NEW EMPLOYEE SURVEY

Overview

The new employee survey template was designed through a joint effort between OPM and the CHCOC Subcommittee for Hiring and Succession Planning. The template was designed for agencies who currently do not issue a new employee survey. The template was designed to help agencies capture the metrics needed for the End-To-End Hiring measures that are required in an agency's annual HCMR. In addition to the four metrics that are required for the E2E measures associated with a new employee survey a number of other potential questions were developed.

The other questions were developed through collaboration and research of new employee surveys commonly used in the private sector and the public sector. These additional questions were intended to help an agency gain additional insight into the new employee's first 90 days on the job. By understanding employee engagement in this critical time an agency can determine if current processes are effective or if changes may need to be implemented to better acculturate a new employee into the organization.

Survey Implementation

The E2E new hire survey questions are required to be implemented by all agencies. This can either be a revision to any current new hire survey or a new procedure. Agencies are responsible for the implementation and collection of the four E2E metrics associated with a new employee survey.

The four required questions are outline below. The first two questions are yes/no questions. The last two questions we suggest using the following scale:

Strongly agree (5) Agree (4) Neither Agree/or Disagree (3) Disagree (2) Strongly Disagree (1)

- 1. I was attracted to this position by a federal recruitment effort (drop down menu for career fair, agency recruiter, agency flyer, employee, etc). NOTE: Please do not check yes if USJOBS was the only way that you heard about this position. Yes/No
- 2. I was able to get information about the status of my application at each of the 4 notification points throughout the hiring process. You must have received or been able to get information regarding your application at each of the following points:
 - a. Application/resume was received Yes/No
 - b. Application/Resume was assessed Yes/No
 - c. Application/resume was referred Yes/No
 - d. Tentative job offer was made Yes/No
- 3. Overall, I was satisfied with the hiring process.

 1= Strongly Disagree

 1 2 3 4 5
- 4. I am satisfied with the overall orientation that I have received.

 1= Strongly Disagree 5=Strongly Agree

1 2 3 4 5

Below is the complete new hire template that was developed for agencies to use at their discretion.

New Employee Survey Template

Now that you have been with the Agency for a while, we would appreciate any feedback you can provide regarding how helpful you found your overall hiring and orientation process. This information will be used to further enhance and improve our talent management program

ına	nagement program	1					
Ple	ase rate the follow Strongly agre Agree (4)		estions	using th	ne following scale unless other wise noted:		
	Neither Agre	o/or D	icograc	(3)			
	Disagree (2)	e/or D	isagree	(3)			
	Strongly Disa	naron (1)				
	Strongly Dis	agree ((1)				
НΠ	RING PROCESS						
		annour	cemen	t was cle	ear and understandable. Yes/No		
					eral recruitment effort (drop down menu for		
		-		•	ver, employee, etc). NOTE: Please do not		
					that you heard about this position. Yes/No		
3.					status of my application at each of the 4		
•	_				g process. You must have received or been		
	-		_		application at each of the following points:		
	a.		_		was received Yes/No		
	b.				was assessed Yes/No		
	c.				was referred Yes/No		
					vas made Yes/No		
4.			•		and knowledgeable about the agency.		
	1= Strongly Disagro	_	2	4	5=Strongly Agree		
_	1	2	3	4	5		
5.	• •		ources	contact	was professional, knowledgeable, and helpful		
	in the hiring proc				5=Strongly Agree		
	1	2	3	4	5		
6.	The length of tim	e betw	een wh	en <i>I sub</i>	mitted my application and when I first heard		
	from the agency		sonable	e.			
	1= Strongly Disagro	ee	2	4	5=Strongly Agree		
7	The length of time		3	4			
7.	_		een <u>suo</u>	<u>mission</u>	of my application and when I received a job		
	offer was reasona 1= Strongly Disagre				5=Strongly Agree		
	1	2	3	4	5		
8.	3. Overall, I was satisfied with the hiring process.						
	1= Strongly Disagro	ee 2	3	4	5=Strongly Agree 5		
	1	<u> </u>	3	4	5		
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<u>BRANDING</u>

1

9.	Before I applied for	this job, I wa	s familiar wit	th this	agency	and its	work.	
	1= Strongly Disagree		5=Strongly Agree					

2 3 4

5

AGENCY WEB-SITE 10. I found the agency's web-site to be easy to use and informative. 5=Strongly Agree 1= Strongly Disagree 3 AFTER YOU ACCEPTED BUT BEFORE YOUR FIRST DAY ON THE JOB 11. I was satisfied with the support and information I received before my first day on the job. 1= Strongly Disagree 5=Strongly Agree 3 5 1 12. The information sent to me before my first day helped me know what to expect, where to go, and other key information needed on the day I reported to work. 1= Strongly Disagree 5=Strongly Agree 13. Someone from my work unit contacted me in advance of my first day and made me feel welcome. 1= Strongly Disagree 5=Strongly Agree 3 5 1 14. I had a helpful, knowledgeable point of contact for my questions before I reported to work. 1= Strongly Disagree 5=Strongly Agree 2 3 4 5 1 YOUR FIRST DAY ON THE JOB 15. In the orientation session, clear information was provided about: a. agency mission Y/N b. the role the agency plays in the Federal government Y/N c. agency organizational structure Y/N d. how I contribute to accomplishment of the agency's mission. Y/N 16. The information I received on benefits and policies the on first day of the iob was helpful and complete. 1= Strongly Disagree 5=Strongly Agree 5 17. The information I received on ethics and key personnel policies (e.g., equal opportunity, sexual harassment, etc.) was clear and helpful. 1= Strongly Disagree 5=Strongly Agree 18. I knew where to go to get additional assistance on personnel matters, benefits, and

paperwork following my first day on the job.

1= Strongly Disagree 5=Strongly Agree 1

19. Security was prepared for my arrival and I received appropriate credentials for building access on the first day of my job.

1= Strongly Disagree 5=Strongly Agree 3 5 1

YOUR FIRST DAY AT YOUR DESK OR WORKSPACE

20. I was welcomed by my buddy/mentor.

1= Strongly Disagree 5=Strongly Agree 3 5 1

21. On my first day, my workspace was organized and I had everything that I needed to start working (or knew where to get it).

1= Strongly Disagree 5=Strongly Agree 2 3 1 4 5

22. I			n, funct	tional, ar	nd ready for occupancy.
	1= Strongly Disag	_	2	4	5=Strongly Agree
	1	2	3	4	5
23. I	My IT equipments 1= Strongly Disag	ree			ess) was ready for use. 5=Strongly Agree
	1	2	3	4	5
24.	Felecommunicat		_	•	and voicemail set-up) were ready for use. 5=Strongly Agree
	1	2	3	4	5
25. I	My manager/sup 1= Strongly Disag		-	epared fo	or my arrival 5=Strongly Agree
	1	2	3	4	5
26. 1	[was welcomed 1= Strongly Disag		office ar	nd introd	luced to the people on my work team. 5=Strongly Agree
	1	2	3	4	5
	UR FIRST WEE				
27. 1	1= Strongly Disag	ree			g during my first week on the job. 5=Strongly Agree
	1	2	3	4	5
28. 1	knew where to 1= Strongly Disag		-	ions abo	out my work answered. 5=Strongly Agree
	1	2	3	4	5
	My supervisor particles by the supervisor by the super	rovided	me wit	h a clear	r and concise explanation of my duties and job
,	1= Strongly Disag	ree			5=Strongly Agree
	1	2	3	4	5
	_	_		-	
VOI	UR FIRST MON	ITH ON	THE	IOB	
	My supervisor q	uickly i			
	1= Strongly Disag	ree 2.	3	4	5=Strongly Agree
21.5		_	•	4	5
31.	The performance 1= Strongly Disag			system v	was clearly explained to me. 5=Strongly Agree
	1	2	3	4	5
32.]	I received initial	training	g to help	p me und	derstand internal systems, general operating
1	practices, and ot 1= Strongly Disag		rmation	needed	to perform my job. 5=Strongly Agree
	1	2	3	4	5
VOI	ID EIDCT OO D	AVCO	N THE	IOD	
	<u>UR FIRST 90-D</u>				111
			_	-	e understand internal systems, general
(other in	nformati	on needed to perform my job.
	1= Strongly Disag	_	2	4	5=Strongly Agree
24.	1	2	3	4	5
34. I	My supervisor h 1= Strongly Disag		ided on	-going to	eedback about my performance. 5=Strongly Agree
	1 Strongly Disag	2	3	4	5
25 1	-	_	•	T rogularli	_
33.1	viy Supervisor Ci 1= Strongly Disag		Tui ine	regulari	y to answer any questions I may have. 5=Strongly Agree
	1	2	3	4	5
26 5					. 1
<i>5</i> 0.	The job expectat	ions as	describ	ed in the	e lob posting and interview process are
					e job posting and interview process are
	The job expectate consistent with value of the strongly Disager 1 of the strongly Disagraph Di	what I a			
	consistent with v	what I a			ng.
(consistent with v	what I and ree	m curre	ntly doi:	ng. 5=Strongly Agree 5

1= Str	5=Strongly Agree				
	1	2	3	4	5

38. The agency's mission and my role in achieving mission accomplishment have been reinforced throughout the orientation process.

1= Strongly Disagree 5=Strongly Agree 1 2 3 4 5

39. I am satisfied with the overall orientation that I have received.

1= Strongly Disagree 5=Strongly Agree 1 2 3 4 5

OPEN ENDED QUESTIONS

40. What was your motivation for choosing or accepting this position?

41. What should be our top priority for improving our recruitment, hiring, and orientation process?

42. Please share any additional feedback or recommendations you may have to improve the agency's hiring and orientation processes.