

OMB Control No. # 0693-0033 – NIST Generic Clearance for Program Evaluation Data Collections

Onboarding Program Outcome Evaluation

FOUR STANDARD SURVEY QUESTIONS

1. Explain who will be surveyed and why the group is appropriate to survey.

The National Institute for Standards and Technology (NIST) is proposing a new information collection instrument under existing PRA clearance 0693-0033 – NIST Generic Clearance for Program Evaluation Data Collections. This information collection is a program evaluation aimed at surveying new Federal employees and New Associates to enhance NIST's onboarding procedures. The information collected in this survey will be utilized to enhance the agency's new Onboarding Program and is hoped to aid in identifying program success as well as needed changes.

2. Explain how the survey was developed including consultation with interested parties, pre-testing, and responses to suggestions for improvement.

In preparation for developing this information collection instrument, research was conducted to understand and identify measurable indicators for best practices and key performance indicators for onboarding programs. Research was also conducted to assess current deficiencies and strengths in the process. This investigation was done in consultation with key NIST stakeholders procedures such as administration officers, human resources staff, NIST Senior Management Advisors, and upper management who are privy to current onboarding work flow. After the identification of measurable cohorts was completed, an evaluation (the information collection instrument) was then created to assess and measure new hire employee and associates knowledge, attitudes, and experience of the agency's orientation program. Measurable metrics regarding onboarding have not previously been systematically collected at NIST. It is NIST's hope that the information which will be gathered through this study can inform better, more efficient practices on the part of agency staff.

3. Explain how the survey will be conducted, how customers will be sampled if fewer than all customers will be surveyed, expected response rate, and actions your agency plans to take to improve the response rate.

By reaching out to new hires shortly after the onboarding experience, NIST hopes to better capture strengths and weaknesses in the onboarding process. There will be three surveys used and will be given to selected individuals throughout specific points during and post orientation. The estimated completion time is 10 minutes per survey. It is estimated that the surveys will be completed by 1300 individuals over the course of each year. Each individual will complete three surveys. Survey one will be on a paper form and will be given to the participants at the end of Day 1 of orientation. The participant will rank their level of dissatisfaction, satisfaction or

neutrality on each topic. Survey two will be given in paper format on the second day of orientation. Survey 3 will require a solicitation email (uploaded as a supporting document in this submission), and will be completed via Survey Monkey.

4. Describe how the results of the survey will be analyzed and used to generalize the results to the entire customer population.

Once evaluations are returned to the NIST Onboarding Office, each of the participant ratings for all the onboarding topics will be aggregated to produce cohort outcome scores. These overall scores will identify both sufficient or deficient areas of the program. The results of the evaluation will form the foundation of program review and change and will directly impact program offerings and agency actions surrounding the Onboarding process.