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?

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

Challenges:

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

Central Repository for exit interview data

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

Challenges:
» Failure to provide aggregate analysis of data

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