

For: FFAS Employees

Updated Exit Interviews Process

Approved by: Deputy Administrator, Management



1 Overview

A Background

HRD conducts web-based exit interview surveys for all FFAS separating employees, including retirees. The surveys are used to measure how satisfied employees were with their work environment and the services provided by each agency and its management team. Measuring employment satisfaction can help organizations make better decisions on attracting, retaining, developing, and maintaining a diverse and highly qualified workforce.

FFAS agencies will use data collected from the surveys to develop trend analyses that will be used in workforce planning efforts and to improve the working environment. Survey results will be summarized and employees will remain anonymous.

B Purpose

This notice announces a revision to the exit interview process.

Disposal Date	Distribution
February 1, 2010	All FAS, FSA, and RMA Employees; State Offices relay to County Offices

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2 Responsibilities

A Office of Civil Rights (OCR), Civil Rights and Community Outreach Staff (CRCOS)

Each agency's OCR, CRCOS shall:

- conduct exit interviews
- complete the online survey for employees, if requested by employees:
 - that do **not** have Internet access (see Exhibit 1 for exit interview survey example)
 - requesting an in-person interview
- maintain confidentiality of survey results
- use fiscal year 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.

B HRD

HRD shall:

- work with agency OCR, CRCOS to:
 - improve the workplace and employee retention based on information collected through surveys
 - reasonably ensure that all separating employees are participating in the survey
- provide assistance to employees leaving the mission area who are experiencing problems accessing the online survey
- complete the online surveys for employees, if requested by employees:
 - that do **not** have Internet access (see Exhibit 1 for exit interview survey example)
 - requesting an in-person interview
- maintain confidentiality of survey results
- retain exit interview surveys for at least 3 years, excluding the current year
- provide or post fiscal year exit interview survey results.

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2 Responsibilities (Continued)

C Supervisors

Supervisors shall ensure that all employees complete the following:

- for FAS, FSA, and RMA National Offices, complete AD-1106
- for FSA and RMA Kansas, St. Louis, and APFO, complete AD-1106-1
- for FSA and RMA Field Offices, complete other final clearance forms, as appropriate
- online survey **before** their last day of employment.

Note: AD-1106 and AD-1106-1 have been revised and are available at <http://165.221.16.90/dam/ffasforms/forms.html>.

D Employee Responsibilities

To access the survey, go to <https://odyssey.wdc.usda.gov/exitinterview>.

Employees who do **not** have Internet access can be interviewed in person or by telephone **before** separating from the agency. Employees needing an in-person interview should contact their agency's OCR, CRCOS; HRD; or State Office administrative officer at least 2 weeks **before** leaving to schedule an exit interview appointment. 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.

3 Exit Interview Guidelines

A Completing Exit Interviews

Exit interviews shall be completed as follows.

IF an in-person interview is...	THEN the final clearance forms that request initials for completing the online exit interview may be initialed by the...
requested	office conducting the in-person interview.
not requested	employee's immediate supervisor; the interviewer will complete the online survey on the employee's behalf.

B Reporting

HRD will provide summary exit interview data to agency OCR, CRCOS. It will be OCR, CRCOS's responsibility to forward survey results to the appropriate officials as they deem necessary.

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3 Exit Interview Guidelines (Continued)

C Contacts

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

Note: State and County Office employees should contact their administrative officer.

IF assistance is needed with...	THEN contact...
accessing or connecting to the online survey	Olga Torres, FSA, HRD, at 202-401-0235.
completing online survey for either of the following: <ul style="list-style-type: none">• employees without Internet access• employees requesting an in-person interview	appropriate agency contact, as follows: <ul style="list-style-type: none">• Nadine Gary, FAS, OCR at 202-720-8872• Olga Torres, FSA, HRD at 202-401-0235• Philip Newby, FSA, OCR at 202-401-7219• William Buchanan, RMA, CRCOS at 202-690-6068.

Example of Exit Interview Survey

The following is an example of the exit interview survey.

Welcome!

Welcome to the FFAS Exit Interview (EI) system!

As you leave the Agency, you have a unique perspective on the strengths and weaknesses of your organization. The information you provide in this questionnaire is confidential and will be used in a summary form to help identify patterns or trends to be used in workforce planning efforts and to improve the working environment of the Agency you are leaving. Your honest feedback is greatly appreciated, and your opinions are highly valued.

The Farm and Foreign Agricultural Service (FFAS) mission areas will use this survey feedback to evaluate the degree of satisfaction employees have with their job, agency, service and programs and to identify areas of improvement so that Agencies can take appropriate steps to improve their activities used to attract, develop, and retain a diverse and high performing workforce.

We encourage participation from all separating employees, including retirees, in order to gain insight into improving the Agency's performance for all of its current and future employees. Your participation is voluntary. Employees needing an in-person interview should schedule an exit interview appointment with their Agency's Office of Civil Rights at least 2 weeks before leaving.

Thank you for your time and effort in completing this Exit Interview survey. For questions on the Exit Interview survey, please contact Olga Torres at 202-401-0523.

Start

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Section I: Job Satisfaction

Asterisks (*) denote required information.

*** 1. How satisfied were you with your salary?**

Strongly Satisfied
 Satisfied
 Neither Satisfied nor Dissatisfied
 Dissatisfied
 Strongly Dissatisfied

*** 2. How satisfied were you with the Agency's benefit package?**

Strongly Satisfied
 Satisfied
 Neither Satisfied nor Dissatisfied
 Dissatisfied
 Strongly Dissatisfied

*** 3. How satisfied were you with the performance appraisal process?**

Strongly Satisfied
 Satisfied
 Neither Satisfied nor Dissatisfied
 Dissatisfied
 Strongly Dissatisfied

*** 4. How satisfied were you with the recognition and rewards process?**

Strongly Satisfied
 Satisfied
 Neither Satisfied nor Dissatisfied
 Dissatisfied
 Strongly Dissatisfied

*** 5. How satisfied were you with your training and career advancement opportunities?**

Strongly Satisfied
 Satisfied
 Neither Satisfied nor Dissatisfied
 Dissatisfied
 Strongly Dissatisfied

*** 6. How satisfied were you with your opportunities at work to learn and grow?**

Strongly Satisfied
 Satisfied
 Neither Satisfied nor Dissatisfied
 Dissatisfied
 Strongly Dissatisfied

Example of Exit Interview Survey (Continued)

* 7. How satisfied were you with your work environment (i.e. equipment, materials, workspace)?

Strongly Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Strongly Dissatisfied

* 8. How satisfied were you with the communication, cooperation, and participation between managers/supervisors/employees?

Strongly Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Strongly Dissatisfied

* 9. How satisfied were you with your supervisor's managerial techniques?

Strongly Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Strongly Dissatisfied

* 10. How would you rate the Agency's ability to meet your work/life balance needs (i.e. stress, flexiplace, daycare/health issues, etc.)?

Excellent Very Good Good Fair Poor

* 11. How would you rank your overall experience with the Department/Agency?

Excellent Very Good Good Fair Poor

* 12. Would you recommend the Agency as a good place to work?

Yes No

* 13. Would you work for this Agency again?

Yes No

14. What suggestion do you have to make the Department and Agency a better place to work?

(up to 8000 characters)

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Example of Exit Interview Survey (Continued)

Section II: Reasons for Leaving

*** 15. Rank a maximum of 3 reasons for leaving your job. Enter the number 1 in the box next to your primary reason for leaving and so on.**

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

16. Accommodation Needs Not Met Explanation:

(up to 8000 characters)

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Submit Your Responses

Thank you for participating and telling us about your experience!

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