

Using A Corporate Scorecard Approach to Developing a Strategic Plan

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## Using a Corporate Scorecard Approach to Developing a Strategic Plan

The paper will focus on using a corporate scorecard in the development of the strategic plan for a public research/doctoral university. This plan is unique because it: (1) is an academic adaptation and application of Kaplan and Norton's Balanced Scorecard, used in business; (2) has only a few performance indicators; and (3) is a corporate plan for a multi-campus system of four diverse but cooperative campuses plus a statewide outreach and extension organization and the system administration. The plan will guide the institution in accomplishing its vision and working toward becoming a nationally-ranked, learner-centered university.

### Background

The University of Missouri's strategic planning process began in 1998 and culminated in a system-wide plan that was approved by the Board of Curators in 1999. The initial plan was updated in 2000 and the revised plan was approved by the Board of Curators in October 2000. The planning cycle for 2001-2001 represents a transition phase in the evolution of system-wide planning. An integrated systems model for planning has replaced the previous linear model.

From the beginning, the planning process has emphasized the importance of aligning the University with its environment; developing visionary thinking; and crafting a flexible, adaptable plan that is responsive to change and improvement.

The University will pursue its vision within an environment that fosters integrity, respect, trust, openness, fairness, quality performance, and accountability. In doing so, the University of Missouri values and is committed to:

- People:** The University of Missouri recognizes that human talent is its primary resource and principal contribution to society and is committed to creating opportunities for individuals to realize their full potential.
- Excellence:** The University of Missouri is committed to achieving, through individual and collective effort, the highest levels of performance as measured against regional, national, and global standards.
- Synergy:** The University of Missouri is committed to partnerships, cooperation, and collaboration to increase the quality and efficiency of, and accessibility to, University programs and services.

The University of Missouri System for which the new strategic plan was developed has four campuses. They are the University of Missouri at Columbia, the University of Missouri at Kansas City, the University of Missouri at Rolla, the University of Missouri at St. Louis. In addition, the University of Missouri's Outreach and Extension is part of the system as well as the University of Missouri System Administration.

### **Problem**

A different result usually requires a different approach. In this case, a strategic plan was developed to guide the university system through some challenging times. Fiscal stress had been predicted to be a major factor affecting planning both near term and in the future. Increased accountability and the call to become more effective were continuing challenges as well. The university was moving toward becoming an eminent learner-centered research university system; a goal attainable through proper guidance and hard work. In order to achieve positive results, a different approach for planning was needed.

### **Procedures**

The tool selected for providing the desired results was Kaplan and Norton's Balanced Scorecard (Kaplan and Norton, 1996). This tool was developed for and has traditionally been used successfully in business. The Balanced Scorecard was originally



Outcomes, from a constituent perspective, were directly tied to the Corporate Scorecard strategic themes of Access to Learning, Academic Achievement and Quality, and Community-University Engagement. Efficiency was addressed by incorporating Enabling Drivers (i.e. the other dimensions of the scorecard—Improving Core Processes, Valuing People and Creating Supportive Work Environments, and Developing and Managing Resources) to continually examine the perspectives of Internal Process, Organizational Learning and Growth, and Resources.

Building a great university in an environment of rapid change, competition, and resource constraints requires flexibility, adaptability, and responsiveness in addressing future opportunities and challenges. The University's success in achieving its vision partially depends on setting clear strategic goals and objectives. These goals and objectives serve to guide the transition to becoming an eminent learner-centered research University of Missouri. These are:

**Access to Learning:**

**Strategic Goal: Enable students to achieve their full academic potential and to cultivate their personal development.**

Objective 1: Attract and retain qualified and capable students who are ethnically, socially, and economically diverse.

Objective 2: Develop a campus environment that directly and intentionally focuses on student learning.

Objective 3: Provide meaningful learning experiences that contribute to the knowledge, skills, and personal development of students.

Objective 4: Ensure that graduates are well prepared for their chosen care02 Tc -0.MC/P #MCIDw4 T01 Tc s6(d



Objective 5: Improve and streamline internal business processes to achieve the highest level of performance exhibited by improved cost-effectiveness, productivity, and timeliness in delivery of services.

Objective 6: Maintain and improve processes for assessing student learning and measuring the effectiveness of teaching.

### **Developing and Managing Resources:**

**Strategic Goal: Establish and maintain the financial and physical resource (i.e., facilities, equipment and technology) base required to support the University's vision and sustain organizational improvement.**

Objective 1: Increase and diversify financial resources.

Objective 2: Effectively utilize financial assets and maintain a strong viable fiscal condition.

Objective 3: Enhance the capacity and utilization of University facilities and preserve their value and physical integrity.

Objective 4: Provide a robust, reliable, and integrated technology environment that consistently delivers high quality services to support teaching and learning, research, service, and administrative processes.

In measurable terms, these objectives are as follows:

### **For Access to Learning:**

Share of qualified students

Market quality of learning environment

Student academic and personal development

Student career preparation

Student satisfaction with university experience

### **For Academic Achievement and Quality:**

Market share of federally sponsored research

National and international recognition of faculty research, scholarship, and creative work

Academic programs nationally ranked

### **For Community-University Engagement:**

Constituent satisfaction

Students engaged in service-learning

Number of collaborative academic programs and research projects

### **For Valuing People and Creating a Supportive Work Environment:**

Faculty and staff retention

Faculty and staff productivity

Faculty and staff satisfaction with work environment

Competitive salaries

Professional development and training expenditures

Percentage of top administrators whose individual and organizational goals are aligned with system-wide goals

### **For Improving Core Processes**

Percentage of degree programs subject to academic audits

Matriculation ratio

Graduation rate

Time-to-degree (PhD)

Student satisfaction with educational support services and processes

Research funding ratio

Academic and administrative support costs per FTE student

### **For Developing and Managing Resources**

Revenue growth and distribution

Resource allocation distribution

Return on resources

Maintenance and repair expenditures as a percentage of plant replacement value

IT end-user support cost

### **Measurement System**

Based on these objectives, a measurement system involving performance indicators is being developed to measure performance. Measuring performance means setting expectations, comparing results with benchmarks, and continuously improving processes and outcomes. Establishing a system of performance measurement and actually monitoring results assists faculty and staff in focusing on what is important in realizing the University's vision.



Good performance measurement systems generally have the following characteristics:

- § Driven by vision and strategy of the organization
- § Balance of external measures related to constituents and internal measures of processes and resources
- § Balance of performance drivers with outcomes measures.
- § Balance objective outcomes measures with subjective measures that drive performance.
- § Balance short and long-term performance measures

Assessing performance in achieving the goals of the strategic plan involves collecting baseline performance data, establishing benchmark performance targets, measuring actual performance and reporting results. Baseline data and performance targets have been identified for many of the strategic plan indicators and others are currently in the process of being developed.

### **Results**

The end result was a strategic plan developed using a Corporate Scorecard approach. The plan consisted of six shared strategic themes for the university system. Each entity of the system (the four campuses and outreach and extension) will develop unique strategies for addressing the goals and objectives within the corporate strategic agenda. The four service functions; Academic Affairs, Finance and Administration, Human Resources, and Information Technology will develop a plan for “best-practices” sharing to create synergies across campuses. Together, the complete plan will advance the system's mission of becoming an eminent learner-centered research university system.

### **Implications for Institutional Research**

The Corporate Scorecard (1) provides a way to develop a strategic plan for a university system that has an overarching mission while recognizing campus-specific needs, (2) allows looking at a total university system instead of fractionalized pieces, (3) addresses the perspectives of those who are served by the system as well as those who deliver the services, (4) provides a comprehensive picture to enable upper level administrators to make decisions regarding the total organization while using few

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