

# STUDENT SUPPORT CPI REPORT TEMPLATE

Due Date: 9/30/202x  
Page limits: 2-4 pages

- I. What are the core functions of your office or division? What are the key performance indicators (KPIs) for each of the core functions? What core functions and KPIs have you evaluated this year? (you do not have to evaluate every function area every year, but have all function areas evaluated over a period of several years by choosing one or a couple of related to evaluate each year)? (*chart*)

Office/Division	Core Function	KPI	Baseline	Goal	Evaluated this year
...	...	...		...	X
...	...	...		...	
...	...	...		...	X

- a. How do they align with the mission of the institution? (*Narrative*)

- II. What are the major findings based on your KPI data analysis and related information investigation and evaluation? (*narrative and charts*)

- III. What are the recommendations for improvement based on the evaluation, if any? If there are recommendations of change (intervention) for improvement, outline the action plan.

Core Function	KPI	Recommendation for Improvement	Action Plan
...	...	...	<p><b>Plan:</b> What are the expected outcomes your unit aim to obtain? What resources and support are needed, and timeline to accomplish it?</p> <p><b>Do:</b> Personal responsibilities: <u>who</u> will do <u>what</u> and <u>when</u>?</p> <p><b>Study:</b> Actual outcomes evaluation after implementation: who will do what and when?</p> <p><b>Act:</b> Continue or expand if it worked, refine <b>PDSA</b> if not-next cycle start</p>

*\*When external resources, collaboration between departments, or divisions or school and resources are needed, please fill a template of proposal, due by 9/30/2020.*