

WORKSHOP: PERFORMANCE MEASUREMENT SYSTEM

Thursday, July 9th, 10:30am-12:00pm

LOCATION: CET 213

Facilitators:

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Abstract:

To achieve enhanced quality in any human endeavor it is essential to know where you are and where you need to go. In contrast to product development, for which quality measures are well known, human performance measurement is much more complex and multi-dimensional. Because human performance is the “driver” for all life achievements, the focus on human performance measurement should be of the highest priority in order to achieve quality improvement across all individuals and institutions. This workshop, introduce the development of a human performance measurement system for competencies in areas such as problem solving, research, information processing, critical thinking, communication, teamwork, management, and leadership etc.

Learning Outcomes:

1. Participants will be informed about the academy of process education initiative for the development of a comprehensive automated and certified measurement system, for assessing human performance in higher education, in collaboration with Pacific Crest.
2. Participants will understand the necessity of the system for continuous improvement of human performance.
3. Participants will be introduced to the process of constructing a human performance measuring system.
4. Participants will understand the use of this measurement system as assessment tool for growth in quality.

Facilitation Plan:

1. We will present the measurement system initiative and samples of the work done so far.
2. We will present the principles of performance measurement and applications.
3. Using examples of previously developed measures we will demonstrate (1) how a measuring system is developed (2) how to use it to measure (document) growth in quality of human performance.

4. In teams, the participants will apply the techniques demonstrated in (3.1) to construct a rapid measure of a performance area, chosen by another team, regarding the conference.
5. Each rapid performance measures developed in (4) will be handed to a team to measure the conference in the selected area of their choice.
6. The teams will then assess the academy performance measures initiative and the workshop.

Activity Resources:

1. Handouts
2. Conference assessment Survey
3. Calculators

Resources needed:

1. Tables for participants, LCD projector to connect with laptop, power cord to plug in laptop, and access to the internet.