



# Institutional Performance Indicators

Revised and Adopted by the  
Board of Trustees  
May, 2004

# **Institutional Performance Indicators**

**Adopted by the Board of Trustees  
June 17, 1999**

**Revised by Planning and Development Council  
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**Adopted by the Board of Trustees  
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**Revised by Planning and Development Council  
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May 27, 2004**

**SOUTH TEXAS COMMUNITY COLLEGE**  
**INSTITUTIONAL PERFORMANCE INDICATORS**

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## **SOUTH TEXAS COMMUNITY COLLEGE**

### **INSTITUTIONAL PERFORMANCE INDICATORS**

**PURPOSE:** In an effort to assess the success, effectiveness and accountability of STCC as it fulfills its responsibility to serve the people of Hidalgo and Starr counties, institutional performance indicators have been established by which the performance of STCC will be assessed.

Each department and unit of the College has an institutional effectiveness plan that addresses the following questions:

- 1. How well are we really doing?**
- 2. How do we measure the performance of STCC?**
- 3. What do we measure?**

At the President's request, the Planning and Development Council (PDC) identified those institutional performance indicators by which STCC will assess its success, effectiveness, and accountability as it fulfills its responsibility to serve the people of Hidalgo and Starr counties.

The PDC has reviewed and revised the institutional performance indicators in the eleven (11) categories that are critical to the success of STCC and ultimately the success of our students. The following eleven (11) categories with revised performance indicators will be used to measure our success at STCC:

- |                              |                                      |
|------------------------------|--------------------------------------|
| 1. Access                    | 7. Academic Progress of All Students |
| 2. Completion                | 8. Student Development               |
| 3. Transfer Rate and Success | 9. Stakeholder Satisfaction          |
| 4. Employment                | 10. Finance                          |
| 5. Success and Retention     | 11. Facilities                       |
| 6. THEA Test                 |                                      |

These indicators also serve as the measure of public accountability to the taxpayers and citizens of Hidalgo and Starr counties.

Following are the eleven categories in which we measure our success at STCC. These, and the specific Performance Indicators for each, are very similar to those faculty and staff identified as being important to the success of our students, the instructional divisions, and the overall future development of STCC. The Board of Trustees approved these Performance Indicators in June 1999 and receives an annual report about our successes as published in the annual Fact Book.

# INSTITUTIONAL PERFORMANCE INDICATORS

## **ACCESS**

### Performance Indicators:

- Economically disadvantaged enrollment
- Academically disadvantaged enrollment
- Special population enrollment
- District enrollment
- Campus/center enrollment
- Program enrollment
- Distance Learning enrollment
- Gender enrollment in non-traditional programs
- Enrollment of high school graduates from top quartile of high school graduating class.
- Enrollment in Partnership programs
- Community demographics reflected in enrollment
- Availability of Technology Resources

## **COMPLETION**

### Performance Indicators:

- Number of graduates
- Certificates awarded
- Associate degrees awarded
- Graduate demographics
- Licensure/Certification exams passed
- Workforce training completion
- CORE curriculum completion
- Successful course completion
- Distance Learning successful course completion
- Hours completed compared to hours attempted
- Developmental sequence completion
- Personal objectives completion

## **TRANSFER RATE AND SUCCESS**

### Performance Indicators:

- Number of students who transfer to four-year institutions
- Academic performance of students upon transfer to four-year institutions
- Course based success following transfer from or to a four-year institution

## **EMPLOYMENT**

### Performance Indicators:

- Employment of graduates in field of study
- Salaries of graduates
- Salaries of Workforce Training completers
- Employer satisfaction with graduates
- Student satisfaction with training for employment

## **SUCCESS AND RETENTION**

### Performance Indicators:

- Students placed on suspension/probation
- Students removed from suspension/probation
- Students Placed on Financial Aid suspension
- Early Alert Program for Developmental Students
- Student retention
- Academic program student retention
- Technical program student retention
- Distance Learning student retention

## **THEA TEST**

### Performance Indicators:

- THEA passage rate for incoming students
- THEA passage rate for students completing developmental studies

## **ACADEMIC PROGRESS OF ALL STUDENTS**

### Performance Indicators:

- Grade Point Average
- Academic success after completing developmental studies
- Readiness of developmental students in subsequent courses
- Gains measured by pre- and post-testing in developmental studies or course sequence
- Gains measured by pre- and post-testing in selected academic measures
- Performance on uniform assessment measures developed by the program/discipline
- Performance in subsequent courses
- Availability of on-line student services
- Use of On-line Student Services

## **STUDENT DEVELOPMENT**

### Performance Indicators:

- Personal Growth/Academic Workshops
- First Time Student Orientation
- Student Activities
- Online Student Services
- ADA Services

## **STAKEHOLDER SATISFACTION**

### Performance Indicators:

- Quality of customer services
- Level of student satisfaction
- Level of community satisfaction
- Level of STCC faculty/staff satisfaction

## **FINANCE**

### Performance Indicators:

- State benchmarks
- External financial audit
- Fund balance
- Expenditures per full time student equivalent
- Revenue per full time student equivalent
- Dunn & Bradstreet Credit Rating
- Budgeted/Actual – Expenditures/Revenues
- Student Receivables Delinquency

## **FACILITIES**

### Performance Indicators:

- Teaching stations per Campus/Center
- Classroom utilization per Campus/Center
- Square feet per Campus/Center per full time student equivalent

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South Texas Community College has both a responsibility and accountability to each of our students, their future employers, the communities we serve and the taxpayers who have invested in us. We need to take our responsibility and accountability most seriously.

Our success in meeting and exceeding the standards established as performance indicators will, to a great extent, rest with the commitment of each of its supportive faculty and staff.

# ***PLANNING & DEVELOPMENT COUNCIL*** ***(PDC)***

## **MEMBERSHIP** **2003-2004**

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