



West Virginia Department of Transportation Policy: **Exit Survey**

Issued by the Secretary of Transportation

Policy No: DOT 3.31

Issue Date: 04/15/2006

Revised: 04/22/2022

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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 West Virginia Department of Transportation's (WVDOT) Exit Survey Program.

2.0 SCOPE

This policy includes procedures applicable to all WVDOT employees, of all classifications excluding the Parkways Authority and temporary employees who are leaving upon expiration of the term of their employment.

3.0 DEFINITIONS

- 3.1 **Agency:** Any authority, bureau, commission, or Division, or similar cabinet subpart of the WVDOT.
- 3.2 **Agency Head:** Chief executive officer of any agency.
- 3.3 **Employee:** A person who lawfully occupies a position in a WVDOT agency and who is paid a wage or salary and who has not severed the employee-employer relationship.
- 3.4 **Exit Survey:** The Exit Survey is an instrument to receive feedback from a separating employee to evaluate trends and reasons for such turnover.

4.0 OBJECTIVES

- 4.1 Identify factors contributing to the decision of an employee to leave WVDOT.
- 4.2 Obtain and evaluate information about causes of employee turnover and improve retention.
- 4.3 Obtain information from outgoing employees that will be useful in assessing the effectiveness of policies and practices.
- 4.4 Maintain good relations between the Department and outgoing employees to retain their good will and support.
- 4.5 Obtain statistics and information related to Equal Employment Opportunity (EEO).
- 4.6 Obtain statistics and information related to issues or problems in various

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locations.

- 4.7 To reduce the costs related to losing experienced personnel.

5.0 POLICY AND PROCEDURES

5.1 COMPLETION OF EXIT SURVEY FORM

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

The separating employee's immediate supervisor must fill out a DOT-508 form which is a check sheet for departing employees.

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 assistance, explain each rating category and the appropriate responses and complete the response exactly as the employee states.

Separating employees should be encouraged to give any suggestions that would help improve workplace efficiency and environment. The HR district personnel should make it clear that the employee's evaluation is valued.

5.2 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. Exit Surveys are confidential information and are retained and reviewed at the agency's HR Division. The Exit Survey Form (RL-507) will not be placed in an employee's personnel file.

5.3 USE OF EXIT SURVEY

Either or both the Employee Relations Coordinator 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 recommendations will be made to Agency Heads as appropriate.

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6.0 RELEVANT MATERIALS/DOCUMENTS

- 6.1 [DOT-508](#) Departing Employee Checklist
- 6.2 [RL-507](#) Exit Survey Form

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

April 22, 2022 –

- Converted policy to DOT
- Added requirement of RL-507 Form

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Effective Date of Policy: 04/22/2022

Approved by:



Jimmy D. Wriston, P.E.
Secretary of
Transportation
Commissioner of
Highways

4-20-22

Date

*The Secretary of the West Virginia Department of Transportation or the Commissioner of Highways may, pursuant to the authority vested with the Secretary and Commissioner in W. Va. Code §5F-2-2, §17-2A-1 et seq., and §17-2-1 et seq., waive the requirements of this policy if the circumstances, in the Secretary or Commissioner's sole discretion, warrant such action.