

Recruitment Services

Confidential Exit Interview Questionnaire

To maintain a positive working environment at California State University Northridge, we request your assistance by providing comments about your employment experience with the University. Please complete this questionnaire and mail it directly to the Office of Human Resources. Please be candid with your answers so we may benefit from your experience. Your responses will remain confidential but we will use the information you provide to help us improve as a university and as a place to work. Thank you for taking the time to provide your input.

Name: \_\_\_\_\_ (Optional) Position: \_\_\_\_\_

Department: \_\_\_\_\_ Supervisor: \_\_\_\_\_

**A. Reason for Leaving** (Please check all that apply):

- |                      |                             |                                 |
|----------------------|-----------------------------|---------------------------------|
| Personal             | Problems with Work Schedule | Grant/Contract Not Renewed      |
| Quantity of Work     | Not satisfied with Salary   | Lack of Promotional Opportunity |
| Family Circumstances | Returning to School         | Type of Work                    |
| Working Conditions   | Benefits                    | Health Reasons                  |
| Accepted Another Job | Relocation                  | Relationship with Supervisor    |
| Retirement           | Lack of training            | Other                           |

Comments:

1. If leaving for another job, what does your new position offer that the job at CSUN did not?

**B. How would you rate your Supervisor on the following elements?**

	Excellent	Good	Fair	Poor
Demonstrated fair & equal treatment				
Facilitated cooperation & teamwork				
Provided recognition on the job				
Encouraged feedback/listened to questions				
Effectively resolved complaints & grievances				

C. How would you relate the following in relation to your job?

	Excellent	Good	Fair	Poor
Communications between you and your manager				
Morale in your department				
Job satisfaction				
Training you received on how to do your job				
Potential to move to a higher position				

D. Job Feedback

Were you given adequate resources to do your job well?	Yes	No
Did you feel you were delegated the appropriate level of responsibility?	Yes	No
Did you receive sufficient feedback about your performance?	Yes	No

To what extent were you challenged to provide exceptional customer service?

What were some of the frustrations you experienced in working at the University?

What were some of the most positive features of employment with the University?

Would you recommend CSUN as a place to work?                      Yes                      No                      Why?

Would you recommend your department as a place to work?                      Yes                      No                      Why?

Thank you for providing feedback on your work experience. If you would like to give additional feedback verbally, you may contact your Human Resources representative at (818) 677-2101 or give a phone number and the best time of day for us to contact you.

Phone: \_\_\_\_\_ Best time to call: \_\_\_\_\_

Please return the completed questionnaire to: Office of Human Resources                      Mail Code: 8229