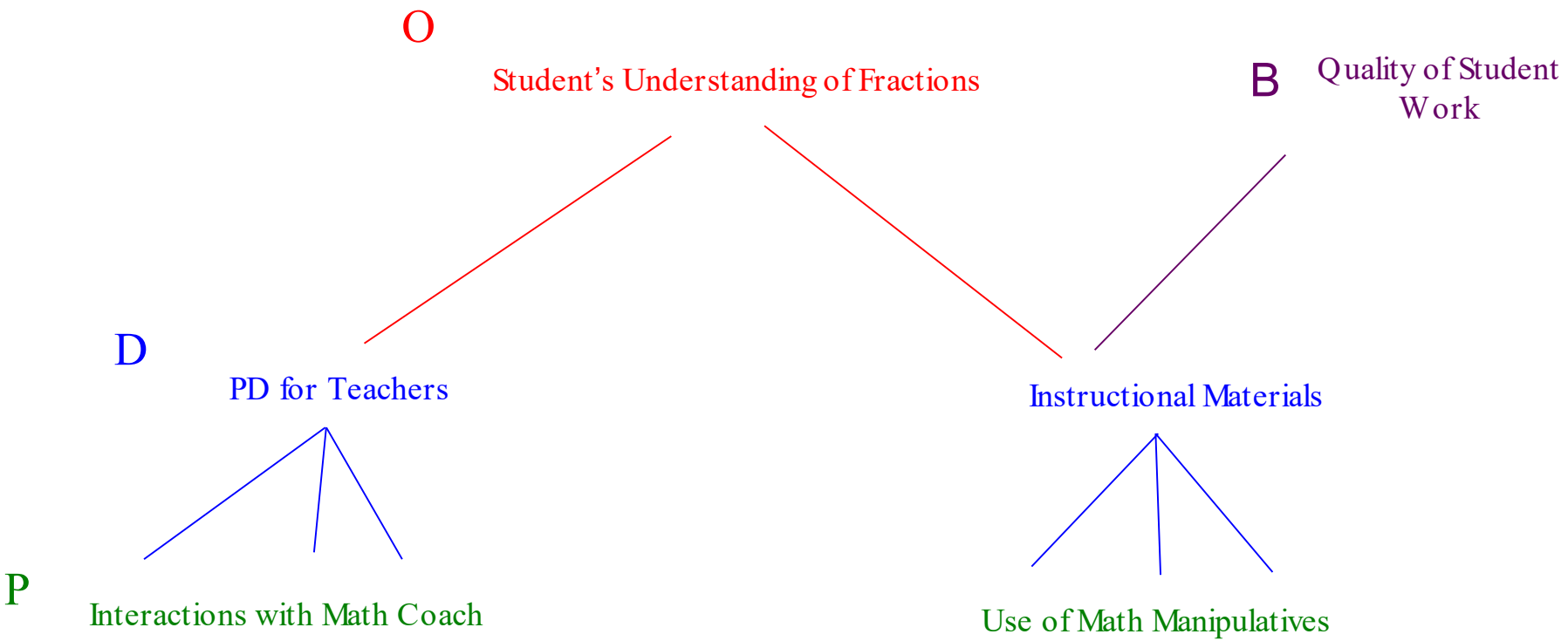
Measurement System



Measure Types

O = Outcome Measures

Measures of our ultimate aim or goal. How is our system performing?

D = Driver Measures

Intermediary outcome measures, tied to our driver that should predict progress on our ultimate outcome measures.

P = Process Measures

Measures closely tied to the specific work processes we are trying to change. Are the processes performing as planned?

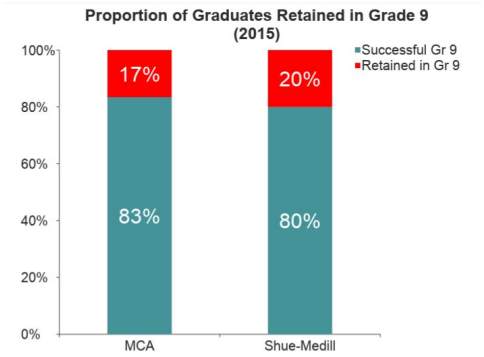
B = Balancing Measures

Measures of unexpected changes. What unintended consequences might occur as we improve our outcome and process measure?

Measurement Types and Case Examples

Outcome Measure (Lagging)

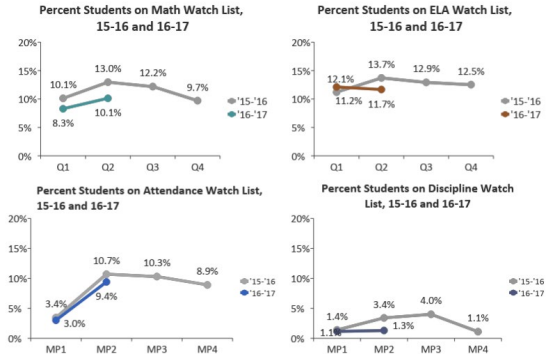
Lagging outcome measures assess the result of the improvement project and are only available after a project has concluded and thus do not inform further iterations.



In the STL-Delaware Case the lagging measure was the proportion of students retained in grade 9 after the improvement project had taken place.

Outcome Measure (Leading)

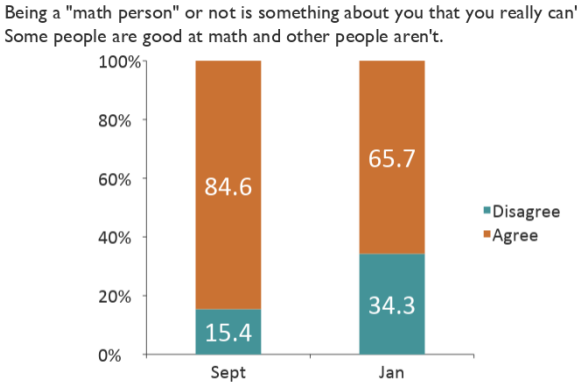
Leading measures assess how the system is performing and are designed to predict the ultimate outcome of interest.



In the STL-Delaware Case the leading measures were the percentages of students on math, ELA, attendance, and discipline watch lists throughout the academic year.

Driver Measure

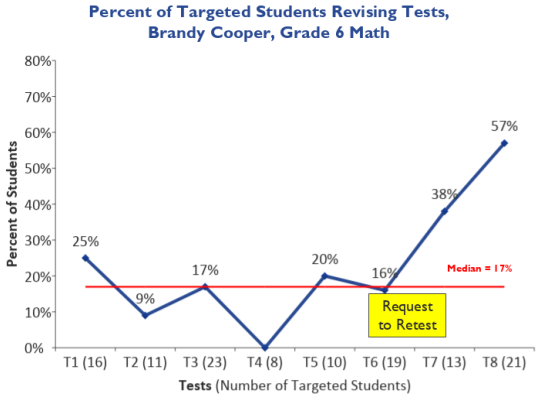
Driver measures are intermediary outcome measures, that are tied to the driver and should predict progress on our ultimate outcome measures.



In the STL-Delaware Case the driver measure for the student mindset driver was percentage of students who agreed and disagreed with the statement that people are either good or bad at math.

Process Measures

Process measures are closely tied to the specific work processes that are being targeted.



In the STL-Delaware Case the process measures were the percentages of targeted students revising tests.