

Exit Interview Assessment

Exit Interviews:
Opportunity or Albatross?

Background



- There were questions about whether “Exit Interviews” provided significant benefit to center stakeholders. Related concerns included:
 - » Were EIs being done often enough?
 - » Were EIs being done in a timely fashion? (were evaluators notified about terminations?)
 - » Were EIs providing information different from what directors already knew?
 - » Were the Q’s right? Were respondents being forthcoming?
 - » Finally, there was no ability to do aggregate/centralized analysis of data for the IUCRC Program.

We proposed a project based on a Centralized Exit Interview System & reminder system

Exit Interview System:

“Do it more systematically for a year, then make recommendations about the future of the exit interview in the IUCRC Center Evaluation Protocol.”

Key Questions



- What is the value of the exit interview process?
- Are there untapped “nuggets” in the exit interviews - for individual centers or the program as a whole?
 - What exit interview activities provide timely and actionable information to I/UCRC stakeholders?

What does doing it right mean?

Deliverables

What does “doing it right” mean?



We developed:

- Centralized, on line interview repository
- Space for evaluator comments, insights, and interpretations
- Centralized member exit Reminder Notification System (for Center Directors and Administrators)

Goals:

Centralized analysis of large percentage of exiting members

Data-based conclusions and recommendations on the future of Exit Interviews

Progress to Date



- Completed CD and Evaluator tele-focus groups (March 08)
- Revised Exit Interview Guide (March 08)
- Constructed on-line reporting form & database (March-April 08) <https://catalysttools.washington.edu/webq/survey/scottcs/49999>
- Center Directors and Administrators Prompted to Notify Local Evaluator of Lapsing Sponsors (May 08 to May 09, every two months)
- And the response...

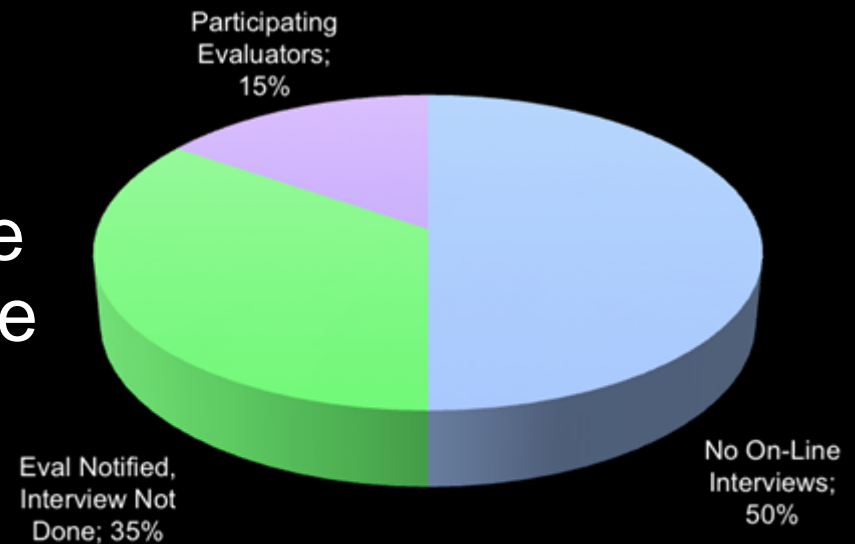
Response Rates: Center Directors

- **ONLY** 21 lapsing memberships were reported May-Dec 2008 [from 11 different Centers - versus 83 lapsing memberships reported in 2006-07 CD Report]
- 13 Center Directors reported no lapsing memberships
- 14 Center Directors did not respond



Response Rates: Evaluators

- **ONLY** 11 of the 21 on-line EI surveys were completed. These were completed by 4 different center evaluators
- Two of the four participating evaluators are a part of this project.
- Evaluators with multiple Centers may be in more than one of these categories.



Lessons Learned



- Automated messages to Center Directors may make it easier to report a lapsing membership, but does not increase evaluator compliance with the interview requirement.
- Center Directors and Evaluators may share a "don't ask, don't tell" motivation for NOT completing exit interviews.
- Based on an initial qualitative analysis of 10 interviews, there MAY be some useful information gained from these interviews. But...

We Need to Do a Better Job with Exit Interview Data Collection



- Need to modify our data collection methods to get one year of exit interview data.

Possibilities include:

- Evaluator to use his or her exiting relationships within the Center to insure the interviews get done
- Establish an evaluator due date for exit interview completion
- Create Compliance List of non-responding evaluators
- Others?

Next Steps



- Evaluators to complete interviews, submit data to on-line database (May '08 to May '09)
- Qualitative Content Analysis (May '08 to August '09)
- Preliminary Report and Recommendations (Jan '10)

Questions & Discussion



Project links and information at:
exitinterviewproject.pbwiki.com

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