

## A Summary of Trends in Check-In Behaviors

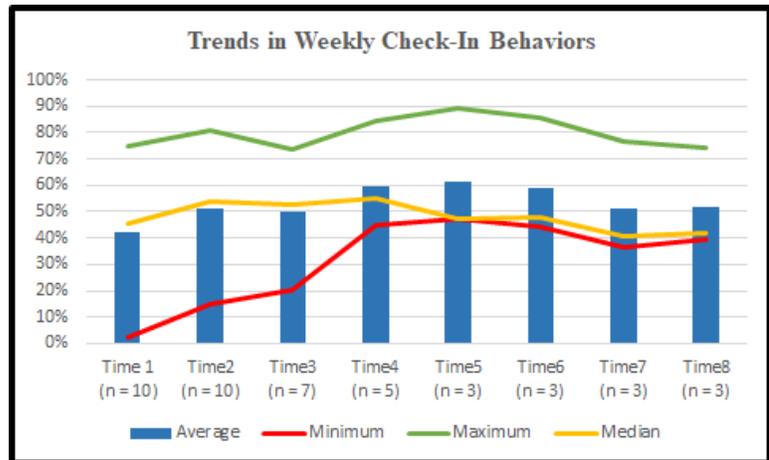
### Weekly Check-In Rates, Views, and Attention

The purpose of this study was to examine rates of check-in adoption and related behaviors across clients and time. Data from 10 clients was obtained for all available calendar quarters, resulting in 44 quarterly samples. The data of interest included check-in frequency, viewing frequency, and instances of attention provided by Team Leaders (as reported by Team Members).

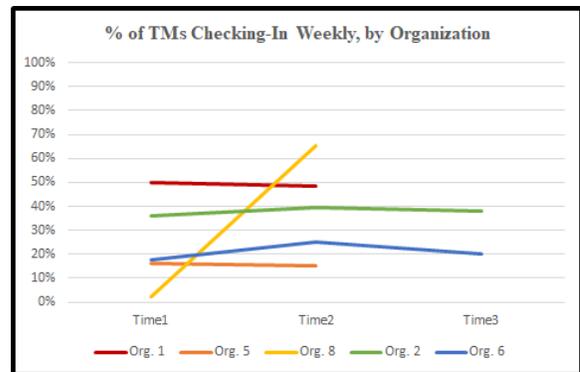
#### Weekly Check-Ins

Across all samples, weekly check-in behavior ranges from 2% to 89% with an average of 51% and a median of 48%.

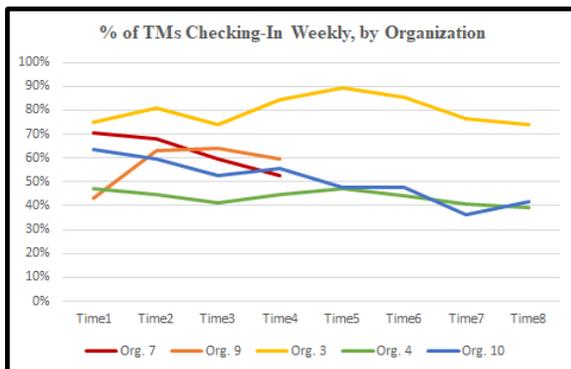
If we examine trends in check-in frequency over time in aggregate, we see that it takes approximately 4 quarters (1 year) for behaviors to become consistent on all metrics. Prior to this time, there is some increase in minimum and maximum values, while the average and median values remain somewhat consistent. This indicates that *low check-in adoption during the first quarter on platform should not necessarily be viewed as a cause for alarm, but rather as an opportunity to strategically increase adoption throughout the organization.*



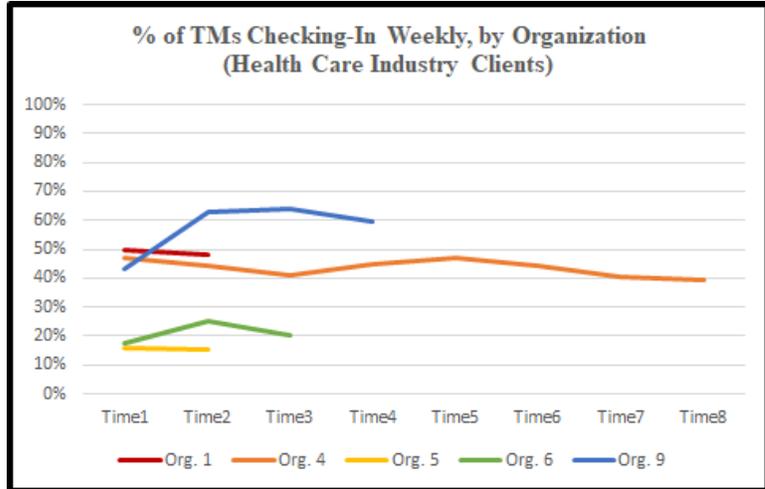
A more informative story is found when we examine check-in behaviors over time by organization. It is clear that – *for most clients – check-in behavior becomes relatively stable almost immediately upon adoption.* Note that for Org. 8 (depicted as having only 2% of users



completing a check-in on a weekly basis during their first quarter on platform), 83% of users were checking in bi-weekly during their first quarter of adoption.

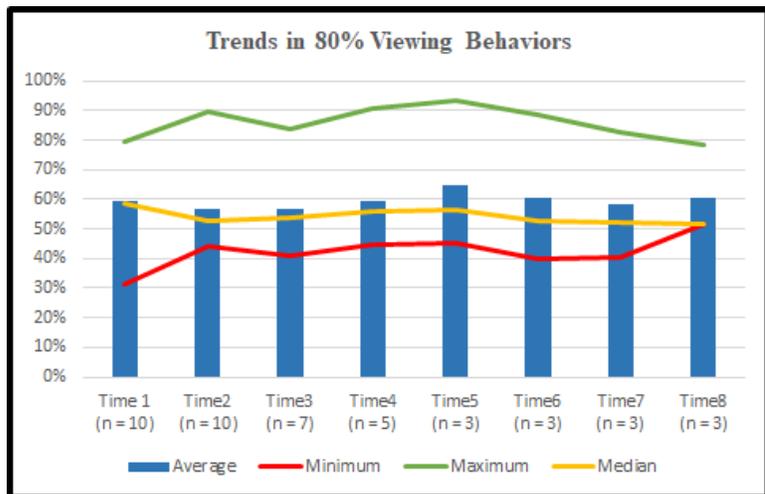


Importantly, weekly check-in behavior is not tied to the industry in which an organization operates. For example, the graph below depicts weekly check-in behavior over time for 5 clients in the health care space. What we see is that check-in adoption varies as much within this subset of clients as within the overall group of clients depicted in the graphs above.



### Viewing Behaviors

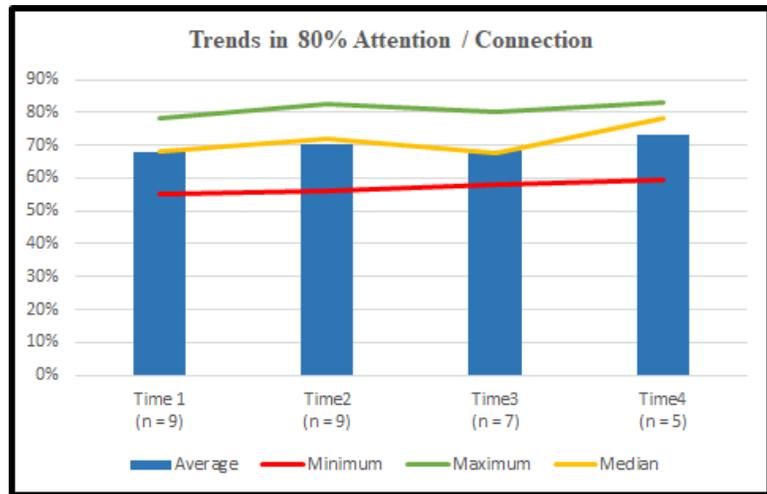
Across all samples, the number of Team Leader’s viewing their team’s check-ins at least 80% of the time ranges from 31% to 93% with an average of 58% and a median of 43%. Across organizations, there is little variation in Team Leader viewing behaviors over time.



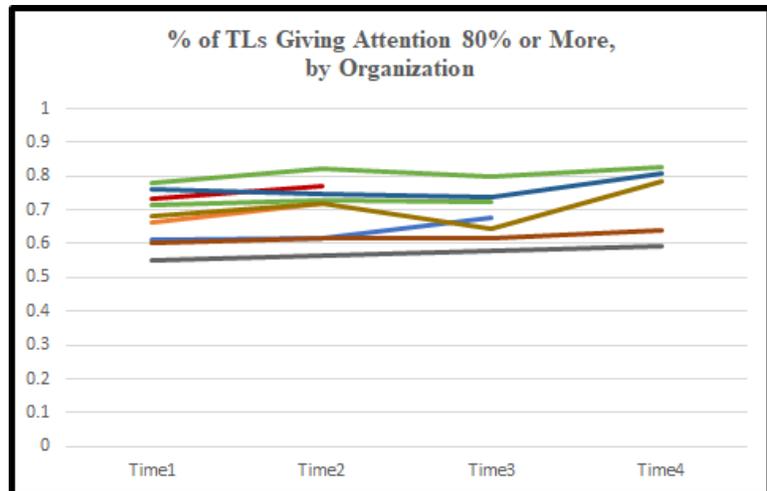
### Attention / Connection

The data used to examine the rate at which Team Leaders provide attention / connect with Team Members was limited to information collected during 2018. Prior to November 2017, the *connection* question was not presented in a manner consistent with best survey practices thereby resulting in considerable missing data which introduces uncontrollable error into the data. Additionally, data from one organization was omitted from these analyses due to having attention / connection data available for only one quarter.

Across all samples, the number of Team Leader's viewing their team's check-ins at least 80% of the time ranges from 55% to 83% with an average of 69% and a median of 71%. Across organizations, there is little variation in Team Leader attention / connection behaviors over time.



When these data are considered by organization, we learn little more about Team Leader behaviors. Instead, the disaggregated data serve to reinforce the story that – *for most organizations – Team Leader behaviors remain relatively consistent over time and become stable soon after adoption of the check-in practice.*



### Check-In Frequency vs. Attention Behaviors

The relationship between percentage of Team Members completing a check-in weekly and the percentage of Team Leaders providing attention / connection to their teams was not found to be meaningful ( $r = .11, p > .05$ ).