



Subject	EXIT QUESTIONNAIRE AND INTERVIEWS (formerly titled "4.16 Employee Exit Questionnaire / Interview")
Procedure Section	11 Change in Employment Status
No.	11.21
Exempt Employment Policy References	
Collective Agreement References	
Forms & Other Reference Material	Exit Interview Questionnaire
Status of Approval	Approved 26-Apr-2013 Chris Rawson

PREAMBLE:

OC will conduct exit questionnaires and interviews at its discretion to obtain feedback from employees who are retiring or resigning from continuing/regular employment. Information obtained from employees identifies trends, potential problems with supervision, job assignments or workload and assists the College in identifying the need for improvements to employment practices, working conditions, policies and/or procedures. The intent is to collect information to support the College's efforts in employee retention and to enhance the workplace environment.

PROCEDURE:

1. Upon receipt of notice regarding the retirement or resignation of a continuing/regular employee, the employee's supervisor will notify Human Resources of the employee's last day of work.
2. Human Resources will contact the employee by mail to advise him/her of the exit questionnaire and interview process and invite him/her to participate. Participation in the process is voluntary.
3. Employees who elect to participate in the process may do so by completing an exit questionnaire and/or by participating in an exit interview with a representative of the Human Resources Department.
4. Employees who wish to participate in the exit questionnaire only will be provided with a copy of the survey to complete and return to Human Resources
5. Employees who wish to participate in an exit interview will be provided with a copy of the questionnaire to complete and may call the Human Resources Department to arrange an appointment for an exit interview. The questionnaire may be returned to Human Resources by mail or at the time of the exit interview. Where necessary, an exit interview may be conducted by telephone.
6. With prior approval of his/her supervisor, an employee may use a reasonable amount of time during scheduled work hours to complete and submit the exit questionnaire and/or participate in the interview. Alternatively, employees may choose to participate in the process at some point following their departure from the institution.

7. Information obtained from all exit questionnaires and interviews is confidential. Information from the process will be communicated by Human Resources to the appropriate Senior Manager for the applicable area for the purpose of identifying opportunities for improvement and potential areas of concern.
8. On a regular basis, Human Resources will review the data to identify employee turnover patterns as well as potential opportunities for improvement. A report summarizing the information and noting recommendations will be submitted to the President on an annual basis.