

Exit Interview Assessment

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.”

Progress Report Overview



- Key Questions
- Deliverables
- Progress to Date
- Next Steps
- 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

Data-based conclusions and recommendations to NSF

Progress to Date



- Selected CD and Evaluator telefocus group participants (Feb 08); Complete telefocus groups (March)
- Revise Exit Interview Guide (March)
- Constructed on-line reporting form & database (March-April 08)
- Center Directors and Administrators Prompted to Notify Local Evaluator of Terminating Sponsors (May 08 to May 09, every two months)
- Eight surveys collected from 5/15/08 to 6/01/08

Next Steps



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

Data and Report to inform a consensus meeting on the future of the exit interview process at the January 2010 I/UCRC Meeting

Questions & Discussion



- Include Evaluators in prompts for exiting sponsors?
- Other support needed (email, feedback)?
- What else?

**Project links and information at:
exitinterviewproject.pbwiki.com**

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