

**Table 1**

## High-Priority Opportunities for Improvement by Category

<b>Category</b>	<b>Category Description</b>	<b>Highest Priority for Improvement</b>	<b>Percentage of Respondents</b>
1	Leadership	Effectively communicating, engaging, and encouraging workers to take action to improve performance and create student and other customer value	35%
2	Strategic planning	Aligning work, tracking progress, and making changes to action plans quickly	30%
3	Customer focus	Managing and resolving student and other customer complaints effectively and promptly	30%
4	Measurement, analysis, and knowledge management	Knowledge management and learning	30%
5	Workforce focus	Promoting a high-performance work culture and a motivated workforce	26%
6	Operations focus	Designing key educational programs, services, and work processes to meet requirements and deliver student and other customer value	52%
7	Results	Student learning and process results, trends, levels, and comparisons	36%