



# Shawnee Community College Effectiveness

## Key Performance - Transparency for the Community

	Inputs	Processes	Outputs	Outcomes
<b>Student Success</b>	<a href="#">Community Need</a>	<a href="#">Enrollment</a>	<a href="#">Completion</a>	<a href="#">Transfer Readiness</a>
	<a href="#">Student Interest</a>	<a href="#">Academic (College) Readiness</a>		<a href="#">Employment Readiness</a>
		<a href="#">Academic Progress</a>		<a href="#">Student Satisfaction</a>
		<a href="#">Academic Success</a>		
<b>Employee Engagement</b>	<a href="#">Preparation</a>	<a href="#">Performance</a>	<a href="#">Cultural Condition</a>	<a href="#">Employee Satisfaction</a>
<b>Infrastructure Effectiveness</b>	<a href="#">Development</a>	<a href="#">Deployment</a>	<a href="#">Delivery</a>	<a href="#">Fiscal Stewardship</a>
				<a href="#">Capital Asset Stewardship</a>



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Area-1: Community Need (Input)	
Measure	Indicator
A. Workforce Development	<ul style="list-style-type: none"> <li># of graduates that enter high-skill/high-wage jobs in College Service Area</li> <li># of graduates employed in Illinois High Demand Occupations</li> <li># of College Service Area employees completing professional development courses</li> <li># of College Service Area companies served in a fiscal year</li> <li># of training contracts entered each year</li> <li># of training contracts completed each year</li> <li>Adequacy of graduate output by labor market need</li> </ul>
B. Economic Development	<ul style="list-style-type: none"> <li>income created by graduates</li> <li>return on student investment</li> <li>poverty rate impact</li> <li>return on taxpayer investment</li> <li>employer satisfaction with graduates</li> <li>gross wages paid to SCC employees</li> <li>increased revenues of College Service Area employers attributed to professional development/services obtained from SCC</li> </ul>
C. Civic Development	<ul style="list-style-type: none"> <li># of community education/personal enrichment courses delivered</li> <li># of community service projects</li> <li># of service-learning projects</li> <li># of students participating in community service projects</li> <li># of external groups utilizing campus facilities on annual basis</li> <li># of public service activities performed by the college on an annual basis</li> <li># of college employees who participate in community events on an annual basis</li> <li># of cultural activities available to the public on an annual basis</li> <li># of recreational activities available to the public on an annual basis</li> <li>Community perception of College's performance</li> <li>Community awareness of lifelong learning opportunities</li> </ul>



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Area-2: Student Interest (Input)	
Measure	Indicator
A. Employment (Mobility)	<ul style="list-style-type: none"> <li>• Potential ROI on tuition cost by program</li> <li>• # of graduates in sustainable jobs above the living wage</li> </ul>
B. Career Pathways	<ul style="list-style-type: none"> <li>• # of graduates earning a sustainable wage</li> <li>• Potential ROI on tuition cost by program</li> </ul>
C. Transfer Pathways	<ul style="list-style-type: none"> <li>• % of majors with a transfer plan of study</li> <li>• # of articulation agreements</li> <li>• # of 2+2 arrangements</li> <li>• # of 3+1 arrangements</li> </ul>
D. Flexible Programs/Services	<ul style="list-style-type: none"> <li>• # of programs/services offering multiple delivery methods</li> <li>• % of students participating in alternative delivery programs/services</li> <li>• # of programs that can be completed in less than a semester</li> <li>• # of programs that can be completed in less than 1 yr.</li> <li>• # of course section options</li> </ul>
E. Accessible (Convenient) Programs/Services	<ul style="list-style-type: none"> <li>• # of programs that can be completed within a semester</li> <li>• # of programs that can be completed within a year</li> <li>• # of support services available online</li> <li>• % of programs that can be completed in less than a 2-year timeframe</li> <li>• # of accommodation services available</li> <li>• # of students receiving accommodation services</li> </ul>
F. Affordable Programs/Services	<ul style="list-style-type: none"> <li>• % of students that receive financial support</li> <li>• % of students receiving Pell grants</li> <li>• % of students receiving student loans</li> <li>• avg. student-loan debt ratio</li> </ul>



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### Area-2: Student Interest (Input)

Measure	Indicator
G. Relevant Programs/Services	<ul style="list-style-type: none"><li>• % of programs having professional recognition</li><li>• % of courses aligned with industry skill standards</li><li>• % of programs that align with the community need index</li><li>• % of programs that align with high-skill-high wage jobs in College Service Area</li><li>• % of programs that align w/ Illinois Demand Occupations</li><li>• % of programs that lead to a job with a wage of \$15/hr. (or more)</li><li>• % of AAS programs that have an experiential learning component</li></ul>



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Area-3: Enrollment (Process)	
Measure	Indicator
A. Recruitment	<ul style="list-style-type: none"> <li>• # of HS visits by SCC employees</li> <li>• # of external recruiting events attended</li> <li>• # of internal recruiting events hosted</li> <li>• # of campus tours provided</li> <li>• # of alumni participating with events</li> <li>• # of students indicating SCC is their first choice</li> <li>• Website traffic volume</li> <li>• # of website traffic referrals</li> <li>• Inbound links and volumes</li> <li>• # of new users</li> <li>• # of impressions</li> <li>• # of new Email subscribers</li> <li>• # of Social media followers</li> <li>• # of pages and posts viewed</li> <li>• # of email opens and clicks</li> <li>• # of people participating in chatbots</li> <li>• Click-through rate</li> <li>• Bounce rate</li> <li>• # of people submitting email requests</li> <li>• # of people downloading information</li> <li>• # of people requesting consultation</li> <li>• # of telephone calls received</li> </ul>
B. Inquiries	<ul style="list-style-type: none"> <li>• # of student inquiries about SCC program and services</li> <li>• % of students who matriculate into the institution after seeking information</li> </ul>
C. Applications	<ul style="list-style-type: none"> <li>• # of applications received at a given point during registration cycle</li> <li>• % of students who enroll after being admitted (Yield)</li> <li>• % of students who enroll but don't show up for classes (Melt)</li> </ul>



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Area-3: Enrollment (Process)	
Measure	Indicator
D. Advising	<ul style="list-style-type: none"> <li>• # of students with a declared educational goal/program</li> <li>• # of student major changes each year</li> <li>• Accuracy of advising information</li> <li>• Turn-around time for web-based advising</li> <li>• Avg. number of students per advisor per week</li> <li>• Turn-around time for web-based advising</li> <li>• Time spent per student advising</li> <li>• Student satisfaction w/ admission processes and procedures</li> <li>• % of students changing majors</li> </ul>
E. Registrations	<ul style="list-style-type: none"> <li>• # of (unduplicated) students registered for classes at a given point during registration cycle</li> <li>• # of credit-hours registered at a given point during a registration cycle</li> </ul>
F. Credit-Hours	<ul style="list-style-type: none"> <li>• # of credit-hours</li> <li>• avg. credit-load</li> <li>• credits earned by semester</li> <li>• credits earned by academic year</li> </ul>
G. FTE	<ul style="list-style-type: none"> <li>• # full-time equivalent students</li> </ul>
H. Headcount	<ul style="list-style-type: none"> <li>• # of unduplicated credit students</li> <li>• # unduplicated non-credit students</li> <li>• # of duplicated credit students</li> <li>• # duplicated non-credit students</li> </ul>
I. Section Fill Rate	<ul style="list-style-type: none"> <li>• # of course sections that fill to 80% (or more) of capacity</li> </ul>
J. Market Penetration	<ul style="list-style-type: none"> <li>• % of total May/June high school graduates who enrolled at SCC in the subsequent fall semester</li> <li>• % of total High School graduates that enroll by 2nd semester following graduation</li> <li>• % of Dual Enrollment/Dual Credit students enrolling in semester after high school graduation</li> <li>• % of College Service Area residents taking degree/certificate courses in a fiscal year</li> <li>• % of College Service Area residents taking professional development courses in a fiscal year</li> <li>• % of College Service Area residents taking personal enrichment courses in a fiscal year</li> </ul>



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Area-4: Academic (College) Readiness (Process)	
Measure	Indicator
A. Placement Exam Scores	<ul style="list-style-type: none"> <li>• Avg. ACT/SAT/COMPASS/Accuplacer/TABE scores</li> <li>• Avg. placement rate of DE students</li> </ul>
B. Placement in Developmental Education (DE)	<ul style="list-style-type: none"> <li>• # of students placing into DE</li> <li>• % of students placing into DE, by discipline</li> </ul>
C. Participation in DE	<ul style="list-style-type: none"> <li>• # of students taking at least one DE course</li> <li>• # of students taking DE sequence</li> </ul>
D. DE Writing Success Rate	<ul style="list-style-type: none"> <li>• % of DE Writing students enrolled completing with a C or better</li> </ul>
E. DE Reading Success Rate	<ul style="list-style-type: none"> <li>• % of DE Reading students enrolled completing with a C or better</li> </ul>
F. DE Math Success Rate	<ul style="list-style-type: none"> <li>• % of DE Math students enrolled completing with a C or better</li> </ul>
G. Success Rate of DE Students in College-Level Writing	<ul style="list-style-type: none"> <li>• % of DE Writing Students completing college-level writing course, with a C or better, within 4 semesters after completing DE course</li> </ul>
H. Success Rate of DE Students in College-Level Math	<ul style="list-style-type: none"> <li>• % of DE Math Students that complete a college-level math course, with a C or better, within 4 semesters after completing DE course</li> </ul>



# Shawnee Community College Effectiveness

## Key Performance - Transparency for the Community

Area-5: Academic Progress (Process)	
Measure	Indicator
A. Full-time Attendance	<ul style="list-style-type: none"> <li>• Avg. Credit-Load/Semester</li> <li>• # of students taking 12 or more credits in a given semester</li> <li>• % of students taking 12 or more credits in a given semester</li> <li>• # of students taking 24 or more credits in a given academic year</li> <li>• % of students taking 24 or more credits in a given academic year</li> <li>• # of students taking 30 or more credits in a given academic year</li> <li>• % of students taking 30 or more credits in a given academic year</li> </ul>
B. Course Completion	<ul style="list-style-type: none"> <li>• %courses completed that were attempted</li> <li>• 10th day to mid-term course retention</li> <li>• 10th day to final course retention</li> <li>• 1st day to final course retention</li> </ul>
C. Credit Accumulation Rate	<ul style="list-style-type: none"> <li>• % of students who completed up to 12 credits in an academic year</li> <li>• % of students who completed 12-23 credits in an academic year</li> <li>• % of students who completed 24-29 credits in an academic year</li> <li>• % of students who completed 30 or more credits in an academic year</li> </ul>
D. Continuous Enrollment	<ul style="list-style-type: none"> <li>• % of students who were continuously enrolled between the time they started taking courses &amp; the time they either completed their program of study or transferred to another higher ed. institution</li> </ul>
E. Retention	<ul style="list-style-type: none"> <li>• % of first-time degree/certificate-seeking students from the previous fall who either re-enrolled or successfully completed their program by the current fall (IPEDS)</li> <li>• % of students utilizing academic support services</li> <li>• % of students utilizing student support services</li> <li>• Avg. turnaround time for graded assignments</li> <li>• Withdrawal rate per course section</li> <li>• # of incompletes issued per semester</li> <li>• % of student attendance rate per section</li> <li>• Dropout motives</li> </ul>





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Area-5: Academic Progress (Process)	
Measure	Indicator
F. Persistence	<ul style="list-style-type: none"> <li>• % of fall entering cohort of full and part-time students who re-enroll spring of the same fiscal year</li> <li>• % of fall entering cohort of full and part-time students who re-enroll the subsequent fall</li> <li>• # of students who persisted to 2nd, 4th, and 6th year but did not attain a credential after 6th year</li> </ul>
G. Credit Threshold Milestones	<ul style="list-style-type: none"> <li>• % of students who achieved 15 credit milestone within 2 years</li> <li>• % of students who achieved 30 credit milestone within 2 years</li> <li>• % of students who achieved 45 credit milestone within 2 years</li> <li>• % of students who achieved 60 credit milestone within 2 years</li> <li>• % of students who achieved 15 credit milestone within 6 years</li> <li>• % of students who achieved 30 credit milestone within 6 years</li> <li>• % of students who achieved 45 credit milestone within 6 years</li> <li>• % of students who achieved 60 credit milestone within 6 years</li> </ul>



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## Key Performance - Transparency for the Community

Area-6: Academic Success (Process)	
Measure	Indicator
A. Student Learning Outcomes	<ul style="list-style-type: none"> <li>• % of student learning outcome benchmark targets met</li> <li>• % of program outcome benchmarks target met</li> <li>• % of CTE programs with program assessment plans</li> <li>• # of programs completing the program review cycle</li> </ul>
B. Core Competency Outcomes	<ul style="list-style-type: none"> <li>• % of core competency outcome benchmarks targets met</li> <li>• % of sections offered that have evidence of core competency attainment</li> </ul>
C. Student Engagement	<ul style="list-style-type: none"> <li>• % of students participating in co-curricular or extracurricular activities</li> <li>• % of students meeting co-curricular program benchmarks</li> <li>• # of students who report visiting faculty during office hours</li> <li>• % of students participating in volunteer or service-learning activities</li> <li>• # of students participating in Phi Theta Kappa</li> <li>• # of students participating in athletics</li> <li>• # of faculty who report involvement with a student organization or club</li> </ul>
D. Transfer Curriculum Completion Rate	<ul style="list-style-type: none"> <li>• Avg. amount of time it takes students to complete IAI core</li> <li>• Avg. amount of time it takes students to complete a transfer degree</li> <li>• % of IAI credits earned of credits completed for students pursuing transfer degrees</li> </ul>
E. Experiential Learning	<ul style="list-style-type: none"> <li>• % of student participating in a work-based learning course</li> <li>• % of programs with a work-based learning requirement</li> <li>• # of students participating in internship courses</li> <li>• # of students participating in externship courses</li> <li>• # of students participating in cooperative education courses</li> </ul>



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Area-7: Completion (Output)	
Measure	Indicator
A. Graduation Rates	<ul style="list-style-type: none"><li>• % of degree/certificate-seeking students who completed a degree or certificate within three years of initial enrollment</li><li>• Goal achievement reported by students</li></ul>
B. Credentials Awarded	<ul style="list-style-type: none"><li>• #of certificates and associates degrees awarded</li></ul>
C. Completion Rate	<ul style="list-style-type: none"><li>• % of college-ready, degree seeking students completing with 6 years</li><li>• avg. # of months from initial enrollment to completion of first credential (i.e., certificate or associate degree)</li><li>• avg. # of credits earned from initial enrollment to completion of first credential (i.e., certificate or associate degree)</li></ul>
D. Persistence w/out a Credential	<ul style="list-style-type: none"><li>• % of students who have not completed a degree/certificate or transferred to a four-year institution within six years of first enrolling at SCC</li></ul>
E. Near Program Completion	<ul style="list-style-type: none"><li>• % students who earned 30 credits or more but did not complete a credential or transfer within 6 yrs;</li></ul>



# Shawnee Community College Effectiveness

## Key Performance - Transparency for the Community

Area-8: Transfer Readiness/Success (Outcome)	
Measure	Indicator
A. Matriculation	<ul style="list-style-type: none"> <li>• % of courses transferred as equivalent</li> <li>• % of credits transferred as equivalent</li> <li>• % of degree/certificate-seeking students who enrolled at a senior-level higher education institution within 3 yrs. of initial enrollment at SCC</li> <li>• % of students transferring to a senior institution with junior (or higher) status</li> <li>• Avg. # of credits earned at SCC that were not used in students major at senior-level institution</li> <li>• % of students that transfer out annually</li> <li>• % of students who transfer to an Illinois public university</li> <li>• % of students who transfer to a senior institution within a 90mi radius</li> <li>• Top 10 transfer institutions</li> </ul>
B. Achievement/Performance	<ul style="list-style-type: none"> <li>• Cumulative grade point average at end of first year after transferring</li> <li>• Bachelor's degree completion rate compared to native students</li> <li>• Before/after transfer grade point averages</li> <li>• Student progress rates after transfer compared w/ native students</li> <li>• Student grade point average after transfer compared w/ native students</li> <li>• Student skill level after transfer compared w/ native students</li> <li>• Student satisfaction w/ preparation for transfer</li> </ul>



# Shawnee Community College Effectiveness

## Key Performance - Transparency for the Community

Area-9: Employment Readiness (Outcome)	
Measure	Indicator
A. Licensure Pass Rates	<ul style="list-style-type: none"> <li>• % of students that passed licensure exam within 6 months of graduation</li> </ul>
B. Certification Exam Pass Rates	<ul style="list-style-type: none"> <li>• # of students that passed nationally recognized certifications exams while enrolled at SCC or within 6 months of graduation</li> </ul>
C. Job Placement Rates	<ul style="list-style-type: none"> <li>• % of students participating in internships or co-ops who obtain a permanent position at that place of employment</li> <li>• % of graduates employed full-time with six months of graduation in an SCC Occupation related to their program of study</li> <li>• Avg. time lag between graduation and job attainment for field of study</li> </ul>
D. Graduate Wage Rate	<ul style="list-style-type: none"> <li>• median wage of graduates by program area</li> <li>• Avg. income for graduates in 5-years after graduation</li> </ul>
E. Graduate Wage Growth	<ul style="list-style-type: none"> <li>• % of wage growth from the time a student matriculates into SCC to 6 months after graduation</li> <li>• % of wage growth from the time a student matriculates into SCC to 5 years after graduation</li> </ul>
F. Employer Satisfaction	<ul style="list-style-type: none"> <li>• Graduate preparedness for job or career</li> <li>• Graduate performance</li> <li>• Graduate demonstration of core competencies</li> </ul>



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### Area-10: Student Satisfaction (Outcome)

Measure	Indicator
A. Active & Collaborative Learning	<ul style="list-style-type: none"><li>• % of students that report participation in group study</li></ul>
B. Student Effort	<ul style="list-style-type: none"><li>• % of students who report a high degree of participation required to complete course</li><li>• Avg. amount of time spent per class doing homework as reported by students</li></ul>
C. Academic Challenge	<ul style="list-style-type: none"><li>• % of students who report being significantly challenged by course</li></ul>
D. Student-Faculty Interaction	<ul style="list-style-type: none"><li>• Faculty availability</li></ul>
E. Support for Learners	<ul style="list-style-type: none"><li>• Graduate satisfaction w/ academic support services</li><li>• Graduate satisfaction w/ student support services</li></ul>



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## Key Performance - Transparency for the Community

Area-11: Preparation (Input)	
Measure	Indicator
A. Leadership	<ul style="list-style-type: none"> <li>• Influence</li> <li>• Team Building</li> <li>• Performance Management</li> <li>• Lead by Example</li> <li>• Problem-Solving</li> <li>• Conflict Management</li> <li>• Advocacy</li> <li>• Customer Service</li> <li>• Transparency</li> <li>• Confidence in senior-level administration</li> <li>• Accountability &amp; Autonomy</li> <li>• Clear Vision of Institutional Success</li> <li>• Clarification of Project Outcome Expectations</li> </ul>
B. Growth & Development	<ul style="list-style-type: none"> <li>• % of budget spent on employee development</li> <li>• # of personal and career development plans</li> <li>• # of staff receiving credentials</li> <li>• Employee Qualifications</li> <li>• Employee Skill Attainment</li> <li>• Employee Support Services</li> <li>• Talent diversity</li> <li>• Ability to perform in all key areas of role</li> <li>• Career Advancement</li> <li>• Professional (colleague) learning communities</li> <li>• Professional discourse on teaching &amp; learning</li> <li>• \$ spent on professional development</li> </ul>



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## Key Performance - Transparency for the Community

Area-11: Preparation (Input)	
Measure	Indicator
C. Organizational Alignment	<ul style="list-style-type: none"> <li>• Organizational Chart</li> <li>• #policies reviewed</li> <li>• #policies changed</li> </ul>
D. Operating Standards	<ul style="list-style-type: none"> <li>• Institutional Values</li> <li>• Administrative Principles</li> <li>• Performance Guidelines</li> <li>• Benchmark Utilization</li> </ul>
E. Employee Diversity	<ul style="list-style-type: none"> <li>• # of full-time faculty</li> <li>• % of full-time faculty of total faculty</li> <li>• % of total employees that are full time faculty</li> <li>• % of course sections taught by full time faculty</li> <li>• # of faculty who report involvement with a student organization or club</li> <li>• # of faculty who are active with professional organizations</li> <li>• # of fulltime administrators</li> <li>• Ratio of faculty to support staff</li> <li>• Ratio of student to faculty</li> </ul>





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## Key Performance - Transparency for the Community

Area-12: Performance (Process)	
Measure	Indicator
A. Communication	<ul style="list-style-type: none"> <li>• Opportunities for two-way group communication</li> <li>• Timeliness</li> <li>• College-wide meetings</li> <li>• College-wide email</li> <li>• College-wide information videos</li> <li>• Employee participation</li> <li>• Employee Recognition</li> </ul>
B. Effort & Strategy Alignment	<ul style="list-style-type: none"> <li>• Activities performed as part of the strategic plan</li> <li>• Projects performed as part of the strategic plan</li> <li>• Employee contribution to strategy attainment</li> <li>• Employee perception of meaningful work</li> <li>• Employee perception of challenging work</li> </ul>
C. Decision-Making	<ul style="list-style-type: none"> <li>• Policy Effectiveness</li> <li>• Shared Governance Structures</li> <li>• Committee Structure Effectiveness</li> <li>• Employee participation</li> <li>• Data Sharing</li> </ul>
D. Empowerment & Collaboration	<ul style="list-style-type: none"> <li>• Employee initiated projects aimed at solving operational issues</li> <li>• Employee initiated projects aimed at improving customer service</li> <li>• Administrative delegation of responsibility for work outcomes</li> <li>• Employee willingness to accept accountability for work outcomes</li> </ul>
E. Work Execution	<ul style="list-style-type: none"> <li>• Attention to Detail</li> <li>• Creativity and Innovation</li> <li>• Time Management</li> <li>• Consistency</li> </ul>
F. Customer Service	<ul style="list-style-type: none"> <li>• Average turnaround time for graded assignments</li> <li>• Student satisfaction with turnaround time for graded assignments</li> </ul>
G. Safety	<ul style="list-style-type: none"> <li>• # of annual safety incidents</li> </ul>



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## Key Performance - Transparency for the Community

Area-13: Cultural Condition (Output)	
Measure	Indicator
A. Reward & Recognition	<ul style="list-style-type: none"> <li>• # of faculty that receive teaching awards and recognition</li> <li>• # of employees recognized for public contributions</li> <li>• # of employees recognized for workplace contributions</li> <li>• # of College awards and recognition received from external sources</li> </ul>
B. Enhanced Effort	<ul style="list-style-type: none"> <li>• Motivation</li> <li>• Initiative</li> <li>• Higher task accomplishment</li> <li>• Employee Sense of Contribution</li> </ul>
C. Work Environment Quality	<ul style="list-style-type: none"> <li>• # working days lost through illness</li> <li>• Tardiness &amp; Absenteeism</li> <li>• Employee Health &amp; Safety</li> <li>• Voluntary Attrition or Turnover Rate</li> <li>• High resiliency and low distress</li> </ul>



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### Key Performance - Transparency for the Community

Area-14: Employee Satisfaction (Outcome)	
Measure	Indicator
A. Loyalty	<ul style="list-style-type: none"> <li>• Employee Retention</li> <li>• Sense of engagement/community</li> <li>• Sense of fulfillment</li> </ul>
B. Pride	<ul style="list-style-type: none"> <li>• Willingness to take ownership of area (embrace their role)</li> <li>• Employee concern with reputation as it relates to quality of personal service</li> <li>• Employee desire to continuously improve self and processes of responsibility</li> <li>• Employee willingness to engage with other employees and provide constructive feedback</li> <li>• Professional demeanor and appearance</li> <li>• Workplace appearance</li> </ul>
C. Morale	<ul style="list-style-type: none"> <li>• Willingness to Cooperate</li> <li>• Enthusiasm</li> <li>• Willingness to focus on solutions instead of fault-finding</li> <li>• # of complaints</li> </ul>
D. Environment	<ul style="list-style-type: none"> <li>• Information flow</li> <li>• Employee empowerment</li> <li>• Supervisor relationships</li> <li>• Professional development</li> <li>• Overall Job Satisfaction</li> </ul>



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## Key Performance - Transparency for the Community

Area-15: Development (Input)	
Measure	Indicator
A. Institutional Research & Planning	<ul style="list-style-type: none"> <li>• Strategic</li> <li>• Operational</li> <li>• Facilities Master Plan</li> <li>• Technology Master Plan</li> <li>• Risk Management</li> <li>• Institutional Assessment &amp; Improvement</li> </ul>
B. Budgeting	<ul style="list-style-type: none"> <li>• Prioritization Methods</li> <li>• Allocation</li> <li>• Tuition &amp; Fees</li> </ul>
C. Information Technology	<ul style="list-style-type: none"> <li>• Staffing Requirements and Talent</li> <li>• Operating Practices</li> <li>• System Direction and Technical Platform Considerations</li> <li>• IT Governance Processes</li> <li>• Performance Measurement and Reporting</li> <li>• Implementation Strategy</li> <li>• Network Capacity</li> </ul>
D. Teaching & Learning Systems Design	<ul style="list-style-type: none"> <li>• Accessible</li> <li>• Adaptable</li> <li>• Interoperable</li> <li>• Affordable</li> </ul>
E. Accreditation	<ul style="list-style-type: none"> <li>• Institutional</li> <li>• Program</li> <li>• Course Certifications</li> </ul>
F. Facilities	<ul style="list-style-type: none"> <li>• Supportive of mission</li> <li>• Rationale</li> <li>• Responsibility</li> <li>• Management</li> <li>• Constraints</li> </ul>



# Shawnee Community College Effectiveness

## Key Performance - Transparency for the Community

Area-16: Deployment (Process)	
Measure	Indicator
A. Budget & Purchasing	<ul style="list-style-type: none"> <li>• Employee participation</li> <li>• Budget transfers</li> <li>• Budgeted versus actual expenditure</li> <li>• Requisition processing time</li> <li>• Error rate</li> <li>• Service Contracting</li> </ul>
B. Curriculum Management	<ul style="list-style-type: none"> <li>• # course revisions</li> <li>• % of courses revised each year to reflect industry need</li> <li>• # program revisions</li> <li>• % of curriculum that is aligned with national/state/local skill standards</li> <li>• Effectiveness of course/program development and revision procedures</li> <li>• Program completion rate</li> <li>• Range of courses, certificates, and program options available to students</li> <li>• % of courses requiring projects, research papers, and/or presentations</li> <li>• % of budget spent on course maintenance and development</li> <li>• Breadth of programs</li> <li>• Breadth of courses</li> <li>• Use of Wizards to create online content</li> </ul>
C. Curriculum Delivery	<ul style="list-style-type: none"> <li>• % of courses with a clear participation policy</li> <li>• # of incompletes issued per semester</li> <li>• % of faculty that report using group projects or learning communities in their classes</li> <li>• Learning activities to support multiple learning styles</li> <li>• Multiple learning communication structures (e.g., FAQ, Discussion Archives, Threaded Discussions, Chat Rooms, Private Discussion Areas, etc.)</li> <li>• % of courses including team projects</li> </ul>



# Shawnee Community College Effectiveness

## Key Performance - Transparency for the Community

Area-16: Deployment (Process)	
Measure	Indicator
D. Scheduling Effectiveness	<ul style="list-style-type: none"> <li>• % of courses offered in multiple timeframes/formats</li> <li>• # of students who access courses from off-campus locations</li> <li>• Avg. number of sections per course</li> <li>• Avg. enrollment per course</li> <li>• Avg. enrollment per section</li> <li>• % of courses that run as low-enrolled</li> <li>• % of faculty using alternative delivery methodologies</li> <li>• # of independent study sections offered per student</li> </ul>
E. Financial Aid	<ul style="list-style-type: none"> <li>• # of need-based scholarships</li> <li>• # of merit-based scholarships</li> <li>• Avg. packaging turnaround time</li> </ul>
F. Learning/Student Support	<ul style="list-style-type: none"> <li>• % of students using academic support services one or more times per year</li> <li>• % of students using student services one or more times per year</li> <li>• Per student expenditure for customer support</li> <li>• Per student expenditure for maintaining technology infrastructure</li> <li>• Technical Support/Help Desk</li> <li>• Tutoring</li> <li>• Library</li> <li>• Bookstore</li> </ul>
G. IT System Sustainability	<ul style="list-style-type: none"> <li>• % of budget spent on maintaining technology infrastructure</li> <li>• Per student expenditure for maintaining technology infrastructure</li> <li>• Social impact</li> <li>• Environmental impact</li> <li>• Economic impact</li> </ul>
H. IT System Reliability	<ul style="list-style-type: none"> <li>• % of time that IT systems are operational</li> <li>• Avg. time to resolve customer support issues</li> <li>• Per student expenditure for customer support</li> </ul>



## Shawnee Community College Effectiveness Key Performance - Transparency for the Community

Area-16: Deployment (Process)	
Measure	Indicator
I. IT System Usability	<ul style="list-style-type: none"><li>• # of faculty that use of technology for instruction</li><li>• % of courses reliant on technology for delivery</li><li>• Student perception of ease and convenience of access</li><li>• Employee perception of ease and convenience of access</li><li>• # of computers available</li><li>• # of devices available/supported</li><li>• # of computers available for student use outside of classrooms/labs</li></ul>
J. IT System Scalability	<ul style="list-style-type: none"><li>• Response time</li><li>• Throughput</li><li>• Network usage</li></ul>
K. Facility Effectiveness	<ul style="list-style-type: none"><li>• Construction</li><li>• Operation</li><li>• De-Certification</li><li>• Performance Indices (e.g., asset condition, asset priority, asset utilization)</li></ul>



# Shawnee Community College Effectiveness

## Key Performance - Transparency for the Community

Area-17: Delivery (Output)	
Measure	Indicator
A. Learning System Effectiveness	<ul style="list-style-type: none"> <li>• Faculty perception of ease and convenience of access</li> <li>• Student perception of ease and convenience of access</li> <li>• Response time to student inquires</li> <li>• # of students who access courses from off-campus locations</li> <li>• Time to resolve customer support issues</li> <li>• Robust</li> <li>• Reusable</li> <li>• Secure</li> <li>• Reliable</li> <li>• Consistent</li> <li>• Connectivity</li> <li>• Structure Utilization</li> <li>• Authentication and logon</li> <li>• Course Management Utilization</li> </ul>
B. Interaction with Interface	<ul style="list-style-type: none"> <li>• Accessibility</li> <li>• User-friendly,</li> <li>• Intuitive</li> <li>• Common</li> <li>• Navigability,</li> <li>• Word/watermarking,</li> <li>• Typography &amp; Images</li> <li>• Ease of use</li> </ul>
C. Faculty Satisfaction	<ul style="list-style-type: none"> <li>• Student satisfaction</li> <li>• Employee satisfaction</li> <li>• Response time to employee inquires</li> <li>• Contribution to achieving mission functions</li> <li>• Contribution to achieving vision functions</li> <li>• Contribution to achieving strategic goals</li> </ul>





# Shawnee Community College Effectiveness

## Key Performance - Transparency for the Community

Area-18: Fiscal Stewardship (Outcome)	
Measure	Indicator
A. Revenue	<ul style="list-style-type: none"> <li>\$ from Tuition</li> <li>\$ from Fees</li> <li>\$ from State appropriation</li> <li>\$ from Local Tax (EAV)</li> <li>\$ from Other Sources</li> <li>Tuition cost compared with other institutions</li> <li>Grant aid as a percentage of tuition and fee income</li> </ul>
B. Costs	<ul style="list-style-type: none"> <li>Admin cost/credit-hour</li> <li>Admin cost/FTE</li> <li>Instructional cost/credit-hour</li> <li>Instructional cost/FTE</li> <li>Operational cost/credit-hour</li> <li>Operational cost/FTE</li> <li>% of budget spent on maintaining technology infrastructure</li> <li>% of courses that recover instructional costs</li> <li>% of courses that recover costs</li> </ul>
C. Budget Deployment	<ul style="list-style-type: none"> <li>% budget spent compared to % of fiscal year completed</li> </ul>
D. Fund Balance	<ul style="list-style-type: none"> <li>% of fund compared to 1 year of operating costs</li> </ul>
E. Credit Rating	<ul style="list-style-type: none"> <li>Composite Financial Index (CFI)</li> <li>Moody's Standing</li> <li>Standard &amp; Poor's Rating</li> </ul>
F. Sustainability	<ul style="list-style-type: none"> <li>Fund balances</li> <li>Assets to liability ratio</li> <li>Debt to Illinois GDP ratio</li> </ul>
G. Flexibility	<ul style="list-style-type: none"> <li>Debt service cost to %revenue ratio</li> <li>%of revenue from govt. sources compared to Illinois GDP</li> </ul>
H. Vulnerability	<ul style="list-style-type: none"> <li>%of state appropriations to total revenue</li> <li>%of property tax to total revenue</li> </ul>



## Shawnee Community College Effectiveness

### Key Performance - Transparency for the Community

Area-19: Capital Asset Stewardship (Outcome)	
Measure	Indicator
A. Condition	<ul style="list-style-type: none"> <li>• Net Asset Value Index</li> <li>• Total Asset Reinvestment Backlog</li> <li>• Accumulated Deferred Maintenance</li> <li>• Energy Consumption</li> <li>• Unscheduled Major Maintenance</li> <li>• Capital Improvements</li> <li>• Capital Additions</li> </ul>
B. Maintenance	<ul style="list-style-type: none"> <li>• Normal Maintenance costs</li> <li>• Renewal and Replacement Maintenance</li> </ul>
C. Utilization	<ul style="list-style-type: none"> <li>• Gross Square Feet (GSF)</li> <li>• GSF per employee</li> <li>• GSF per student</li> <li>• Net Assignable Square Feet (NASF)</li> <li>• NASF per employee</li> <li>• NASF per student</li> </ul>
D. Value	<ul style="list-style-type: none"> <li>• Net Asset Value</li> <li>• Replacement Value</li> </ul>