

Service Scorecard

Human Resource Department

Director: Laurie McLachlan-Fry

SERVICE STANDARDS	Customer	Prior Annual Data			Current Annual Growth Target			Future Annual Growth Targets			
		06/07 Annual	07/08 Annual	08/09 Annual	09/10 Target	% to 09/10 Target	09/10 Actual Annual	10/11 Target	11/12 Target	12/13 Target	Ultimate Target
		Monitor the guest teacher online system on a monthly basis to ensure that all positions are filled within a 24 hour notice.	All	N/A	86%	93%				100%	100%
Appropriately qualified guest teachers are provided for my classroom when requested. (survey)	All	N/A	N/A	N/A			83%	91%	93%	95%	95%
The human resource manual that details all procedures, forms and compliance issues is supportive to me, as a site leader, in dealing with human resource issues (survey). (Redo for 10-11 SY)	Employees	N/A	N/A	N/A			52%	100%	100%	100%	100%
All classroom positions will be filled by the first day of school. (survey)	All	N/A	N/A	N/A			75%	100%	100%	100%	100%
Maintain quality employee files complete with all necessary and accurate records. (Self audit in October and February).	Employees	N/A	N/A	N/A				90%	93%	96%	100%
Highly Qualified Teacher Rate	All	N/A	N/A	93%				100%	100%	100%	100%
High School	All	N/A	N/A	88%				100%	100%	100%	100%
Middle School	All	N/A	N/A	81%				100%	100%	100%	100%
Elementary School	All	N/A	N/A	98%				100%	100%	100%	100%
Special Education	ALL	N/A	N/A	79%				90%	98%	100%	100%
When I have an employee issues, Human Resources staff works with me to resolve it. (Survey)	Employees	N/A	N/A	N/A			37%	96%	97%	98%	100%
BUDGET											
Budget to Actual (OVER) UNDER											
Cost Savings or Revenue Generation (select one)											

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Run regular (monthly, bi-monthly) department budget reports to monitor progress											
CUSTOMER SERVICE (survey)											
Reliability											
Assurance											
Tangibles											
Empathy											
Responsiveness											
OVERALL RATER AVERAGE											
PEOPLE											
Employee attendance											
Employee performance evaluation											
Employee retention											
Employees sufficiently trained (survey)											
Employees are informed of and understand expectations. (survey)											
Employee overall satisfaction (survey)											
PRIMARY DISTRICT MISSION	Making sure all students are enrolled in the appropriate grade and school. Making sure that all expulsions are dealt with in a timely manner and according to Ed Code. Making sure that truancy issues are dealt with in a timely manner and according to Ed Code.										
SUPPORTING STUDENT ACHIEVEMENT (survey)											