

Performance Measure Glossary

The performance measures and metrics in the following tables can be used as a starting point as your district and/or schools begin to develop a Balanced Scorecard.

1. Use the check-boxes to mark performance measures that align with your strategic objectives.
2. Add your own performance measures in the blank rows.

- **Goal Area 1: Student Achievement**
- **Goal Area 2: Student and Stakeholder Engagement**
- **Goal Area 3: Organizational Effectiveness (Internal Processes)**
 - Human Resources
 - Transportation
 - School Nutrition Program
 - Financial Operations
 - Facilities Services and Construction
 - Technology
- **Goal Area 4: Team Learning and Growth**

Goal Area 1 - Student Achievement		
✓	Performance Measure	Metric
<input type="checkbox"/>	ACT scores	Average ACT Score
<input type="checkbox"/>	ACT participation rate	% Students taking ACT
<input type="checkbox"/>	Adequate Yearly Progress (AYP)	# of schools not making AYP % of schools not making AYP
<input type="checkbox"/>	ACT participation	% participation
<input type="checkbox"/>	After-school tutorial participation	% participation
<input type="checkbox"/>	AP exam participation	% participation
<input type="checkbox"/>	AP exam - 3 and above scores	% AP scores 3 or above
<input type="checkbox"/>	Benchmark exam scores	Average score
<input type="checkbox"/>	Classroom assessment results	% meeting standard
<input type="checkbox"/>	Criterion-referenced test (CRCT) results	% scoring 2,3 – all, by subgroup, 1 st time Average scale score – all, by subgroup
<input type="checkbox"/>	Diploma type awarded	% each category
<input type="checkbox"/>	Drop out rates	% dropping out
<input type="checkbox"/>	Completion rates	% completing

Goal Area 1 - Student Achievement		
<input checked="" type="checkbox"/>	Performance Measure	Metric
<input type="checkbox"/>	Graduation rates	% graduating % graduating within 4 years
<input type="checkbox"/>	Extracurricular participation	% participation
<input type="checkbox"/>	GKAP scores	Average score
<input type="checkbox"/>	HS graduation follow-up – job	% placed
<input type="checkbox"/>	HS graduation follow-up – post-secondary	% enrolled
<input type="checkbox"/>	Honors participation	% participation
<input type="checkbox"/>	Hope Scholarship retention	% retained after two semesters
<input type="checkbox"/>	HSGT scores	Average score by subject
<input type="checkbox"/>	Leader classroom observations	% meeting standard
<input type="checkbox"/>	National Assessment of Educational Progress (NAEP)	Score
<input type="checkbox"/>	National Merit Scholars	% of graduating class, or #
<input type="checkbox"/>	PSAT scores	Average score
<input type="checkbox"/>	PSAT participation rates	% participation
<input type="checkbox"/>	Remediation requirements	% requiring remediation
<input type="checkbox"/>	Remediation results	% meeting standards post remediation
<input type="checkbox"/>	Retention rates	% retained by grade – 3,5,8
<input type="checkbox"/>	SAT scores	Average SAT score
<input type="checkbox"/>	SAT participation rates	% participation
<input type="checkbox"/>	State Writing Assessment	Average score
<input type="checkbox"/>	Student benchmark results	Average score by teacher
<input type="checkbox"/>	Student standardized achievement results	Average score by teacher
<input type="checkbox"/>	Sub-group performance results	Average % difference by subgroup
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		

Goal Area 2 - Student and Stakeholder Engagement		
<input checked="" type="checkbox"/>	Performance Measure	Metric
<input type="checkbox"/>	Enrollment trends	% change from last year
<input type="checkbox"/>	Discipline Indicators – ISS, Tribunals, etc.	Rate per 100 students
<input type="checkbox"/>	Market Share (vs. private, home school)	% of total possible students enrolled
<input type="checkbox"/>	Students absent 15 days or more	% of students
<input type="checkbox"/>	Tardy rate	% tardy per day
<input type="checkbox"/>	Truancy rate	Average truants per month
<input type="checkbox"/>	Crime and violence incident occurrences	Rate per 1000 students
<input type="checkbox"/>	Extracurricular participation	% participation
<input type="checkbox"/>	Perception data	Average survey score
<input type="checkbox"/>	Customer/stakeholder perception	Average survey score
<input type="checkbox"/>	Climate survey data: faculty and staff, parents, students, community Quality Safety Environment	Average survey score
<input type="checkbox"/>	Community involvement	% schools with business partner % principals service organization members – Rotary, Kiwanis, etc. Average school council attendance
<input type="checkbox"/>	Marketing and public relations	% news stories positive
<input type="checkbox"/>	Parent communication	% of parents responding to survey, etc. # of messages through Parent Connect
<input type="checkbox"/>	Parent involvement data	% parent attendance per event # of volunteer hours
<input type="checkbox"/>	PTA contribution	\$ earned by PTA
<input type="checkbox"/>	Public engagement data: School Council, PTSA, volunteers, business partners and Civic groups, interagency partnerships	% attending per event
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		

Goal Area 3 – Organizational Effectiveness (Internal Processes)		
<input checked="" type="checkbox"/>	Performance Measure	Metric
Human Resources		
<input type="checkbox"/>	Instructional vacancy	# of classrooms with subs 1 st day
<input type="checkbox"/>	Recruiting	% of required hires by May 1
<input type="checkbox"/>	In processing efficiency	Average days to in process
<input type="checkbox"/>	Recruiting costs	Average costs per new hire
<input type="checkbox"/>	Recruiting effectiveness	Average applicants per position
<input type="checkbox"/>	Workforce turnover	New employees as % of all employees
<input type="checkbox"/>	Employment offer acceptance	Rate of acceptance
<input type="checkbox"/>	Employee turnover	Voluntary and involuntary
<input type="checkbox"/>	1 st year teacher non-renewals	%
<input type="checkbox"/>	Time from vacancy identification to hire	Average time
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
Transportation		
<input type="checkbox"/>	On-time bus arrival	%
<input type="checkbox"/>	Preventable accidents	Rate per 100,000 miles
<input type="checkbox"/>	Student incidents	Average per day Routes per 60 students served
<input type="checkbox"/>	Vehicles operational per day	%
<input type="checkbox"/>	Breakdowns	Average per day
<input type="checkbox"/>	Bus service length	Average time per service
<input type="checkbox"/>	Bus useful life	Fleet average life
<input type="checkbox"/>	Routing efficiency	# of routes/60 students
<input type="checkbox"/>	Student trip costs	Average cost
<input type="checkbox"/>	Bus efficiency	Average miles per gallon per bus
<input type="checkbox"/>	Transportation costs	Expense per mile Variable costs per mile
<input type="checkbox"/>	Bus efficiency	Average miles per bus
<input type="checkbox"/>	Mechanic efficiency	Miles per mechanic
<input type="checkbox"/>	Transportation effectiveness	Miles traveled
<input type="checkbox"/>	Student trips	Average # per month
<input type="checkbox"/>	Responses to service issues within 8 hrs.	%

Goal Area 3 – Organizational Effectiveness (Internal Processes)		
<input checked="" type="checkbox"/>	Performance Measure	Metric
<input type="checkbox"/>	Effective pre- and post-bus inspections	% meeting standard
<input type="checkbox"/>	Effective overtime use	% overtime vs. straight time
<input type="checkbox"/>	Transportation satisfaction	Average # of complaints/week
<input type="checkbox"/>	Bus discipline	Average # of bus referrals per week
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
School Nutrition Program		
<input type="checkbox"/>	Free and reduced breakfast participation	Average daily participation
<input type="checkbox"/>	Free and reduced lunch participation	Average daily participation
<input type="checkbox"/>	Health and sanitation scores	Score
<input type="checkbox"/>	Meals per labor hour	Average
<input type="checkbox"/>	Direct supply cost per meal	%
<input type="checkbox"/>	Labor cost per meal	%
<input type="checkbox"/>	Other costs per meal	%
<input type="checkbox"/>	SNP budget status	% operating reserve
<input type="checkbox"/>	SNP satisfaction	Average # of complaints/week
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		

Goal Area 3 – Organizational Effectiveness (Internal Processes)		
<input checked="" type="checkbox"/>	Performance Measure	Metric
Financial Operations		
<input type="checkbox"/>	Audit Results	# of audit findings
<input type="checkbox"/>	Budget accuracy	Budget to actual variance
<input type="checkbox"/>	Resource utilizations efficiency	Direct instruction expenditures % of total Administrative expenditures % of total Media services expenditures as % of total
<input type="checkbox"/>	Fund balance	% operational reserve
<input type="checkbox"/>	Per pupil costs	Average cost per student
<input type="checkbox"/>	Grant effectiveness	Grant \$ as % of total budget
<input type="checkbox"/>	Workers Compensation	Average # of injuries/100 employees Average cost of claim Average # of days lost per claim
<input type="checkbox"/>	Purchase order cycle time	Duration of request to item delivery
<input type="checkbox"/>	Copying Costs	Copying costs as % of total budget
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
Facilities Services and Construction		
<input checked="" type="checkbox"/>	Performance Measure	Metric
<input type="checkbox"/>	Construction costs	Construction costs per square foot % projects completed within budget
<input type="checkbox"/>	Construction schedule data	% projects completed on time
<input type="checkbox"/>	Emergency Preparedness Audit results	% meets standards
<input type="checkbox"/>	Facilities audit results	% meets standards
<input type="checkbox"/>	Facility inspection results	% meets standards
<input type="checkbox"/>	Facilities ratings	% meets standards
<input type="checkbox"/>	School capacity	% enrollment not in permanent facilities
<input type="checkbox"/>	Work order efficiency	% work orders over 30 days to complete
<input type="checkbox"/>	Utility costs	BTUs consumed per square foot KW hrs. consumer per square foot
<input type="checkbox"/>	Custodial costs	Custodial costs per square foot
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		

Goal Area 3 – Organizational Effectiveness (Internal Processes)		
<input checked="" type="checkbox"/>	Performance Measure	Metric
Technology		
<input type="checkbox"/>	Student-to-computer ratio	Ratio
<input type="checkbox"/>	IT Budget	IT budget per student IT budget as % of total budget
<input type="checkbox"/>	Instructional computers operational	Average daily availability
<input type="checkbox"/>	Unscheduled outages	Average rate per day
<input type="checkbox"/>	Computers meeting standard	% Average age
<input type="checkbox"/>	Service requests completed within x days	%
<input type="checkbox"/>	Network Stability	%
<input type="checkbox"/>	Electronic Data availability	%
<input type="checkbox"/>	System data accuracy (SNP, SASI, etc)	%
<input type="checkbox"/>	Web site visits	# % increase
<input type="checkbox"/>	Service requests completed within 24, 72 hrs.	%
<input type="checkbox"/>	Service tickets over 72 hrs.	%
<input type="checkbox"/>	Survey data	Average score
<input type="checkbox"/>	Help desk drop-off	%
<input type="checkbox"/>	Help desk waiting time	Average wait in minutes
<input type="checkbox"/>	Help desk problems solved - phone call	%
<input type="checkbox"/>	Help desk problems passed on	%
<input type="checkbox"/>	Help desk volume	Average # of calls per month
<input type="checkbox"/>	Applications needing minor upgrade	%
<input type="checkbox"/>	Applications needing major upgrade	%
<input type="checkbox"/>	Total cost of ownership (life cycle)	\$
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		

Goal Area 4 – Team Learning and Growth		
<input checked="" type="checkbox"/>	Performance Measure	Metric
<input type="checkbox"/>	Grievances	Rate of grievances/100 employees
<input type="checkbox"/>	National Board Certification	% teachers National Board certified
<input type="checkbox"/>	Professional Development Plan Compliance	% employees IAW plan
<input type="checkbox"/>	Retention data	% teachers retained, yrs. 1-3
<input type="checkbox"/>	Attendance	Average days absent per year Average days absent – short term
<input type="checkbox"/>	Education level	% teachers masters or above
<input type="checkbox"/>	Technology usage data	% teachers using technology daily
<input type="checkbox"/>	Transfer request data	Transfer request rate per 100 employees
<input type="checkbox"/>	Use of Learning Focused School Strategy	% of staff meeting standards in LFS
<input type="checkbox"/>	In-tech Training	% of staff In-tech certified
<input type="checkbox"/>	Highly Qualified staff	% HQ
<input type="checkbox"/>	Highly Qualified paraprofessionals	% HQ
<input type="checkbox"/>	Title I Highly Qualified	% HQ
<input type="checkbox"/>	GPS-trained staff	% GPS-trained
<input type="checkbox"/>	National Board Certified Teachers	#
<input type="checkbox"/>	Staff retention rate	% greater than 3 yr retention average
<input type="checkbox"/>	HQ retention rate	% retained
<input type="checkbox"/>	Recruitment of minority teachers	% recruited
<input type="checkbox"/>	Teacher induction effectiveness	% participation
<input type="checkbox"/>	Teachers trained in 8-step process	% of ES and MS teachers trained
<input type="checkbox"/>	Teachers using student assessments	% rating 4 or 5
<input type="checkbox"/>	Staff attendance	Average days absent
<input type="checkbox"/>	Staff attrition	% teachers leaving voluntarily
<input type="checkbox"/>	Benchmark Testing effectiveness	% of teachers using
<input type="checkbox"/>	Unit plans aligned to GPS	% of plans aligned
<input type="checkbox"/>	Aspiring Leaders Program effectiveness	% participants promoted
<input type="checkbox"/>	AP Academy effectiveness	% participating
<input type="checkbox"/>	New Principal Institute effectiveness	% scoring at level 5
<input type="checkbox"/>	New Principal coaching effectiveness	% coached
<input type="checkbox"/>	Leadership capacity	% GLISI trained % using GLISI strategies

Goal Area 4 – Team Learning and Growth		
<input checked="" type="checkbox"/>	Performance Measure	Metric
<input type="checkbox"/>	New teacher orientation	% new teachers participating
<input type="checkbox"/>	Instructional Coach effectiveness	% of schools employing IC's
<input type="checkbox"/>	Individual accountability effectiveness	% leaders with evaluation tied to performance goals
<input type="checkbox"/>	BSC cascading effectiveness	% of schools and depts. with BSC
<input type="checkbox"/>	Schools with data-driven instructional plans	% of schools
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		