

Developing a Student Services Scorecard



CAMBRIAN
COLLEGE



Why

- **Accountability**
- **Institutional Effectiveness**
- **Alignment of Resources**
- **Continuous Improvement**



How

- Knowledge Building
- Scorecard Development
- Metrics
- Framework for data collection



What

- **Staff Engagement**
- **Culture Shift**
- **Renewed Customer Focus**
- **Strategies and Targets**



Questions



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