

Kaiser Associates – Sample Metrics Dashboard Approach

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

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