



United States Department of the Interior

OFFICE OF THE SECRETARY
Washington, DC 20240

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Memorandum

To: DOI Human Resources Officers
DOI Human Capital Officers

From: Jennifer Ackerman
Director, Office of Human Capital
Deputy Chief Human Capital Officer

Subject: Personnel Bulletin 20-08
Employee Experience Data Collection Process for Entry, Pulse, and Exit Surveys

The Office of Human Capital is issuing Personnel Bulletin (PB) 20-08 to all Departmental human resource offices updating policy and procedures on collecting data from departing employees through exit surveys or interviews. This PB supersedes the provisions of PB 06-07 and the exit survey memo issued on July 3rd, 2018. This PB also expands employee experience measures to include entry and pulse surveys and stipulates policy and procedures for each.

The attached PB outlines procedures for entry, pulse, and exit surveys, including which employees should receive the surveys, and when and how the surveys will be administered. The PB also requires that bureaus and offices establish a primary and alternate point of contact for employee experience data collection and reporting. On an ongoing basis, these individuals will be responsible for providing input on the survey instruments and will have access to their bureau or office's survey data.

In conjunction with this PB, the Department has established entry and exit survey instruments for use on a central, secure, and FEDRAMP certified survey platform. This platform also allows for departing employees to complete an exit survey after no longer having access to DOI's network. These surveys are available for use immediately, and their use will become mandatory effective October 1, 2020.

The intent of this PB is to ensure the Department have consistent data collection procedures with comparable data from each bureau and office on employees' experiences throughout their tenure with the Department.

If you have any questions, would like access to the entry or exit surveys, or are establishing your bureau or office's points of contact for data collection and reporting, please contact the Strategic Talent Management division of the Office of Human Capital at doi_office_of_human_resources@ios.doi.gov.

Attachment