

New Jersey City University

	observable, measurable language	<u>Assessment/Measures and Target Performance Levels:</u> The method used gather evidence/data	<u>Strategies to Achieve Target Performance Level</u>	<u>Result:</u> Data results	<u>Analysis:</u> Interpretation of meaning of data results	<u>Action Plan:</u> Explanation of actions that will be taken for continuous improvement. Action plan should stem from result and analysis
	% of ACH/Electronic Vendor Payments		42%	73%	Good steady growth	Continue to increase smaller dollar vendor base Need more detail on specific activities
	Number of GothicCard Deposits		36,000	48,824	Lower deposits but higher dollar value which is good trending	Continuing to expand the base of where the campus card can be used Need more detail on specific activities

New Jersey City University

<u>Link to Strategic Plan</u>	<u>Outcome:</u> Defined in observable, measurable language	<u>Assessment/Measures and Target Performance Levels:</u> The method used gather evidence/data	<u>Strategies to Achieve Target Performance Level</u>	<u>Result:</u> Data results	<u>Analysis:</u> Interpretation of meaning of data results	<u>Action Plan:</u> Explanation of actions that will be taken for continuous improvement. Action plan should stem from result and analysis
	% of total spend with eCommerce		2%	1.85%	Steady increase better than expected	



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	Ration of recycled Material to Trash Material	20%		18%	Increase recycling from previous year but still below target.	Continue to conduct recycling awareness campaign with students and staff.

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Area: Human resources

Year: 2018-19

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Area: Information Technology

Year: 2018-19

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	Percent of Help Desk Calls responded to within Target response Time	98%		91.5%	Target Met	Upgrade trackit (help desk tracking software) to deploy additional self-service features and improve tracking and reporting
	Percent of Help Desk Calls Completed within Target Completion Time	80%		89%	Target Met	Upgrade trackit (help desk tracking software) to deploy additional self-service features and improve tracking and reporting
	Accessibility of Core Network Infrastructure	99%		99.8%	Target Met	Continue to monitor network performance to ensure accessibility of network services.

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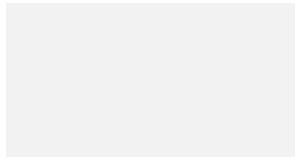
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	University Technology Support center					
	Number of users completing information Security Awareness Training	85		153	Target Met	Expand Marketing efforts for the information Security Awareness training program so employees can develop the essential skills to recognize and defend against potential cyber security threats.

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Number of  
New  
safety/security





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