



Metrics

Compensation & Benefits: Job Evaluation			
Metric Name	Description	PeopleSoft Fields	Technical Definition
Average Number of Days to Process		N/A	$\frac{\sum \# \text{ Days Per Request to Process}}{\sum \# \text{ Job Evaluation Requests Processed}}$
Job Evaluation Rate	Measures how many job evaluation requests are received and processed within a specified reporting period	N/A	$\frac{\sum \# \text{ Job Evaluation Requests Received}}{\sum \# \text{ Job Evaluation Requests Processed}}$

Demographics			
Metric Name	Description	PeopleSoft Fields	Technical Definition
Age Staffing Breakdown	% of workforce in each age criteria: <ul style="list-style-type: none"> • Under 25 • 25 – 30 • 31 – 35 • 36 – 40 • 41 – 45 • 46 – 50 • 51 – 55 • 56 – 60 • 61 – 65 • 66 + 	BIRTHDATE	$\frac{\sum \# \text{ Employees Per Age Group}}{\sum \text{ Total \# Employees}}$ Note: Calculation used to determine employee's age based on BIRTHDATE field * Expressed as a Percentage
Average Length of Service per Employee Level Staffing Breakdown	Average length of employee service in each Salary Grade Level (Regularized Employees only).	CMPNY_ SENIORITY_DT GRADE	$\frac{\sum \text{ Years of Service}}{\sum \# \text{ Employees in USG Grade}}$
Average Workforce Age (All Employees)	Average age of UW's total regular employee population.	AGE	$\frac{\sum \text{ Age of All Regularized Employees}}{\sum \text{ Total \# Regularized Employees}}$ Note: Calculation used to determine employee's age based on BIRTHDATE field
Average Workforce Age (CUPE)	Average age of UW's CUPE employee population.	AGE	$\frac{\sum \text{ Age of All CUPE Employees}}{\sum \text{ Total \# CUPE Employees}}$
Average Workforce Age (Faculty)	Average age of UW's Faculty employee population.	AGE	$\frac{\sum \text{ Age of All Faculty Employees}}{\sum \text{ Total \# Faculty Employees}}$
Average Workforce Age (Staff)	Average age of UW's Staff employee population.	AGE	$\frac{\sum \text{ Age of All Staff Employees}}{\sum \text{ Total \# Staff Employees}}$
Average Workforce Tenure (All Employees)	Average length of employee service. (Regularized Employees only) Typically grouped as follows: <ol style="list-style-type: none"> 1. 0 – 2 Years 2. 3 – 5 Years 3. 6 – 10 Years 4. 11 – 15 Years 5. 16 – 20 Years 6. 21+ Years 	CMPNY_ SENIORITY_DT	$\frac{\sum \# \text{ EEs Per Length of Service Group}}{\sum \text{ Total \# Employees}}$
Gender Breakdown (All Employees)	% of Male and % of Female workforce	SEX	$\frac{\sum \# \text{ Female Employees}}{\sum \text{ Total \# Employees}}$



Demographics			
Metric Name	Description	PeopleSoft Fields	Technical Definition
			\sum # Male Employees \sum Total # Employees * Expressed as a Percentage
Gender Breakdown (CUPE)	% of Male and % of Female workforce	SEX	\sum # Female CUPE Employees \sum Total # CUPE Employees \sum # Male CUPE Employees \sum Total # CUPE Employees * Expressed as a Percentage
Generation -Baby Boomer	A Generational grouping of employees born in the time period between 1946 - 1965	BIRTHDATE	\sum # Employees born in [1946 – 1965] \sum Total # Employees
Generation - Traditionalist	A Generational grouping of employees born in 1945 or earlier		\sum # Employees born in [1945 or earlier] \sum Total # Employees
Generation X	A Generational grouping of employees born in the time period between 1966 - 1976		\sum # Employees born in [1966 - 1976] \sum Total # Employees
Generation Y	A Generational grouping of employees born in the time period between 1977 - 1994		\sum # Employees born in [1977 - 1994] \sum Total # Employees
Generation Z	A Generational grouping of employees born in 1995 or later		\sum # Employees born in [1995 or later] \sum Total # Employees
Regular Employee Staffing Breakdown (Per Pay Group)	Regular Employee - An employee with a Compensation Rate and Position Number	PAYGROUP	\sum # Regular Employees Per Pay Group = STF = FAC = BW + BWP (CUPE EEs) *See Definition of Regular Employee above
Retirement Eligibility	Identifies % of the Employee Population who meet the minimum eligibility requirements to qualify for retirement	AGE CMPNY_ SENIORITY_DT	\sum # Regular Employees where: Age >= 55 Years of Service >= 10 ----- \sum # Total Regular Employees * Expressed as a Percentage

Operational Metrics – Payroll			
Metric Name	Description	PeopleSoft Fields	Technical Definition
Payroll Accuracy Rate	Measures the level of accuracy for all payroll entries per specified payroll period.		\sum # Errors \sum # Pays Processed



Operational Metrics – HR Administration			
Metric Name	Description	PeopleSoft Fields	Technical Definition
HR Reception Interactions	The total number of interactions that occurred at HR reception desk within a specified reporting period	N/A	\sum # of interactions per interaction type
New Hire Sign-Up Sessions	Number of employees requiring a new hire sign up session.	N/A	\sum # of New Hire Sessions held and length of time spent
Incoming Paperwork	Number of paperwork that have been submitted to the Human Resources Team.	N/A	\sum # of paperwork received in human resources within a set period of time
Data Entry Accuracy Rate	Measures the level of accuracy that has occurred for specified entries in PeopleSoft (i.e. New Hire's, Rehires, Terminations etc.)	N/A	$\frac{\sum \# \text{ Defined Errors}}{\sum \# \text{ Specified Entries}}$

Talent Management – Recruitment			
Metric Name	Description	PeopleSoft Fields	Technical Definition
Applicant Interview Rate	Percentage of applicants that are interviewed during a period	DataSource – iCIMS	$\frac{\sum \# \text{ Applicants Interviewed}}{\sum \# \text{ Applicants}}$ * Expressed as a Percentage
Average Time to Fill	The number of days elapsed between requisition date and offer acceptance for internal and external hires		Offer Accepted Date - Requisition Posted Date
Average Time to Fill Internal	The number of days elapsed between requisition date and offer acceptance for internal hires		Offer Accepted Date - Requisition Posted Date
Average Time to Fill External	The number of days elapsed between requisition date and offer acceptance for external hires		Offer Accepted Date - Requisition Posted Date
External Hire Rate	People hired externally as a percentage of total hires.		$\frac{\sum \text{ External Hires}}{\sum \text{ Internal} + \text{ External Hires}}$ * Expressed as a Percentage
Total Applicants	The total number of Applicants		$\sum \# \text{ Applicants}$
Total Requisitions – Open/Closed	The total numbers of requisitions that are currently open and were closed within a set reporting time period.		$\sum \text{ Open Requisitions} + \sum \text{ Requisitions Closed during Reporting Period}$
Vacancy Rate	Measures the organizations vacancy rates resulting from employee turnover.		$\frac{\sum \text{ Vacant Positions}}{\sum \text{ Total \# of Positions}}$ * As at Reporting Date Expressed as a %



Talent Management – Internal Movement			
Metric Name	Description	PeopleSoft Fields	Technical Definition
Internal Hire Rate	Percentage of hires where the candidate is internal	DataSource – iCIMS	$\frac{\sum \text{Internal Hires}}{\sum \text{Internal} + \text{External Hires}}$
Temp to Regular Placement Rate	Employees who have gone from a temporary status to a regular employee status.		$\frac{\sum \text{Hires (In a Temp Role)}}{\sum \text{Internal} + \text{External Hires}}$
Promotion Rate	Promotion rate measures the % of promotions against average regular headcount for a stated reporting period		$\frac{\sum \# \text{ Promotions}}{\text{Average} \# \text{ Employees}}$
Transfer Rate	Transfer rate measures the % of transfers against average regular headcount for a stated reporting period		$\frac{\sum \# \text{ Transfers}}{\text{Average} \# \text{ Employees}}$

Turnover			
Metric Name	Description	PeopleSoft Fields	Technical Definition
1 Year Turnover Rate	Measures the number of regular employees with 1 year or less of service that terminated as a percentage of average number of employees with 1 year or less of service.	CMPNY_ SENIORITY_DT	$\frac{\sum \# \text{ New Hire Terms. } (<= 1 \text{ Yr. Service})}{\text{Avg. EE Headcount } (<= 1 \text{ Yr. Service})}$
2 Year Turnover Rate	Measures the number of regular employees with 2 years or less of service that terminated as a percentage of average number of employees with 2 years or less of service.	CMPNY_ SENIORITY_DT	$\frac{\sum \# \text{ Terminations. } (<= 2 \text{ Yr. Service})}{\text{Avg. EE Headcount } (<= 2 \text{ Yr. Service})}$
Involuntary Turnover Rate	Involuntary turnover rate measures the rate of regular employees that are terminated from UW - employer initiated exits from the university		$\frac{\sum \# \text{ Involuntary Terminations}}{\text{Avg. EE Headcount}}$
Retirement Rate	Retirement Rate measures the rate of retirements that occur at the University of Waterloo		$\frac{\sum \# \text{ Retirements}}{\text{Avg. EE Headcount}}$
Turnover Rate	Turnover Rate measures the rate of regular employees that have left the University of Waterloo		$\frac{\sum \# \text{ Retirements} + \text{Involuntary} + \text{Voluntary}}{\text{Avg. EE Headcount}}$
Voluntary Turnover Rate	Voluntary turnover rate measures the rate of employees that choose to leave the University of Waterloo - employee initiated exits from the university		$\frac{\sum \# \text{ Voluntary Terminations}}{\text{Avg. EE Headcount}}$