

# Employee Retention survey process improved

“ To conduct year round employment surveys, including a retention survey (after two months of employment) and a transfer survey (after completing an interdepartmental transfer).

This is a challenging task as senior leadership wanted high participation and we needed to capture good demographic information on the respondents.

In the past the demographic questions on surveys were self reported by respondents which left huge room for error, and all the demographic questions had to be reviewed for accuracy. ”

Jamie Detwiler



## What was your business challenge?

To conduct year round employment surveys, including a retention survey (after two months of employment) and a transfer survey (after completing an interdepartmental transfer).

This is a challenging task as senior leadership wanted high participation and we needed to capture good demographic information on the respondents. In the past the demographic questions on surveys were self reported by respondents which left huge room for error, and all the demographic questions had to be reviewed for accuracy.

## Which WorldAPP product was used to meet your needs?

Key Survey.

## What are the steps used to reproduce your scenario?

I started out by building the surveys in the Key Survey application. After several rounds of edits, revision and logic, the surveys were ready to go.

**About:**

**Renown Health is northern Nevada's largest and only locally owned not-for-profit integrated health network and a nationally recognized healthcare leader.**

**Renown Health is one of the Top 100 integrated health networks in the country and the only Top 100 recognized integrated health networks in the state of Nevada.**

**We proudly offer the region an integrated solution for all of the community's healthcare needs.**



I then exported files from our HR Payroll system with current employee demographics. I created a csv file with the exact fields that I wanted to capture for each individual respondent and uploaded that file into the "Password Protection" section of the "Launch" feature on Key Survey. I set the password to the Employee ID, so when employees go to take the survey, all they need to do is enter in their employee ID and the survey will automatically populate several other demographics about the respondent.

In order to better manage the response rate and assignments of the surveys, we use our Learning Management System as not all our employees have email. Using the LMS helps us pinpoint who is assigned the survey and when, and we can better manage both the capture rate and responses.

## **What was the result of using a WorldAPP product?**

The results with Key Survey have been great and surveys are easy to use. The reporting features are intuitive and I can even send subject matter experts web links to their survey reports which has been especially helpful. If all employees in our organization had accessed and readily used email, I would further explore the email survey capabilities, but we have found that using Key Survey in conjunction with our LMS has had good results.