Department/Unit:	Graduate School	**Year:**	2018
Contact Name:	Barry Milligan	**Contact Title:**	Interim Dean

Unit Overview/Mission/Purpose
Short (1 paragraph) narrative of the unit's overarching purpose and primary customer base.

The Graduate School's functions include admitting domestic graduate students; graduating all graduate students; helping graduate programs, graduate faculty, and graduate students to work successfully within applicable policies, procedures, and accreditation standards; advocating for graduate education with internal and external constituencies; facilitating program development and approval both internally and at the state level, and representing WSU's interests with respect to graduate programs proposed by other universities in the state; marketing WSU's graduate programs; recruiting applicants; and helping to retain current students. ***The measures offered below should not be interpreted as the most important aspects of the Graduate School's contribution to WSU's mission.*** Rather, they are points that may be measured with minimal disruption to the Graduate School's daily operations, and provide indices of some aspects of the Graduate School's effectiveness.

Staffing

	FY16	FY17	FY18	FY19
# Full Time Staff	10	9	8	7
# Student Employee FTE	5	4	4	3

Success Outcome 1:
Short description of what success looks like in a key process or function that has a direct role in achieving the above stated mission/purpose.

The Graduate School completes its portion of the admissions process within four business days.

KPI 1.1
Data: Description of data collected (e.g., who, what, when, how, any operational definitions)

KPI 1.1 is a measure of the time from the end of the admissions process in the graduate program (i.e., when the program makes an admission recommendation) to the time the Graduate School enters the official admission decision into Salesforce, at which time the decision is immediately visible to the applicant (times are indicated in calendar days vs. business days). Salesforce sends an admission e-mail the next calendar day, and the Graduate School sends the official written letter within two business days of the admission decision. Cloned applications (typically applications for which a student has subsequently requested that the matriculation date be moved to a later semester) are excluded from the data set, since for these applications the process dates are misleadingly far apart.

Fall 2017, Spring 2018, Summer 2018*				
No. of days from process ended to final decision in Salesforce**	No. of applications		No. of applications processed within no. of days	Proportion of applications processed within no. of days
0	540			
1	357		897	88.6%
2	48		945	93.4%
3	39		984	97.2%
4	17		1001	98.9%
5	4		1005	99.3%
6	1			
7	2			
11	1			
13	1			
14	1			
26	1			
Grand Total	1012			
*Does not include cloned applications **Calendar days				

Result: Describe/analyze the metric results.

The data indicate that the Graduate School is 99% within its goal, even with the discrepancy between business days (the terms of the goal) and calendar days (the available units of measure within Salesforce).

Response/Action Plan: include any clarifying information and description of plan to improve or maintain results.

The Graduate School will maintain its current admission processing practices.

Success Outcome 2:
Short description of what success looks like in a key process or function that has a direct role in achieving the above stated mission/purpose.

The Graduate School completes its portion of the graduate assistantship contract process within four business days.

KPI 2.1
Data: Description of data collected (e.g., who, what, when, how, any operational definitions)

KPI 2.1 is a measure of the time between a) receiving actionable contracts in the Graduate School (i.e., contracts for which all necessary information, supporting materials, and signatures have been received) and b) conveying those contracts to Payroll for the next stage of processing. The data included this first time through the program effectiveness exercise is only for the spring 2019 semester. This is because the Graduate School has not in the past systemtatically recorded these dates in a centrally maintained spreadsheet, and began to do so only after we had identified this measure as a possible KPI for this exercise. We will have parallel data for all semesters going forward.

Spring 2019				
No. of days from receipt of completed contract to payroll entry	No. of contracts		No. of contracts processed within no. of days	Proportion of contracts processed within no. of days
1	159		159	100%
2	0		159	100%
3	0		159	100%
4	0		159	100%
Grand Total	159			

Result: Describe/analyze the metric results.

The data indicates that the Graduate School is not only 100% within the goal of completing its portion of contract processing within four business days, but is in fact completing 100% of its processing within one day.

Response/Action Plan: include any clarifying information and description of plan to improve or maintain results.

The Graduate School will maintain its current assistantship contract processing practices.

Concluding Remarks (optional)**:**
Brief statement (no more than 250 words) that provides additional context to the overall performance of the unit.

It is worth noting again in closing that *the metrics offered here do not necessarily represent the most important functions of the Graduate School*. They do, however, indicate that the Graduate School performs several of its numerically measurable day-to-day functions in a timely manner.