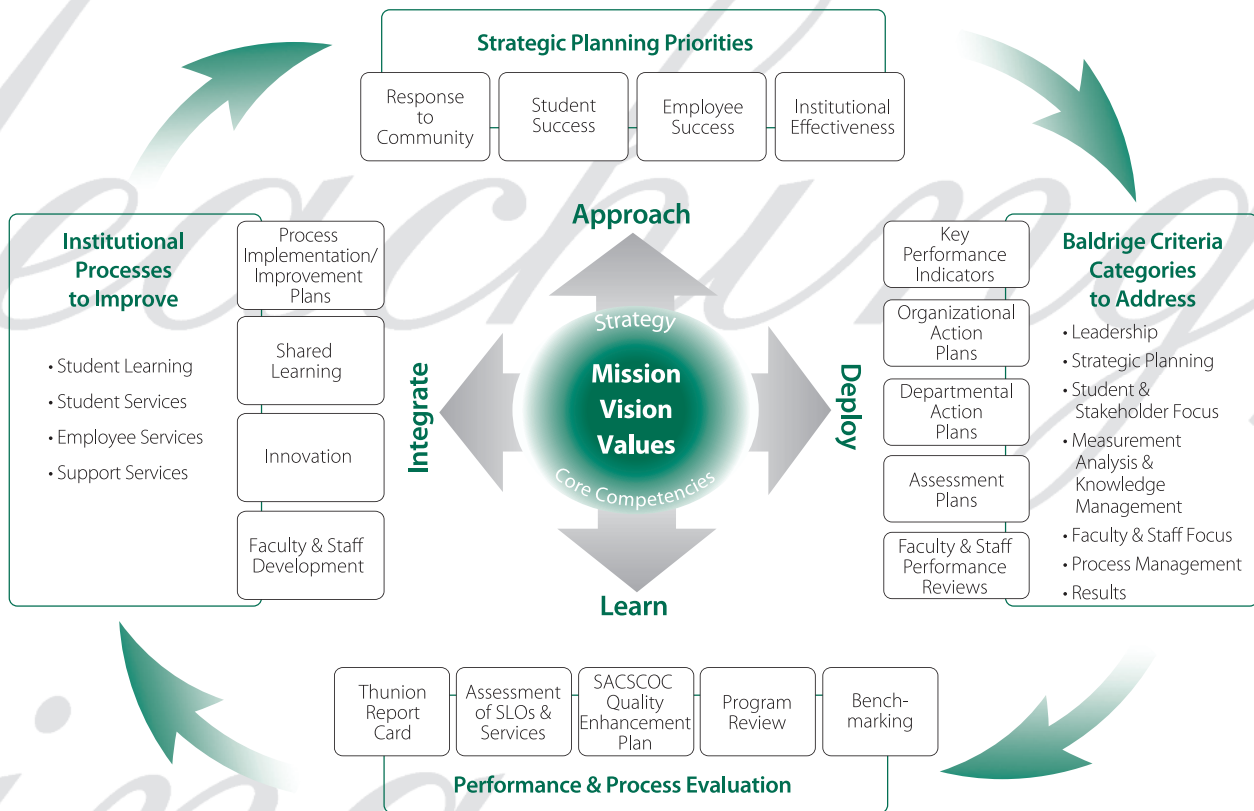


# Performance Excellence Model



## Approach

We approach our performance discipline systematically. We annually review and update our

- Vision, Mission, Values, and Core Competencies
- Strategic Planning Priority Goals for Student Learning
- Key Performance Indicators (KPIs) and Measures
- One-, three-, and five-year Performance Targets
- Organizational Action Plans
- Budget projections, operating reserves, and fund balances

## Deploy

We deploy approaches broadly and deeply to relevant work groups throughout the college through

- Organizational Action Plans
- Departmental Action Plans
- Assessment Plans
- Employee Action Plans (IAP/PD/SPMS)
- Corrective actions to close performance gaps

## Learn

We analyze and evaluate our success. We learn from

- Monthly review of KPI Thunion Report Targets achieved
- End-of-year results for KPI Measures
- Results of Learning Outcomes and Services Assessments
- SACSCOC Quality Enhancement Plan Cycles
- Departmental Action Plan outcomes
- In-depth review of Academic, Administrative, and Support Services programs
- Benchmarking selected best in-class organizations

## Integrate

We integrate what we have learned into the next cycle of improvement by sharing results and transfer of practices from

- Process Implementation/Improvement Plans (PIIP)
- Key learnings across the organization
- Sustainable, innovative breakthroughs for ongoing organizational transformation
- Employee training and development