

## Accounts Payable - 18 Measures

- AP Cost Per \$100K Revenue
- AP Cost Per Invoice
- AP Staff - Accountants With AP Certificate
- AP Staff - Accountants With CPA
- AP Staff - Cost Per FTE
- AP Staff - District FTEs Per AP FTE
- AP Staffing Ratio - Clerical And Support
- AP Staffing Ratio - Managers
- AP Staffing Ratio - Professionals
- AP Staffing Ratio - Supervisors
- Invoices - Days To Process
- Invoices - Past Due at Time of Payment
- Invoices - Percent Paid Electronically
- Invoices - Percent Received Electronically
- Invoices Processed Per FTE per Month
- Payments Voided
- Payments Voided Due To Duplication
- Payments Voided Due To Error

## Cash Management - 12 Measures

- Cash Flow - Months Above Liquidity Baseline
- Cash Flow - Short-Term Loans Per \$100K Revenue
- Cash/Investment Equity Per \$100K Revenue
- Investment Earnings As Percent Of Cash/Investment Equity
- Investment Earnings Per \$100K Revenue
- Treasury Staff - Cost Per FTE
- Treasury Staff - District FTEs Per Treasury FTE
- Treasury Staffing Cost Per \$100K Revenue
- Treasury Staffing Ratio - Clerical And Support
- Treasury Staffing Ratio - Managers
- Treasury Staffing Ratio - Professionals
- Treasury Staffing Ratio - Supervisors

## Compensation - 20 Measures

- Pay Checks - Direct Deposits
- Pay Checks - Errors Per 10K Payments
- Pay Checks - Percent Off-Cycle
- Pay Checks Processed Per FTE per Month
- Payroll Cost Per \$100K Revenue
- Payroll Cost Per \$100K Spend
- Payroll Cost Per Pay Check
- Payroll Outsourcing As Percent Of Costs
- Payroll Staff - Cost Per FTE
- Payroll Staff - District FTEs Per Payroll FTE
- Payroll Staff - Overtime Hours Per FTE
- Payroll Staffing Ratio - Clerical And Support
- Payroll Staffing Ratio - Managers
- Payroll Staffing Ratio - Professionals
- Payroll Staffing Ratio - Supervisors
- Personnel Record Self-Service Usage per District FTE
- Personnel Records Self-Service Usage: Address Changes
- Personnel Records Self-Service Usage: Direct Deposit Changes
- Personnel Records Self-Service Usage: W-4 Changes
- W-2 Correction Rate (W-2C)

## Financial Management - 19 Measures

- Annual Financial Report - Days To Publish
- Budget Amendments
- Debt Principal Ratio To District Revenue
- Debt Servicing Costs Ratio To District Revenue
- Debt Servicing Costs Ratio To total Debt
- Expenditures Efficiency - Adopted Budget As Percent Of Actual
- Expenditures Efficiency - Final Budget As Percent Of Actual
- Fund Balance - Percent (A) Unassigned
- Fund Balance - Percent (B) Assigned
- Fund Balance - Percent (C) Committed
- Fund Balance - Percent (D) Restricted
- Fund Balance - Percent (E) Nonspendable
- Fund Balance Ratio (A) Unassigned
- Fund Balance Ratio (B) Uncommitted
- Fund Balance Ratio (C) Unrestricted
- Fund Balance Ratio (D) All Except Nonspendable
- Fund Balance Ratio (E) All Types
- Revenues Efficiency - Adopted Budget As Percent Of Actual
- Revenues Efficiency - Final Budget As Percent Of Actual

## Grants Management - 15 Measures

- Amendments To Grant Budgets
- Competitive Grant Funds As Percent Of Total
- Days To Access New Grant Funds
- Grant Funds - Percent Federal
- Grant Funds - Percent Local/Private
- Grant Funds - Percent State
- Grant Funds As Percent Of Total Budget
- Grant-Funded Staff As Percent Of District FTEs
- Grants Receivables Aging
- Grants Receivables Aging - Days To Process
- Grants Receivables Aging - Days To Receive Payment
- Returned Grant Funds - Federal
- Returned Grant Funds - Local/Private
- Returned Grant Funds - State
- Returned Grant Funds Per \$100K Grant Revenue

## Procurement - 59 Measures

- Competition-Eligible Procurements - Percent Emergency
- Competition-Eligible Procurements - Percent Non-Authorized
- Competition-Eligible Procurements - Percent Of Total Spending
- Competition-Eligible Procurements - Percent Sole-Source
- Competitive Procurements Ratio
- Construction - Percent Of Purchasing
- Construction Contracts Awarded
- Cooperative Purchasing Ratio
- Cooperative Purchasing Ratio - Excluding P-Cards
- M/WBE Vendor Utilization
- P-Card Average Transaction Amount
- P-Card Purchasing Ratio
- P-Card Single Transaction Limit
- PALT For Informal Solicitations
- PALT For Invitations for Bids

## Procurement Continued...

- PALT For Invitations for Bids - (A) Days to Prepare
- PALT For Invitations for Bids - (B) Days of Advertising And Open Bidding
- PALT For Invitations for Bids - (C) Days to Issue After Close
- PALT For Requests for Proposals
- PALT For Requests for Proposals - (A) Days to Prepare
- PALT For Requests for Proposals - (B) Days Proposals Accepted
- PALT For Requests for Proposals - (C) Days to Issue After Close
- Procurement Cost Per \$100K Spend
- Procurement Cost Per Purchase Order
- Procurement Costs Per \$100K Revenue
- Procurement Costs Ratio - Outsourced Services
- Procurement Costs Ratio - Personnel
- Procurement Savings - Percent Through Informal Solicitations
- Procurement Savings - Percent Through Invitations For Bids
- Procurement Savings - Percent Through Requests For Proposals
- Procurement Savings Ratio
- Procurement Staff - Cost Per FTE
- Procurement Staff - District FTEs Per Procurement FTE
- Procurement Staff With Professional Certificate
- Procurement Staffing Ratio - Professional Staff
- Procurement Staffing Ratio - Supervisors And Managers
- Procurement Staffing Ratio - Support And Clerical
- Strategic Sourcing Ratio
- Threshold For formal Proposal
- Threshold For formal Sealed Bid
- Threshold For School Board Approval
- Warehouse Number Of Unique Items
- Warehouse Number Of Unique Items - Facility Maintenance
- Warehouse Number Of Unique Items - Food Services
- Warehouse Number Of Unique Items - School/office Supplies
- Warehouse Number Of Unique Items - Textbooks
- Warehouse Number Of Unique Items - Transportation Maintenance
- Warehouse Operating Expense Ratio
- Warehouse Operating Expense Ratio - Facility Maintenance
- Warehouse Operating Expense Ratio - Food Services
- Warehouse Operating Expense Ratio - School/Office Supplies
- Warehouse Operating Expense Ratio - Textbooks
- Warehouse Operating Expense Ratio - Transportation Maintenance
- Warehouse Stock Turn Ratio
- Warehouse Stock Turn Ratio - Facility Maintenance
- Warehouse Stock Turn Ratio - Food Services
- Warehouse Stock Turn Ratio - School/Office Supplies
- Warehouse Stock Turn Ratio - Textbooks
- Warehouse Stock Turn Ratio - Transportation Maintenance

## Risk Management - 14 Measures

- Cost Of Risk per Student
- Liability Claims - Percent Litigated
- Liability Claims - Percent Open As Of Year-End
- Liability Claims Per 1,000 Students
- Liability Cost Per Claim
- Liability Cost Per Student
- Workers' Compensation Claims - Percent Indemnity
- Workers' Compensation Claims - Percent Litigated
- Workers' Compensation Claims Per 1,000 Employees
- Workers' Compensation Cost Per \$100K Payroll Spend
- Workers' Compensation Cost Per Claim
- Workers' Compensation Cost Per Employee
- Workers' Compensation Lost Work Days Per 1,000 Employees
- Workplace Incidents Per 1,000 Employees

Phillip Smith  
Brand Manager  
TransACT Communications, Inc.  
phillip@transact.com  
425-977-2120

[www.actpoint.com](http://www.actpoint.com)

## Food Services - 97 Measures

- Breakfast Access - During Breakfast Break
- Breakfast Access - Served In The Cafeteria
- Breakfast Access - Served In The Classroom
- Breakfast Access - Universal Free Breakfast
- Breakfast Access Rate
- Breakfast Access Rate, Elementary/K-8
- Breakfast Access Rate, High School
- Breakfast Access Rate, Middle School
- Breakfast F/RP Participation Rate
- Breakfast F/RP Participation Rate, Elementary/K-8
- Breakfast F/RP Participation Rate, High School
- Breakfast F/RP Participation Rate, Middle School
- Breakfast Non-F/RP Participation Rate, Elementary/K-8
- Breakfast Non-F/RP Participation Rate, High School
- Breakfast Non-F/RP Participation Rate, Middle School
- Breakfast Participation Rate (Districtwide)
- Breakfast Participation Rate (Districtwide), Elementary/K-8
- Breakfast Participation Rate (Districtwide), High School
- Breakfast Participation Rate (Districtwide), Middle School
- Breakfast Participation Rate (Districtwide), Secondary Schools
- Breakfast Participation Rate (Meal Sites)
- Breakfast Participation Rate (Meal Sites), Elementary/K-8
- Breakfast Participation Rate (Meal Sites), High School
- Breakfast Participation Rate (Meal Sites), Middle School
- Cost Per Meal
- Cost Per Meal - Contractor-Operated
- Cost Per Meal - District-Operated
- Food Cost Per Meal
- Food Cost Per Revenue
- Fund Balance As Percent Of Revenue
- Indirect And Overhead Costs As Percent Of Total Costs
- Indirect Costs Ratio - License Fees And Contract Services
- Indirect Costs Ratio - Rent, Warehousing And Storage
- Indirect Costs Ratio - Training And Professional Development
- Indirect Costs Ratio - Travel, Advertising And Office Expenses
- Labor Costs Per Revenue
- Lunch Access Rate
- Lunch Access Rate, Elementary/K-8
- Lunch Access Rate, High School
- Lunch Access Rate, Middle School
- Lunch F/RP Participation Rate
- Lunch F/RP Participation Rate, Elementary/K-8
- Lunch F/RP Participation Rate, High School
- Lunch F/RP Participation Rate, Middle School
- Lunch Non-F/RP Participation Rate, Elementary/K-8
- Lunch Non-F/RP Participation Rate, High School
- Lunch Non-F/RP Participation Rate, Middle School
- Lunch Participation Rate (Districtwide)
- Lunch Participation Rate (Districtwide), Elementary/K-8
- Lunch Participation Rate (Districtwide), High School
- Lunch Participation Rate (Districtwide), Middle School
- Lunch Participation Rate (Districtwide), Secondary Schools
- Lunch Participation Rate (Meal Sites)
- Lunch Participation Rate (Meal Sites), Elementary/K-8
- Lunch Participation Rate (Meal Sites), High School
- Lunch Participation Rate (Meal Sites), Middle School
- Management Company Share Of Total Expenditures
- Management Company Share Of Total Meals
- Meal Accountability - Percent Of Sites With POS System
- Meal Reimbursements - Breakfasts, Percent Free
- Meal Reimbursements - Breakfasts, Percent Reduced-Price
- Meal Reimbursements - Lunches, Percent Free
- Meal Reimbursements - Lunches, Percent Reduced-Price
- Meal Reimbursements - Supper, Percent Free
- Meal Reimbursements - Supper, Percent Reduced-Price
- Meals Per Labor Hour
- Operating Cost Ratio - Equipment
- Operating Cost Ratio - Food
- Operating Cost Ratio - Labor
- Operating Cost Ratio - Supplies And Small Wares
- Operating Cost Ratio - Technology
- Operating Cost Ratio - Utilities, Custodial And Trash Removal
- Operating Cost Ratio - Vehicle Fleet

- Outside Meal Services - Catering As Percent Of Revenue
- Outside Meal Services - Meal Sites That Are Charter/Other
- Outside Meal Services - Meals To Charter/Other
- Provision II Enrollment Rate - Breakfasts
- Provision II Enrollment Rate - Lunches
- Revenue Percentage - A La Carte and Vending Sales
- Revenue Percentage - Federal Meal Reimbursements
- ServSafe Or Equivalent Staff Per Site
- ServSafe-Certified Staff Per Site
- Supper Access Rate
- Supper Access Rate, Elementary/K-8
- Supper Access Rate, High School
- Supper Access Rate, Middle School
- Supper Participation Rate (Districtwide)
- Supper Participation Rate (Districtwide), Elementary/K-8
- Supper Participation Rate (Districtwide), High School
- Supper Participation Rate (Districtwide), Middle School
- Supper Participation Rate (Meal Sites)
- Supper Participation Rate (Meal Sites), Elementary/K-8
- Supper Participation Rate (Meal Sites), High School
- Supper Participation Rate (Meal Sites), Middle School
- Total Costs As Percent Of Revenue
- USDA Commodities - Percent As Donations (Bonuses)
- USDA Commodities - Percent Of Total Revenue

## Maintenance & Operations - 72 Measures

- Building Square Footage By Ownership - Percent Leased
- Building Square Footage By Type - Percent Modular
- Building Square Footage By Type - Percent Portable
- Building Square Footage By Type - Percent Site-Built
- Building Square Footage By Usage - Percent Academic
- Building Square Footage By Usage - Percent Non-Academic
- Building Square Footage By Usage - Percent Vacant
- Custodial Supply Cost Per Square Foot
- Custodial Work - Cost Per Square Foot
- Custodial Work - Cost Per Square Foot, Contractor-Operated
- Custodial Work - Cost Per Square Foot, District-Operated
- Custodial Work - Cost Per Student
- Custodial Work - Proportion Contractor-Operated
- Custodial Work - Staff Ratio - Field Workers Per Office Staff
- Custodial Work - Staff Ratio - Non-Exempt Per Exempt Field Staff
- Custodial Workload
- Deferred Maintenance - Average Cost Per Project
- Deferred Maintenance - Percent Of Projects Completed
- Deferred Maintenance Resulting In Break-Downs
- Green Buildings - Buildings Green Certified
- Green Buildings - Buildings Green Certified Or Equivalent
- Green Buildings - Buildings With Energy Star Certificate
- Grounds Work - Cost Per Acre
- Grounds Work - Cost Per Acre, Contractor-Operated
- Grounds Work - Cost Per Acre, District-Operated
- Grounds Work - Cost Per Student
- Grounds Work - Proportion Contractor-Operated
- Grounds Work - Staff Ratio - Field Workers Per Office Staff
- Grounds Work - Staff Ratio - Non-Exempt Per Exempt Field Staff
- M&O Cost Per Student
- M&O Costs Percent Of District Budget
- M&O Staff - Field Staff As Percent Of All Staff
- M&O Staff - Non-Exempt Workers As Percent Of Field Staff
- Major Maintenance - Supervisors/Support Staff Costs As Percent Of Total Costs
- Major Maintenance - Cost Per Student
- Major Maintenance - Delivered Construction Costs As Percent Of Total Costs
- Major Maintenance - Design To Construction Cost Ratio
- Major Maintenance - Staff Ratio - Field Workers Per Office Staff
- Major Maintenance - Staff Ratio - Non-Exempt Per Exempt Field Staff
- New Construction - Cost Per Student
- New Construction - Delivered Construction Costs As Percent Of Total Costs
- New Construction - Design To Construction Cost Ratio
- New Construction - Staff Ratio - Field Workers Per Office Staff
- New Construction - Staff Ratio - Non-Exempt Per Exempt Field Staff
- New Construction - Supervisors/Support Staff Costs As Percent Of Total Costs
- Recycling - Percent Non-Regulatory
- Recycling - Percent Of Total Material Stream
- Renovations - Cost Per Student
- Renovations - Delivered Construction Costs As Percent Of Total Costs

## Maintenance & Operations Continued...

- Renovations - Design To Construction Cost Ratio
- Renovations - Staff Ratio - Field Workers Per Office Staff
- Renovations - Staff Ratio - Non-Exempt Per Exempt Field Staff
- Renovations - Supervisors/Support Staff Costs As Percent Of Total Costs
- Routine Maintenance - Cost Per Square Foot
- Routine Maintenance - Cost Per Student
- Routine Maintenance - Cost Per Work Order
- Routine Maintenance - Cost Per Work Order, Contractor-Operated
- Routine Maintenance - Cost Per Work Order, District-Operated
- Routine Maintenance - Proportion Contractor-Operated, By Work Orders
- Routine Maintenance - Ratio Of Field Workers to office Staff
- Utility Costs - Cost Per Square Foot
- Utility Costs - Electricity Cost Per Square Foot
- Utility Costs - Heating Fuel Cost Per Square Foot
- Utility Costs - Sewer Cost Per Square Foot
- Utility Costs - Water Cost Per Square Foot
- Utility Usage - Electricity Usage Per Square Foot (KWh)
- Utility Usage - Heating Fuel Usage Per Square Foot (KBTU)
- Utility Usage - Water (Non-Irrigation) Usage Per Square Foot (Gal.)
- Utility Usage - Water Usage For Irrigation
- Work Order Cancel/Void Rate
- Work Order Completion Rate
- Work Order Completion Time (Days)

## Safety & Security - 52 Measures

- Armed Personnel - Percent Of All Field Personnel
- Armed Personnel - Percent Of Law Enforcement Personnel, Contracted
- Armed Personnel - Percent Of Security Personnel, Contracted
- Armed Personnel - Percent Of Security/Police Personnel, District
- Crisis Response Teams - Drills Per Team
- Crisis Response Teams - Teams Per Academic Site
- Health/Safety Inspections - Percent Of Academic Sites Annually
- Health/Safety Inspections - Percent Of Non-Academic Sites Annually
- Health/Safety Inspections - Sites Inspected Annually
- Health/Safety Violations - Average Number Days To Correct
- Health/Safety Violations Per Site
- ID Badge Required, Employees - Percent Of Academic Sites
- ID Badge Required, Employees - Percent Of Non-Academic Sites
- ID Check And Badge Required, Visitors - Percent Of Academic Sites
- ID Check And Badge Required, Visitors - Percent Of Non-Academic Sites
- Incidents - Assault/Battery Incidents Per 1,000 Students
- Incidents - Assaults - Firearm Incidents Per 1,000 Students
- Incidents - Assaults - Robbery Incidents Per 1,000 Students
- Incidents - Assaults - Sexual Assault Incidents Per 1,000 Students
- Incidents - Assaults - Weapon (Excluding Firearm) Incidents Per 1,000 Students
- Incidents - Bullying Incidents Response Rate
- Incidents - Bullying/Harassment Per 1,000 Students
- Incidents - Intrusion/Burglary Incidents Per Site
- Incidents - Larceny/Vandalism Incidents Per Site
- Incidents - Larceny/Vandalism Incidents Rate Of Arrests
- Incidents - People Incidents Per 1,000 Students
- Incidents - People Incidents Rate Of Arrests
- Incidents, Threat - Incidents Per Site
- Intrusion/Burglary Alarm Systems - False Alarms Per Site
- Intrusion/Burglary Alarm Systems - Percent Of Academic Sites
- Intrusion/Burglary Alarm Systems - Percent Of Non-Academic Sites
- Intrusion/Burglary Alarm Systems - Percent Of Sites
- Intrusion/Burglary Incidents - Average Minutes To Respond to Alarm
- Intrusion/Burglary Incidents - Percent At Non-Alarm Sites
- Intrusion/Burglary Incidents - Percent Of Alarm Failures
- Metal Detectors, Any Kind - Academic Sites
- Metal Detectors, Any Kind - Non-Academic Sites
- Metal Detectors, Hand-Held - Academic Sites
- Metal Detectors, Walk-Through - Academic Sites
- Real-Time Video Monitoring - Percent Of Academic Sites
- Real-Time Video Monitoring - Percent Of Non-Academic Sites
- S&S Expenditures - Percent For Contracted Services
- S&S Expenditures - Percent For Personnel
- S&S Expenditures Per 1,000 Students
- S&S Expenditures Percent Of District Budget
- S&S Staff Per 1,000 Students
- Security Plans - Academic Sites With NIMS-Compliant Plan
- Training Hours Per Law Enforcement personnel, Contracted
- Training Hours Per Safety/Security personnel

- Training Hours Per Security personnel, Contracted
- Training Hours Per Security/Police personnel, District
- Vulnerability Assessments Of Construction/Renovation Designs - Percent of Projects

## Transportation - 67 Measures

- Accidents - Miles Between Accidents
- Accidents - Miles Between Accidents (Contractor-Operated)
- Accidents - Miles Between Accidents (District-Operated)
- Accidents - Miles Between Preventable Accidents
- Accidents - Miles Between Preventable Accidents (Contractor-Operated)
- Accidents - Miles Between Preventable Accidents (District-Operated)
- Bus Equipment - AVL/GPS Links To Routing Software
- Bus Equipment - GPS Tracking
- Bus Equipment - Rider Harnesses, Lap
- Bus Equipment - Rider Harnesses, Lap-And-Shoulder
- Bus Equipment - Student Tracking Systems
- Bus Equipment - Video Cameras
- Bus Fleet - Alternatively-Fueled Buses
- Bus Fleet - Average Age Of Fleet
- Bus Fleet - Daily Buses As Percent Of Total Buses
- Bus Fleet - Maintenance Hours Per Bus
- Bus Fleet - Percent Contractor-Operated
- Bus Fleet - Percent District-Operated
- Bus Fleet In Service Daily
- Bus Inspections - Percent Passed On First Try
- Bus Usage - Daily Runs Per Bus
- Bus Usage - Daily Seat Utilization
- Bus Usage - Daily Seat Utilization (Contractor-Operated)
- Bus Usage - Daily Seat Utilization (District-Operated)
- Bus Usage - Live Miles Per Deadhead Mile
- Bus Usage - Live Miles Per Deadhead Mile (Contractor-Operated)
- Bus Usage - Live Miles Per Deadhead Mile (District-Operated)
- Bus Usage - Miles Per Bus
- Bus Usage - Miles Per Bus (Contractor-Operated)
- Bus Usage - Miles Per Bus (District-Operated)
- Bus Usage - Seats Filled Per Bus Run
- Bus Usage - Seats Filled Per Bus Run (Contractor-Operated)
- Bus Usage - Seats Filled Per Bus Run (District-Operated)
- Contract Buses - Percent Of Ridership
- Cost Per Bus
- Cost Per Bus (Contractor-Operated)
- Cost Per Bus (District-Operated)
- Cost Per Mile Operated
- Cost Per Rider
- Daily Ride Time - General Education
- Daily Ride Time - SWD Students
- Daily Ride Time, Maximum Allowed - General Education
- Daily Ride Time, Maximum Allowed - SWD Students
- Fuel Cost As Percent Of Retail - Bio-Diesel
- Fuel Cost As Percent Of Retail - Compressed Natural Gas
- Fuel Cost As Percent Of Retail - Diesel
- Fuel Cost As Percent Of Retail - Gasoline
- Fuel Cost As Percent Of Retail - Propane
- On-Time Performance
- On-Time Performance (Contractor-Operated)
- On-Time Performance (District-Operated)
- Participation Rate - Alternative Transit
- Participation Rate - Any Transportation Service
- Participation Rate - Yellow Bus Service
- Personnel - Buses per Mechanic
- Personnel - Driver Supervisors per Driver
- Personnel - Driver Turnover Rate
- Personnel - Drivers per Bus
- Personnel - Routes per Planner
- Personnel - Trainers per Driver
- Public Transit - Pass/Token Cost As Percent Of Retail
- Public Transit - Percent Of Ridership
- Students With Disabilities - Percent Of Ridership
- Students With Disabilities - Students On Dedicated SWD Buses
- Students With Disabilities - Students With Neighborhood Pickup
- Turn Time To Place New Students - General Education
- Turn Time To Place New Students - SWD Students

Phillip Smith - Brand Manager

phillip@transact.com 425-977-2120 [www.actpoint.com](http://www.actpoint.com)

## Information Technology - 37 Measures

- Devices - Advanced Presentation Devices Per Teacher
- Devices - Average Age Of Computers
- Devices - Computers Per Employee
- Devices - Tablets Per Student (Student Use)
- Devices Per Student
- Devices Per Teacher (Dedicated Teacher Use)
- IT Spending - Capital Investments
- IT Spending - Hardware, Systems And Services
- IT Spending - Personnel Costs
- IT Spending Per Student
- IT Spending Percent Of District Budget
- IT Spending Spending Per District FTE
- Network - Bandwidth Per Student
- Network - Bandwidth Per User
- Network - Days Usage Exceeded 75% Of Capacity
- Network - Overflow Capacity
- Network - WAN Downtime
- Online Learning - Blended Courses Completed Per Course Offering
- Online Learning - Blended Courses Offered
- Online Learning - Online Courses Completed Per Course Offering
- Online Learning - Online Courses Offered
- Support - Break/Fix Staffing Cost Per Ticket
- Support - District Employees Per Help Desk FTE
- Support - First Contact Resolution Rate
- Support - Help Desk Call Abandonment Rate
- Support - Help Desk Staffing Cost Per Ticket
- Support - Mean Time To Resolve Tickets
- Systems Cost - Business Systems Cost Per Employee
- Systems Cost - Instructional Systems Cost Per Student
- Systems Downtime - E-Mail
- Systems Downtime - ERP
- Systems Downtime - Finance System
- Systems Downtime - HR System
- Systems Downtime - LCMS/IMS
- Systems Downtime - Online Assessment System
- Systems Downtime - Payroll System
- Systems Downtime - SIS

Phillip Smith  
Brand Manager  
phillip@transact.com  
425-977-2120

[www.actpoint.com](http://www.actpoint.com)

## Human Resources - 51 Measures

- Employee Relations - Discrimination Complaints Per 10K Employees
- Employee Relations - Misconduct Investigations Per 10K Employees
- Employee Separation Rate
- Employee Separation Rate - Instructional Support Staff
- Employee Separation Rate - Non-School Exempt Staff
- Employee Separation Rate - Non-School Non-Exempt Staff
- Employee Separation Rate - School-Based Exempt Staff
- Employee Separation Rate - School-Based Non-Exempt Staff
- Employee Separation Rate - Teachers
- Exit Interview Completion Rate
- Health Benefits Cost Per Enrolled Employee
- Health Benefits Cost Per Enrolled Employee - Fully Insured Districts
- Health Benefits Cost Per Enrolled Employee - Self-Insured Districts
- Health Benefits Enrollment Rate
- HR Actions - Accuracy Rate
- HR Actions - Days To Complete
- HR Cost Per \$100K Revenue
- HR Cost Per District FTE
- HR Staff - Benefits
- HR Staff - Compensation
- HR Staff - Employee Records And Staffing
- HR Staff - Employee Relations
- HR Staff - Employee Service Center
- HR Staff - HR Information Systems
- HR Staff - Labor Relations
- HR Staff - Payroll
- HR Staff - Recruitment
- HR Staff - Risk Management
- HR Staff - Senior Managers Per Staff
- HR Staff - Training And Development
- Retirement Health Benefits Cost Per Enrollee
- Retirement Health Benefits Cost Per Enrollee - Fully Insured Districts
- Retirement Health Benefits Cost Per Enrollee - Self-Insured Districts
- Substitute Placement Rate
- Substitute Placements With A Ba/BS Or Higher
- Teacher Absences Per Teacher
- Teacher Retention - Average For 1-5 Years
- Teacher Retention - Remaining After 1 Year
- Teacher Retention - Remaining After 2 Years
- Teacher Retention - Remaining After 3 Years
- Teacher Retention - Remaining After 4 Years
- Teacher Retention - Remaining After 5 Years
- Teacher Vacancies On First Day of School
- Teachers Highly Qualified In All Assignments
- Teachers With National Board Certificate
- Time To Fill Vacancies - Instructional Support
- Time To Fill Vacancies - Non-School Exempt
- Time To Fill Vacancies - Non-School Non-Exempt
- Time To Fill Vacancies - School-Based Exempt
- Time To Fill Vacancies - School-Based Non-Exempt
- Time To Fill Vacancies - Teachers

Phillip Smith  
Brand Manager  
[phillip@transact.com](mailto:phillip@transact.com)  
425-977-2120

[www.actpoint.com](http://www.actpoint.com)