

101 onboarding survey questions to get new hire feedback



How you onboard matters. So, it pays to get as much insight as possible into what works and what doesn't from the people who know - your new hires. An onboarding survey is your chance to quiz new employees about their onboarding experience. Then, use the data you gather to make the adjustments, additions, and improvements you need to set your new hire (and your employee retention strategy) up for success.

Making an offer

1. The welcome email / job offer letter I received made me excited to join [company].

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

2. The welcome email / job offer letter I received gave me a good insight into the culture at [company].

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

3. I received the job offer letter soon after being verbally offered the job.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

4. Accepting the offer was straightforward.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

The waiting game

5. [Company] kept in touch with me before my start date.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

6. I was provided with all the information I needed before my start date.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

7. [Company] asked me about any special requirements or adjustments in advance of my start date.

- Yes
- No
- I'm not sure

8. What could have gone better in the weeks leading up to your new job?

(Free-text response)

9. I feel positive about starting my new role.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree



10. I would have liked to have received information about the following before my first day, but didn't *(select as many as apply):*

- Company policies
- Employee benefits
- Organizational chart
- Working pattern and flexibility
- Expectations around the role and success criteria
- Dress code
- My team members' names and roles
- Other: _____

Getting to know the office

Day 1

11. I'm able to navigate my own way around the office.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

12. I know where the meeting rooms and other communal areas are.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

13. I know where the emergency exits are.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

14. I'm familiar with the emergency exit procedure.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree



15. I've been made aware of potential workplace dangers and safety hazards.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

Month 1

16. I know how to book a meeting room.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

17. I have had health and safety training.

- Yes
- No
- I'm not sure

Meeting the team

Day 1

18. I knew who my mentor was before my first day.

- Yes
- No
- I'm not sure

19. I've met everyone in my team.

- Yes
- No
- I'm not sure

20. I've had time with my new line manager.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree



21. There was an opportunity to socialize.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

22. I had the chance to share some information about myself.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

Week 1

23. I had enough time with my mentor.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

24. I had the chance to meet with other key people in the department/company.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

25. I've met everyone I'll be working closely with.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

26. My colleagues have made me feel welcome here.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree



Month 1

27. I know who the key contacts are in all the relevant departments.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

28. What would help you feel connected to the rest of the team?

(Free-text response)

IT setup

Day 1

29. I was provided with all of the relevant login information I needed to access the IT systems and workplace tools.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

30. I was able to use all of my workplace equipment.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree



31. I knew who to contact if I had any technical issues or questions.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

32. My email was set up and ready to use.

- Yes
- No
- I'm not sure

Month 1

33. I understand the company's approach to file sharing, computer security, passwords, and data encryption.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

34. I'm confident in using the systems I need in my role.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

35. I have access to all the relevant systems I need to do my job.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

36. I know how to request IT training if I feel I need it.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree



Workstation

Week 1

37. My workspace was organized and I had everything I needed to start working.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

38. I was able to communicate effectively using the phone.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

39. I'm aware of protocol surrounding the use of the phone (how to answer and transfer calls, record a message, and put someone on hold).

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

40. I've been introduced to all the people I share an office/desk/space with.

- Yes
- No
- I'm not sure

41. I'm aware of the policies surrounding workplace design and personalization.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree



HR admin and info

Day 1

42. I knew who to contact to get help with my HR paperwork.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

43. I knew where to look to get guidance on completing my HR paperwork.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

44. I had the guidance I needed to complete my HR paperwork.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

45. I felt overwhelmed by paperwork.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

46. The HR information I received was clear.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

47. I know what benefits I am entitled to.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree



48. I understand the details of my contract.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

49. I know what paperwork I need to complete and by when.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

Week 1

50. I don't have any outstanding questions about my HR paperwork (contracts, benefits, etc.)

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

51. I know who my HR representative is and how to contact them.

- Yes
- No
- I'm not sure

Month 1

52. I know where to find details about company policies and HR information.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

53. I know how to access my personal payroll, benefits, and other HR information.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree



54. What's still unclear to you in terms of our work policies?

(Free-text response)

Engagement

Week 1

55. I feel proud to have started working at [company].

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

56. I would recommend [company] as a great place to work.

- Very likely
- Likely
- Neutral
- Unlikely
- Very unlikely

57. I'll still be working at [company] in two years' time.

- Very likely
- Likely
- Neutral
- Unlikely
- Very unlikely

58. I feel motivated to succeed in my role for myself but also for [company].

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree



59. I think about looking for a job at another company (select one option):

- Always
- Usually
- Sometimes
- Rarely
- Never

Learning Management System (LMS) training

Week 1

60. The instructions to log into the LMS were clear and easy to follow.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

61. I have had time to familiarize myself with the LMS.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

Month 1

62. I feel confident using the LMS.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

63. I know how to search for and request training using the LMS.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree



Organizational alignment training

Month 1

64. I'm aware of the values of [company].

- Yes
- No
- I'm not sure

65. The organizational values of [company] align closely with my own values.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

66. I understand how my role contributes to the organizational goals of [company].

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

Month 2

67. I have a good understanding of the company's direction and 5-year plan.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

68. I could explain in one sentence our business goals.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

69. I understand how my role contributes to the company goals.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree



70. Does your job description effectively cover your role in the past few months?

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

71. Do the expectations of your manager mirror those in your job description?

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

72. Is the job what you expected it to be?

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

Job-related training

Week 1

73. I have the tools and resources I need to effectively perform my job.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

74. I've had good training on the processes relevant to my role.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree



75. I know what I still need to learn to do my job well.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

76. I know how to access the training I need to further my skills.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

77. The information provided has been at the right level for me.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

Month 2

78. I have the knowledge I need to succeed in my role.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

79. I've got a lot of questions about topics not covered in my training.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

Evaluating performance

80. I understand how my job performance will be evaluated.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree



81. I have a clear view of my career path.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

82. I feel encouraged to develop myself.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

83. What growth opportunities do you see?

(Free-text response)

84. How can we help you improve your performance?

(Free-text response)



Remote working

Day 1

85. I had all the hardware (laptop, mouse, keyboard, phone) I needed to start working.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

86. I felt welcomed and part of the company because...

(Free-text response)

87. It was easy for me to complete and sign relevant paperwork.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

88. I have all the communication tools I need to contact different members of my team.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

89. I've been provided with all the software I need to work remotely.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree



Week 1

90. I've had the chance to see and talk with everyone I'll be working closely with.

- Yes
- No
- I'm not sure

91. I understand the company's approach to file sharing, computer security, passwords, and data encryption.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

92. I know what the home office guidelines and budget are.

- Yes
- No
- I'm not sure

93. I'm aware of the policy regarding remote working.

- Yes
- No
- I'm not sure

Month one

94. I know how to troubleshoot if I have technical problems.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

95. I would feel more connected to the rest of the team if...

(Free-text response)



96. I need the following tools or resources to do my job better:

(Free-text response)

97. Are there any significant communication issues that need to be fixed?

(Free-text response)

The onboarding experience

Week 1

98. How was the onboarding input you've been receiving?

- Very helpful
- Mostly helpful
- Neutral
- Mostly distracting
- Very distracting

Month 1

99. Was your onboarding program the right length?

- Yes
- No - I needed more time
- No - it should be shorter
- I'm not sure

100. Did your onboarding program help you feel that you could do your job well?

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

101. How would you describe your first month at the company?

- Very good
- Good
- Neutral
- Bad
- Very bad

