

BOARD AGENDA ITEM

**Meeting Date:** June 28, 2011

**Item Title:** AUSD Performance Management System: Department Scorecards

**Item Type:** Information

**BACKGROUND:** AUSD has prioritized the development of a performance management system that helps provide baseline data and show growth toward established improvement goals. Included in this process are ongoing efforts of district office staff to further refine department scorecards surveying school sites and using established compliance metrics in order to provide staff data required for continuous improvement. Ultimately, AUSD aims to use scorecards and other aspects of the performance management system being developed to improve our services to school sites and the students we all serve. Tonight we present an update on the progress made to refine scorecard development to date, including an overview of the scorecards as they stand and the information they provide.

**FISCAL IMPLICATIONS:** None.

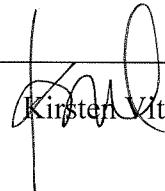
**RECOMMENDATION:** Information

**AUSD Guiding Principles:** 3. Administrators must have the knowledge, leadership skills, and ability to ensure student success 5. Accountability, transparency, and trust are necessary at all levels of the organization

**Submitted by:** Sean McPhetridge, Assistant Superintendent



**Approved for Submission to Board of Education**



Kirsten Vital, Superintendent

Food Services	ScoreCard				Judy Bedard		
SERVICE STANDARDS	Source	Customer	Current Annual Data		Future Annual Growth Targets		
			09-10 Actual data	10/11 Actual Annual	11/12 Target	12/13 Target	13/14 Target
All school sites receive the number of meals requested at call-in to ensure every student who ordered a meal has access to a fresh, nutritious, high quality meal.	Survey	Students; Principals	48%	84%	90%	95%	99%
Fresh, nutritious, quality meals that meet all the standards established by the State of California and USDA are made available daily to all students.	Survey	Principals; Students and Families	48%	40%	90%	95%	99%
The Meal Application Process is clear and understandable.	Survey	Principals; Students and Families	44%	85%	90%	95%	99%
Once a completed application is received by the Food Services Office, it is processed and entered into the POS System within 24 hours.	Survey	Principals; Students and Families	32%	92%	96%	97%	99%
I am satisfied with the customer service response time of 24 hours or less provided by the Food and Nutrition Services office to questions or issues.	Survey	All Stakeholders	37%	92%	93%	96%	99%
Food and Nutrition Services works with site administrators and staff to resolve special needs and issues in a positive and satisfactory manner.	Survey	Principals; Staff	N/A	84%	92%	95%	99%
<b>BUDGET</b>							
Budget to Actual (OVER) UNDER	Fiscal						
Run regular (monthly, bi-monthly) department budget reports to monitor progress	Fiscal		Yes				
Self funding	Fiscal		Yes		Yes	Yes	Yes
<b>PEOPLE</b>							
Employee attendance	HR		100%		100%	100%	100%
Employee performance evaluation	HR		100%		100%	100%	100%
Employee retention	HR		100%		89%	89%	100%

Fiscal Services	ScoreCard				Madeline Gabel		
SERVICE STANDARDS	Source	Customer	Current Annual Data		Future Annual Growth Targets		
			09-10 Actual data	10/11 Actual Annual	11/12 Target	12/13 Target	13/14 Target
All employees are satisfied with the employee attendance system. This includes sign in sheets and time cards.	Survey	All	N/A	67%	90%	95%	98%
All employees are satisfied with the method of reporting up to date leave balances.	Survey	All	N/A	77%	90%	95%	98%
The Fiscal Services Department is providing online and web tools for employees to get information at their convenience	Survey	All	N/A	85%	90%	95%	98%
All employees who get printed checks are satisfied with the check distribution process	Survey	30% of employees who get a printed check	N/A	91%	90%	95%	98%
All employees on direct deposit know how to access the payroll portal to retrieve their pay stubs and leave balances	Survey	70% of employees who are on direct deposit	N/A	100%	90%	95%	98%
All Budget Managers (Principals & Directors) report that they understand how to run and interpret basic APTA budget reports for their site	Survey	All School Sites and District Office Departments	N/A	88%	90%	95%	98%
<b>BUDGET</b>							
Budget to Actual (OVER) UNDER	Fiscal						
Run regular (monthly, bi-monthly) department budget reports to monitor progress	Fiscal						
<b>PEOPLE</b>							
Employee attendance	HR		100%		100%	100%	100%
Employee performance evaluation	HR		25%		100%	100%	100%
Employee retention	HR		100%		89%	100%	100%

Human Resources	ScoreCard				Thomas Rust		
SERVICE STANDARDS	Source	Customer	Current Annual Data		Future Annual Growth Targets		
			09-10 Actual data	10/11 Actual Annual	11/12 Target	12/13 Target	13/14 Target
HR staff works with sites/departments to fill vacancies as quickly as possible	Survey	Administrators	N/A	92%	100%	100%	100%
HR staff responds in a timely manner to resolve employee issues	Survey	Administrators	N/A	83%	100%	100%	100%
HR supports sites in the evaluation of personnel	Survey	Administrators	N/A	83%	100%	100%	100%
The HR manual is supportive to me in dealing with human resource issues	Survey	Administrators	53%	75%	100%	100%	100%
HR clearly explains processes and procedures as needed throughout the school year	Survey	Administrators	38%	67%	100%	100%	100%
An appropriate high quality guest teacher is provided when requested	Survey	Administrators	83%	75%	100%	100%	100%
HR works effectively to fill emergency/unfilled substitute situations	Survey	Office Mgr	N/A	100%	100%	100%	100%
HR staff responds to questions in a timely manner	Survey	Office Mgr	N/A	100%	100%	100%	100%
School Office Manager meetings are relevant, informative and a good use of time	Survey	Office Mgr	N/A	93%	100%	100%	100%
<b>BUDGET</b>							
Budget to Actual (OVER) UNDER	Fiscal						
Run regular (monthly, bi-monthly) department budget reports to monitor progress	Fiscal						
<b>PEOPLE</b>							
Employee attendance	HR		90%		92%	98%	100%
Employee performance evaluation	HR		100%		100%	100%	100%
Employee retention	HR		100%		89%	89%	100%
<b>Other Data</b>							
Percentage of classroom substitute requests filled	HR						
Highly Qualified Teacher Rate: Credentials	HR						
Highly Qualified Teacher Rate: CLAD	HR						
Percentage of complete evaluations: Certificated	HR		100%				
Percentage of complete evaluations: Certificated Management	HR		94%				
Percentage of complete evaluations: Classified	HR		85%				
Percentage of complete evaluations: Classified Management	HR		63%				
Percentage of complete employee files based on self audit	HR						
Classroom positions filled by first day of school	HR						

Maintenance, Operations, and Facilities	ScoreCard				Robbie Lyng		
SERVICE STANDARDS	Source	Customer	Current Annual Data		Future Annual Growth Targets		
			09-10 Actual data	10/11 Actual Annual	11/12 Target	12/13 Target	13/14 Target
Work orders (High, Medium, Safety and Scheduled) are acknowledged by email and scheduled by Maintenance Lead for completion within measured time. High: immediate-24 hours; Medium: 2-10 working days	Survey	All	13%	88%	100%	100%	100%
Meet resolution timelines for work orders (High, Medium, Safety and Scheduled) within the timeframe expected by the client	Survey	All	25%	88%	100%	100%	100%
Increase the percent of site maintenance work orders to preventive maintenance work orders completed (>25% of total completed site work orders are PM). Example: inspection of gas lines, plumbing lines, steam traps.	Survey/MOF	All	N/A	76%	100%	100%	100%
Improved measurement and quantity of completed work orders through effective use of Maintenance Lead who will strategically help prioritize work in trade shops and process new and close out completed work orders daily.	Survey	All	N/A	85%	100%	100%	100%
MOF has improved Plant Operations and employee morale using Custodial Lead to make continuing adjustments in current custodial schedules to include recycling activities and square foot measurements for equity and clarity at each site.	Survey	All	N/A	73%	100%	100%	100%
MOF has improved Plant Operations inspection program by ensuring that the MOF Coordinator and Custodial Lead meet appointments to monitor site cleanliness (site inspection schedule), maintenance and repair (using standardized inspection tool).	Survey	All	53%	68%	100%	100%	100%
Principals report that school sites are cleaned daily or as assigned on A/B Schedule	Survey	All	50%	76%	100%	100%	100%
<b>BUDGET</b>							
Budget to Actual (OVER) UNDER	Fiscal						
Run regular (monthly, bi-monthly) department budget reports to monitor progress	Fiscal						
<b>PEOPLE</b>							
Employee attendance	HR		85%		92%	95%	100%
Employee performance evaluation	HR		100%		100%	100%	100%
Employee retention	HR		96%		96%	98%	100%

Technology Services	ScoreCard				Rob van Herk		
SERVICE STANDARDS	Source	Customer	Current Annual Data		Future Annual Growth Targets		
			09-10 Actual data	10/11 Actual Annual	11/12 Target	12/13 Target	13/14 Target
Tech Services responds to requests in a timely manner - 24 hours on work orders & urgent topics, 3 business days on projects & purchases	Survey	All	73%	85%	100%	100%	100%
Tech Services meets deadlines determined with client	Survey	All	76%	81%	100%	100%	100%
The AUSD website makes high-quality education tools (including professional development sources, curriculum, software, etc.) easily accessible	Survey	All	71%	93%	100%	100%	100%
Sites/Employees have access to the technology needed to support staff and students	Survey	All	84%	85%	100%	100%	100%
Sites/Employees have access to professional development related to technology needed to support staff/students	Survey	All	84%	78%	100%	100%	100%
Average time work orders are replied to/assigned	IT		N/A	Data pending	1 Day	1 Day	1 Day
Average time Urgent work orders are completed	IT		N/A	Data pending	4 hours	4 hours	4 hours
Average time Non-Urgent work orders are completed	IT		N/A	Data pending	2 weeks	2 weeks	2 weeks
Uptime percentage. Network (by site)	IT		N/A	Data pending	99.5%	99.5%	99.5%
Uptime percentage. Email	IT		N/A	Data pending	99.5%	99.5%	99.5%
Uptime percentage. Aeries	IT		N/A	Data pending	99.5%	99.5%	99.5%
<b>BUDGET</b>							
Budget to Actual (OVER) UNDER	Fiscal		Under	Under			
Run regular (monthly, bi-monthly) department budget reports to monitor progress	Fiscal		Yes	No			
<b>PEOPLE</b>							
Employee attendance	HR		100%		100%	100%	100%
Employee performance evaluation	HR		100%		100%	100%	100%
Employee retention	HR		100%		89%	89%	100%
<b>Other Data</b>							
Average number of work orders	IT		N/A	107	n/a	n/a	n/a
Average internet bandwidth used	IT		N/A	20MB	n/a	n/a	n/a
Number and age of computers by site	IT		N/A	Data pending	n/a	n/a	n/a

Educational Services	ScoreCard				Sean McPhetridge		
SERVICE STANDARDS	Source	Customer	Current Annual Data		Future Annual Growth Targets		
			09-10 Actual data	10/11 Actual Annual	11/12 Target	12/13 Target	13/14 Target
Professional development support I receive from Student Services helps me effectively implement disciplinary policies and procedures	Survey	Administrators	55%	58%	100%	100%	100%
The after school program at my school supports academic achievement (if applicable)	Survey	Administrators	N/A	78%	100%	100%	100%
Professional development support I receive from Ed Services helps me support core instruction at my school site	Survey	Administrators	35%	67%	100%	100%	100%
Teachers who receive professional development in key district initiatives (i.e., SIM, IBD, Math, Anti-Bullying) implement instructional strategies in their classroom	Survey	Administrators	N/A	92%	100%	100%	100%
Professional development support I receive from the Assessment Department has helped our school to regularly use student data to improve classroom instruction	Survey	Administrators	N/A	91%	100%	100%	100%
The Special Education Department responds to my school site inquiries within a 48-hour time period	Survey	Administrators	60%	58%	100%	100%	100%
My school site receives Special Education administrative support at challenging IEPs to ensure that students with special needs receive a free and appropriate public education (FAPE) in the least restrictive environment	Survey	Administrators	N/A	83%	100%	100%	100%
My school site receives information and support to ensure site compliance regarding Special Education procedures and IEP process	Survey	Administrators	N/A	55%	100%	100%	100%
Questions regarding Enrollment receive a response within 48 hours	Survey	All	N/A	96%	100%	100%	100%
Questions regarding Discipline receive a response within 48 hours	Survey	All	N/A	94%	100%	100%	100%
Questions regarding 504 Plans receive a response within 48 hours	Survey	All	N/A	88%	100%	100%	100%
Questions regarding Textbooks receive a response within 48 hours	Survey	All	N/A	76%	100%	100%	100%
Questions regarding Board Policies receive a response within 48 hours	Survey	All	N/A	76%	100%	100%	100%
Questions regarding School Site Plans receive a response within 48 hours	Survey	All	N/A	88%	100%	100%	100%
<b>BUDGET</b>							
Budget to Actual (OVER) UNDER	Fiscal						
Run regular (monthly, bi-monthly) department budget reports to monitor progress	Fiscal						
<b>PEOPLE</b>							
Employee attendance	HR		100%		100%	100%	100%
Employee performance evaluation	HR		87%		100%	100%	100%
Employee retention	HR		87%		100%	100%	100%

Educational Services	ScoreCard				Sean McPhetridge		
SERVICE STANDARDS	Source	Customer	Current Annual Data		Future Annual Growth Targets		
			09-10 Actual data	10/11 Actual Annual	11/12 Target	12/13 Target	13/14 Target
<b>English Language Development</b>							
English Learners are identified and logged in Aeries with current CELDT scores within 30 days of enrollment	Aeries		N/A	100%	100%	100%	100%
Students scoring Advanced on CELDT are monitored and kept on track for reclassification	Aeries		N/A	100%	100%	100%	100%
Title I Schoolwide Program schools have sound SPSA's that address the needs of their significant student subgroups	Aeries		N/A	100%	100%	100%	100%
<b>Student Support Services</b>							
Students are provided appropriate state-adopted textbooks	Williams rpt		N/A	100%	100%	100%	100%
All AUSD site Single Plans for Student Achievement (SPSA's) will be in compliance (SSC composition, categorical financial resources and theory of action)	SPSA Plan Review		N/A	100%	100%	100%	100%
Principals' meetings will address leadership learning needs in (1)technical and procedural tasks - (2)policy development - (3)district planning - (4)skills and knowledge necessary to lead meaningful school change			N/A	100%	100%	100%	100%
<b>Educational Options</b>							
Charter compliance deadlines met (Renewal - Monitoring - Application - Prop 39)			N/A	100%	100%	100%	100%
<b>Assessment</b>							
State testing deadlines are met for Pre-ID uploads, Delivery to site, Collection, inventory, return shipment			N/A	100%	100%	100%	100%
Assessment system deadlines are met: Test tech training, Report out to sites on key benchmarks			N/A	100%	100%	100%	100%
<b>Grants</b>							
Reporting requirements are met for all grant programs			N/A	100%	100%	100%	100%
Grant programs are operated witin CDE approved budgets			N/A	100%	100%	100%	100%
Grant program teams are operating with approved program plans			N/A	100%	100%	100%	100%
Grant Programs Coordinator's annual work plan includes goals and accountability to establish systems and structures that strengthen district capacity to generate new funding			N/A	✓	✓	✓	✓



Educational Services	ScoreCard				Sean McPhetridge		
SERVICE STANDARDS	Source	08-09 Actual Data	Current Annual Data		Future Annual Growth Targets		
			09-10 Actual data	10/11 Actual Annual	11/12 Target	12/13 Target	13/14 Target
<b>Special Education</b>							
Initial Special Education evaluations are completed within 60 days of receipt of the signed assessment plan		88.70%	97.6%	Data Pending	100%	100%	100%
Triennial Special Education evaluations are completed within three calendar years of the date of the last evaluation		97.18%	Data Pending	Data Pending	100%	100%	100%
Special Education students who are out of their regular class less than 21% of the day		55%	50.7%	Data Pending	63%	63%	63%
Special Education students who are out of their regular class more than 60% of the day		22%	21.7%	Data Pending	17%	17%	17%
Special Education students who are served at a separate facility		4%	5.5%	Data Pending	< 4%	< 4%	< 4%
What is the disproportionate representation of African American students served in Special Education?		18.42%	15.55%	Data Pending	< 11%	< 11%	< 11%
What is the disproportionate representation of Hispanic students served in Special Education?		N/A	18.55%	Data Pending	< 16%	< 16%	< 16%
	Source		Current Annual Data		Future Annual Growth Targets		
			09-10 Actual data	10/11 Actual Annual	11/12 Target	12/13 Target	13/14 Target
<b>BUDGET (Special Education)</b>							
Budget to Actual (OVER) UNDER	Fiscal						
Run regular (monthly, bi-monthly) department budget reports to monitor progress	Fiscal						
<b>PEOPLE (Special Education)</b>							
Employee attendance	HR		100%		100%	100%	100%
Employee performance evaluation	HR		100%		100%	100%	100%
Employee retention	HR		84%		100%	100%	100%