

Best Practices Indicators

Group Members: Karen Black, Michael Cozmanoff, Andrea Engler, Stephen Hundley,
James Johnson, Susan Kahn, Katie Morrow, Martel Plummer, Elizabeth Rubens

Goals and Indicators	Key or Other	Measure	Measure readily available from:	Measure Available with some effort from:	Measure not currently available (Best Practice group response)
<i>Goal 1: Conduct effective planning & improvement processes</i>					
Planning process results in desired outcomes and improvements	Key	<ul style="list-style-type: none"> • Comprehensiveness of plan • Clearly defined deliverables of plan • Plan used to inform work and make improvements • Alignment of unit/campus planning and budgeting processes with campus goals and mission • Goals of plan are met • Performance indicators in this and other mission areas 	<ul style="list-style-type: none"> • Annual Planning and Budgeting reports • Program review reports • PRAC reports • State of Diversity report • Doubling task forces • Annual performance report • Biennial budget • Other strategic planning documents • Master facilities plan 	<ul style="list-style-type: none"> • Individual unit planning documents 	
Planning process engages and responds to stakeholders		<ul style="list-style-type: none"> • Planning process involves all internal & external stakeholder groups and is widely communicated and debated 	<ul style="list-style-type: none"> • Mission differentiation plan • Campus Mission, Vision, Values, and Goals document 	<ul style="list-style-type: none"> • Description of the processes and the distribution of the plans • The plans incorporate 	

* Also available from other indicators

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				annual budget reports	
Plans are effectively implemented.		<ul style="list-style-type: none"> • Activities are guided by the plans • Activities are adjusted as needed during implementation 	<ul style="list-style-type: none"> • Annual Planning and Budgeting reports • Program review reports • PRAC reports • State of Diversity report • Doubling Councils 		
Plans are evaluated and revised		<ul style="list-style-type: none"> • Program reviews <ul style="list-style-type: none"> • Cycle of reviews • Use of reviewer recommendations • PRAC reports • Doubling Councils 	<ul style="list-style-type: none"> • PAII • Accreditation reports • Self-studies (school and institution) • PRAC reports • Doubling Councils 		
<i>Goal 2: Provide good stewardship of resources</i>					
Use of ethical, thorough, accurate, and socially responsible policies and practices	Key	<ul style="list-style-type: none"> • Professional association guidelines followed. • Relevant guidelines followed 	<ul style="list-style-type: none"> • Minority purchasing data * 	<ul style="list-style-type: none"> • Individual units • Program review reports 	

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		<ul style="list-style-type: none"> University & state guidelines, federal mandates 			
Reduce duplication of efforts		Outsource, insource, discontinue or automate work as appropriate.		<ul style="list-style-type: none"> Individual units Campus-wide budget office 	
Enhance and diversify revenue streams		<ul style="list-style-type: none"> Mix of public and private dollars Mix of soft and hard dollars 	<ul style="list-style-type: none"> Budget Office Research and sponsored programs Indiana University Foundation 		
Allocate faculty and staff positions to ensure a balance of quality and cost		<ul style="list-style-type: none"> Staff faculty ratio Student/faculty ratio Advising/student services staff/students ratio 	<ul style="list-style-type: none"> PeopleSoft Student satisfaction survey Deans, IMIR 		
Cost effectiveness of services		<ul style="list-style-type: none"> Costs are balanced with quality and customer satisfaction Alignment of resources to provide/improve/ enhance services. Optimize infrastructure support 		(much effort) Satisfaction Surveys (IMIR) and individual budgets	
Goal 3: Respond to and manage expectations of stakeholders					
Respond to external groups		<ul style="list-style-type: none"> Effectiveness of the Solution Center 	<ul style="list-style-type: none"> Civic Engagement Inventory (if new 		Solution Center reports

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		<ul style="list-style-type: none"> • Level of engagement reported in the Civic Engagement Inventory • Appropriate, accessible, and inclusive delivery of services • Availability of self-services and full services • Satisfaction with services • Customization of goods and services for individuals and individual organizations (mass customization, meet customized needs) 	inventory developed)		evaluation Satisfaction surveys
Respond to faculty		<ul style="list-style-type: none"> • Appropriate, accessible, and inclusive delivery of services <ul style="list-style-type: none"> • availability of self-services and full services • Satisfaction with services (technology, professional development, parking, food,) • Customization of goods and services for 	Faculty survey		

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		individuals and individual organizations (mass customization, meet customized needs)			
Respond to staff		Appropriate, accessible, and inclusive delivery of services <ul style="list-style-type: none"> • availability of self-services and full services • Satisfaction with services (technology, professional development, parking, food,) • Customization of goods and services for individuals and individual organizations (mass customization, meet customized needs) 	Staff survey		
Respond to students		Appropriate, accessible, and inclusive delivery of services <ul style="list-style-type: none"> • availability of self-services and full services • Satisfaction with services (technology, professional development, parking, food,) • Customization of goods and services for 	Student survey *		

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		individuals and individual organizations (mass customization, meet customized needs)			
<i>Goal 4: Provide effective human & physical resources to further the mission of the institution.</i>					
Employee Retention of employees (faculty/ staff/ student employees)	key	<ul style="list-style-type: none"> • Faculty/ staff/student employee satisfaction (with environment, employment practices, professional development opportunities, technology) • Employee retention (turnover) Time to fill positions 	<ul style="list-style-type: none"> • Satisfaction survey • Human Resources • Faculty professional development * 	<ul style="list-style-type: none"> • Campus-wide exit interview data 	
Appropriate technology and other resources needed to do job		<ul style="list-style-type: none"> • Use of technology • Workstations ergonomically correct 	<ul style="list-style-type: none"> • See Teaching and Learning for students and faculty * • Staff Satisfaction survey * 	<ul style="list-style-type: none"> • Comparison of technology needs analysis 	
Appropriate work environment		<ul style="list-style-type: none"> • Competitiveness of salary, 	<ul style="list-style-type: none"> • Human Resources 		

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		benefits, and work experiences to local market and other institutions. <ul style="list-style-type: none"> • Foster sense of and maintain community on campus. • Build and enhance relationships with unions representing IUPUI employees and other external groups 	<ul style="list-style-type: none"> • Diversity Indicators * • Higher education market • Faculty and staff surveys * 		
Provide and maintain appropriate space to support the university's mission	Key (consult with Emily Wren here)	<ul style="list-style-type: none"> • Student satisfaction with learning environment* • Satisfaction with working environment • Capacity utilization of classrooms • Age and condition of building <ul style="list-style-type: none"> • Lighting, ventilation, noise, good repair • Space utilization documents • Campus facilities report • FS inventory re: buildings (academic, storage, category of space) 	<ul style="list-style-type: none"> • UITS and Facilities strategic plans • Annual reports for no. of classrooms renovated and number of technology installations • Student Surveys * • Program Reviews • Faculty and Staff surveys * • ADA report 	<ul style="list-style-type: none"> • Number of hybrid and distance courses offered 	<ul style="list-style-type: none"> • % of informal learning spaces, green space, etc.

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		<ul style="list-style-type: none"> • Ratios – space allocated for teaching, research, administration, other, etc. • Housing/informal space • Program review reports • ADA reports • Faculty/staff surveys • “Healthy” buildings:, up to code, safe • Esthetically pleasing campus • Recreational facilities • Green space • e-learning and distance learning 			
Faculty/Staff professional development		<ul style="list-style-type: none"> • Number of days and percent of payroll dedicated to professional development. Work/life/school balance • Participation in professional development 	<ul style="list-style-type: none"> • Programs for faculty/staff that contribute to wellness and well-being 		<ul style="list-style-type: none"> • Compare professional dev. needs analysis results to programs offered and completed by staff and faculty.
Goal 5: Communicate and manage reputation					

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Dissemination of information Awareness: Telling our story, How do we best tell others what we do, distilling information	Key	<ul style="list-style-type: none"> • Response to fund-raising efforts • Enrollments • Admissions • Recruitment and retention of faculty and staff 	<ul style="list-style-type: none"> • Indiana University Foundation reports • IMIR reports • HR data • Faculty records • Enrollment data • Admission data 		<ul style="list-style-type: none"> • External community survey • Public Opinion Lab
Internal marketing of services and reputation and brand management		<ul style="list-style-type: none"> • Explore IUPUI 	<ul style="list-style-type: none"> • Faculty and Staff surveys • Unit participation 		<ul style="list-style-type: none"> • Individual Unit surveys
External marketing of services and reputation and brand management		<ul style="list-style-type: none"> • Explore IUPUI 	<ul style="list-style-type: none"> • Count of commercials, ads • Amy Warner for appropriate measure • Attendees at Explore IUPUI 		<ul style="list-style-type: none"> • External survey • Public Opinion Lab

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