

Food Services	ScoreCard						Judy Bedard	
SERVICE STANDARDS	Source	Customer	Annual Data			Target		
			09-10 Actual Data	10-11 Actual Data	11-12 Actual Data	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%	74%	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%	74%	95%	99%	
The Meal Application Process is clear and understandable.	Survey	Principals; Students and Families	44%	85%	83%	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%	89%	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%	89%	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%	77%	95%	99%	
Students report satisfaction with the quality and taste of the meals provided	Survey	Principals; Staff	N/A	N/A	N/A	85%	90%	
The Community reports a high degree of involvement in providing feedback to food services	Survey	Principals; Staff	N/A	N/A	N/A	75%	85%	
PEOPLE								
Employee attendance	HR		100%	100%	100%	100%	100%	
Employee performance evaluation	HR		82%	90%	98%	100%	100%	
Employee retention	HR		100%	N/A	86%	89%	100%	
Other Data								
Food services staff responds to questions within 24 hours	Internal Data	Students; Principals	N/A	N/A	N/A	90%	100%	
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.	Internal Data	Students; Principals	48%	84%	100%	100%	100%	
Once a completed application is received by the Food Services Office, it is processed and entered into the POS System within 24 hours.	Internal Data	Students; Principals	32%	92%	100%	100%	100%	

Fiscal Services	ScoreCard					Madeline Gabel	
SERVICE STANDARDS	Source	Customer	Annual Data			Target	
			09-10 Actual Data	10-11 Actual Data	11-12 Actual Data	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%	63%	95%	98%
All employees are satisfied with the method of reporting up to date leave balances.	Survey	All	N/A	77%	63%	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%	86%	95%	98%
The Fiscal Services Staff responds to questions in a timely manner	Survey	All	N/A	N/A	60%	80%	90%
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%	100%	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%	97%	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%	77%	95%	98%
PEOPLE							
Employee attendance	HR		100%	100%	100%	100%	100%
Employee performance evaluation	HR		25%	100%	80%	100%	100%
Employee retention	HR		100%	N/A	81%	100%	100%
Other Data							
Budget Managers have been trained to run and interpret basic Apta reports for their site	Internal Data	Office Managers; Principals	N/A	N/A	100%	75%	95%
All Purchase Requisitions are processed within 24 hrs of entry into the system	Internal Data	Office Managers; Principals	N/A	96%	98%	98%	98%
Percentage of Payroll processed accurately on a monthly basis	Internal Data	Office Managers; Principals	N/A	N/A	N/A	95%	98%

Maintenance, Operations, and Facilities	ScoreCard					Robbie Lyng	
SERVICE STANDARDS	Source	Customer	Annual Data			Target	
			09-10 Actual Data	10-11 Actual Data	11-12 Actual Data	12-13 Target	13-14 Target
Meet resolution timelines for work orders (High, Medium, Safety and Scheduled) within the timeframe expected by the client	Survey	All	25%	88%	66%	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%	94%	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%	77%	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%	71%	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%	66%	100%	100%
Principals report that school sites are cleaned daily or as assigned on A/B Schedule	Survey	All	50%	76%	80%	100%	100%
PEOPLE							
Employee attendance	HR		85%	100%	100%	95%	100%
Employee performance evaluation	HR		98%	73%	100%	100%	100%
Employee retention	HR		96%	96%	96%	98%	100%
Other Data							
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	Internal Data	All	13%	88%	77%	100%	100%
School sites are cleaned daily or as assigned on A/B Schedule	Internal Data	All	50%	76%	80%	100%	100%
Percentage of waste Diverted from local landfills through Recycling	Internal Data	All	N/A	N/A	N/A	12%	15%

Human Resources	ScoreCard					Patricia Calvert	
SERVICE STANDARDS	Source	Customer	Annual Data			Target	
			09-10 Actual Data	10-11 Actual Data	11-12 Actual Data	12-13 Target	13-14 Target
HR staff addresses concerns and inquiries within three days	Survey	Administrators	N/A	83%	100%	100%	100%
HR supports sites in the evaluation of personnel by providing timelines and training	Survey	Administrators	N/A	83%	78%	90%	100%
HR provides training, support and feedback with complex evaluations. For example recommendations, evaluation performance addenda, and/or improvement plans	Survey	Administrators	N/A	N/A	N/A	90%	95%
The HR manual is a helpful tool when dealing with human resource processes	Survey	Administrators	53%	75%	44%	75%	100%
HR clearly explains processes and procedures as needed throughout the school year	Survey	Administrators/ Office Mgr	38%	67%	89%	90%	100%
High quality substitutes are provided when requested	Survey	Administrators	83%	75%	56%	75%	100%
HR works effectively to fill emergency/unfilled substitute situations	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%	94%	95%	100%
PEOPLE (as referring to our department)							
Employee attendance	HR	N/A	90%	N/A	N/A	98%	100%
Employee performance evaluation	HR	N/A	100%	60%	100%	100%	100%
Employee retention	HR	N/A	100%	100%	86%	100%	100%
Core Business Practices (self monitored)							
Percentage of classroom substitute requests filled	HR	N/A	100%	100%	99%	96%	98%
Highly Qualified Teacher Rate: Credentials	HR	N/A	96%	99%	97%	99%	100%
Highly Qualified Teacher Rate: CLAD	HR	N/A	96%	98%	97%	90%	94%
NCLB compliance (<i>new criteria</i>)	HR	N/A	N/A	N/A	N/A	85%	95%
Percentage of complete evaluations: Certificated	HR	N/A	100%	91%	98%	98%	100%
Percentage of complete evaluations: Certificated Management	HR	N/A	94%	100%	84%	100%	100%
Percentage of complete evaluations: Classified	HR	N/A	79%	92%	99%	98%	100%
Percentage of complete evaluations: Classified Management	HR	N/A	63%	90%	96%	100%	100%
Percentage of complete employee files based on self audit	HR	N/A	N/A	92%	94%	97%	100%
Percentage of Classified Employee turnover district wide (employee retention)	HR	N/A	96%	89%	91%	75%	85%
Percentage of Certificated Employee turnover district wide (employee retention)	HR	N/A	92%	86%	88%	75%	85%
Percentage of filled positions at beginning of school year	HR	N/A	N/A	N/A	N/A	98%	100%
Maintain up to date HR Manual (<i>new criteria</i>)	HR	N/A	N/A	N/A	N/A	100%	100%

Technology Services	ScoreCard					Rob van Herk	
SERVICE STANDARDS	Source	Customer	Annual Data			Target	
			09-10 Actual Data	10-11 Actual Data	11-12 Actual Data	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%	77%	100%	100%
Tech Services meets deadlines determined with client	Survey	All	76%	81%	80%	100%	100%
The AUSD website makes high-quality education tools (including professional development sources, curriculum, software, etc.) easily accessible	Survey	All	71%	93%	80%	100%	100%
The AUSD website provides relevant information and presents information in an organized manner	Survey	All	N/A	N/A	N/A	75%	85%
Sites/Employees have access to the technology needed to support staff and students	Survey	All	84%	85%	69%	100%	100%
Sites/Employees have access to professional development related to technology needed to support staff/students	Survey	All	84%	78%	69%	100%	100%
PEOPLE							
Employee attendance	HR	All	100%	100%	100%	100%	100%
Employee performance evaluation	HR	All	98%	73%	98%	100%	100%
Employee retention	HR	All	100%	100%	88%	89%	100%
Other Data							
Average number of open work orders	Internal Data	All	N/A	107	155	135	125
Average internet bandwidth used	Internal Data	All	N/A	20MB	50MB	50MB	50MB
Work orders are replied to/assigned within 48 hrs	Internal Data	All	N/A	N/A	N/A	75%	85%
Urgent Work Orders are completed within 24hrs	Internal Data	All	N/A	N/A	N/A	90%	95%
Non-Urgent Work orders are completed with 30 days	Internal Data	All	N/A	N/A	N/A	75%	85%
Network Up-Time Percentage	Internal Data	All	N/A	N/A	N/A	98%	98%
Email Up-Time Percentage	Internal Data	All	N/A	N/A	N/A	98%	98%
Aries Up-Time Percentage	Internal Data	All	N/A	N/A	N/A	100%	100%

Educational Services	ScoreCard					Sean McPhetridge	
SERVICE STANDARDS	Source	Customer	Annual Data			Target	
			09-10 Actual Data	10-11 Actual Data	11-12 Actual Data	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%	82%	83%	85%
The after school program at my school supports academic achievement (if applicable)	Survey	Administrators	N/A	78%	86%	86%	88%
Professional development support I receive from Ed Services helps me support core instruction at my school site	Survey	Administrators	35%	67%	67%	69%	71%
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%	89%	90%	92%
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%	67%	69%	71%
The Special Education Department responds to my school site inquiries within a 48-hour time period	Survey	Administrators	60%	58%	50%	60%	65%
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%	78%	80%	82%
My school site receives information and support to ensure site compliance regarding Special Education procedures and IEP process	Survey	Administrators	N/A	55%	72%	74%	76%
Questions regarding Enrollment receive a response within 48 hours	Survey	All	N/A	96%	93%	100%	100%
Questions regarding Discipline receive a response within 48 hours	Survey	All	N/A	94%	88%	100%	100%
Questions regarding 504 Plans receive a response within 48 hours	Survey	All	N/A	88%	74%	100%	100%
Questions regarding Textbooks receive a response within 48 hours	Survey	All	N/A	76%	65%	100%	100%
Questions regarding Board Policies receive a response within 48 hours	Survey	All	N/A	76%	90%	100%	100%
Questions regarding School Site Plans receive a response within 48 hours	Survey	All	N/A	88%	88%	100%	100%
PEOPLE							
Employee attendance	HR	District Office	100%	100%	100%	100%	100%
Employee performance evaluation	HR	District Office	87%	100%	100%	100%	100%
Employee retention	HR	District Office	87%	100%	100%	100%	100%

Educational Services	ScoreCard					Sean McPhetridge	
SERVICE STANDARDS	Source	Customer	Annual Data			Target	
			09-10 Actual Data	10-11 Actual Data	11-12 Actual Data	12-13 Target	13-14 Target
English Language Development							
English Learners are identified and logged in Aeries with current CELDT scores within 30 days of enrollment	Aeries	District Office	N/A	100%	100%	100%	100%
Students scoring Advanced on CELDT are monitored and kept on track for reclassification	Aeries	District Office	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	District Office	N/A	100%	100%	100%	100%
Curriculum and Instruction							
Students are provided appropriate state-adopted textbooks	Williams rpt	District Office	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	District Office	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	Internal Data	District Office	N/A	100%	100%	100%	100%
Student Services							
Charter compliance deadlines met (Renewal - Monitoring - Application - Prop 39)	Internal Data	District Office	N/A	100%	100%	100%	100%
Assessment							
State testing deadlines are met for Pre-ID uploads, Delivery to site, Collection, inventory, return shipment	Internal Data	District Office	N/A	100%	100%	100%	100%
Assessment system deadlines are met: Test tech training, Report out to sites on key benchmarks	Internal Data	District Office	N/A	100%	100%	100%	100%

Educational Services	ScoreCard					Sean McPhetridge	
SERVICE STANDARDS	Source	08-09 Actual Data	Annual Data			Target	
			09-10 Actual Data	10-11 Actual Data	11-12 Actual Data	12-13 Target	13-14 Target
Special Education							
Initial Special Education evaluations are completed within 60 days of receipt of the signed assessment plan	Internal Data	88.70%	97.6%	97.80%	98%	100%	100%
Triennial Special Education evaluations are completed within three calendar years of the date of the last evaluation	Internal Data	97.18%	97.3%	97.77%	98%	100%	100%
Special Education students who are out of their regular class less than 21% of the day	Internal Data	55%	50.7%	56.60%	TBD	63%	63%
Special Education students who are out of their regular class more than 60% of the day	Internal Data	22%	21.7%	21.90%	TBD	17%	17%
Special Education students who are served at a separate facility	Internal Data	4%	5.5%	4.20%	TBD	< 4%	< 4%
What is the disproportionate representation of African American students served in Special Education? (Overall)	Internal Data	18.42%	15.55%	Not Disproportionate	TBD	< 11%	< 11%
What is the disproportionate representation of Hispanic students served in Special Education? (Overall)	Internal Data	N/A	18.55%	Not Disproportionate	TBD	< 16%	< 16%
PEOPLE (Special Education)		Customer					
Employee attendance	HR	District Office	100%	100%	100%	100%	100%
Employee performance evaluation	HR	District Office	100%	100%	97%	100%	100%
Employee retention	HR	District Office	84%	94%	91%	100%	100%