



# United States Department of the Interior

OFFICE OF THE SECRETARY  
Washington, DC 20240

July 10, 2020

## **PERSONNEL BULLETIN NO. 20-08**

**SUBJECT:** Employee Experience Data Collection Process for Entry, Pulse, and Exit Surveys

1. **Purpose.** This Personnel Bulletin (PB) defines and implements a Department-wide data collection process to gather and analyze uniform information about employment trends and perceptions. This data collection process includes entry, pulse, and exit surveys. This information will be used throughout the Department of the Interior to improve recruitment and employee retention, ensure accountability and fairness of employment practices, and enhance the quality of work life for current and future Department employees. This PB supersedes PB No. 07-06 (300).

### **2. Authorities.**

- a. 5 U.S.C. Part 301
- b. Public Law No. 115-435 (Foundations for Evidence-Based Policymaking Act of 2018)

### **3. Definitions.**

- (a) *Employee experience* refers to the organization's overarching interaction with employees, including
- (b) the work environment, organizational culture, provided tools and technology, and an organization's demonstrated commitment to employee growth and success. Surveys collect information on the organization's efforts to understand, instruct, improve, and empower employees' experiences.
- (c) *Entry survey* refers to a standardized set of questions posed to new employees joining the Department in order to learn about their recruitment and onboarding experience, why they chose to join the Department, and their expectations for the job.
- (d) *Pulse surveys* refer to brief surveys sent out to current employees periodically to supplement other employee experience measures (e.g., the Federal Employee Viewpoint Survey). These surveys are intended to clarify or expand upon information obtained from other employee experience measures or to obtain information not gained from other employee experience measures.
- (e) *Exit survey* refers to a standardized set of questions posed to employees leaving their position in order to understand their employment experiences, organizational perceptions, and reasons for departing.

### **4. Policy.**

**Entry Surveys.** Effective immediately, all Department offices, bureaus, and field locations must provide each new employee with an opportunity to complete the Department's online employee entry survey. For this purpose, a new employee is defined as follows:

- Any employee beginning a new appointment or transferring into a bureau or office, regardless of appointment authority or type, work schedule, or tenure. (including employees coming to the bureau or office from outside the Federal Government or from another Federal agency);

- Any employee beginning a new promotion, conversion, or reassignment from another bureau or office; or
- An employee beginning a new time-limited (e.g. term or temporary) appointment with a bureau or office (this includes new Pathways appointments and seasonal employees)

Contractors, consultants, and volunteers are not Federal employees and should not complete an employee entry survey.

The entry survey will be provided to new employees by DOI's Office of Human Capital (OHC) via email after their first 60 days on the job. Employees may complete the survey using government resources (time and equipment). Bureaus and offices are also encouraged to provide new employees a link to the survey via bureau- or office-specific onboarding procedures.

**Pulse Surveys.** The Department may occasionally use short, periodic pulse surveys in order to clarify or expand upon information obtained from other employee experience measures (e.g., exit surveys, OPM's Federal Employee Viewpoint Survey) or to obtain information not gained from other employee experience measures. These surveys will be administered intermittently by OHC, with considerations given in order to prevent lack of participation or decreased engagement with other regularly scheduled information gathering activities (i.e., survey fatigue).

**Exit Surveys.** Effective October 1<sup>st</sup>, 2020, all Department offices, bureaus, and field locations must provide each separating employee with an opportunity to complete the Department's online exit survey as a voluntary item on the final salary clearance or checkout procedure form. For this purpose, a separating employee is defined as follows:

- An employee who is voluntarily leaving a bureau or office (for example, an employee who is retiring or accepting a position with another agency, or moving to a different position or bureau within the Department);
- An employee whose time-limited (e.g., term or temporary) appointment with a bureau or office is ending; and
- An employee who is separated due to organizational change, such as, reduction in force (RIF).

An employee is not considered separating under the following circumstances and should not complete an exit survey:

- An employee who is suspended;
- An employee who is placed on furlough;
- An employee who is placed on extended leave or leave without pay, with the intent to return to duty; and
- An employee removed from Federal service for poor performance and/or misconduct or otherwise leaving Federal service in-lieu of such action.

In addition, contractors, consultants, and volunteers are not Federal employees and should not complete an employee exit survey.

The exit survey will be provided by the Department's Office of Human Capital to bureau exit survey points of contact. Employees are to be provided an opportunity to complete the survey as part of the clearance process using government resources (e.g., time and equipment). Department offices, bureaus, and field locations are responsible for providing the survey to their separating employees. Bureaus and

offices may begin using the Department's exit survey immediately. Providing the Department's exit survey to departing employees will become mandatory on October 1<sup>st</sup>, 2020.

## **5. Use of Information.**

Bureaus and offices must designate two individuals to serve as a *primary* and *alternate* point of contact for employee experience data collection and reporting. These individuals will serve as the key staff to provide input on survey items and to pull reports from the system. This access is limited to ensure the confidentiality of responses and security of the system. Bureaus are responsible for ensuring their points of contact are kept updated with OHC.

The Department's Offices of Civil Rights and OHC will use the data from the entry, pulse, and exit surveys to understand and improve employee experiences and perceptions. This data will be used to drive effective human resources and management policies and practices for the Department's bureaus and offices.

This data will be analyzed by OHC annually after the conclusion of the fiscal year. Data summaries will be reported to DOI's Office of Civil Rights and designated bureau points of contact on an annual basis. DOI's Office of Civil Rights and designated bureau points of contact will also have ongoing access to raw exit survey data.

Bureaus and offices may supplement the entry, pulse, and exit surveys with their own data collection as needed, provided that these efforts are not duplicative with existing Department-wide data collection efforts (i.e., not asking the same questions as the Department-wide surveys). Designated bureau and office points of contact will work with OHC to coordinate any data collection that may overlap with Department-wide entry, pulse, or exit survey efforts.

This policy is effective as of the date of this Bulletin and will remain in effect until superseded or incorporated into 370 DM 300 on employee surveys. If you have questions regarding this Bulletin, please contact [DOI\\_Office\\_of\\_Human\\_Resources@ios.doi.gov](mailto:DOI_Office_of_Human_Resources@ios.doi.gov).

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