SOP Template: Feedback Collection and Onboarding Experience Review

This SOP details the process for **feedback collection and onboarding experience review**, encompassing the systematic gathering of new employee feedback, evaluation of onboarding effectiveness, identification of improvement areas, and implementation of enhancements. The goal is to ensure a smooth and positive onboarding journey, increase employee engagement, and optimize retention by continuously refining onboarding strategies based on actionable insights.

1. Purpose

To establish a structured approach for collecting, reviewing, and acting upon feedback from employees who have recently completed onboarding. This enables continuous improvement of the onboarding process and overall new hire experience.

2. Scope

This SOP applies to all new employees and HR personnel involved in onboarding activities, as well as relevant department heads and onboarding coordinators.

3. Responsibilities

Role	Responsibility
HR/People Operations	Design and send feedback forms, collect responses, analyze data, and oversee enhancements to onboarding.
Hiring Manager	Support the feedback process, encourage honest responses, and assist in addressing concerns.
Onboarding Coordinator	Track completion of feedback, follow up with employees, and document insights.
New Employee	Provide feedback on onboarding experiences openly and constructively.

4. Procedure

1. **Feedback Survey Development**
   - HR drafts a standardized feedback survey (digital or paper form) covering:
     - Clarity of onboarding materials
     - Training session effectiveness
     - Manager and colleague support
     - Resources and tools provided
     - Any challenges or gaps identified
     - Suggestions for improvement
2. **Feedback Collection Timing**
   - Send first survey after the initial 2 weeks of onboarding.
   - Follow-up survey at 90 days, after integration into the team.
3. **Distribution—Ensuring Completion**
   - Send surveys via email or HRIS system with clear instructions.

- Remind employees to complete feedback within 5 business days.

4. **Analysis of Feedback**
   - HR compiles results for qualitative and quantitative analysis.
   - Summarize findings, flag recurring issues, and highlight strong points.

5. **Review and Action Plan**
   - HR and onboarding stakeholders meet monthly/quarterly to review findings.
   - Identify improvement areas and assign action items with clear owners and deadlines.

6. **Implementation of Improvements**
   - Roll out updates to onboarding content, tools, or workflows as identified.
   - Communicate procedural changes to all relevant parties.

7. **Documentation and Continuous Improvement**
   - Keep records of all feedback, analyses, actions taken, and outcomes.
   - Solicit periodic feedback on process enhancements to foster ongoing improvement.

5. Documentation

- Completed feedback surveys
- Summary reports and meeting notes
- Action plans and improvement logs
- Records of updated onboarding materials

6. Review and Revision

This SOP will be reviewed annually or as needed based on feedback trends, organizational changes, or HR policy updates.

Note: Encourage a culture of psychological safety for honest feedback. Participation in the survey process should be voluntary and confidential.