

Exit Interview Assessment

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Exit Interviews:
Opportunity or Albatross?

Background



- Exit Interviews do not appear to provide significant benefit to center stakeholders
 - » Not done
 - » Not done in a timely fashion (don't know when they leave)
 - » Information is not different from what directors already know
 - » Respondents are not really forthcoming
 - » Questions are not getting at real issues
 - » Failure to provide aggregate analysis of data

Exit Interview Assessment:

“Do it right for a year, then decide to drop it or modify it.”

Overview



- Key Questions
- Deliverables
- Analysis & Reporting
- Timeline
- Questions & Discussion

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?



Challenges:

- » Information is not different from what directors already know
- » Respondents are not really forthcoming
- » Questions are not getting at real issues

Revised, Stakeholder-Driven, Exit Interview Guide
Based on feedback from two telefocus groups:

- *Center Directors*
- *Evaluators*

Goal: develop user-relevant interview guide including “big picture issues,” questions, and prompts

Deliverables

What does “doing it right” mean?



Challenges:

- » Not done
- » Not done in a timely fashion (don't know when they leave)

- *Centralized member exit Reminder Notification System (for Center Directors and Administrators)*
- *Automated reminders for exit interviews (for Evaluators)*

Deliverables

What does “doing it right” mean?



Challenges:

- » Failure to provide aggregate analysis of data

Central Repository for exit interview data

- On line interview guide for evaluators
- Space for evaluator comments, insights, and interpretations

Centralized analysis of large percentage of exiting members

Analysis & Reporting



- Qualitative content analysis exit interviews (HyperRESEARCH qualitative analysis software)
 - data reduction, data display, & verification
- Descriptive Statistics (SPSS)
- Preliminary report presentation: Jan 2009

Data and Report to inform a consensus meeting on the future of the exit interview process at the January 2009 I/UCRC Meeting

Timeline



- Select CD and Evaluator telefocus group participants (June-July '07); Complete telefocus groups (Sept.)
Revise Exit Interview Guide (Oct)
- Construction of on-line reporting form & database (Sept-Oct)
- Center Directors and Administrators Prompted to Notify Local Evaluator of Terminating Sponsors (Sept '07 to Sept '08, every two months). Evaluators prompted.
- Local Evaluators complete interviews, submit data to on-line database (Oct '07 to Oct '08)
- Qualitative Content Analysis (Nov '07-Nov '08)
- Preliminary Report and Consensus Meeting (Jan '09)
- Final report to NSF (Feb 19, 2009)

Questions & Discussion