



Administrative Metrics

Bringing the Best Ideas Forward

Administrative operational metrics are specifically intended to measure the performance of common administrative/operational functions that occur at a variety of organizational levels throughout the University. Administrative metrics foster continuous improvement and a culture of excellence through the encouragement and use of ideas.

Implementing Administrative Metrics

Embedded in a collaborative organizational structure

Through a coordinating unit and steering committees, stakeholders should help inform the vision, policy, implementation, and assessment of administrative metrics.

Anchored in management processes

Administrative operational metrics should be specifically “tied” to an established process with accountability and decision making at all levels. The compact process, for example, is a key process to consider.

Implemented in collaborative, reflective phases

The following guiding principles should influence the execution of each strategy within each phase: strategic communication, collaboration, staff development, transparency, reflection and feedback, and the University’s criteria for decision making.

Integrated into a reporting tool for transparency and flexibility

Software should allow each unit to gather and report data that will align with the University-level visual tool.