Exit Interview Assessment

Exit Interviews: Opportunity or Albatross?
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?

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

Centralized analysis of large percentage of exiting members

Data-based conclusions and recommendations to NSF

Challenges:
» Failure to provide aggregate analysis of data
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
Password: alex