



Policy Number	Policy/Procedure Name	Approval Date	Owner
COP-ADMIN 1.1	Employee Offboarding Communication and Coordination Plan	8/6/2025	Administration

## Scope

This procedure applies to all College of Pharmacy faculty and staff departing the university, including voluntary resignations, retirements, and involuntary separations.

## Policy Statement

The College of Pharmacy is committed to providing consistent, equitable, and professional offboarding experiences for all departing employees while ensuring operational continuity, knowledge preservation, and positive relationship maintenance. All offboarding communications and procedures shall be conducted with professionalism and respect regardless of departure circumstances.

## Purpose

This procedure establishes standardized communication processes and offboarding activities to:

- Ensure timely and appropriate stakeholder notification
- Maintain operational continuity through knowledge transfer process
- Preserve institutional relationships and goodwill
- Comply with university requirements while addressing college-specific needs
- Provide equitable treatment for all departing employees

## Procedures

### **Communication Plan:**

1. **Supervisor (or designee) Responsibility:** Send departure notification to entire college faculty and staff at an appropriate time including:
  - Employee name and position
  - Departure date (as accurately known)
  - Interim coverage arrangements (if applicable)
  - Contact information for questions
2. **Human Resources Representative Responsibility:** Send separation details to [offboarding@cop.sc.edu](mailto:offboarding@cop.sc.edu) for distribution to college leadership and key personnel (*see Offboarding Distribution List below*) including:
  - Employee information and departure date
  - Supervisor Name

## Offboarding Distribution List

*Information distributed through this list is embargoed and should only be utilized for the intended administrative purposes related to employee separation. Recipients should disregard notifications that do not apply to their functional responsibilities.*

Title	Reason for Notification
Dean	Executive oversight
Senior Associate Dean	Academic and operational continuity (e.g. faculty line tracking)
Department Chair, Clinical Pharmacy & Outcomes Sciences	Department-specific coverage and planning
Department Chair, Drug Discovery & Biomedical Sciences	Department-specific coverage and planning
Executive Assistant to the Dean	Organizational chart updates and administrative coordination
Administrative Coordinator, Clinical Pharmacy & Outcomes Sciences	Department administrative support and coordination
Administrative Coordinator, Drug Discovery & Biomedical Sciences	Department administrative support and coordination
Assistant Dean of Research	Research continuity and grant management
Assistant Dean for Finance and Administration	Financial account transitions and compliance
Director, Information Technology and Operations	System access removal, equipment recovery, facilities management, and contact list updates
Communications Director	External communications and media relations, experts list updates
Web Communications / Creative Services Manager	Profile pages, research pages, and directory updates

### **Communication and Coordination Timeline:**

#### **Phase 1: Initial Communication**

- Supervisor acknowledges resignation professionally per [university guidance](#)
- Supervisor (or designee) sends timely college-wide departure notification
- HR Representative sends details to [offboarding@cop.sc.edu](mailto:offboarding@cop.sc.edu) once separation date is finalized and keyed into the system which begins distribution list activation (*see table above*)
- University HR separation process initiated per [HR Policy 1.57](#)

#### **Phase 2: College-Specific Coordination (Week 1)**

- Distribution list recipients coordinate college-specific needs within their functional areas
- [Knowledge Transfer Plan](#) initiated (as complement to university offboarding requirements)
- College communications planning (website updates, organizational chart, etc.)
- Operational coverage and transition planning

#### **Phase 3: Ongoing College Coordination (Throughout Notice Period)**

- Monitor and complete Manager Checklist tasks in Manager Self Service (MSS)
- Execute college-specific knowledge transfer and communications updates
- Maintain college operational continuity

#### **Phase 4: College Communication Completion (Final Week)**

- Finalize college-specific communications updates
- Finalize [Knowledge Transfer Plan](#) with departing employee
- Coordinate college farewell activities as appropriate
- Submit APR for position replacement and update position description for recruitment
- Support university exit interview process completion

### **Knowledge Transfer and Asset Documentation:**

Departing employees must complete a [Knowledge Transfer Plan](#) that includes asset inventory documentation. This single document addresses both knowledge preservation and asset accountability, and is overseen by the supervisor with coordination among responsible parties as needed.

## Related Information

<https://sc.edu/policies/ppm/hr157.pdf>

[https://sc.edu/about/offices\\_and\\_divisions/human\\_resources/perform-achieve/separation/index.php](https://sc.edu/about/offices_and_divisions/human_resources/perform-achieve/separation/index.php)

## History

Date of Revision	Revision
8/6/2025	New procedure creation

*Policy requires a vote and/or administrative directive with review cycle established; Procedures defined by committee(s) and/or administratively.*

## Appendices

**Appendix A:** [Knowledge Transfer Plan](#) Template

**Appendix B:** College of Pharmacy Offboarding Communication and Coordination Checklist

## Appendix B:

### College of Pharmacy Offboarding Communication and Coordination Checklist

Employee Name:	Supervisor:
Job Title:	
Last Day of Employment:	

## Communication Tasks

- ☐ Acknowledge resignation professionally (*Supervisor*)
- ☐ Send timely college-wide departure notification (*Supervisor or designee*)
- ☐ Send separation details to [offboarding@cop.sc.edu](mailto:offboarding@cop.sc.edu) (*HR Representative*)
- ☐ Initiate university HR separation process ([HR Policy 1.57](#)) (*HR Representative*)

## Knowledge Transfer & Documentation

- ☐ Provide Knowledge Transfer Plan template to employee (*Supervisor*)
- ☐ Employee completes Knowledge Transfer Plan with asset inventory (*Employee*)
- ☐ Review completed Knowledge Transfer Plan (*Supervisor*)
- ☐ Coordinate necessary introductions/handovers (*Supervisor*)
- ☐ Ensure files transferred to shared drives (*Employee/Supervisor*)

## College Coordination

- ☐ Plan operational coverage and transitions (*Department Chair/Supervisor*)
- ☐ Update organizational chart (*Executive Assistant to Dean*)
- ☐ Update website profiles, research pages, experts lists (*Web/Communications Managers*)
- ☐ Update contact lists and directories (*IT Director*)
- ☐ Coordinate financial account transitions (*Assistant Dean Finance/Admin*)
- ☐ Address research continuity and grants (*Assistant Dean of Research*)
- ☐ Coordinate IT and facilities needs (*IT Director*)

## University Manager Checklist Tasks

- ☐ Complete Manager Checklist in Manager Self Service (MSS) (*Supervisor*)
- ☐ Support exit interview completion (*Supervisor*)

## Final Activities

- ☐ Plan farewell activities as appropriate (*Supervisor*)
- ☐ Finalize Knowledge Transfer Plan with departing employee (*Employee/Supervisor*)
- ☐ Verify all college communications updated (*Supervisor*)
- ☐ Submit APR for position replacement and update position description for recruitment (*Department Chair/Supervisor*)
- ☐ File completed documentation (*Supervisor*)

*Note: Supervisors should add additional department-specific tasks or modify this list for individual use while maintaining the intention of a smooth, positive, and consistent experience. Consider tailoring checklist items based on the employee's role (e.g. research positions may require additional grant management, compliance, or equipment considerations).*