Swift Bunny
It's About Your People

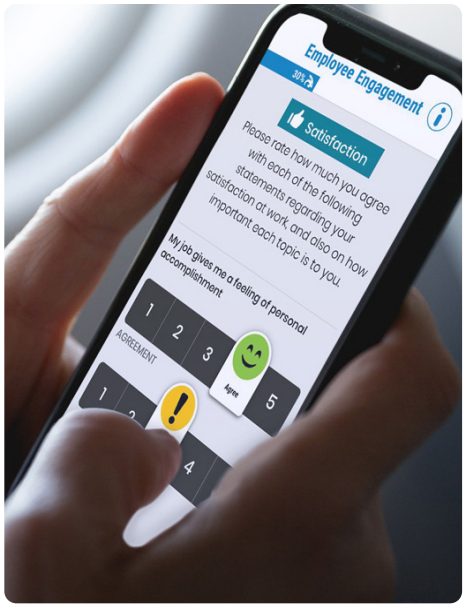
Ingage™

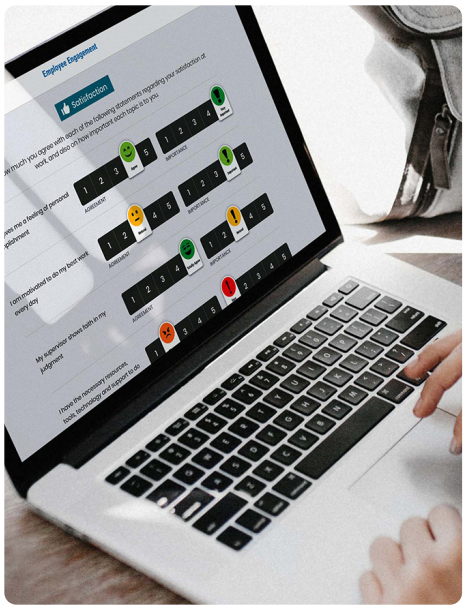
Employee feedback system

We're revolutionizing how multifamily manages employee feedback

Attracting and retaining high performing team members is one of the greatest challenges multifamily leaders face. Ingage by Swift Bunny™ is helping organizations drive superior performance—and a better bottom line.

- Our confidential surveys give team members a safe way to speak the truth
- Data has a shelf life. It's not sufficient to ask for feedback once a year. Our program solicits feedback based on key events in the employee lifecycle such as new hire onboarding, new supervisor transition, and position change—delivering leaders fresh, current, actionable input all the year through
- Our unique two-dimensional survey methodology asks not only for agreement with statements about the employee experience, but also each topic's importance. This enables leaders to quickly identify what matters most to employees
- Powered by the industry's experts in innovative feedback systems, Ingage™ lets you leverage our decades of experience in writing and administering effective multifamily surveys
- An intuitive dashboard and robust reporting make it easy to compare results across a portfolio and benchmark against industry peers
- Of course, feedback is only valuable if you do something with it. Built-in recommendations in our Action Item Library allow you to address opportunities and track improvements within the system





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Baseline Audit

Company Profile Assessment

Completed by the client program administrator in preparation for launch of the Ingage™ initiative, the goal of this assessment is to evaluate policies and programs in place that relate to the employee experience. Results add context when evaluating employee survey findings and can help Swift Bunny experts provide consultative support.

Baseline Employee Engagement Survey

This comprehensive survey of all employees is the starting point for understanding and improving employee engagement. Obtaining a large cross-section of team members' opinions at program launch allows leadership to identify strengths and opportunities to improve employee satisfaction, loyalty, performance, and brand reputation. Positive and negative feedback both have tremendous value and help leaders to quickly identify what matters most to employees in order to make impactful improvements.

Sent at program kickoff

Approximate Length: 8 minutes

Response Window: 3 weeks

Sample Questions:

- **The company values its employees**
- **I know what I need to do to be successful in my role**

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New Employee Surveys

New Hire Experience Survey

Identify how to improve the recruitment, interview, and hiring process by obtaining feedback from all newly hired employees. Newly hired team members have a unique perspective and can offer fascinating insights based on their experiences throughout the hiring process.

Sent on new hire's 5th day of employment

Approximate Length: 3 minutes

Response Window: 1 week

Sample Questions:

- During the interview, I was asked questions regarding my career goals
- I had a helpful point of contact available to answer any questions before I started

First Week Experience Survey

Since it is important to start off on the right foot, this new employee survey asks for feedback regarding their first week of employment. Responses can help leadership discover how to improve the new employee experience.

Sent on new hire's 14th day of employment

Approximate Length: 3 minutes

Response Window: 2 weeks

Sample Questions:

- My first day at work was well-organized
- I felt welcomed by every team member I met

Onboarding Experience Survey

Just like they do with the leasing experience, first impressions matter to the employment experience and make a big impact on an associate's tenure with the company. Check in with your newly hired team members after their first 90 days in order to evaluate their experiences, perceptions, and needs.

Sent on new hire's 90th day of employment

Approximate Length: 5 minutes

Response Window: 2 weeks

Sample Questions:

- The training provided has helped me become effective at doing my job
- My supervisor provided a clear explanation of my duties and job expectations

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Milestone Surveys

Annual Anniversary Check-In Survey

Tenured employees are valuable to your organization because of their deep knowledge base. Their employment anniversary is the perfect time to request feedback regarding topics that impact both engagement and retention, and ensure their needs for training and growth are being met. This survey revisits a select number of topics from the Annual Employee Engagement survey, and also delves into personal development and other important areas.

Sent on the anniversary of hire date

Approximate Length: 5 minutes

Response Window: 2 weeks

Sample Questions:

- I have the necessary resources, tools, technology, and support to do my job well
- Someone at work encourages my development (such as a mentor, supervisor, or leader)

Role Transition Survey

Each employee who transitions to a new position or location whether due to a promotion or other reason is asked for feedback on topics such as training, preparation, support, and the new position's fit with their career goals.

Sent 45 days after a job change

Approximate Length: 3 minutes

Response Window: 2 weeks

Sample Questions:

- I appreciate that my company strives to promote from within
- I am beginning to master my job responsibilities

Exit Survey

All employees who leave the company, regardless of the reason for their departure, are asked to evaluate their work experiences and provide insight into why they are leaving.

Sent within 24-48 hours after you notify Swift Bunny of employee termination

Approximate Length: 3 minutes

Response Window: 2 weeks

Sample Questions:

- The work environment encouraged employees to collaborate with other departments
- I was treated with respect

Supervisor Transition Survey

A change in supervisors can present challenges. Every team member who experiences a supervisor change is asked to provide feedback regarding the transition period between their prior supervisor leaving, the new one starting, and the time required for the reorganized team to get up to speed.

Sent 60 days after a supervisor change

Approximate Length: 3 minutes

Response Window: 2 weeks

Sample Questions:

- I know who to contact with in the company for help regarding work challenges or issues
- There was good communication within our team during the transition period

Annual Employee Engagement Survey

Employee engagement is influenced by many factors and is constantly in flux. Consequently, it's critical to check in with associates regularly to understand current sentiments. This survey is revisited annually in order to identify strengths and opportunities to improve the employee experience and to analyze trends. Using the same survey allows for benchmarking and comparison of year-over-year results.

Sent on the anniversary of program kickoff

Approximate Length: 8 minutes

Response Window: 3 weeks

Sample Questions:

- I receive timely feedback on my work performance
- Executive leadership provides transparent communication about important company news and issues

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Company Initiative Evaluations

New Program Evaluation

When action is taken as a result of insights gleaned through your Ingage program, it's important to measure the impact on your workplace. This brief survey allows you to query team members who have been impacted and evaluate changes in perceptions.

You may select the send date on your Ingage dashboard

Approximate Length: 1 minute

Response Window: 2 weeks

Sample Questions:

- **This survey is dynamically populated with questions from previous surveys related to the topic this initiative was selected to address**

Action Item Rating

This very brief survey asks for feedback from the Action Team Member regarding the effectiveness of a completed Action Item. The goal is to include client ratings of Action Items to help all clients select the most effective recommended steps to address an opportunity to improve.

You may select the send date on your Ingage dashboard

Approximate Length: 1 minute

Response Window: 2 weeks

Sample Questions:

- **Please rate the action item on its effectiveness at addressing the challenge at hand**
- **Please rate the usefulness of the action planning system in managing progress**

Ready to Ingage™ your people?

Visit us at swiftbunny.com or call 888.896.2933.

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