



**Name of your organization:** GovCIO, LLC

**How do you use the People Insights Platform today?**

We are using the people insights platform to benchmark employee engagement, identify priority areas to focus on, and action plan to improve employee engagement and retention. We are also utilizing it for feedback on specific parts of our employee experience, the onboarding process and why employees are leaving.

**Please share your EX Impact story. Detail your challenge, solution, and impact.**

Challenge: we didn't have a good baseline on employee engagement and retention was an issue.

Solution: We utilized the platform to do an initial baseline on employee engagement and identify priority areas to focus on in order to improve engagement and retention. One area that we identified as a focus area was our onboarding processes. Given this, we sought to revamp it mid 2023 as we believe onboarding is a critical phase of the employee experience. We met with various departments and stakeholders internally to do a full assessment of the onboarding process and created a survey to continuously review feedback specifically on our onboarding process. Since mid-2023 we have made tweaks to our onboarding processes to enable better communications internally amongst POCs (Manager, Onboarding Team, Recruiting, HR), improve the new hire's experience (clearer communications, 1:1 interaction with an onboarding specialist, consistent new hire swag, and a live new hire orientation instead of a video), and guide the manager on best practices for first-day preparations and structure.

Impact: We've seen impactful results so far based on our efforts, both through narrative with our new hires, managers and others involved in the onboarding process, but also via metrics. Our 30 day engagement numbers increased from 81% favorable from Q3 2023 results to 93% Q4 2023 and 100% Q1 2024. We will be looking longer term at retention rates to see how this impacts long-term employee experience.