



ONBOARDING SURVEY BEST PRACTICES



Employee Onboarding

The first 90 days of a new job are critical, and no one wants or expects to lose an employee after committing extensive time and resources to onboard. However, research shows that **28%** of employees quit within their first three months on the job. A study from the Society for Human Resources Management found that nearly **70%** of employees who participated in an effective onboarding program were more likely to stay in their jobs for up to three years.

The right onboarding process affects the productivity of a team and the time to value for an organization. Early feedback makes the difference in how successful new employees will be and provides real time insight to help address any obstacles in the onboarding process.

Employee onboarding feedback helps to:

- Understand early experiences in real-time. Address potential obstacles for new employees early on.
- Adjust if further information or training is needed so the employee can be productive.
- Gauge how well new employees understand their role and if equipped to fulfill their main duties.
- Clarify what the individual's expectations are and what the organization's expectations are of the employee.

When implementing an employee onboarding survey, ensure the data is actionable, feedback is timely, and employees feel comfortable giving feedback. Sending the survey at the right time is important for successful onboarding. If you wait too long to collect feedback, you can lose out on valuable insights and delay time to value for the employee and your organization. Automate the process to ensure surveys are sent at the right time in the onboarding process. Best practice is to deploy at least two check-in surveys during the first 45 days.

Onboarding Week 2

A survey for new employees after their first week on the job. This helps you get a sense of first impressions and assesses the recruiting experience, orientation, and fundamental onboarding elements.

Onboarding Week 5

A survey for employees after their first 30 days on the job. New employees are starting to settle in and adapt to their new role. This survey helps assess training, role expectations, and productivity.

New Hire Point in Time

A survey for employees after two months on the job. This provides a detailed assessment of the entire new hire experience beyond early onboarding, measuring perceptions of culture, leadership, alignment and more. This survey is used between 60 and 180 days on the job.

To provide a successful new hire experience and expedite new employee time to value, continuous feedback is essential. Keep in mind, feedback is only useful when a person is responsible for acting on the feedback. Direct managers should be involved in this process early-on.

Managers need to know how their employees feel about their work to help address potential obstacles before they become an issue. Utilize onboarding surveys to give managers the tools they need to easily get feedback, learn what to improve, and drive business results. Individual feedback from Onboarding surveys is provided directly to the Manager or main person responsible for onboarding. This helps to facilitate communication with new employees directly and use their feedback as a guide for making improvements. Allowing for individual reporting allows for quick action and transparency in the onboarding process. Aggregate reporting is available for monitoring overall onboarding experience and trends.