

Monthly *Thunion* Key Performance Indicator Report

History

In spring semester 1999 the Richland College Institutional Effectiveness steering team identified **five strategic planning priorities for student learning** for the following five academic years. These priorities were identified with input from college work groups and team leaders while remaining mindful of the priorities of the Dallas County Community College District Board of Trustees. Approximately one year later, **key performance indicators (KPIs)** were outlined for each planning priority for the purpose of measuring college success in meeting targets within the annual plan.

Purpose

The **KPIs** serve as Richland College's vital signs. Specific measures, with targets, were named for each indicator with ranges of tolerance. Richland's KPIs undergo annual review and refinement. Performance data provides a baseline to set the next year's targets and stretch targets five years out.

How does the monthly Key Performance Indicator report (*Thunion*) work?

The Thunder Team meets monthly to review and discuss the KPI report known as the "Thunion Report". The top page of the report (Layer 1) provides an overall score for the college and a score for each Strategic Planning Priority. A score of "10" represents our perfect state, and "9" or better is our desirable scoring range. If any priority score drops below 9.0, the leaders turn to the more detailed page linked to that priority (Layer 2) to see more detailed performance scores for each KPI. Another drill-down, Layer 3, represents the most detailed look at each of the measures with targets and performance. From Layer 3 it is possible to identify the possible root cause of the variance and, after analysis and discussion, assign the issue to the appropriate VP, who will return to the next meeting with more detailed work group analyses and with an action plan to address the issue. Detailed notes are kept and action plans are generated at the conclusion of the meeting. This provides the basis for the start of the next meeting, making certain issues are tracked.