

# MiScorecard Performance Summary

**Business Unit:** Education  
**Executive/Director Name:** Sheila Alles  
**Reporting Period:** Oct 2018

**Green** >=90% of target  
**Yellow** >= 75% - 90% of target  
**Red** <75% of target  
 Date Approved: 12/4/2018

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
<b>Customer/Constituent</b>								
OPPS-C-2	Positive Customer Interaction	Red		30	22 Sep 2018	48	Monthly	Number of positive internal written communication received. Measured monthly.
OPPS-C-3	Call Wait-Time	Red		85%	0% Sep 2018	86%	Monthly	Percent of calls answered in 3 minutes or less. Measured monthly.
<b>Financial</b>								
LM-F-1	Michigan eLibrary (MeL) Databases	Green		\$21.80	\$24.05 Sep 2018	\$21.63	FY Annually	Amount of Return on Investment for each dollar spent on MeL Databases. Measured annually in September.
<b>Internal Business Process</b>								
OPPS-P-1	Processing Out-of-State Applications	Yellow		85%	100% Aug 2018	86%	Monthly	Percent of out-of-state teachers, administrators, school counselors, and school psychologist applications processed in 2 weeks or less. Measured monthly.
<b>Financial</b>								
OSE-F-1	Application Processing Time	Red		56	30 Jul 2018	20	FY Annually	Number of ISD Federal IDEA Flowthrough Applications responded to following initial submission by July 31 of each year. Measured annually in July.
<b>Learning and Growth</b>								
GG-2	The percentage of champions identified in employee survey	Green		60%	60% May 2017	61%	CY Annually	The percent of champions identified in the statewide survey of state employees measuring employee engagement. Measured annually in May.
OPPS-O-1	Professional Development	Green	=	90%	100% Dec 2017	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 2017	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%	8.7% Oct 2018	9.3%	FY Annually	Percent of employee turnover (excludes promotions and transfers). This measures the retention of staff. Measured annually in October.
<b>Internal Business Process</b>								
OFS-P-1	LEAs Monitored On-Site	Green		25	41 Aug 2018	46	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.