

Exit Questionnaire Guidance

At the University of Greenwich, we strive towards continuous support and developing our staff for success as part of our ambition to become the best modern university by 2030. We believe that it is important to provide employees who leave the University with an opportunity to comment on their experience of working for us.

Our [Exit Questionnaire](#) enables us to understand why colleagues leave the University, monitor trends, and take action when concerns are identified. Completing the Exit Questionnaire is voluntary and cannot be imposed although employees are encouraged to participate to help the University to learn and improve. The information collected through the Exit Questionnaire is separate to the HESA information requested when you resigned or retired via Horizon.

The purpose of the questionnaire is to:

- identify the general trends of why staff leave the University, particularly in areas where turnover is high discover any underlying issues and problems that may be of concern;
- highlight any issues that can be addressed and/or improvements that can be made to improve retention inform the University's longer-term strategy;
- highlight positive experiences and identify areas of excellence to consolidate and further promote these.

We ask that all staff use the [Exit Questionnaire](#) to comment openly and honestly about their experience with the University of Greenwich. Feedback collected will input into the improvement of our structures, systems, and processes to ensure that all staff, both future and current, feel valued and supported in their roles.

The survey is open for all staff leaving the University regardless of if they were a permanent or staff who are on fixed-term contracts and we welcome any feedback provided.

In addition to completing the Exit Questionnaire employees may request an Exit Interview with their line manager or a member of HR to discuss any comments in more detail. The request should be positively embraced, and a meeting arranged as soon as possible. Line managers conducting an Exit Interview are encouraged to be flexible to ensure that employees who have a disability receive the appropriate assistance to enable them to participate in an Exit Interview.

The content of the Exit Questionnaire will be considered by Human Resources. Having noted their comments, the appropriate member of HR will decide whether the employee should be contacted to further explore

any comments they have made, unless the questionnaire is submitted anonymously.

Any issues raised on the Exit Questionnaire or Interview will be considered and action taken where it is appropriate to do so. This action may include:

- Speaking with the employee as detailed above.
- With the agreement of the employee, HR discussing issues with the line manager if appropriate or notifying the respective Head of School/Directorate, where further investigation is required.

A record of all completed Exit Questionnaires/Interviews will be held by Human Resources for monitoring and statistical purposes only. This will include:

- The number of employees leaving the university.
- The number of Exit Questionnaires completed.
- Analysis of reasons for leaving.
- Where appropriate, information on recommendations for University and Faculty/Directorate action because of the findings.
- Progress on actions agreed with the University.

Further information about how data is used, how long data is kept and the basis for processing it is provided in our [Staff Privacy Notice](#).