

 THE UNIVERSITY OF BRITISH COLUMBIA Facilities	Policy No.: I-A-PR9	Approval Date: Last Revision:
	Responsible Executive:	
	Signed: _____	
Title: <p style="text-align: center;">DRAFT - EXIT INTERVIEWS & DOCUMENTATION</p>		
Background & Purposes: Facilities employees who resign or retire should be provided an exit interview prior to completing their last day of work. Exit interviews serve a number of important functions including providing feedback from departing employees on their work experiences, their level of satisfaction with Management, and employee opinions regarding training and compensation.		

PROCEDURES

1. General

- 1) Upon receipt of a resignation or notification of a retirement, an employee's management supervisor will schedule an exit interview between the employee and the appropriate member of Facilities HR or Management as follows:
 - Departing Directors will meet with the Director of Facilities HR and Administration.
 - Heads and Management staff will meet with the Manager, Organizational Development and Training.
 - Unionized staff, with the exception of Heads, will meet with the senior manager in their unit.

The employee's direct supervisor or direct manager will not attend the interview.

Except in extraordinary circumstances, this interview will take place one week prior to the employee's last day of work.

- 1) Core interview questions for all employees are attached. These questions are simply templates and are not "written in stone". Please feel free to add or subtract questions as appropriate. It is understood that exit interviews may require a great deal of "free style" questioning to be effective.
- 2) For interviews involving management staff, it is helpful to bring a copy of the employees most recent job description. An exit interview may be a good time to question how accurately the job description is written and classified.

- 3) A significant purpose of the exit interview is to provide Facilities Human Resources with feedback that can be acted on. The interview is not meant to be confidential. Before asking the questions, it must be explained to the interviewee that the results of the interview may be shared with other members of Management or third parties like the provincial government. If an employee wishes to provide some of their answers “off the record” or in confidence they need to state that during the interview.
- 4) Notes from the meeting will be collected and forwarded to the HR Director for Facilities and the employees direct supervisor/manager immediately following the interview. This information may also be provided to Central Human Resources.
- 5) The AVP of Facilities will provide every exiting employee the opportunity to meet with them, if the employee so chooses. During the exit interview meeting please ask the employee if they would like to meet with the AVP to provide feedback on his/her experiences within the Facilities Department.

EXIT INTERVIEW

Employee Name			
Surname: _____ First: _____			
Position: _____ Affiliation: <input type="checkbox"/> AAPS <input type="checkbox"/> CUPE 116 <input type="checkbox"/> IOUE			
Current salary or hourly rate: _____ Other _____			
Facilities Unit:			
Interviewer:			
Affiliation: <input type="checkbox"/> AAPS <input type="checkbox"/> CUPE 116 <input type="checkbox"/> Non-Union Technician <input type="checkbox"/> IOUE <input type="checkbox"/> Excluded Other: _____			
	YYYY	MM	DD
Initial employment date at UBC			
Start date in current position			
Previous positions at the university and dates:			

Please read the following statement to the employee prior to the asking the questions:

The purpose of the exit interview is to provide feedback to Facilities Human Resources that can be used to address issues such as training & development, compensation levels, and employee satisfaction with Facilities policies and practices. As a result, the information gathered in this interview may be shared with other members of management, Central Human Resources, and other third parties. If you wish to provide a particular answer in confidence, please state that prior to answering the question.

1. What prompted your decision to leave your position? (check all that apply)

- Job offer elsewhere (please specify where the employee is going): _____

Chose offer because of (check all that apply)

- Higher Salary (5% _, 10%_, Higher_)
 - Improved Benefits (please specify)
 - Geographical location (identify general location _____)
 - Career Change
 - Opportunities for advancement
 - Retirement
 - Early Retirement
 - Partner relocation
 - Personal reasons
 - Physical environment/working conditions (Please specify)
- Other (please specify)

2. What aspects of the job did you enjoy most during your time in the position?

3. How could your time and/or job have been improved?

4. *** **Please note.** These two questions may be more appropriate for a management employee.

Do you feel that your job description accurately reflects the duties performed? If not, what changes should be made?

Do you feel your job is appropriately classified? If not, what would the appropriate classification be?

5. What role did salary play in your decision to leave?

6. **** If the employee is leaving to take a new position outside of the Facilities Department:

In order to address our compensation practices, we would like to ask the following questions regarding your new position.

Company name:

Name or title of the position:

Would there be an equivalent Facilities or UBC position or job title here:

Salary or hourly rate of the new position:

If an hourly rate, is it a 40, 37.5 or 35 hour per week position or is it a p/t position?:

Amount of Vacation:

Are the benefits superior, equal, or less than those offered by the Facilities Department:

7. Did you receive regular performance feedback and guidance from your direct supervisor?

- Yes
- No

Please elaborate:

8. Do you feel that you were satisfactorily trained to perform all the main requirements of your job?

9. Is there specific types of training that you feel was missing in your development while in Facilities?

10. Do you feel you had access to equipment, technology, tools, or other resources to satisfactorily perform your job?

11. On a scale of one to ten (one as the lowest and ten as the highest) how would you rate your working relationship with your direct supervisor?

12. What could have been done to raise that score?

13. On a scale of one to ten (one as the lowest and ten as the highest) how would you rate your working relationship with co-workers?

14. What could have been done to raise that score?

15. Do you feel your contributions to the department were valued and recognized?

16. Would you recommend the unit or the Facilities Department as a place to work?

17. What recommendations would you make to improve working conditions within the Facilities Department?

Please add any additional thoughts or comments

EXIT DOCUMENTATION:

1. General

- 1.1. Upon receipt of the employment severance form for the departing employee, the Facilities Group will send an electronic copy of the attached exit document to the employee's managing supervisor. Except in extraordinary circumstances, this document will be sent at least one (1) week prior to the employee's last day of work.
- 1.2. The employee is to return any University property in their possession to the identified locations on the exit document. The employee is to obtain a clearing authorization signature for returned property from each location. The Management Supervisor may sign for areas they know are not applicable. The Management Supervisor is responsible to ensure that the property is returned and the exit document is completed. Upon receipt of employee UBC ID, Supervisors are to return the ID to the Program Manager, Parking & Access Control Services in GSAB.
- 1.3. The Management Supervisor is to forward the completed exit document to the Staff Records Clerk in the Facilities Payroll office. The Staff Records Clerk will provide a photocopy of the exit document for the employee and for the Management Supervisor.

EXIT DOCUMENT

EMPLOYEE NAME:		
EMPLOYEE NUMBER:		
LAST DAY OF EMPLOYMENT:		
MANAGEMENT SUPERVISOR:		
	AUTHORIZATION	
	NAME	SIGNATURE
TOOL CRIB (See Tool Crib Operator)		
COMPUTER ID (See Computer Systems Manager)		
KEYS (For Master Key sets, please speak with the Superintendent or the Supervisor of Architectural prior to going to Key Control)		
CARD ACCESS/FOB (See Facilities Supervisor)		
BUS PASS (See Trek Program Centre)		
PARKING PERMITS (See Parking and Security)		
SHOP EQUIPMENT (See Supervisor)		
LOCKER CLEANED OUT (See Supervisor & Director's Admin. Secretary)		
UBC STAFF ID (give to Supervisor - see first page of P&P)		
EXIT INTERVIEW (See Supervisor)		

EMPLOYEE'S SIGNATURE: _____

DATE: _____

SUPERVISOR'S SIGNATURE: _____

DATE: _____

Completed forms are to be forwarded to the staff records clerk in Facilities Payroll