OFFBOARDING

the action or process of managing separation from an organization

Offboarding, the process of managing an employee's separation from the division and has immense value. It ensures a seamless transitions for the department and when done properly can minimize disruptions to unit productivity and institutional loss of knowledge. A well-executed offboarding process sends a powerful message of respect, appreciation, and professionalism. Additionally exit interviews offer opportunties to gather feedback and insights.

Offboarding reflects our values and commitment to treating employees with respect and integrity, even in moments of transition. By valuing departing employees' contributions, acknowledging their achievements, and expressing gratitude for their service, organizations reinforce a culture of appreciation and inclusivity. Such practices contribute to employee morale, loyalty, and overall organizational reputation.

It is far more than a routine administrative task; it's a strategic imperative that directly impacts organizational success and reputation. By prioritizing offboarding and recognizing its value, we can safeguard intellectual property, preserve positive relationships, leverage valuable insights, and uphold ethical standards.

Student Affairs and Academic Support
UNIVERSITY OF SOUTH CAROLINA

Use this checklist to facilitate a smooth separation:

☐ Notify HR by submitting a ticket in the HR ticketing system. Attach the resignation letter as well as your acceptance of the resignation if possible.

Facilitate knowledge transfer:
☐ Meet with departing employee and identify critical projects, tasks, and responsibilities.
☐ Arrange knowledge transfer sessions with team members, facilitating a smooth transition. Developing a plan helps you understand priorities, and expectations. It also help you make an informed transition about work distribution. Remember to give the employees temporary salary adjustments for additional responsibilities, and if you decide to not refill the role, update position descriptions to include the new work. Meeting with the Student Affairs Director of Position Management can help you with this process.

Managing IT and Systems Transition:
☐ Retrieve and deactivate all physical access cards if necessary.
☐ Disable access to computer systems, emails, software, and other accounts.
☐ Submit a ticket to DoIT to deactivate system access
☐ Submit a ticket to Student Affairs IT to have employee removed from listservs.
☐ Remove employee from Teams Channels
☐ Collect all company-issued devices (laptops, mobile phones, tablets, etc.)
    This step mitigates risk by safeguarding sensitive data and prevent unauthorized access after the employee has separated.

Communications:
☐ Notify team members about the departure and transition plan, highlighting the departing employee's contributions and expertise.
☐ Introduce interim or replacement personnel with recognition of their role in the transition process.
☐ Update external contacts, campus partners about the departure and provide an alternative point of contact.
☐ Update website, removing contact information and providing alternative information to ensure accessibility and seamless communication.
    Ensuring accurate information creates a seamless experience that fosters trust.

Administrative:
☐ Arrange a farewell gathering or send-off for the departing employee, expressing sincere gratitude for their contributions.
☐ Encourage employee to complete an exit interview.
    Exit Interviews gather insights, and help the division with process improvement.