Organizational Health Standards of Success

Program Health
PH1- Evaluate and improve program quality and/or student success
PH2- Evaluate effectiveness of current instructional or operational materials
PH3- Growth in key metrics of core business (i.e., units, contracts, partnerships)
PH4-Improve customer satisfaction, relationships and touchpoints with key personnel
PH5- Innovate program offerings
PH6- Ensure staff have the necessary support and training to execute at a high level

Fiscal Health
FH1- Understand the profitability metrics of internal programs (Revenue/Expenses)
FH2- Improve the effectiveness of financial reporting and processing
FH3- Secure external/grant funding for program growth and development
FH4- Improve budget reporting meetings and frequency
FH5-Improve the application of fiscal stewardship to changing program needs or outputs
FH6- Allocate unreserved resources fairly and equitably across team/programs

Staff and Student Health
SH1- Evaluate and improve professional development programs
SH2- Identify and execute strategies needed for a full complement of staff
SH3- Increase and improve wellness (mental/physical) initiatives to support staff and/or students
SH4- Improve staff attendance for staff and/or students
SH5- Identify and execute staff retention initiatives to reduce turnover
SH6- Provide increased opportunities for staff to collaborate with peers

Systems and Technology Health
STH1- Identify and improve policies and procedures, making it easier to do business with us
STH2- Evaluate and address technology training needs of staff
STH3- Evaluate and address instructional and assistive technology needs
STH4- Improve communications internally and/or externally
STH5-Modernize programs/locations with technology and equipment
STH6-Evaluate and improve work flows and equitable distribution of responsibilities

Environmental Health
EH1- Evaluate and improve culture and climate
EH2- Identify and improve supports needed to retain staff
EH3- Foster an environment of dignity and belonging
EH4- Improve accessibility and /or physical space
EH5- Evaluate and improve staff and student experience
EH6- Evaluate and improve the safety of all participants in CAIU locations

#Be Great
#BG1- Any additional item related to the fulfillment of our Vision, Mission or Values