

Framework for Success: Goal Based Performance Management

Framework for Success is a performance management system designed for Higher Education so that institutions can improve dramatically the performance of key university departments on campus.



Framework for Success is built on the belief that the best way to improve a unit's performance is through specific, measurable annual goals for each individual in the organization. These goals are aligned with the strategic priorities of the institution and department and are prioritized to achieve the most progress against the critical success measures of the university.

Which Departments on campus can use this System? Campus IT organization can use this system to improve customer service, system availability, and security. Enrollment management departments can use this system to increase student retention rates, graduation rates, and student satisfaction indices. In fact, any administrative or academic unit on campus can use this system to reinforce and align effort with the strategic goals of the university.

Framework for Success is also based on the understanding that in order for an individual goal-setting system to be successful, managers and individual contributors must be carefully trained in how to express goals in metrics, how to have periodic performance discussions around goal progress, and how to have personal growth discussions for career management purposes.

The Framework for Success system includes a method for priority and alignment of annual objectives, a plan for cascading objectives throughout the organization, the development of policies related to performance management, custom forms for record keeping purposes, and the training necessary to teach managers and their team members to successfully implement this system.

Why Your Institution May Need this Service

- ◆ There is very little alignment and priority of effort throughout the institution
- ◆ Managers and supervisors could do a better job of providing performance feedback
- ◆ Your institution is not happy with its existing performance management system
- ◆ The current performance management system is not resulting in improved performance on the success metrics of the institution

Benefits to Your Institution

- ◆ Dramatic increase in communication between department heads and subordinates on performance issues
- ◆ Better alignment of individual performance goals with the strategic direction of your college or university
- ◆ Increase in employees awareness of performance expectations
- ◆ Immediate impact on the institution's results on its key strategic drivers
- ◆ Increase in retention, motivation, and loyalty through career discussions that take place as part of this process

Deliverables

When Collegiate Project Services works with you to implement the Framework for Success system, we will deliver the following to your college:

- ◆ A custom-designed performance management system to meet the needs of your organization
- ◆ Training for managers and subordinates in the knowledge and skills required for a performance management system to be successful
- ◆ Custom-designed forms for recording performance goals and for recording progress achieved against goals
- ◆ A method of aligning individual performance goals with the strategic goals of the institution
- ◆ A set of policies that will guide your implementation
- ◆ Coaching and follow-up to ensure the performance management system is working to improve the success metrics of the college or university
- ◆ An audit system to ensure that effective performance management becomes institutionalized at your school
- ◆ A document for employees that explains the performance management system and their role in it
- ◆ A process for communicating clarity around career opportunities, as well as for communicating the individual growth expectations for those who desire a career path at your institution

Call [1.877.454.1290](tel:1.877.454.1290) to learn more about Framework for Success