

# Webinar Attendee Questions

WEBINAR

## Win at Reporting with Greenhouse

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### Question

Any tips for executive search firms dealing with smaller amounts of candidates/clients?	This is a great question. Unfortunately, we don't specialize in solutions for executive search firms so we aren't the best resource to address this question.
Are there any effective reporting/metrics for Diversity and Inclusion tracking? How does the Greenhouse Inclusion product help teams there?	We recommend looking at Pipeline pass rates by demographic to understand if specific interviews have totally different results for different demographics of people as well as Source by Demographic to understand the profiles of candidates coming from each source. Both of these reports are available in our Inclusion product.
Are visualizations already live?	Visualizations will launch for all Greenhouse customers over the next month. We are very excited to roll them out! Stay tuned.
Benchmarks for success: What are these numbers benchmarked against?	R/GA benchmarks were created based on 1) Current data over the last 6 months of using Greenhouse 2) Research and past experience with recruitment best practices (essentially polling our recruitment team to see what they thought). From there we mapped out even higher Goals for our teams to aim for. Every report that we now show compares the actual metrics against the benchmarks we set and the goals we are striving for. It's a constant work in progress as we see what's realistic/reasonable and what's going to be effective in motivating the team.
How did you define what your benchmark success metrics should look like?	R/GA benchmarks were created based on 1) Current data over the last 6 months of using Greenhouse 2) Research and past experience with recruitment best practices (essentially polling our recruitment team to see what they thought). From there we mapped out even higher Goals for our teams to aim for. Every report that we now show compares the actual metrics against the benchmarks we set and the goals we are striving for. It's a constant work in progress as we see what's realistic/reasonable and what's going to be effective in motivating the team.
Could the Time to Hire reports be beneficial for Hiring Teams as well?	Absolutely! We use that report to prove the holes and inefficiencies in the hiring process (i.e., too many interview rounds, hiring managers not making decisions quick enough, feedback being delayed etc). As mentioned in the webinar, we take the difference between Time to Fill and Hiring Speed to prove the "Time to Find" candidates and show hiring teams how they can help impact the timeline.

Have you seen people teams broken up as taops team and recruiting ops?	We've seen a variety of how folks break up the responsibilities of Ops teams. I'd have to know a lot more about the situation to make a recommendation. At this point, I don't have a strong opinion of the "right" way to do it other than ensuring there is an Ops team at all!
How do we get week over week pipeline activity. Right now i can get pipeline activity but is there a way we can get a side by side comparison report	Probably needs a longer conversation but I'm guessing you're talking about the Interviewing Activity report where you can see how many things were done within the various stages during a specific period of time. And, you're hoping for that same data trended so the actual question is something like "I want to trend how many people moved into a given stage each week". If that's what you are looking for ... we're actually working on that now(!) to add to the Report Builder.
how do you get the data visualization for the reports?	Visualizations will launch for all Greenhouse customers over the next month. We are very excited to roll them out! Stay tuned.
How do you measure their current performance to their interview feedback at 90 days?	<p>We haven't perfected this yet. We configured the Greenhouse Candidate Packets to include the scorecard feedback from interviews. Upon hiring that packet is sent to our HR team to keep on file... mainly to bring up in the case of an issue in performance. We also task our recruiters to check in with hiring managers 30,60,90 days after the hire to find out how they are performing relative to the expectations they had from the interviews. They can ask questions such as - has this new hire exceeded your expectations, met your expectations or have been below what you expected.</p> <p>When it comes to actually evaluating performance, we as recruiters don't get into the nitty gritty. We just want to know if there were holes in the interview process that could have uncovered some of the areas you wish you would have known about this candidate now that you have experience working with them.</p> <p>In order to get feedback on how to improve the interview process we ask the new hire: What about their interview experience was positive? Who did they wish they had more time with? Now being 60 days in, what did they wish they had known before taking the job? Has this role aligned to what you expected? Was there something we could have done in the interview process to make this more clear?</p>
What are some questions you ask to evaluate talent at the 90 day mark of a new hire? Can you provide an example of a time you leveraged that data to change your hiring/interview process?	<p>We haven't perfected this yet. We configured the Greenhouse Candidate Packets to include the scorecard feedback from interviews. Upon hiring that packet is sent to our HR team to keep on file... mainly to bring up in the case of an issue in performance. We also task our recruiters to check in with hiring managers 30,60,90 days after the hire to find out how they are performing relative to the expectations they had from the interviews. They can ask questions such as - has this new hire exceeded your expectations, met your expectations or have been below what you expected.</p> <p>When it comes to actually evaluating performance, we as recruiters don't get into the nitty gritty. We just want to know if there were holes in the interview process that could have uncovered some of the areas you wish you would have known about this candidate now that you have experience working with them.</p> <p>In order to get feedback on how to improve the interview process we ask the new hire: What about their interview experience was positive? Who did they wish they had more time with? Now being 60 days in, what did they wish they had known before taking the job? Has this role aligned to what you expected? Was there something we could have done in the interview process to make this more clear?</p>
How long have you been on the GH platform?	We switched over to Greenhouse on January 1, 2018 - so we've been using it just over a year. The rollout across our offices took a full year. We weren't fully using it to its fullest (including scheduling interviews, making offer letters) until September. I'd say we didn't have accurate and clean data until the start of 2019.
How many reports are too many?	I've put together 100 page decks before and it ended up being a huge waste of time! I sometimes view it as how much time do I have with the person I am showing. If it's only 30 minutes, we realistically can only dissect 5 different topics, if it's an hour we can probably hit 10-15 topics. I'd rather have a meaningful conversation about just a handful of metrics than showing a bunch of charts and slides and not having the chance to talk about the learnings. As mentioned in the webinar, I started with very basic ones - just hires per office/department - then added in pipeline pass through rates, then added in candidate sources, and go on from there.
I noticed you have graphs on some of your reports, is there any reason I don't see those on my reporting? Would be useful for certain meetings :)	Visualizations will launch for all Greenhouse customers over the next month. We are very excited to roll them out! Stay tuned.
Is it on the Greenhouse product roadmap to build a "one stop shop" centralized data visualization of key data driven insights? (i.e. having #hires, length of time in stages, pipeline pass through rate, candidate experience etc.) all in one dashboard?	Eventually. The nearer term priority is adding visualizations (as you saw in the webinar) to many reports. Once that is complete, we'll move on to enabling you to put those reports/charts onto a configurable dashboard.
Is there a feature in Greenhouse to measure the percentage of scorecards submitted?	Yes! We have an "interviewer engagement" report that shows how many interviews done, scorecards submitted, referrals made, ... and much more. There is also an "interviewer calibration" report that shows how frequently people say yes vs no and shows an "adherence" score for how often they fill out the part of the scorecard they are assigned.

Is there a report that is good for updating hiring managers on a req status - eg which candidates are in which stage?	Yes! The Candidate Pipeline Email generates this information in an email format. You can navigate to this from the Reports tab. Additionally, you can leverage the Current Pipeline Per Job report which provides a great birds eye view of this.
Is there a reporting guide in Greenhouse that lists all reports and defines what each measures?	The Greenhouse Customer Help Center provides details of all the reports, how they work and what they measure.
is there a way to measure against sourcing metrics w/ GH? i.e. LinkedIn messages sent out. Any way to auto track w/ GH CRM?	Good question. At the moment, there is a Prospecting Activity report showing how many prospects were found, converted to candidates, hired, and overall emails sent. But, we don't have metrics around activity taken in other tools (i.e. LinkedIn).
Somewhat unrelated, please provide some insight into what Greenhouse Open, the June 12th conference will be like?	We're so excited to announce that Greenhouse OPEN is returning to New York City on June 12-13, 2019. If you're new to the community, Greenhouse OPEN 2019 brings together forward-thinking Talent and business professionals for two days of interactive workshops, unexpected sessions and exclusive networking opportunities. To register visit: <a href="https://greenhouseopen.com">greenhouseopen.com</a> !
What do you think based on data is benchmark time to hire?	From the day the position is opened and communicated to Recruitment our "time to fill" benchmark is eight weeks or less. Our goal, however, is six weeks or less. We think with an efficient interview process and collaboration this is achievable. This excludes executive level searches or any other niche roles that are not our typical roles and therefore will take longer as our networks are not already established.
Will there be other visualizations like the candidate source report? If so, when will they be available?	Yes! Our plan is to roll out visualizations to most reports, we are starting with the most requested/impactful.
What report to you use to pull the information you show to recruiters and hiring managers?	On a monthly basis we use the reports for Rejection Reasons, Interviewer Engagement. On a quarterly basis we use the reports for pipeline pass through rates, average length of time in stages, candidate surveys, source of hires, time to fill/hiring speed, and quality of candidates.
Would it be possible for you to share examples of reports that teams pull from Greenhouse to report to their executives on a monthly basis? We use Greenhouse and I can see all our reporting options. It would be interesting to see what other companies are already using in their recruitment practice.	On a monthly basis we are reporting on Rejection Reasons, Interviewer Engagement, Referrals Received/Referrals actioned (still in application review), and overall correct usages such as jobs with scorecards added, hiring managers added, closed jobs no longer have any active candidates etc. On a quarterly basis we are reporting pipeline pass through rates, average length of time in stages, candidate surveys, source of hires, time to fill/hiring speed, and quality of candidates.
YAY! Visualizations! That's been a big pain point when reporting on candidate pipelines. Are there any plans to expand visuals to displaying the current pipeline? For example, a Trello-like view by stage with candidate names displayed.	Yes! Our plan is to roll out visualizations to most reports, we are starting with the most requested/impactful.