

## ACHIEVING PERFORMANCE EXCELLENCE

The basic concept of performance excellence requires the delivery of ever-improving value to students and stakeholders, thus contributing to improved education quality which manifests itself in two ways: first, in tracking internal improvements on key indicators of performance from year to year and, second, by comparisons with selected peers at the school and college levels.

Texas Southern University's quest for performance excellence is rooted in the notion that its *academic quality is measured by the education that its undergraduates have received rather than by the credentials of its entering students*. This quest also recognizes that the University must actively promote a "use-inspired" research agenda to address immediate and pressing problems consistent with its mission. Further, it is clear that the University must embrace its community to assure that it is both a good neighbor and a contributor to its social, economic, and cultural prosperity.

The achievement of the University's goals and objectives will be continuously assessed based upon a wide range of performance measures that will serve as quality indicators such as student learning outcomes, student and other stakeholder satisfaction, budgetary and financial results, faculty and staff performance, and operational outcomes. The compilation of state, federal, and institutional accreditation-specific performance measures will form the core elements of an institutional scorecard.

The quality indicators will be completed annually to demonstrate improvements over time. Each functional area will be required to cover mandatory measures, but must also identify other area-specific benchmarks as well.

