NEVADA DEPARTMENT OF WILDLIFE POLICY AND PROCEDURE	**Pages: 4 (plus forms)** **Effective: September 28, 2006** **Approved:**

TITLE: Employee Exit Interviews

REFERENCE: Managers' Handbook for Personnel Administration

AFFECTED EMPLOYEES: Human Resources Manager (Pos. No. 0111), Personnel Technician III (Pos. No. 0115), Chief of Operations (Pos. No. 0110), Data Entry Supervisor (Pos. No. 0130), Information Systems Specialist (Pos. No. 0113), Accounting Assistant III (Pos. No. 0125), Accounting Assistant III (Pos. No. 0127), Purchasing Technician III (Pos. No. 0123), Accounting Assistant II (Pos. No. 0124), and All Employees

PURPOSE: To establish uniform procedures for conducting exit interviews and to use the feedback to select, train and retain employees.

POLICY: Unnecessary employee turnover is costly and disruptive to the Department's ability to meet its mission. Therefore, since employees are an agency's most valuable resource, it is the Department's policy to conduct exit interviews to obtain candid information from terminating employees regarding their experiences with the agency and to use the feedback to improve employee relations practices.

DEFINITIONS:

Employee, for the purpose of this policy and procedure, is any person providing service for any office, department, board, commission, bureau, or agency of the Executive Branch operating by authority of the law and supported in whole or in part by any public money, whether the money is received from the Federal Government or from private or any other sources. Use of the term "employees" includes classified and unclassified positions, including seasonal positions.

PROCEDURE:

Overview

1. Exit interviews will be conducted or attempted for all employees, including seasonal, who voluntarily separate (including retirement) from Department employment. Employees will be asked for an exit interview to identify the reasons for separation and to utilize the feedback to improve selection, training, and employee relations practices, and ultimately, retention.

2. The interview should convey the Department's genuine concern about the employee's well-being and an openness to understand both the positives and negatives of that person's experience within the agency.

3. The interview should provide an opportunity to correct any misconceptions that the employee may have regarding the agency, as an employee who leaves with a grudge is a potential liability to the agency's public image.

4. Exit interviews may be conducted preferably in person, but can be conducted by telephone, email, or even through the mail.

5. Exit interviews will be conducted in private and, as far as practicable, at the convenience of the employee. The employee may request the interview be held during working hours just before the separation date or may request that it be held soon after the separation. An exiting employee may add to or revise the contents of the interview after it has been conducted.

Exit Interview

1. Each supervisor will offer an employee, including seasonal employees, voluntarily leaving Department service an opportunity for an exit interview. The employee may decline an interview. If the employee agrees to an interview, then the supervisor will contact the Department's Human Resources (HR) Manager (Pos. No. 0111) who will make the arrangements for the interview.

2. Exit interviews will be conducted by the HR Manager (Pos. No. 0111) when practical, otherwise a designated employee with no immediate supervision over the terminating employee will conduct the interview.

3. The Exit Interview Questionnaire form (incorporated by reference) will be used to record the interview information.

4. The interviewer should encourage candor by explaining the importance of identifying accurate reasons for separation and assuring the employee that a candid response will not affect future employment references or opportunities for re-hire.

5. The Exit Interview Questionnaire form provides guidelines for the interviewer to ask open-ended questions which elicit as much information as possible, as opposed to asking a series of "yes" or "no" questions.

6. The interviewer may also elicit the employee's concerns, suggestions, and comments and correct any misunderstanding the employee may have regarding agency policies or personnel.

7. The interviewer will identify a principal reason for separation.

8. The interviewer, if other than the HR Manager, will forward the completed exit interview to the HR Manager (Pos. No. 0111).

9. The HR Manager (Pos. No. 0111) will determine the separation code so it can be recorded on the ESMT form and forwarded to the Department of Personnel, Central Records. The separation codes are used for a turnover report, so it is important to use correct codes to maintain the integrity of reporting.

10. The HR Manager (Pos. No. 0111) will develop a written report which provides a summary review of the interviews. The report will be submitted to the Director through the Chief of Operations (Pos. No. 0110) at the end of the fiscal year.

Post-Exit Interview

1. The HR Manager (Pos. No. 0111) will use the Post-Exit Interview Checklist—Part 1 to document that the employee was advised of final payments, rights to health and life insurance conversions, and whether the employee wishes to donate unpaid leave balances to the catastrophic fund. This interview may be conducted in conjunction with or separately from the Exit Interview.

2. As part of the post-exit interview, the HR Manager (Pos. No. 0111) or Personnel Technician III (Pos. No. 0115) will advise the Data Entry Supervisor (Pos. No. 0130) and the Information Systems Specialist (Pos. No. 0113) of the terminating employee. The Data Entry Supervisor will verify with the terminating employee's supervisor that access to the email account, computer and phone systems can be discontinued and/or disabled, and the voice message changed to reflect the vacancy.

3. As soon as the supervisor is aware of an employee terminating, whether it is a seasonal position or a tenured and/or retiring employee, the supervisor will request a copy of the completed Checklist for Assigning State Property Inventory from the Department's Human Resources staff.

4. The terminating employee's supervisor will use the Post-Exit Interview Checklist—Part 2 State Property Inventory to document the return of all State-issued property which may include vehicles/keys, equipment/tools, electronic equipment, law enforcement equipment, credit cards, cellular telephone, uniforms, office/building keys, personnel identification, and computer user identifications and passwords as well as email, and voice mail. The employee's supervisor must make sure that if the employee is on the alarm company call list, that the alarm company is contacted and the employee's name removed from the list. The Secretary to the Commission is responsible for collecting any credit cards through the process for exiting Commissioners.

The supervisor, or a designee in the absence of the supervisor, is responsible for making sure all state property is collected at the time of the employee's termination. The employee is responsible for returning all state property and may be held personally liable for repair or replacement if there is evidence of abuse or irresponsibility in the care and use of the property. Every employee, including seasonal, is responsible for returning all State-issued property in good condition, with allowance for normal wear and tear, to the supervisor or designee or other responsible person upon termination (voluntary or involuntary). While the supervisor is responsible to collect State-issued property, the employee is responsible for turning all State-issued property in before leaving.

The supervisor will use a copy of the completed Checklist for Assigning State Property Inventory and compare the state property collected during the post-exit interview. Property/vehicle or card numbers may be different from the first assignment until the exit process, particularly in the case of a long tenured employee leaving. The initial checklist is intended to trigger the turn-in of a like or similar number of items.

Once the form is completed and signed by the employee and supervisor, the supervisor will fax a copy to the Accounting Assistant III (Pos. No. 0125) who will copy the Accounting Assistant III (Pos. No. 0127), Purchasing Technician III (Pos. No. 0123), and the Accounting Assistant II (Pos. No. 0124) if the inventory checklist includes a cell phone. The original form will be mailed to the Accounting Assistant III (Pos. No. 0125) who will file the form in the position file and service jacket. There will be coordination between Human Resources and Business Management staff to make sure that all state property has been accounted for.

EXIT INTERVIEW QUESTIONNAIRE

(Use additional sheets if necessary)

Employee:	Position:
Interviewer:	Date:

1. What is your principal reason for resigning?

2. What types of training were you offered? Was it adequate?

3. Was the equipment provided adequate to perform your duties?

4. Were your duties and work performance standards clearly defined by your supervisor?

5. What did you like best about working for the agency?

6. What did you like least about working for the agency?

7. What steps, if any, could the agency have taken to retain you as an employee?

Reason for Separation Code to be completed by the HR Manager:

POST-EXIT INTERVIEW CHECKLIST—Part 1

Employee:		Position:
Interviewer:		Date

YES	NO	
		Advise the employee of any final payments owed (e.g., salary, annual leave, sick leave, etc.)
		Document if the employee wishes to donate unpaid leave balances to the catastrophic fund and provide the appropriate form.
		Ensure that a Benefits Change form has been completed notifying the Public Employees' Benefits Program (PEBP) of the employee's separation from State service. PEBP will contact the separated employee regarding benefits continuation rights under Consolidated Omnibus Budget Reconciliation Act (COBRA).
		Ensure that the appropriate Public Employees Retirement System (PERS) forms have been completed: a "Notice of Removal from Retirement Report" for all separating employees, and a "Contribution Distribution/Refund Request" form for those who are withdrawing contributions. The Termination from PERS form is available at http://nvpers.org.
		Document the principal reason for separation with the appropriate separation codes used on the ESMT.
		Ensure that the Data Entry Supervisor and Information Systems Specialist have been notified to terminate access to email, computer systems and/or phone systems.

ADDITIONAL COMMENTS (use additional sheet if necessary):

POST-EXIT INTERVIEW CHECKLIST—Part 2
State Property Inventory

Verify all State property assigned to an employee has been accounted for or returned including those items on the fixed assets reports. Use additional sheets of paper if necessary.

Employee:	Position:
Interviewer:	Date:

Credit Cards	**Card Number**	**Retained in Region**	**Returned to Headquarters/BMS**
Chevron			
NDOT			
Phillips 66			
76/Circle K			
Shell			
Sinclair			
Western Energetix			
Other (please list)			
Diner's Club			
Sprint Card			
Purchase Order Book			

Equipment-Electronic	**Property No.** (if applicable)	**Condition**
Camera		
Cellular Phone		
Computer-Desktop		
Computer-Laptop		
GIS/GPS		
Other (please list)		

Equipment-Tools	**Property No.** (if applicable)	**Condition**
Binoculars		
Electroshocker		
Shop Tools		
Other (please list)		
Purchase Order Book		

Identification (please return to Human Resources)	
PC and/or Network User Name(s):	**Password(s):**
E-mail Password:	
Voice Mail Password:	
Request Removal from Alarm Company Call List (if applicable) (put date requested):	

Keys	**Retained in Region**	**Returned to Headquarters/BMS**
Office (including electronic)		
Storage		
Other (please list)		

Law Enforcement Equip.	Property No./Serial No. (if applicable)	Condition/Kept in Region or Returned to Reno
Badge(s)		
Body Armor		
Camcorder		
Citation Book(s)		
Controlled Substances		
Dart Projector		
Duty Belt		
Duty Gear Bag		
Expandable Baton		
Flashlight		
Firearms		
Hand Revolver		
Rifle		
Shotgun		
Radio-Handheld		
Recorder-Pocket		
PBT		
Spotting Scope		
Other (please list)		

Vehicles/Keys	License Plate/VIN/HIN	Condition/Turn-in Mileage (where applicable)
Truck/Sedan		
Vessel		
ATV		
Snowmobile		
Trailer		
Final Equipment (Vehicle) Use Report(s)		

Comments:

Employee Signature	Supervisor Signature