INSTITUTIONAL PERFORMANCE INDICATORS

Following the leadership of the President, the Planning and Development Council developed a comprehensive set of Institutional Performance Indicators (IPI) which were originally approved by the Board of Trustees in 1999 to serve as a framework for consistently assessing and reporting performance related to the Strategic Plans of the College including its success and effectiveness in carrying out its mission. The indicators are systematically revised and re-approved after each long-term planning cycle as they were in 2001 and 2004. With the development of the 2008-2013 Strategic Plan, in Fall 2008 the PDC began the IPI review process to recommend changes and revisions to the Board to ensure that the indicators remain appropriate for the stated purpose. At the time of this writing, the PDC has already determined that the scope of IPI’s will need to be broadened to mirror the new Strategic Plan.

Since the College holds itself accountable to both internal and external stakeholders in Hidalgo and Starr counties, it publishes the STC Online Fact Book, which is produced annually by the office of Research & Analytical Services, and is designed around the IPI framework. It provides an institutional level report that can be utilized for public accountability while at the same time providing disaggregate data which in many cases can be accessed by internal units for measuring effectiveness at that level. Although planning flexibility is desired and allowed at STC in that unit plan writers are not required to link their plans to these measures, they frequently choose to do so.

The latest version of Institutional Performance Indicators (2004) are divided into categories that describe issues that are critical to the success of our students and ultimately the success of STC. The following eleven (11) categories including the specific measurable performance indicators for each category are used to measure our success at STC:

1. Access
2. Completion
3. Transfer Rate and Success
4. Employment
5. Success and Retention
6. College Readiness
7. Academic Progress of All Students
8. Student Development
9. Stakeholder Satisfaction
10. Finance
11. Facilities
Institutional Performance Indicators and Associated Strategic Direction

Access
Performance Indicators:
- Economically disadvantaged enrollment (SD 2)
- Academically disadvantaged enrollment (SD 2)
- Special population enrollment (SD 2)
- District enrollment (SD 2)
- Campus/center enrollment (SD 2)
- Program enrollment (SD 2)
- Distance Learning enrollment (SD 2)
- Gender enrollment in non-traditional programs (SD 2)
- Enrollment of high school graduates from top quartile of high school graduating class (SD 1)
- Enrollment in Partnership programs (SD 3)
- Community demographics reflected in enrollment (SD 3)
- Availability of Technology Resources (SD 1)

Completion
Performance Indicators:
- Number of graduates (SD 6)
- Certificates awarded (SD 6)
- Associate degrees awarded (SD 6)
- Graduate demographics (SD 2)
- Licensure/Certification exams passed (SD 4)
- Workforce training completion (SD 4)
- CORE curriculum completion (SD 1)
- Successful course completion (SD 1)
- Distance Learning successful course completion (SD 2)
- Hours completed compared to hours attempted (SD 1)
- Developmental sequence completion (SD 1)
- Personal objectives completion (SD 3)

Transfer Rate and Success
Performance Indicators:
- Number of students who transfer to four-year institutions (SD 3)
- Academic performance of students upon transfer to four-year institutions (SD 3)
- Course based success following transfer from or to a four-year institution (SD 3)

Employment
Performance Indicators:
- Employment of graduates in field of study (SD 4)
- Salaries of graduates (SD 4)
- Salaries of Workforce Training completers (SD 4)
- Employer satisfaction with graduates (SD 1)
- Student satisfaction with training for employment (SD 1)
Success and Retention
Performance Indicators:
- Students placed on suspension/probation (SD 1)
- Students removed from suspension/probation (SD 1)
- Students placed on Financial Aid suspension (SD 1)
- Early Alert Program for Developmental Students (SD 1)
- Student retention (SD 1)
- Academic program student retention (SD 1)
- Technical program student retention (SD 1)
- Distance Learning student retention (SD 1)

College Readiness
Performance Indicators:
- TSI passage rate for incoming students (SD 3)
- TSI passage rate for students completing developmental studies (SD 1)

Academic Progress of All Students
Performance Indicators:
- Grade Point Average (SD 1)
- Academic success after completing developmental studies (SD 1)
- Readiness of developmental students in subsequent courses (SD 1)
- Gains measured by pre- and post-testing in developmental studies or course sequence (SD 1)
- Gains measured by pre- and post-testing in selected academic measures (SD 1)
- Performance on uniform assessment measures developed by the program/discipline (SD 1)
- Performance in subsequent courses (SD 1)
- Availability of online student services (SD 2)
- Use of Online Student Services (SD 2)

Student Development
Performance Indicators:
- Personal Growth/Academic Workshops (SD 2)
- First Time Student Orientation (SD 2)
- Student Activities (SD 2)
- Online Student Services (SD 2)
- ADA Services (SD 2)

Stakeholder Satisfaction
Performance Indicators:
- Quality of customer services (SD 6)
- Level of student satisfaction (SD 6)
- Level of community satisfaction (SD 6)
- Level of STC faculty/staff satisfaction (SD 6)

Finance
Performance Indicators:
- State benchmarks (SD 6)
- External financial audit (SD 6)
- Fund balance (SD 6)
• Expenditures per full time student equivalent (SD 6)
• Revenue per full time student equivalent (SD 6)
• Dunn & Bradstreet Credit Rating (SD 6)
• Budgeted/Actual – Expenditures/Revenues (SD 6)
• Student Receivables Delinquency (SD 6)

Facilities
Performance Indicators:
• Teaching stations per Campus (SD 1)
• Classroom utilization per Campus (SD 1)
• Square feet per Campus per full time student equivalent (SD 1)