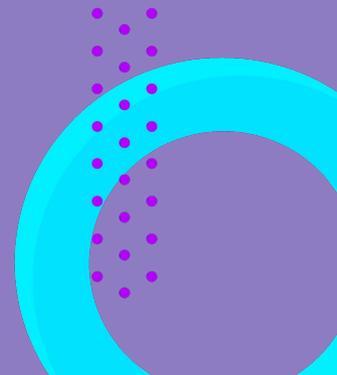


Your Guide to Using Your Employee Happiness Survey Template:

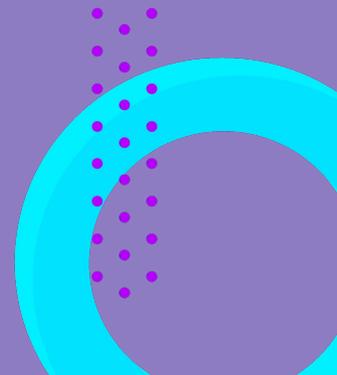


We've supplied the template in 3 formats:

1. Google Forms
2. Google Docs
3. PDF file

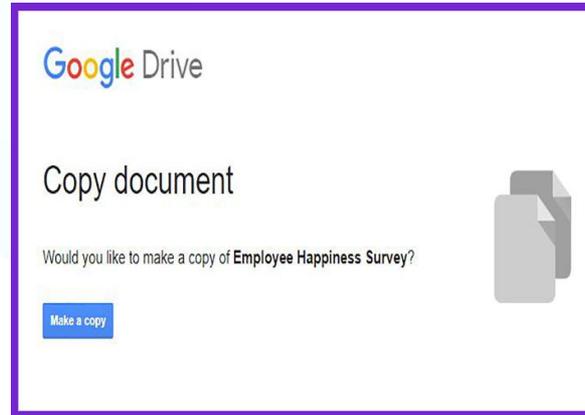
We've also provided instructions on how to use the Google Forms and Docs versions, as well as how to analyze your responses, determine your practice employee happiness score, and what it means.

The scores and the scoring system we've provided at the end of this guide will not be applicable if you make changes to the survey questions or survey answer options

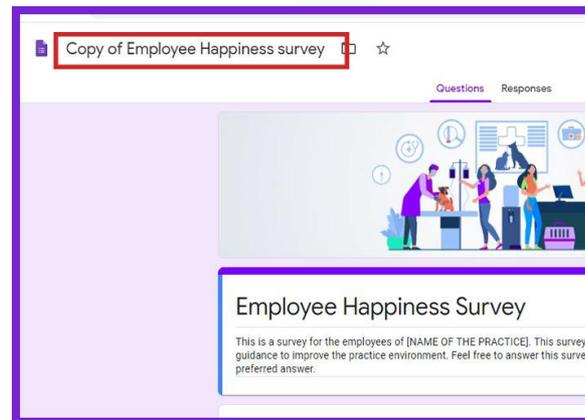


If you are using the Google Forms template:

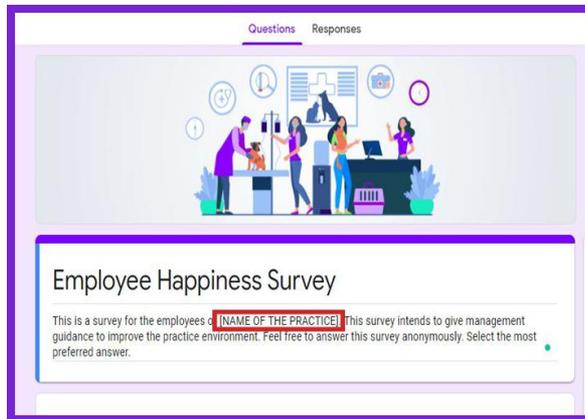
1. Click on “make a copy”



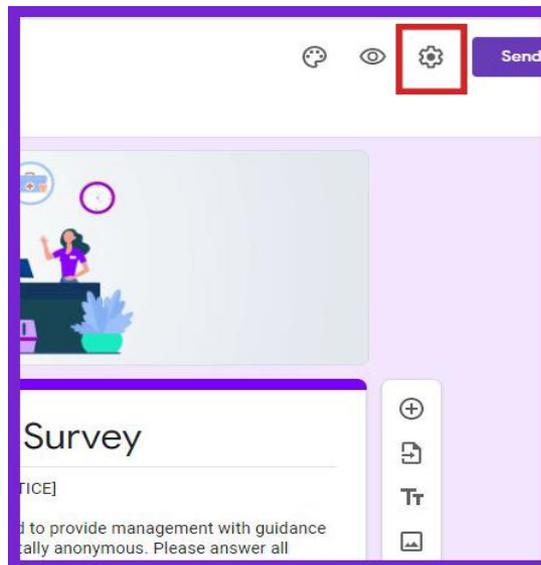
2. Change the title to remove the word “copy” (add your practice name too if you wish)



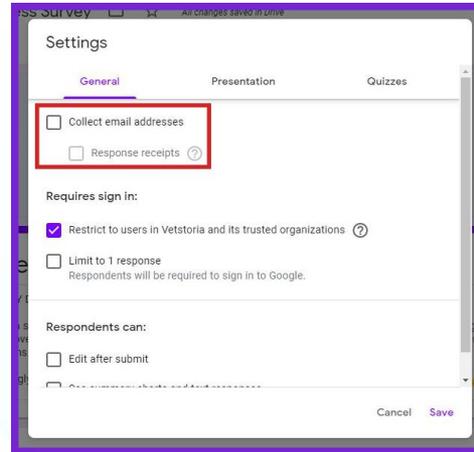
3. In the description, replace [NAME OF THE PRACTICE] to your practice's name. Also, feel free to edit the description as you see fit:



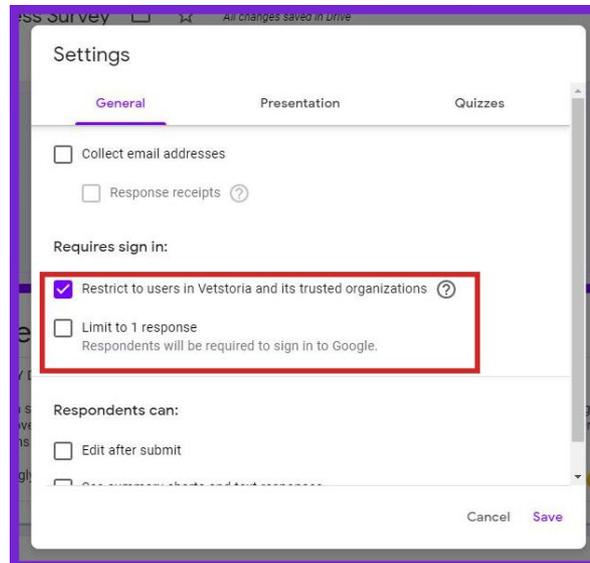
4. Click on the cog to change your settings:



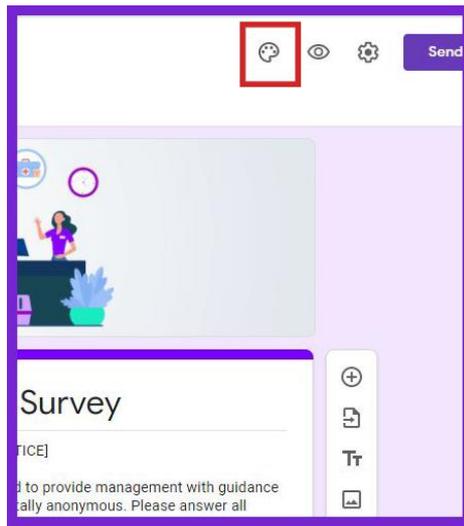
a. We advise you to conduct this survey anonymously for the most honest answers. However, if you want to collect email addresses of the respondents, click on the cog next to the send button then activate “collect email addresses”:



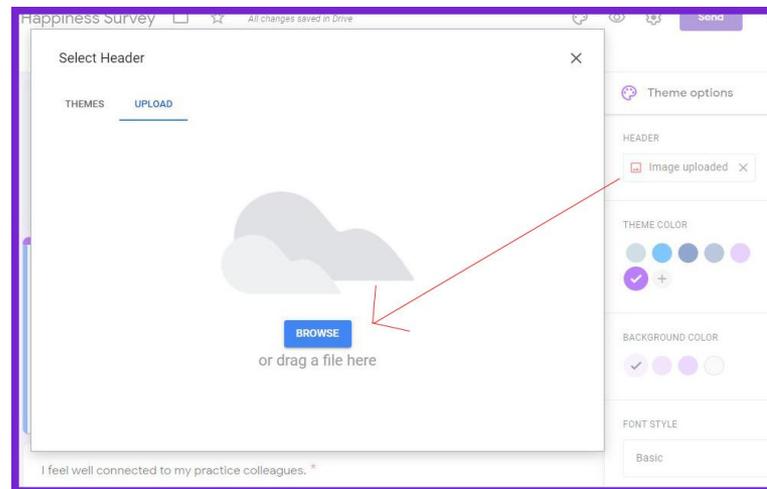
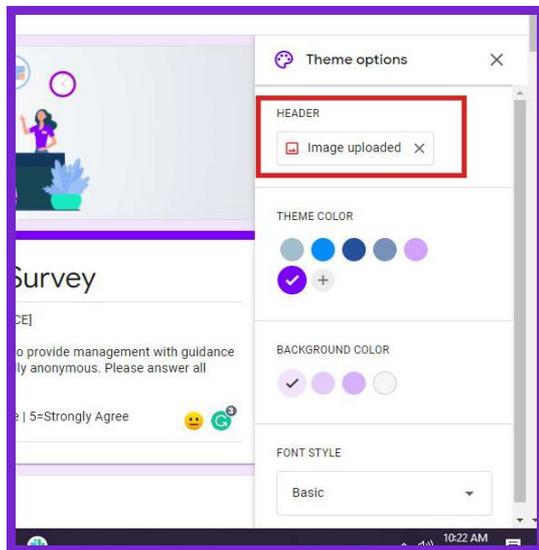
b. You'll also see more configuration options that will help you customize the survey to your needs:



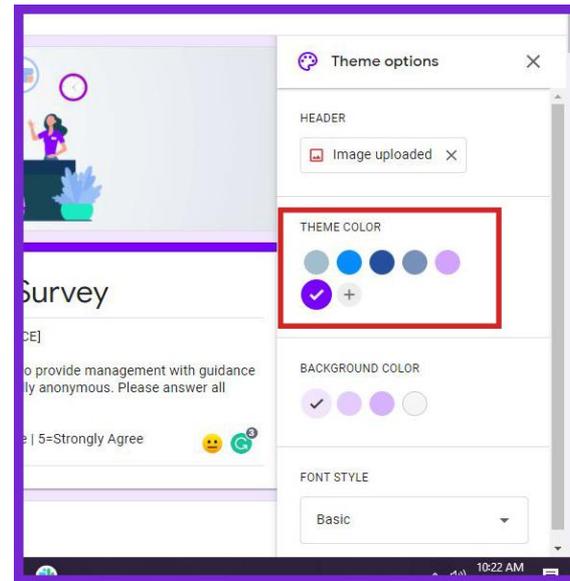
5. To customize the survey to your brand guidelines click on the theme settings:



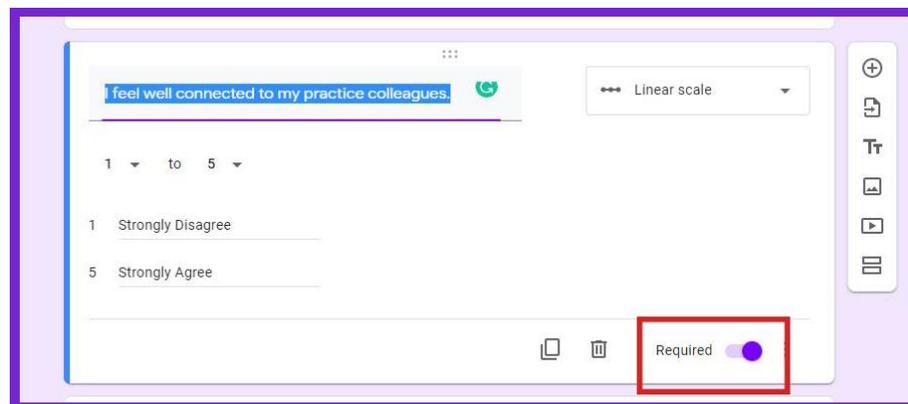
a. Replace the header image with your own if you wish:



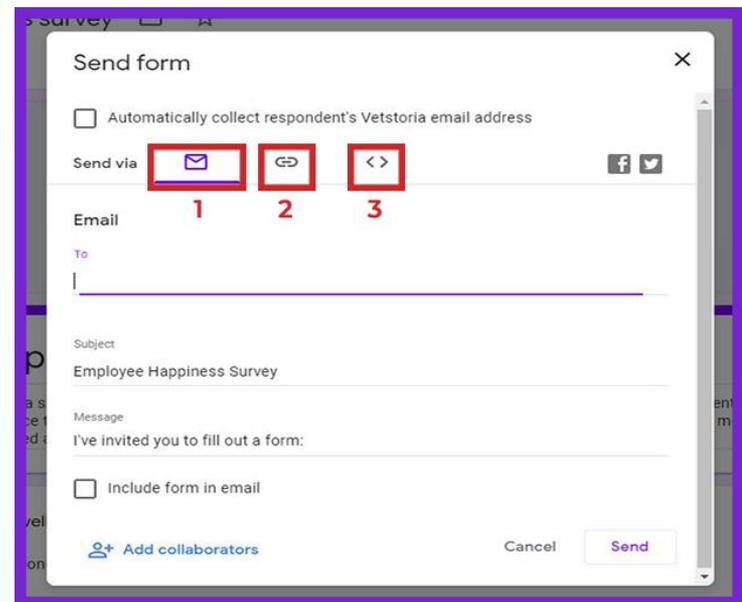
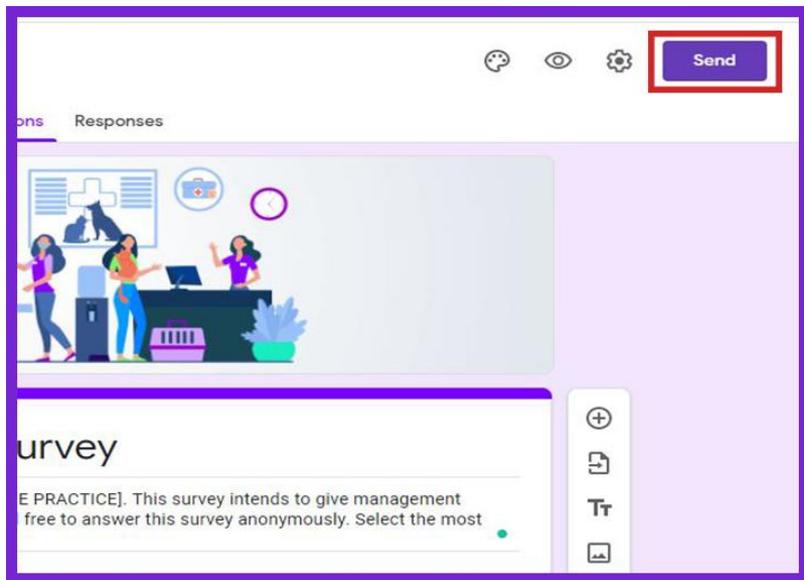
b. Change your survey's theme color to match your brand:



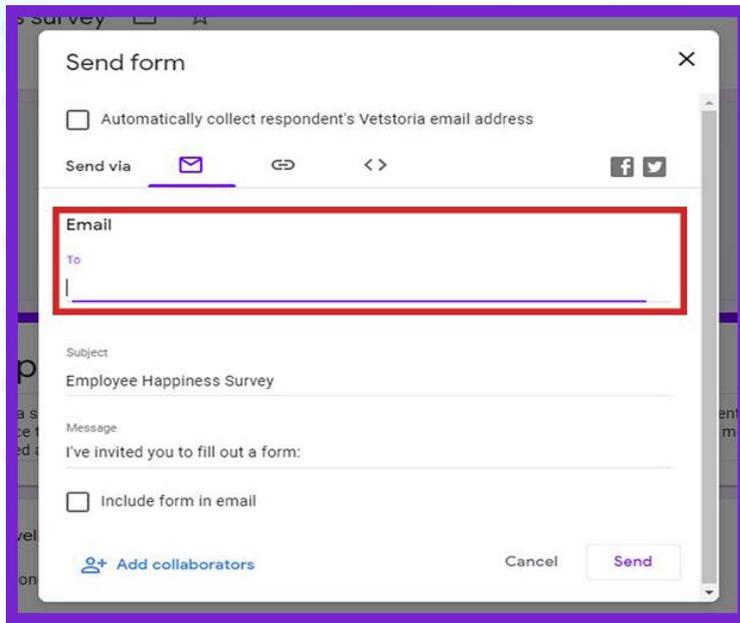
6. If you don't want all questions to be compulsory you can uncheck "required" after each question. However, this will affect how our scoring system works:



7. To distribute the survey, click on “send”. You can then select the ways that you wish to distribute the survey. You can send the survey by email, generate a shareable link, or embed the survey onto a website page:



8. If you choose to send the survey via email, add email addresses of practice staff as recipients in the provided section. Don't forget to add a subject and message:



Send form

Automatically collect respondent's Vetstoria email address

Send via     

Email

To

Subject

Employee Happiness Survey

Message

I've invited you to fill out a form:

Include form in email

 Add collaborators

Cancel Send

Survey invitation message:

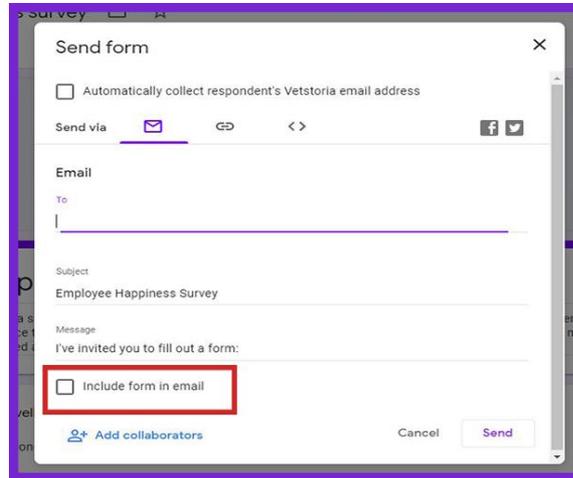
Are you happy with your job?

Ok, maybe not that simple. This is why we made a survey asking you, about your life at work with the fur babies and fellow co-workers.

This has only got 15 questions and won't take longer than 5 mins of your time. By responding to this, you will help us take steps to make our practice a better place to work.

Looking forward to your responses,
<name>

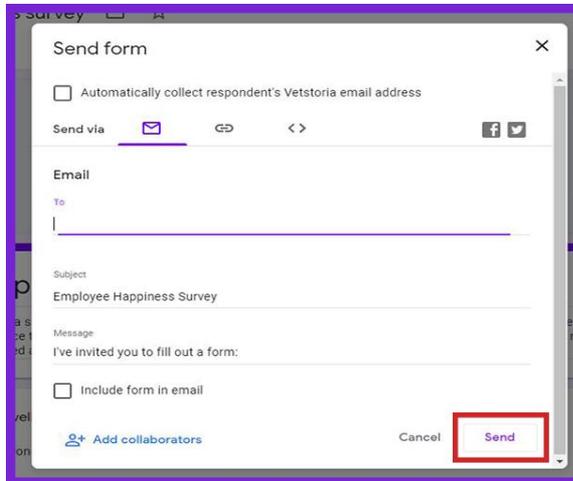
9. Optionally, include the form in the email itself by checking “Include form in email”:



The screenshot shows a 'Send form' dialog box with the following elements:

- Checkbox: Automatically collect respondent's Vetstoria email address
- Send via: Email, Link, QR code, Facebook, Twitter
- Email section:
 - To: [Empty text field]
 - Subject: Employee Happiness Survey
 - Message: I've invited you to fill out a form:
- Checkbox: Include form in email (highlighted with a red box)
- Buttons: Add collaborators, Cancel, Send

10. When you are ready, click on send:



The screenshot shows the same 'Send form' dialog box as above, but with the 'Send' button highlighted by a red box.



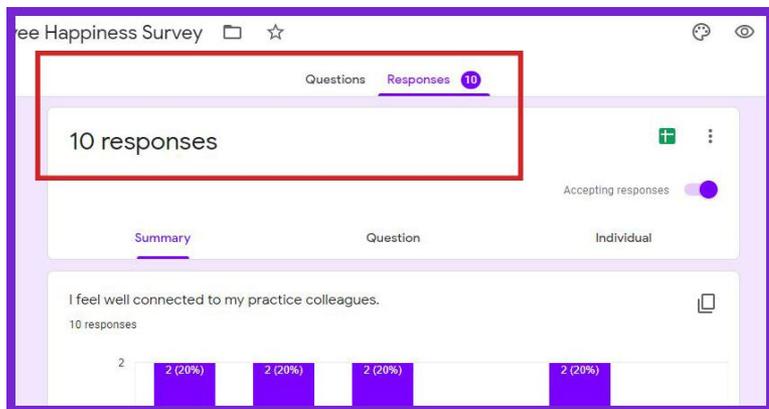
11. You can choose to embed a link to the survey in your email body if you chose to send it from your own email client:

a

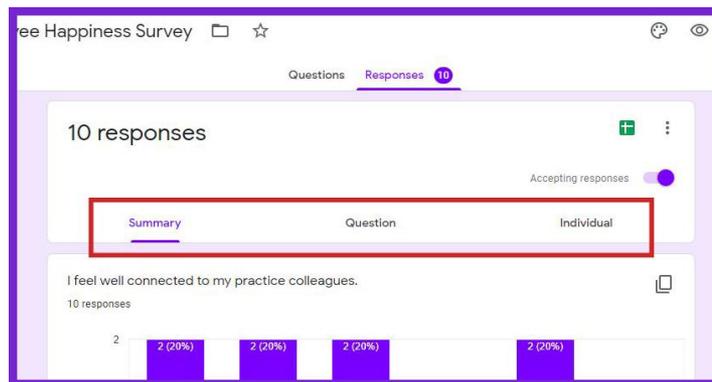
b

c

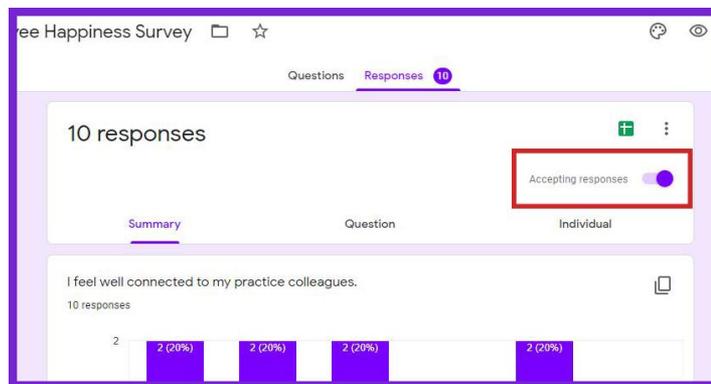
12. You can check the responses to the survey by clicking on the “responses” tab:



a. The overall count of respondents is shown here

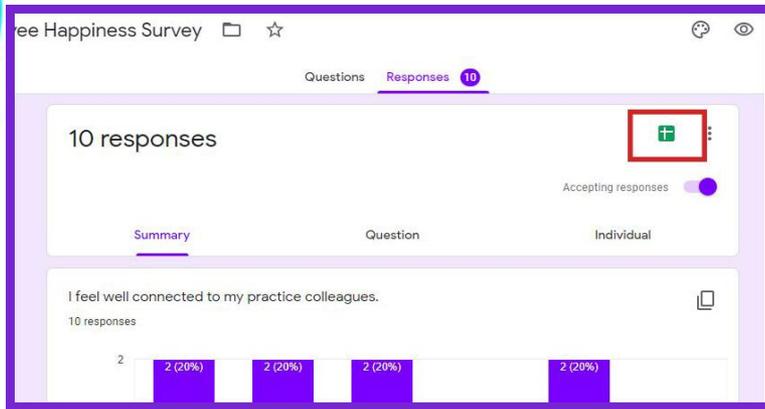


b. You can choose to check your responses per question and by each individual respondent



c. You can stop accepting responses by toggling “accepting responses” off

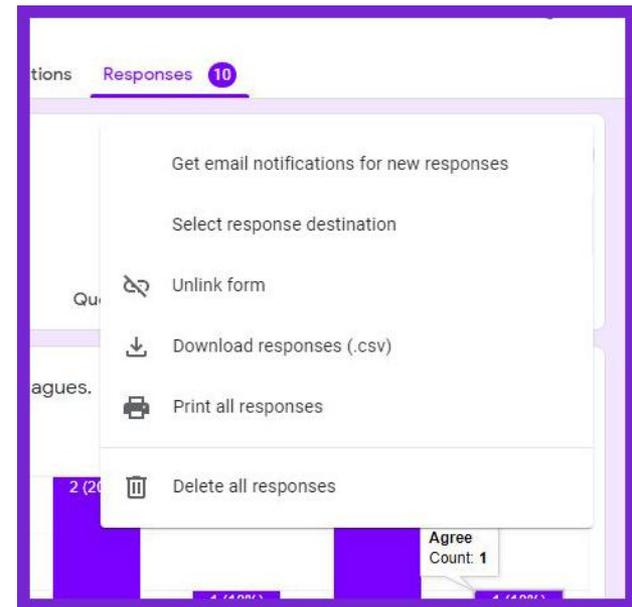
d. To get a list of the responses in a Google Sheet, click on the google sheets icon on the top right, this will create a spreadsheet



e. This sheet will include a table of all responses (and scores) for you to analyze

Timestamp	I feel well connected to my practice colleagues.	I am given all the resources I need to do my job	My managers and coworkers see adequate opportunities for growth	I feel rewarded and well supported	I receive constructive feedback	I am confident in my work	The work I do is meaningful
9/16/2020 18:07:59	Agree	3	3	3	3	3	3
9/18/2020 6:11:50	Agree	3	3	3	3	3	3
9/18/2020 6:12:18	Agree	5	4	5	4	3	5
9/18/2020 6:12:21	Agree	4	3	3	5	1	3
9/18/2020 6:13:46	Agree	5	3	1	3	3	5
9/18/2020 6:15:16	Agree	1	5	3	4	4	5
9/18/2020 6:16:35	Agree	2	1	4	2	2	3
9/18/2020 6:17:09	Agree	1	5	5	5	5	5
9/18/2020 6:17:29	Agree	2	3	1	4	4	5
9/18/2020 6:17:43	Agree	3	3	3	3	3	3

f. You can also select additional ways to receive your responses



How to calculate overall happiness score from the spreadsheet

1. In your responses sheet, name the last column "Average score"

N	O	P	Q	R
recommend at this practice ends	I feel well secured in this job	The expectations of our customers are realistic	Any additional comments?	Avg score
2	5	3	No	
4	5	5	Love that we can bring our kids to work and that there is a play area for them in the practice	
3	5	3	I suggest that we do a complimentary give a way for every pet-owner after a consultation	
3	5	5	nope	
5	3	3	Can we do a team lunch out once in a way?	
2	5	3	Love to have some team challenges apart from work (extra curricular) -sports may be	
5	5	5	And internal communication tool will help in many ways	
5	5	3	good to have a manual on the maximum customers can expect from us/our services	
3	3	3	No	
3	3	3	Not happy with the practice manager	

2. Click on cell R2 then click on the drop down functions option as shown to find "SUM" and click on it

N	O	P	Q	R
recommend at this practice ends	I feel well secured in this job	The expectations of our customers are realistic	Any additional comments?	Avg score
2	5	3	No	
4	5	5	Love that we can bring our kids to work and that there is a play area for them in the practice	1
3	5	3	I suggest that we do a complimentary give a way for every pet-owner after a consultation	
3	5	5	nope	
5	3	3	Can we do a team lunch out once in a way?	
2	5	3	Love to have some team challenges apart from work (extra curricular) -sports may be	
5	5	5	And internal communication tool will help in many ways	
5	5	3	good to have a manual on the maximum customers can expect from us/our services	
3	3	3	No	
3	3	3	Not happy with the practice manager	

3. Select all the responses in the Row 2 skipping A2 and then click on "enter"

N	O	P	Q	R
recommend at this practice ends	I feel well secured in this job	The expectations of our customers are realistic	Any additional comments?	Avg score
2	5	3	No	=SUM(B2:P2)
4	5	5	Love that we can bring our kids to work and that there is a play area for them in the practice	
3	5	3	I suggest that we do a complimentary give a way for every pet-owner after a consultation	
3	5	5	nope	
5	3	3	Can we do a team lunch out once in a way?	
2	5	3	Love to have some team challenges apart from work (extra curricular) -sports may be	
5	5	5	And internal communication tool will help in many ways	
5	5	3	good to have a manual on the maximum customers can expect from us/our services	
3	3	3	No	
3	3	3	Not happy with the practice manager	

4. You will get the total score from respondent No.1

P	Q	R
the expectations of our customers are realistic	Any additional comments?	Avg score
3	No	51
5	Love that we can bring our kids to work and that there is a play area for them in the practice	
3	I suggest that we do a complimentary give a way for every pet-owner after a consultation	
5	nope	
3	Can we do a team lunch out once in a way?	
3	Love to have some team challenges apart from work (extra curricular) -sports may be	

5. Now, apply the same formula for all the respondents to get the total score as shown below

a. Click on the corner of the R2 as shown

P	Q	R
Are the expectations of our customers realistic	Any additional comments?	Avg score
3	No	51
5	Love that we can bring our kids to work and that there is a play area for them in the practice	
3	I suggest that we do a complimentary give a way for every pet-owner after a consultation	
5	nope	
3	Can we do a team lunch out once in a way?	
3	Love to have some team challenges apart from work (extra curricular) -sports may be	

b. Drag to the bottom/last respondent's cell to apply the formula for all of them

P	Q	R
Are the expectations of our customers realistic	Any additional comments?	Avg score
3	No	51
5	Love that we can bring our kids to work and that there is a play area for them in the practice	68
3	I suggest that we do a complimentary give a way for every pet-owner after a consultation	50
5	nope	50
3	Can we do a team lunch out once in a way?	49
3	Love to have some team challenges apart from work (extra curricular) -sports may be	41
5	And internal communication tool will help in many ways	71
3	good to have a manual on the maximum customers can expect from us/our services	49
3	No	45
3	Not happy with the practice manager	41

6. To find the average score for your practice

a. Click on the cell after the last respondent then click on the drop down functions option to find “average” and click on it

P	Q	R
	The expectations of our customers are realistic	Avg score
3	No	51
5	Love that we can bring our kids to work and that there is a play area for them in the practice	68
3	I suggest that we do a complimentary give a way for every pet-owner after a consultation	50
5	nope	50
3	Can we do a team lunch out once in a way?	49
3	Love to have some team challenges apart from work (extra curricular) -sports may be	41
5	And internal communication tool will help in many ways	71
3	good to have a manual on the maximum customers can expect from us/our services	49
3	No	45
3	Not happy with the practice manager	44

b. Then select the totals of all respondents and click on enter to get the average score for your practice

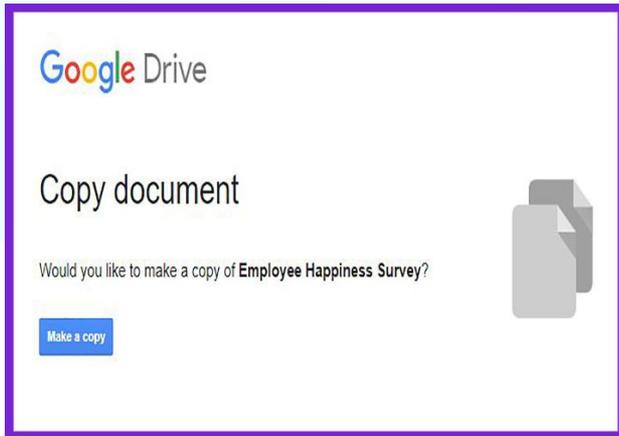
P	Q	R
	The expectations of our customers are realistic	Avg score
3	No	51
5	Love that we can bring our kids to work and that there is a play area for them in the practice	68
3	I suggest that we do a complimentary give a way for every pet-owner after a consultation	50
5	nope	50
3	Can we do a team lunch out once in a way?	49
3	Love to have some team challenges apart from work (extra curricular) -sports may be	41
5	And internal communication tool will help in many ways	71
3	good to have a manual on the maximum customers can expect from us/our services	49
3	No	45
3	Not happy with the practice manager	44

P	Q	R
	The expectations of our customers are realistic	Avg score
3	No	51
5	Love that we can bring our kids to work and that there is a play area for them in the practice	68
3	I suggest that we do a complimentary give a way for every pet-owner after a consultation	50
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3	Love to have some team challenges apart from work (extra curricular) -sports may be	41
5	And internal communication tool will help in many ways	71
3	good to have a manual on the maximum customers can expect from us/our services	49
3	No	45
3	Not happy with the practice manager	44

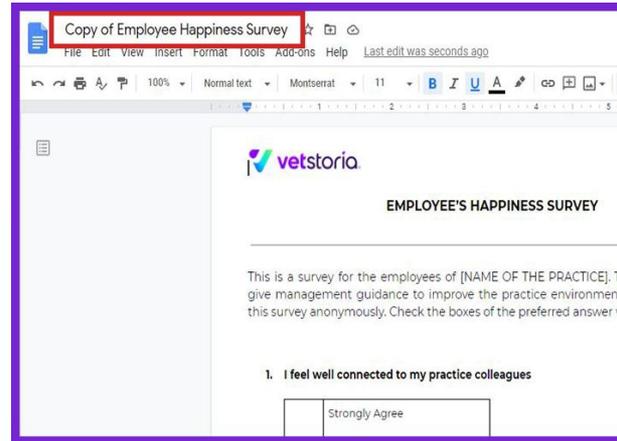
The scores and the scoring system we've provided at the end of this guide will not be applicable if you make changes to the survey questions or survey answer options

If you are using the Google Docs template

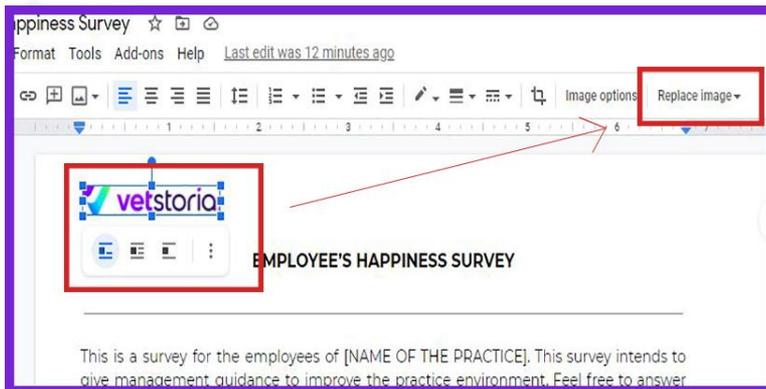
1. Click on “make a copy”



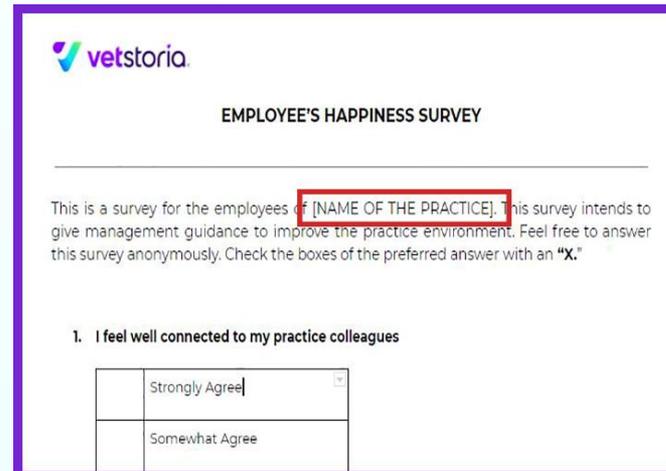
2. Change the title to remove “copy of”



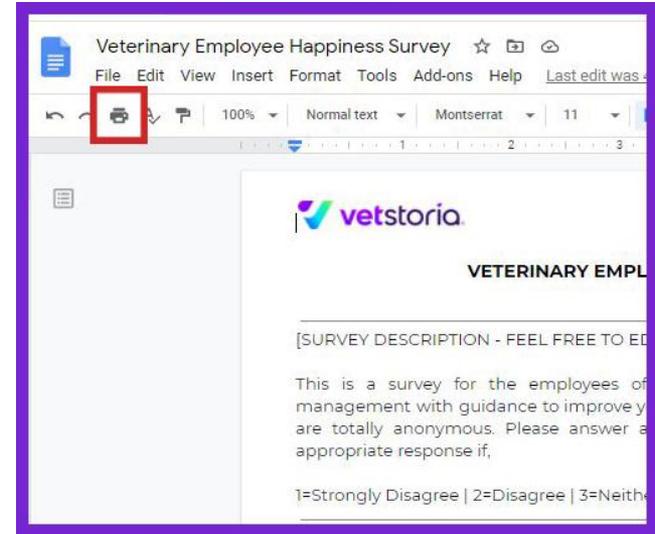
3. Replace image with your Practice's logo



4. In the description, replace [NAME OF THE PRACTICE] with your practice's name



5. To print the survey template directly from Google Docs click on “file” to find the “print” option or click on the “print” icon on the top left corner and follow the instructions



6. To download the Microsoft Word version of the survey template, Click on “file” on the top left corner, and then select “download” to select the Microsoft Word download option

How to calculate overall happiness score from the Google Docs, or PDF versions

1. Add the answers of each survey answer sheet manually using a calculator (The max answer you can get from one answer sheet is 75)
2. Once you have the individual totals of all employees' answer sheets, add up all the totals to find the grand total
3. Then Divide the Grand total by the number of employees/respondents/answer sheets to find your average which is your practice's happiness score

$$\frac{\text{Grand total}}{\text{No. of respondents}} = \text{Your practice's score}$$

Here is what your score means:

70 - 75 = Your practice is at its best and all your employees are extremely satisfied

60 - 70 = Your practice is doing generally good. You might have just minor matters to consider solving

50 - 60 = You have more happy employees than unhappy ones. This does not mean you don't have unhappy employees. That contingent of unhappy employees have the power of spreading negative energy to other team members

40 - 50 = Your practice needs some work. Whether it is a few individuals or across the team, happiness is not as high as it should be. There is a huge opportunity to boost business performance by increasing workplace happiness

30 - 40 = Happiness levels at your practice are low. If you ignore these bad signs it could result in lowered team morale, levels of customer services and business losses

Below 30 - Your practice needs to improve a lot. Consider fixing issues found through the survey answers and initiating employee happiness campaigns. There is a possibility of you losing talented employees or loyal customers if no action is taken

Thanks for Accessing Our Employee Happiness Survey Template!

Here are some additional resources we think you'll find useful:

- [**Blog:** Why Happiness = Productivity Within the Veterinary Practice](#)
- [**Blog:** 7 Signs You Have an Unhappy Employee in Your Practice \(And What to Do\)](#)
- [**Case Study:** Emersons Green Vet Practice Reduces Call Volume by 60% with Vetstoria and Boosts Team Productivity](#)

