Background

A new web-based process has been developed for completing exit interview questionnaires for all separating employees, including retirees. Data collected from the questionnaires will be used to develop trend analyses and evaluate overall employee retention issues.

FFAS agencies will use these analyses in workforce planning efforts to develop and maintain a diverse workforce through retention and an improved working environment.

B Purpose

This notice announces the implementation of a new web-based process for completing exit interviews.

2 Responsibilities

A Office of Civil Rights (OCR)

Each agency's OCR shall:

- conduct interviews by paper, if requested by employees without Internet access

Note: See Exhibit 1 for an example of the Exit Interview Questionnaire.

- maintain confidentiality of interview results and provide results to HRD quarterly on or before December 31, March 31, June 30, and September 30
- use quarterly reports as an analytical tool in Affirmative Employment Program plans and other Agency action plans to achieve a diverse workforce and improve the work environment.

| Disposal Date | Distribution |
|---------------|--|
| April 1, 2005 | FAS, FSA, and RMA Employees; State Offices relay to County Offices |

2 Responsibilities (Continued)

B HRD

HRD shall:

- work with OCR to ensure that they have the essential information and data from the exit interview process
- provide employees leaving the Agency access to the web-based exit interview questionnaire for 60 calendar days
- conduct interviews by paper, if requested by employees without Internet access

Note: See Exhibit 1 for a example of the Exit Interview Questionnaire.

- maintain confidentiality of interview results
- establish an exit interview database for analysis and reporting
- retain paper copy and electronic exit interview information for at least 3 years, excluding the current year
- work with OCR's to improve the workplace and employee retention based on information collected through the exit interview process
- provide quarterly report according to subparagraph 3 B.

C Supervisors

Supervisors shall promptly notify their servicing personnel office (SPO) (that is, National Office, HRD; KCAO, HRD; or State Office Administrative Officer) by SF-52, FAX, or e-mail when an employee is leaving the agency. Include the separating employee's telephone number and e-mail address in SF-52, FAX, or e-mail to SPO.

D SPO

SPO shall provide separating employee's information to Monica Frye, HRD, using 1 of the following:

- mail to USDA/FSA/HRD/SPPCS
STOP 0598
1400 Independence Ave, SW
Washington, DC 20250-0598
- e-mail to **monica.frye@wdc.usda.gov**.

Monica Frye can be reached at 202-418-8962.

E Employee Responsibilities

Employees should contact HRD at least 1 week before leaving the Agency to receive access to the web-based exit interview questionnaire (Exhibit 2).

Employees who do not have Internet access or are in need of a personal interview should contact Agency OCR or HRD at least 2 weeks before leaving to schedule an exit interview appointment.

3 Exit Interview Guidelines

A Completing Interviews

- Employees may complete the electronic version of the questionnaire accessible from <http://hr.ffas.usda.gov/Exitinterview/login.asp> or be interviewed by OCR or HRD in person or by telephone, FAX, or e-mail before separating from the Agency.
- Appropriate interviewers include Civil Rights Specialists, Human Resources Specialists, and other office staff; however, employees leaving the Agency should not be interviewed by current or past supervisors.
- At the end of each month, the number of exit interview questionnaires will be compared with the separation data in the personnel/payroll database to reasonably ensure that all separating employees are being reached.

B Reporting

HRD will complete the Summary of Exit Interviews (PE-178R) and submit quarterly to FAS, FSA, and RMA OCR's and State Offices. The report will include the following:

- number of exit interviews conducted
- summary findings.

C Contacts

Contact the following, if assistance is needed while completing and/or administering the exit interview survey.

| IF assistance is needed with... | THEN contact... |
|---|--|
| completing electronic questionnaire | Monica Frye, HRD, at 202-418-8962. |
| completing questionnaire by paper | Nadine Gary, FAS, OCR at 202-720-7233 Holiday Jones, FSA, OCR at 202-401-7205 Shirley Kennedy, RMA, OCR at 202-690-3190 Melissa Mahone, HRD-KC at 816-926-6669 Monica Frye, HRD at 202-418-8962. |
| Note: State and County Office Employees should contact their Administrative Officer. | |
| connectivity | Jalpan Patel at 202-418-8956 or 202-690-0458. |

Example of Exit Interview Questionnaire

EXIT INTERVIEW QUESTIONNAIRE

The information compiled from this questionnaire will enable us to identify where improvements are necessary to retain highly qualified individuals. Your participation is voluntary. All responses will be kept confidential. Please circle ONE response for each question.

Section 1- Satisfaction during employment with former Agency/Department:
Indicate which best describes your feelings about the following factors.

- 1- Strongly Satisfied**
- 2- Satisfied**
- 3- Neither Satisfied nor Dissatisfied**
- 4- Dissatisfied**
- 5- Strongly Dissatisfied**

- | | | | | |
|--|---|---|---|---|
| 1. How satisfied were you with your salary?.....1 | 2 | 3 | 4 | 5 |
| 2. How satisfied were you with the Agency's benefit package?1 | 2 | 3 | 4 | 5 |
| 3. How satisfied were you with the performance appraisal process?1 | 2 | 3 | 4 | 5 |
| 4. How satisfied were you with the recognition and rewards process?1 | 2 | 3 | 4 | 5 |
| 5. How satisfied were you with your training and career advancement opportunities?1 | 2 | 3 | 4 | 5 |
| 6. How satisfied were you with your opportunities to learn new things?.....1 | 2 | 3 | 4 | 5 |
| 7. How satisfied were you with your work environment (i.e., equipment, materials, workspace, etc.)?1 | 2 | 3 | 4 | 5 |
| 8. How satisfied were you with the communication, cooperation, and participation between managers/supervisors/employees?1 | 2 | 3 | 4 | 5 |
| 9. How satisfied were you with your supervisor's managerial techniques?1 | 2 | 3 | 4 | 5 |

Indicate which best describes your feelings about the following factors.

- 1- Excellent**
- 2- Very Good**
- 3- Good**
- 4- Fair**
- 5- Poor**

- | | | | | |
|---|----|---|---|---|
| 10. How would you rate the Agency's ability to meet your work/life balance needs (i.e., stress, flexiplace, daycare/health issues, etc.)?1 | 2 | 3 | 4 | 5 |
| 11. How would you rank your overall experience with the Department/Agency?..... 1 | 2 | 3 | 4 | 5 |
| 12. Would you recommend the Agency as a good place to work?.....yes | no | | | |
| 13. Would you work for this Agency again?.....yes | no | | | |

What suggestions do you have to make the Department/Agency a better place to work (please provide your answer below).

Example of Exit Interview Questionnaire (Continued)**Section 2- Reasons for Leaving:**

From the following list, please rank your reasons for leaving your job, starting with the number 1. Please rank a maximum of three reasons for leaving.

- ☐ Retirement
- ☐ Better pay
- ☐ Better benefits
- ☐ Housing
- ☐ Career advancement
- ☐ Childcare issues
- ☐ Medical/health reasons
- ☐ Children's education
- ☐ Cost of living
- ☐ Relocating
- ☐ Harassment
- ☐ Training
- ☐ Morale of work group
- ☐ Term ended
- ☐ Job stress
- ☐ Job dissatisfaction
- ☐ Inconsistent policies
- ☐ Concerned with job security
- ☐ Compensation not competitive in field
- ☐ Attend school
- ☐ Management/employee cooperation
- ☐ Relationship with supervisor
- ☐ Excessive/extraordinary official travel demands
- ☐ Lack of action in dealing with difficult employees
- ☐ Inadequate equipment that accommodates my disability
- ☐ Discrimination (i.e. race, gender, age, disability, etc.)
- ☐ Accommodation needs not met (please explain.)

Section 3- Data Analysis Information:

Your responses to these questions are important. The information will be used for analysis and descriptive purposes only. Your responses to the questions will not be separated out individually.

- A. PAY SYSTEM: ☐ GS/GM/GW ☐ WG/WL/WS ☐ ES ☐ OTHER
- B. PAY GRADE RANGE: ☐ 1-5 ☐ 6-8 ☐ 9-12 ☐ 13-15 ☐ SES
- C. TYPE OF POSITION: ☐ Professional ☐ Admin. ☐ Technical ☐ Clerical ☐ Other
- C. GENDER: ☐ Female ☐ Male
- D. LENGTH OF SERVICE: ☐ less than 1 year ☐ 1-3 years ☐ 4-15 years ☐ 16-30 years ☐ 30+
- E. ETHNIC GROUP: ☐ African Amer. ☐ Amer. Indian/Alaska Native ☐ Asian Amer./Pacific Islander
☐ Caucasian (not of Hispanic origin) ☐ Hispanic ☐ Other
- F. AGE: ☐ 18-29 ☐ 30-39 ☐ 40-49 ☐ 50-59 ☐ 60+
- G. DISABILITY: ☐ YES ☐ NO
- H. AGENCY: ☐ FAS ☐ FSA ☐ RMA
- I. LOCATION: ☐ HQ ☐ KC ☐ STATE ☐ RMA Field ☐ FAS Field ☐ COUNTY
☐ KC/St. Louis

THANK YOU FOR YOUR PARTICIPATION!

Accessing Online Exit Interview

Following is the Exit Interview Login Screen. Employees should contact HRD at least 1 week before leaving the Agency for access to the online exit interview.

The screenshot shows a Microsoft Internet Explorer window titled "Web Applications - Microsoft Internet Explorer". The address bar displays "http://hr.ffas.usda.gov/Exitinterview/login.asp". The page header includes the "FFAS Human Resources" logo and a navigation bar with "Home" and "Exit Interview" links. The main content area contains a message: "The information compiled from this questionnaire will enable us to identify where improvements are necessary to retain quality individuals. Your participation is voluntary. All responses will be kept confidential. Please respond to each question." Below this message are input fields for "Last Name:" and "Last 4 Digit of SS#:", each followed by a text box. There are "Reset" and "Login" buttons below the input fields. A "Back to top" link with an upward arrow is located at the bottom right of the main content area. The footer of the page displays "US Department of Agriculture Farm and Foreign Agricultural Services" and the "USDA" logo. The Windows taskbar at the bottom shows the Start button, several open applications (Ap..., No..., Mai..., Mic..., Mai..., Mai..., Mai..., Mai..., Mai..., w...), and the system clock showing 9:20 AM.

Web Applications - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss

Address <http://hr.ffas.usda.gov/Exitinterview/login.asp> Go Links >>

FFAS Human Resources

Home Exit Interview

The information compiled from this questionnaire will enable us to identify where improvements are necessary to retain quality individuals. Your participation is voluntary. All responses will be kept confidential. Please respond to each question.

Last Name:

Last 4 Digit of SS#:

Reset Login

[Back to top](#)

US Department of Agriculture
Farm and Foreign Agricultural Services

USDA

Start Ap... No... Mai... Mic... Mai... Mai... Mai... Mai... Mai... w... 9:20 AM