

VOTED INTO MEMBERSHIP COMMITTEE POLICY 4/14/2014

KEY PERFORMANCE INDICATOR (KPI) SYSTEM

The purpose of the KPI system is to improve and standardize various aspects of house operations, to enhance communication between houses and ICC Staff / leadership, and to encourage houses to be as cooperative as they can be. We will aggregate all of the data collected in a spreadsheet that will be maintained by future Membership Committees, and will be available on the server for long-term analysis.

If a house exhibits significant deficiency in a single KPI, or group of KPIs, this may warrant the committee to discuss the issues at hand. MemCom may vote to contact the house. MemCom may choose to invite the House President or House Officers to a MemCom meeting, or set up an outside meeting. MemCom may also vote to begin the House Referral Status process, in accordance with Standing Rule 8.10.3.

KPI 1: House Board rep regularly attends board meetings.

Membership Committee will solicit a report from the ICC President on Board Rep attendance at least once per month. This information will include each Board Rep's attendance record, indicating presence, absence, and/or presence of a substitute at each meeting.

KPI 2: House meetings are held once per month, and minutes are distributed to the house and ICC Office.

The Director of Housing will review meeting minutes and keep records of frequency of house meetings. These records will be shared with MemCom at least three times per year - once during the fall, winter, and spring/summer contract periods. The Director of Housing and MemCom will track the number of months during which houses had at least one house meeting, reported as a fraction of the total number of months considered. (ex. 3 / 4 ; meaning that there were three out of four months during which the house held at least one house meeting).

KPI 3: House members attend house meetings with at least 75% of house members present at each meeting.

The Director of Housing will review meeting minutes and keep records of attendance at house meetings. These records will be shared with MemCom at least three times per year - once during the fall, winter, and spring/summer contract periods. Using the house meeting minutes submitted to the ICC Office, the Director of Housing and MemCom will track the percentage of members present at house meetings each month.

The Director of Housing should keep a checklist detailing whether or not house meeting minutes are received for each month.

KPI 4: House officers are evaluated according to their job descriptions at least once in the fall and once in the winter.

House Presidents will send confirmation of house officer evaluations to MemCom. MemCom will update records accordingly, indicating whether All, Some, or None of a house's officers have been evaluated in the fall and winter terms.

KPI 5: Occupancy rates are no lower than the overall ICC occupancy rate.

MemCom will track occupancy rates for each house during each of the four contract periods - fall, winter, spring and summer. The overall ICC occupancy rate will be calculated by dividing the number of rooming contracts by the total number of beds in the ICC. MemCom will record each house's occupancy rate, along with the overall ICC occupancy rate for that contract period (ex. 96%, 94% ; meaning that the given house had 96% of its spots filled, while the ICC overall had 94% of spots vacant.)

KPI 6: All new house officers attend required trainings within one month of contract start date.

MemCom will receive a report from EdCom after each training session detailing the officers who attended training from each house. MemCom will then input the number of officers who have been trained as a fraction of that house's total officers. (ex. 6 / 7 ; meaning that 6 out of 7 of house officers from the given house attended required training.)

KPI 7: All new members have participated in the ICC new member orientation program.

MemCom will receive a report from EdCom after each new member orientation session detailing the new members who attended training from each house. MemCom will then input the number of officers who have been trained as a fraction of that house's new members.

KPI 8: The house is kept in a state of cleanliness that is welcoming to new members to the ICC.

At least three times per year (once during the fall, winter, and spring/summer contract periods), ICC members will receive a survey and will evaluate houses on a scale of 1 to 5 in terms of cleanliness. Membership Committee may choose to utilize other measuring tactics (such as cooperation with ReCo on mock house tours) in order to track house cleanliness. MemCom may also choose to include additional questions in the survey in order to gauge whether or not members deem the house a "welcoming atmosphere" - these may relate to house culture, general maintenance, food etc.

KPI 9: City inspections are passed on the first or second round.

The results of all city inspections are currently reported on the ICC Maintenance website in the "Inspections" section. MemCom should update its records accordingly, and check in with the Director of Annual Maintenance three times per year - once during the fall, winter, and spring/summer contract periods - to ensure accuracy of data.

KPI 10: ICC kitchen inspections are passed on the first or second round.

MemCom will check in with the Director of Annual Maintenance three times per year regarding the results of the kitchen inspection once per contract period - once during the fall, winter, and spring/summer contract periods - and update its records accordingly.

KPI 11: Work Holidays are organized at least once a semester.

Work Holidays should be planned and executed in accordance with Standing Rule 15.12. Maintenance Managers should submit a plan for the Work Holiday based on the [Work Holiday Task List](#), available on the ICC Maintenance website. This should be submitted to the Director of Member Services and Membership Committee at least one week prior to the scheduled Work Holiday. The plan should specify the date, and projects to be worked on (see Work Holiday task list / general resources on the maintenance site for reference).

KPI 12: The percentage of debtors is not larger than average for ICC houses.

At least three times per year (once during the fall, winter, and spring/summer contract periods), the Director of Housing will generate a report detailing the number of debtors in each house. This number will be reported as a percentage, with the average percentage of debtors in each house.

KPI 13: Budgets and treasurer reports are submitted to Finance Office on time.

At least three times per year (once during the fall, winter, and spring/summer contract periods), the Finance Office will evaluate houses on a scale of Good, Satisfactory, Less Than Satisfactory, or Poor in terms of submission of budgets and treasurer reports.

KPI 14: Rent rolls are posted publicly.

Each month, House Treasurers, with verification by the House President, will confirm with the Membership Committee via email that rent rolls are posted publicly in the house.

KPI 15: Total amount of house-level fines do not reach alarming levels.

At least three times per year (once during the fall, winter, and spring/summer contract periods), the Director of Housing will generate a report detailing the amount of house-level fines in each house.