

GEORGIA DEPARTMENT OF CORRECTIONS

Standard Operating Procedures

Functional Area: Support Services/Human Resources	Reference Number: IVO03-0010 (104.16)	Revises Previous Effective Date: 7/1/05
Subject: Exit Questionnaires		
Authority: Bryson/Dozier	Effective Date: 03/31/15	Page 1 of 3

I. POLICY:

The Georgia Department of Corrections (GDC) recognizes the desire and need to retain qualified employees in order to provide quality services and to accomplish the mission of the Department. In an effort to assess employee work experiences, feedback from employees who resign from GDC employment will be solicited, evaluated and used as the basis for improvement.

II. APPLICABILITY:

All employees resigning or transferring from the authority of the Board of Corrections.

III. RELATED DIRECTIVES:

None

IV. DEFINITIONS:

None

V. ATTACHMENTS:

Attachment 1 - GDC Exit Questionnaire Form

Attachment 2 - GDC Employee Exit Questionnaire Instructions

VI. PROCEDURE:

A. Form Completion/Data Entry:

1. All employees who provide notice of resignation or transfer within GDC must be provided the opportunity to complete an exit interview questionnaire.

NOTE: Those employees leaving under adverse conditions (dismissal, job reassignment, etc.) may be excluded from participation by the Appointing Authority if it is felt their response would be negative. However, the local personnel representative will enter date, job title, and reason for leaving on all involuntary separations.

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2. The employee will be encouraged to complete the questionnaire electronically with the assistance of the local personnel representative, but a paper form will be acceptable. The employee should read GDC Employee Exit Questionnaire Instructions (Attachment 2).
 3. The local personnel representative will obtain a User ID and Password from Employment Services in Corrections Human Resources Management (CHRM) and provide computer access, assisting the employee if necessary. The User ID and Password will not be given to the employee.
 4. The electronic Exit Questionnaire form (Attachment 1) can be accessed via the Captiva/Intranet as follows:

Executive Operations > Human Resources>Personnel Staff Menu>
Exit Questionnaire > Exit Questionnaire Form
 5. A Word document may also be downloaded at this site and is Attachment 1 to this SOP. Local personnel representatives will enter all data that is submitted in paper format. This information must be entered by the 10th of the month following separation or transfer.
 6. A staff member should never enter information that an exiting employee provides verbally.
- B. A completed paper form should not be submitted to the CHRM/Employment Services unless there is a claim of unlawful (including sexual) harassment (or any other serious claim) made in the Comments section.
 - C. Standard reports will be produced and can be accessed through Captiva/Intranet as follows:

Executive Operations > Human Resources>Personnel Staff Menu>
Exit Questionnaire > Statistical Charts
 - D. Local facilities/offices/centers or division offices can use the statistical reports to independently analyze employee responses. The information should be used to evaluate practices and make changes to aid in the recruitment and retention of a competent workforce.
 - E. Local personnel representatives should maintain a record of when and how departing employees are given the opportunity to complete an Exit Questionnaire form, noting who did not receive or failed/refused to complete the questionnaire.

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VII. RECORD RETENTION:

Attachment 1 - GDC Exit Questionnaire Form

Retain in the local personnel office for six months after data entry is completed.

Attachment 2 - GDC Employee Exit Questionnaire Instructions

Reference document only.