



Special programs: Examples of metrics

Special programs must be assessed to ensure they are achieving their objectives. As part of your [special program application](#), you must include the metrics that will be used to monitor and evaluate the special program. Reporting on these metrics is a condition to renew special programs once they have expired.

Metrics should typically include both quantitative and qualitative measures. Consider what the success of the special program looks like and what metrics will need to be collected to evaluate whether that success has been achieved.

Below are some examples of common metrics for frequently processed special programs. These may or may not be relevant for your special program but are meant to help guide you in creating metrics for your special program.

For special programs involving hiring:

- number of job postings and hires under the special program
- data on the retention and rates of turnover of hires over time
- the percentage and overall change in the representation of a given group over time

For special programs involving admittance of students:

- number of students admitted per year and over time
- the percentage and overall change in the representation of a given group over time in student population

For special programs where students are projected to be impacted by targeted hiring:

- change in rate of attendance over time
- change in graduation rates
- measures of other types of annual achievement for students of a given group, per year and over time
- the percentage and overall change in the representation of a given group among staff in comparison to the proportion of the group among students

For special programs involving participants in social service programs:

- number of participants who begin the social service program per year and over time
- number of participants who complete the social service program per year and over time
- the completion rate of the social service program
- number of service hours that participants receive from staff

Other common quantitative metrics:

- number of and increase in consultations with a specific community
- number of and increase in partnerships formed with organizations from a specific community
- number of and increase in complaints or other form of engagement from a specific group

Qualitative metrics that may apply to many special programs:

(typically gathered through tools such as surveys or focus groups)

- change in or creation of positive and inclusive culture or atmosphere
- satisfaction levels, feelings of belonging and empowerment and perceptions of being valued
- presence or increase in feelings of safety, security and comfort.
- increased understanding of concepts such as accessibility, inclusion, cultural safety and others among a larger population or community
- identification of barriers and obstacles or other gaps present in a larger institution, organisation, industry or community
- increase in awareness, innovation or solutions



- any other impacts of the special program, such as qualitative descriptions of the benefits to the targeted group achieved through the special program

With these examples in mind, please include the metrics that will be used for monitoring and reporting on your special program when completing the application.

