

# Survey Feedback

After all the hard work that is being put into creating and executing an onboarding program, it's important to receive feedback directly from the new hire. This is the piece of the program that brings everything full circle!

You can collect feedback during regular one-on-one meetings, online surveys, and end of the year reviews. It's important to create your onboarding program with the end goal in mind. Create your questions around what objectives you originally wanted to see. Whether that is ROI, engagement, or employee retention, structure your questions in a way that is unique to your organization.

Have your employee rate their responses on a scale, answer yes or no, or even ask for their open opinion. A variety of styles will help you collect the most meaningful responses.

Collect survey feedback following new hire milestones after one month, three months, six months, and one year. Choose the cadence that works best with your program and adjust the questions along the way.



## BENEFITS

- Improves employee turnover
- Locate areas to refine and improve the process
- Communicates with new employees that their opinion and feedback is valued. This opens the door for future and honest communication.

## EXAMPLE QUESTIONS TO ASK

- 1 How valuable was the onboarding program to you?
- 2 What else do you wish was included?
- 3 What would you change?
- 4 What was the most helpful?
- 5 Was your workstation setup when you arrived?
- 6 How would you rate your experience?
- 7 Did you feel welcomed?
- 8 How well do you understand the expectations and responsibilities of your job?
- 9 Were the organization's mission and values reinforced during the onboarding process?