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VIRTUAL EXPERIENCE

Explorance Consulting Insights: Scale Blue Outside the Classroom and into Employee Experience

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Student Experience Management:
From Application to Graduation

Employee Experience Management:
From Hire to Retire

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blue blue

Evaluation for 101815 Cultures of Modern Canada

Dear Abbas Agarwal,

On behalf of the Course Evaluations service at Explorance University, we are seeking your feedback on the courses you are currently taking. This feedback will help your instructors, departments, and the university better understand and address the concerns of students such as yourself.

For each question, please select the answer which best reflects your experience with the instructor, course, and your personal efforts. Also, we would greatly appreciate any detailed feedback you might have, which you can provide at the end of the evaluations.

Because your feedback is important, we may send reminders after a few days if we have not received your reply. We greatly appreciate your help and input.

To save your answers and move onto the next section, just click the "NEXT" button
Please remember to click the "SUBMIT" button after you complete the survey.
If you are unable to complete the survey in one session, make sure to save your review by clicking the "SAVE" button (under "OPTION" on mobile).
To resume a previously saved survey, return to your original email containing the link to your course feedback. If your session times out prior to submitting, please return to your original email.

The Teaching and Course Evaluation Project Team

Start Now

Evaluation for 101815 Cultures of Modern Canada

Save

Please evaluate the following aspects of the course:

	Poor	Fair	Neutral	Good	Excellent	No Opinion
Course content	○	○	○	○	○	○
Course reading materials	○	○	○			
Classroom physical environment	○	○	○			

I would recommend this course to friends and peers.

○ Strongly Not Recommend ○ Not Recommend ○ Meh

○ Strongly Recommend

Please provide any comments about the course.

Enter comments here...

← Previous | Submit

○ Not Applicable

Ability to find consensus in conflict situations

○ Excellent
○ Good
○ Neutral
○ Fair
○ p

○ Not Applicable

Please provide examples of areas of strength:

Enter comments here...

Please provide examples of areas to improve upon:

Enter comments here...

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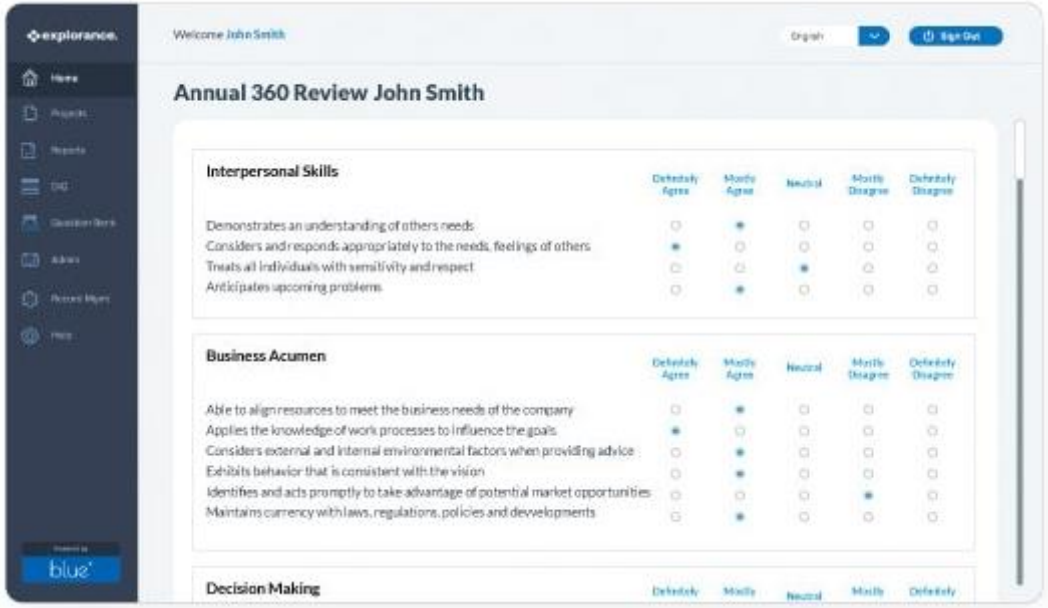

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The Blue Difference

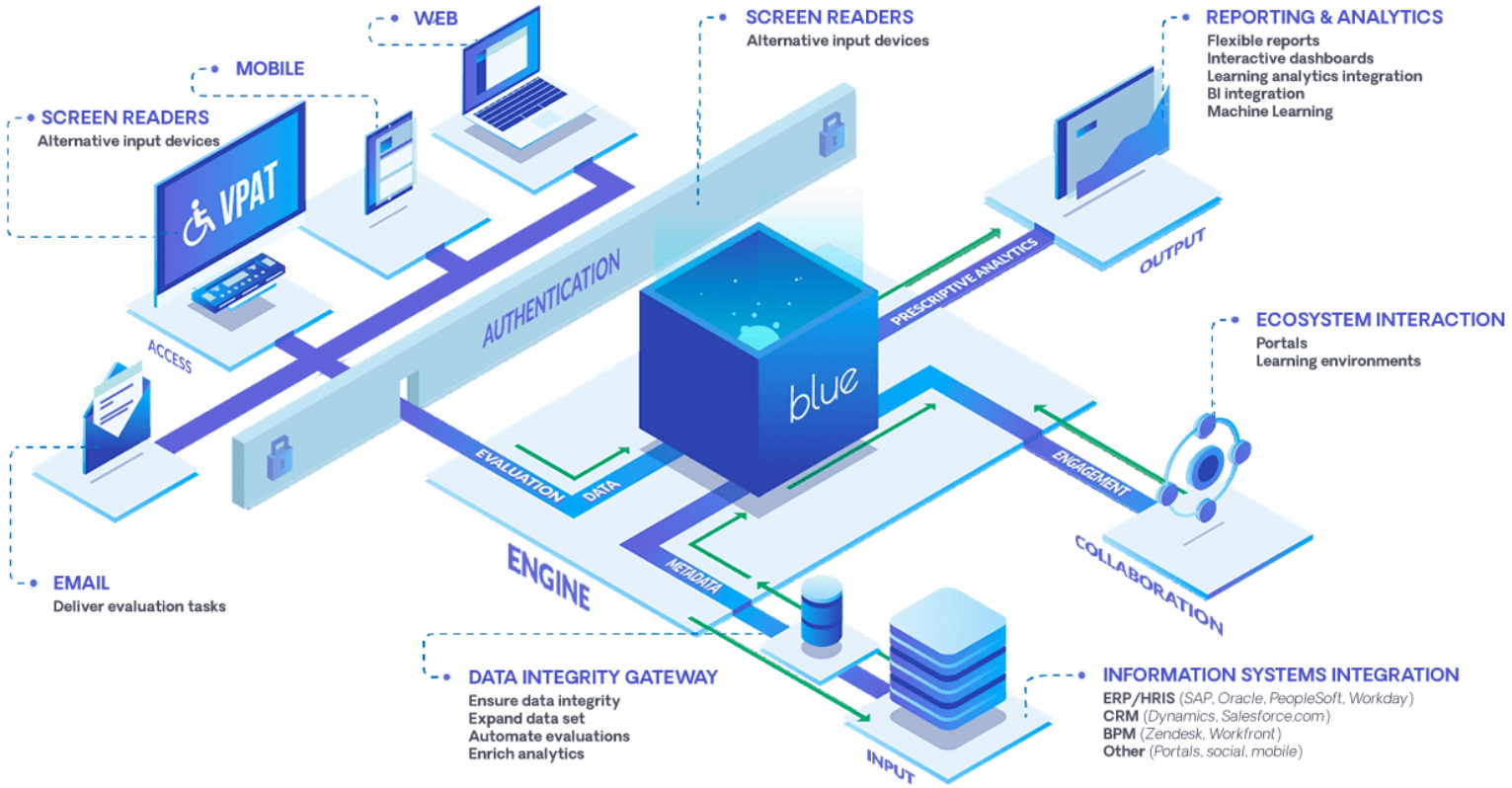
One Experience Management Platform -- Multiple Applications (Hire 2 Retire)

Blue Experience Applications

- Candidate Experience
- Onboarding Surveys
- Competency Assessments (360)
- Employee Engagement Surveys
- Performance Management
- Continuous Listening
- Ad hoc Surveys
- Exit/Stay Surveys

Blue Experience Insights

- Engagement
- Productivity
- Retention
- Development
- Performance



The Blue Difference

The HR ROI of Feedback Data in one Place

1 Consolidation of Platforms

- Onboarding Surveys
- 360-degree feedback
- Performance management
- Engagement Surveys
- Continuous Listening
- Ad hoc surveys

2 Minimize Data Exposure

- Fewer platforms to:
  - ✓ Send employee data
  - ✓ Store employee data and feedback
  - ✓ Connect key Corporate IT systems
- Privacy compliance - GDPR, HIPAA, and FERPA
- Data Policies – ownership, usage, retention
- Accessibility compliance – Section 508 and WCAG 2.1 (AA)

3 Eliminate IT Integration Redundancy

- HRIS
- CRM
- SSO
- Portal
- LMS
- BI platform
- Data Warehouse

4 Drive Value for your Organization

- Less administrative overhead (one setup, it's done)
- Automated data-powered platform (integration advantage)
- Advanced automation features for any survey and evaluation
- Data stored in one schema
  Easier to consume
  Easier to understand
  Easier to share/integrate
- Consistent end-user experience

Effective Measurement Requires a Strategy

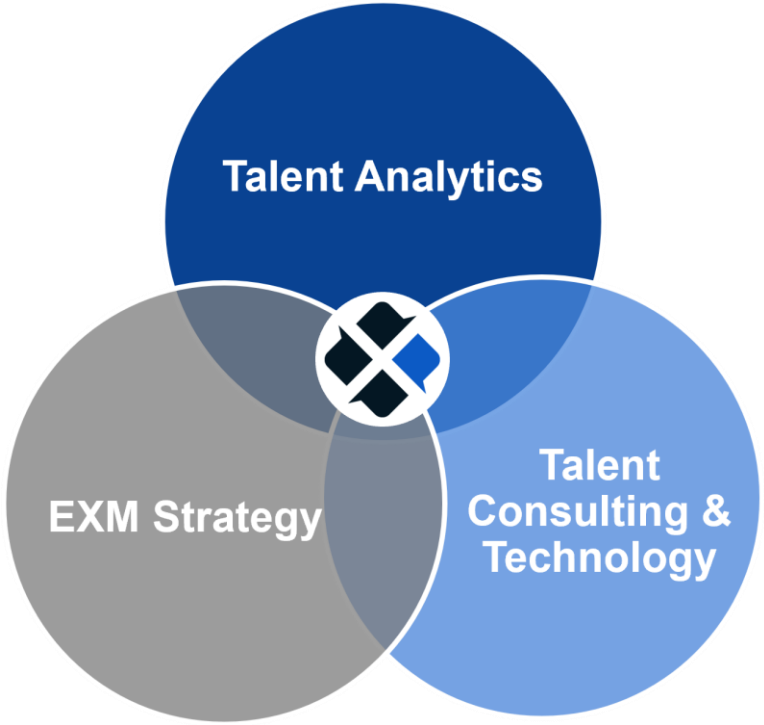
- ***Connect the dots*** between capabilities, learning, talent acquisition, engagement, retention and performance
- Collect the ***right data at the right time from the right people including the right questions***
- Scale and repeat the process to ***gauge impact over time***

Make the case that ***investments in talent are producing a return***:

- Improved productivity
- Enhanced performance
- Retention of top performers
- Enhanced business outcomes

The Blue Difference

Expert Explorance Consulting: Performance from Experience



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The Blue Difference

Expert Explorance Consulting: Performance from Experience

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The Blue Difference

Expert Explorance Consulting: Performance from Experience

Assess & Align

- Identify issues, opportunities, gaps in processes, capabilities, tools and technology
- Define problem to be solved and clarify success indicators

Architect & Create

- Define and develop a measurement and reporting strategy
- Design and develop solutions including measurement instruments and user-focused reports

Implement & Support

- Guide implementation planning, adoption, and change
- Coach client team with best practices and approaches towards sustainment

Measure & Validate

- Collect, analyze, and deliver a data story demonstrating how the solution(s) contribute to success
- Synthesize and summarize strengths, opportunities, and recommendations for sustained success

Situation

- Revised performance management process
- Delivered on paper form with no automation
- Included annual review and goal setting
- Desired ability to track progress and create reports

Insights

- Leveraged consulting best practices for:
  - Survey Design Guidance
  - Survey Process Mapping
  - Communications and Change Planning
  - Reporting Design Guidance
- Revised job duty evaluation criteria to be consistent across all roles
- Adjusted rating scale from 5 levels to 4 with enhanced descriptions

Please use the following performance definitions to evaluate the level of performance as it pertains to each area of assessment.

	Top Performer / Exceptional	Often Exceeds Expectations	Fully Meets Expectations	Needs Development
High level descriptions	Far exceeds expectations on all review factors consistently. Model for others to follow and recognized by others for expertise	Goes beyond expectations on most review factors most of the time. Sought by others for their guidance or input	Consistently and effectively meets expectations on a regular basis and demonstrates proficiency	Inconsistent at meeting expectations and improvement is needed in some areas

Annual Performance Review

"*Same process, different tool*"

What's Changed?

- Automated online with Blue
- Employee information loaded in online form
- Job performance evaluated using same criteria based on individual's job duties
- Link to individual job duties in Blue
- Adjusted rating scale from 5 levels to 4 with enhanced descriptions
- Enter next year's goals in Blue

What's the same?

- Both employee and manager enter ratings and comments then meet to discuss
- Review job performance, annual goals, Community Values
- Respond to Reflective Open Questions
- Enter updates to Education or Professional development
- Discuss developmental needs and career aspirations

Results

- Launched online process and can track progress
- Captured goals for the next year's review
- Calculated overall performance based on inputs
- Generated reports by employee, manager, department and for HR

- Design Performance Review
- Design user experience
- Code into Blue
- Solidify business rules

- Format, review, edit and finalize reports
- Develop communications
- Conduct testing
- Finalize for deployment

- Deploy Performance Review
- Provide periodic reminders
- Provide regularly scheduled response rate reports

- Provide reports to predetermined audience
- Conduct After Action Review

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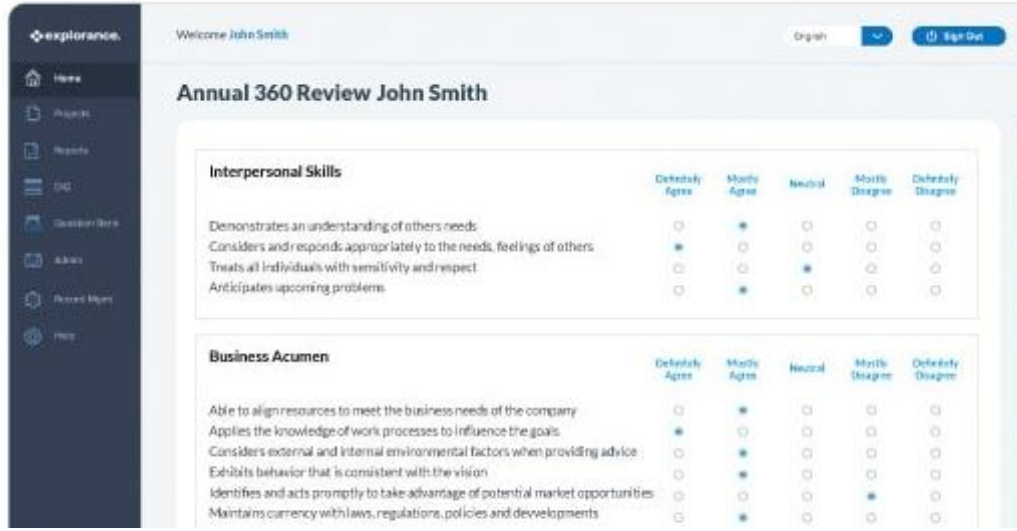
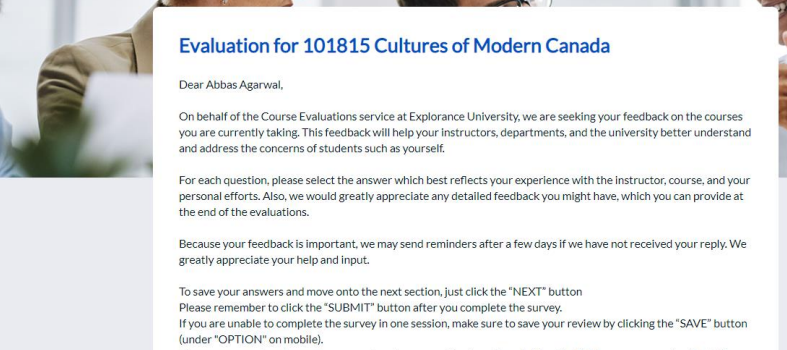
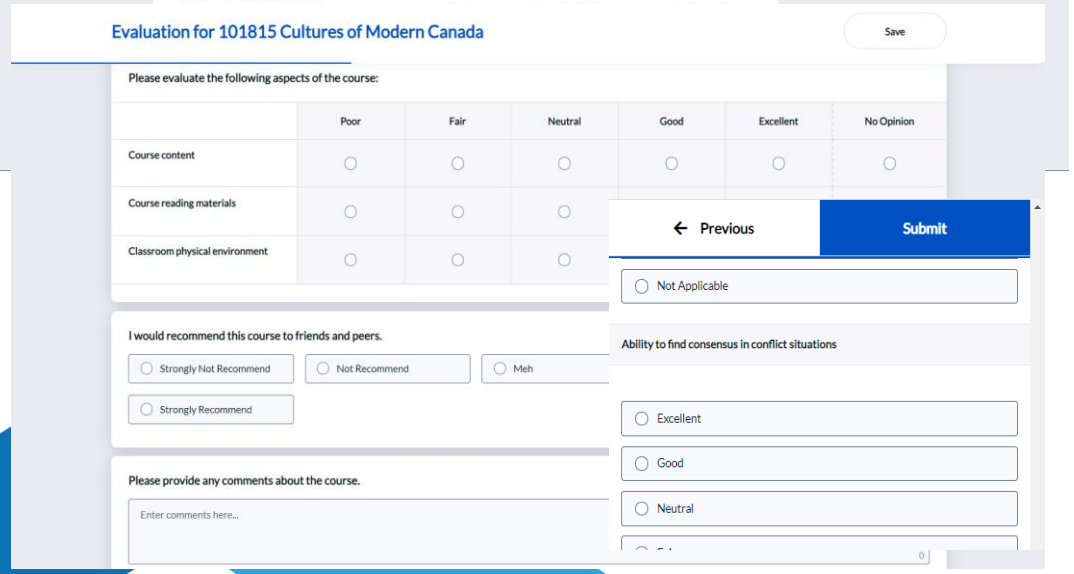
One Experience Management Platform







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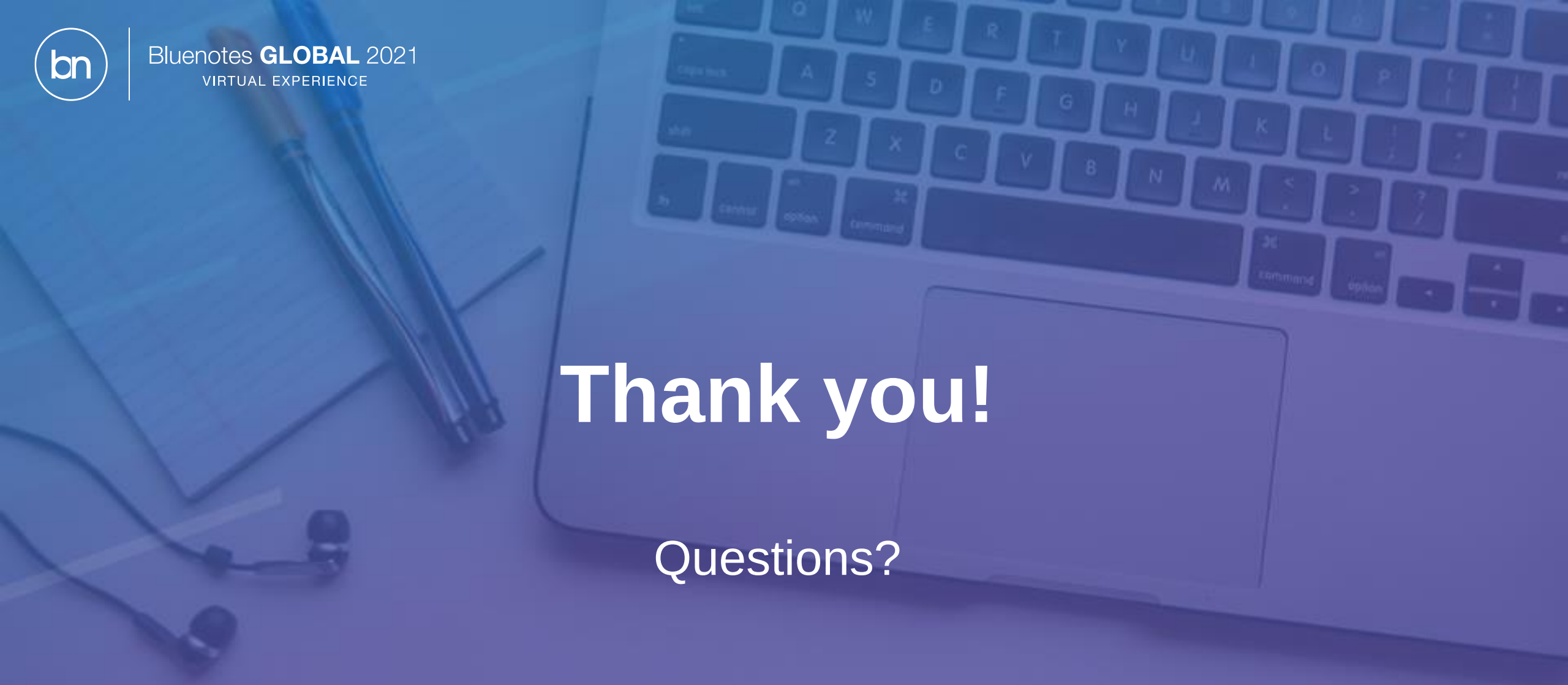

Thank you!

Questions?