

**Employee Pulse Survey Template**    
**Measure employee morale, sentiment and understanding during COVID-19**

An open computer sitting on top of a table

Description automatically generated

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Dear colleagues,

COVID-19 has disrupted our nation, our business and most significantly, our lives. We’ll get through this together, even though many of us are working from home. In that spirit, we want to check in with you, see how you’re doing and make sure you’re getting what you need from us. Please take five minutes to take this online survey.

**Part 1: First, tell us about your situation and how you’re doing.**

1. I’m working:

**At home**

**At work**

**Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

If working from home:

I’m satisfied with my current work-from-home situation.

**Strongly agree**

**Agree**

**Neutral**

**Disagree**

**Strongly disagree**

These are the biggest challenges I’m facing working from home (select all that apply):

**Inadequate workspace**

**Distractions at home (laundry, TV, etc.)**

**Bad or no internet connection**

**Missing the social interaction**

**Child(ren) being home from school**

**Difficulty keeping a work schedule**

**Limited access to information or tools I need to do my job**

**Other, please specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

1. I feel connected to my work and fully engaged.

**Strongly agree**

**Agree**

**Neutral**

**Disagree**

**Strongly disagree**

1. I feel connected to my co-workers even though we’re working in separate locations.

**Strongly Agree**

**Agree**

**Neutral**

**Disagree**

**Strongly Disagree**

1. I’m concerned about the impact the coronavirus crisis will have on our company.

**Strongly agree**

**Agree**

**Neutral**

**Disagree**

**Strongly disagree**

1. I’m having a hard time working effectively right now.

**Strongly agree**

**Agree**

**Neutral**

**Disagree**

**Strongly disagree**

**Part 2: Please rate our effectiveness in staying connected with you**.

1. In general, I attend regular virtual meetings with my colleagues:

**Several times a day**

**Once a day**

**Several times a week**

**Once a week**

**Less than once a week**

1. I hear from many manager:

**Several times a day**

**Once a day**

**Several times a week**

**Once a week**

**Less than once a month**

1. My connections with my colleagues are:

**Too often**

**Just enough**

**Not often enough**

1. I receive sufficient updates on the crisis and its effect on our operations.

**Strongly Agree**

**Agree**

**Neutral**

**Disagree**

**Strongly Disagree**

1. I receive sufficient updates from executive leadership on the state of our business and industry.

**Strongly Agree**

**Agree**

**Neutral**

**Disagree**

**Strongly Disagree**

1. I would like to hear from executive leadership about how our company is handling business issues and/or complications during the coronavirus crisis:

**Once a day**

**Once a week**

**As needed**

1. I’m confident our executive leadership is making the right decisions to get our company through the coronavirus crisis.

**Strongly Agree**

**Agree**

**Neutral**

**Disagree**

**Strongly Disagree**

1. Questions I’d like to ask executive leadership are: **(open-ended)**

**Part 3: Please tell us how you’re using our communications channels.**

1. I have the tools or equipment I need to work virtually (computer, good Wi-Fi, phone).

**Strongly Agree**

**Agree**

**Neutral**

**Disagree**

**Strongly Disagree**

1. I have a dedicated virtual workspace (e.g., home office, desk).

**Strongly Agree**

**Agree**

**Neutral**

**Disagree**

**Strongly Disagree**

1. I check {NAME your main channel, such as the intranet} for organizational updates:

**Several times a day**

**Once a day**

**Several times a week**

**Once a week**

**Less than once a week**

1. My go-to channel for news and updates from work is: (Pick your top three.)

**Intranet**

**Our website**

**Virtual meetings (such as Zoom and Skype)**

**Telephone conference calls**

**Email (including e-newsletter)**

**Social media posts**

**Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

1. [If you have established a special site or newsletter for news about the pandemic]:

I visit our COVID-19 page/read our COVID-19 newsletter for news and updates?

**Several times a day**

**Once a day**

**Several times a week**

**Once a week**

**Less than once a week**

**Wasn't aware we had a COVID-19 page/newsletter**

1. I think the information I’m getting from our company’s communications channels is:
   * Timely
   * Relevant to my work
   * Relevant to our business and industry
   * Information I haven’t received elsewhere

For each of the four above:

**Strongly Agree**

**Agree**

**Neutral**

**Disagree**

**Strongly Disagree**

1. Something I’m doing to keep my balance during this crisis is: **(open-ended)**

**Part 4: Demographics**

NOTE: You could add some demographic questions at the end of the survey if you want to further analyze trends in the responses:

• Titles (or categories of job descriptions, such as management, administrative, customer service, etc.)

• Length of time with the company, in ranges

• Work locations (in normal times, such as headquarters and satellite or remote locations)

If you need help, we can program the survey and give you a link. We can monitor and analyze the responses. We can provide a report of the findings and offer recommendations.

Contact Kristin Hart at [Kristin.Hart@raganconsulting.com](mailto:Kristin.Hart@raganconsulting.com) or call her at 312-960-4202.