



SEP 22 2010

ASVET MEMORANDUM NO: 01-10

FOR: All Veterans' Employment and Training Service Team Members

FROM: RAYMOND M. JEFFERSON

A handwritten signature in blue ink that reads "Raymond M. Jefferson".

SUBJECT: Procedures for Conducting Exit Interviews

- I. **Purpose:** To develop a uniform procedure for conducting exit interviews for all team members who leave Veterans' Employment and Training Service.
- II. **Applicability:** These procedures are for all VETS' team members who wish to complete an exit interview, as well as other staff who are involved in the exit interview process. The term "Team Members" in this document includes all Federal Employees as well as contractors who have been with VETS for longer than 90 days.
- III. **Background:** One of the components of the DOL and VETS' Strategic Framework, and the ASVETS' Five Aspirations, is to establish a Talent Development Plan. A key component of this plan is developing procedures for how team members transition out of VETS. This includes conducting a comprehensive exit interview for all VETS team members who leave the organization.
- IV. **Responsibilities:**
 - A. **Team Members** who want to participate in an exit interview should do the following:
 1. Access the exit interview survey on the VETS' Intranet, On-boarding and Exiting Resources Page, complete the form and submit it. The following is a link to that interview: http://www.dol.gov/vets/vets-net/core/VETS_Dashboard.html#onboarding or <http://www.surveymonkey.com/s/K7MQHFR>.

2. Coordinate a time with appropriate Executive Assistant for a personal interview with the ASVET, DASVET, CoS, or RAVET (as appropriate per below)
- B. **Managers and Supervisors** are responsible for ensuring team members are aware of their opportunity to conduct an exit interview and how to accomplish it.
- C. The **ASVET** is responsible for conducting exit interviews for team members at the grade level of DVET and above. For team members below the grade of DVET, the interview will be conducted by either of the DASVETs. The RAVET may conduct interviews in lieu of DASVET if time does not allow either DASVET to complete the interview. The CoS or another member of the management team will conduct interviews with contractors. The departing team member has the option of inviting his/her RAVET to the interview.
- D. The Executive Assistant will ensure the ASVET, DASVETs, or CoS have team member's survey results prior to scheduled interviews.
- E. OAMB is responsible for maintaining and collecting exit survey data and tracking all personnel loss information.

V. **Procedures:**

- A. Supervisors will afford departing team members the opportunity to complete the on-line exit interview form and submit it.
- B. Departing team members interested in an exit interview should contact the appropriate Executive Assistant for scheduling. The ASVET/DASVET/CoS will complete telephonic interviews as scheduled or coordinate an interview between the departing staff member and the selected RAVET.
1. The **ASVET's Executive Assistant** is responsible for scheduling exit interviews for team members at the grade level of DVET and above.
 2. The DASVETs' Executive Assistant is responsible for scheduling exit interviews for team members below the grade of DVET, the interview will be conducted by either DASVET.
 3. The CoS's Executive Assistant is responsible for scheduling exit interviews for Contractors who have worked in VETS longer than 90 days or another member of the management team if the CoS is unavailable.
- C. OAMB is responsible for the following tasks.

1. Maintain a monthly loss roster in order to track personnel leaving VETS.
2. Forward roster to the ASVET, and DAS's, and CoS by the 10th of each month.
3. Collect surveys within five days of submission and forward to the ASVET, DAS's, and CoS in PDF format.
4. Prepare a quarterly report regarding all losses within VETS, including the turnover rate and post in VETS' Performance Action Center.
5. Provide the ASVET with analysis regarding the reasons for the losses and recommendations for improving VETS' internal processes.
6. Archive all surveys for a period of 24 months.

VI. **Expiration Date:** Until rescinded or superseded.

VII. **Attachment(s):** None