Key Performance Indicators

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Introductions

- Name, pronouns
- Co-op system / house
- Reason for attending

What's a KPI?

- Key Performance Indicator
- A performance indicator or key performance indicator (KPI) is a type of performance measurement.
- KPIs evaluate the success of an organization or of a particular activity in which it engages.

Purpose of KPIs for ICC-Ann Arbor

- To improve and standardize various aspects of house operations
- To enhance communication between houses and ICC Staff / leadership
- To encourage houses to be as cooperative as they can be

Other Perks

- Staff / leadership interact with houses without babysitting
- Method of codifying info coming in
  - House meeting minutes
  - House Treasurer reports
  - Meeting attendance
- Long term data collection & analysis

Choosing KPIs

- Identify key issues in houses
    - Member complaints
    - Surveys (e.g. annual, exit)
    - Staff / leadership observations

- ## Consider capacity
  - How much can you track?
- ## Where do you need data?
  - Phenomena which seem to relate
  - e.g. cleanliness and vacancy rate

Tracking KPIs

- Most useful if done periodically, continuously, systematically
- Designate body to track, timeline

Tracking KPIs

- Common tracking system
  - e.g. Google drive
- Keep notes on who to contact for info

KPI #1: Board Rep Attendance

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

KPI #2: House Meetings & Minutes

- The Director of Housing will review meeting minutes and keep records of frequency of house meetings
- In fall, winter, and spring/summer contract periods, 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).

More KPIs!

KPI #3: 75% house members present at house meetings

KPI #4: House officer evaluations

KPI #5: Occupancy rate (no higher than ICC average)

KPI #6: House officers are trained

KPI #7: New members attend orientation

MORE KPIs

KPI #8: Cleanliness (survey)

KPI #9: City inspections passed*

KPI #10: Kitchen inspections passed*

KPI #11: Work Holidays once per semester

KPI #12: Percentage of debtors is not larger than ICC average

MORE!

KPI #13: Treasurer reports and budgets turned in on time

KPI #14: Rent rolls are posted publicly

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

Challenges and Tips

- KPI #4: Rent Rolls
- House Culture / House Autonomy
- Communication
  - Accurate tracking requires many parties to be active
- Avoid duplication of efforts
- Some pieces missing
  - e.g. safe space, community
  - ↠ Annual Membership survey