

EMPLOYEE ENTRANCE AND EXIT SURVEY

1. REASON FOR ISSUE: To establish a Department of Veterans Affairs (VA) standardized entrance and exit survey process.

2. SUMMARY OF CONTENTS: This directive sets forth the policies and responsibilities for implementing the entrance and exit survey processes. The purpose of these surveys is to provide new employees the opportunity to communicate their reasons for choosing employment with VA and voluntarily separating employees the opportunity to communicate their reasons for leaving. The information will assist VA in identifying methods to improve recruitment and marketing efforts as well as employee retention. This directive supersedes the exit interview provisions contained in subparagraph 6c of Part VI of VA Handbook 5021. An electronic version of this directive will be maintained on the [Office of Human Resources Management](#) Web site. The directive contains:

- a. Requirement that entrance and exit surveys be voluntary and offered to all new and departing employees who meet the criteria of this directive;
- b. Description of program components;
- c. Description of procedures and requirements for entrance and exit surveys; and
- d. Responsibilities for implementing and managing the entrance and exit survey processes.

3. RESPONSIBLE OFFICE: The Strategic Human Capital Planning Service, Office of the Deputy Assistant Secretary for Human Resources Management (05) in partnership with the Veterans Health Administration (10).

4. RELATED HANDBOOK: None.

5. RESCISSION: VA Directive 5004, Entrance Survey, dated May 23, 2003; VA Directive 5006, Exit Survey, dated May 23, 2003.

CERTIFIED BY:

**BY DIRECTION OF THE SECRETARY
OF VETERANS AFFAIRS:**

/s/Roger W. Baker
Assistant Secretary for
Information and Technology

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EMPLOYEE ENTRANCE AND EXIT SURVEYS

1. PURPOSE. This directive sets forth the policies and responsibilities for conducting entrance and exit surveys.

a. The purpose of the entrance survey is to provide new employees the opportunity to communicate their reasons for choosing employment with VA. The information provided will be shared with VA supervisors, managers, leadership, and human resources professionals to assist them in identifying methods to improve recruitment and marketing efforts at the local and national levels. Improved recruitment and marketing will expand and enhance the quality and diversity of applicant pools, improving managers' abilities to hire the people they need to meet mission requirements.

b. The purpose of the exit survey is to provide voluntarily separating employees the opportunity to communicate their reasons for leaving. The information provided will be shared with VA supervisors, managers, leadership, and human resources professionals to assist them in identifying methods to improve employee retention and morale at the local and national levels. Improved retention and morale will improve productivity and save VA organizations money that would otherwise be spent on recruitment and staffing.

2. POLICY

a. General

(1) Entrance surveys for employees who are newly employed with VA shall be administered in accordance with the procedures within this directive. Participation by new employees in the entrance survey is voluntary.

(2) Exit surveys for employees who are voluntarily separating from employment with VA shall be administered in accordance with the procedures within this directive. Participation by separating employees in the exit survey is voluntary.

b. Entrance Survey Process. Each newly appointed employee shall be offered an opportunity to complete the [entrance survey](#). New employees include those appointed from outside VA, but not transfers from within VA.

(1) The entrance survey shall be an element of the in-processing, new employee orientation, or on-boarding process and shall be included in the organization's in-processing checklist.

(2) Each new employee shall be provided the opportunity to complete the entrance survey when he or she enters on duty. It is the Human Resources (HR) representative's responsibility to locate a computer for the new employee to use, and give instructions on accessing and using the Web site. As an alternative, HR representatives can e-mail the survey to the new employee at his/her work site.

(3) If the employee is entering on duty at an off-site location, the HR representative shall provide an e-mail or hard copy notification with the [Web site address](#) and a message explaining the purpose of the survey, encouraging the employee's participation, and advising the employee that he or she may use a VA computer to complete the survey. If e-mail is not feasible, a hard copy notification may be used as an alternative.

(4) No documentation relating to the entrance survey shall be included in an employee's personnel file.

c. **Exit Survey Process.** Each employee who provides notice that he or she is voluntarily separating from VA employment shall be offered an opportunity to complete the [exit survey](#). Voluntary separation includes retirement, resignation and transfer to another Federal agency, but not transfers within VA or termination due to performance and/or conduct.

(1) The exit survey shall be part of the clearance process, but is voluntary, and therefore will not impact or delay distribution of the employee's final paycheck.

(2) If advance e-mail notification is not possible, the separating employee shall be offered the opportunity to complete the survey at the time of clearance.

(3) At the time of clearance, the HR representative shall provide an opportunity for the separating employee to complete the survey, if he or she has not already done so. The HR representative shall explain the purpose of the survey, ask if the employee would like to complete the survey, and provide the employee with instructions on accessing and using the Web site.

(4) The HR representative shall note on the clearance checklist that the employee was provided the opportunity to complete the survey. No other documentation relating to the exit survey shall be filed in an employee's personnel file.

d. **Data Collection and Analysis**

(1) Responses to the survey are confidential and anonymous. Analyses will not be conducted on organizational units with less than 10 respondents to ensure survey responses do not identify individual employees.

(2) Survey results shall be used in workforce and succession planning activities.

3. RESPONSIBILITIES

a. The Office of Human Resources Management (OHRM) shall partner with the Veterans Health Administration in the development and maintenance of the Intranet entrance and exit surveys, database, guidance, and directive.

b. VA facility HR representatives shall:

(1) Distribute the entrance survey to newly appointed employees as part of the in-processing, new employee orientation or on-boarding process;

(2) Notify new employees, utilizing the Web site link, of the opportunity to participate in the entrance survey, as detailed in subparagraph 2b above;

(3) Include the OHRM exit survey as part of its clearance list;

(4) Notify separating employees of the opportunity to participate in the exit survey, as detailed in subparagraph 2c above; and

(5) Notify his or her Human Resources Management Officer or the Healthcare Talent Management Office Help Desk if they experience problems with the entrance or exit survey process. The email address is VHAHTMHelpDesk@va.gov.

c. Under Secretaries, Assistant Secretaries, Deputy Assistant Secretaries, and other Key Officials shall:

(1) Implement, oversee, and ensure accountability for the policies contained in this directive within their organization;

(2) Ensure proper resources (e.g., computers) are available for implementing the directive; and

(3) Ensure that the information obtained from the entrance and exit surveys are incorporated into organizational workforce and succession plans.