

MiScorecard Performance Summary

Business Unit: Education
Executive/Director Name: Brian Whiston
Reporting Period: Aug 2016

Green >=90% of target
Yellow >= 75% - 90% of target
Red <75% of target
 Date Approved: 9/29/2016

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
Customer/Constituent								
GG-1	Percentage improvement in customer perception			TBD	0	0	CY Annually	Agency selected target customer group. [Customer Perception is rated through existing or newly launched customer polling tools.] Measured annually in January.
OPPS-C-2	Positive Customer Interaction	Green		30	99 Aug 2016	85	Monthly	Number of positive internal written communication received. Measured monthly.
OPPS-C-3	Call Wait-Time	Green		85%	35% Aug 2016	96%	Monthly	Percent of calls answered in 3 minutes or less. Measured monthly.
OCTE-C-3	Early and Middle College	Green		20	117 Jul 2016	90	FY Annually	Number of approved Early/Middle Colleges. MDE approves and provides technical assistance. An increased number of Early/Middle Colleges provides more opportunities for students and aligns with the Governor's Anys. All students will need postsecondary education to be qualified for high-demand/high-wage jobs. Measured annually in July.
OFS-C-1	Office Technical Assistance	Green		77	74 Aug 2016	53	Monthly	Number of formal Office of Field Services-sponsored meetings with one or more LEA to provide guidance. Each LEA needs clear direction on how to create the district and school improvement plans and to identify activities that are both allowable expenses under State and Federal programs, and which comply with State and Federal standards. OFS provides direct technical assistance through meetings with LEAs to ensure they submit Applications in substantially approvable form, draw supplementary funds appropriately and minimize findings on monitoring or audits. Measured monthly.
OEII-C-2	Digital/On-Demand Technical Assistance	Green		40	92 Jun 2016	138	Quarterly	Number of virtual meetings/trainings offered by MDE that are delivered digitally or on-demand in place of face-to-face. Measured Quarterly in March, June, September and December.
OEII-C-5	Technology Readiness	Red		750000	293499 Jul 2016	197724	FY Annually	Number of students with a school-provided, internet-ready device(1:1, defined as In a one-to-one wireless teaching and learning environment, each participating student is provided access to a wireless laptop (or approved alternative computing device) on a direct and continuous basis throughout the school day, and beyond, if possible. Students do not share laptops with other students at the same point in time. NOTE: In January 2015 this metric changed from a percent to a number (target 750,000 for 2015). New data available in July 2015.
Internal Business Process								
OPPS-P-1	Processing Out-of-State Applications	Green		85%	92% Aug 2016	88%	Monthly	Percent of out-of-state teachers, administrators, school counselors, and school psychologist applications processed in 2 weeks or less. Measured monthly.
OEII-P-3	Charter School Contracts	Green		100%	95% Jul 2016	98%	FY Annually	Percent of charter school contracts reviewed and processed within 15 days of submission and district code is requested. Measured annually in July.
Financial								
SASF-F-3	State Aid Payments	Green	=	100%	100% August 2016	100%	Monthly	AccuraPercent of accurate and timely distribution approximately \$1 billion to 800+ K-12 entities each month, according to current legislation. (NOTE: There is no state aid payment in September). Measured monthly.
SASF-F-4	Deficit Elimination Plans (DEPs)	Green		100%	100% Dec 2015	79%	FY Annually	Percent of DEPs reviewed within 30 days of receipt from districts. Districts must implement and adhere to an approved DEP in order to emerge successfully from a financial deficit situation or will be subject to the State Superintendent withholding state aid or initiating PA 436. Measured annually in December.
OSE-F-1	Application Processing Time	Green		57	57 Jul 2016	56	FY Annually	Number of ISD Federal IDEA Flowthrough Applications responded to following initial submission by July 31 of each year. Measured annually in July.
Learning and Growth								
GG-2	The percentage of champions identified in employee survey	Green		60%	61% May 2015	59%	CY Annually	The percent of champions identified in the statewide survey of state employees measuring employee engagement. Measured annually in May.
GG-3	The percentage of completed or on track department level employee engagement action plans			TBD	0	0	Quarterly	Percentage of department level employee engagement action plans that are completed by managers 17 level and above. [Employee Engagement Action Plans reported in MiResults.] Measured quarterly in March, June, September, and December.
GG-4	Good Government coin recognition program			TBD	0	0	Quarterly	Departmental coin recognition programs should meet the following criteria: 3-5 recognition actions per quarter and awards distributed among all levels. Measured quarterly in February, May, August, and November.
GG-5	The percentage of completed or on track process improvement projects			TBD	0	0	Quarterly	Percentage of process improvement projects completed or on track. [Process improvement projects may focus on enhancing value for the customer, eliminating waste, standardizing best practices and improving service delivery.] Measured quarterly in March, June, September, and December.
GG-6	Percentage improvement in customer process time			TBD	0	0	Quarterly	The metric applies to completed, OGG approved process improvement initiatives. [Process time is defined as the time the customer engages the agency to receive a final approval, service, product, or response.] Measured quarterly

								in March, June, September, and December.
OPPS-O-1	Professional Development	Green		90%	100% Dec 2015	100%	FY Annually	Percent of professional development training that meets the professional development plan to provide exceptional customer service and support individual professional growth. Measured annually in December.
OPPS-O-2	Civil Service Classification	Green		100%	100% Dec 2015	90%	FY Annually	Percent of employees who have an annual review of service and performance to maximize professional growth and job potential. Measured annually in December.
MDE-O-2	Employee Turnover	Green		7.0%	6.2% Oct 2015	10.4%	FY Annually	Percent of employee turnover (excludes promotions and transfers). This measures the retention of staff. Measured annually in October.
Financial								
LM-F-1	Michigan eLibrary (MeL) Databases	Green		\$21.80	\$19.97 Sep 2015	\$23.53	FY Annually	Amount of Return on Investment for each dollar spent on MeL Databases. Measured annually in September.
Internal Business Process								
OFS-P-1	LEAs Monitored On-Site	Red		25	15 Aug 2016	106	Quarterly	Number of On-Site monitoring reports sent per quarter. LEAs are subject to on-site monitoring in accordance with an established schedule as modified by a risk analysis. These monitoring visits verify compliance with State and Federal program compliance to use supplementary grant funds to impact student achievement for at-risk students. Measured quarterly in February, May, August, and November.