



ABOUT ERC DATAPLUS

ERC delivers client-centric, state-of-the-art Internet and Interactive Voice (IVR) solutions for recruiting and employee surveys, and through ARGOS Assessment Company, multirater assessments. Its applications are modular in design to allow companies to select what they need; when they need it.

Clients benefit from dedicated and experienced project and account management teams to help clients translate their expectations into realities, and have a more efficient and effective process.

Supplementary modules to Selectech Workforce Management and Selectech 5.2 CMS improve the quality of hires and reduce turnover. Surveys of new hires to help improve the orientation process and surveys of departing employees that help to uncover root causes of turnover are also available.

Leading financial service companies, call centers, retail, hospitality companies, and Fortune 1000 companies look to ERC for quality, innovation, service, and high Return

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FirstWord® New Hire Survey

Screening, hiring and retaining the workforce you want - efficiently! SM

FirstWord® New Hire Survey was created to help organizations assess how well they are meeting the expectations of their newly hired employees. FirstWord is a quantitative, consistent and automatic measurement process that is easy to use, cost effective, and produces input that is candid and strategically valuable.

The information produced by FirstWord helps organizations improve their selection and orientation practices and thus, employee retention. By "listening" to what new employees say about their initial on-the-job experience, corrective measures can be implemented on an individual basis (with employee disclosure consent) and organizationally to improve the orientation process and accelerate new hire integration into the organization and productivity.

FirstWord is usually administered during the second to fourth month of an employee's tenure by telephone (IVR) or Internet. Both survey options are available when the workforce does not uniformly have Internet access. Clients using the AllAboardSM module of Selectech® Workforce Management can automate the delivery of the survey.

The survey assesses employee expectations of their organization, the work they are doing, their manager, the work environment, and compensation/benefits.

GUARANTEED BENEFITS WHEN YOU CHOOSE FIRSTWORD SURVEY

Best Choice. ERC's eleven years' experience is available to improve your recruiting process and select and retain high performing employees.

Orientation Process Improvement because the survey is capturing what is working and what is not during the critical first 60 to 120 days of new employees being on the job.

New Employees like being surveyed because it communicates that the company is interested in listening to what they have to say about the pros and cons of the orientation process.

Managers of new employees like the survey because they can get a true sense about the quality of the new hire process.

Fast, easy implementation means a dramatically lower implementation cost and a quicker exposure to any potential problems or issues that a new employee may have.

Cost Effective. There is typically no implementation fee if used as part of Selectech Workforce Management. ERC offers both subscription and transactional-based pricing plans. The subscription fee is based on the number of surveys that will be taken during a given time period.

Unique System Features:

- Internet or telephone survey delivery.
- Automated or manual administration.
- Administration via the Internet or Interactive Voice Response (telephone).
- The survey can handle a number of customized questions to reflect orientation program differences across different locations.
- Reports are available via the Internet and exportable to Excel with one click.