Having the right data is critical for effective decision making. Most higher education institutions are focused on better academic data, and with good reason, as most campus spending is driven by the academy. However, the vast majority of the tough resource allocation decisions of the past decade have been in administration, and pressure on administration to become leaner will only continue. To make the best decisions in allocating scarce resources, finance and administration leaders will need better information and insight on administrative performance. The three types of data presented here are the most critical, and EAB has the tools to help you get them.

**The Three Types of Information Crucial to Becoming a Data-Driven Administration**

**OPERATIONAL EFFICIENCY AND EFFICACY**

This data should measure day-to-day operations of administrative units, including inputs (such as staffing and budgeting) and outputs. The typical challenge for unit leaders has been choosing the right dashboard metrics from the hundreds of options. Our Selecting Core Performance Metrics toolkit offers starting lists of metrics for each unit, as well as a guided process to help leaders identify the best 8–12 metrics to track and manage against.

**EXAMPLE USES**
- Jump-start admin team process of selecting metrics and building unit dashboards
- Identify 8–12 metrics for each unit that will provide the greatest insight into current operational performance gaps
- Create early warning system of data trends and start corrective action sooner

**Selecting Core Performance Metrics**

Three Key Components of Toolkit

- **Compendium of Unit Metrics**
  700+ distinct metrics, organized across 22 different units
- **Metrics Selection Exercise**
  Six-step filtering process along with corresponding guidance and tools
- **Action Trigger Diagnostics**
  Framework for setting alert thresholds to trigger corrective action

**EXAMPLE USES**
- Prioritize unit improvement efforts using diagnostics as road map of next steps
- Better defend areas of strength with neutral, third-party assessment
- Compare unit maturity to peer institutions

**SUPPORT OF STRATEGIC PRIORITIES**

This data should measure how each unit helps the institution advance strategic goals. For example, is HR hiring top talent and is Facilities adapting classrooms for changing pedagogy needs? Our unit-specific Functional Maturity Diagnostics define, on a standardized scale, maturity levels for the 25–30 hallmarks of high-functioning, strategically aligned units. And benchmarking data allows leaders to see current unit performance, compare to peers, and identify opportunities for improvement.

**EXAMPLE USES**
- Compare admin units on relative effectiveness and importance
- Diagnose most pressing campus constituent service needs
- Satisfy accreditor requirement for external assessment

**FUNCTIONAL MATURE DIAGNOSTIC EXAMPLE**

1. Develop Campus-Wide Workforce Planning
2. Define Employee Value Proposition
3. Manage Staff and Executive Succession
4. Elevate Employee Engagement & Accountability

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Learn how to get the administrative data you need.

eab.com/baf/admindata