

**Douglas County School District
Balanced Scorecard
FAST / Audit**

*Red = Urgent
Yellow = On Watch
Green = Maintenance*

Policy	Performance Measure	Data Supplier	Unit of Measure		2002-2003	2003-2004	2004-2005	2005-2006	2006-2007	2007-2008	Priority
Responsive Governance											
1. Leadership											
				Target							
				Results							
Effective Use of Resources											
2. Staff Focus											
	On-going trainings of FAST staff	FAST	# of trainings	Target	6	6	6	6	6	6	
				Results	N/A	N/A	25	9			
	Employee turnover	FAST	% of turnovers per year	Target	0%	0%	0%	0%	0%	0%	
				Results	N/A	N/A	N/A	0%			
	Business Office Internal Survey	FAST	Mean (1-5 scale)	Target	4.25	4.25	4.25	4.25	4.25	4.25	
				Results	4.03	3.98	N/A	3.95			
3. Stakeholder Focus											
	Telephone help desk support	FAST	# of calls	Target	1400	1400	1400	1400	1400	1400	
				Results	1200	1200	1600	2500			
	Telephone help desk support	FAST	% within 24 hours	Target	98%	98%	98%	98%	98%	98%	
				Results	97%	97%	97%	98%			
	Satisfaction of trainings	FAST	% satisfied	Target	100%	100%	100%	100%	100%	100%	
				Results	100%	100%	100%	98%			
	District trainings - Group	FAST	# of trainings	Target	18	18	18	18	18	18	
				Results	41	36	28	38			
	District trainings - Individual	FAST	# of trainings	Target	95	95	95	95	95	95	
				Results	188	122	130	150.00			
	External Survey (Internal customers)	FAST	Mean (1-4 scale)	Target	3.40	3.40	3.40	3.40	3.40	3.40	
				Results	N/A	N/A	N/A	3.51			
4. Process Management											
	Updated Policy & Procedures Manual each year	FAST	Yes/No	Target	Yes	Yes	Yes	Yes	Yes	Yes	
				Results	Yes	Yes	Yes	No			
EL 1.7.8	Completed audits of schools	AUDIT	% per year	Target	33%	33%	33%	33%	33%	33%	
	Elementary Schools			Results	N/A	N/A	12%	33%			
	Middle Schools			Results	N/A	N/A	29%	100%			
	High Schools			Results	N/A	N/A	25%	100%			
EL 1.7.8	Audit Score	AUDIT	% per year	Target	80%	80%	80%	80%	80%	80%	
	Elementary Schools			Results	N/A	78%	88%	85%			
	Middle Schools			Results	N/A	91%	100%	74%			
	High Schools			Results	N/A	88%	85%	84%			
5. Finance											
	Operated within department budget	FAST	Yes/No	Target	Yes	Yes	Yes	Yes	Yes	Yes	
				Results	N/A	N/A	N/A	Yes			
	% of total General Fund Budget	FAST	%	Target	<or= .09	<or= .09	<or= .09	<or= .09	<or= .09	<or= .09	
				Results	N/A	0.04%	0.05%	0.03%			