

System	Measure	Collection	Responsibility – (Deadline)	Benchmark
Enrollment	Headcount and Credit Hours	Census	Student Services (Week after Census)	“5000 Students by FY2015” and At or Above Average to Comparison Group
Student Housing	Number of Open Rooms/Suites	Monthly	Student Services (5 th of each month)	97% Occupancy Rate
General Education	MAPP Exam Results	Annually	Director of Assessment (When results are available)	50% of Test Takers score above 50 th Percentile
Finance	Capital Reserves	Monthly	Business Manager (Board Meeting Notes)	25% of Total Annual Expenditures in Operating Budget (Cash Balance as of December Board Meeting)
Foundation	Endowment	Annually	Assistant to the President	At or Above Average to Comparison Group
Retention	Student Data – IPEDS Fall to Fall Fall to Spring	Annually	Institutional Research	At or Above National Average to Comparison Group
Graduation Rates	3 Year Progress of 1 st Time, Degree Seeking, Full-Time Freshmen - IPEDS	Annually	Institutional Research	At or Above National Average to Comparison Group

System	Measure	Collection	Responsibility – (Deadline)	Benchmark
Nursing Exam	Pass Rate	Annually	Director of Nursing	90% Pass Rate
Dual Credit	Headcount and Credit Hours	Annually	Dual Credit Coordinator	Increase from Previous Year
Faculty Salaries	% Increase	Annually	Director of Human Resources	At or Above Average % of Comparison Group
Faculty Turnover	Turnover of Non-Retiring Faculty	Annually	Director of Human Resources	At or Below Average % of Comparison Group
Salaries	Benefit Comparison	Annually	Director of Human Resources	At or Above Average Benefits to Comparison Group
	Base Salary Comparison	Annually		At or Above Average Figures to Comparison Group
Safety	Incident Reports by Classification	Annually	Director of Public Safety	At or Below National Average
	Incident Reports by Insurance Carrier	Monthly	Business Manager	At or Below State Average
	Workers' Compensation Analysis	Annually	Business Manager	At or Below State Average
Faculty SIRs – Student Reviews	Recognition of Above 90 th or Below 10 th Percentiles in Overall Rank of Instructor	Semester	Deans	Increase from Prior Year

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Faculty	Classroom Visits by Dean or Dept. Chair	Semester	Director of HR	100% of Full-time Faculty (eligible for visit) 50% of Part-time Faculty (eligible for visit)
Classified Staff	Performance Evaluations	Annually	Director of Human Resources	100% of Eligible Employees
Information Technology	System Down Time/Security	Monthly	Director of Computer Services (CIO)	CISCO recommended rate=99.9% and No Major Security Breaches
Information Technology	Help Desk Response Time	Monthly	Director of Computer Services	Average of 2 days (without replacement parts) and 5 days (with replacement parts)
Affordability Index	% Change in Tuition (in-district) divided by % Change in the Consumer Price Index (multiplied by 100)	Annually	President's Office	AI<100
Sustainability Index	% Change in Operating and Non Operating Revenue divided by the % Change in the Higher Education Price Index (multiplied by 100)	Annually	President's Office	SI>100
Campus Quality Survey	Analysis of Top 10 and Bottom 10 Gaps	Annually	Valuing People Category Team	At or Above National Average
College Outcomes Survey	Student Perceptions in 39 Categories	Annually	Director of Assessment	At or Above National Average

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Employee Grievances Filed	# of grievances written to a Dean, President or President of the Board of Trustees	Annually	Human Resources	Zero
Performance Measurement #1 to Joint Committee on Education	Overall Student Satisfaction with COS survey data (This College in General & Quality of My Program of Study)	Annually	Director of Assessment	At or Above National Average
Performance Measurement #2 to Joint Committee on Education	Licensure and Certification Passage Rates for the Following Programs: Nursing, Law Enforcement, Paramedic, and Radiology Technology	Annually	Vice President	90% or Above State Average

System	Measure	Collection	Responsibility – (Deadline)	Benchmark
Participation in Professional Development Activities	Number of People in Professional Development Activities	Monthly	Human Resources	75% of Full-Time Employees
Administrative Commitment for Professional Development Activities	Amount Budgeted for Professional Development Activities	Annually	Human Resources	Inflation Increase from Prior Year
Sick Leave	Average Sick Leave Taken	Monthly	Human Resources	Increase from Prior Year
Vacation Availability	Number of Vacation Days Lost	Annually	Business Manager	Zero
Employee Satisfaction	% of Employees Who are Either Very Satisfied or Satisfied with Employment	Annually	Valuing People Category Team	90%
Missouri Community College Association	# of Members # of Presenters at Conferences # Faculty/Staff Candidates for MCCA Board	Annually	Director of Human Resources	Increase from Prior Year

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Communication	Suggestion Box	Annually	President's Office	Not Applicable
Library	MOBIUS – Library Collection Borrowing/Lending Ration	Annually	Library Director	Ratio > 1
Communication	Perceptions from two communication questions from Campus Quality Survey	Annually	Valuing People Category Team	Decrease in Gap from Prior Year
Performance Indicators Composite	Summary of Performance Indicators - Number of Benchmarks Met	Annually	Institutional Research	75%

Comparison group includes the following Missouri Community Colleges:

Three Rivers

Jefferson

East Central

Moberly

Last Revised: October 21, 2009