38 In-Depth Onboarding Survey Questions for New Hires

What is an Onboarding Survey?

Onboarding surveys, also known as new hire surveys, are commonly utilized by Human Resources and People teams to assess employee satisfaction regarding internal onboarding and recruitment procedures. Onboarding survey questions gather both quantitative and qualitative feedback from employees, which HR teams can utilize to enhance and refine their new hire experience.

To collect the most useful and impactful feedback, it is crucial to administer onboarding surveys at the right time. The survey should be shared while the recruiting and onboarding processes are still fresh in the minds of new hires, but before they become too occupied with their roles, decreasing the likelihood of their participation. The optimal timeline for each organization may vary, whether it's after the first week or the first month of employment.

Why is it Important to Measure Onboarding?

The significance of onboarding surveys lies in their ability to facilitate a strong orientation process that quickly brings new hires up to speed, enabling them to produce quality work from the start. They also allow you to introduce your new employees to your company culture, mission, vision, and core values, fostering a sense of belonging from day one.

These onboarding survey questions allow you to measure your employee onboarding experience by providing insights into whether your onboarding program effectively addresses the questions of newly hired employees, prepares them for their new roles, and sets them up for successful careers in your organization.

Moreover, they help shape the overall employee experience. When properly executed, comprehensive onboarding programs can increase employee retention by as much as 69%.

Add employee onboarding surveys to your employee onboarding checklist to round out your onboarding experience and tap into deeper engagement for your teams.

Types of Onboarding Survey Questions

When it comes to crafting onboarding survey questions, there are three primary approaches you can employ. The nature of the questions you ask significantly influences the type of responses you receive, making it crucial to grasp the essentials of these question types.

Binary
Binary onboarding survey questions present participants with two options for their responses. The most common choices are "yes" or "no." Due to the limited number of options, these questions are often referred to as "forced-choice questions."

Likert scale

Likert scale onboarding survey questions prompt participants to select an answer from a scale of 1 to 5. Generally, a score of 1 indicates "strongly disagree," while a score of 5 signifies "strongly agree." Alternatively, the scale could be reversed. This format enables employees to choose from multiple answer options.

Open-ended

Open-ended onboarding survey questions require detailed and descriptive answers. Respondents are required to invest time and effort in providing comprehensive responses.

Onboarding Survey Questions

In order to effectively assess employee satisfaction and the onboarding experience within your organization, it is essential for every onboarding survey to provide space for collecting both quantitative and qualitative data from new hires. This approach establishes a baseline, enabling you to track changes in employee sentiment over time, while also gathering valuable feedback that can be utilized to enhance your onboarding program.

Similar to performance review surveys, it is advisable to construct onboarding survey questions that combine open-ended and scale-rated questions. This ensures that you can gather both quantitative and qualitative feedback, allowing for a comprehensive understanding of your new hires' perspectives.

Pre-boarding Questions

- The team did their best to make me feel welcome ahead of my first day.

- I was given a clear understanding of our onboarding process in advance.

- My manager was available for questions before my start date.

- The HR team was available for questions before my start date.

- What could we have done before your start date to make you feel more welcome?

Onboarding Process Questions

Questions about recruitment

- I felt the interview process gave me the opportunity to showcase my skills and experience well.

- What did you think of your recruitment experience?

- The compensation offer I received was competitive.

- I found the company's employee benefits packages straightforward and easy to understand.

Questions about their decision

- What were the key factors that influenced your decision to join [company name]?

- On a scale of 1-10, how satisfied are you with your decision to join [company name]?

- How well has [company name] met your expectations since you joined?

Questions about their onboarding experience

- What could have made your onboarding experience more enjoyable?

- My workspace and/or technology were ready for me on my first day.

- Completing my new hire paperwork was easy.

- It was easy to get started with the software and tools needed for my job.

- The HR team was readily available for any questions or concerns.

- I had a clear idea of what to do (and where to go) on my first day.

Company Culture Questions

Early experience questions

- My workspace and/or technology were ready for me on my first day.

- Completing my new hire paperwork was easy.

- The HR team was readily available for any questions or concerns.

- I had a clear idea of what to do (and where to go) on my first day.

Questions about training

- It was easy to get started with the software and tools needed for my job.

- How would you rate the relevance and applicability of the training to your job duties?

- Did you receive sufficient support and resources to apply the knowledge and skills gained from the training in your work?

- How satisfied are you with the training you have received in relation to your job responsibilities?

Questions about company culture

- I felt welcomed by my manager and colleagues on my first day.

- I was given the tools and information necessary to feel prepared and comfortable on my first day.

- When you contribute to the organization's success, do you feel recognized?

- Does your job give you the flexibility to meet the needs of your personal life?

- Do you feel your immediate manager cares about your development?

Ongoing Questions

- I have all the resources I need to do my job successfully.

- The training I received well-prepared me for my role.

- I feel like I have a deep understanding of the company culture.

- How satisfied are you working for [company name]?

Future Outlook Questions

- Do you understand [company name]'s plans for future success?

- I believe there are good career opportunities for me at this company.

- How confident are you in [company name]'s commitment to invest in your training and development to support your future growth?

Getting Started with Employee Onboarding Surveys

Whether you're looking to roll out a new employee onboarding survey or upgrade your current one, these onboarding survey questions can help tap into actionable insights to help shape your company culture.

Any survey tool will work well to gather feedback from your employees. If you're looking for a low-effort, high-reward system that allows you to automate the employee engagement survey process, Omni can help you build, administer, follow up, and analyze survey data in one, simple platform. With Omni, you can automatically schedule surveys based on your employee's start date, use our comprehensive and customizable survey templates, and easily review employee's responses to build actionable strategies to improve your onboarding process.

With Omni, HR managers and business owners can free up valuable time to focus on what matters most for their business.

To see Omni in action, schedule a product tour, or visit us at https://omnihr.co/.