



# West Virginia Division of Highways Policy: **Payroll/ Personnel Exit Survey** *Issued by the Commissioner of Highways*

**Policy No: DOH 3.5**

**Issue Date: 04/15/2006**

**Revised: 04/20/2018**

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## **1.0 PURPOSE**

The purpose of this policy and procedure is to detail the requirements, the objectives, and the procedures for the Division of Highways' Exit Survey Program.

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## **2.0 SCOPE**

An exit survey should be given to every employee who leaves the service of the DOH, with the following exceptions:

- Temporary employees who are leaving upon expiration of period for which hired.

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## **3.0 DEFINITIONS**

- 3.1 The exit survey is an instrument that attempts to learn why a separating employee is leaving and what the employee knows about the Division's various practices, procedures, and policies.

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## **4.0 POLICY / PROCEDURES**

Objectives of the exit survey program are to:

- 4.1 Identify factors contributing to the decision of an employee to leave DOH.
- 4.2 Obtain and evaluate information about causes of employee turnover and to improve retention.
- 4.3 Obtain information from outgoing employees that will be useful in assessing the effectiveness of policies and practices.
- 4.5 Maintain good relations between the Division and outgoing employees to retain their good will and support.
- 4.6 Obtain statistics / information related to EEO.
- 4.7 Obtain statistics / information related to issues or problem in various locations.
- 4.8 To reduce the costs related to losing experienced personnel.

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### **A. COMPLETION OF EXIT SURVEY FORM**

Upon notification of an employee's intent to separate employment, the HR district personnel shall provide to the employee the Exit Survey email template that contains the online Exit Survey link and a computer access to complete the survey. If there is no intranet access or the employee prefers to complete a paper copy, the HR district personnel can give them a paper copy of form RL-507 (Exit Survey) to complete and mail to the designated address at Charleston Headquarters. Alternatively, the employee may return the survey by mail if not completed prior to the last day of work.

HR district personnel should not complete the Exit Survey Form for the employee unless the employee requests it due to medical or disability reasons. If the employee requests it, then convey to the employee each rating category and the appropriate responses and complete exactly as employee states.

Separating employees should be encouraged to give any suggestions that would help improve policies, procedures, practices, work assignments, etc. The HR district personnel should make it clear that the employee's evaluation and good will is valued.

### **B. REPORT OF EXIT SURVEY**

If the employee prefers to complete a paper copy, they can place it in a sealed interdepartmental envelope directed to the address listed on the form as soon as possible. Once received the HR Employee Relations Coordinator or the EEO Officer will enter the exit survey information into the database. The District or Division will not retain a copy or review the exit survey. Exit surveys are confidential information. The Exit Survey Form (RL-507) will not be placed in an employee's personnel file.

### **C. USE OF EXIT SURVEY**

The Employee Relations Coordinator and/or the EEO Officer will review the completed exit survey reports to identify trends that may indicate a need for action on the part of the agency. Reports and/or recommendations will be made to executive management or disseminated to department heads as appropriate.

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## **5.0 ENFORCEMENT & AUTHORITY**

N/A

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## **6.0 RELEVANT MATERIALS/DOCUMENTS**

6.1 [DOT-508](#)

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## 7.0 CHANGE LOG

April 20, 2018 –

- Changed format per Policy and Procedure work group.
- Updated Scope
- Updated Completion of Exit Survey
- Updated Report of Exit Survey.
- Updated Use of Exit Survey