Plenary Session II:  
Contemporary Performance Measurement at the State Level – Governance and Government

The context for modern performance measurement in American higher education was discussed in the description of Plenary Session I and so is not repeated here. Whereas the first session focused on contemporary performance measurement at the institutional level, this session focuses on performance measurement at the state level. We are extremely privileged to have Dennis Jones, president of the National Center for Higher Education Management Systems and the national guru on state policy regarding performance measurement and rewards with us to discuss the current state-level “state of the art” in this regard. Jones will share what our Western states are doing with respect to measuring performance, what they should be doing (and presumably what they should not be doing), and what they are able to do, given the information currently available. He will distinguish not only between the appropriate accountability strategies of different actors at the state level – the governor, legislature, and governing or coordinating boards – but also appropriate differences in accountability strategies at the institutional level, compared to the state level.

Speaker: Dennis Jones, president, National Center for Higher Education Management Services

Facilitated Discussion on Contemporary Performance Measurement at the State Level – Governance and Government

Facilitator: Paul Lingenfelter, president, State Higher Education Executive Officers

Biographical Information on the Speaker & Facilitator

Dennis P. Jones, president of the National Center for Higher Education Management Systems (NCHEMS), has more than 40 years of experience in research, development, technical assistance, and administration in the field of higher education management and policymaking. A member of the NCHEMS staff since 1969, he assumed increasing levels of responsibility within that organization, becoming president in 1986. Under his leadership, and in collaboration with an extraordinarily talented staff, NCHEMS has achieved a position of preeminence as a leader in the development and promulgation of information-based approaches to policymaking in higher education. Jones is widely recognized for his work in such areas as: developing “public agendas” to guide state higher education policymaking; financing, budgeting, and resource allocation methodologies for use at both state and institutional levels; linking higher education with states’ workforce and economic development needs; and developing and using information to inform policymaking. He has written many monographs and articles on these topics; has presented his work at
many regional, national, and international conferences; and has consulted with hundreds of institutions and state higher education agencies on management issues of all kinds. Jones is a graduate of Rensselaer Polytechnic Institute and served as an administrator (in business and institutional planning) there for eight years prior to his joining the NCHEMS staff. He has served as an advisor to the U.S. Secretary of Education, Lumina Foundation, the National Center for Public Policy and Higher Education, and numerous other associations, policy organizations, and state agencies.

Paul Lingenfelter – See bio in Tab 3.