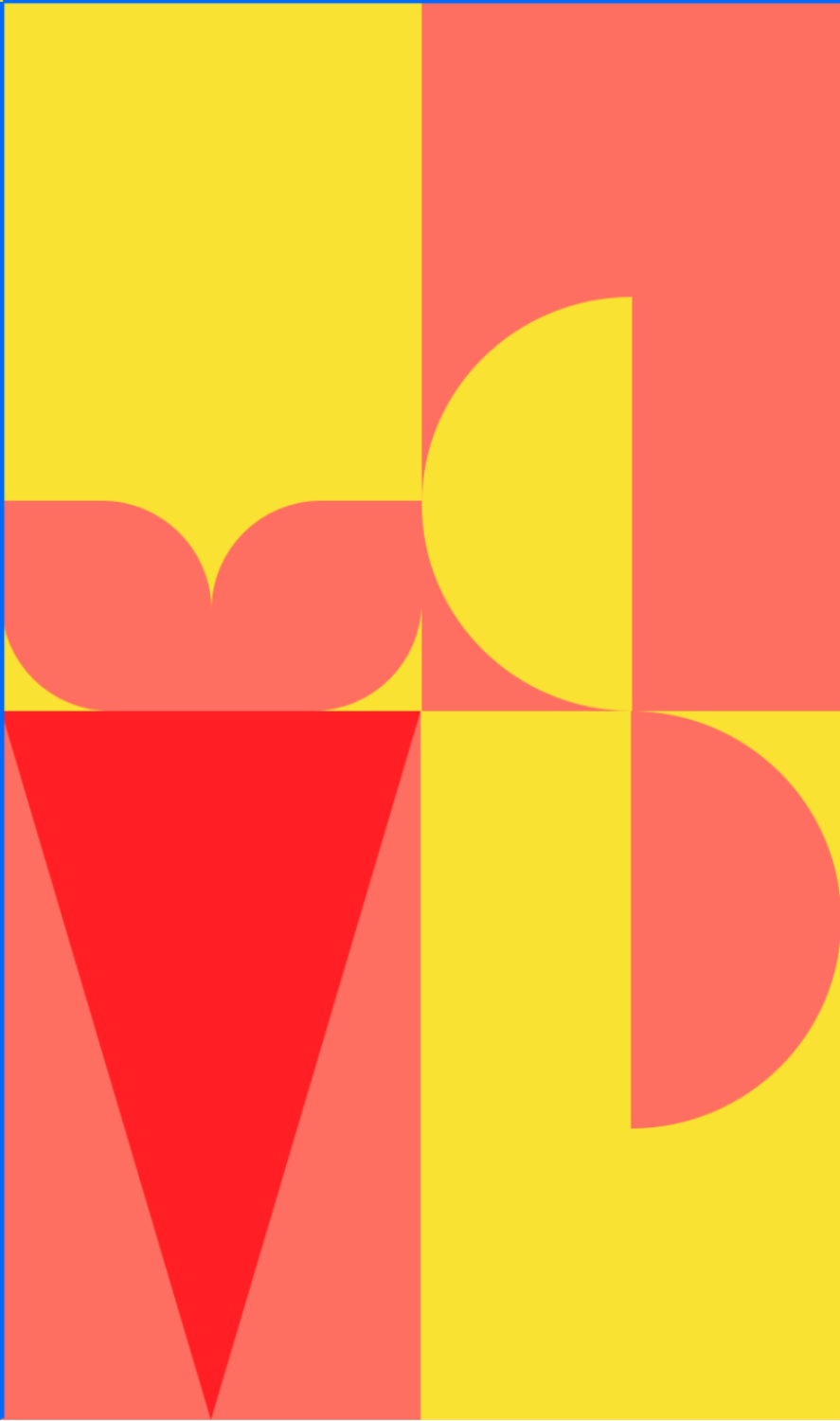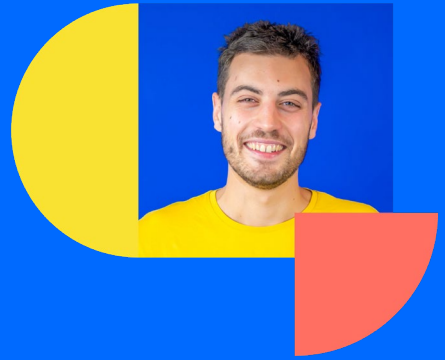# Employee Onboarding Survey

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How to measure the success of your onboarding program?

So you're setting up an onboarding program for the first time, or you want to improve your current onboarding? That's great! A good onboarding program has a positive impact on the productivity, performance, engagement and employee experience of your new employees.

We bet you're wondering what makes the perfect onboarding program for your new hires. Our answer: make use of your in-house onboarding experts... your own employees!

With an onboarding survey, you will be able to know what your employees feel, experience, expect and think during their onboarding period. You find out what goes well in your organization already, and where you can improve.

Finding the answers to these questions will help you come up with the best onboarding solution for your new hires.

To get you started, we created this step-by-step guide on how to create an onboarding survey. First, we'll dive into which results you want to achieve with your onboarding program, and how to measure these goals. We also included an example of a questionnaire that will help you create a benchmark for your onboarding program.

Good luck and happy onboarding!

Team Appical.

How to start?

Step 1. Write a short introduction

When handing out the onboarding survey to your employees, start with a short introduction to explain what the questionnaire is for.

For example: "You recently started your job with us. We hope you feel at home in our organization. To provide future new colleagues with the best onboarding experience, we would like to hear from you about your onboarding process. Will you share your thoughts with us? We promise to use your input to good use!"

If you want to share it with all your employees, you can change the first sentence with: "Do you remember your first day at work?"

Step 2. Decide on your onboarding topics

Create an overview of onboarding topics you would like to investigate on how they're currently rated or could be improved. This will help you get an idea on which results you want to achieve and how to measure them.

Use your creativity and ask yourself: if I just started working at a new company, what would be my questions? What are the expectations? What would make it an unforgettable experience?

Tip: Use the 4 C's as guidelines

The 4 C's of onboarding come as a great help when developing a successful program to get your new hires on board and guide them throughout their first days.

Use these 4 building blocks (and the special 5th added by Appical) in your survey.

Compliance covers the basic rules: how to get new hires acquainted with the rules, processes, and policies faster? E.g. safety rules, absence policy, dress code or confidentiality rules.

Clarification means guiding new employees to understand their roles and responsibilities. E.g. by showing how to achieve performance goals.

Culture makes you take both formal and informal norms into consideration, and the organization's mission, vision and values. How to make new employees feel comfortable and included on the first day?

Connection is all about the relationships, both externally and internally. How does your new hire get acquainted with the social structure of the organization?

Cool is the cherry we put on top: what can you do to create a memorable, interactive and fun onboarding program for your new hires and give your employee experience a boost?

What's next?

Step 3: Formulate questions for your questionnaire

Now formulate relevant questions for each onboarding topic. For this step, we already gathered a set of questions you can use. On the next pages, you find examples of questions based on the 4 C's of onboarding. Use them now, thank us later!

Each of these questions can be answered in multiple ways, based on your personal preference and what you think is easier to measure:

- Multiple choice questions;

- Open questions

- Use a scale (1 to 5)

It all depends on the goals you have set and what you want to know from that question. The objectives of the survey are closely related to the overall goals and KPIs of the company. So think about your company's KPIs. What are your focus points? Employee satisfaction, employee engagement, employee motivation & efficiency, are all factors that you can measure based on the results!

Step 4: Great! The questionnaire is done. Now send it out!

We recommend using (onboarding) technology to send out the survey, automate the process, and have access to your data quickly.

Step 5: Gather the answers and analyze!

The survey's first results serve as a benchmark that you can use as a reference point for your future onboarding program.

Look at all the data and see where improvements can be made. And equally important: what is already going well?

Send your employee onboarding survey out, for example, every quarter to your most recent new hires and compare the new results with the benchmark.

Hooray, now you have a constructive way, supported by data, on how to improve your onboarding experience!

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employee onboarding survey

Template

You recently started your job with us. We hope you feel at home in our organization. To provide future new colleagues with the best onboarding experience, we would like to hear from you about your onboarding process. Will you share your thoughts with us? We promise to use your input to good use!

Please indicate your level of agreement with the following statements based on your experience working at our company.

Part 1: Compliance	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
In my first week, the rules and policies within our company were clearly explained to me.	○	○	○	○	○
I am well aware of our work ethics.	○	○	○	○	○
I was given enough practical information before my first day. E.g. where and with whom I could register, at what location was I expected, lunch facilities etc.	○	○	○	○	○
I was well facilitated to start during my first days. E.g. I received the right devices like a phone and laptop, access to email, software and systems.	○	○	○	○	○
Part 2: Clarification	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
I have a clear understanding of what my role entails.	○	○	○	○	○
I completely understand what my tasks are.	○	○	○	○	○
It's clear to me what our way of working and delivering is.	○	○	○	○	○

employee onboarding survey

Template

Please indicate your level of agreement with the following statements based on your experience working at the company.

Part 3: Culture	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
I was given a warm welcome on my first day.	○	○	○	○	○
I enjoy the work atmosphere.	○	○	○	○	○
I know what our organization stands for and aims for (our mission and ambition).	○	○	○	○	○
Part 4: Connection	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
I felt well guided during my first weeks.	○	○	○	○	○
I know exactly what our services are.	○	○	○	○	○
I felt excited to start working.	○	○	○	○	○
I've been given enough opportunities to get to know my colleagues (coffee dates, team buildings, etc.).	○	○	○	○	○

How do you grade your overall onboarding experience?   ☆ ☆ ☆ ☆ ☆

Do you have any last tips or suggestions for us to improve the onboarding experience?

Go next level with your onboarding experience
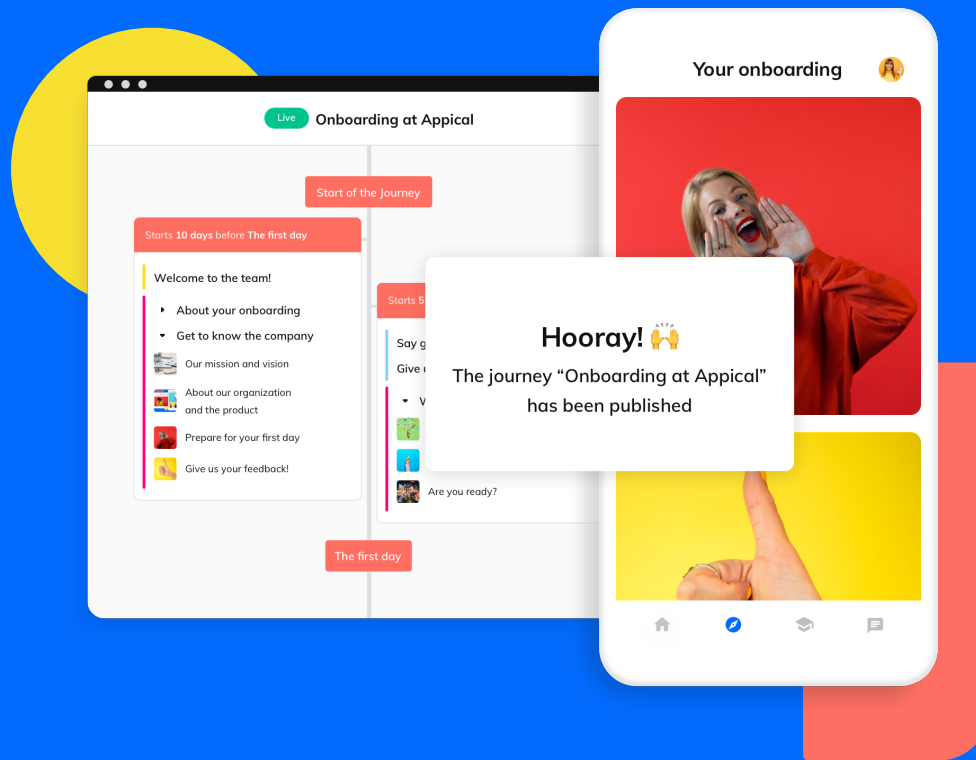
- Easily build pre- and onboarding journeys

- Create engaging & personalized content

- Maintain and update your content in one place

- Easily keep track of your new hire's progress and task completion

- Integrate with other HR systems

Questions? Contact us via:

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