

| Teaching and Learning Support | |
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| Goals/Objectives | FY 2018 Key Performance Indicators |
| Goal 1: Develop processes that are both data informed and frictionless | <ul style="list-style-type: none"> • 50% of Processes Re-engineered, continual improvement apart of culture business processes • 25% of University Polices presented for legal sufficiency |
| Goal 2: Improve responsiveness and quality of service delivery | <ul style="list-style-type: none"> • 100% of SLAs developed and implemented • 95% satisfied or highly satisfied on customer surveys for all operational units • 90% of Service Level Agreements met or exceeded • Time to Hire: 45 days from date of posting to new employee orientation. Excludes hard to fill and Executive-level positions • Training & development programs for 100% of faculty & staff (in accordance with Individual Development Plans or IDPs of new Performance Management rules) |
| Goal 3: Improve IT infrastructure and service delivery | <ul style="list-style-type: none"> • 99.999% “Up-time” (IT systems working) |
| Goal 4: Maximize space utilization | <ul style="list-style-type: none"> • Flex-class space consists of 20% of all space |