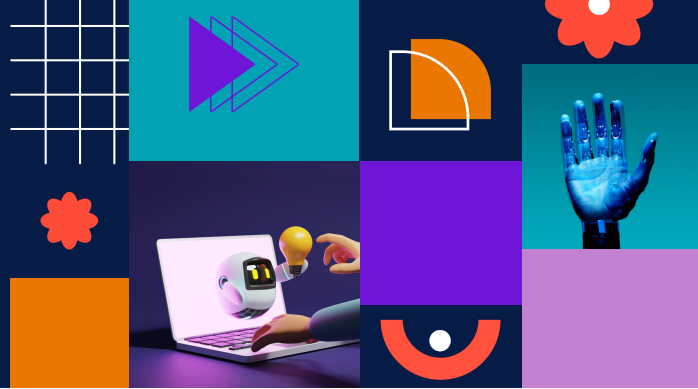


Blended Learning - CX Onboarding Survey



Excellent Good Neutral Bad Very bad

How would you rate your overall experience with the blended onboarding program compared to the previous ILT-only approach?

☐ ☐ ☐ ☐ ☐

To what extent did the combination of training formats (eLearning, job aids, videos, ILT) improve your learning experience?

☐ ☐ ☐ ☐ ☐

How effective were each of the following formats in helping you understand your role and responsibilities?

☐ ☐ ☐ ☐ ☐

How helpful have the training materials (eLearning modules, job aids, videos) been in supporting your work tasks since completing the onboarding?

☐ ☐ ☐ ☐ ☐

How well did the blended format support self-paced learning and allow you to revisit materials when needed?

☐ ☐ ☐ ☐ ☐

What aspects of the new onboarding program would you recommend keeping for future cohorts?

What improvements or additional support would you suggest for the next rollout of the blended program?

Please provide any additional feedback.

THANK YOU FOR YOUR TIME AND FEEDBACK