

Culture of Excellence

Employees drive excellence when valued, included, and supported.

2030 Goal III.1
By the end of June 2030, Lakeshore will achieve a Net Promoter Score (NPS) of 20.

Baseline		2025-26			2026-27			2027-28			2028-29			2029-30		
Net Promoter Score	2024-25	Target	Run date: 3/31/2026		Target	Run date:		Target	Run date:		Target	Run date:		Target	Run date:	
			Actual	% of Target		Actual	% of Target		Actual	% of Target		Actual	% of Target		Actual	% of Target
NPS	-22.34	-13.84	-23.35	59.27%	-5.34		0.00	3.60		0.00	11.66		0.00	20.00		0.00

2030 Goal III.2
By the end of June 2030, Lakeshore will increase the following communication scores: I have a clear understanding as to why decisions are made to 4.0. I feel that I am informed on changes occurring at my institutions to 4.0

Baseline		2025-26			2026-27			2027-28			2028-29			2029-30		
Communication	2024-25	Target	Run date: 3/31/2026		Target	Run date:		Target	Run date:		Target	Run date:		Target	Run date:	
			Actual	% of Target		Actual	% of Target		Actual	% of Target		Actual	% of Target		Actual	% of Target
Why decisions are made	2.51	2.80	2.79	99.6%	3.10		0.00	3.40		0.00	3.70		0.00	4.00		0.00
Informed on changes	2.72	2.97	3.11	104.7%	3.22		0.00	3.47		0.00	3.73		0.00	4.00		0.00

2030 Goal III.3
Improve 12-month retention of new hires to 88.26% by June 2030.

Baseline		2025-26			2026-27			2027-28			2028-29			2029-30		
Employee Retention	2024-25	Target	Run date: 3/31/2026		Target	Run date:		Target	Run date:		Target	Run date:		Target	Run date:	
			Actual	% of Target		Actual	% of Target		Actual	% of Target		Actual	% of Target		Actual	% of Target
Employee Retention	78.26%	80.26%	68.42%	85.25%	82.26%		0.00%	84.26%		0.00%	86.26%		0.00%	88.26%		0.00%

Strategic Innovation

Dynamic improvements drive our competitiveness and impact.

2030 Goal IV.1
By June 2030 increase non-tuition revenue to 7M.

Baseline		2025-26			2026-27			2027-28			2028-29			2029-30		
Revenue	2023-24	Target	Run date: 3/31/2026		Target	Run date:		Target	Run date:		Target	Run date:		Target	Run date:	
			Actual	% of Target		Actual	% of Target		Actual	% of Target		Actual	% of Target		Actual	% of Target
Non-Tuition Revenue	5.5M	5,800,000.0	\$3,138,671	54.1%	6,100,000.0		0.0%	6,400,000.0		0.0%	6,700,000.0		0.0%	7,000,000.0		0.0%

2030 Goal IV.2
By 2030, Lakeshore will improve efficiencies by implementing at least 15 improvement/ processes.

Baseline		2025-26			2026-27			2027-28			2028-29			2029-30		
Efficiencies	2024-25	Target	Run date:		Target	Run date:		Target	Run date:		Target	Run date:		Target	Run date:	
			Actual	% of Target		Actual	% of Target		Actual	% of Target		Actual	% of Target		Actual	% of Target
0	0.00	3.0	TBD	#VALUE!	6.0		0.0%	9.0		0.0%	12.0		0.0%	15.0		0.0%

2030 Goal IV.3
Increase the overall mean on the support services survey from xx to xx. (TBD)

Baseline		2025-26			2026-27			2027-28			2028-29			2029-30		
Support Services	Fall 2025	Target	Run date: 6-30-2026		Target	Run date: 06-30-2027		Target	Run date: 06-30-2028		Target	Run date: 06-30-2029		Target	Run date: 06-30-2030	
			Actual	% of Target		Actual	% of Target		Actual	% of Target		Actual	% of Target		Actual	% of Target
NA		NA			Deploy the survey		#VALUE!			#DIV/0!			#DIV/0!			#DIV/0!