

# Workforce Planning Working Group Tools NIH Exit Survey/Action Planning Overview

Workforce Support and Development Division (WSDD),  
Workforce Planning & Analytics Section



## NIH Exit Survey

- The purpose of the NIH Exit Survey is to provide the NIH Community insight into the opinions of exiting employees through custom reports for NIH and component organizations.
- The utilization of the data has proven to be invaluable for succession planning for NIH and specific IC's.
- The NIH Exit Survey is an online survey for NIH FTEs with a separation action
  - Also includes transfers, retirements, and expired appointments
- Managed by Workforce Support and Development Division (WSDD), Workforce Planning & Analytics Section

# Who can take the NIH Exit Survey?



IC participation is voluntary



FTE employees are eligible (no contractors) who are leaving NIH, transferring ICs, or on an expiring appointment



All responses are anonymous



Each IC has a POC to manage Exit Survey



Quarterly and annual reports released in PIAP; NIH Exit Survey Response Dashboard

# How can your IC benefit from the NIH Exit Survey?

 Assess the reasons why employees are separating

 Provide context to turnover data (the “why”)

 Develop engagement and retention strategies



 Provide insight into underlying organizational issues/areas for improvements

 Open communication channels

 Provide data for strategic workforce planning

# NIH Exit Survey Reporting Dashboard - About

- Results are presented based on participants responses, via the People Insight Analytics Platform (PIAP), NIH Exit Survey Results Dashboard
- Filter data by
  - Fiscal/Calendar Year & Quarter
  - IC & Sub-org
  - Departure Type (Leaving NIH, Moving ICs, and Appointment Expired)
  - Series
  - Reason for Leaving
- Components: Executive summary, charts/graphs for all question items, open-text responses, summary data and actual separations data (nVision)


 **NIH Exit Survey Reporting Dashboard- About** 

The **NIH Exit Survey** dashboard enables NIH users to review and filter results of exiting employee's anonymous responses and separation information to provide an insight into the opinions of separating employees.

The purpose of the **NIH Exit Survey** is to provide the NIH Community insight into the opinions of exiting employees through custom reports for NIH and component organizations. The utilization of the data has proven to be invaluable for succession planning for NIH and specific IC's.

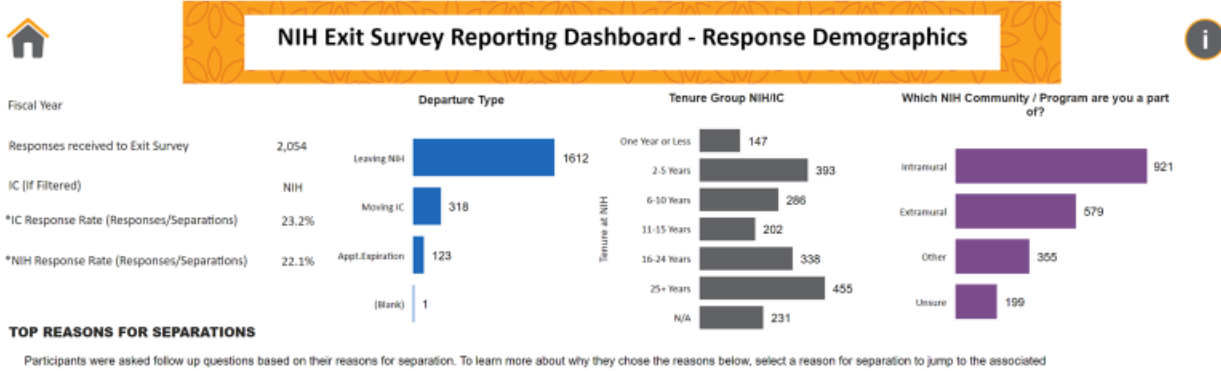
**Survey Eligibility:**

- FTE employees (not contractors) who are leaving NIH, transferring ICs, or on an expiring appointment are all eligible to take the survey.
- IC participation is voluntary.
- All responses are anonymous.
- Each IC has a point of contact to manage Exit Survey.

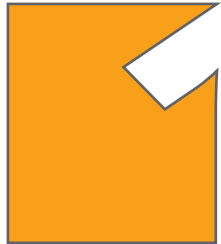
 National Institutes of Health | Office of Human Resources | [hr.nih.gov](http://hr.nih.gov)  
Office of Management

# NIH Exit Survey Response Dashboard Data

- Compare and contrast different response demographics
  - By type of separation and/or program
  - Compare the IC to NIH-wide results
  - Historical Trending (last 5 FYs) of Exit Survey response data
  - Overall satisfaction trends
- Easily present data with by exporting or live demonstrations
- Use in conjunction with other employee surveys
  - Link the NIH Exit Survey data to employee survey results to determine how employee engagement is impacting turnover
- Use in combination with other workforce data
  - Tie opinion data with other data to obtain greater context



# Exit Survey Distribution Process



## ICs add the NIH Exit Survey to off-boarding checklists

- The IC's POC adds an Exit Survey invitation email to the off-boarding checklist.
- When the AO sends the email to the employee, they can include the POC on the email. This allows the POC to track how many employees are receiving Exit Survey and ensure that they are not missing opportunities to send the survey departing employees.



## Employees receive Exit Survey from WiTS when an action is entered

- The Workflow Information Tracking System (WiTS) sends an automatic Exit Survey invitation email to employees when the HR Specialist enters an action to offboard someone *leaving NIH*.

## How to Increase Participation

- Employees leaving NIH receive an automated email invite
  - Internal to IC Or NIH do not
- Create a standard process for distributing the Exit Survey within your work unit
  - Send the link as soon as you have confirmation that the employee is leaving
  - Add to YOUR Separating Employee Checklist
  - Encourage departing employees to participate by sending reminders
  - CC your survey POC to track a more accurate response rate



# How to Request Access

**Step 1**


Navigate to HR Request page and, select "Get Access To An HR System"



[https://nihohrweb.nih.gov:1010/WITS\\_IntraHR/WITSHome.aspx](https://nihohrweb.nih.gov:1010/WITS_IntraHR/WITSHome.aspx)

**Step 2**

Select the "SmartHR" system and complete necessary fields



**Step 3**

Click



Access and support requests managed by OHR HR Systems Support Helpdesk.

- EO authorization is required for all access requests.
- Granular security based on roles (Global, IC, EDI)

*SmartHR is targeted to sunset by end of CY2022 and PIAP will launch shortly after. In the interim, for access to PIAP, **please select SmartHR.***

<https://hr.nih.gov/hr-systems/request-hr-systems-access>

# Access and Support

## Program Management:

- Workforce Support and Development Division (WSDD), Workforce Planning & Analytics Section
- Email: [NIH-WORKFORCE-PLANNING@od.nih.gov](mailto:NIH-WORKFORCE-PLANNING@od.nih.gov)

## People Insight Analytics Portal

- NIH Exit Survey Response Dashboard: <https://nih.sharepoint.com/:u:/r/sites/OD-OHR-People-Insights-Portal/SitePages/Exit-Survey.aspx?csf=1&web=1>

## Helpdesk:

- Email: [hssystemssupport@od.nih.gov](mailto:hssystemssupport@od.nih.gov)
- HR Systems Helpdesk Requests: <http://hr.od.nih.gov/hrsystems/help.htm>