

**Erie County Technical School
Quality Management System
Key Indicators of Performance Success**

Revision Date: 8/2015			Actual Performance						Target				
Key Processes	Service or Operation	Performance Objective	Performance Measure	Performance Criteria	2009-2010	2010-2011	2011-2012	2012-2013		2013-2014	2014-2015		
Product Realization	Curriculum Design	Curriculum Reliability	NOCTI Exam Scores PSC overall test scores		Benchmark Missed		Progress Achieved		Benchmark Achieved		See individual year		
				State Target		56%	68%	71%	72%	72%			
				ECTS Program	or above th	% Competent and Advanced							
				ECTS School Average		90%	79%	82%	80%	87%			
				Auto Body Repair		44%	100%	75%	100%	77%		83%	
				Automotive Technologies		46%	75%	42%	38%	88%		93%	
				Early Childhood Education		92%	92%	100%	100%	100%		100%	
				Art and Design		88%	100%	100%	100%	100%		100%	
				Computer Programming		89%	100%	100%	100%	69%		82%	
				Construction Trades		73%	100%	70%	100%	100%		100%	
				Cosmetology		76%	100%	100%	100%	100%		93%	
				Culinary Arts		36%	100%	77%	85%	100%		88%	
				Drafting & Design		60%	80%	50%	75%	77%		63%	
				Electrical Engineering		23%	no cut scores						
				Electronics		75%	100%	50%	67%	25%		100%	
				Facility Maintenance		50%	67%	73%	75%	50%		84%	
				Graphic Communications		70%	50%	80%	82%	71%		93%	
				Health Assistant		93%	100%	100%	100%	100%		100%	
				Hospitality Management		45%	100%	83%	67%	100%		88%	
				Metal Fabrication		55%	100%	79%	83%	82%		81%	
Computer Networking		38%	100%	85%	67%	89%	89%						
Precision Machining		100%	63%	63%	33%	33%	47%						
Curriculum Review	Curriculum Validity	Craft Advisory Committee Minutes	Each CAC endorses curriculum							Yes			
Curriculum Delivery	Student Satisfaction	High School	90% of areas evaluated achieve a B or better	100%	100%	100%	100%	100%	92%	90%			
	Student Satisfaction	RCTC	90% of areas evaluated achieve a B or better	89%	100%	100%	100%	n/c	Pending	90%			
	Student Participation--RCTC	Number of Adult Students Enrolled	Number of students enrolled increases by 3% from the prior year		-14%	0%	14%	-14%	-8%	Pending	≥ 3%		
		Number of Courses Operated	Number of courses run increases by 2% over prior year		-7%	-1%	12%	-20%	2%	Pending	≥ 2%		
		Revenues v. Expenses	Revenues exceed Expenses by 5%		1%	n/c	n/c	n/c	n/c	Pending	≥ 5%		

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Student Services	High School	Attendance Rates	Periodic Attendance Reports-- Campus	Average daily attendance is greater than 95%	93%	93%	92%	92%	93%	94%	95%
		Retention Rates	Periodic Enrollment Reports	92% of the students remain enrolled	93%	92%	97%	96%	93%	95%	92%
		Enrollment Share	Enrollment Compared to Population	Enrollment equals 15% of ADM or a .25 point increase	12.4%	12.5%	12.4%	12.9%	n/c	10%	15%
		Customer Satisfaction	Student Satisfaction Survey	Areas achieve a grade of B or better	3.30	3.10	3.10	3.10	3.20	3.20	>2.68
	Placement Services	Co-op Participation	Co-op Participation Rate	30% of seniors participate in co-op	20%	26%	26%	26%	29%	Pending	30%
		Transition Rates	Workforce	90% of all graduates attain transition-- Campus	89%	91%	**	**	Class '13	Class '14	90%
		Customer Satisfaction	Student Satisfaction Survey	Areas achieve a grade of B or better	2.90	3.30	3.40	3.30	3.20	2.30	> 2.68
Resource Management	Fiscal Support Services	Annual Budget Consistency	Degree to Spending Plan	Major accounts are within 10% of quarterly fractional equivalent	Yes	Yes	Yes	Yes	Yes	Yes	Yes
		Audit Compliance	Audit Reports	Two or fewer findings and 6 or fewer recommendations	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Technology	Repair Request Response	Response to Maint. Requests	90% of requests have an ave. age of less than 7 days	90%	91%	91%	91%	89%	Pending	90%
	Facilities Support Services	Facilities Cleanliness & Safety	Inspection Reports-- External	Compliance reports contain no critical violations.	Yes	Yes	Yes	Yes	Yes	Yes	Yes
		Repair Request Response	Response to Maint. Requests	Average age of pending requests is less than 7 days	11	5.47	12.34	6.00	2.72	1.30	< 7
		Customer Satisfaction	Custodial & Maintenance Survey	90% of areas evaluated achieve a grade of B or better	Yes	Yes	Yes	Yes	Yes	Yes	90%
	Food Services	Facility Cleanliness	Internal & External Inspections	Compliance reports contain no critical violations.	Yes	Yes	Yes	Yes	Yes	Yes	Yes
		Customer Satisfaction	Food Service Satisfaction Survey	90% of areas achieve a grade of B or better	70%	80%	n/c	30%	20%		90%
	Human Resources	Staff Development-- Non-Certified	Log of Hours	90% participate in at least 6 hours of training	50%	30%	40%	22%	n/c	Pending	90%

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Quality Management System	Administrative Services	Instructional Leadership	Operations & Management Survey	90% of areas achieve a grade of B or better	86%	75%	n/c	n/c	n/c	n/c	90%
	Internal Auditing	Timely Audits	Audit Schedule	100% of all internal audits completed per schedule	100%	100%	100%	100%	100%	100%	100%
	External Auditing	QMS Compliance	Audit Citations	Two or fewer audit citations from the auditor	0	0	0	0	0	0	≤ 2
	Improvement	Open Improvement Requests	Response to Improvement Requests	Aging summary of requests decreases by 3% from prior period	43%	^59%	^17%				≥ 3%