

KPI Data Dictionary

Perspective: Customer	KPI#: 2.1	SP#: 2.1	KPI Name: Participation in Documented Coop Arrangements Including SSAs		
Dimension: District, Charter School					
Indicator Type: OC	Unit Type: %	Decimals: 0	Lag/Lead: Lag	Frequency: Annually	
Goal: Enhance and sustain stakeholder relationships by increasing service delivery and increasing public awareness of ESCs.					
Objective: Develop and implement strategies to demonstrate ESC value in terms of cost-effective, high quality programs and services to customers and monitor service levels.					
KPI Description: The percent of districts and charter schools in the region participating in Cooperative Arrangements in the Region					
Purpose: To increase the efficiency of districts by participating in programs through cost sharing.					
Formula: The number of districts <i>in region</i> participating in a documented Cooperative Arrangement divided by the number of districts in the region. The number of charter schools <i>in region</i> participating in a documented Cooperative Arrangement divided by the number of charter schools in the region. Example: A school district in the region participating in a Purchasing Coop. Documentation examples: a letter of agreement, an MOU or interlocal agreement.					
Data Source: ESC participation records. The number of districts and the number of charter schools <i>in region</i> participating in at least one Cooperative Arrangement (includes Shared Services Arrangements)					
Baseline:					
Target:					
Polarity: Higher than target		Data Collector: ESC Program managers			
Target Rationale: Every district/charter should participate to effectively use available staff development dollars.					

KPI Data Dictionary

Perspective: Customer	KPI#: 2.2	SP#: 4.1	KPI Name: Number Of Individuals Trained/Training Contact Hours Delivered		
Dimension: Number Of Individuals, Training Contact Hours Delivered					
Indicator Type: OP	Unit Type: N	Decimals: 0	Lag/Lead: Lead	Frequency: Monthly	
Goal: Enhance and sustain stakeholder relationships by increasing service delivery and increasing public awareness of ESCs.					
Objective: Develop and implement strategies to demonstrate ESC value in terms of cost-effective, high quality programs and services to customers and monitor service levels.					
KPI Description: The total number of individuals being trained and training contact hours delivered. Includes only sign-in training hours delivered.					
Purpose: To track the capacity and effectiveness of the regional workshop delivery systems.					
Formula: Sum of the total number of individuals trained and Total workshops contact hours delivered. Example: Contact Hour Count - 1 person attending 6 hour workshop= 6 contact hours. Total from ESC Workshop Registration System. Includes only sessions where training is the primary purpose. May include ESC staff attending training sessions.					
Data Source: ESC workshop records (ESC registration system). The total number of contact training hours delivered and individuals trained.					
Baseline:					
Target:					
Polarity: Higher than target		Data Collector: ESC Program managers			
Target Rationale: Increase participation					

KPI Data Dictionary

Perspective: Customer	KPI#: 2.3	SP#: 2.3	KPI Name: Number of Individuals Participating in Learning Through Regional Distance Learning And the Number of Distance Learning Events.		
Dimension: # of Individuals, Number of Events					
Indicator Type: OP	Unit Type: N	Decimals: 1	Lag/Lead: Lead	Frequency: Quarterly	
Goal: Assist the educational community in ensuring educational excellence for all students.					
Objective: Assist in increasing the number of districts/campuses that meet or exceed state standards for AEIS.					
KPI Description: The total number of individuals participating in learning through Regional Distance Learning and the number of Distance Learning Events. Includes all activities in which the participant is in the learning process.					
Purpose: To increase interactive learning opportunities delivered through Regional Distance Learning.					
Formula: A documented count of the number of individuals participating in learning through Regional Distance Learning. A documented count of the number of distance learning events. Examples: Number of Individuals - 30 students participating in a dual enrollment course = 30 Individuals. 20 teachers attending a workshop via your network or attending an on-line workshop. Documentation could be attendance sheets. Number of events: 3 webinars = 3 events. ESC must have documentation to demonstrate webinar provided. Video streaming and recorded sessions will not count. May include duplicate counts. Example: ESC 3 broadcasts a program through their network from NASA to all the other ESC which is broadcast to all the schools in their networks. ESC 3 would count all the participants. Each region would count participants viewing through their networks. In cases where the number of participants can not be documented, the event would be counted not the participants.					
Data Source: ESC records.					
Baseline:					
Target:					
Polarity: Higher Than Target		Data Collector: ESC Technology Directors			
Target Rationale:					

KPI Data Dictionary

Perspective: Customer	KPI#: 2.4	SP#: 2.4	KPI Name: Training Evaluation Rating		
Dimension: Rating Average					
Indicator Type: OC	Unit Type: %	Decimals: 1	Lag/Lead: Lead	Frequency: Semi-Annually	
Goal: Enhance and sustain stakeholder relationships by increasing service delivery and increasing public awareness of ESCs.					
Objective: Develop and implement strategies to demonstrate ESC value in terms of cost-effective, high quality programs and services to customers and monitor service levels.					
KPI Description: The average training evaluation rating for all workshops					
Purpose: To increase client satisfaction					
Formula: The mean evaluation score. Use 5 point scale. 5 Strongly Agree - 1 Strongly Disagree. Evaluation Item: I Would Recommend This Training Session To My Colleagues.					
Data Source: Workshop evaluation forms.					
Baseline:					
Target:					
Polarity: Higher than target		Data Collector: ESC Program managers			
Target Rationale: Continuous Improvement					

KPI Data Dictionary

Perspective: Customer	KPI#: 3.2	SP#: 3.2	KPI Name: Number of Partnerships Among ESCs And With External Entities		
Dimension: K-12 Non Public School Governmental Entities, Other External Partnerships					
Indicator Type: OC	Unit Type: N	Decimals: 1	Lag/Lead: Lag	Frequency: Annually	
Goal: Research and proactively address needs of the education community.					
Objective: Develop partnerships with external entities to expand and enhance services provided to customers by January 2005 and continue annually thereafter.					
KPI Description: The measurement of the number of partnerships with other ESCs and with external entities to expand and enhance product and service offerings to schools.					
Purpose: To measure the effort for outreach among ESCs and external entities to expand and enhance products and service offerings to schools.					
Formula: Number of partnerships with K-12 non public school entities (Includes ESCs), Number of partnerships with other external entities. Must have written documentation for each partnership (MOU, Interlocal Agreement, Other Written Documentation) Example: two projects with a university, each with a separate written agreement. This would count as two partnerships. Partnerships with a day care center or a health care provider for purposes that will positively impact schools. Documented agreement required. Vendors in a purchasing coop will not be counted.					
Data Source: Each ESC will report the number of partnerships					
Baseline:					
Target:					
Polarity: Higher Than Target		Data Collector: Program Managers			
Target Rationale:					

KPI Data Dictionary

Perspective: Customer	KPI#: 4.1	SP#: 4.1	KPI Name: Consulting Assistance Contacts And Consulting Assistance of a Quarter Hour or Greater		
Dimension: Contacts, Hours					
Indicator Type: OP	Unit Type: N	Decimals: 0	Lag/Lead: Lead	Frequency: Quarterly	
Goal: Enhance and sustain stakeholder relationships by increasing service delivery and increasing public awareness of ESCs.					
Objective: Develop and implement strategies to demonstrate ESC value in terms of cost-effective, high quality programs and services to customers and monitor service levels.					
KPI Description: The number of consulting contacts and consulting assistance contact hours delivered to constituents performed by consultants. Includes professional and individuals who require technical expertise to provide service, i.e., data processing. Contacts must be face to face, or through telephone or email. Includes only contacts one-quarter hour or greater.					
Purpose: To increase program efficiencies.					
Formula: Aggregate consultative contacts and consulting assistance contact hours. Includes only contacts one-quarter hour or greater. Does not include travel time. Example: One consultant meeting with 2 teachers for 30 minutes = 2 Consulting Assistance Contacts and 1/2 hour of consulting assistance. Two consultants meeting with 2 teachers together for 30 minutes = 2 Consulting Assistance Contacts for each consultant and 1/2 hour of consulting assistance for each consultant. Technical assistance provided by one ESC to another can be counted. Does not include Listserv contacts or a contact of less than 15 minutes. Technical Assistance is considered temporary or ad hoc in nature rather than long term. Includes time required for research.					
Data Source: ESC activity reports.					
Baseline:					
Target:					
Polarity: Higher than target		Data Collector: ESC Program managers			
Target Rationale: Increased Hours Delivered.					

KPI Data Dictionary

Perspective: Customer	KPI#: 4.2	SP#: 4.2	KPI Name: Satisfactory or Above Survey Responses		
Dimension: Survey Response Percent					
Indicator Type: OC	Unit Type: %	Decimals: 0	Lag/Lead: Lag	Frequency: Annually	
Goal: Enhance and sustain stakeholder relationships by increasing service delivery and increasing public awareness of ESCs.					
Objective: Develop and implement strategies to demonstrate ESC value in terms of cost-effective, high quality programs and services to customers and monitor service levels.					
KPI Description: The percentage of customer satisfaction survey responses that were satisfactory or above. Data from Client Satisfaction Survey.					
Purpose: To track customer satisfaction levels and identify any areas that require improvement.					
Formula: Number of satisfied or above responses divided by the total number of responses. Use numeric data from client satisfaction survey for each region.					
Data Source: Third Party Evaluation Instrument					
Baseline:					
Target:					
Polarity: Higher Than Target		Data Collector: ESC Program managers			
Target Rationale: Continuous improvement					