

For: FFAS Employees

Exit Interview Process and URL

Approved by: Associate Administrator for Operations and 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
- improve the working environment.

Note: Survey results will be summarized and employees will remain anonymous.

B Purpose

This notice provides:

- the web site address for accessing the web-based exit interview survey
- contact information for assistance in completing and/or administering the online survey.

Disposal Date	Distribution
January 1, 2014	All FAS, FSA, and RMA employees; State Offices relay to County Offices

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2 Responsibilities

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

Each agency's OCR, CRCOS shall:

- ask separating employees if exit interviews have been completed
 - assist employees who:
 - do **not** have Internet access by providing them a hard copy of AD-2107 and forwarding AD-2107 to HRD upon completion
- Note:** See Exhibit 1 for AD-2107.
- request an in-person interview
 - maintain confidentiality of survey results
 - use FY 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
 - **issue a notice to employees who are separating requesting they participate in the survey**
 - provide assistance to employees leaving the mission area who are experiencing problems accessing the online survey
 - complete the online survey for employees, if requested by employees who:
 - do **not** have Internet access
- Note:** See Exhibit 1 for AD-2107.
- request an in-person interview
 - maintain confidentiality of survey results
 - retain electronic exit interview surveys for at least 3 years, excluding the current year.

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2 Responsibilities (Continued)

C Supervisors

Supervisors shall encourage all employees:

- for FAS, FSA, and RMA National Offices, to complete AD-1106
- for FSA and RMA Kansas City, St. Louis, and Salt Lake City locales only, to complete AD-1106-1
- for FSA State and County Offices and RMA Field Offices, to complete other final clearance forms, as appropriate.

Note: AD-1106 and AD-1106-1 have been revised and are available at <http://intranet.fsa.usda.gov/dam/ffasforms/currentforms.asp>.

D Employee Responsibilities

To access the survey, go to <https://wdcprod81.sc.egov.usda.gov/ExitInterview>.

Employees who do **not** have Internet access may 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 are **not** be interviewed by current or past supervisors.

3 Exit Interview Guidelines

A Completing Exit Interviews

The exit interview process 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. The interviewer shall complete the online survey on the employee's behalf.
not requested	employee's immediate supervisor.

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3 Exit Interview Guidelines (Continued)

B Reporting

HRD shall 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.

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	Anthony Henderson, FSA, HRD at 202-205-3782.
completing the 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• Anthony Henderson, FSA, HRD at 202-205-3782• Andrew D. Malloy, FSA, OCR at 202-401-7211• Jacqueline Micheli, RMA, CRCOS at 202-690-6068.

Example of AD-2107, FFAS Exit Interview

The following is an example of AD-2107.

<p>This form is available electronically.</p> <p>AD-2107 (07-01-12)</p>	<p>U.S. DEPARTMENT OF AGRICULTURE Farm Service Agency Foreign Agricultural Service Risk Management Service</p> <p>FFAS EXIT INTERVIEW</p>
<p>Welcome to the FFAS Exit Interview (EI) system!</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>Thank you for your time and effort in completing this Exit Interview survey. For questions on the Exit Interview survey, please contact Anthony Henderson at 202-205-3782.</p> <p>Please mail completed form to: USDA/FSA/DAM/HRD 1400 Independence Ave. SW Stop 0590 Washington, DC 20250 Fax: 202-205-9048</p>	
<p>Section I: Job Satisfaction (Asterisks (*) denote required information)</p>	
<p>*1. How satisfied were you with your salary?</p>	
<p><input type="checkbox"/> Strongly Satisfied</p>	
<p><input type="checkbox"/> Satisfied</p>	
<p><input type="checkbox"/> Neither Satisfied nor Dissatisfied</p>	
<p><input type="checkbox"/> Dissatisfied</p>	
<p><input type="checkbox"/> Strongly Satisfied</p>	
<p><input type="checkbox"/> Strongly Dissatisfied</p>	
<p>*2. How satisfied were you with the Agency's benefit package?</p>	
<p><input type="checkbox"/> Strongly Satisfied</p>	
<p><input type="checkbox"/> Satisfied</p>	
<p><input type="checkbox"/> Neither Satisfied nor Dissatisfied</p>	
<p><input type="checkbox"/> Dissatisfied</p>	
<p><input type="checkbox"/> Strongly Dissatisfied</p>	
<p>*3. How satisfied were you with the performance appraisal process?</p>	
<p><input type="checkbox"/> Strongly Satisfied</p>	
<p><input type="checkbox"/> Satisfied</p>	
<p><input type="checkbox"/> Neither Satisfied nor Dissatisfied</p>	
<p><input type="checkbox"/> Dissatisfied</p>	
<p><input type="checkbox"/> Strongly Dissatisfied</p>	
<p>*4. How satisfied were you with the recognition and rewards process?</p>	
<p><input type="checkbox"/> Strongly Satisfied</p>	
<p><input type="checkbox"/> Satisfied</p>	
<p><input type="checkbox"/> Neither Satisfied nor Dissatisfied</p>	
<p><input type="checkbox"/> Dissatisfied</p>	
<p><input type="checkbox"/> Strongly Dissatisfied</p>	

Example of AD-2107, FFAS Exit Interview (Continued)

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*5. How satisfied were you with your training and career advancement opportunities?	
<input type="checkbox"/> Strongly Satisfied	
<input type="checkbox"/> Satisfied	
<input type="checkbox"/> Neither Satisfied nor Dissatisfied	
<input type="checkbox"/> Dissatisfied	
<input type="checkbox"/> Strongly Dissatisfied	
*6. How satisfied were you with your opportunities at work to learn and grow?	
<input type="checkbox"/> Strongly Satisfied	
<input type="checkbox"/> Satisfied	
<input type="checkbox"/> Neither Satisfied nor Dissatisfied	
<input type="checkbox"/> Dissatisfied	
<input type="checkbox"/> Strongly Dissatisfied	
*7. How satisfied were you with your work environment (i.e. equipment, materials, and workspace)?	
<input type="checkbox"/> Strongly Satisfied	
<input type="checkbox"/> Satisfied	
<input type="checkbox"/> Neither Satisfied nor Dissatisfied	
<input type="checkbox"/> Dissatisfied	
<input type="checkbox"/> Strongly Dissatisfied	
*8. How satisfied were you with the communication, cooperation, and participation between managers/supervisors/employees?	
<input type="checkbox"/> Strongly Satisfied	
<input type="checkbox"/> Satisfied	
<input type="checkbox"/> Neither Satisfied nor Dissatisfied	
<input type="checkbox"/> Dissatisfied	
<input type="checkbox"/> Strongly Dissatisfied	
*9. How satisfied were you with your supervisor's managerial techniques?	
<input type="checkbox"/> Strongly Satisfied	
<input type="checkbox"/> Satisfied	
<input type="checkbox"/> Neither Satisfied nor Dissatisfied	
<input type="checkbox"/> Dissatisfied	
<input type="checkbox"/> Strongly Dissatisfied	
*10. How would you rate the Agency's ability to meet your work/life balance needs (i.e. stress, telework, daycare/health issues, etc)?	
<input type="checkbox"/> Excellent	
<input type="checkbox"/> Very Good	
<input type="checkbox"/> Good	
<input type="checkbox"/> Fair	
<input type="checkbox"/> Poor	
*11. How would you rank your overall experience with the Department/Agency?	
<input type="checkbox"/> Excellent	
<input type="checkbox"/> Very Good	
<input type="checkbox"/> Good	
<input type="checkbox"/> Fair	
<input type="checkbox"/> Poor	

Example of AD-2107, FFAS Exit Interview (Continued)

AD-2107 (07-01-12)		Page 3 of 3	
*12. Would you recommend the Agency as a good place to work?			
<input type="checkbox"/> Yes			
<input type="checkbox"/> No			
*13. Would you work for this Agency again?			
<input type="checkbox"/> Yes			
<input type="checkbox"/> No			
14. What suggestion do you have to make the Department and Agency a better place to work?			
Section II: Reasons for Leaving (Asterisks (*) denote required information)			
*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.			
	Retirement	Term ended	Better pay
	Job stress	Better benefits	Job dissatisfaction
	Housing	Inconsistent policies	Career advancement
	Concerned with job security	Childcare issues	Compensation not competitive in field
	Medical/health reasons	Attend school	Children's education
	Management/employee cooperation	Cost of living	Relationship with supervisor
	Relocating	Excessive/extraordinary official travel demands	Harassment
	Lack of action in dealing with difficult employees	Training	Inadequate equipment that accommodates my disability
	Morale or work group	Discrimination (i.e. race, gender, age, disability, etc.)	Accommodation needs not met
16. Reasonable Accommodation Needs Not Met Explanation:			