# **Training Metrics Framework**

### **Program Optimization**

#### **Leading Indicators**

- Course and content level metrics
- -new course enrollments
- -course completion rates
- -new courses created or updated
- -backlog
- Account and Program level data

## **Business Impact**

#### **Lagging Indicators**

- Customer Onboarding
  - -Time-to-first-value
  - -CSAT scores
  - -NPS
- Customer Success
- # of enrollments
- # of course completions
- Reduction / impact on support tickets

