Candidate Experience Survey Questions Template

Overview

This template is designed to help you collect meaningful feedback from candidates so you can improve your hiring process and deliver a better, more human experience at every stage.

It works for candidates who were either interviewed but not hired, hired and accepted or rejected at any stage.

Tips to help you use this template:

- **Timing matters:** Send the survey within one to three days of a final interview or decision.

- **Keep it short:** Use six to 10 questions max per survey.

- **Be thoughtful:** Let candidates know their feedback is anonymous (if it is), and that it helps your team get better.

- **Customize as needed:** Feel free to adapt the language or remove questions that don't fit your process.

You can use this in any survey tool, embed it in email, or build it directly into your ATS workflow.

1. Overall experience

This section captures the candidate's big-picture impression of your hiring process from application to final communication.

These questions help you understand how the experience felt as a whole: was it respectful, organized, and aligned with your employer brand?

Even if everything else goes smoothly, a poor overall impression can impact your reputation and these insights tell you where to focus.

How would you rate your overall experience with our hiring process?

- ☐ 1 – Very poor
- ☐ 2 – Poor
- ☐ 3 – Neutral
- ☐ 4 – Good
- ☐ 5 – Excellent

How likely are you to recommend applying to our company to a friend or colleague?

0 = Not at all likely
10 = Extremely likely

0 1 2 3 4 5 6 7 8 9 10

In one sentence, how would you describe your overall experience?

[open text]

Did the process reflect our company's values and culture?

☐ Yes

☐ Somewhat

☐ No

☐ Not sure

Did you feel the hiring process was organized and professional?

☐ Yes

☐ Somewhat

☐ No

What stood out to you (positively or negatively) about the process?

[Open text]

2. Communication & clarity

Communication is one of the most common friction points in the hiring process. This section checks whether candidates felt informed, supported, and clearly guided through each step.

Questions here reveal if your job descriptions make sense, if your team is responsive, and whether expectations are being set and met throughout the journey.

How would you rate the communication from our team throughout the process?

☐ 1 – Very poor

☐ 2 – Poor

☐ 3 – Neutral

☐ 4 – Good

☐ 5 – Excellent

Did you feel informed about what to expect at each stage of the process?

☐ Yes

☐ Somewhat

☐ No

Was the hiring timeline clearly communicated to you?

☐ Yes

☐ Somewhat

☐ No

How clear was the job description and role expectations?

☐ Very clear

☐ Somewhat clear

☐ Not clear

☐ Very unclear

Were your questions answered clearly during the process?

☐ Yes

☐ Somewhat

☐ No

3. Interview experience

Interviews are often the most personal (and most telling) part of the candidate experience. These questions focus on how candidates were treated in conversation - were they respected, heard, and given a fair chance to shine?

The way your team shows up in interviews speaks volumes about your culture, and this feedback helps keep it on track.

How would you rate your interview experience overall?

☐ 1 – Very poor

☐ 2 – Poor

☐ 3 – Neutral

☐ 4 – Good

☐ 5 – Excellent

Did your interviewers seem prepared?

☐ Yes

☐ Somewhat

☐ No

Were the interview questions relevant to the role?

☐ Yes

☐ Somewhat

☐ No

Did you have enough opportunity to highlight your skills and experience?

☐ Yes

☐ Somewhat

☐ No

Did the interview feel more like a conversation or more one-sided?

[Open text]

How comfortable did you feel during your interview(s)?

☐ 1 – Very uncomfortable

☐ 2 – Not comfortable

☐ 3 – Neutral

☐ 4 – Comfortable

☐ 5 – Very comfortable

Was there anything about the interview process you found confusing or off-putting?

[Open text]

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4. Efficiency & timeliness

No one enjoys a drawn-out, vague, or clunky hiring process. This section digs into how efficient, smooth, and timely the process felt to the candidate.

Did steps drag on? Were updates slow or missing? These insights help you tighten up internal workflows and respect candidates' time, which is something they really notice.

Was the application process quick and straightforward?

☐ Yes

☐ Somewhat

☐ No

[Open text option to give the candidate the opportunity to elaborate]

How would you rate the overall length of the hiring process?

☐ 1 – Very poor

☐ 2 – Poor

☐ 3 – Neutral

☐ 4 – Good

☐ 5 – Excellent

Did you receive feedback or decisions within a reasonable timeframe after each stage?

☐ Yes

☐ Somewhat

☐ No

Did you ever feel left in the dark or unsure of what was happening next?

☐ Yes

☐ Somewhat

☐ No

If you withdrew from the process, what influenced that decision?

[Open text]

5. Outcome and closure

Whether someone got the job or not, the way you wrap things up leaves a lasting impression. This section helps you gauge how rejection (or acceptance) was communicated and whether the candidate left the process feeling respected. A kind, thoughtful closing experience can turn even a "no" into a positive reflection on your brand.

Were you informed of the final outcome of your application?

☐ Yes

☐ No

If you didn't receive an offer, how was that decision communicated to you?

☐ Kindly

☐ Clearly

☐ Too generic

☐ No explanation

☐ No communication

Did you feel like you were treated with respect regardless of the outcome?

☐ Yes

☐ Somewhat

☐ No

Would you consider applying to our company again in the future?

☐ Yes

☐ No

☐ Maybe

What could we have done better to improve your overall experience?

[Open text]