Candidate experience survey template



greenhouse

How to use this document

This is a list of ready-to-use questions, not a form to print and hand out. Pick the categories that fit your hiring process, swap in your company name wherever you see [Company], then paste or upload the text into the AI tool you use to build and launch surveys in Greenhouse.

Scoring

Each statement uses a 1-to-5 scale, where 1 = strongly disagree and 5 = strongly agree, plus a “Not applicable” option. Adjust the scale to match whatever tool you build the survey in.

Timing

Send it after a key milestone, such as the interview stage, a final decision or a withdrawal. Use the same trigger for every candidate so results stay comparable across roles and time periods.



Overall experience

A high-level read on whether candidates would reapply, recommend you and felt the process met their expectations.

1. Overall, I had a positive experience with the [Company] hiring process.

2. I would recommend applying to [Company] to someone in my network.

3. The hiring process met the expectations set at the beginning of my application.

4. I would consider applying for another role at [Company] in the future.



Application experience

Shows whether candidates had the information and support they needed before and during the application.

1. It was easy to find the information I needed before applying.

2. The job description was clear about the responsibilities and requirements of the role.

3. The application was easy to complete and submit.

4. The role described during the process matched the original job description.



Recruiter communication

Gauges how clearly and consistently candidates were kept informed throughout the process.

1. I understood what to expect at each stage of the hiring process.

2. I was kept informed about the status of my application.

3. Communications arrived within a reasonable timeframe.

4. It was clear who I could contact if I had questions.

5. Next steps and timelines were communicated clearly.



Interview experience

Shows whether candidates felt prepared, respected and able to demonstrate their skills.

1. Interviewers were prepared and knowledgeable about the role.

2. I understood what each interview would involve beforehand.

3. The interview questions felt relevant to the role.

4. I had sufficient opportunity to demonstrate my skills and experience.

5. The interviewers treated me professionally and respectfully.

6. The interviews gave me a clear understanding of the role and the organization.



Hiring decision and feedback

Covers the timing, clarity and tone of how the final decision was communicated.

1. I was informed of the hiring decision within a reasonable timeframe.

2. The outcome was communicated clearly and respectfully.

3. I received useful feedback following my interviews.

4. I understood why [Company] made its decision.

5. Regardless of the outcome, I felt my time was respected.



AI in the hiring process (optional)

Include this section only if AI plays a meaningful role in your hiring process.

1. I was clearly informed about where AI was used during the hiring process.

2. I understood how AI was being used to support my application or interview.

3. The use of AI made my hiring experience better, worse or had no impact.

4. I had sufficient opportunities to interact with a person during the hiring process.



Your feedback in your own words

Open text gives candidates room to add context a rating alone can miss.

1. What was the best part of your candidate experience?

2. What could we have done to improve your experience?

3. What part of the hiring process had the biggest impact on your overall experience?

4. Is there anything else you would like us to know about your experience?



Make it your own

Before you use it

Swap in your company name wherever you see [Company], and keep only the categories that fit your hiring process and candidate touchpoints.

Build it in Greenhouse

Paste or upload these questions into the AI tool you use to build surveys, then launch it through Greenhouse to collect and track responses.

Want the full guide?

Read the Greenhouse blog on building and running a candidate experience survey for guidance on timing, measurement and turning feedback into action.

