

# Reclamation Manual

## Directives and Standards

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<b>Subject:</b>	Employee Exit Surveys
<b>Purpose:</b>	This Directive and Standard (D&S) outlines the procedures concerning exit surveys for employees voluntarily leaving employment with the Bureau of Reclamation. The benefits of this D&S are to assist in improving the work environment, increase employee retention, and offer a valuable resource for Workforce Planning efforts.
<b>Authority:</b>	Department of the Interior, <i>Diversity and Inclusion Strategic Plan</i> ; Bureau of Reclamation <i>Workforce Diversity Implementation Plan</i> .
<b>Approving Official:</b>	Director, Policy and Administration
<b>Contact:</b>	Human Resources Policy and Programs Division, 84-58000

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1. **Introduction.** This D&S implements a process to establish, gather, and analyze information to evaluate employee feedback and identify trends that will help to address retention issues within Reclamation. Reclamation will use the analysis in workforce planning efforts towards creating and maintaining a highly-qualified, engaged and diverse workforce through improved working environments and work-life balance programs for our employees.
2. **Applicability.** This D&S applies to all Reclamation supervisors, human resources offices, and civil rights offices.
3. **Definitions – Employee Exit Survey.** An assessment of the employee’s experience at Reclamation. The exit survey is a series of multiple choice questions that also give the employee the opportunity to provide narrative comments. The assessment is presented in three categories; General Demographic data; Management; and Professional Growth and Career Development.
4. **Responsibilities.**
  - A. **Management Officials.** Management officials are responsible for reviewing periodic reports provided by their regional human resources staff and considering the results as they work to achieve and retain a diverse workforce and improve the working environment and quality of work-life balance throughout Reclamation.
  - B. **Human Resources Policy and Programs Division.** The Human Resources Policy and Programs Division is responsible for:
    - (1) writing and updating this D&S and additional guidance for exit survey procedures as needed; and

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- (2) collecting information in statistical and narrative form that will be used as an information tool for workforce planning efforts.

C. **Servicing Human Resources Officers and Staff.** Regional human resources officers and human resources staff are responsible for providing each employee voluntarily separating from Reclamation the opportunity to take the online or hard copy exit survey before leaving employment with Reclamation. When possible, regional human resources offices will provide all separating employees the link to the survey *10 business days prior* to their scheduled departure date. Doing so will increase the likelihood of survey participation in a timely manner. The survey link can be found at: <https://www.metricthatmatter.com/MTM/>

### 5. Requirements.

A. **Human Resources Policy and Programs Division.** The Human Resources Policy and Programs Division is required to:

- (1) periodically share survey information collected with management, diversity staff, civil rights staff, and human resources staff; and
- (2) ensure data collected is tracked using software designed to consolidate information in a database that allows individuals to respond anonymously.

B. **Servicing Human Resources Offices.** Regional human resources officers and human resources staff are required to:

- (1) provide each employee voluntarily separating from Reclamation a link to the Exit Survey Web site *10 business days prior* to their departure date (if possible) to anonymously submit answers;
- (2) provide employees without computer access or the ability to complete the online Exit Survey a hard copy version (which can be accessed and printed from the Human Resources Intranet site) and a postage and fees-paid return envelope to allow for the return of the survey; and
- (3) enter hard copy exit survey information into the online exit survey system for tracking and reporting purposes.

## RECLAMATION MANUAL TRANSMITTAL SHEET

Effective Date: \_\_\_\_\_

Release No. \_\_\_\_\_

Ensure all employees needing this information are provided a copy of this release.

### Reclamation Manual Release Number and Subject

### Summary of Changes

NOTE: This Reclamation Manual release applies to all Reclamation employees. When an exclusive bargaining unit exists, changes to this release may be subject to the provisions of collective bargaining agreements.

### Filing instructions

Remove Sheets

Insert Sheets

All Reclamation Manual releases are available at <http://www.usbr.gov/recman/>

Filed by: \_\_\_\_\_

Date: \_\_\_\_\_