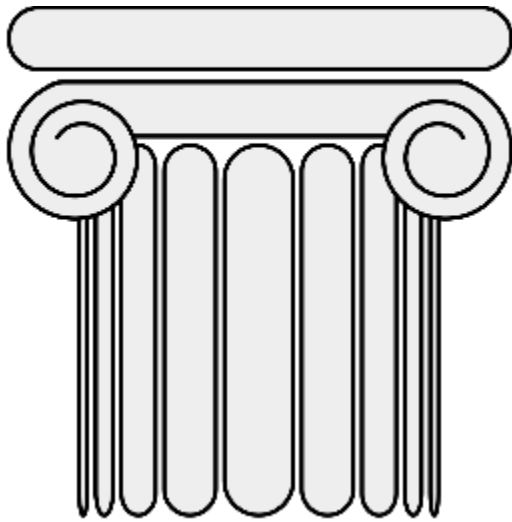




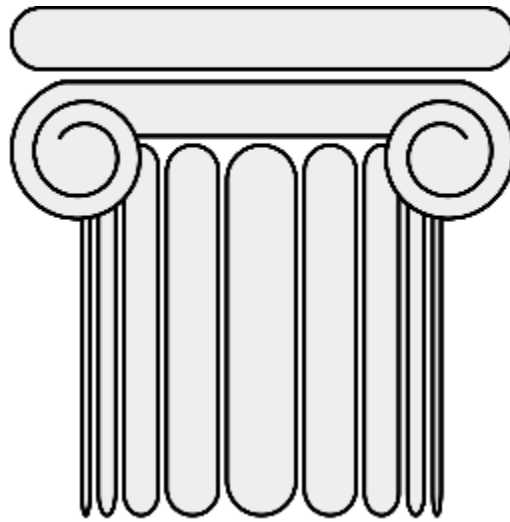
Metrics & More November 2016

Three Pillars

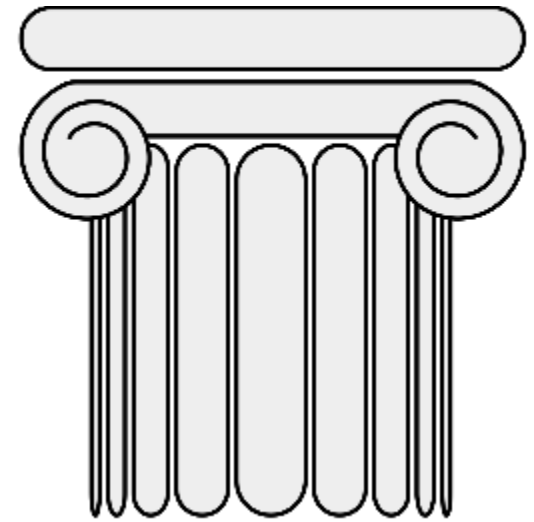
Business Performance



Environmental Engagement



Employee Engagement



Business Performance

Measure name / description	Frequency of measurement	Scope of measurement
Top Line Revenue, Variance to Budget & LY (% , \$)	Biannually	by business & in total
Contribution after O/H (% , \$) / LY	Biannually	In total
Sales per square foot / LY	Biannually	by business & in total
Labour as % of Sales / LY	Biannually	by business & in total
Contribution per square foot / LY	Biannually	by business & in total
Affordability of Food	Biannually	By business & in total

Employee Development

Measure name / description	Frequency of measurement	Scope of measurement
Employee survey rating	Annually	Business/Department/ Total
Exit survey rating	Annually	Business/Department/ Total
Employee turnover	Annually	Business/Department/ Total
Hours worked by students/total hours worked	Annually	Business/Department/ Total
Full time equivalents	Annually	Business/Department/ Total
Competitive wages	Annually	Business/Department/ Total
Individual growth	Annually	Departmental

Member Engagement

- Services (SASC, Speakeasy, Vice, Safewalk, eHub, Tutoring, Food Bank, Advocacy)
- Clubs
- Events
- Communications

Services Engagement

Measure name / description	Frequency of measurement	Scope of measurement
Cost per student interaction	Annually	Per Service
Inter-Service Usage	Annually	All Student Services
Total Engagement and Retained (% of unique users of Services)	Annually	All Student Services
Proportion of overall Services budget	Annually	All Student Services

Clubs Engagement

Measure name / description	Frequency of measurement	Scope of measurement
Satisfaction of Club Executives	Annually	Department Wide
% Bookings Complaints c.f. total # bookings	Quarterly	All Operations and Administration
Total Engagement and Retained (% of waivers signed c.f. total students)	Annually	All Admin
	Annually	All Student Services

Events Engagement

Measure name / description	Frequency of measurement	Scope of measurement
Cost per student interaction	Annually	Per Events
Total Engagement (% of unique users Total and first/second year specific)	Annually	All Events
Retained engagement (repeat users)	Annually	All Events
Volunteer turnover	Annually	All Events

Communications Engagement

Measure name / description	Frequency of measurement	Scope of measurement
% of students engaging with communications mediums	Annually	All Communications
Retained followership	Annually	Per Communications platform
Response rate to surveys and contests	Annually	All Communications
Growth of followership	Monthly	All Communications

Society Performance Scorecard

Measure	Goal	Actual	Variance		
Business Performance <ul style="list-style-type: none"> • Top Line Revenue, Variance to Budget & LY (% , \$) • Contribution after O/H (% , \$) / LY • Sales per square foot / LY • Labour as % of Sales / LY 					
Employee Development <ul style="list-style-type: none"> • Employee survey rating • Exit survey rating • Employee turnover • Hours worked by students/total hours worked • Full time equivalents 					
Member Engagement <ul style="list-style-type: none"> • Cost per student Interaction (S,E) • Innter-Service Usage (S) • % of total Services Budget (S) • Total Engagement (All) • Retained Follwership (All) • Response Rate to Surveys and Contests © • Growth of followership © 					
• REMEMBER TO BE SUSTAINABLE					

?!?!



Student Society
of UBC Vancouver