



Project Overview Statement

Executive Summary

Project Title: Employee Exit Interview

Project ID: 110

Project Leader: Lesley Higgins

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Department: Human Resources

Executive Sponsor: Dr. Edna Chun

PROJECT BUSINESS CASE

Project Overview

This is a joint request supported by the VP Human Resources / Equity and the CFO. The general scope is to create an electronic means to capture (1) an exit interview questionnaire to be sent to all voluntary exiting employees; (2) an asset tracking form to identify all BCC assets that can be assigned to an employee (cell phones, procurement cards, credit cards, keys, swipe cards, Smart Cards, IT Security Clearance, Library Books, etc); and (3) identify a way to integrate the two together along with information housed on-line in CID to be able to extract reports against (1) the employee; (2) the department; (3) the division; or (4) the type of BCC asset.

A Task Force has been created to review the current policy and to create procedures to go along with the policy. They are also identifying specifications of the above.

Tasks to complete:

- Identify BCC assets to be tracked
- Identify where asset information is currently housed; who is responsible for such assets; and what forms are currently used
- Create template for BCC Asset Tracking Form to be used on-line
- Identify interview questions to be asked of voluntary exiting employees
- Research and determine if any third party solutions exist.
- Review current business processes to determine what is currently being done and create proposed business processes
- Workflows and approval paths must be properly identified
- Create specifications for IT team to create a prototype
- Test prototype and roll out exit assessment phase

Business Goals

Implementation of the Exit Assessment project will allow operational processes to be redefined to modernize and improve the exit activities of employees, as well as maximizing resources to utilize technology where available and relieve staffing resources from collecting the information and assets manually, with no formal accountability.

Operational Business Goals to be attained:

- Reduce manual paper trail for all BCC forms relating to BCC assets
- Determine best practices and identify business metrics for converting to electronic process
- Streamline business operations relating to the collection of exit interview answers and recording on-line the tracking of BCC assets
- Deliver more effective and efficient services
- Utilize evolving technology to modernize business processes
- Allows departments to appropriately track BCC assets assigned to employees
- Manage, track, record and report against data obtained from forms as needed and on demand
- Higher degree of accuracy obtained by collecting data on-line and timeliness of form submittal increased
- Increased accountability assigned to asset owners, hiring supervisors and human resources; however, ability to manage and be held responsible will be easier for all involved
- Eliminate loss of assets from employees leaving the college and not returning college property
- Reduction in the amount of financial resources needed to replace those items that are taken or not returned by exiting employees

Success Factors

This project requires complete senior management support across all levels as it directly impacts all employees at the college. It also requires that hiring supervisors understand the role they must play. Data owners must be identified and staffing support must be committed from all operational divisions to actively participate in this project. The roll-out of the exit assessment process must occur in a timely manner, with potential roll-out occurring in the next several months. Testing time must be appropriately scheduled. Training must be properly identified for all levels of employees and supervisory staff.

Staffing resources needed:

- Senior management – administrative support
- Data (form) owners – participants in creation, testing and implementation of e-Forms
- All employees – training and users

- HR staff – serve as one of first pilot departments to go “live”
- IT staff – create, program and serve as expert support staff in all phases of implementation
- Staff development staff – create training plan and schedule

- (1) **Exit Assessment Tool** – assessment / interview questions to be asked of voluntary exiting employees; data asset tool for supervisors to complete, along with the assistance of the exiting employee, regarding all BCC assets in their possession (cell phones, keys, pagers, Smart-Cards, procurement cards, PDA's, laptops, security clearance, etc)
Identified as a priority goal by the Chief Financial Officer and the VP of Human Resources and Equity. A Task Force has been created and is meeting regularly to establish recommended guidelines, procedures, and format of resource tools needed.