



# GoalSpan

## Frequently Asked Questions

### What is GoalSpan?

GoalSpan is a set of performance management tools that help you improve goal management, feedback, employee reviews, accountability and compliance, aligning your workforce around what's most important.

### What's included?

- Performance reviews
- Goals (or OKRs)
- Ongoing feedback
- 1-to-1 meetings
- Surveys
- 360 assessments
- Reports
- Acknowledgements
- Exit interviews
- Template builder
- Compliance manager

### How does the performance feedback module work?

Make private or shared posts throughout the year and easily insert them into performance reviews. Get multi-rater feedback and tag people or topics. Track 1-to-1 meetings and make posts using email or Slack. Encourage and coach employees with GoalSpan's feed.

### How do I launch the GoalSpan app?

Simply click "Buy Now" from the ADP Marketplace listing. After authorizing your purchase, your worker information in ADP Workforce Now® will automatically sync with GoalSpan and you can begin using the app.

### How easy is it to customize reviews and surveys?

Our drag-and-drop template builder lets you customize forms to fit your needs. Use our suggested content or provide your own. Evaluate goals, compare ratings and view performance levels.

### Can I schedule reviews for later?

Yes, you can schedule reviews and goal plans to launch at any future date and time. This is helpful if you run quarterly reviews or base them on date of hire.

### Can I customize workflows and approvers?

Yes, you can customize approvers using global or employee-specific settings. Set up more than one manager per employee if needed. Route reviews to HR to approve or empower managers to do so.

### What types of reports are available?

Group performance results by employee, manager, job title, location, division or department. Filter averages by specific competency, core values or custom categories. Export ratings and achievement to link performance to your bonus and incentive plan.

### How do I give my employees GoalSpan access?

Employees may login to ADP Workforce Now, then click the GoalSpan single-sign-on link. This will open GoalSpan without the need for them to log in directly, which employees can also do if they prefer.

## What ADP® fields are updated in GoalSpan?

The following worker data fields synchronize continuously from ADP to GoalSpan: Integration ID, Status, Name, Email, Phone, Gender, Units, Location, Hire Date, Job Title, Manager, Birthdate, Address, Marital Status, Mobile Phone, FLSA, Ethnicity, Military Classification, Military Status, Base Remuneration, Pay Cycle, Pay Grade Step Pay Rate.

## What are the key benefits of implementing GoalSpan?

You can benefit from improved coaching and feedback, better employee experience and engagement, increased goal achievement, reduced employee turnover, and higher HR productivity.

## About GoalSpan

GoalSpan was founded in 2008 and is creating next-generation tools for managing feedback and performance. GoalSpan is ISO27001 and GDPR compliant, as well as EU-U.S. and Swiss-U.S. Privacy Shield certified.

## Visit ADP Marketplace to learn more about GoalSpan

<https://marketplace.adp.com/goalspan>

## The Value of ADP Marketplace

Get everything you need to manage your people better, from hire to retire. Say goodbye to siloed systems, and hello to powerful HR apps all in one place — connected to your ADP solution.

- Easy and secure
- Seamless integration
- Single sign-on



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