**SES Onboarding Sample Metrics Dashboard**

**June 2014**

|  |  |  |  |
| --- | --- | --- | --- |
| Metric | Data Source | Analytical Value | Application |
| New Executive time to productivity | New executive manager  survey data | Provides insight into the average number of days it takes new executives to reach the minimum expected output for their new job | Allows the program  leadership to assess the effectiveness of the program at providing new executives with the minimum skills needed to  perform their new jobs |
| New Executive portal utilization | IT data on the  number and  frequency of new  executives who are  accessing the portal | Measures the usefulness and value of the portal from the new executives’  perspective | • Enables program  leadership to consider further enhancements/ features for high-traffic  areas of the portal  • Enables program  leadership to identify low-traffic areas of the portal, where new executives may be neglecting to self-educate on key information |
| New Executive satisfaction per phase (e.g. pre-boarding, first week, 30 days) | New executive survey data | Provides visibility into specific periods  of higher and lower new executive  satisfaction throughout year one | When coupled with qualitative new  executive feedback, allows onboarding  program leadership to consider potential phase-specific enhancements  to increase new executive satisfaction |
| New Executive satisfaction by business unit and function | New executive survey data | Provides visibility into comparative  new executive satisfaction across  onboarding regions, business units,  and functions | Allows onboarding program leadership  to identify and address drivers of lower  performance in specific onboarding regions, business units, and functions |
| Overall new executive satisfaction | New executive survey data | Measures the extent to which new  executives are satisfied with their year one  onboarding experience | Provides onboarding program leadership with overall gauge of program performance that can be  benchmarked against the legacy onboarding program |
| Overall New Executive  Connectedness to  the Organization | New executive survey questions related to feeling connected, supported, and having a network w/in the  organization | Measures the extent to which new  executives feel connected and supported | When coupled with qualitative new  executive feedback, enables onboarding  program leadership to identify needed  enhancements that will drive greater new executive support and networking opportunities |
| Improvement in New  Executive Retention | Annual new executive  retention data | Measures program effectiveness in  improving new executive retention relative to the prior year | Enables onboarding program leadership to evaluate retention  program impact on new executive retention levels |
| Program Return on  Investment (ROI) | • Annual new executive retention data and recruitment cost per executive data  • Annual program  delivery cost data | Provide gauge of recruitment cost savings due to improved new executive  retention | Enables program  leadership to evaluate retention and delivery cost savings of the new  onboarding program relative to the  legacy program |
| New Executive time to productivity | New executive manager  survey data | Provides insight into the average number of days it takes new executives to reach the minimum expected output for their new job | Allows the program  leadership to assess the effectiveness of the program at providing new executives with the minimum skills needed to  Successfully perform their new jobs and add value to the agency. |

**Additional Metrics:**

* Time to receiving equipment and tools
* Time allotted for onboarding activities
* Employee engagement
* Management engagement
* Completion rates
* Additional Long-term Goals