

MiScorecard Performance Summary

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

Green >=90% of target
Yellow >= 75% - 90% of target
Red <75% of target
 Date Approved: 9/14/2018

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
Customer/Constituent								
OELL-C-2	Digital/On-Demand Technical Assistance	Green		100	189 Jun 2018	142	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.
OPPS-C-2	Positive Customer Interaction	Green		30	282 Aug 2018	158	Monthly	Number of positive internal written communication received. Measured monthly.
OPPS-C-3	Call Wait-Time	Yellow		85%	72% Aug 2018	87%	Monthly	Percent of calls answered in 3 minutes or less. Measured monthly.
Financial								
LM-F-1	Michigan eLibrary (MeL) Databases	Green		\$21.80	\$21.63 Sep 2017	\$21.13	FY Annually	Amount of Return on Investment for each dollar spent on MeL Databases. Measured annually in September.
Internal Business Process								
OPPS-P-1	Processing Out-of-State Applications	Green		85%	86% Aug 2018	85%	Monthly	Percent of out-of-state teachers, administrators, school counselors, and school psychologist applications processed in 2 weeks or less. Measured monthly.
Financial								
SASF-F-4	Deficit Elimination Plans (DEPs)	Green	=	100%	100% Dec 2017	100%	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	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.
Learning and Growth								
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	Red		7.0%	9.3% Oct 2017	8.5%	FY Annually	Percent of employee turnover (excludes promotions and transfers). This measures the retention of staff. Measured annually in October.
Internal Business Process								
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.