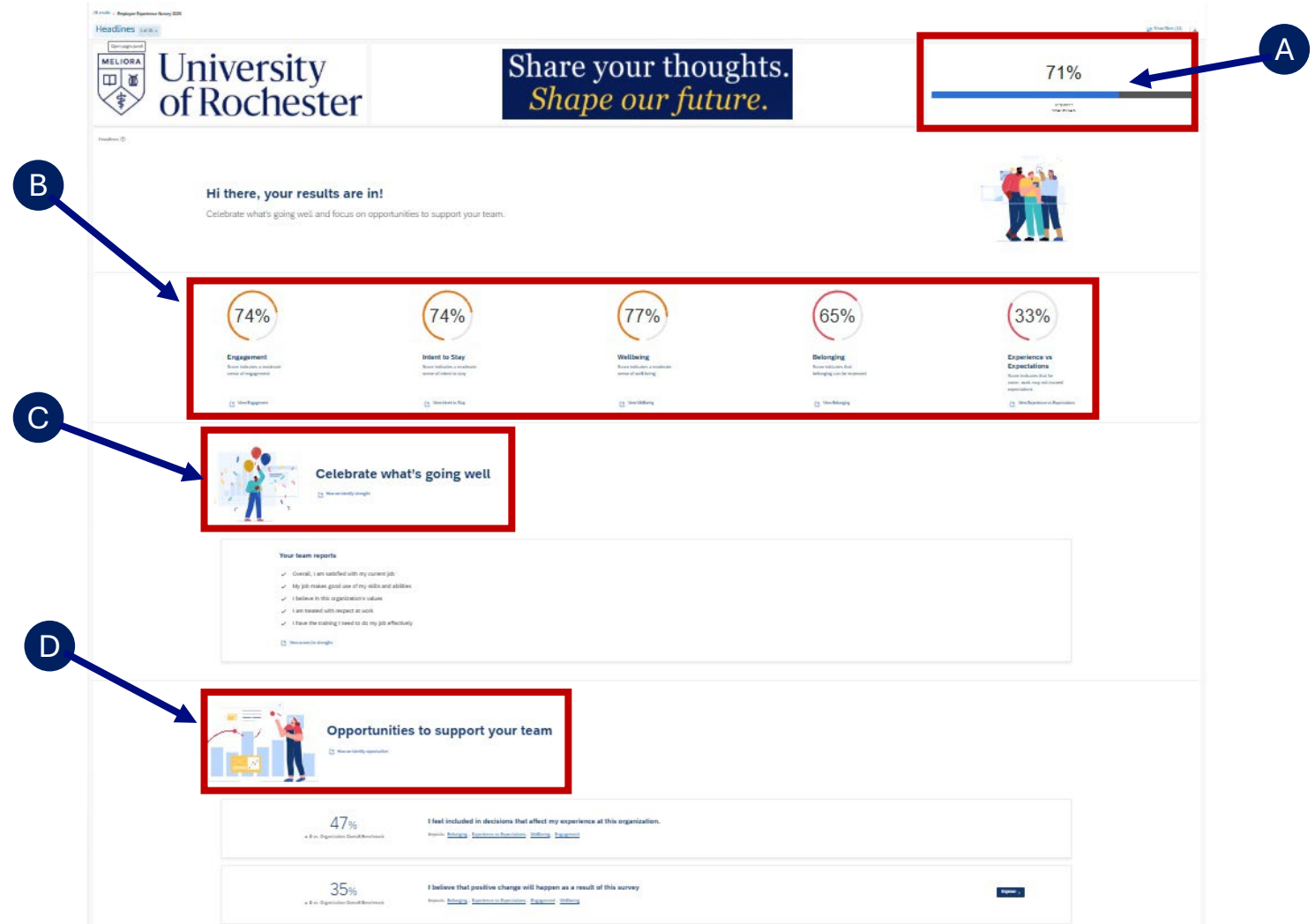


# Headlines Page: A Summary of Results

Scroll down your Headlines pages to see your:

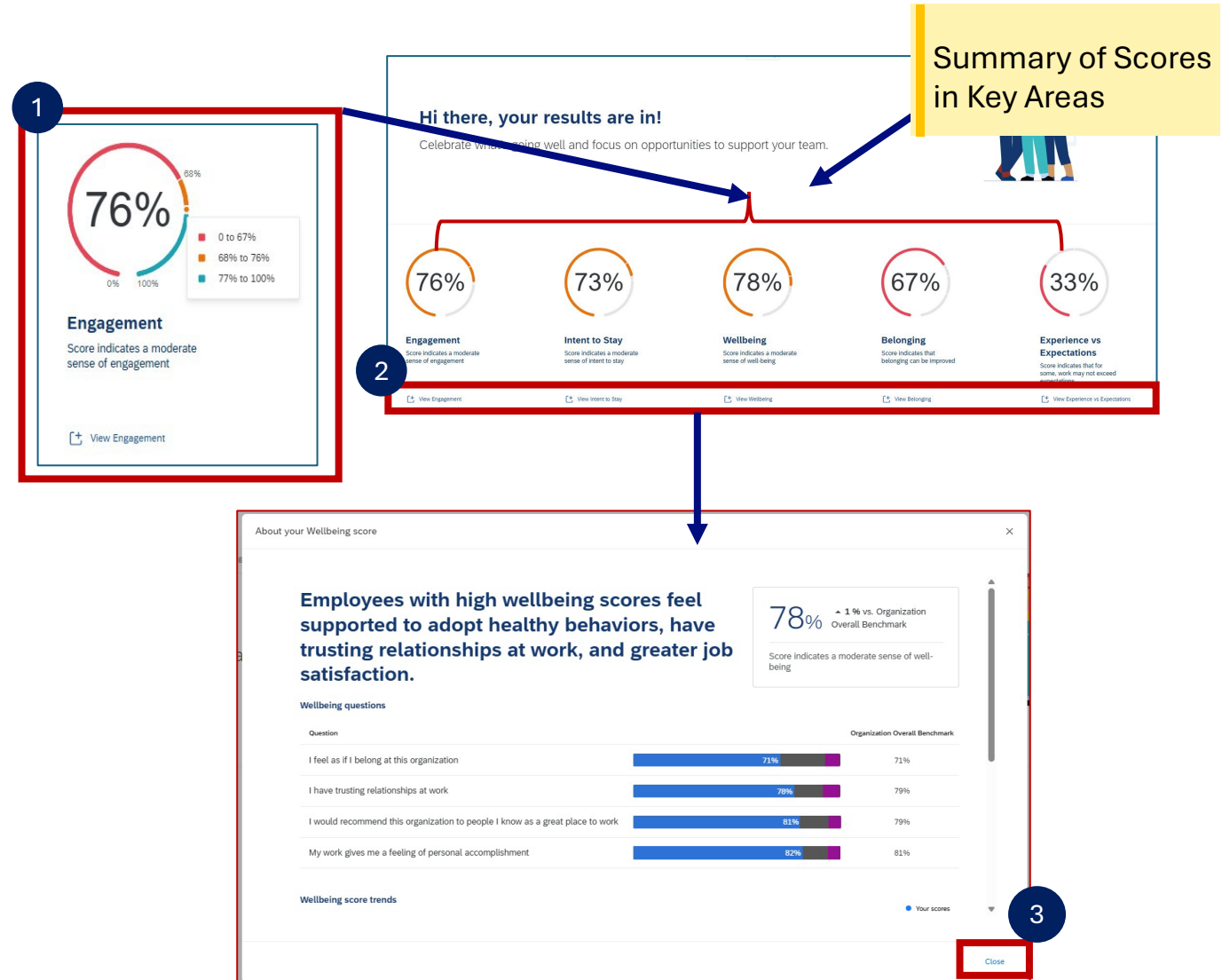
- A. Participation rate
- B. Key Performance Indicators (KPIs)\*
- C. Top five strengths
- D. Top five opportunities

\* A KPI is a simple, quantifiable measurement that helps you gauge how your team feels about core aspects of their work experience.



# Headlines Page: KPI Summaries

1. Hover over the KPI score to see the color-coding ranges for that KPI.
  - The KPI color-coding indicates how your favorability score compares to the Qualtrics Global benchmark:
    - Red indicates the KPI score is less than the benchmark by 5% or more.
    - Orange indicates the score is within 5% of the benchmark.
    - Teal indicates the score is greater than the benchmark by 5% or more.
2. Click **View [KPI]**, found under the KPI score, to open a pop-out that shows:
  - The benchmark for the organization's KPI score.
  - The questions that are included in the KPI.
  - The favorability and organization benchmark for each question included in the KPI.
3. Click **Close** to go back to the Headlines page.



# Headlines Page: Strengths



URochester

The Strengths section shows your top five questions.

1. Click **How we identify strengths**, found under the section title, to open a pop-out with more information on how your top five strengths are identified.
2. Click **View scores for strengths**, found under your top five strengths, to see:
  - Your favorability score for each question.
  - How your score compares to the overall organization's favorability score for that question.
  - Which KPIs the question impacts.
3. Click **Close** at the bottom of the pop-outs to return to the Headlines page.

The screenshot shows the 'Celebrate what's going well' section. Callout 1 points to the 'How we identify strengths' link. Callout 2 points to the 'View scores for strengths' link. Callout 3 points to the 'Close' button on the 'How we identify strengths and opportunities' pop-out.

**How we identify strengths and opportunities**

**What we measure**

We identify strengths and potential opportunities for key metrics:

- Belonging
- Engagement
- Experience vs Expectations
- Intent to Stay
- Wellbeing

**How it works**

To identify top strengths and opportunities, the algorithm applies a 4-part analysis made up of:

1. High or low-scores
2. Scoring higher or lower than comparisons
3. Impact on employee experience key metrics
4. The actionability of the insights

Actionable, impactful and high-scoring items surface as strengths and actionable, impactful and low-scoring items surface as opportunities.

**View scores for strengths**

Scores for your top strengths

**Keep doing what you're doing**

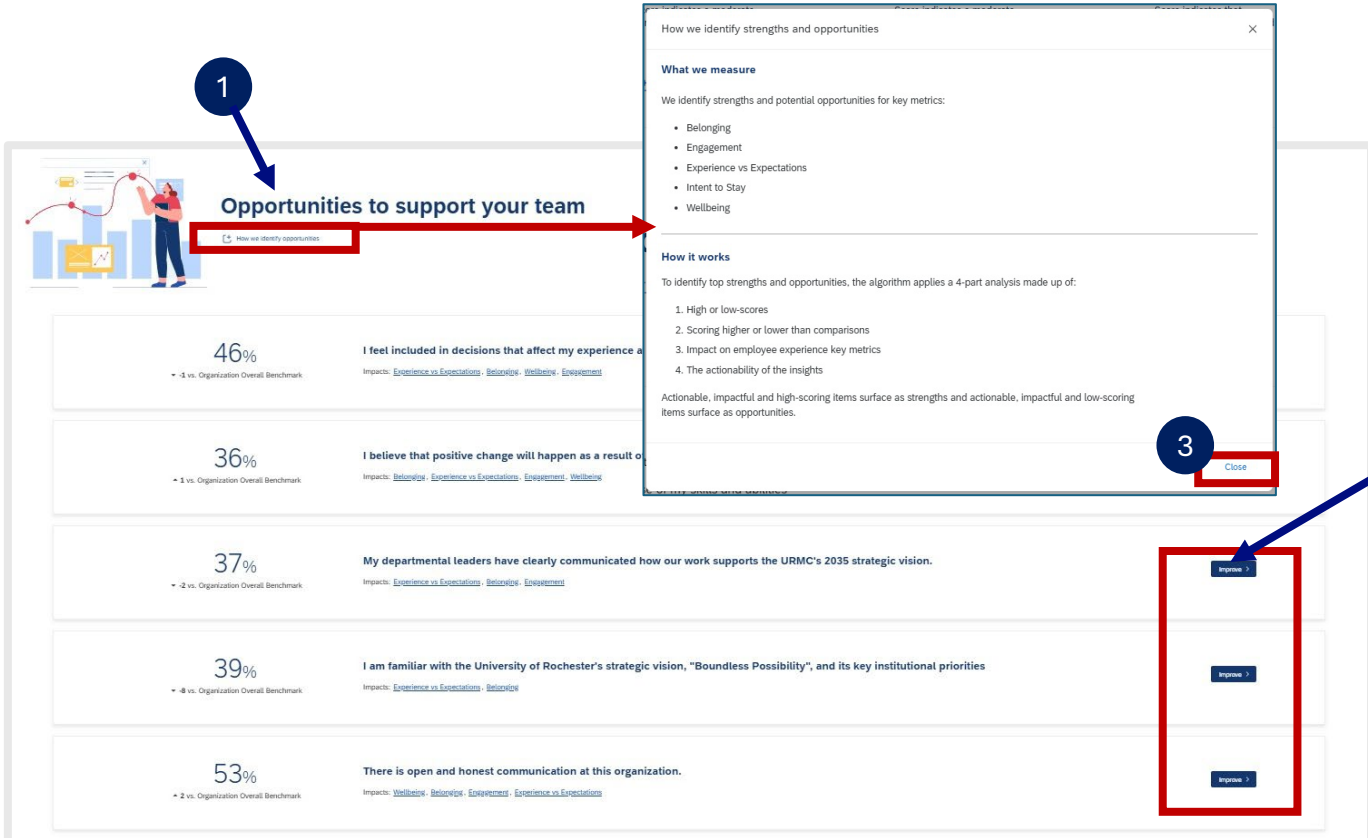
Score	Statement	Impacts
80%	I have good opportunities to learn and develop at this organization.	Wellbeing, Belonging, Engagement, Experience vs Expectations
81%	My job makes good use of my skills and abilities	Wellbeing, Engagement, Belonging, Experience vs Expectations
87%	I have the training I need to do my job effectively	Wellbeing, Engagement, Belonging, Experience vs Expectations
75%	Overall, I feel that my career goals can be met at this organization	Belonging, Wellbeing, Engagement, Experience vs Expectations

# Headlines Page: Opportunities to Support Your Team

The Opportunities section shows your top five areas of opportunity, including:

- Your favorability score for each question
- How your score compares to the overall organization's favorability score for that question
- Which KPIs the question impacts

1. Click **How we identify opportunities**, found under the section title, to open a pop-out with more information on how opportunities are identified.
2. Click **Improve**, shown next to questions that are drivers of KPI scores, to begin creating an action plan for that question.
  - See [Creating an Action Plan](#) QRC for more.
3. Click **Close** at the bottom of the pop-outs to return to the Headlines page.



The screenshot displays the 'Opportunities to support your team' section. A red box highlights the 'How we identify opportunities' link, with a blue arrow and the number 1 pointing to it. A red box highlights the 'Close' button at the bottom of the pop-out, with a blue arrow and the number 3 pointing to it. A red box highlights the 'Improve' buttons next to the questions, with a blue arrow and the number 2 pointing to it. The pop-out window shows the following content:

**How we identify strengths and opportunities**

**What we measure**

We identify strengths and potential opportunities for key metrics:

- Belonging
- Engagement
- Experience vs Expectations
- Intent to Stay
- Wellbeing

**How it works**

To identify top strengths and opportunities, the algorithm applies a 4-part analysis made up of:

1. High or low-scores
2. Scoring higher or lower than comparisons
3. Impact on employee experience key metrics
4. The actionability of the insights

Actionable, impactful and high-scoring items surface as strengths and actionable, impactful and low-scoring items surface as opportunities.

**Opportunities to support your team**

Score	Question	Impacts
46% -3 vs. Organization Overall Benchmark	I feel included in decisions that affect my experience at work	Impacts: <a href="#">Experience vs Expectations</a> , <a href="#">Belonging</a> , <a href="#">Wellbeing</a> , <a href="#">Engagement</a>
36% +1 vs. Organization Overall Benchmark	I believe that positive change will happen as a result of my work	Impacts: <a href="#">Belonging</a> , <a href="#">Experience vs Expectations</a> , <a href="#">Engagement</a> , <a href="#">Wellbeing</a>
37% +2 vs. Organization Overall Benchmark	My departmental leaders have clearly communicated how our work supports the URM's 2035 strategic vision.	Impacts: <a href="#">Experience vs Expectations</a> , <a href="#">Belonging</a> , <a href="#">Engagement</a>
39% +4 vs. Organization Overall Benchmark	I am familiar with the University of Rochester's strategic vision, "Boundless Possibility", and its key institutional priorities	Impacts: <a href="#">Experience vs Expectations</a> , <a href="#">Belonging</a>
53% +2 vs. Organization Overall Benchmark	There is open and honest communication at this organization.	Impacts: <a href="#">Wellbeing</a> , <a href="#">Belonging</a> , <a href="#">Engagement</a> , <a href="#">Experience vs Expectations</a>