

## Kaiser Associates – Sample Metrics Dashboard Approach

Metric	Data Source	Analytical Value	Application
1. New Hire Job Readiness	<ul style="list-style-type: none"> <li>New hire manager survey questions on new hire “job-readiness” following the initial training period</li> </ul>	<ul style="list-style-type: none"> <li>Gauges the extent to which new hire orientation and training activities are effectively providing Managers with “job ready” new hires</li> </ul>	<ul style="list-style-type: none"> <li>When coupled with qualitative manager feedback, enables onboarding program leadership to identify specific business units/functions in which program element and training components can be improved to increase job readiness</li> </ul>
2. New Hire Portal Utilization	<ul style="list-style-type: none"> <li>IT data on the number and frequency of new hires who are accessing the portal</li> </ul>	<ul style="list-style-type: none"> <li>Measures the usefulness and value of the portal from the new hires’ perspective</li> </ul>	<ul style="list-style-type: none"> <li>Enables onboarding program leadership to consider further enhancements/features for high-traffic areas of the portal</li> <li>Enables onboarding program leadership to identify low-traffic areas of the portal, where new hires may be neglecting to self-educate on key information</li> </ul>
3. New Hire Satisfaction by Survey Period	<ul style="list-style-type: none"> <li>New hire survey data</li> </ul>	<ul style="list-style-type: none"> <li>Provides visibility into specific periods of higher and lower new hire satisfaction throughout year one</li> </ul>	<ul style="list-style-type: none"> <li>When coupled with qualitative new hire feedback, allows onboarding program leadership to consider potential phase-specific enhancements to increase new hire satisfaction</li> </ul>
4. New Hire Satisfaction by Onboarding Region, Business Unit, and Function	<ul style="list-style-type: none"> <li>New hire survey data</li> </ul>	<ul style="list-style-type: none"> <li>Provides visibility into comparative new hire satisfaction across onboarding regions, business units, and functions</li> </ul>	<ul style="list-style-type: none"> <li>Allows onboarding program leadership to identify and address drivers of lower performance in specific onboarding regions, business units, and functions</li> </ul>
5. New Hire Satisfaction by Level	<ul style="list-style-type: none"> <li>New hire survey data</li> </ul>	<ul style="list-style-type: none"> <li>Provides visibility into comparative new hire satisfaction across new hire levels</li> </ul>	<ul style="list-style-type: none"> <li>Allows onboarding program leadership to determine whether additional new hire activity customization is needed to address the unique needs of distinct new hire audiences</li> </ul>

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6. Overall New Hire Satisfaction	<ul style="list-style-type: none"> <li>New hire survey data</li> </ul>	<ul style="list-style-type: none"> <li>Measures the extent to which new hires are satisfied with their year one onboarding experience</li> </ul>	<ul style="list-style-type: none"> <li>Provides onboarding program leadership with overall gauge of program performance that can be benchmarked against the legacy onboarding program</li> </ul>
7. Improvement in Intern Conversion Rate	<ul style="list-style-type: none"> <li>Data on percent of interns who accepted offers extended</li> </ul>	<ul style="list-style-type: none"> <li>Measures the impact of the onboarding program on intern conversion yields</li> </ul>	<ul style="list-style-type: none"> <li>Enables onboarding program leadership to determine whether the program is having a meaningful impact on intern conversion</li> <li>When coupled with qualitative intern feedback, enables onboarding program leadership to consider intern-specific program enhancements</li> </ul>
8. Overall New Hire Connectedness to the Organization	<ul style="list-style-type: none"> <li>New hire survey questions related to feeling connected, supported, and having a network w/in the organization</li> </ul>	<ul style="list-style-type: none"> <li>Measures the extent to which new hires feel connected and supported</li> </ul>	<ul style="list-style-type: none"> <li>When coupled with qualitative new hire feedback, enables onboarding program leadership to identify needed enhancements that will drive greater new hire support and networking opportunities</li> </ul>
9. Improvement in New Hire Retention	<ul style="list-style-type: none"> <li>Annual new hire retention data</li> </ul>	<ul style="list-style-type: none"> <li>Measures program effectiveness in improving new hire retention relative to the prior year</li> </ul>	<ul style="list-style-type: none"> <li>Enables onboarding program leadership to evaluate retention program impact on new hire retention levels</li> </ul>
10. Program Return on Investment (ROI)	<ul style="list-style-type: none"> <li>Annual new hire retention data and recruitment cost per hire data</li> <li>Annual program delivery cost data</li> </ul>	<ul style="list-style-type: none"> <li>Provide gauge of recruitment cost savings due to improved new hire retention</li> </ul>	<ul style="list-style-type: none"> <li>Enables onboarding program leadership to evaluate retention and delivery cost savings of the new onboarding program relative to the legacy program</li> </ul>
11. New Hire Time-to-Productivity	<ul style="list-style-type: none"> <li>New hire manager survey data</li> </ul>	<ul style="list-style-type: none"> <li>Provides insight into the average number of days it takes new hires to reach the minimum expected output for their new job</li> </ul>	<ul style="list-style-type: none"> <li>Allows the onboarding program leadership to assess the effectiveness of the program at providing new hires with the minimum skills needed to perform their new jobs</li> </ul>