Intranet Feedback Survey: Example Questions

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Getting started

Understanding how employees use and experience your intranet is an important step in improving engagement and ensuring it continues to meet their needs. A feedback survey is a simple and effective way to gather valuable insights, involve employees in shaping the intranet, and show that their feedback is valued.

We recommend creating your survey using an Oak Process and sharing it through news, Notices, or an Oak email. For step-by-step instructions, see the **Create an Intranet Feedback Survey** article in the Knowledge Base.

Below is a selection of survey questions for you to choose from. Pick the questions that are most relevant to your organisation, and aim to include a combination of multiple-choice and open-text questions to gather both measurable data and detailed feedback.

Q1: How often do you visit the intranet?

Possible answers: Daily, weekly, monthly, never

Q2: If you do not regularly visit the intranet, what are the main reasons for this?

Possible answers: I forget to check it, I don't find the content relevant, it's difficult to navigate, it's not user-friendly, I prefer other communication tools

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Q3: What is your primary reason for visiting the intranet?

Possible answers: Company news and updates, accessing documents/resources, communicating with colleagues, checking the calendar/events, accessing other systems and platforms, other - please specify

Q4: Which sections of the intranet do you find most useful?

Possible answers: News and announcements, document library, HR policies and forms, organisation chart, social/community (Hubs), other - please specify

Q5: What type of content would you like to see more on the intranet?

Possible answers: Company news and updates, industry news and trends, employee achievements/recognition, training and development resources, social and team-building activities, employee wellbeing. Other - please specify

Q6: How easy is it to find the information you need on the intranet, whether that is through navigating the site or making a search?

Possible answers: Very easy, somewhat easy, neutral, somewhat difficult, very difficult

Q7: How often do you leave the intranet without finding what you were looking for?

Possible answers: Never, rarely, sometimes, often, always

Q8: How confident are you that the information on the intranet is accurate and up to date?

Possible answers: Very confident, somewhat confident, not at all confident

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Q9: Do you feel the intranet helps you stay informed about company news and updates?

Possible answers: Strongly agree, agree, neutral, disagree, strongly disagree

Q10: How relevant is the news content to you?

Possible answers: Very relevant, somewhat relevant, slightly relevant, not relevant at all

Q11: What features or tools would make the intranet more useful to you? (select all that apply)

Possible answers: Improved search functionality, more personalised content based on my role/department and interests, more interactive features (timeline and polls), Other - please specify

Q12: Do you feel the intranet aligns with our company values?

Possible answers: Yes, no, not sure

Q13: How user-friendly do you find the intranet's current design and layout?

Possible answers: Very user-friendly, somewhat user-friendly, neutral, somewhat difficult to use, very difficult to use

Q14: Would you like more opportunities to contribute content to the intranet? For example, news and timeline posts

Possible answers: Yes, no, not sure

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Q15: Do you feel the intranet is missing anything?

Possible answers: Open text field

Q16: If you could change one thing about the intranet, what would it be?

Possible answers: Open text field

Q17: Do you have any additional comments or suggestions for improving the intranet?

Possible answers: Open text field

Q18: If we made the relevant changes to improve our intranet, would you be more likely to visit regularly?

Possible answers: Yes, no, not sure

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