What is the NIH Exit Survey?
NIH conducts an agency-wide Exit Survey to assess reasons for turnover and promote retention and planning. Federal (FTE) separating employees (leaving NIH, moving ICs, expired appointments, retiring), are eligible to participate in the survey. Results from the NIH Exit Survey assess the top reasons why people are leaving, how satisfied employees were with NIH/their IC, what their IC could have done to retain them, and other pertinent information related to turnover and retention. Quarterly and annual reports are presented via the SmartHR Reporting Tool. Survey results are used towards retention and engagement efforts, and can be used in conjunction with separation workforce metrics provided in the reports, as well as the Action Planning Module in SmartHR to assist ICs with action planning facilitation.

Service offering includes:
• Quarterly and yearly reports (presented via SmartHR)
• Regular maintenance and yearly review process for survey
• Action planning facilitation
• Trend Analyses
• NIH Exit Survey Customer Webinars

Role of the IC
• The IC POC serves as main contact between IC and Survey Team/HR SAID
• Distributes the survey to employees prior to their separation
• Participates (optional) in yearly review process to improve survey
• Participates (optional) in bi-annual NIH Exit Survey Customer Webinars.

What kind of data can you find in the survey?

<table>
<thead>
<tr>
<th>Basic Demographic Questions</th>
<th>Separation Types</th>
<th>Reasons for Separation</th>
<th>General/Overall Satisfaction Questions</th>
<th>Open-Text Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>• IC, Series, Grade, etc.</td>
<td>• Leaving NIH, Moving ICs, Appointment Expired</td>
<td>• Top 3 reasons for separation</td>
<td>• Telework arrangements</td>
<td>• Liked least/best about NIH/IC</td>
</tr>
<tr>
<td>• RNO</td>
<td></td>
<td>• Follow-up questions for each reason to gain more context</td>
<td>• Overall experience ratings</td>
<td>• What NIH/IC could have done to retain employees</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Recommend NIH/IC to others?</td>
<td>• What does employees' new organization offer?</td>
</tr>
</tbody>
</table>

How can you use the results?
• Development of engagement and retention strategies
• To provide context to turnover data
• Gain insight into underlying organizational issues
• Facilitate action planning on target areas for improvement
• To provide data for strategic workforce planning

Results are presented via “NIH Exit Survey” Module in SmartHR Reports; recommendations for action planning facilitation presented via “Action Planning” Module in SmartHR Reports.

Resources
• NIH Exit Survey Link: [http://exitsurvey.nih.gov](http://exitsurvey.nih.gov)
• SmartHR Reports: [https://smarthr.od.nih.gov](https://smarthr.od.nih.gov)
• To learn more about the NIH Exit Survey, please contact the Advanced Analytics and Evaluation Team within OHR at [saidsurvey@mail.nih.gov](mailto:saidsurvey@mail.nih.gov).
• Technical issues? Need help? Submit a ticket to HR Systems Support: [https://intrahr.od.nih.gov/helpdeskform.htm](https://intrahr.od.nih.gov/helpdeskform.htm)

HR SAID/OHR
10/2015