

AVP Campus Planning & Facilities Division of Business and Finance Scorecard 2017-2018									
1 - Alert		2 - Area of concern		3 - Goal met		4 - Met stretch goal		5 - Met super stretch goal	
Imperative	Goal	Weight	Scale	Outcome	Score	Weighted Score	Status		
Operational Success	Professional Development: Percent of CP&F staff achieving professional development objective of 20 hrs/yr (40 hrs for LDI)	10%	5 = 90% or above 4 = 85% 3 = 80% 2 = 75% 1 = below 75%			0			
Operational Success	First Year Employee Retention: Percent of new hires reaching their 1-year anniversary.	10%	5 = 90% or above 4 = 85% 3 = 80% 2 = 75% 1 = below 75%			0			
Operational Success	Sustainability: Actual or provisional points achieved on the AASHEE STARS Program.	10%	5 = 45 or above 4 = 40 3 = 35 2 = 30 1 = below 30			0			
Operational Success	Facilities Staffing Levels : Staffing vs. Service Levels per APPA standard 5-point scale (aggregated across all service levels).	10%	5 = 0.50 Below 4 = 0.25 Below 3 = Par vs. APPA 2 = 0.25 Above 1 = 0.50 Above			0			
Partnership Success	Project Completion: Approved projects >\$25,000 meeting scheduled BOD (final acceptance)	15%	5 = Above 95% 4 = 90% 3 = 85% 2 = 80% 1 = Below 80%			0			
Student Success	First Time Freshmen: Number of fall degree-seeking first-time freshman (full time) in the fall census.	15%	5 = 2515 4 = 2470 3 = 2420 2 = 2375 1 = < 2375			0			
Operational Success	Customer Satisfaction: Overall CP&F customer satisfaction rating	15%	5 = 100% 4 = 95% 3 = 90% 2 = 85% 1 = 80%			0			
Academic Success	Work Order Response Time: Facilities met standard response time for routine and urgent work requests in Tier 1 E&G buildings.	15%	5 = >95% 4 = 90% 3 = 85% 2 = 75% 1 = <75%			0			

Total Weighted Score

0.00 / 5.00