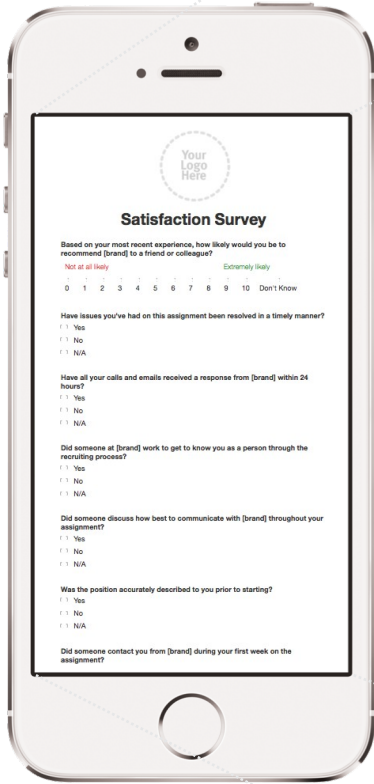# Onboarding Survey

This Net Promoter® Score (NPS) question is the globally recognized survey question that determines a talent's level of loyalty to your firm. This metric determines if you earn the Best of Staffing award.

After a decade of satisfaction research for staffing firms, ClearlyRated has identified these 7 key drivers of talent satisfaction during onboarding.

Satisfaction Survey

Based on your most recent experience, how likely would you be to recommend [brand] to a friend or colleague?

Not at all likely   Extremely likely

0   1   2   3   4   5   6   7   8   9   10   Don't Know

Have issues you've had on this assignment been resolved in a timely manner?
[ ] Yes
[ ] No
[ ] N/A

Have all your calls and emails received a response from [brand] within 24 hours?
[ ] Yes
[ ] No
[ ] N/A

Did someone at [brand] work to get to know you as a person through the recruiting process?
[ ] Yes
[ ] No
[ ] N/A

Did someone discuss how best to communicate with [brand] throughout your assignment?
[ ] Yes
[ ] No
[ ] N/A

Was the position accurately described to you prior to starting?
[ ] Yes
[ ] No
[ ] N/A

Did someone contact you from [brand] during your first week on the assignment?
[ ] Yes
[ ] No
[ ] N/A

Have you been treated well so far by the organization with which you are placed on your current assignment?
[ ] Yes
[ ] No
[ ] N/A

What is the primary reason behind the ratings you provided?

What, if anything, do you need from [brand] to ensure this assignment is successful for you?

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