

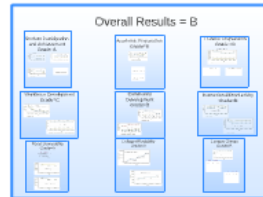
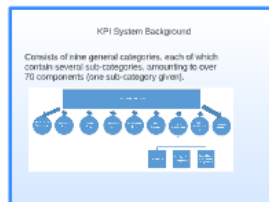
Key Performance Indicators at LCCC

Institutional Research Office



This Year's

The Future



- Takeaways from 2018-19 Report**
- Persistence is increasing.
 - 64% graduation rates are improving.
 - LCCC's high school equivalency outcomes continue to improve.
 - Improvement in math and English placement.
 - More degrees, higher participation in two-year institutions, improving after graduation success.
 - LCCC continues to increase in community engagement.
 - LCCC continues to increase training programs and training program participation.
 - Degree earning efficiency has increased, particularly in earned credits.

- Recommendations**
- Continue to explore enrollment and full-time to capture different student profiles.
 - Explore the "Pathways" LCCC program to help the underserved population.
 - Explore the increasing and participation practices of the High School Equivalency Program to increase enrollment, consistency and to explore the success outcomes of the program. Why do all these students not go to school?
 - Use the Pathways Initiative to further align and prepare transfer students for their post-LCCC college participation in their first semester area here.
 - Analyze L & Enrollment courses to determine declining participation rates.
 - Continue to work with Pathways to increase the number of community college students.
 - Capture workforce outcomes.
 - Pathways don't KPI system to reflect Pathways and other LCCC initiatives and changes.



- Objectives of the KPI Advisory Committee**
1. To provide a consistent and transparent method for measuring and reporting on the college's performance.
 2. To provide a consistent and transparent method for measuring and reporting on the college's performance.
 3. To provide a consistent and transparent method for measuring and reporting on the college's performance.
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 10. To provide a consistent and transparent method for measuring and reporting on the college's performance.

- The Concept**
- The goal of the new KPI system is to incorporate both program indicators and function assessment to give a grand overview of the institution's performance and to determine the cycle in which the indicator is revised (see next slide).
- Then, the goal is to provide a way to roll-down this line item to provide data in those programs or functions with substructure information to inform data measures.
- The final main goal is to incorporate mixed methods research to provide a variety of information to programs and leaders.
-

Program Analysis and Review Metrics

Functions Assessment

Next Steps for KPI Advisory

- Determine what to keep
- Determine what to add
- Determine how to measure
- Determine how to report



Thank you!

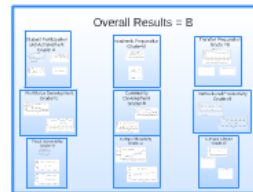
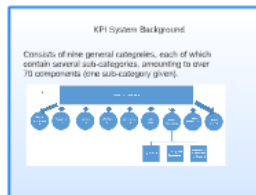
Key Performance Indicators at LCCC

Institutional Research Office



This Year's

The Future



- Takeaways from 2018-19 Report**
- Persistence is increasing.
 - 25th graduation rates are improving.
 - LCCC's high school equivalency outcomes continue to improve.
 - Improvement in math and English placement.
 - More degrees, higher graduation to four-year institutions, improving after-graduation success.
 - LCCC continues to increase in community engagement.
 - LCCC continues to increase training programs and training program participation.
 - Degree earning efficiency has increased, particularly in earned credits.

- Recommendations**
- Continue to monitor enrollment and find ways to sustain different student profiles.
 - Program the "Realtime LCCC" dashboard to the data dashboard capabilities.
 - Expand the monitoring and participation process of the High School Equivalency Program to improve student success and to improve the strong outcomes of the program. Why are students choosing to enroll in our program?
 - Open the Pathways initiative to include other and prepare the students for the post of the college graduation to help them succeed after their.
 - Develop the Pathways initiative to determine the number of necessary credits.
 - Continue to work with Pathways to decrease the number of necessary credits.
 - Explore readiness initiatives.
 - Research the KPI system to collect Pathways and other LCCC initiatives and changes.



Objectives of the KPI Advisory Committee

The goal of the KPI Advisory Committee is to provide a strategic vision for the KPI system and to ensure that the KPI system is aligned with the college's mission and vision. The committee will also provide input on the KPI system's design and implementation.

The Concept

The goal of the new KPI system is to incorporate both program indicators and function assessment. It gives a good overview of the institution's performance and to determine the type of each indicator is needed for the future.

Then, the goal is to provide a way to drill-down into the areas to provide data in these programs or functions with actionable information to inform data decisions.

The final goal is to incorporate mixed methods research to provide a variety of information to programs and functions.

Program Analysis and Review Metrics

Functions Assessment

Next Steps for KPI Advisory

- Determine what to keep
- Determine what to add
- Determine how to measure
- Determine how to report



Thank you!

This Year's

The Future

KPI System Background

Consists of nine general categories, each of which contain several sub-categories, amounting to over 70 components (one sub-category given).



Overall Results = B



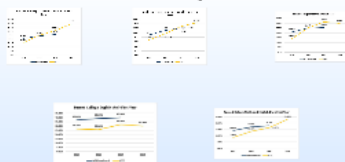
Takeaways from 2018-19 Report

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- 150% graduation rates are improving.
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- Improvement in math and English placement.
- More degrees, higher matriculation to four-year institutions, improving after matriculation success.
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Recommendations

- Continue to examine enrollment and find ways to capture different student profiles. Programs like "Redeemer LCCC" promise to tap into underserved populations.
- Examine the recruiting and participation practices of the High-School Equivalency Program to increase enrollment consistently and to maintain the strong outcomes of the program. Why do students choose to or not to enroll?
- Use the Pathways initiative to better align and prepare transfer students for their post-LCCC college matriculation to help them complete once there.
- Analyze Life Enrichment courses to determine declining participation rates.
- Continue to work with Pathways to decrease the number of unnecessary credits students take.
- Capture workforce outcomes.
- Refresh this KPI system to reflect Pathways and other LCCC initiatives and changes....

Pathways KPIs



Objectives of the KPI Advisory Committee

- The committee's goal is to monitor, analyze, and evaluate the KPI system, as well as to provide recommendations to the college's leadership and the community.
- To ensure the KPI system is used effectively and to provide a clear understanding of the KPI system's impact on the college's performance.
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The Concept

The goal of the new KPI system is to incorporate both program indicators and function assessment. To give a grand overview of the institution's performance and to determine the cycle in which the indicator is nested (see next slide).

Then, the goal is to provide a way to drill-down into finite areas to provide folks in those programs or functions with actionable information to inform data decisions.

The final main goal is to incorporate mixed methods research to provide a variety of information to programs and functions.



Program Analysis
and
Review Metrics

Functions
Assessment

Next Steps for KPI Advisory

- Determine what to keep
- Determine what to add
- Determine how to measure
- Determine how to report

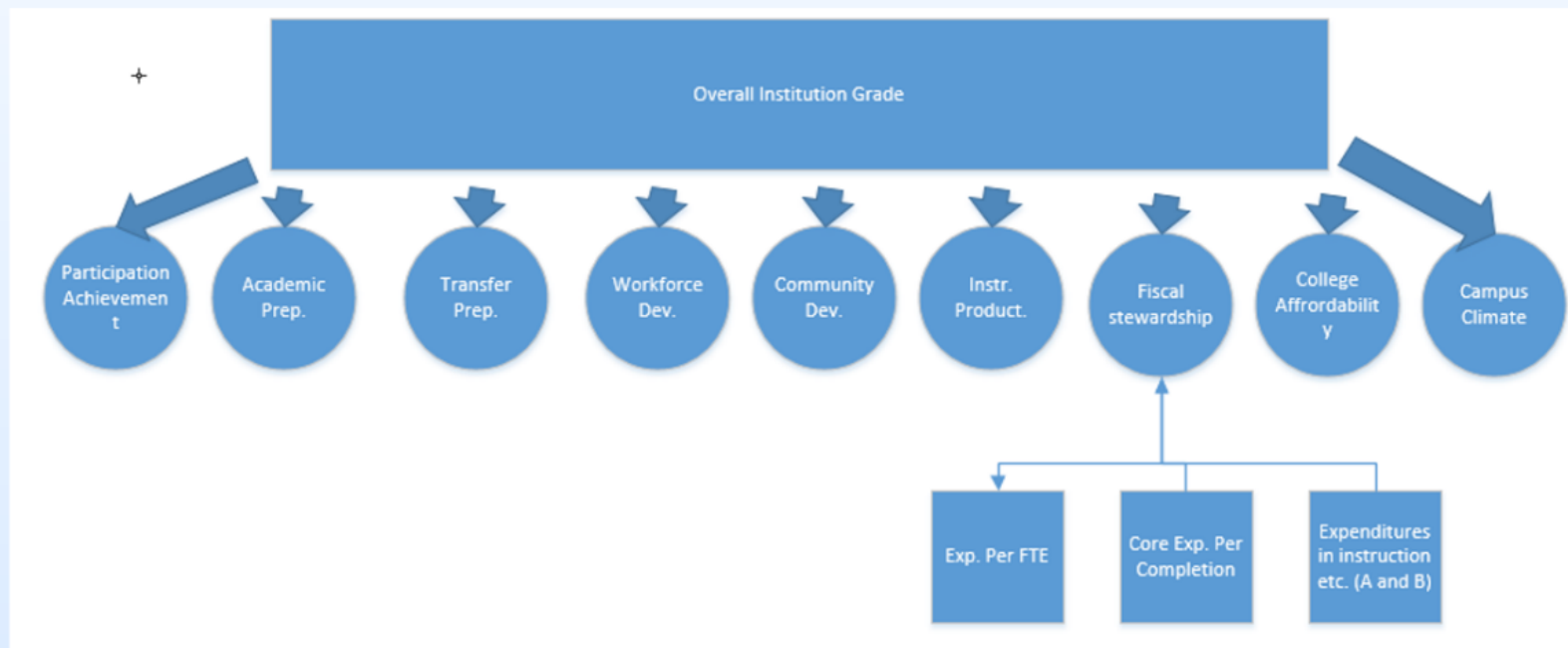


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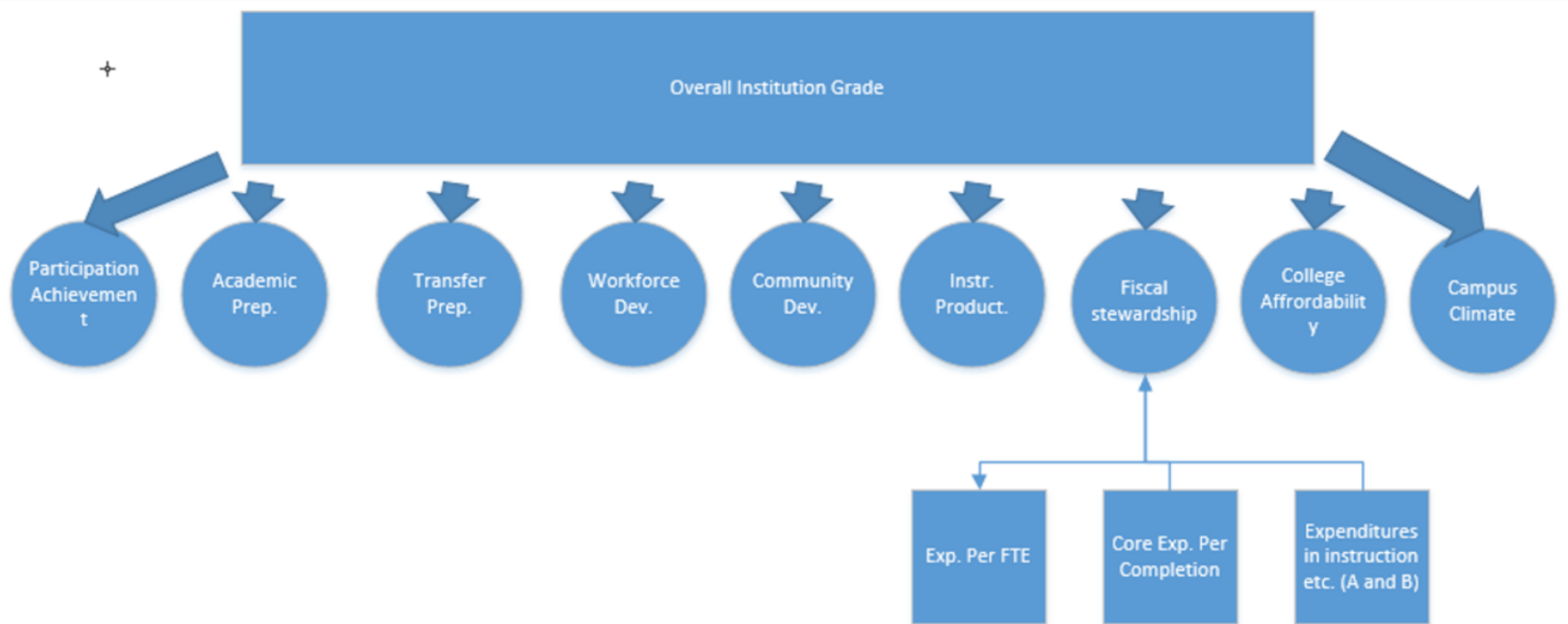


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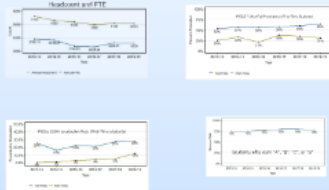


Consists of nine general categories, each of which contain several sub-categories, amounting to over 70 components (one sub-category given).



Overall Results = B

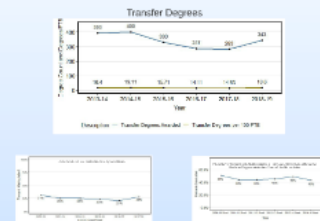
Student Participation and Achievement Grade: A



Academic Preparation Grade=B



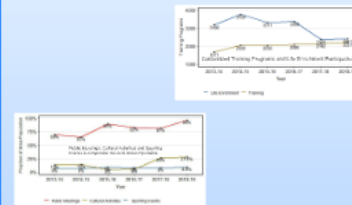
Transfer Preparation Grade =B



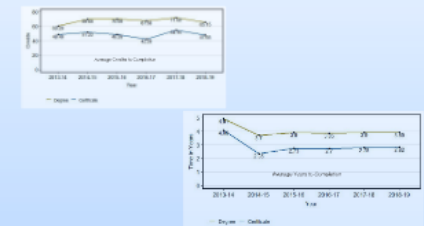
Workforce Development Grade=C



Community Development Grade=B



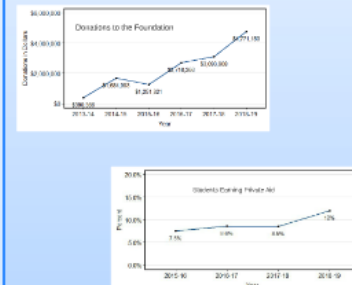
Instructional Productivity Grade=B



Fiscal Stewardship Grade=A



College Affordability Grade=A



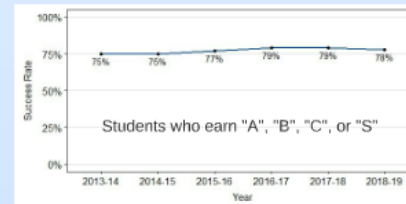
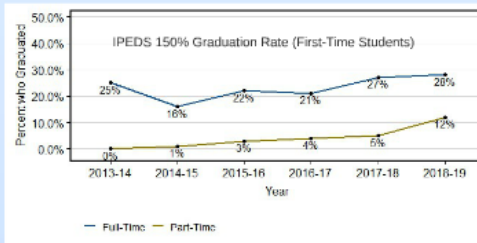
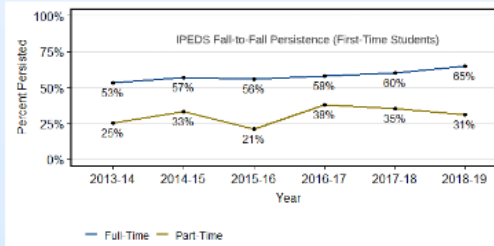
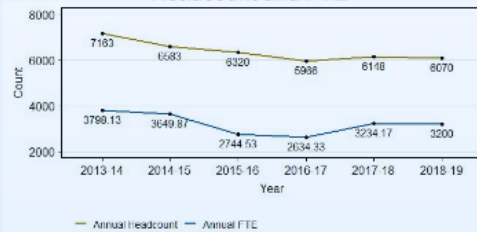
Campus Climate Grade=B



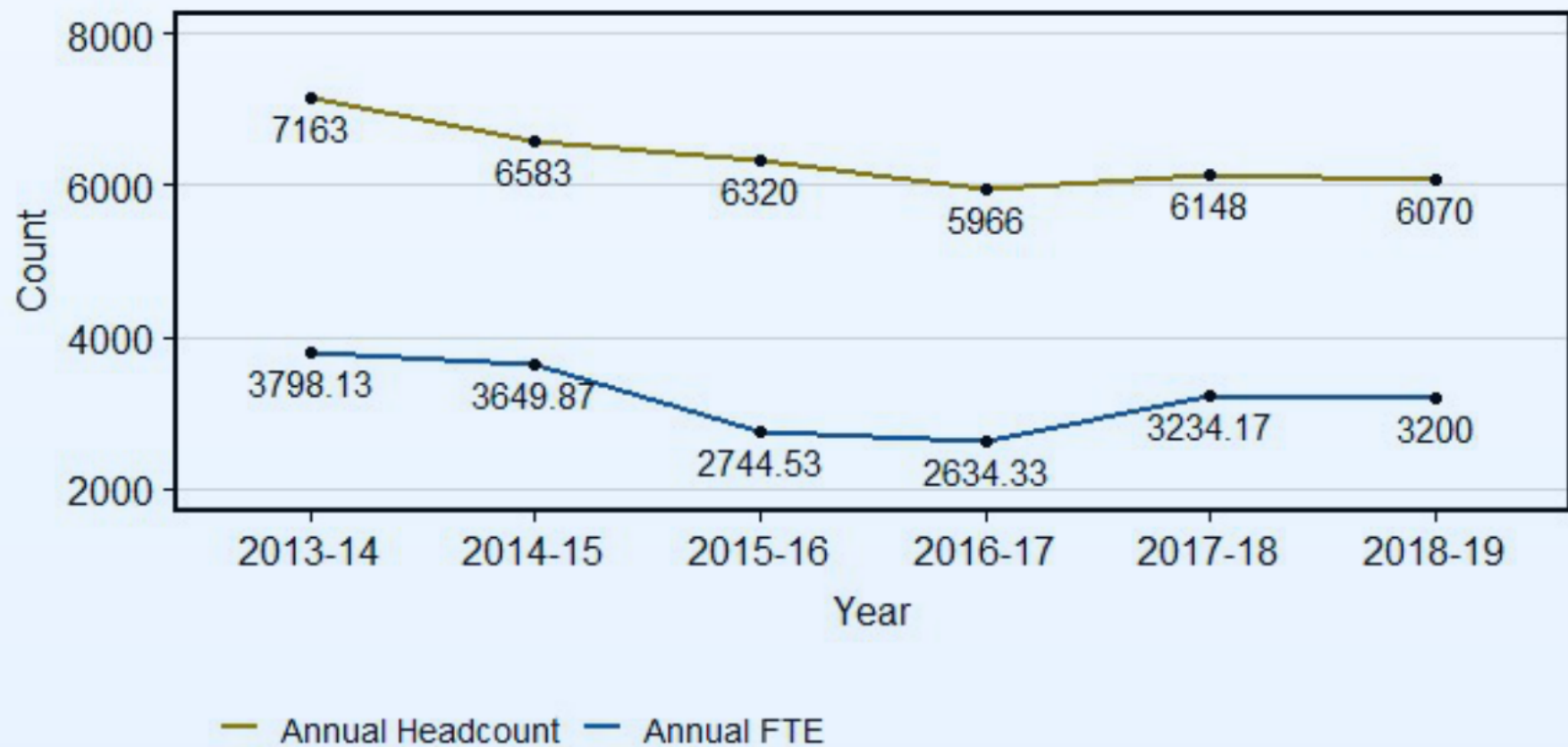
Student Participation and Achievement

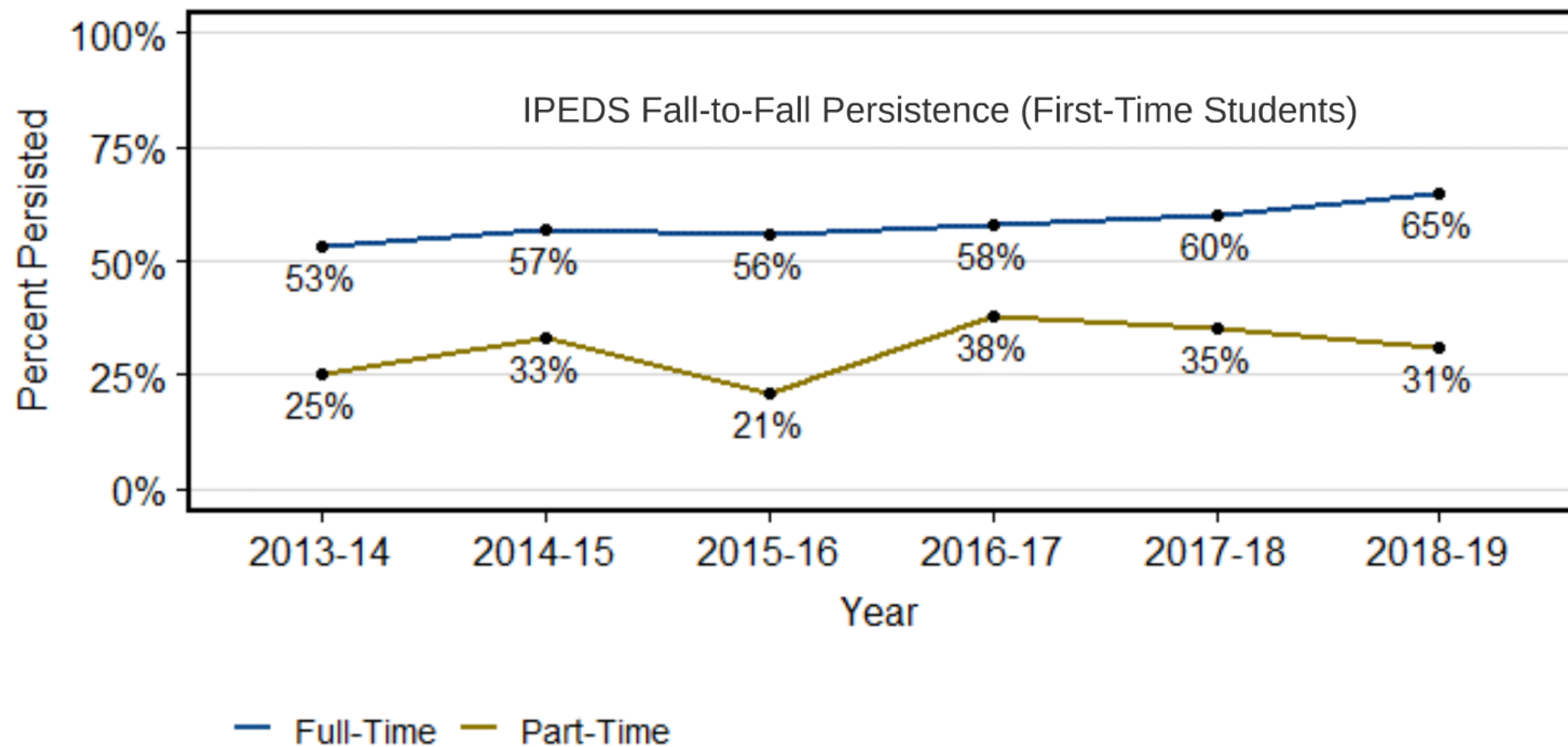
Grade: A

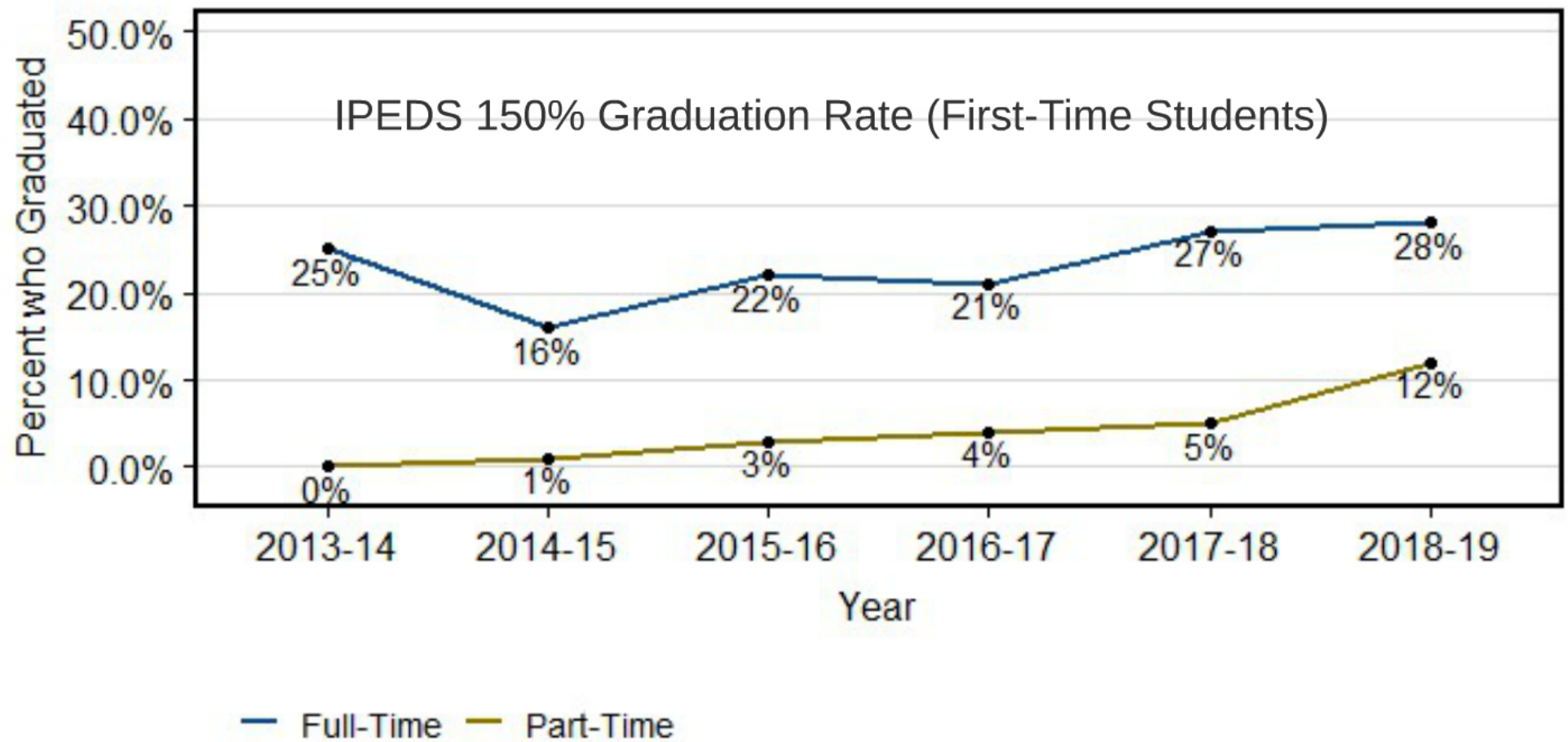
Headcount and FTE

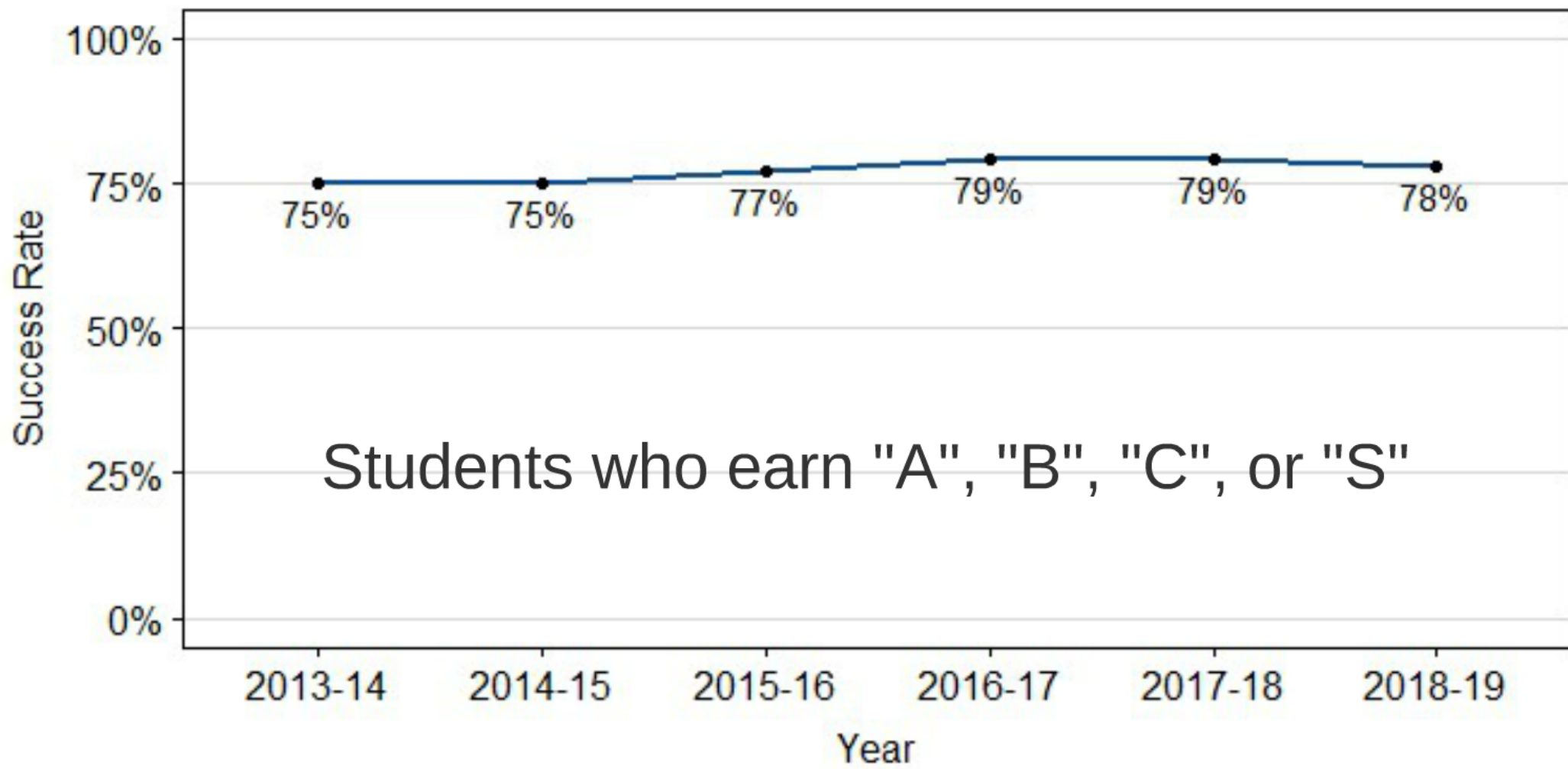


Headcount and FTE

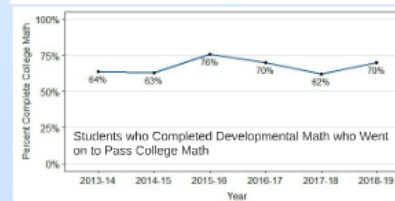
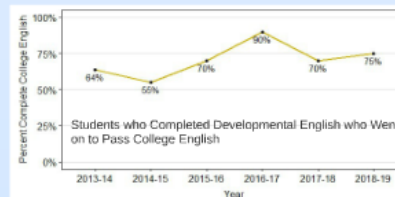
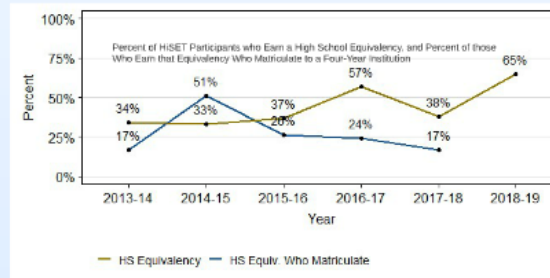


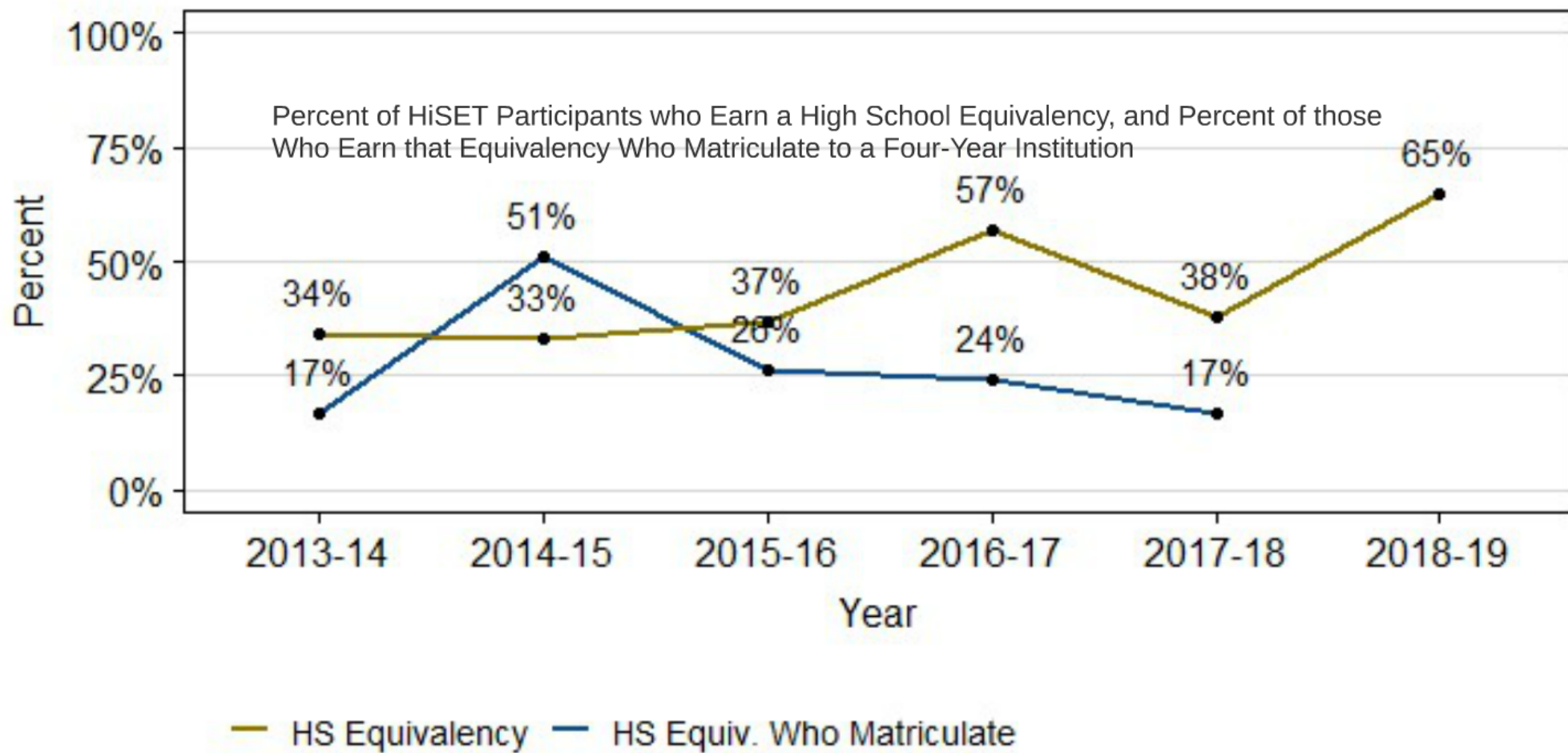


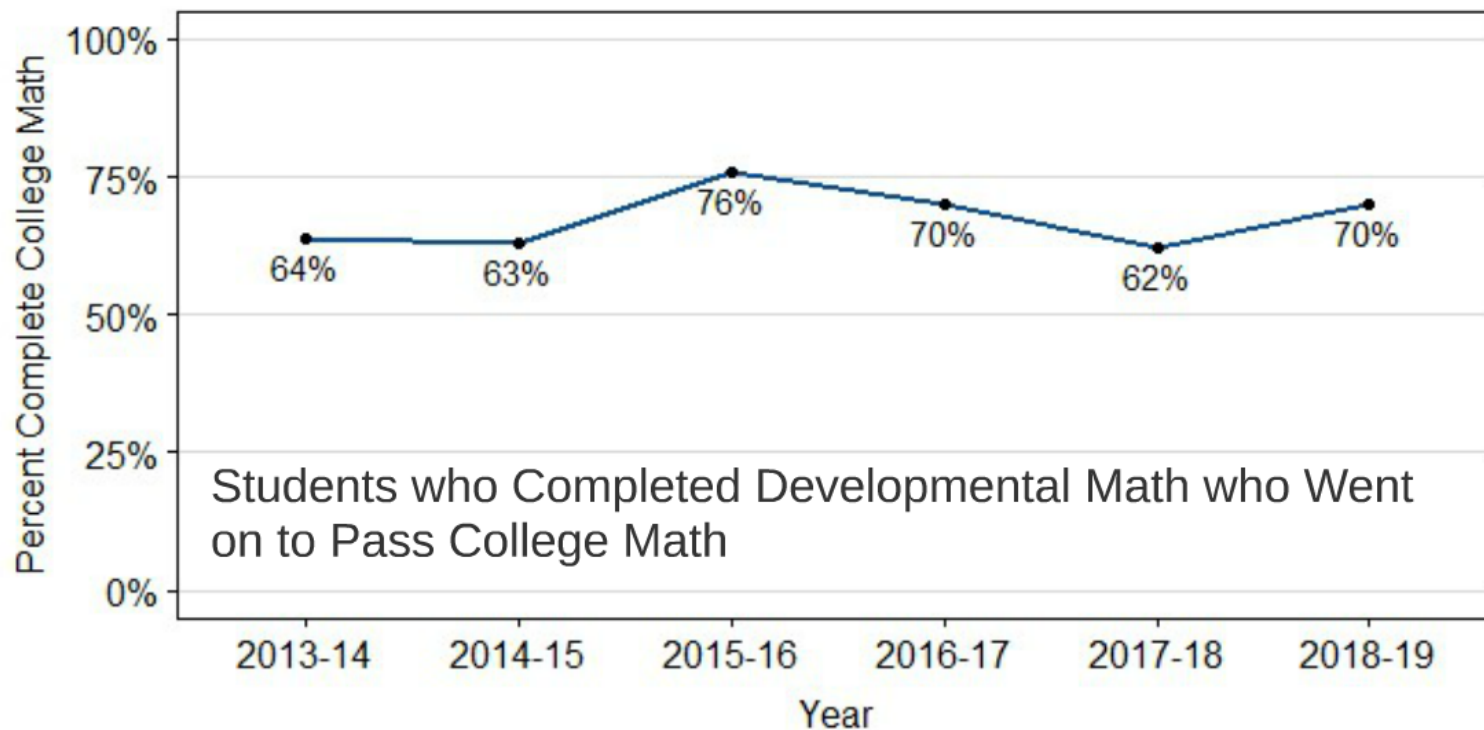
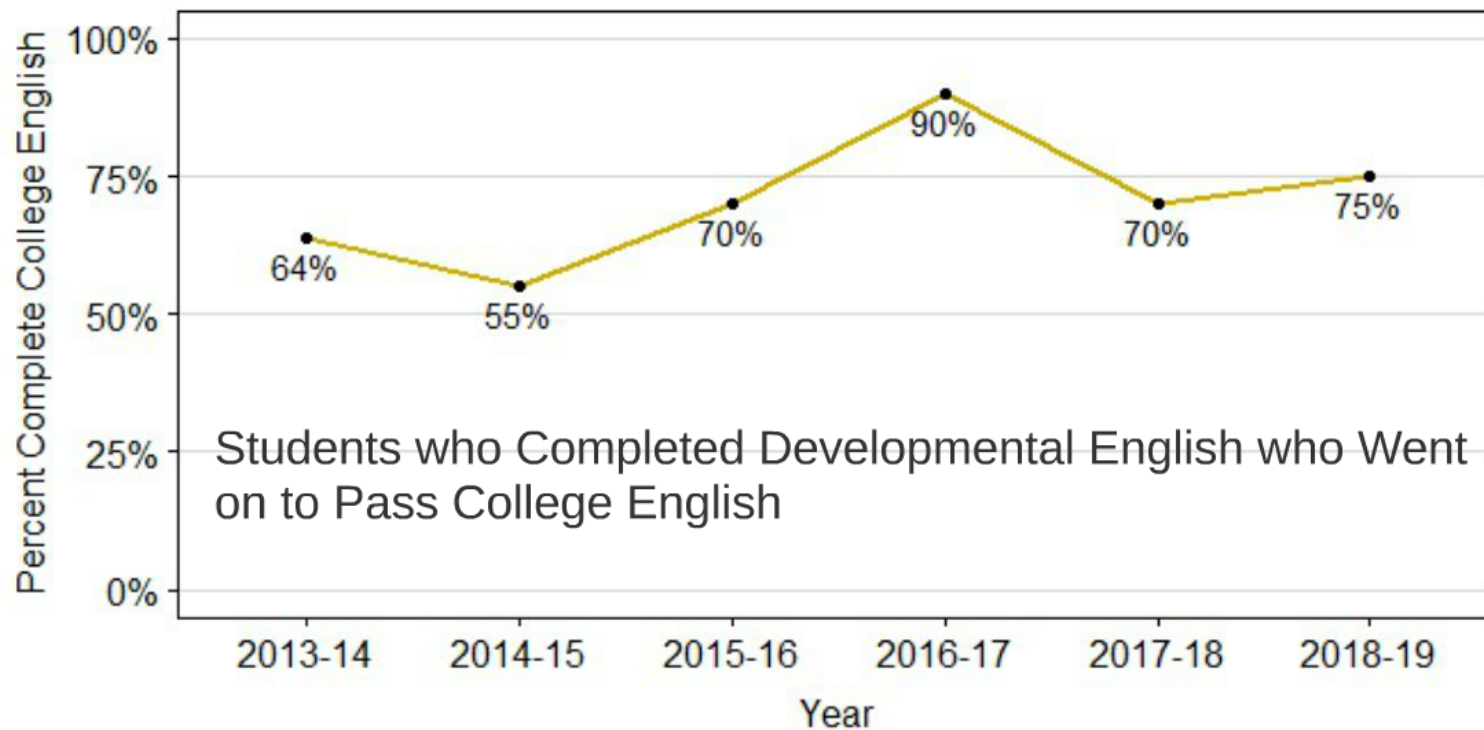




Academic Preparation Grade=B

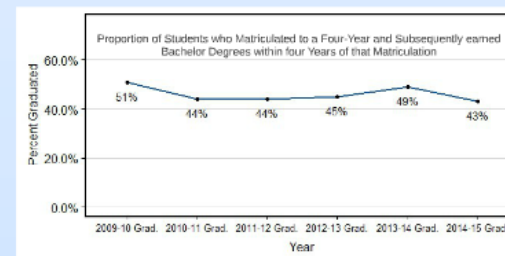
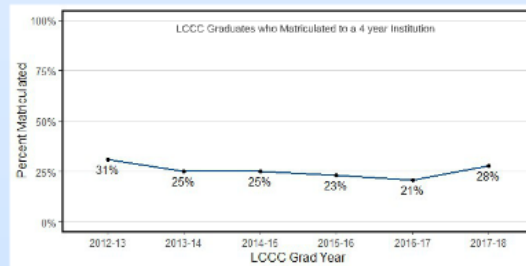
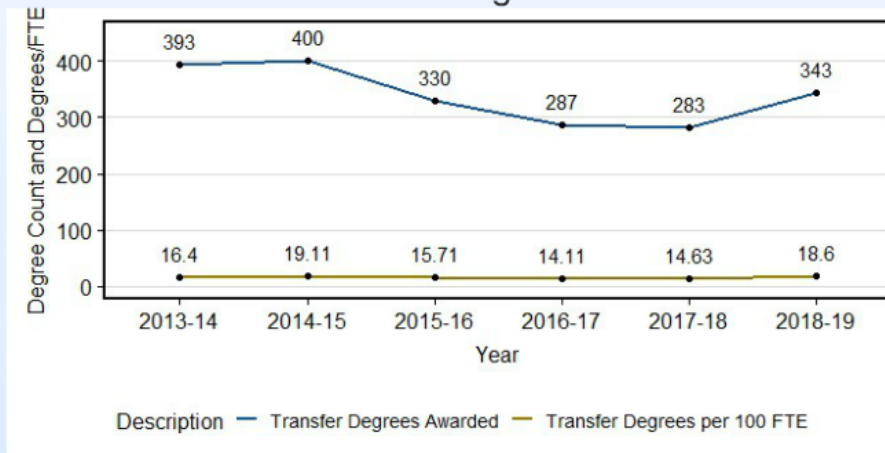




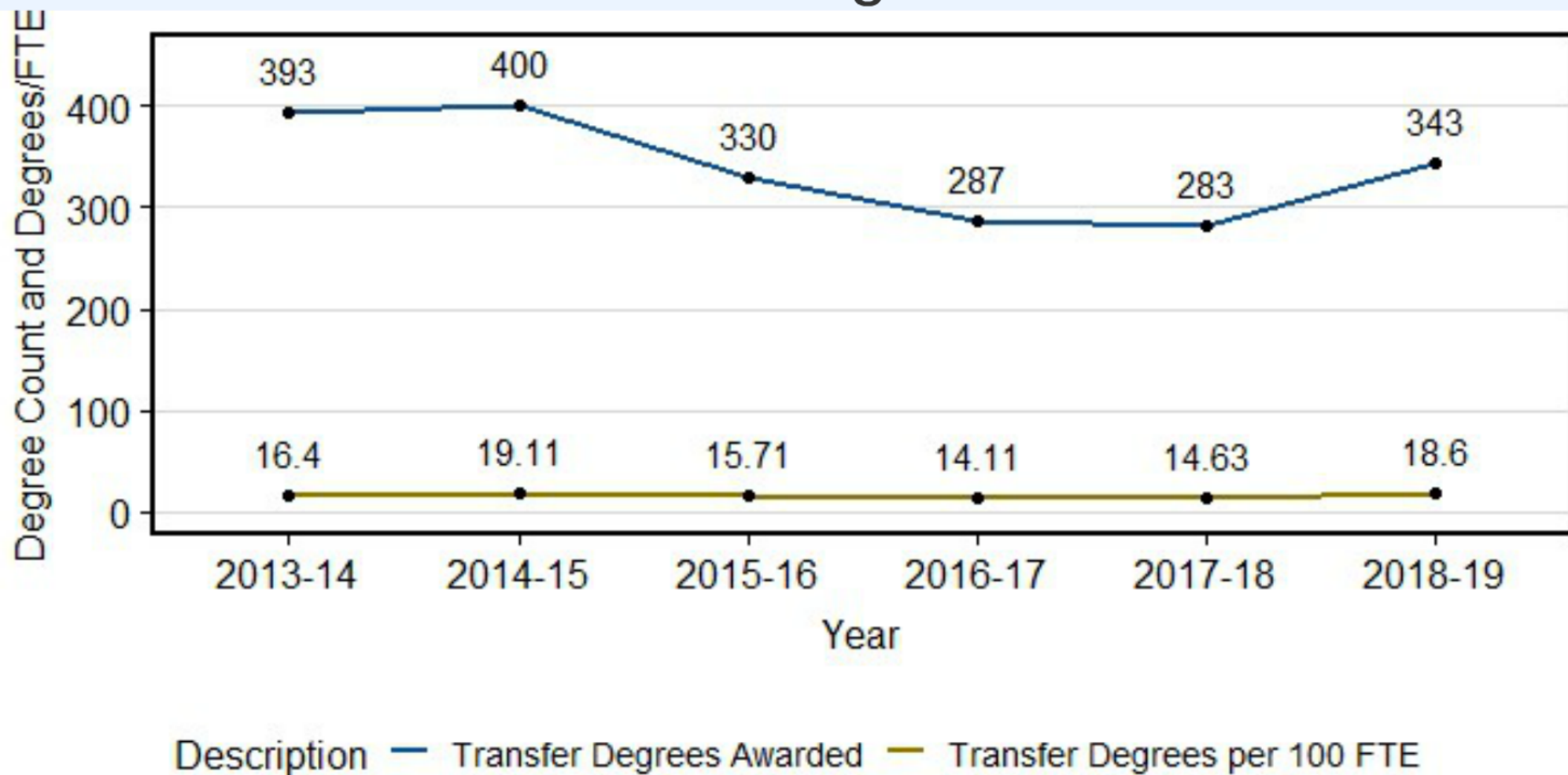


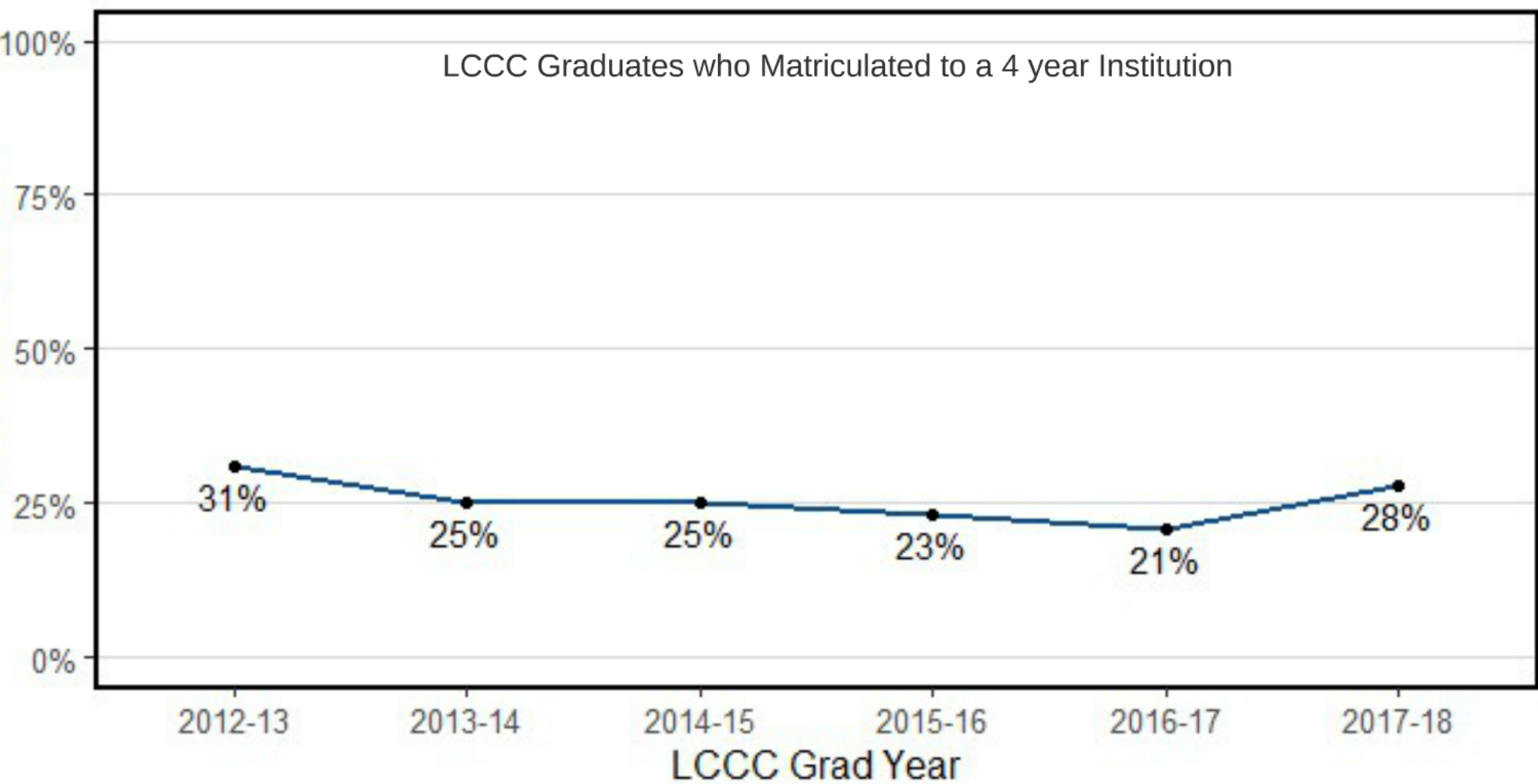
Transfer Preparation Grade = B

Transfer Degrees

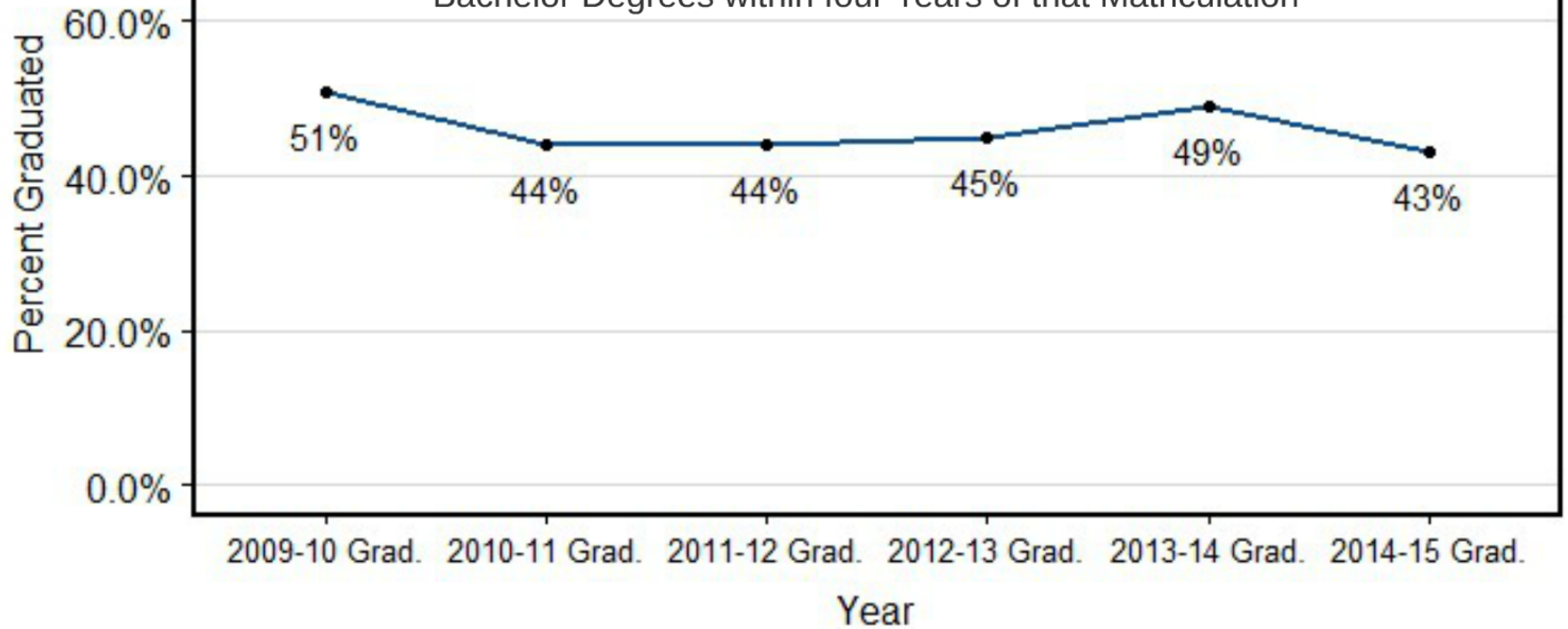


Transfer Degrees

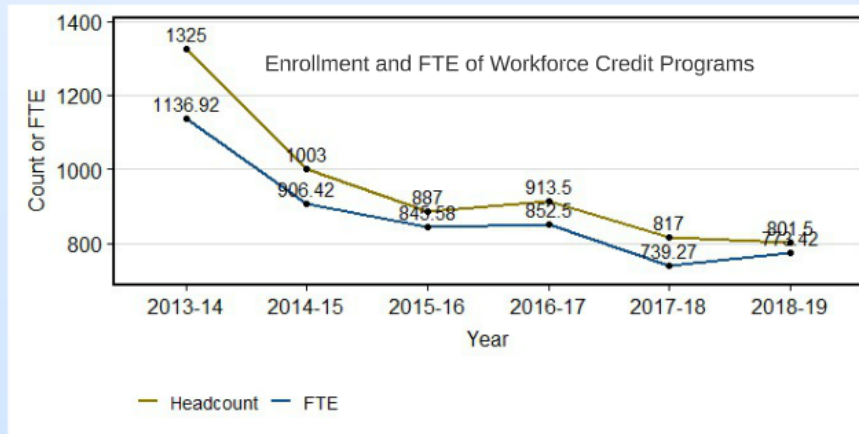


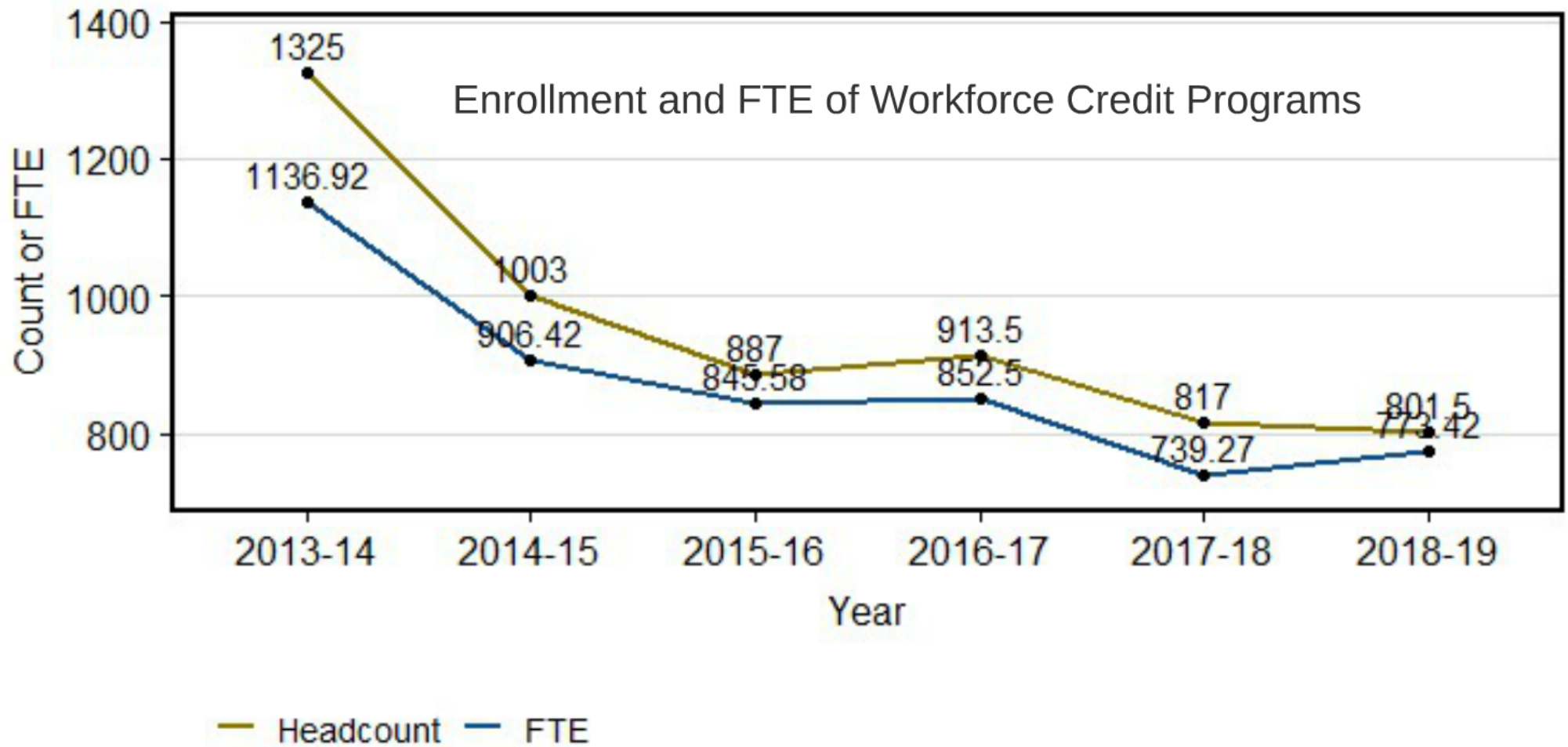


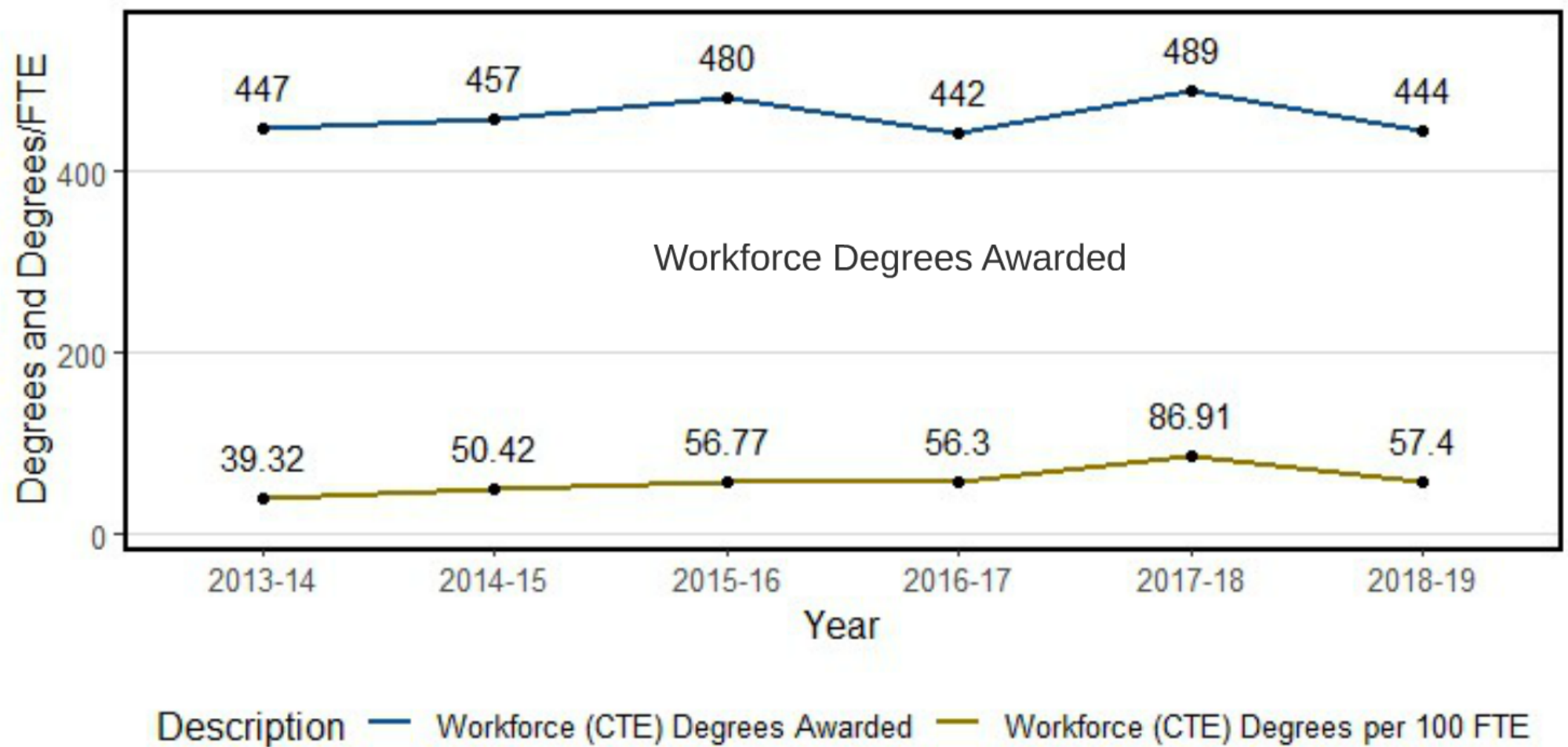
Proportion of Students who Matriculated to a Four-Year and Subsequently earned Bachelor Degrees within four Years of that Matriculation



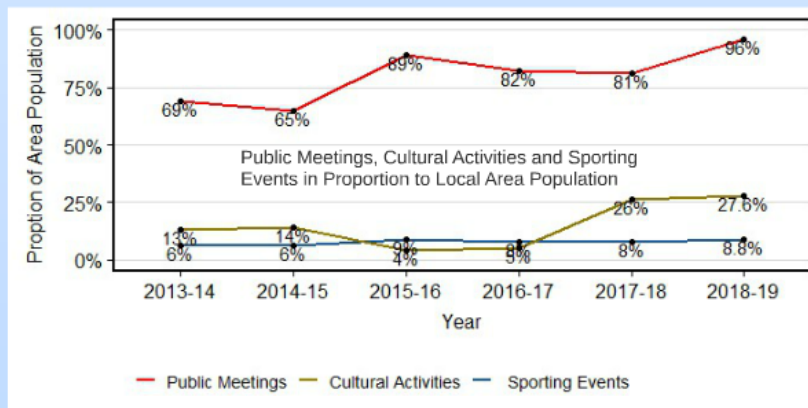
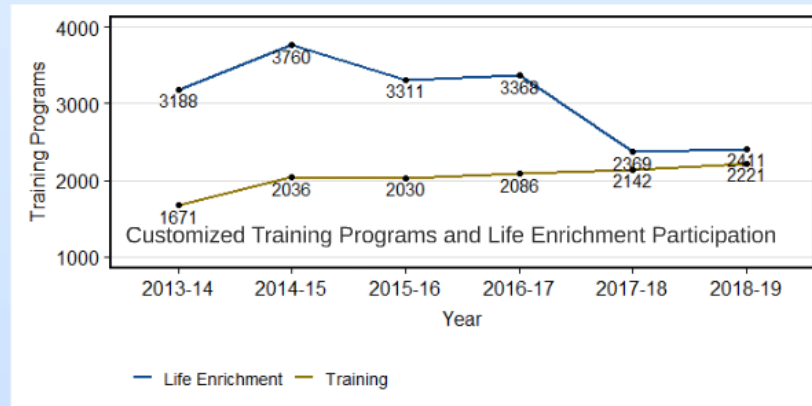
Workforce Development Grade=C

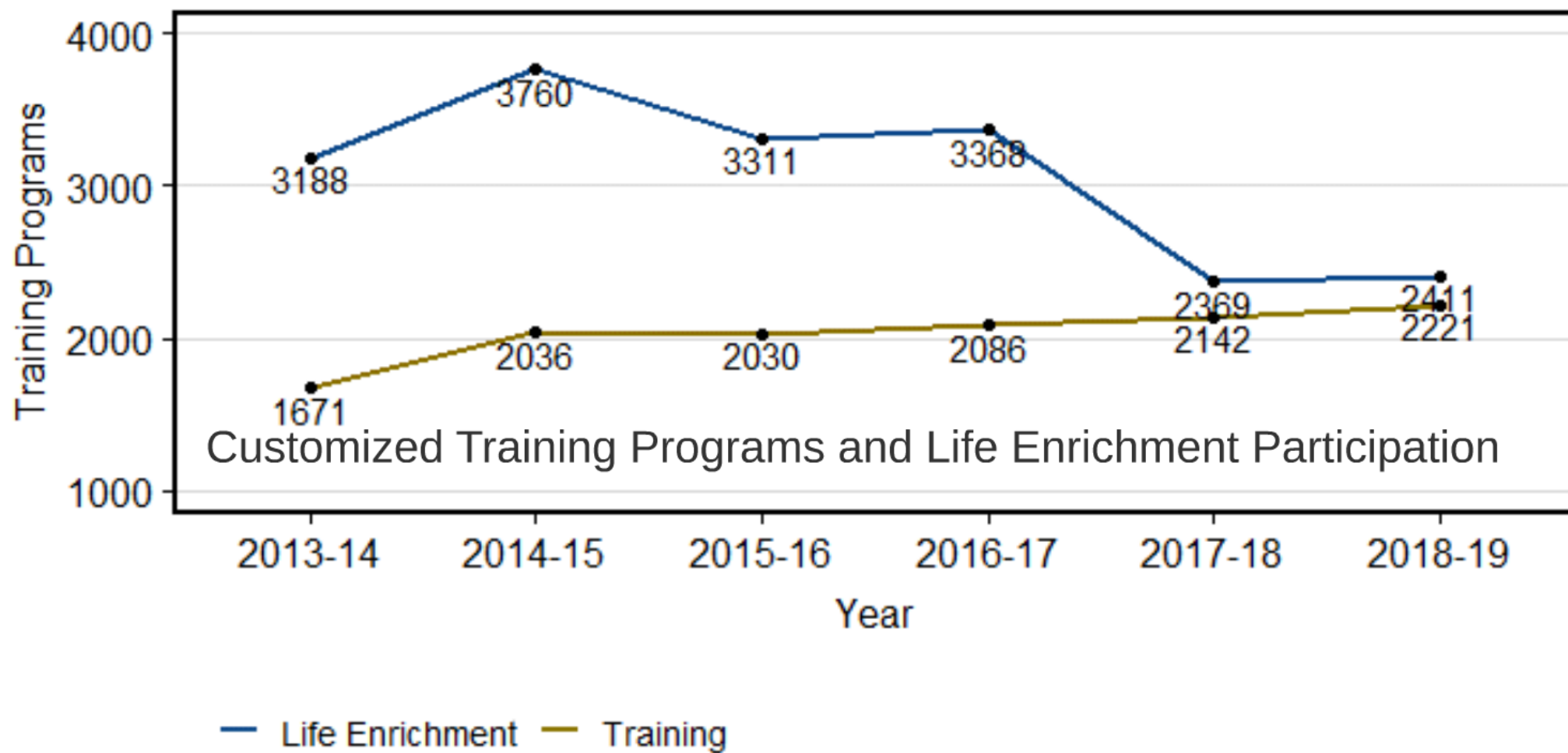


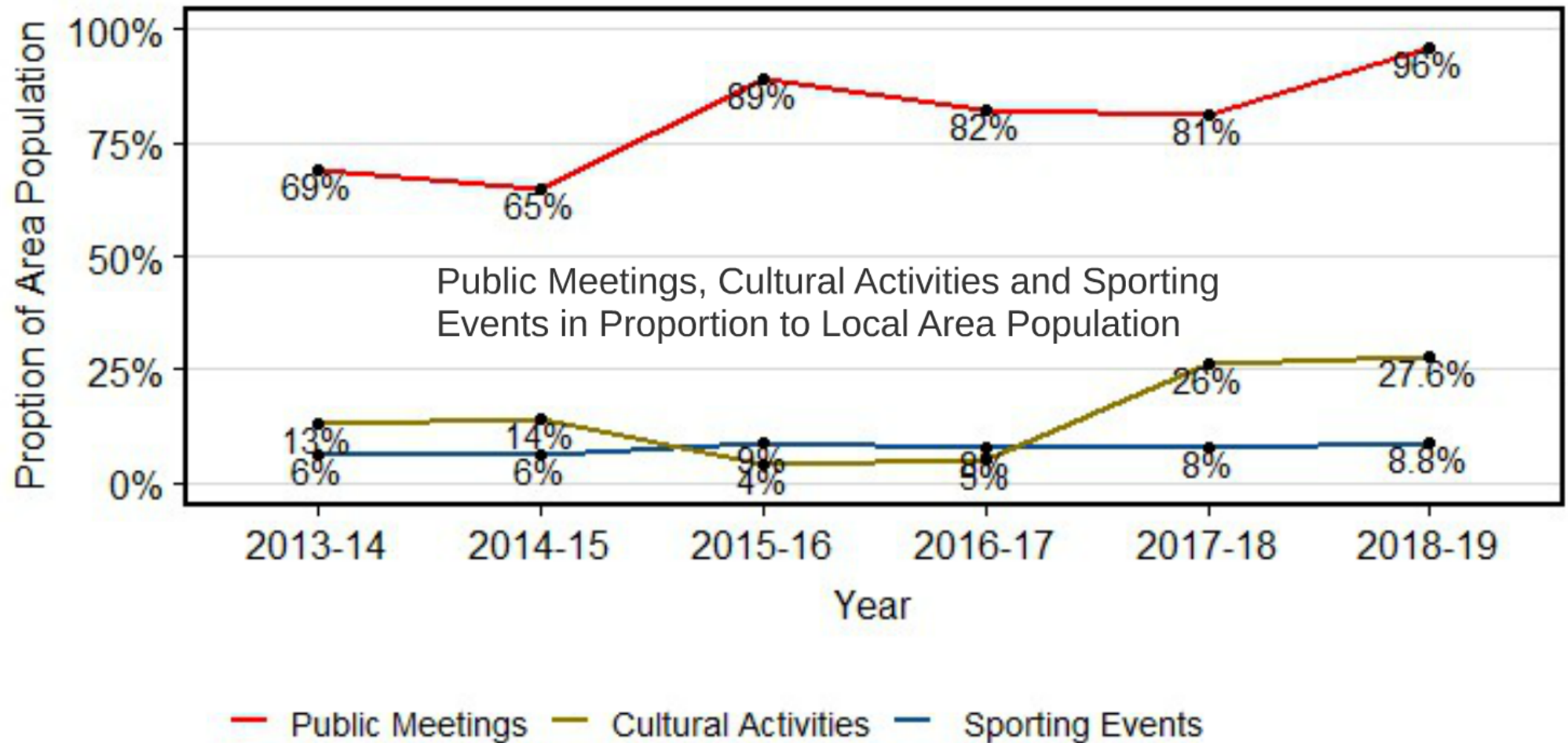




Community Development Grade=B

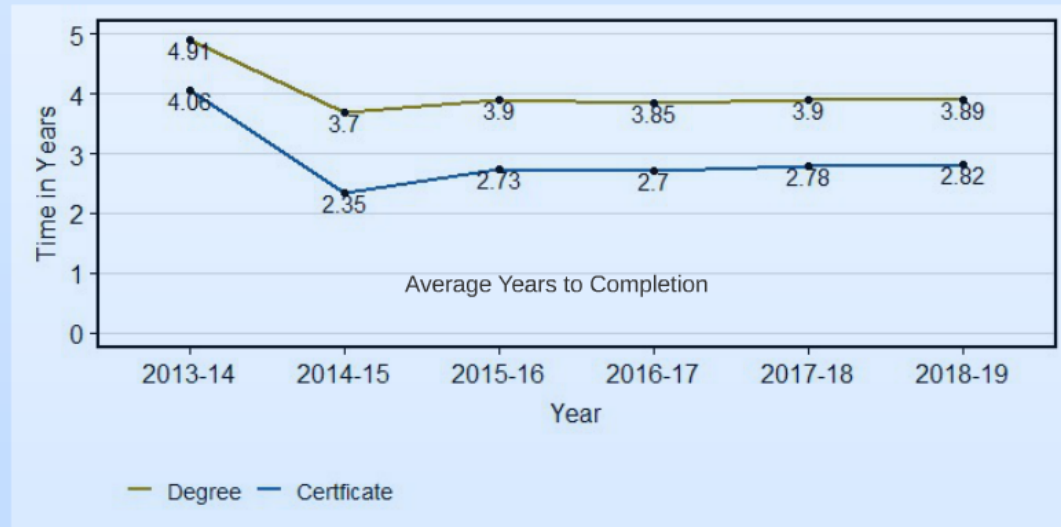


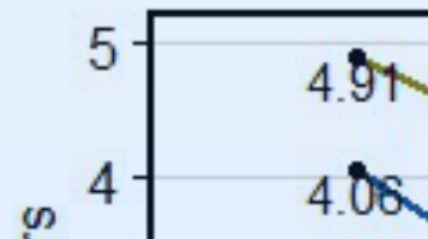


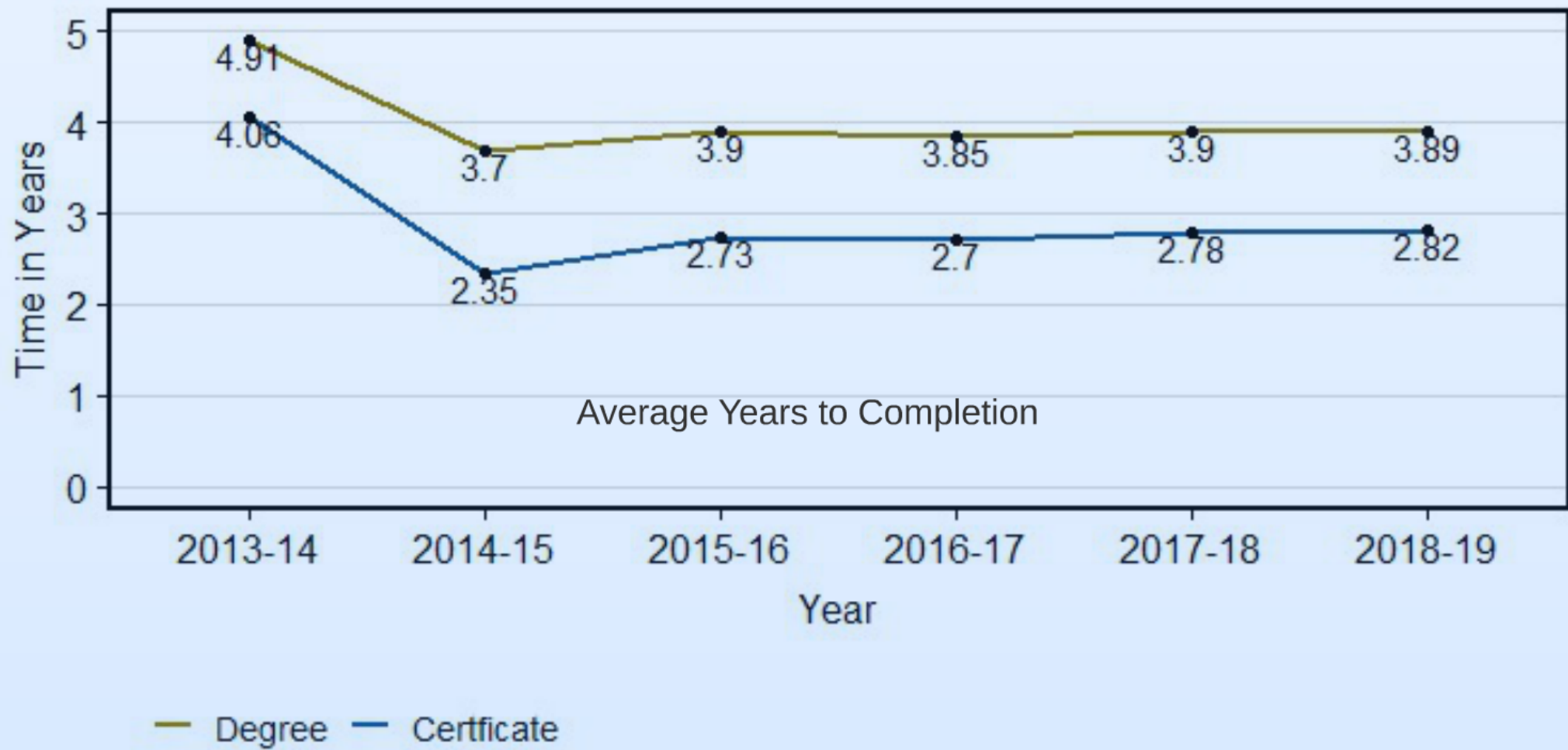


Instructional Productivity

Grade=B





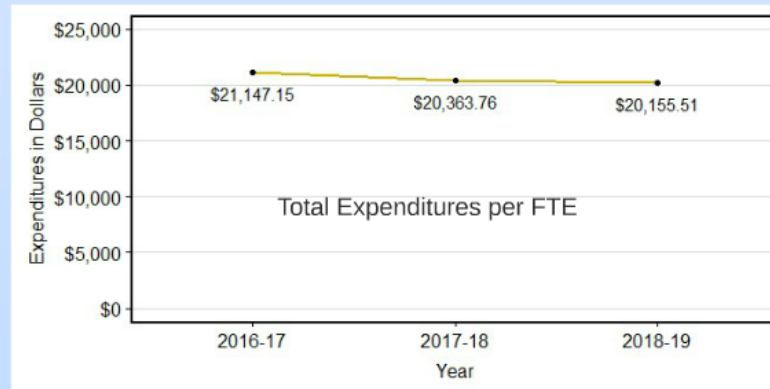


Fiscal Stewardship

Grade=A

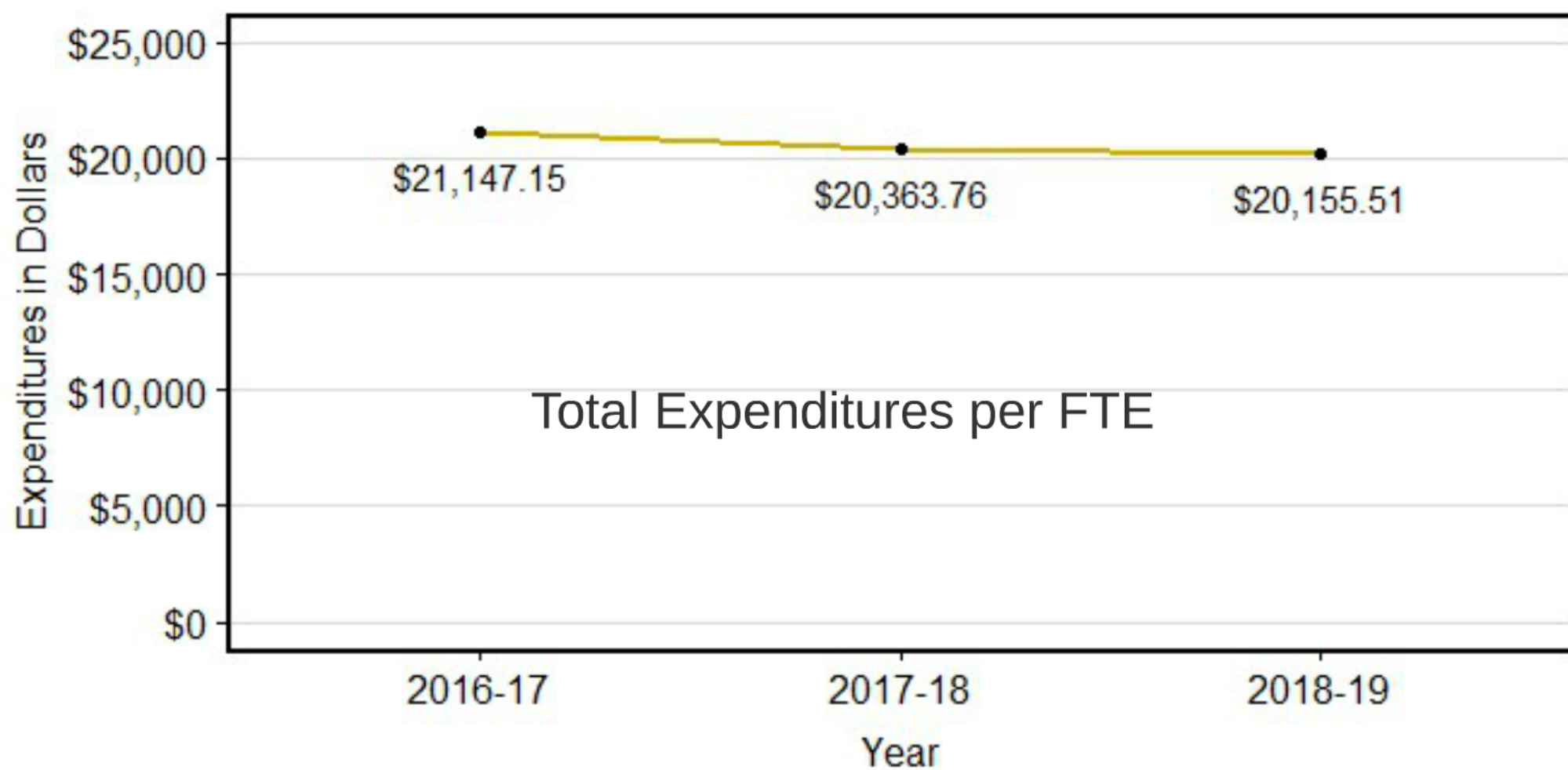
Changes to Fiscal Stewardship Calculation

- In prior years, Expenses per FTE were used to calculate the Key Performance Indicators for Fiscal Stewardship, a measure which skewed the previous two years' results towards lower grade.
- This year, the Expenses per FTE were calculated excluding the Plant Fund and Depreciation expenses (unlike previous years).
- These include expenses from the plant and depreciation, IPEDS determined that these particular expenses do not directly support enrollment, and thus we changed the KPI calculation.
- This gives a more accurate picture of relevant expenses per FTE.



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Prezi

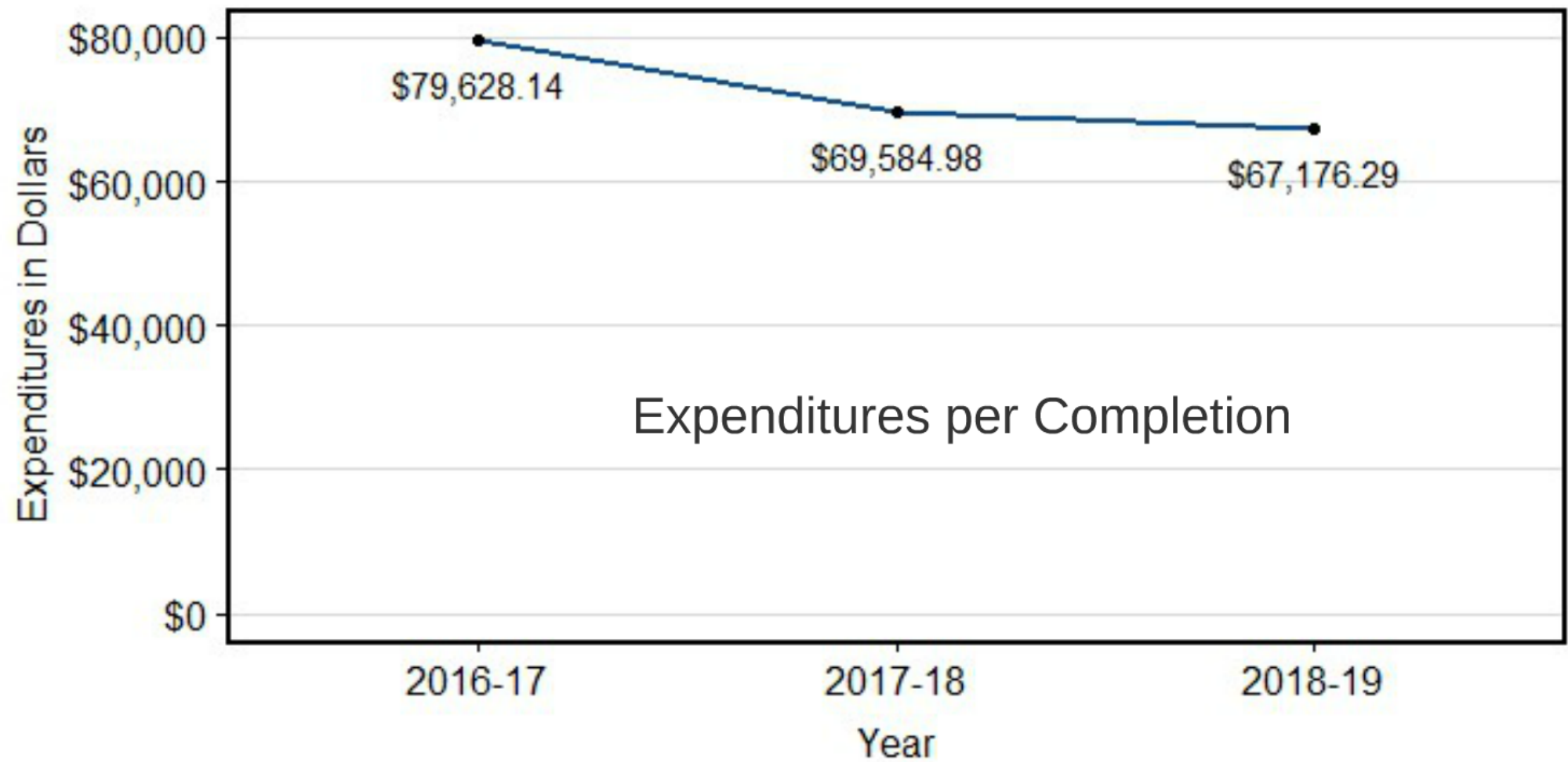


2016-17

2017-18

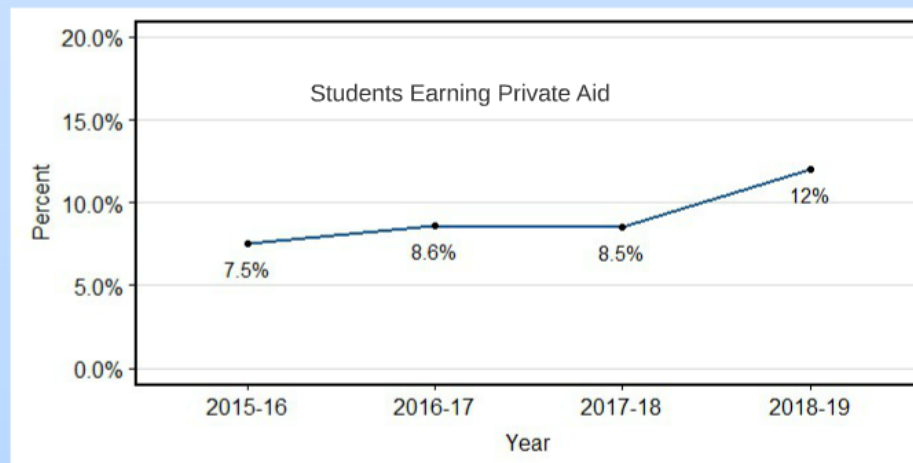
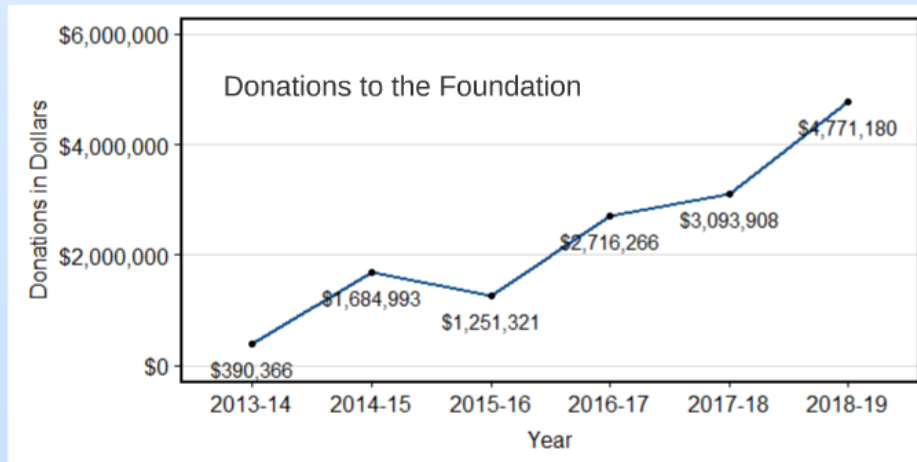
2018-19

Year

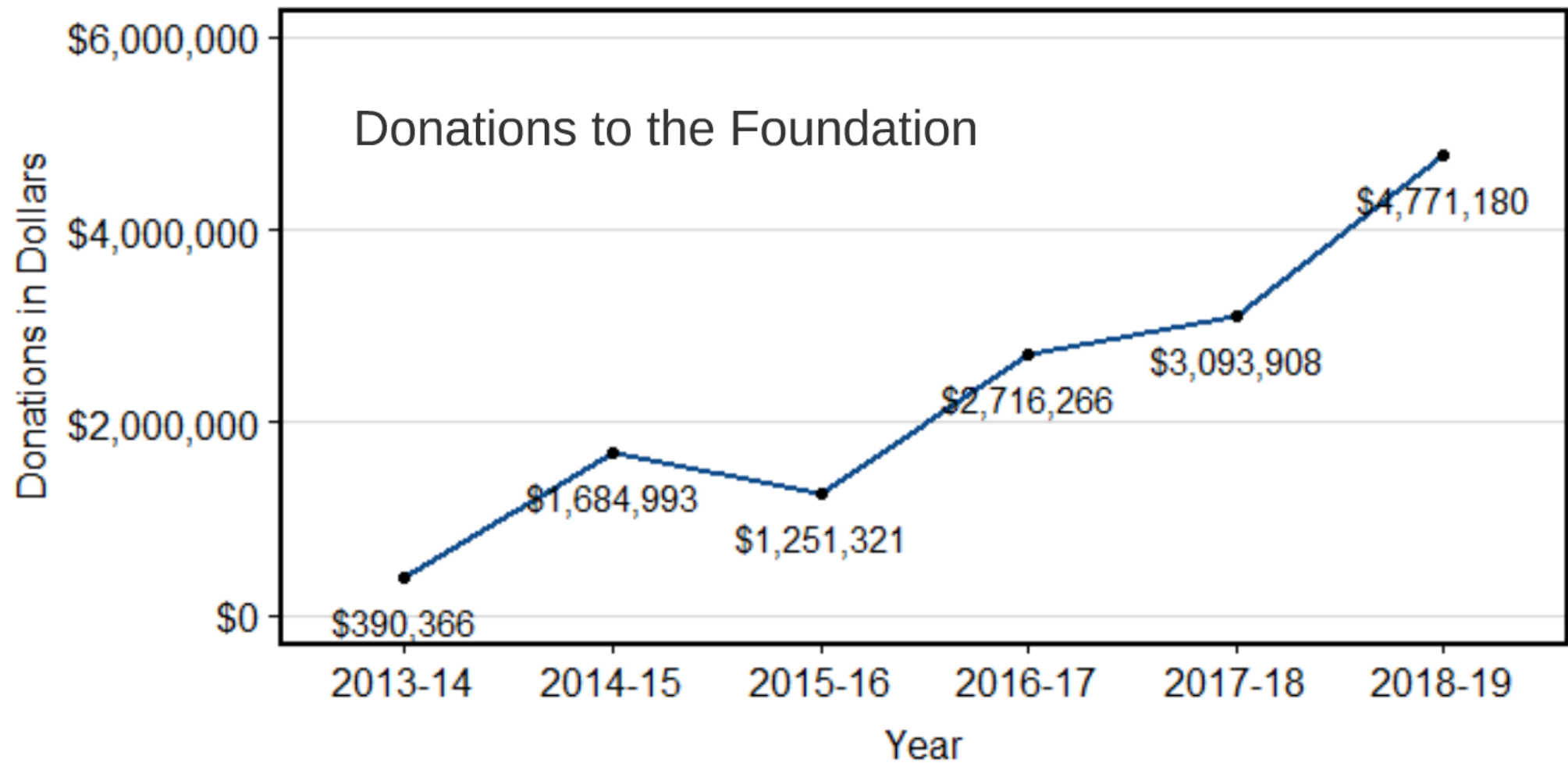


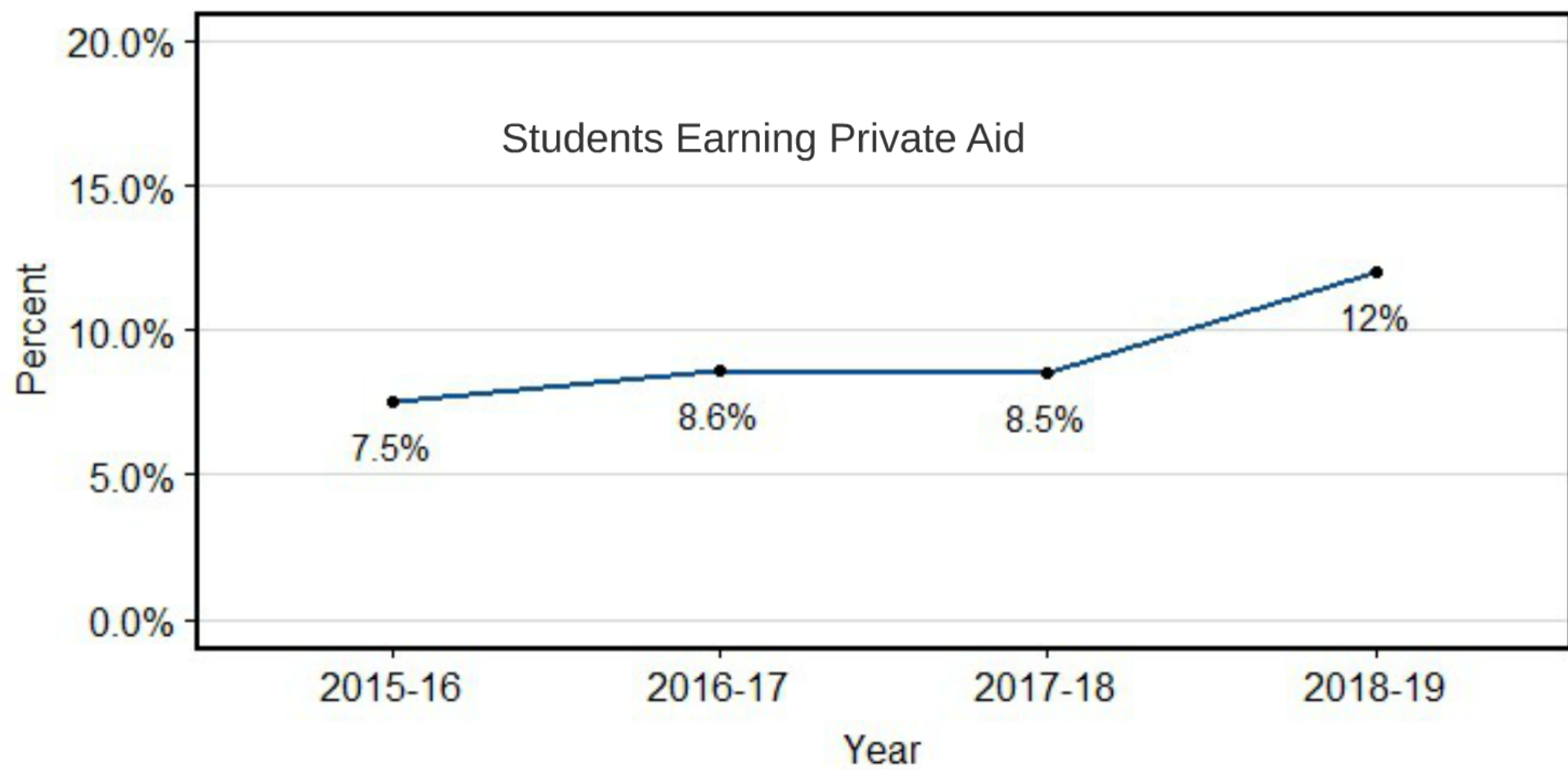
College Affordability

Grade=A



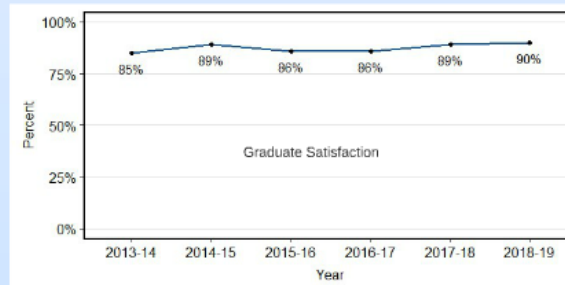
Grade=A



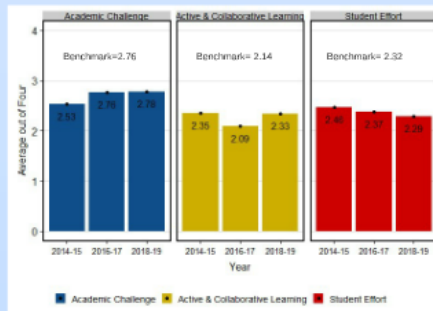


Campus Climate

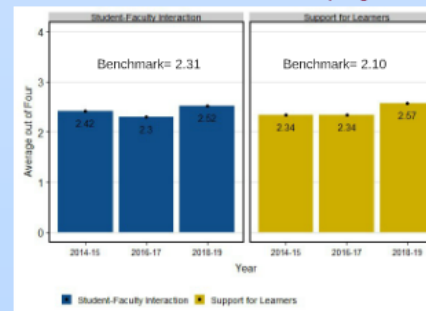
Grade=B

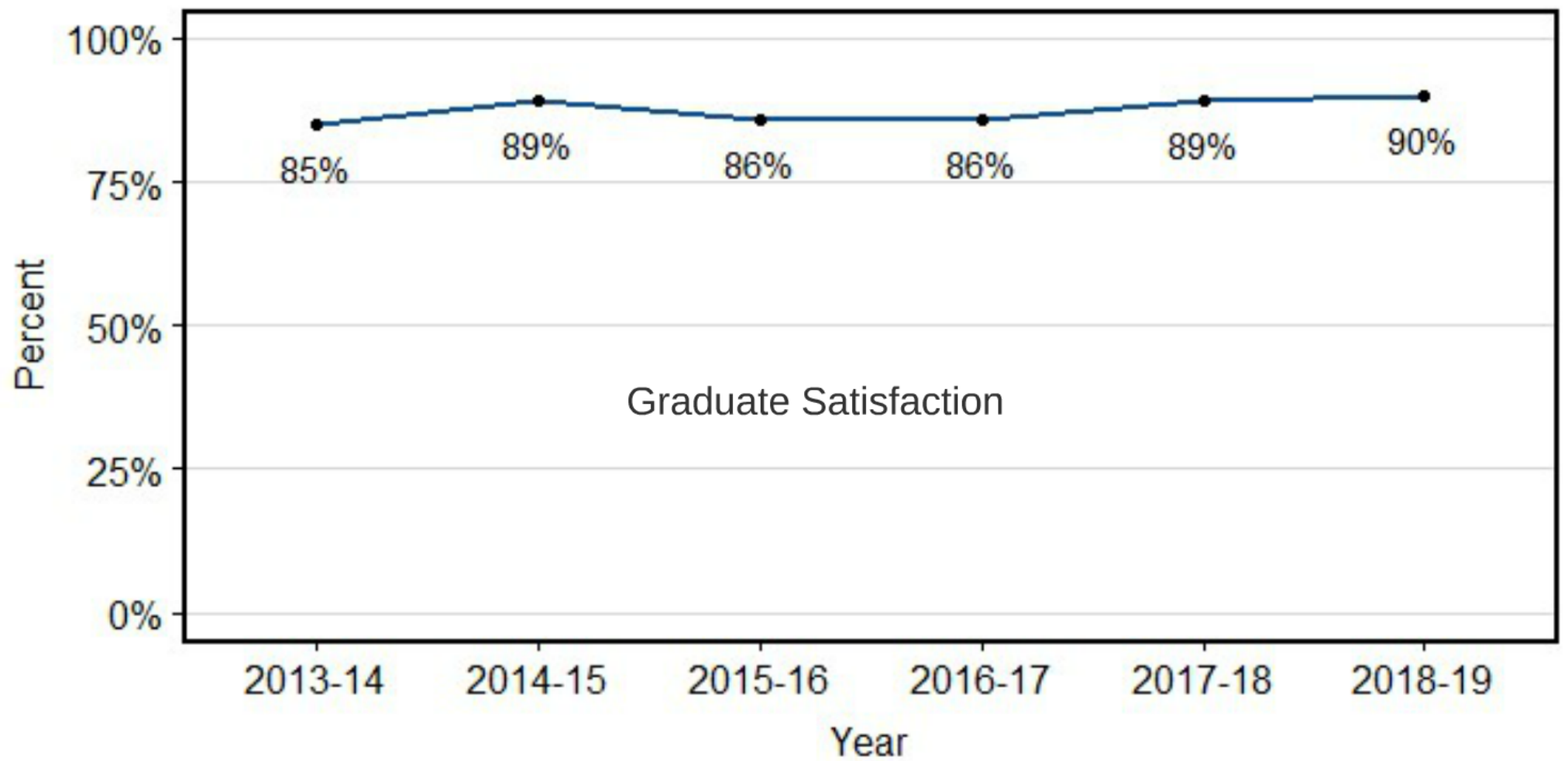


Benchmarks from all CCSSE Participating Institutions

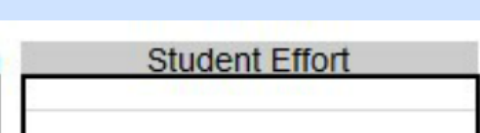


Benchmarks from all CCSSE Participating Schools

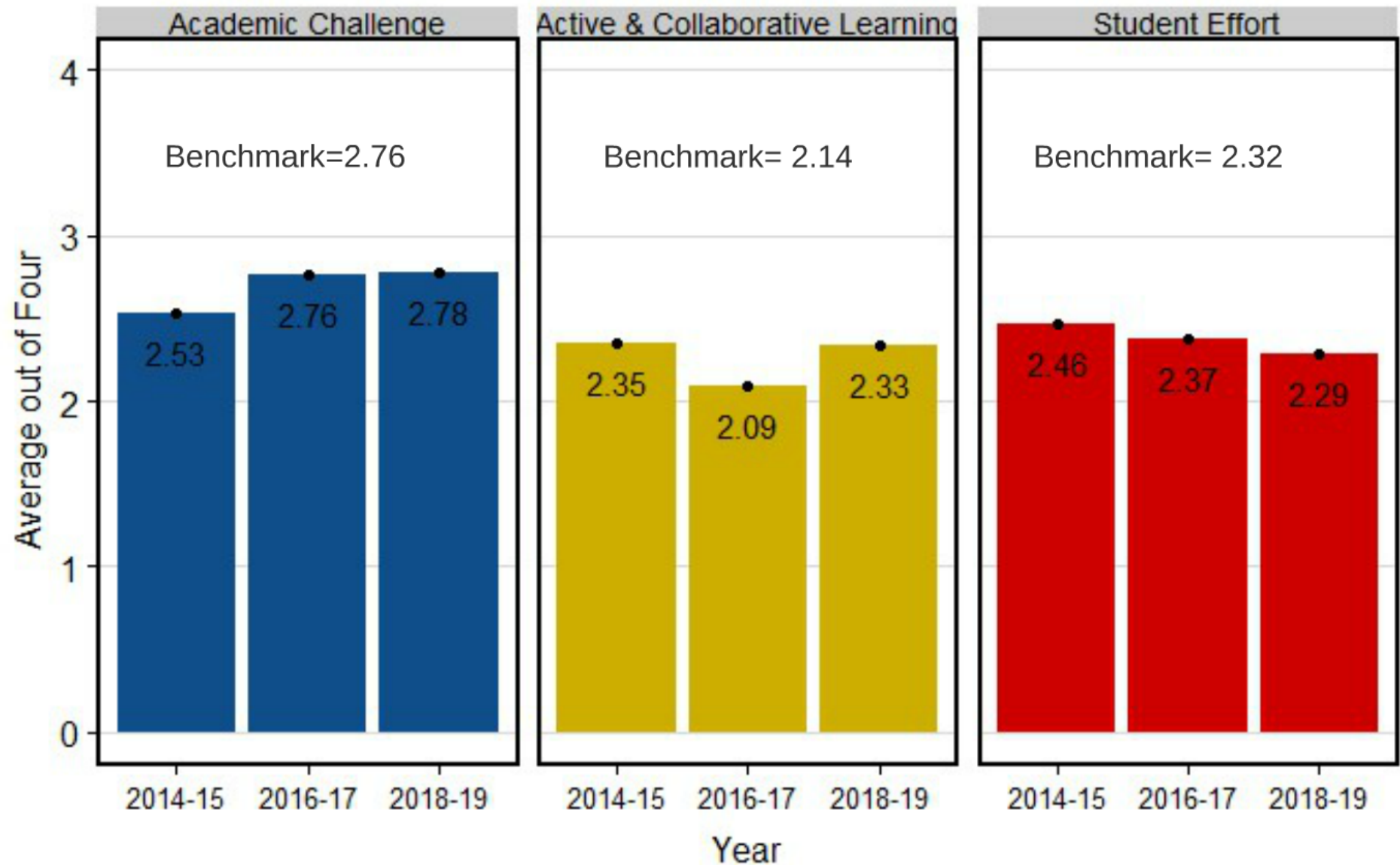




CSSE Participating Institutions

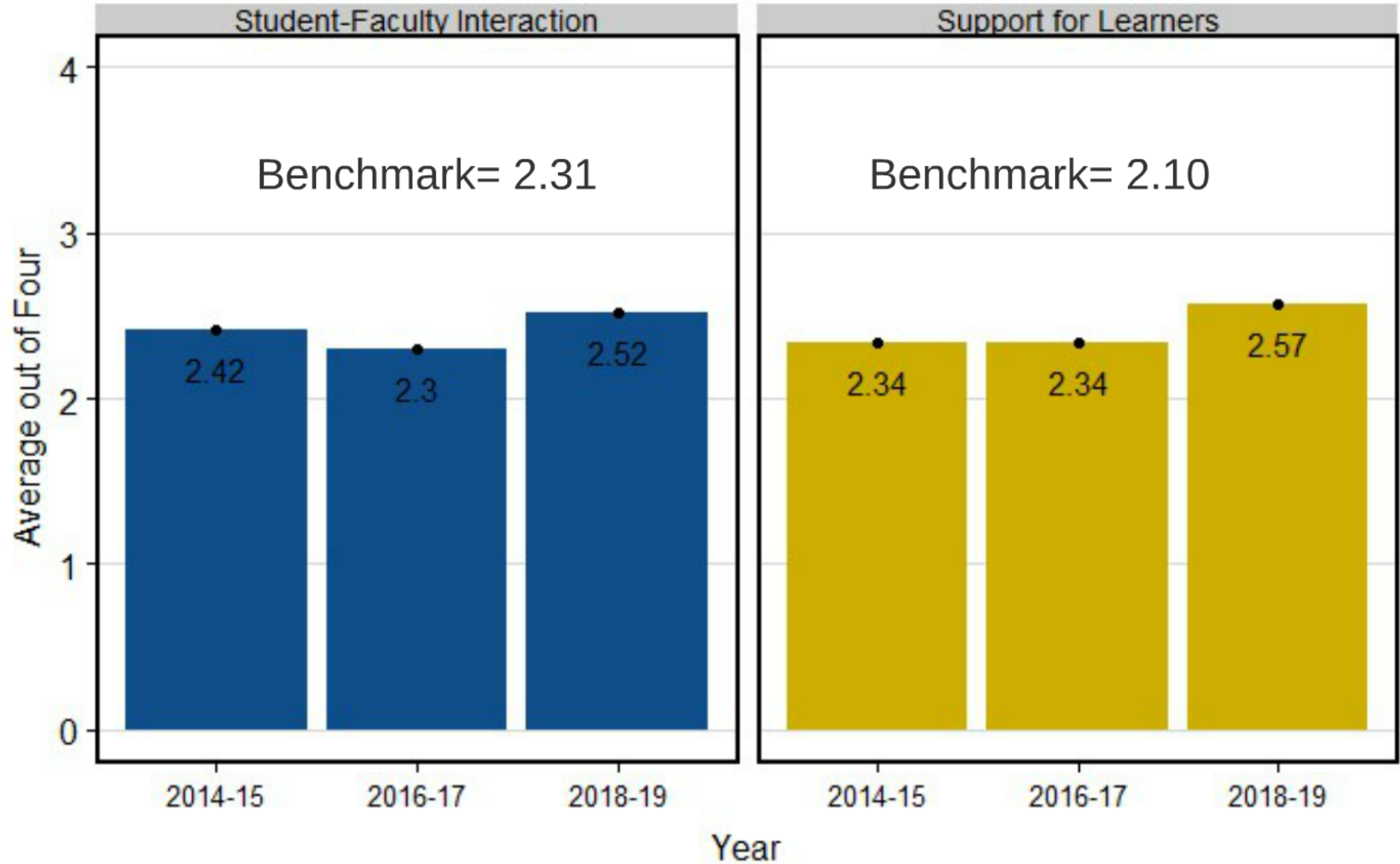


Benchmarks from all CCSSE Participating Institutions



■ Academic Challenge ■ Active & Collaborative Learning ■ Student Effort

Benchmarks from all CCSSE Participating Schools



■ Student-Faculty Interaction ■ Support for Learners

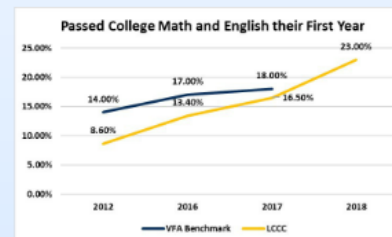
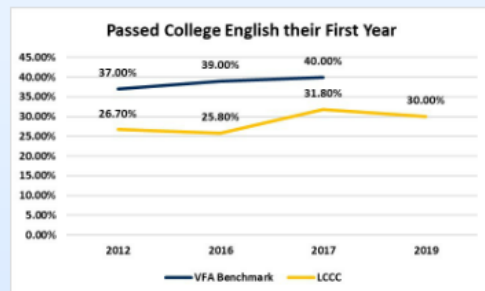
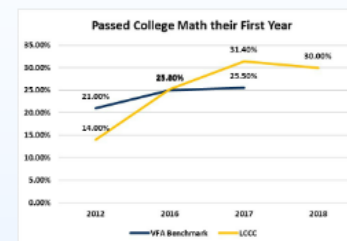
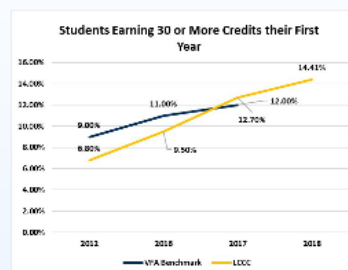
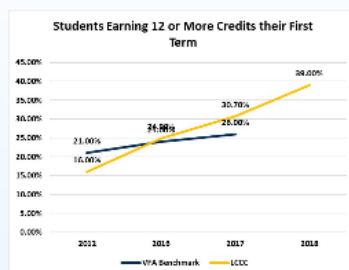
Takeaways from 2018-19 Report

- **Persistence is increasing.**
- **150% graduation rates are improving.**
- **LCCC's high school equivalency outcomes continue to improve.**
- **Improvement in math and English placement.**
- **More degrees, higher matriculation to four-year institutions, improving after matriculation success.**
- **LCCC continues to increase in community engagement.**
- **LCCC continues to increase training programs and training program participation.**
- **Degree earning efficiency has increased, particularly in earned credits.**

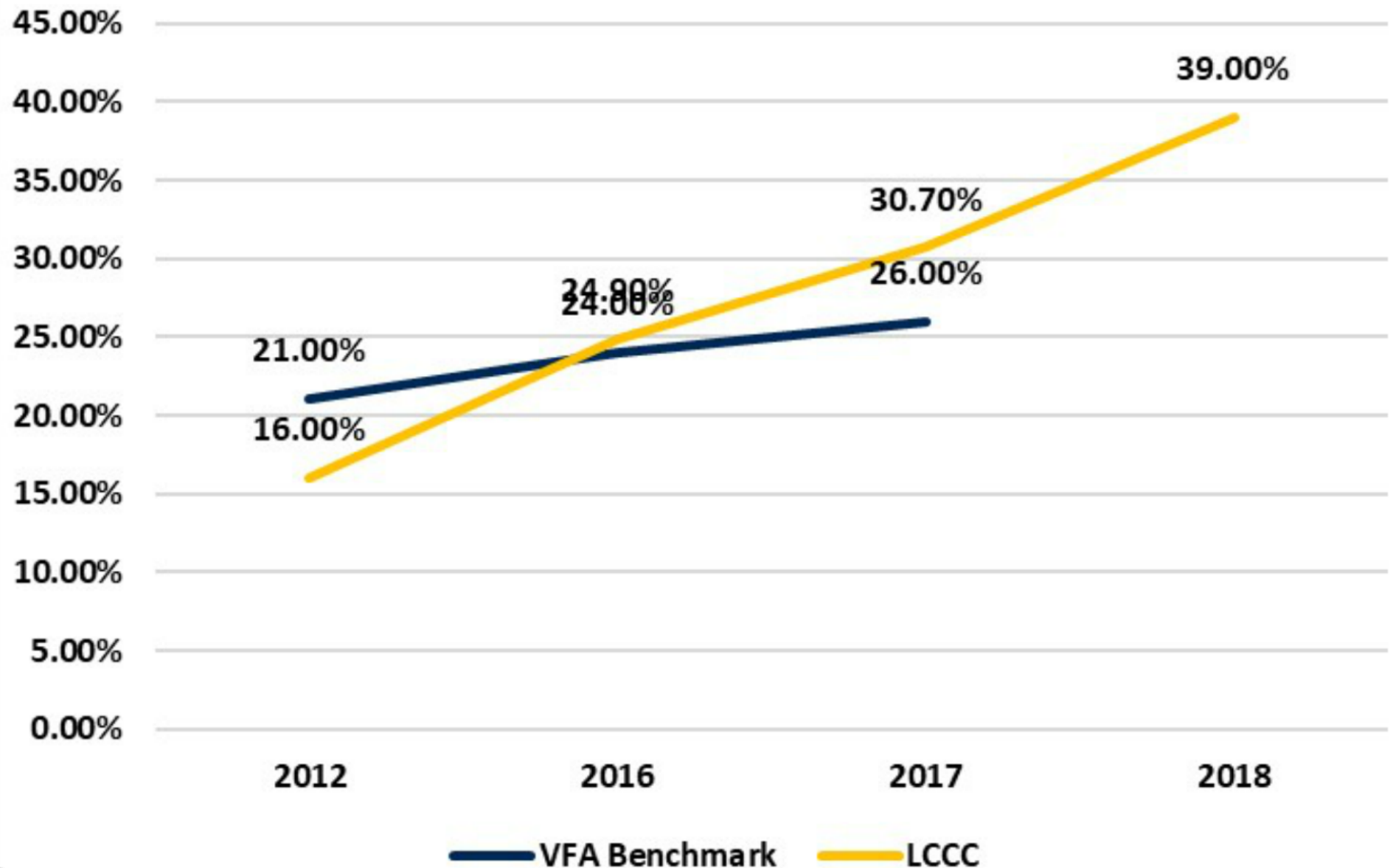
Recommendations

- Continue to examine enrollment and find ways to capture different student profiles. Programs like “Rediscover LCCC” promise to tap into unexplored populations.
- Examine the recruiting and participation practices of the High-School Equivalency Program to increase enrollment consistently and to maintain the strong outcomes of the program. Why do students choose to or not to enroll?
- Use the Pathways initiative to better align and prepare transfer students for their post-LCCC college matriculation to help them complete once there.
- Analyze Life Enrichment courses to determine declining participation rates.
- Continue to work with Pathways to decrease the number of unnecessary credits students take.
- Capture workforce outcomes.
- Refresh this KPI system to reflect Pathways and other LCCC initiatives and changes . . .

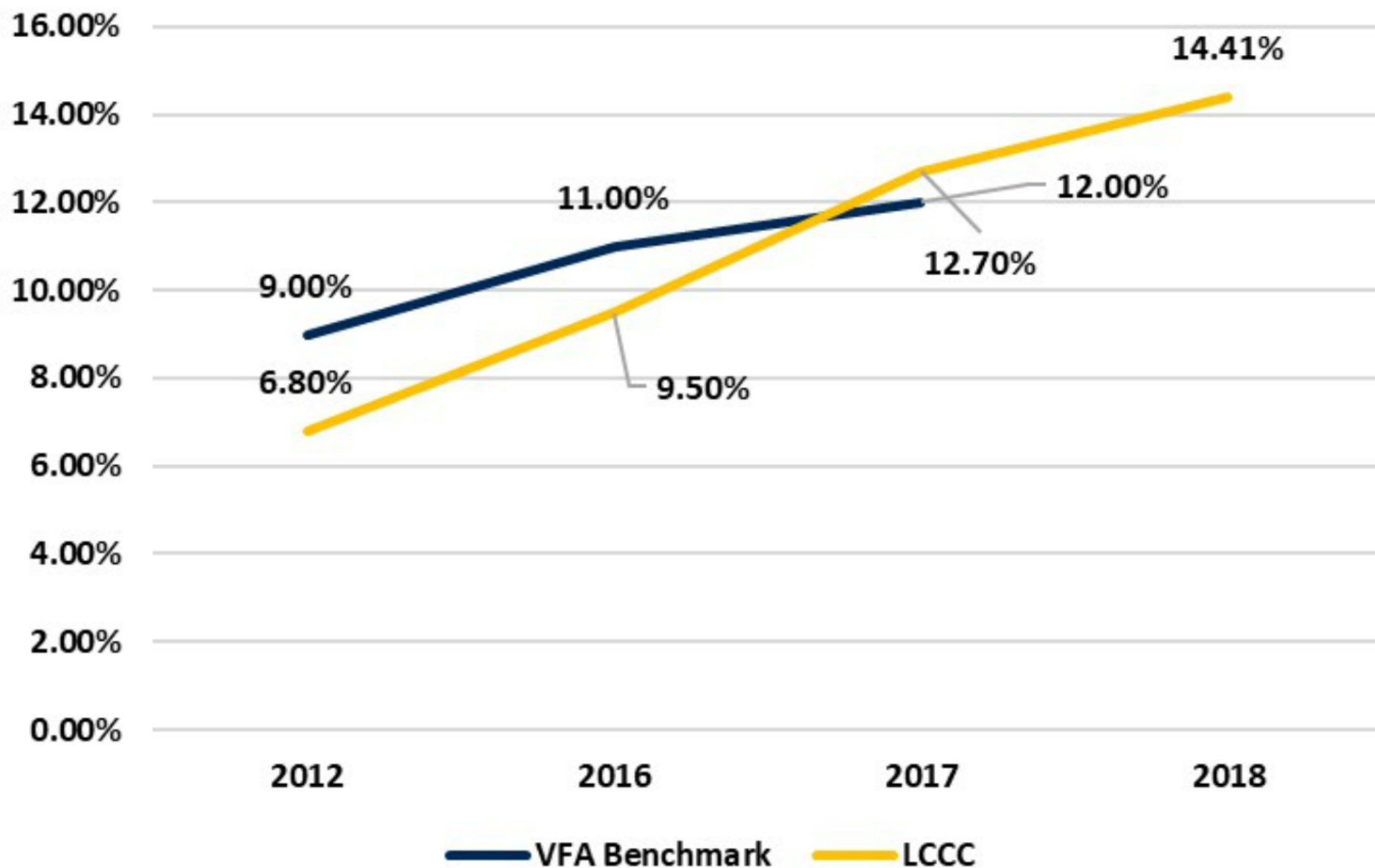
Pathways KPIs



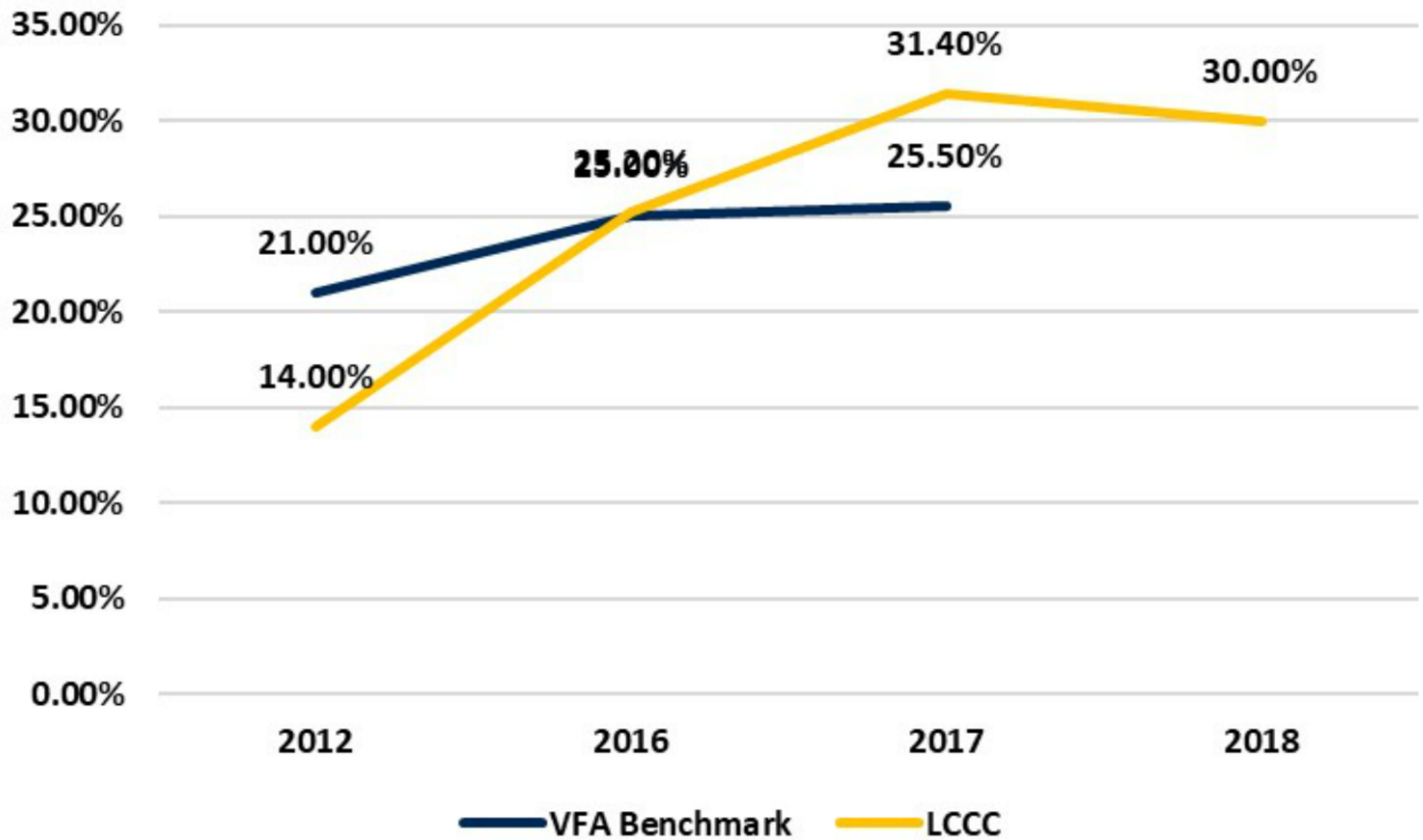
Students Earning 12 or More Credits their First Term



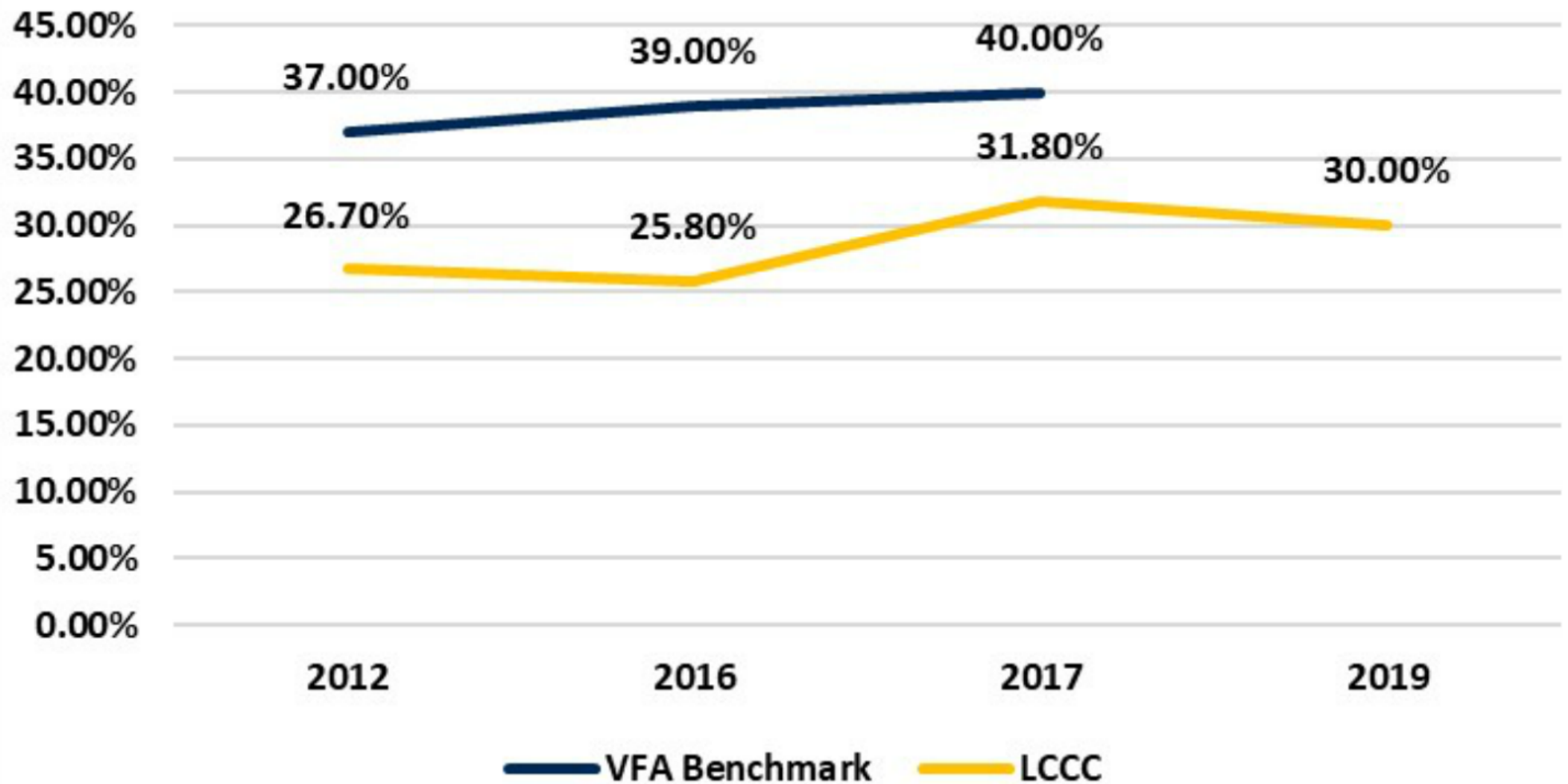
Students Earning 30 or More Credits their First Year



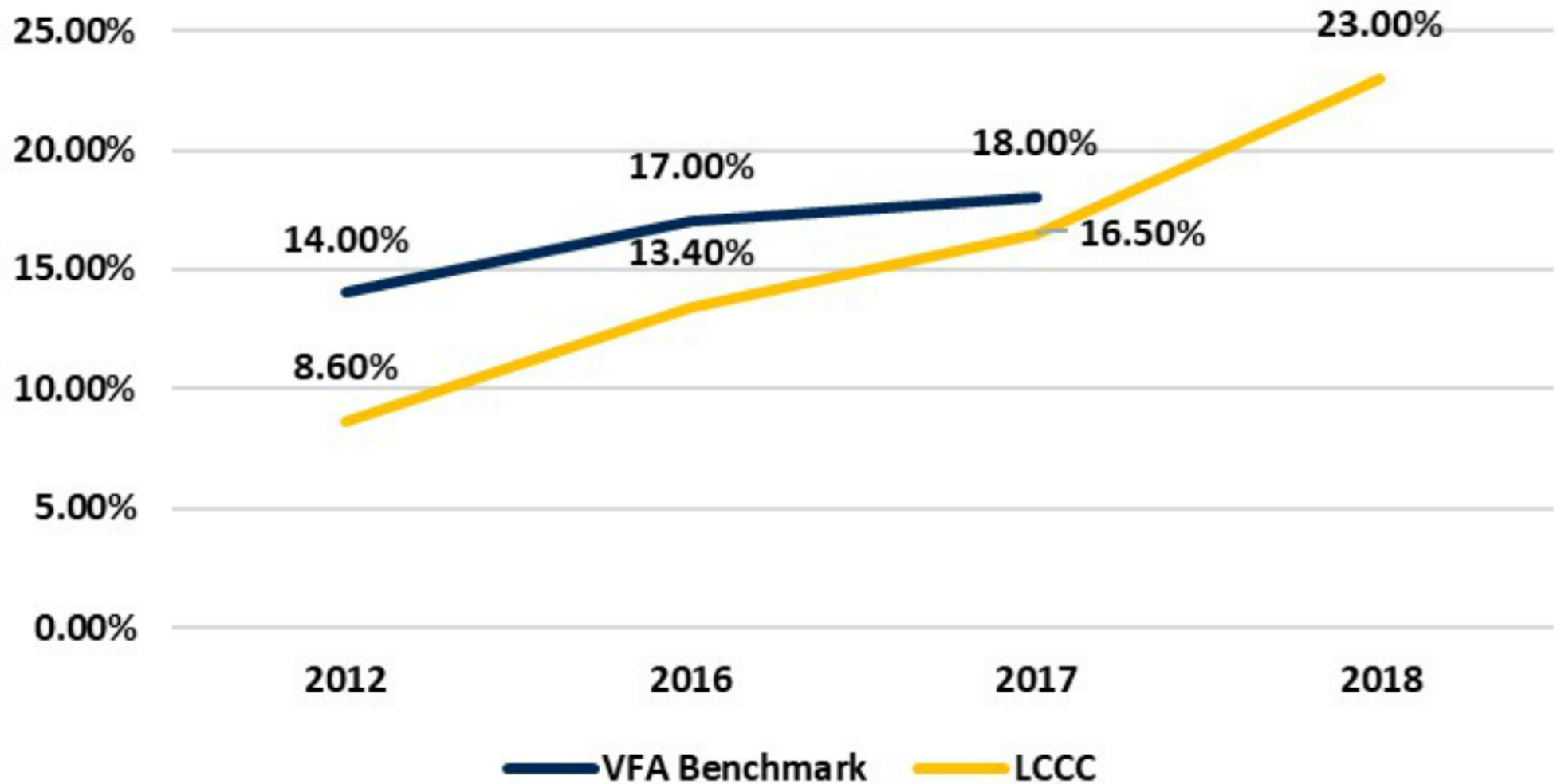
Passed College Math their First Year



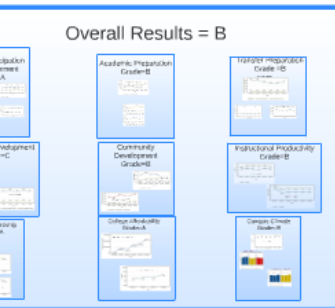
Passed College English their First Year



Passed College Math and English their First Year



The Future



Recommendations

Programs like "Rediscover LCCC" promise to tap into unexplored populations. Examine the recruiting and participation practices of the High-School Equivalency program to increase enrollment consistently and to maintain the strong outcomes of the program. Why do students choose to or not to enroll?

Examine the recruiting and participation practices of the High-School Equivalency program to increase enrollment consistently and to maintain the strong outcomes of the program. Why do students choose to or not to enroll?

the Pathways initiative to better align and prepare transfer students for their post-C college matriculation to help them complete once there.

alyze Life Enrichment courses to determine declining participation rates.

continue to work with Pathways to decrease the number of unnecessary credits students take.

ure workforce outcomes.

Use this KPI system to reflect Pathways and other LCCC initiatives and changes.



Objectives of the KPI Advisory Committee

Test question: RHP system is in need of some evaluation. What are the arbitrary variables that have been used for this analysis and what are the outputs? What are the objectives of the arbitrary variables?

- Customer, subject, RHP system, feedback, and feedback loop and what should be focused on, separated from the system (define the boundaries, keep the focus)
- Customer, what should be added to the RHP system that is not currently there.
- Challenge of indicators and what values, what reasons for concern?
- Grades, ways to define and check, to inform individual improvement.

RHP system the scorecard RHP system by July 1, 2010

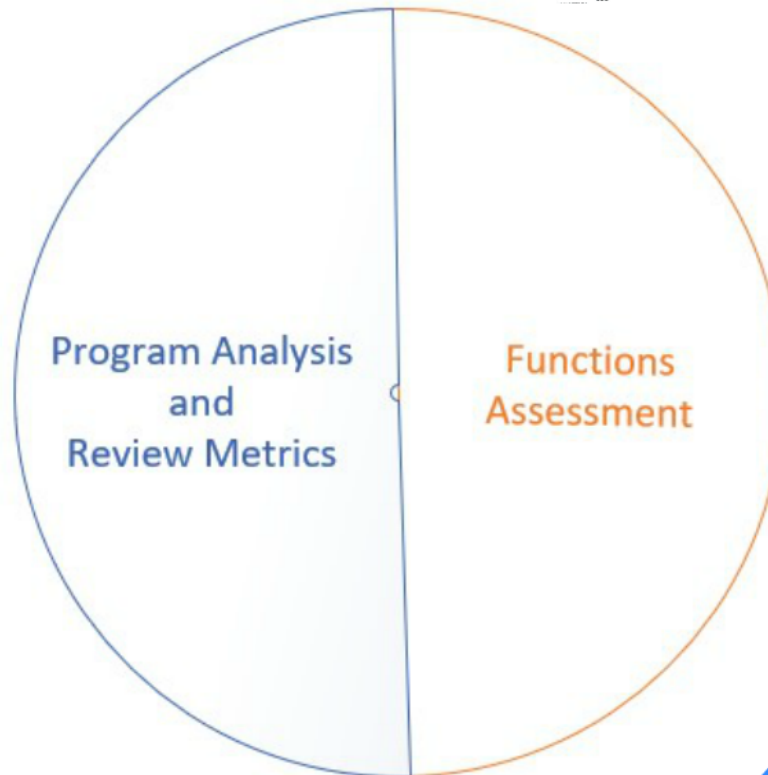
- Generate the final report from the affected options by July 2010, 2010 or sooner.

The Concept

The goal of the new KPI system is to incorporate both program indicators and function assessment to give a grand overview of the institution's performance and to determine the cycle in which the indicator is nested (see next slide).

Then, the goal is to provide a way to drill-down into finite areas to provide folks in those programs or functions with actionable information to inform data decisions.

The final main goal is to incorporate mixed methods research to provide a variety of information to programs and functions.



Next Steps for KPI Advisory

Determine what to keep

Determine what to add

Determine how to measure

Determine how to report



Thank you!



Objectives of the KPI Advisory Committee

This current KPI system is in need of its own evaluation. Therefore, an advisory committee has been established to evaluate and improve the system. These are the objectives of the advisory committee:

- 1) Evaluate the current KPI system to determine what is valuable to keep and what should be altered or removed from the system (drain the bathwater, keep the baby).
- 2) Determine what should be added to the KPI system that is not currently there.
- 3) Finalize all indicators and their values. (What matters the most?)
- 4) Create ways to drill into each metric to inform institutional improvement.
- 5) Create the new adjusted KPI system by July 1.
- 6) Generate the first report from the refreshed system by mid July, 2020 or sooner.

The Concept

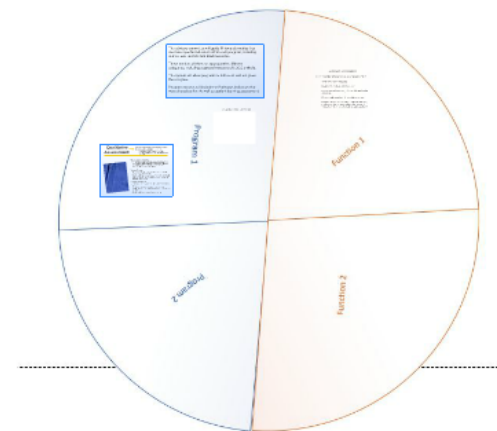
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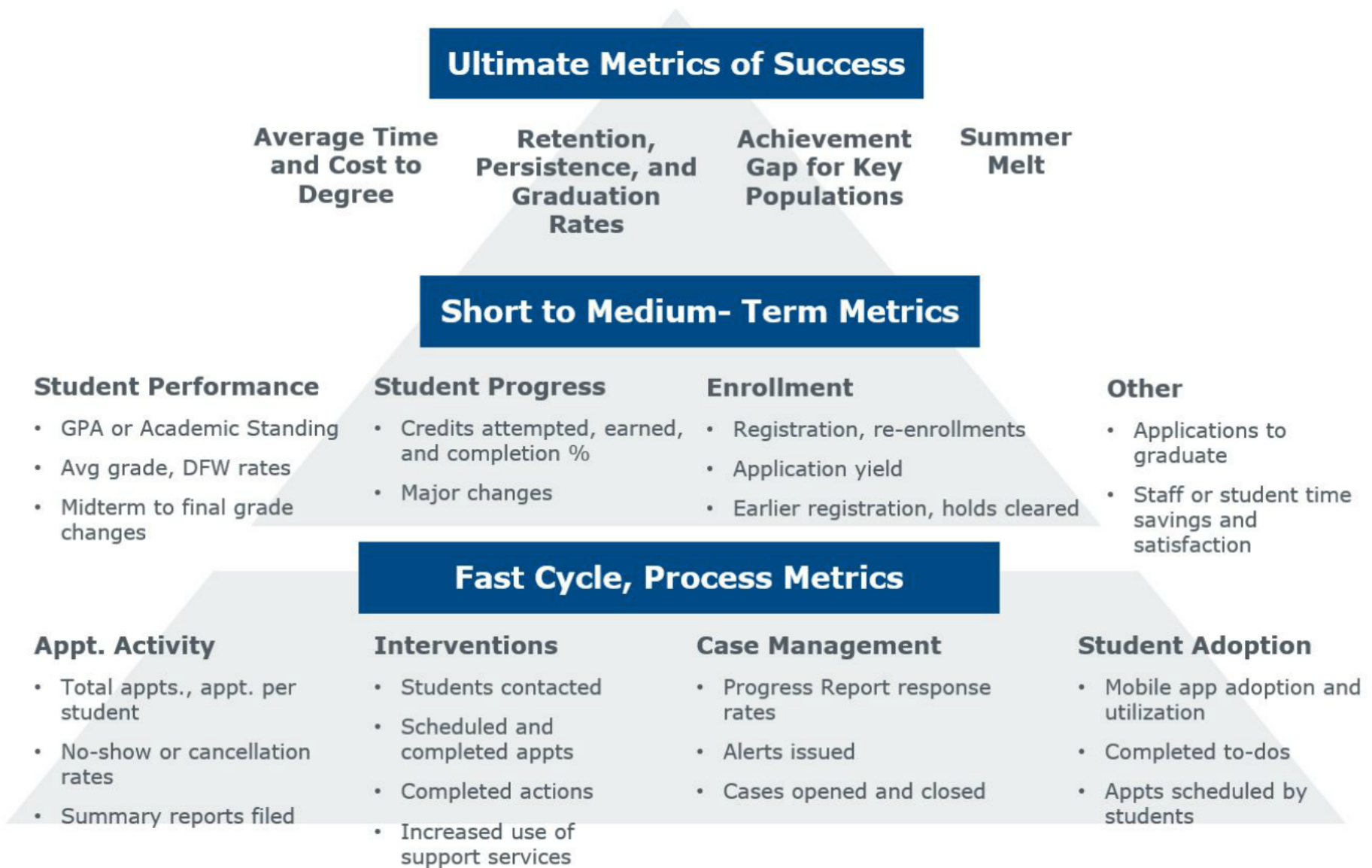
A Lens of Data-Driven Evaluation

Consider All Three Types of Metrics to More Easily Evaluate Impact



A Lens of Data-Driven Evaluation

Consider All Three Types of Metrics to More Easily Evaluate Impact



The advisory committee will guide IR towards metrics that measure specific indicators within each program, including course-level and student level measures.

These metrics will then be aggregated to different categories, including a general measure of LCCC as a whole.

The system will allow programs to drill down and act given the analyses.

Program analysis will include the Pathways indicators that were shared earlier. As well as student learning assessment.

Qualitative Assessment:

→ *gains an understanding of underlying reasons, opinions, and motivations*

- Evaluates words instead of numbers
- Finds key patterns in language (written and/or orally)



• Meta-synthesis of Surveys:

- All course evaluations and graduate exit surveys from 2015-present will be evaluated in Atlas.ti (a qualitative software program) to provide LCCC with a meta-understanding of student feedback

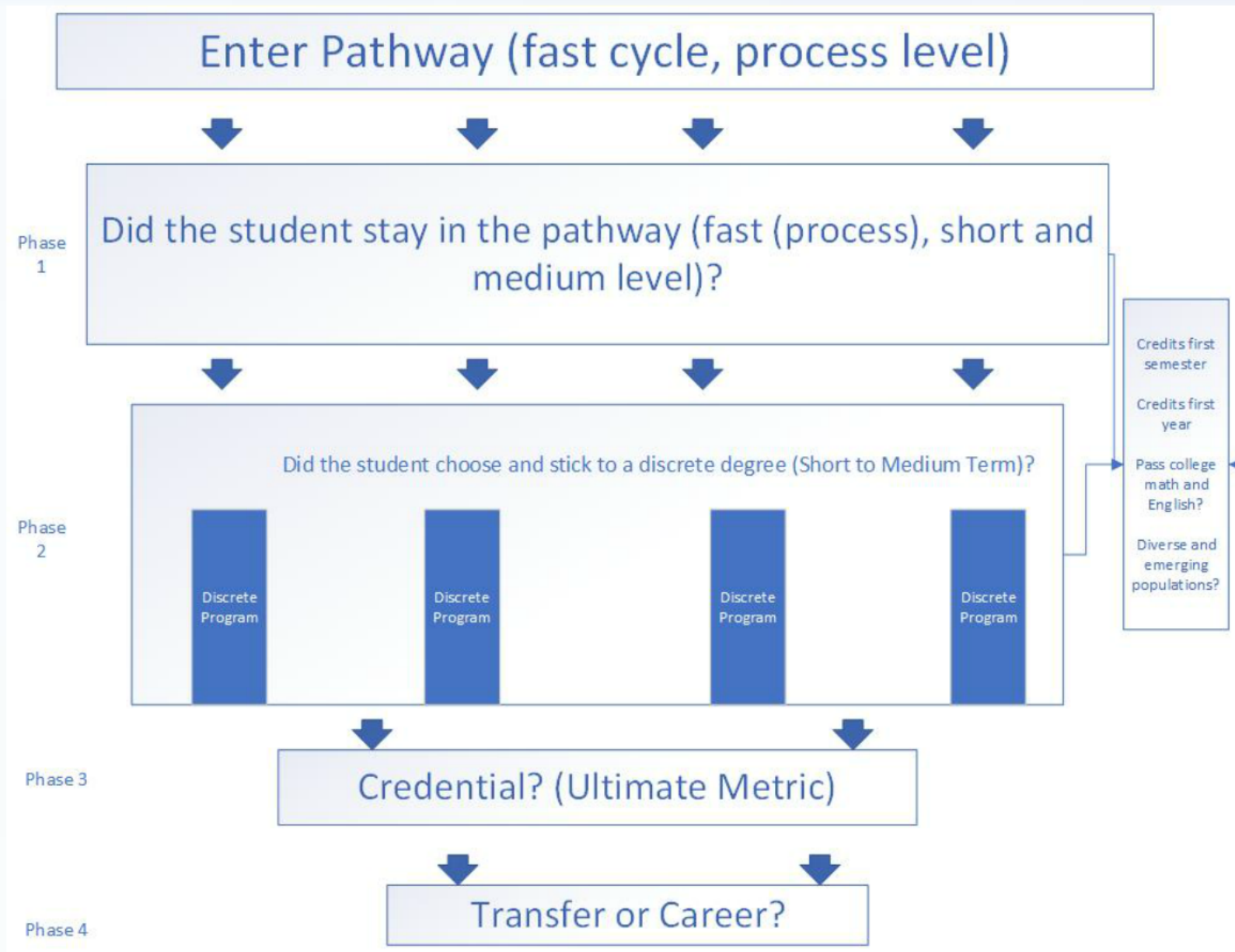
• Program Review:

- Course evaluations from students will be evaluated in Atlas.ti by program at LCCC
- Reports will be delivered to program directors and faculty with positive attributes of instruction as well as potential areas of improvement

• Function Assessment:

- Surveys will be designed and administered per function area
- All surveys will be evaluated in Atlas.ti to provide additional understanding of how to improve function areas at LCCC
- Reports will be delivered to function directors

A Hypothetical way to Track Pathways



(Short to Medium Term)?

Discrete
Program

Credits first
semester

Credits first
year

Pass college
math and
English?

Diverse and
emerging
populations?

The advisory committee will guide IR towards metrics that measure specific indicators within each program, including course-level and student level measures.

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The system will allow programs to drill down and act given the analyses.

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Qualitative Assessment:

give an understanding of underlying reasons, opinions, and motivations.
 - Customer needs, market of students.
 - How the performance indicators are used.

Main objectives of the survey:

- to understand the needs and expectations of students from the program and the institution.
- to understand the needs and expectations of students from the program and the institution.
- to understand the needs and expectations of students from the program and the institution.

Program Results:

- to understand the needs and expectations of students from the program and the institution.
- to understand the needs and expectations of students from the program and the institution.
- to understand the needs and expectations of students from the program and the institution.

Function as Adaptation:

- to understand the needs and expectations of students from the program and the institution.
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- to understand the needs and expectations of students from the program and the institution.

Functions assessment

LCCC is continuing the process of studying our functions.

There are about 80 functions.

Each function will establish indicators.

From these indicators they will establish benchmarks and goals.

From the indicators they will establish measures.

Many functions will have unique indicators, but many indicators will be common across a large group of functions. This is where we may be able to combine.

Function 1

Function 2

Program 1

Program 2

Functions assessment

LCCC is continuing the process of analyzing our functions.

There are about 88 functions

Each function will establish indicators,

From those indicators they will establish benchmarks and goals,

From the indicators they will establish measures,

Many functions will have unique indicators, but many indicators will be common across all or groups of functions. This is where we may be able to combine!

Next Steps for KPI Advisory

Determine what to keep

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Thank you!

