KPI Preparation Sheet

Sertifier

Fill in your best estimates, skip inapplicable metrics, and your consultant will guide you further during the call.

KPI	Description	Actual	Goal
Program Completion Rate	% of participants completing programs/courses	___%	___%
Program Engagement Rate	% of participants actively engaging (e.g., attending, tasks)	___%	___%
Participant Satisfaction Rate	% of participants satisfied (via surveys/feedback)	___%	___%
Event Attendance Rate	% of invited participants attending events/webinars	___%	___%
Renewal/Retention Rate	% of participants returning for future programs	___%	___%
Participant Growth Rate	% increase in program participants over time	___%	___%
Organic New Enrollment Rate	% of visitors enrolling in courses	___%	___%
Time Spent on Credentialing	Avg. hours/week managing digital credentials	___ hrs	___ hrs