NIH EXIT SURVEY
NIH Exit Survey: Service Offering Overview

- Began on October 1, 2010
  - All ICs were invited to participate; 21 chose to participate
    - Currently, 26 participating ICs; 2 non-participating
- SmartHR Reports launched June 2012
- Online survey for NIH FTEs with a separation action
  - Also includes transfers, retirements, and expired appointments
- Managed by the HR Systems Analytics & Information Division (HRSAID) Survey Team within OHR
# NIH EXIT SURVEY OBJECTIVES

- Assess the reasons why employees are separating
- Develop engagement and retention strategies
- Provide context to turnover data (the “why”)
- Provide insight into underlying organizational issues/areas for improvement
- Open up communication channels
- Provide data for strategic workforce planning
NIH Exit Survey: Current Design

Basic demographic questions
- IC, Series, Grade, Pay Plan, Tenure, Program Type
- Gender, Race, Disability

Separation Types
- Leaving NIH, Moving ICs, Appointment Expired

Reasons for Separation
- Respondents can select up to 3 reasons for separating
- Follow-up questions are based on the reason(s) for separation
NIH Exit Survey: Current Design

General questions
- Type of position leaving
- Training and promotion opportunities
- Telework/Flexible Work Schedule arrangements

Overall satisfaction with NIH/IC
- Overall experience rating
- Recommend NIH/IC to others?
- Return to NIH/IC?

Open-Text Responses
- Additional comments for each separation reason
- Limitations experienced
- Liked least/liked best about NIH/IC; What NIH/IC could have done to retain the employee; What does new organization offer
NIH Exit Survey Reports: Exit Survey Module

- Exit Survey data is analyzed/aggregated by the Survey Team; results are presented via the Self Monitoring Analytics Reporting Tool for Human Resources (SMARTHR).

- Filter data by:
  - Fiscal Year
  - Quarter
  - IC
  - Separation Type (Leaving NIH, Moving ICs, and Appointment Expired)
  - Program Type (Intramural, Extramural, Other)

- Components: Executive summary, charts/graphs for all question items, open-text responses, actual separations data
NIH Exit Survey: Analysis of the Data

• Cross-tabulate and compare data
  – By type of separation and/or program
  – Compare the IC to NIH-wide results
  – Across time (quarters and FY)

• Use in conjunction with Climate and Engagement Survey Data
  – Link exit survey data to employee survey results to determine how employee engagement is impacting turnover

• Use in conjunction with other HR data
  – Tie opinion data with other data to obtain greater context
NIH Exit Survey: Analysis of the Data (cont.)

• Historic analyses
  – Compare to previous year(s)

• Look for trends in open-ended questions
  – Open-text can provide additional context and more in-depth information

• Develop trend models
  – Based on trends, forecast for the future
  – Workforce planning and action planning
ACTION PLANNING MODULE
NIH Exit Survey Reports: Action Planning Module

• Developed to supplement Exit Survey
• Best Practices Component:
  ▪ Current retention strategies/best practice recommendations for action planning
  ▪ Rooted in research and current NIH best practices
  ▪ Based upon top three reasons for separation
• Filter data by
  ▪ IC
  ▪ FY
  ▪ Quarter
  ▪ Program Area
  ▪ Respondent Type
NIH Exit Survey Reports: Action Planning Module

• Trending Component:
  ▪ Historical Trending (last 5 FYs) of Exit Survey data
  ▪ Executive Summary
  ▪ Demographics and Reasons for Separation Trends
  ▪ Overall Satisfaction Trends

• Filter data by
  ▪ IC
Access and Support

Helpdesk:
- Access and support requests managed by OHR HR Systems Support Helpdesk.
- EO authorization is required for all access requests.
- Granular security based on roles (Global, IC, HR), modules, ICs, and Org Codes
- WiTS Web Form: [http://intrahr.od.nih.gov/wits/index.htm](http://intrahr.od.nih.gov/wits/index.htm)
  - Click on Initiate New Request
  - Click on Need Access?
- Email: [hrsystemssupport@od.nih.gov](mailto:hrsystemssupport@od.nih.gov)

Links:
- HR Systems Helpdesk Requests: [http://hr.od.nih.gov/hrsystems/help.htm](http://hr.od.nih.gov/hrsystems/help.htm)
- SMARTHR: [https://smarthr.od.nih.gov](https://smarthr.od.nih.gov) *NEW*
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