

 <p>QUILLEN COLLEGE of MEDICINE EAST TENNESSEE STATE UNIVERSITY</p>	<p>Policy Name: Exit Interview Survey Policy</p>
<p>Policy Replaces a Previous Policy [Yes/No] (<i>this includes change in policy name</i>): No If so, list name of previous policy (<i>include policy number if different</i>):</p>	
<p>Policy Number: ADMIN-1221-24</p>	
<p>Originator Name and/or Committee (<i>if a committee, include name of chair</i>): COM Faculty Development Work Group</p>	
<p>Committees, Departments, or Individuals Responsible for Implementation: Office of Finance & Administration and Office of Academic and Faculty Affairs</p>	
<p>Original Approval Date and Who Approved by: 12/8/2021 / COM Faculty Development Work Group</p>	
<p>Revision Date(s) (<i>include a brief description</i>) and Who Approved by:</p>	
<p>Effective Date(s): 12/8/2021</p>	
<p>Revision(s) (<i>briefly describe</i>) by Administrative Staff and Date (<i>these revisions do not require voting/approval by a committee and/or individual</i>):</p>	
<p>Exemption(s) to Policy (<i>date, by what committee or individual, and brief description</i>):</p>	
<p>LCME Required Policy [Yes/No]: No LCME Element(s) Affiliated with Policy (<i>include Element number/name/statement</i>):</p>	
<p><i>All policies will be reviewed every three years unless an earlier review is identified.</i></p>	

(A.) Policy Statement:

Quillen College of Medicine Values

PEOPLE come first, are treated with dignity and respect, and are encouraged to achieve their full potential;
RELATIONSHIPS are built on honesty, integrity, and trust;
DIVERSITY of people and thought is respected;
EXCELLENCE is achieved through teamwork, leadership, creativity, and a strong work ethic;
EFFICIENCY is achieved through wise use of human and financial resources;
COMMITMENT to intellectual achievement is embraced.

ETSU Quillen College of Medicine (QCOM) is committed to continuing to create a workplace environment that supports professional growth; creates an exceptional educational experience for all learners; attracts and embraces diversity; supports an inclusive environment; and seeks to address work-life balance. To that end, QCOM is embarking on an exit interview strategy to assess the employee experience and identify opportunities to improve faculty retention and engagement.

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(B.) Purpose of Policy:

See Policy Statement.

(C.) Scope of Policy (*applies to*):

All Quillen College of Medicine faculty.

(D.) Policy Activities:

Departing faculty members will be identified by the Office of Finance and Administration to the Office of Academic and Faculty Affairs six weeks prior to the anticipated end of ETSU employment. All departing employed ETSU QCOM faculty will be asked to participate in an exit interview. This is in addition to the ETSU Human Resources Exit On-line Survey. The faculty member will be given the choice to either complete an online questionnaire or a face-to-face interview lasting less than one hour that ideally would be no later than one month before departure. Should the faculty member agree to the online questionnaire and fail to complete it two weeks prior to departure, the faculty member would be contacted to reconsider the face-to-face interview before leaving. In the instances where the faculty member agrees to a face-to-face interview, the interviewee will be given a list of questions that will be covered during the session to contemplate and prepare answers. Departing faculty members may decline to participate.

Face-to-face interviews will be completed by an ETSU faculty or staff member. The departing faculty will select from a group of individuals across the institution and called the Exit Interview Panel. The Interviewer will be outside of the departing faculty member's department or division and without a conflict of interest. The interviewers will receive training for conducting effective interviews 1) before being allowed to conduct their first exit interview; 2) after a revision of the exit interview questions; and 3) annually. The employee's direct supervisor will not conduct the interview or be present during the face-to-face interview nor the department chair or division leader.

An Exit Interview Committee will be appointed by the Vice Dean. It may include members of the Exit Interview Panel. The responsibilities of this committee will be to:

- To review questions to be asked during the Exit Interview and Questionnaire at the start of the academic year. Input will be sought from stakeholder groups, such as the Faculty Development Work Group, the Diversity Council, and the Administrative Council.
- To ensure that interviewer training is conducted.
- To analyze, collate, and summarize information from the interviews and online surveys.
- To distribute aggregate information to relevant stakeholders on an annual basis.

Utilizing the Information:

The information collected during the interview and questionnaire will be analyzed, collated, and summarized for presentation. Relevant outcomes, suggestions, trends, and issues will be summarized and may be presented to the following persons or groups annually as applicable:

- The Dean and QCOM leadership during a Leadership Meeting
- Faculty Advisory Council
- Diversity Council

Confidentiality:

QCOM will make every effort to keep all information confidential. All information will be presented in aggregate form; however, due to the small size of the faculty or when specific situations exist or are described, it may not always be possible to keep the information anonymous. Any information that relates to harassment, discrimination, or illegal activity will be forwarded immediately to the Office of University Compliance and will not be included in any presentation or analysis of exit data. Exit interview/survey data will be maintained without identifiers and housed in the Office of Academic and Faculty Affairs.

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Policy Review and/or Revision Completed By (if applicable)		Date Policy Reviewed and Approved (if applies to that department, committee, or group)
X	University Compliance	2/9/2022
X	COM Policy Review Committee	3/17/2022
X	Office of the Dean	1/4/2022
X	Academic Affairs <i>(this includes the four-year reviews by administrative staff)</i>	1/31/2022
	Student Affairs	
	Medical Student Education Committee	
	Student Promotions Committee	
X	Faculty Advisory Council	2/16/2022
X	Administrative Council	2/10/2022
	M1/M2 Course Directors	
	M3/M4 Clerkship/Course Directors	
	Student Groups/Organizations <i>(describe):</i>	
	Other <i>(describe):</i>	

Notifications of New or Revised Policy (if applicable)		Date and Method of Notifications
	Medical Students	
	Administrative Council	
	Faculty Advisory Council	
	All QCOM Faculty	
	All QCOM Staff	
	Admissions Office for Catalog	

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Online Exit Survey Questionnaire:

1. Voluntary Demographic Information including diversity data:

Name (optional)

Gender/sexual identification

Race/ethnicity

Military service

2. Length of service: Less than 3 years, 3-6 years, 7-10 years, More than 10 years

3. Primary reason for leaving employment

a. Accepting another position

b. Relocating

c. Personal or family reasons

d. Retirement

e. Working conditions

f. Involuntary separation (e.g. funding ended, let go)

g. Other

Comments:

4. Primary reason for seeking a new position

a. Promotion or professional advancement

b. Better salary

c. Better fringe benefits

d. Better working conditions/environment

e. More professional opportunities

f. Better geographical location

g. Career change

h. Other

Comments:

5. Workload

Please rate your workplace experience in the position you are departing: (Agree, Somewhat, Disagree)

a. My job description provided an accurate representation of my duties

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- b. The level and number of assignments given to me in the areas of service, teaching, clinical and scholarship were reasonable.
- c. The level and number of assignments given to me in the areas of service, teaching, clinical and scholarship were comparable to other faculty.
- d. I feel I was well-trained and set up for success
- e. I was provided opportunities for advancement
- f. My supervisor supported my professional development
- g. My ideas and opinions were valued in my department
- h. My supervisor provided clear expectations for my work and performance
- i. My supervisor recognized my contributions to the department/program
- j. My supervisor demonstrated fair and equal treatment
- k. Leadership in my area provided guidance and motivation to the whole department
- l. The Promotion and Tenure process was clearly and applied fairly to me.

Comments:

6. Salary and Benefits:

Please rate your workplace experience in your last position: (Agree, Somewhat, Disagree)

- a. My compensation was fair and competitive for my role and responsibilities
- b. My compensation was comparable to others in my department
- c. My compensation was comparable to similar positions in other departments, divisions, or units
- d. My compensation was comparable to others in my profession
- e. My healthcare benefits were reasonably competitive with other employers for whom I could work.
- f. The retirement contributions provided were reasonably competitive with other employers for whom I could work.
- g. In general, I was satisfied with my compensation package (salary and benefits)

7. Department/Division Administration, Supervisors, and Communication

Please rate your workplace experience in your last position: (Agree, Somewhat, Disagree)

- a. The working relationship with my immediate supervisor was collegial and effective
- b. The working relationship with leadership in your department/division/unit was collegial and effective
- c. Leadership listened to ideas and concerns
- d. Leadership met regularly with faculty to keep everyone informed
- e. Conflicts in the workplace were addressed quickly and effectively

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- f. Leadership promoted and supported diversity and inclusion within the workplace
- g. Leadership ensured professional development opportunities for faculty
- h. My annual performance appraisal with my supervisor was effective
- i. Communication between co-workers was clear and effective
- j. Communication between faculty and leadership was transparent and informative
- k. Leadership encouraged an exchange of ideas and concerns
- l. I felt I was included in decision-making processes

8. Overall experience:

Please rate your workplace experience in your last position: (Agree, Somewhat, Disagree)

- a. I felt the work I did was important
- b. I felt my work was valued
- c. I looked forward to coming to work
- d. I had Have the basic tools and resources needed to do my job effectively
- e. I Received opportunities to expand my skills
- f. I had opportunities for career growth and leadership
- g. I had a safe and supportive work environment

9. When you think about your experiences at your department, division, or unit, what are three positive aspects of being an employee? (comment box)

10. When you think about your experiences at your department, division, or unit, what are three most serious barriers or concerns that you encountered while an employee? (comment box)

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In-Person Exit Interview for Faculty Member Leaving Quillen College of Medicine

Interviewee:		Date of interview:
Rank:	Tenure:	Unit:
Gender/sexual identity:	Race/Ethnicity:	Military service:
	Departure fiscal year:	Interviewer:
Reason for leaving:		

Instructions to Interviewer:

- Please provide as much of the interviewee information in the table above as that person is comfortable sharing.
 - Please include as much detail as you are able in your summaries and indicate direct quotes with quotation marks.
 - The interviews are confidential, but collated information will be shared with the Dean and others as necessary to improve attraction and retention polices of diverse faculty, and, with the interviewee's permission, with their Chair or Division Leader.
1. **Please tell me why you are leaving.**
 2. **Were you generally satisfied with your experience at your department or division? If not, did you express your dissatisfaction to your immediate supervisor before seeking other opportunities or deciding to leave?**
 3. **Were the level and number of assignments given to you— in such areas as service, teaching, clinical, scholarship — reasonable? How do you believe it compared to that of your colleagues?**
 4. **Were the level of support and opportunities given to you -- e.g., teaching, research and scholarship support, service, professional development, and leadership opportunities — sufficient? How do you believe it compared to that of your colleagues?**
 5. **In your experience, is your department or division inclusive and welcoming to all? Why or why not?**
 6. **If you are leaving because of the local quality of life or spousal/partner dissatisfaction with professional opportunities, is there more that your department or division could have done to address those issues?**
 7. **What advice do you have that may enable your department or division to attract and retain high-quality, diverse faculty members?**