

PCC Mission KPIs

Core Theme: Student Services

December 2016

Overview

- Background on Mission KPIs
 - Student Services KPIs
- Discussion
 - Your ideas on using these data to support Student Services

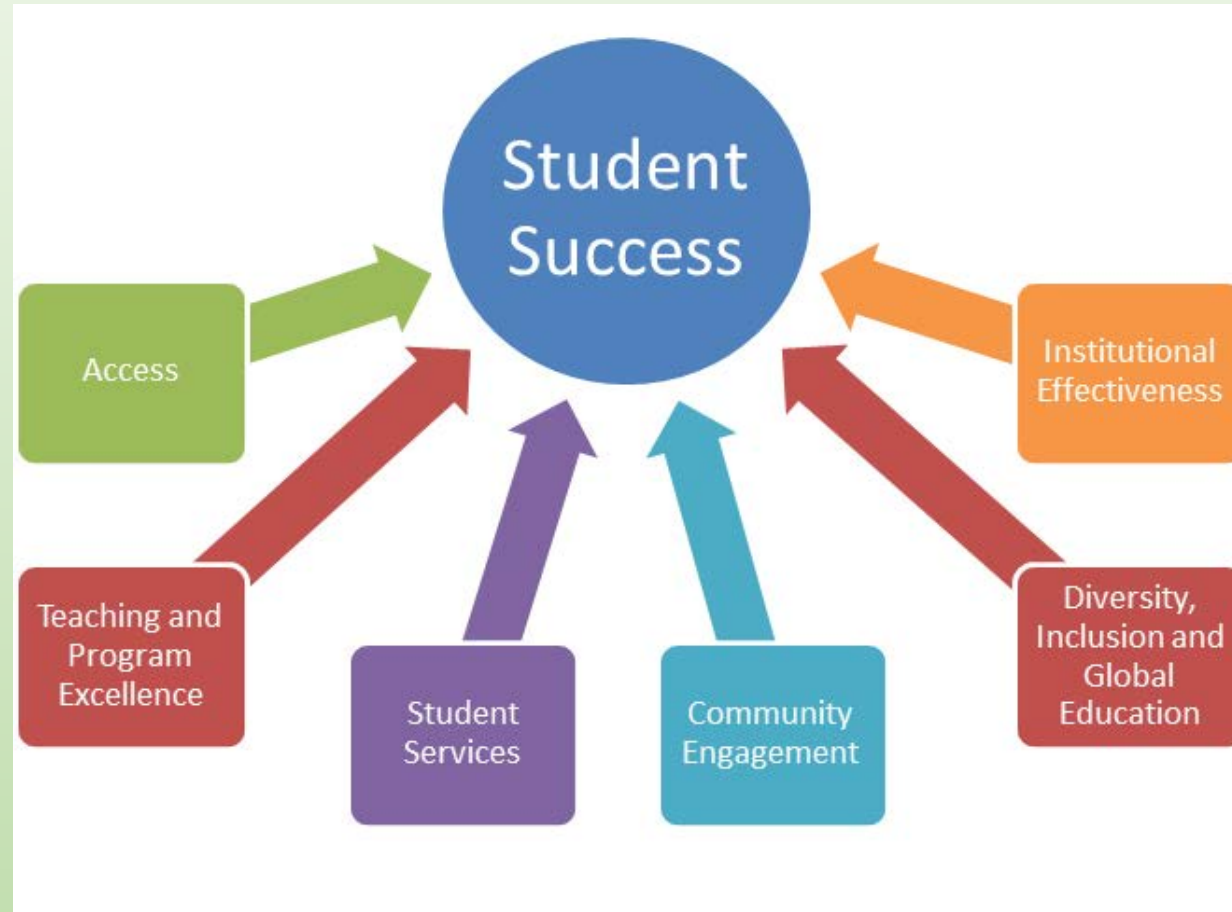
Background on Mission KPIs

- April 2016: Mission fulfillment framework approved by the Board of Governors
 - Vision
 - Mission
 - Values
 - Core Themes
 - Objectives
 - Key performance indicators (KPIs)
- May 2016: Mission KPIs linked to the 2014-2017 Strategic Plan

PCC has seven core
themes....

What are they?

PCC's Core Themes



Release of the Mission KPIs

- September 2016: Student Success
- October 2016: Access
- November 2016: Teaching and Program Excellence
- December 2016: Student Services
- February 2017: Community Engagement
- March 2017: Diversity, Inclusion and Global Education
- April 2017: Institutional Effectiveness

Mission Key Performance Indicators (KPI) – Student Services

Objectives:

- ❖ Provide quality and appropriate student support services at the campuses
- ❖ Provide student-centered admissions and financial aid processes that support student success

Core Theme: Student Services

KPIs

- ❖ Community College Survey of Student Engagement (CCSSE) benchmark on “Support for Learners”
- ❖ Three-year average financial aid default rate
- ❖ The Access KPI “Student progress from initial contact through application, placement tests (if applicable), new student orientation, registration, enrollment at defined intervals throughout the semester, completion of the first semester and persistence into the following spring” will also provide insights related to student services

KPI: “Support for Learners”
Community College Survey of Student
Engagement (CCSSE)

A benchmark dashboard report is available on
PCC mission-fulfillment website

“Support for Learners”

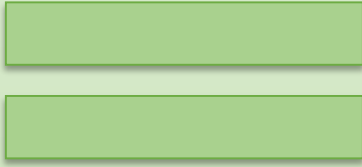
Community College Survey of Student Engagement (CCSSE)

- Survey used by community colleges throughout nation
- Provides metrics to measure student engagement
- Benchmark - allows comparison of the entire pool of students who completed survey and a comparison of extra-large community college
- Benchmark PCC's progress over time
- Added custom questions

Why should we care about Student Engagement?

Source: http://www.ccsse.org/center/about_cccse/focus.cfm

Student Engagement



Involvement in learning

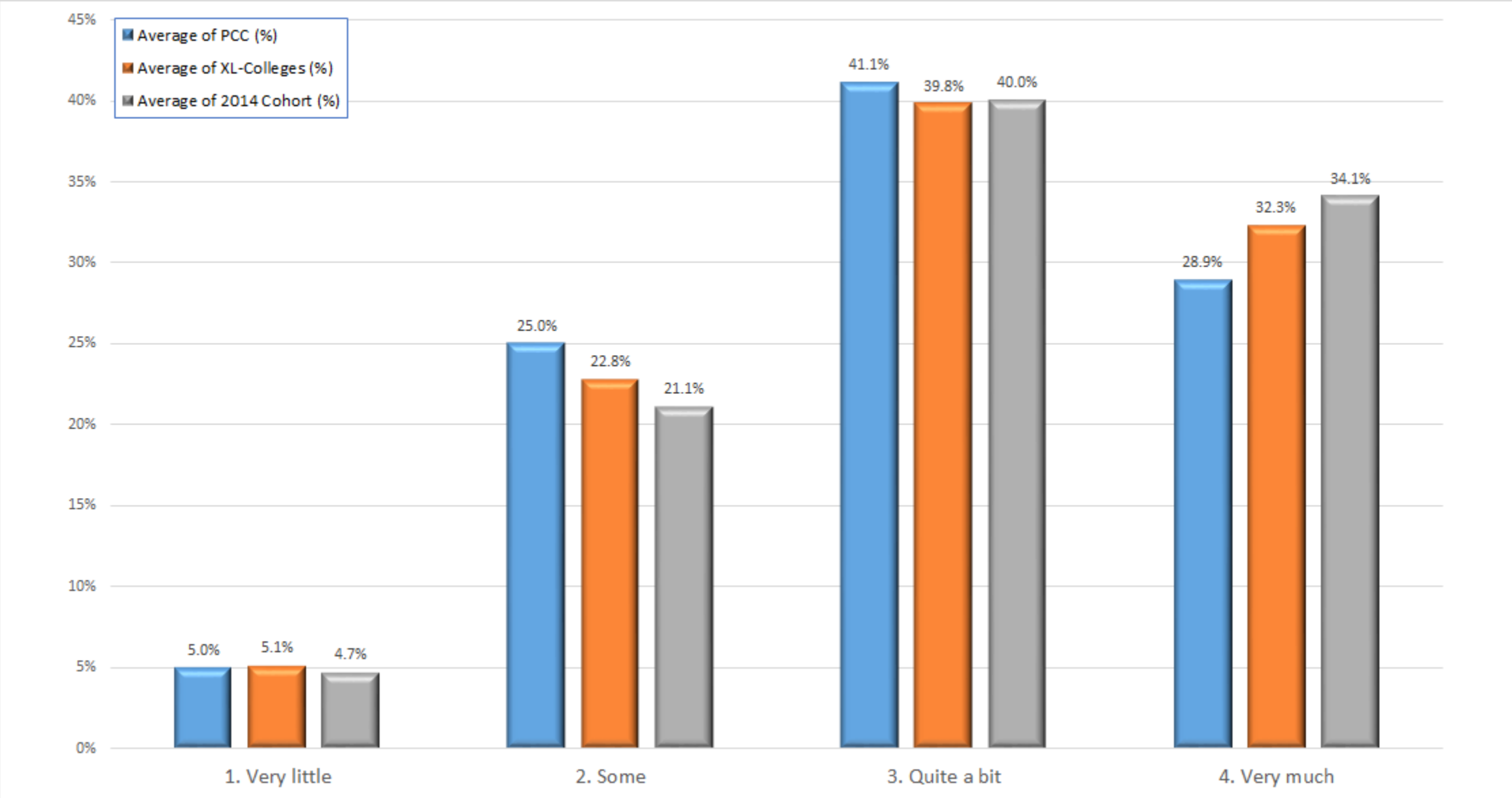
Persistence

Higher level of achievement

Student Satisfaction

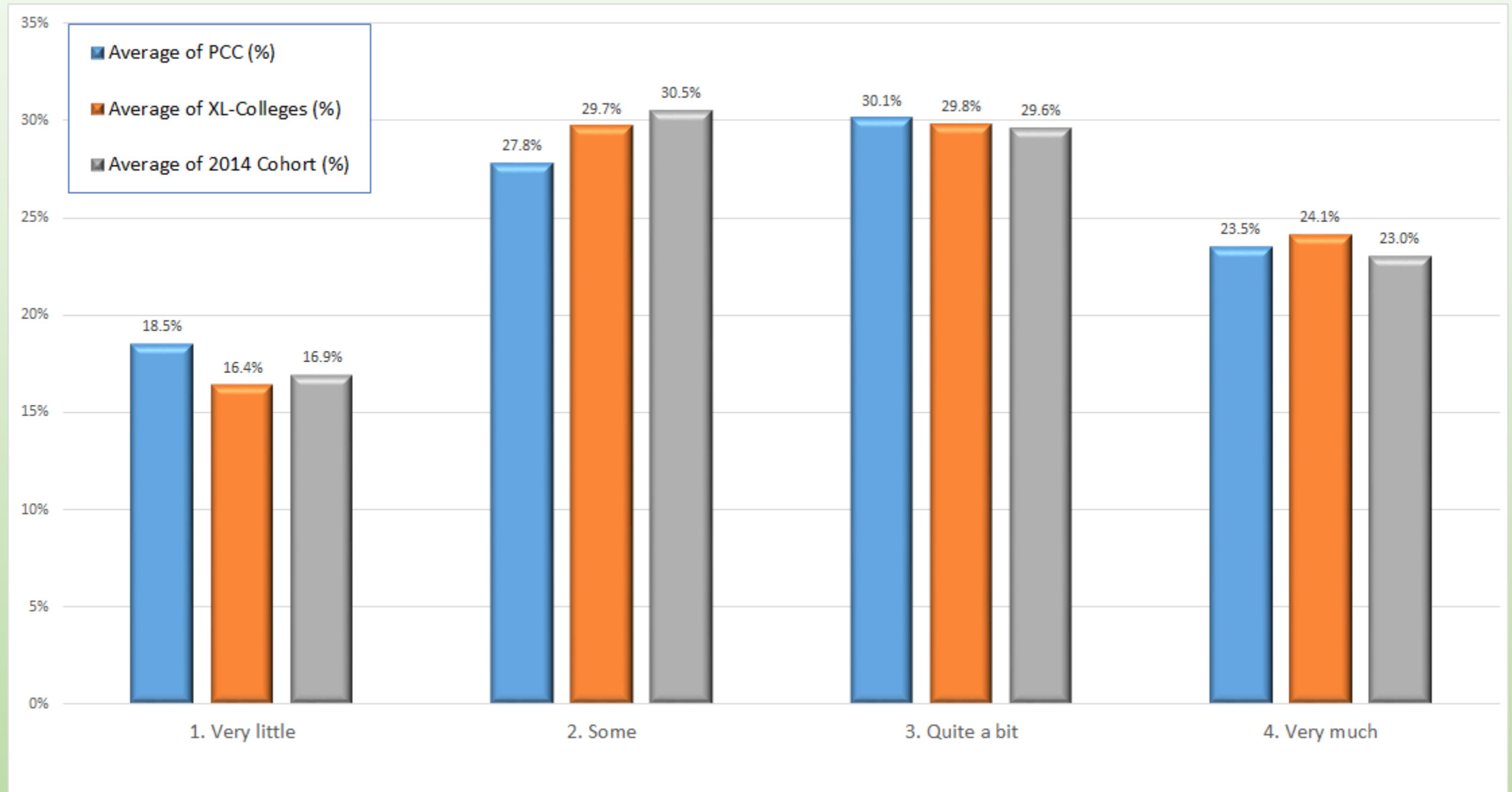
Academic Success

How much does the College provide the support you need to help you succeed?

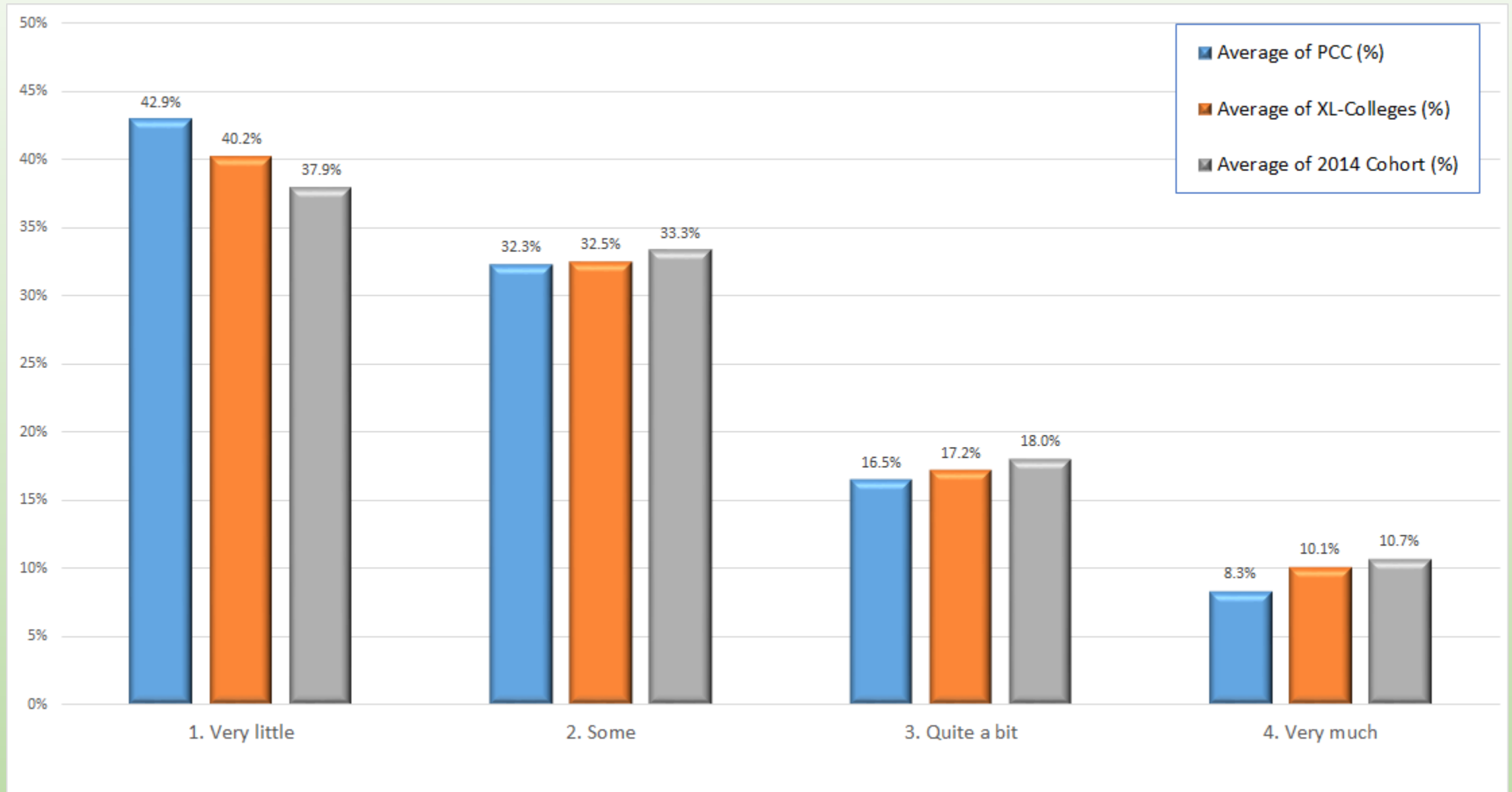


Source: 2014 CCSSE Results

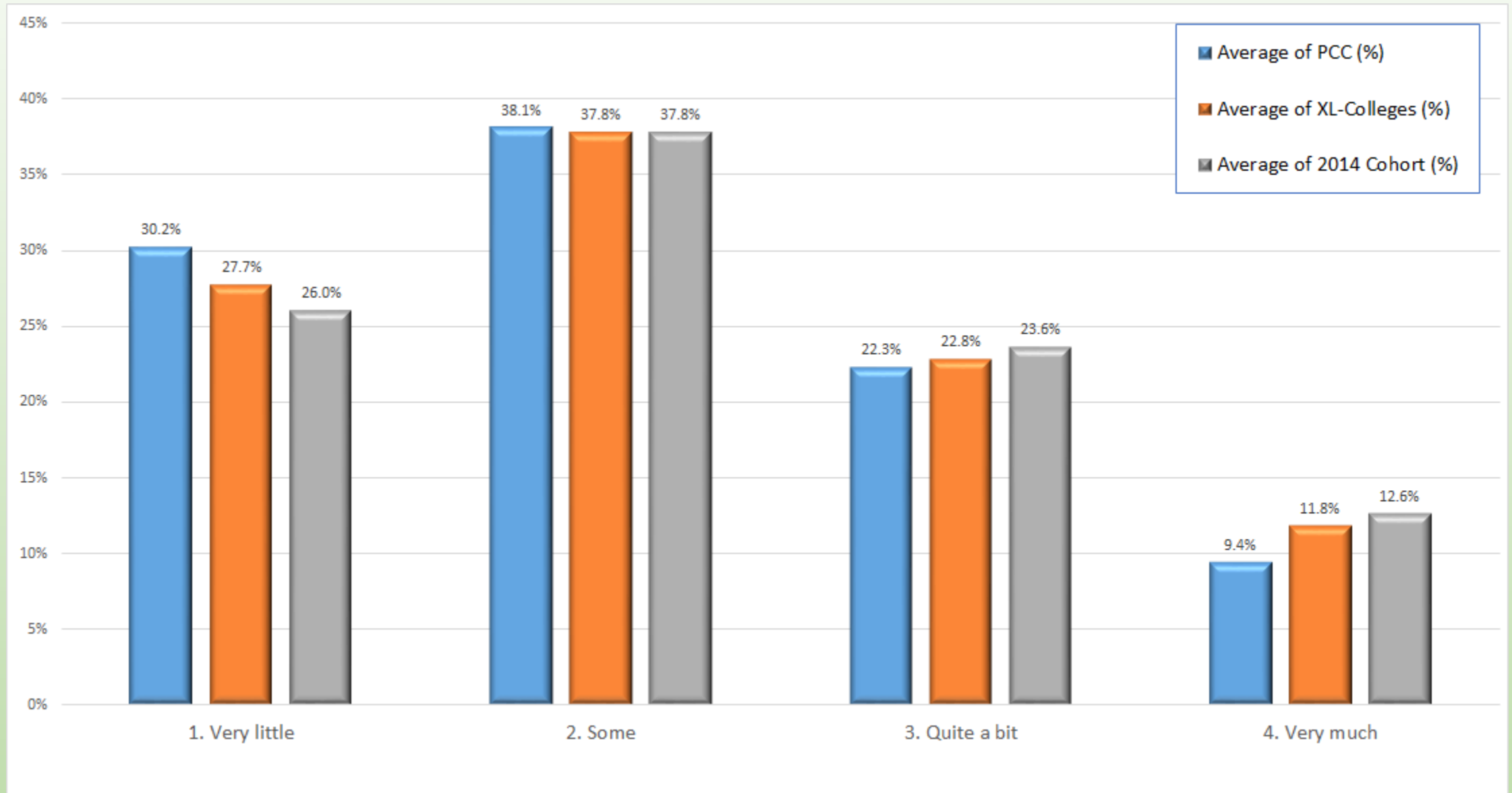
How much does the College encourage contact among students from different economic, social, and racial or ethnic backgrounds?



How much does the College help you cope with your non-academic responsibilities (work, family, etc.)?

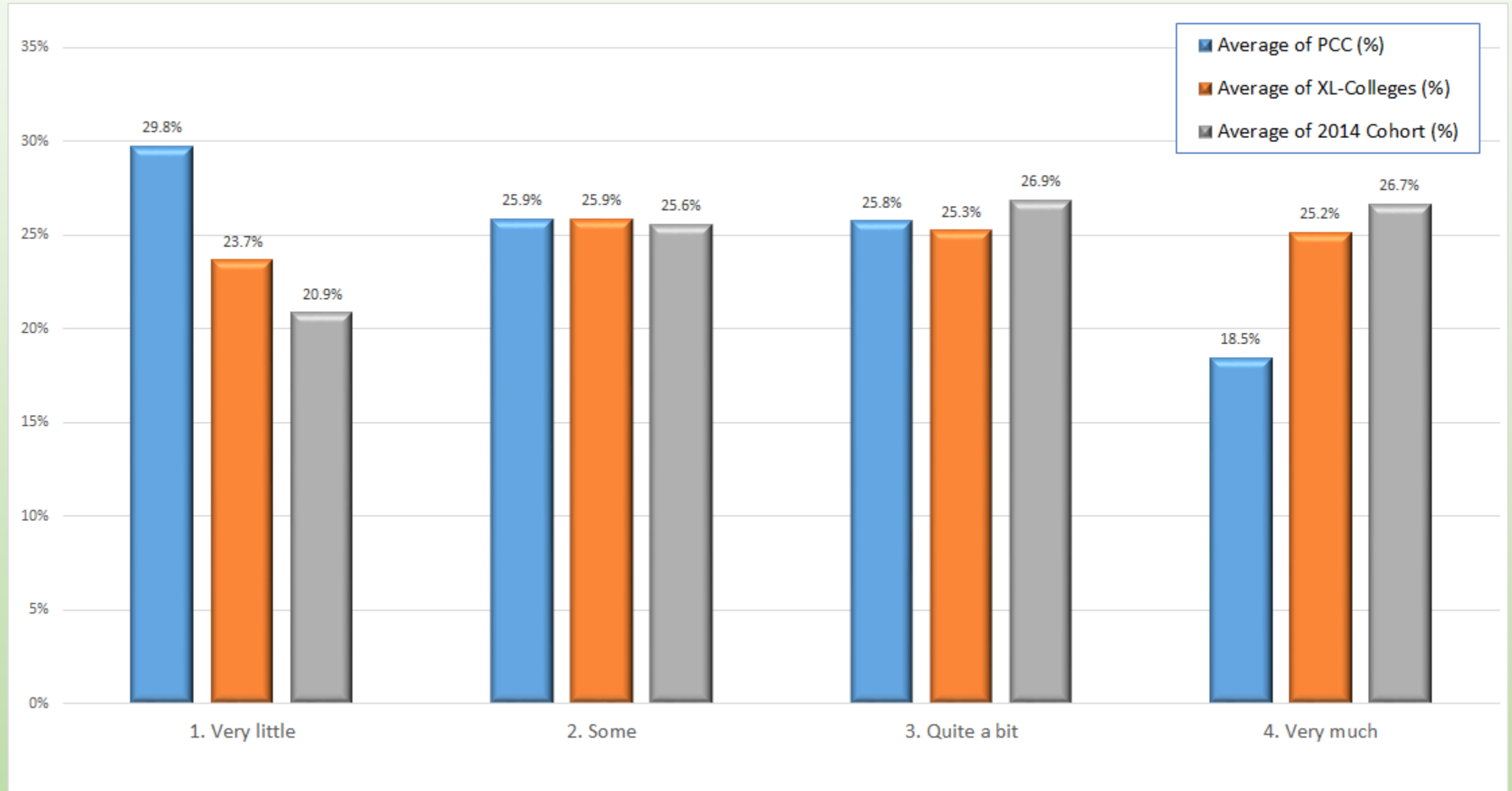


How much does the College provide the support you need to thrive socially?

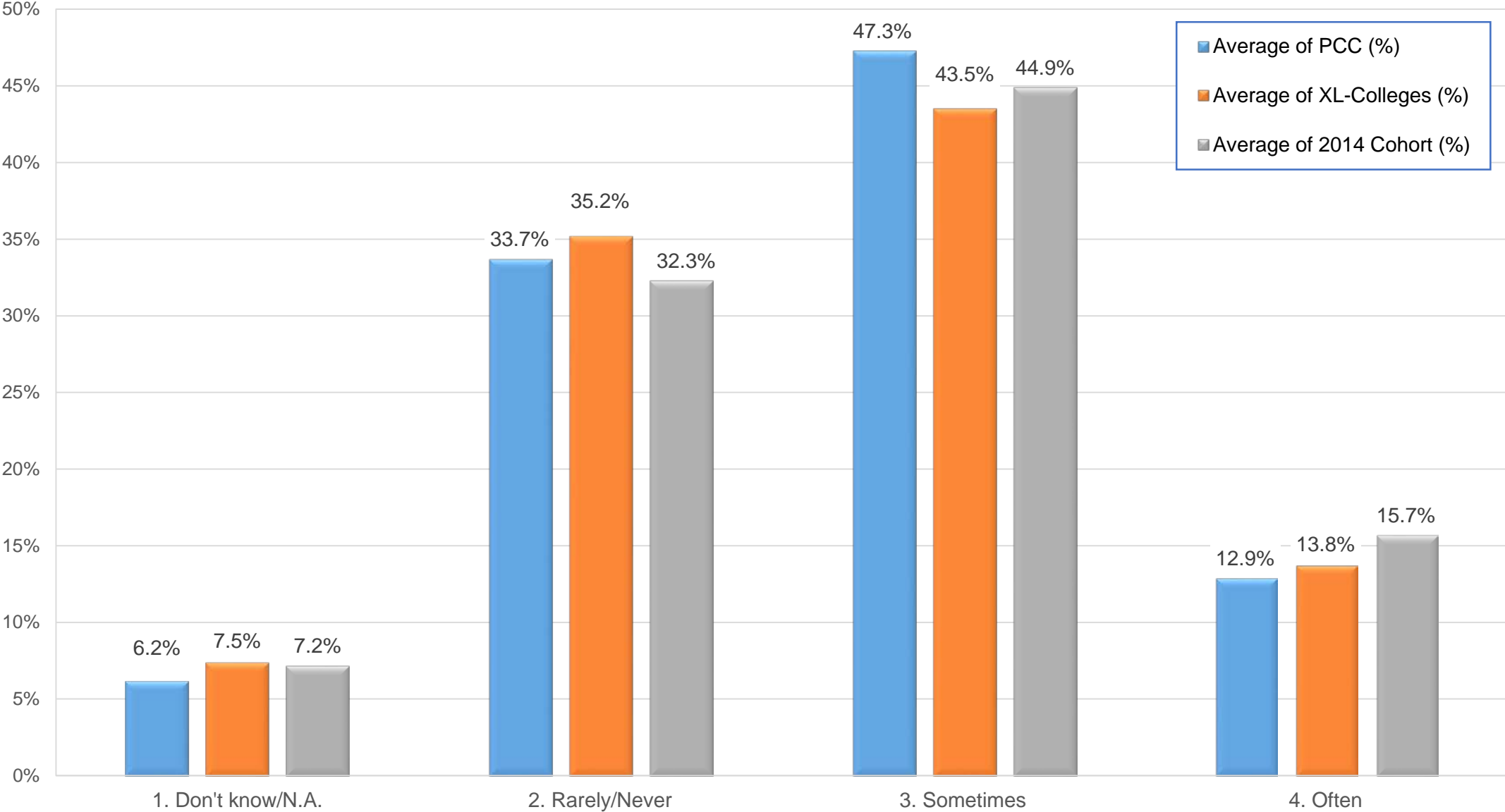


Source: 2014 CCSSE Results

How much does the College provide the financial support you need to afford your education?

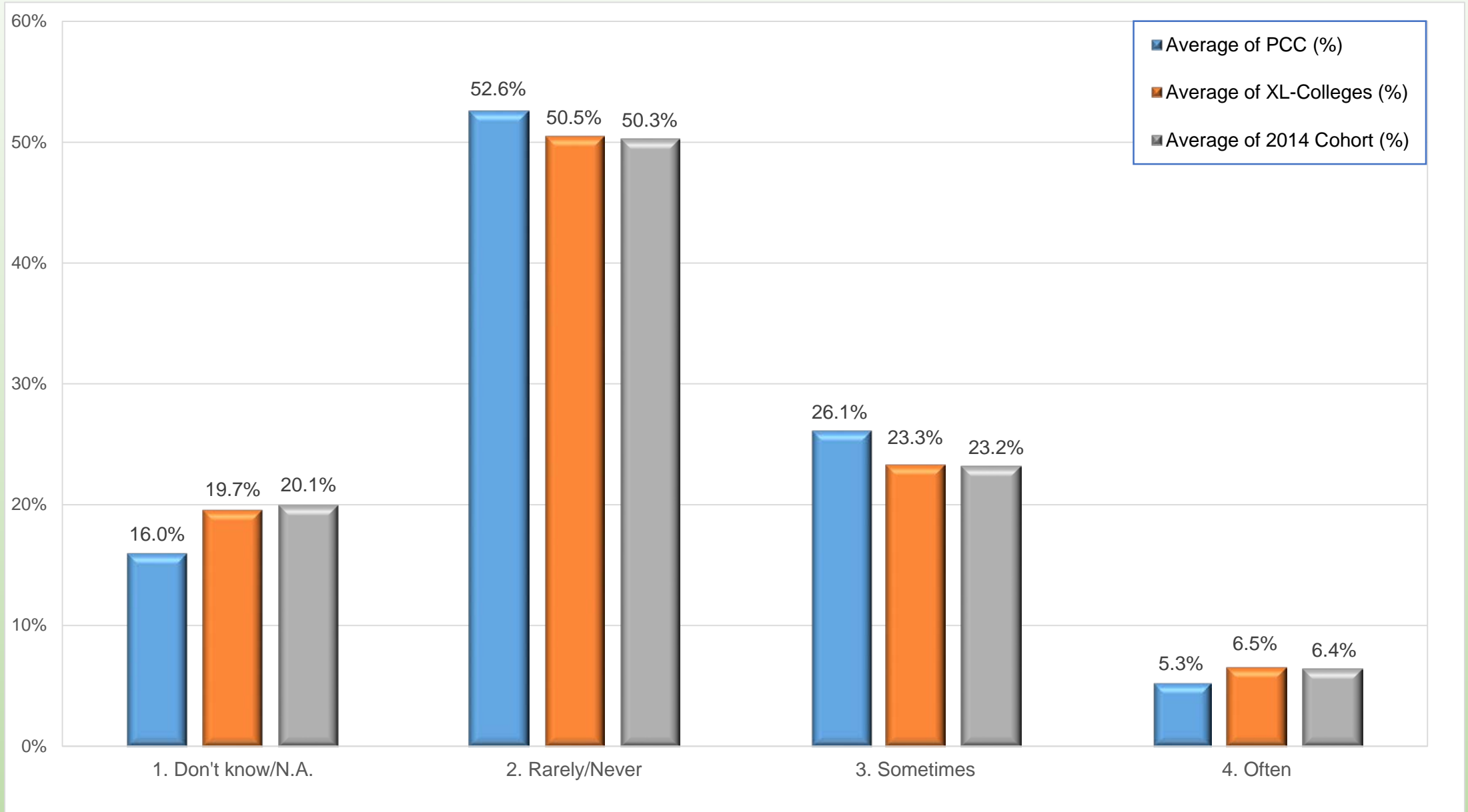


How often do you use advising/counseling?*

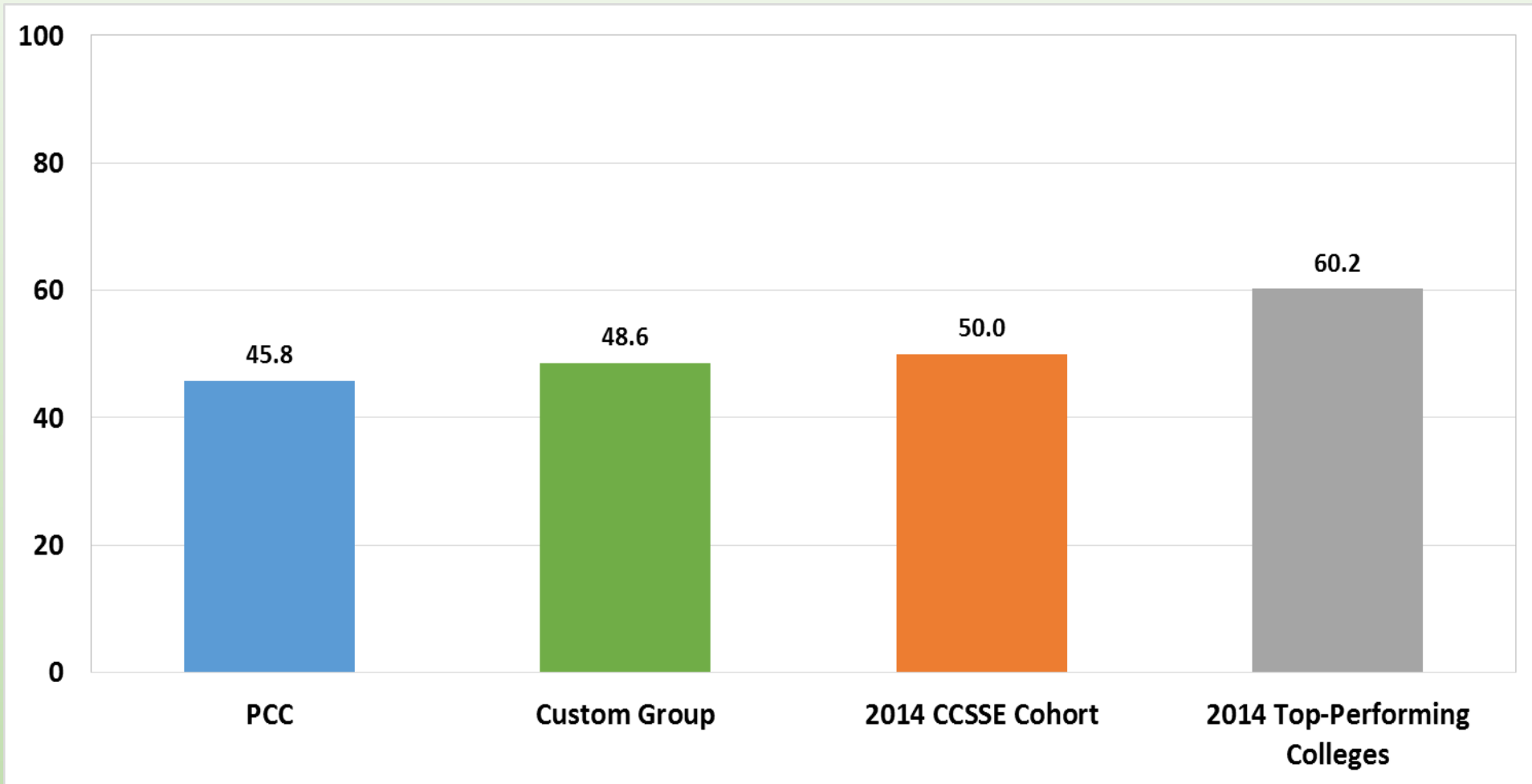


Source: 2014 CCSSE Results

How often do you use career counseling?*



“Support for Learners” Section Questions



Source: 2014 CCSSE Results



Incorporate Student Engagement Measures into Unit Planning

- Through unit planning, appropriate departments will be encouraged to adopt measures from CCSSE that align with KPIs

Student Services Customer Service Survey



Prior Graduate Exit Survey:

- Included ~180 survey questions
- 107 items asked graduates how satisfied they were with **student services** by campus
- May not remember experiences several years ago with aspects of student services
- Removed from 2014-15 Survey due to low response rate while investigating better methods to evaluate student satisfaction

Student Services Customer Service Survey



- Currently assessing ways to obtain student feedback
- Measure student satisfaction
- Find areas for improvement -> make improvements
- Likely to release in January

- What should we measure (KPI)?
- How could we obtain student feedback?

Student Satisfaction Inventory (SSI)



- Nation-wide survey
- Shows how satisfied students are
- Shows what issues are important to students
- Benchmark against hundreds of colleges and custom group of similar colleges
- Aligns to HLC Criteria and with the Employee Survey
- Planned for Spring 2017

KPI: Three-year average financial aid default rate

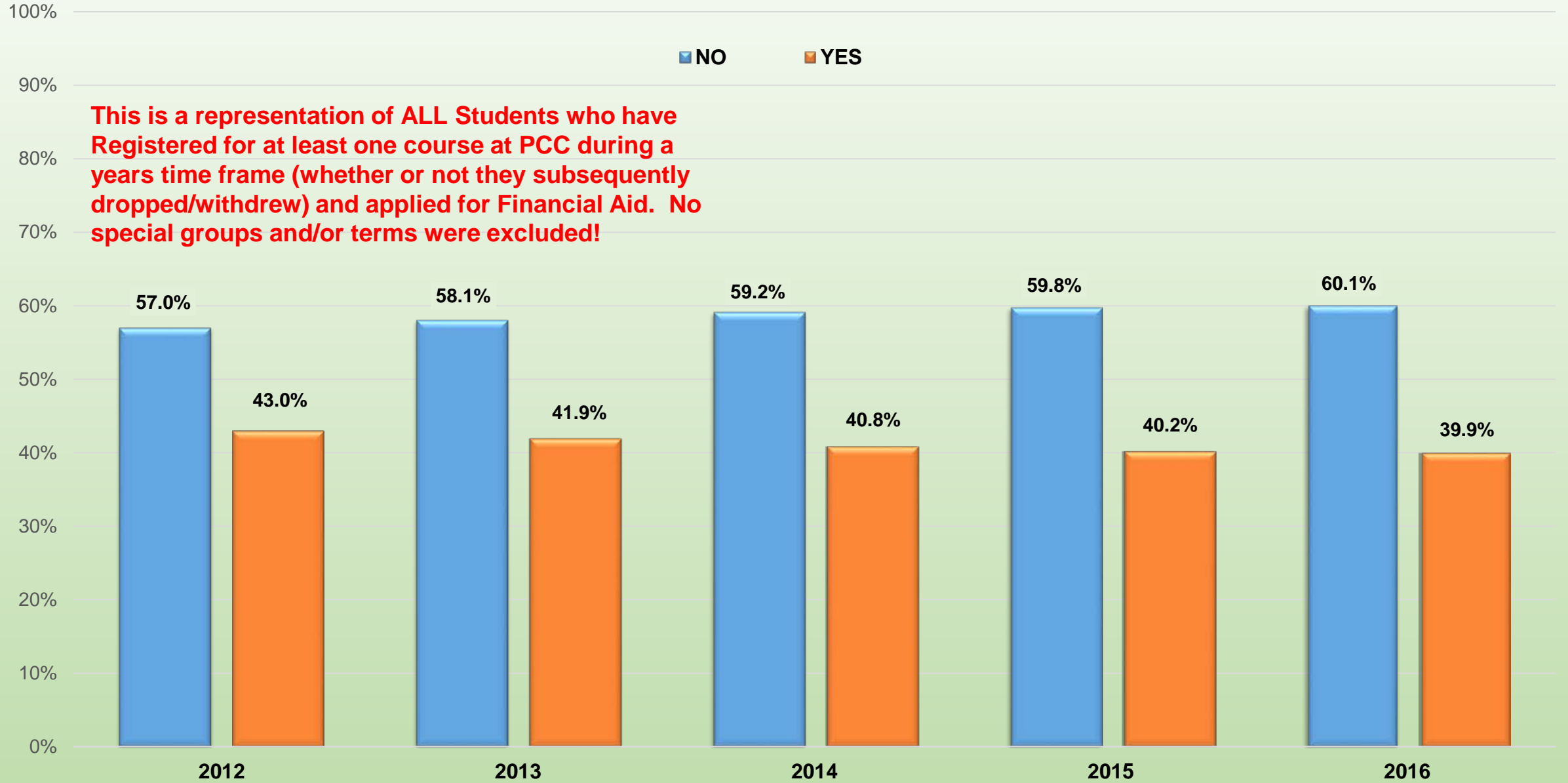
- Background

- Overall Financial Aid Applicants
- Applicants who are Offered Financial Aid
- PELL Grants
- Loans
 - ❖ Subsidized vs. Unsubsidized

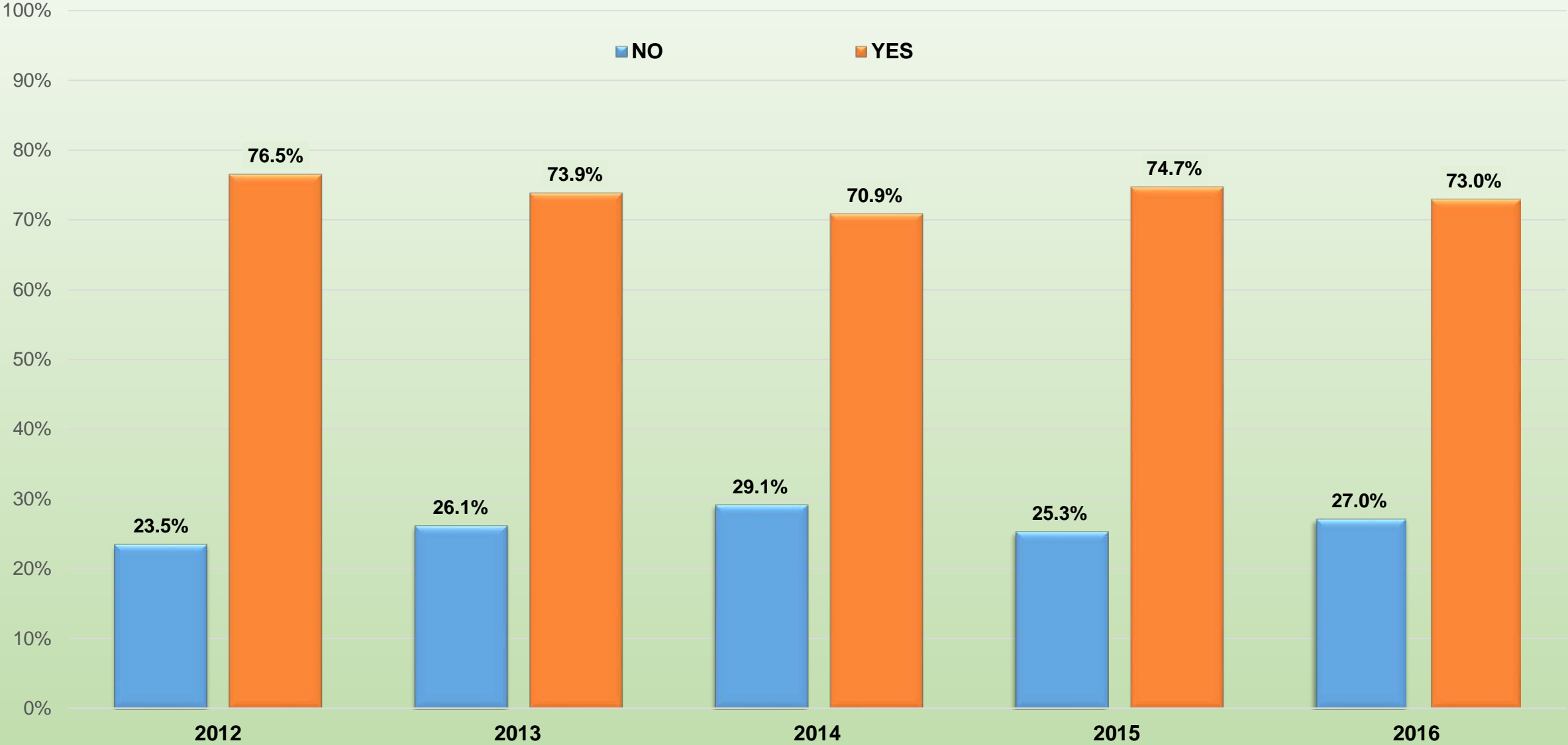
- Default Rates

- Loans that are incorporated into the Calculation of the Default Rate

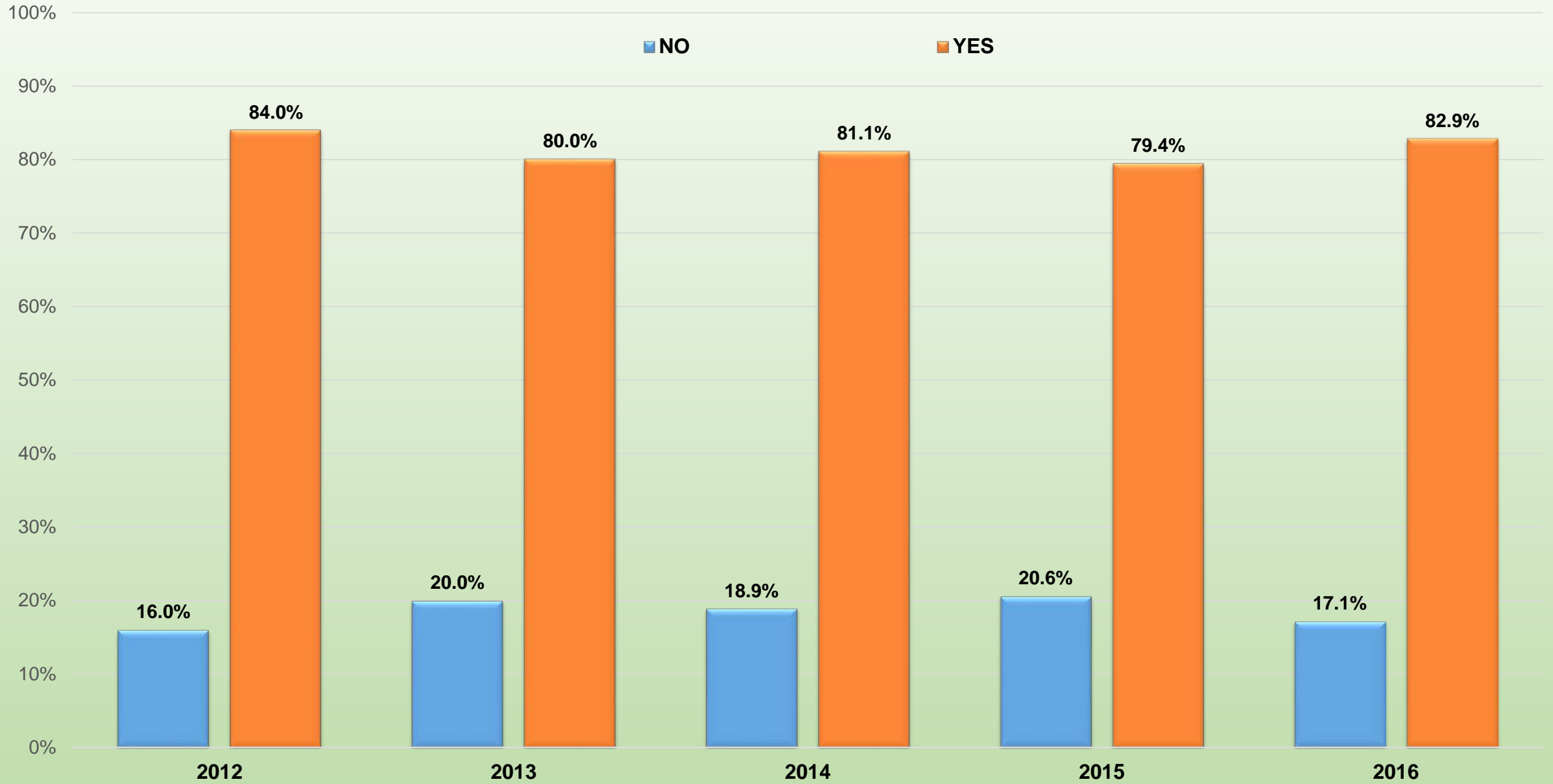
Percentage of Students who Applied for Financial Aid



Percentage of Students who Applied for Financial Aid who Actually were Offered Financial Aid



Students who were Offered PELL Grants



10 States With The Highest Pell Grant Dollar Disbursements

[By Katy Hopkins, Communications Staff](#)

In a newly released letter to Congress, the Department of Education (ED) provides a trove of Pell Grant recipient data. Nationwide, \$31,972,224,445 was disbursed in Pell Grant funding in the 2012-13 award year. In the letter, ED breaks down dollar disbursements by state, as well as the number of recipients in each. According to ED, the following 10 states were home to the highest dollar total Pell Grant disbursements that award year:

1. California: \$3,941,927,385 to 1,098,008 recipients
2. Texas: \$2,275,245,881 to 651,712 recipients
3. Florida: \$2,157,019,496 to 632,279 recipients
4. New York: \$1,974,667,215 to 523,613 recipients
- 5. Arizona: \$1,666,853,069 to 477,135 recipients**
6. Illinois: \$1,218,072,520 to 361,962 recipients
7. Michigan: \$1,017,422,093 to 308,074 recipients
8. Ohio: \$1,005,859,283 to 301,589 recipients
9. Georgia: \$996,890,157 to 309,006 recipients
10. Pennsylvania: \$981,064,153 to 287,120 recipients

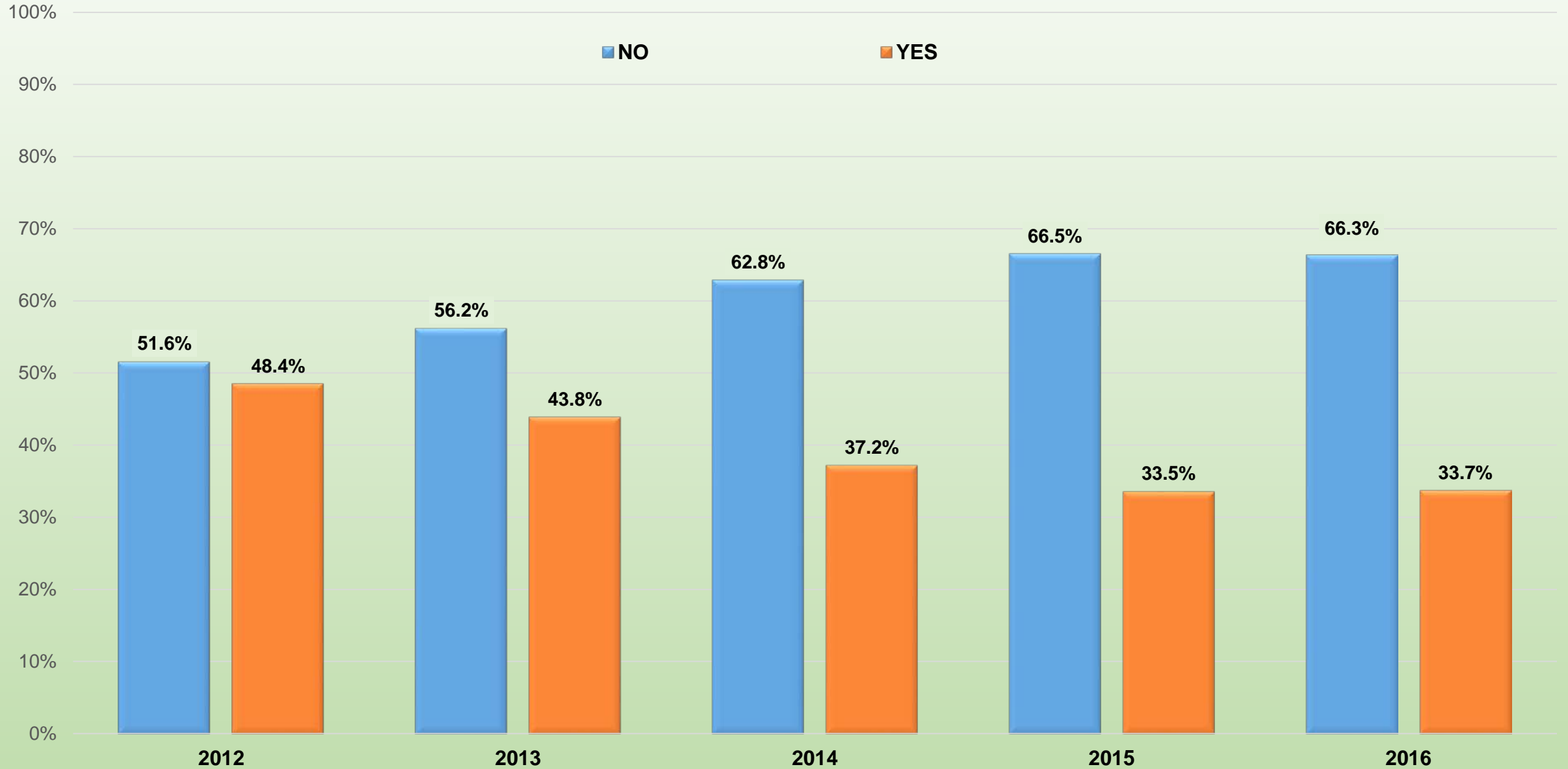
ED provided the letter in response to a request from the House and Senate Appropriations Committees, as part of the fiscal year (FY) 2014 Consolidated Appropriations Act, for enrollment and graduation information on Pell Grant recipients. See [ED's letter](#) for the full data, including institutional award information, and read [NASFAA's recap](#) on the aggregate graduation information released.

Publication Date: 2/18/2015

Source: National Association of Student Financial Aid Administrators

http://www.nasfaa.org/news-item/925/10_States_With_The_Highest_Pell_Grant_Dollar_Disbursements

Students who were Offered Financial Aid and also Obtained a Loan



Students Who Were Offered Financial Aid

SUBSIDIZED LOANS

Federal Stafford Subsidized (FSTAFS) & Federal Direct Subsidized (FDIRSB) Loans

Year	NO		YES	
	Count	Percent	Count	Percent
2012	10,741	56%	8,566	44%
2013	9,869	60%	6,518	40%
2014	9,373	66%	4,780	34%
2015	9,619	70%	4,146	30%
2016	8,621	69%	3,946	31%
Grand Total	48,223	63%	27,956	37%

UNSUBSIDIZED LOANS

Federal Stafford Unsubsidized (FSTAFU) & Federal Direct Unsubsidized (FDIRUN) Loans

Year	NO		YES	
	Count	Percent	Count	Percent
2012	11,459	59%	7,848	41%
2013	10,056	61%	6,331	39%
2014	11,985	85%	2,168	15%
2015	12,090	88%	1,675	12%
2016	11,138	89%	1,429	11%
Grand Total	56,728	74%	19,451	26%

Financial Aid Three-Year Default Rates FY 2013, 2012, and 2011

	FY 2013	FY 2012	FY 2011
Default Rate	20.9 %	21.3 %	20.6 %
Number in Default	934	1,023	790
Number in Repay	4,452	4,799	3,819
Enrollment figures	53,250	56,916	61,012
Percentage Calculation	8.3 %	8.4 %	6.2 %

OPE ID: 7266
 Type: Associate's Degree
 Control: Public
 Programs: Both (FFEL/FDL)

ENROLLMENT: To provide context for the Cohort Default Rate (CDR) data we include enrollment data (students enrolled at any time during the year) and a corresponding percentage (borrowers entering repayment divided by that enrollment figure). While there is no direct relationship between the timing of when a borrower entered repayment (October 1 through September 30) and any particular enrollment year, for the purpose of these data, we have chosen to use the academic year ending on the June 30 prior to the beginning of the cohort year (e.g., FY 2013 CDR Year will use 2011-2012 enrollment).

https://nslds.ed.gov/nslds/nslds_SA/defaultmanagement/cohortdetail_3yr.cfm?sno=13&oep_id=007266

Why Arizona Community Colleges Have High Student Loan Default Rates

"South Mountain Community College hit the perilous mark in student loan cohort default rates, which could put the school in danger of losing Title IV federal student loan funding," [Phoenix Business Journal reports](#).

"Its sister school Phoenix College is getting close to the threshold that attracts the attention of the U.S. Department of Education. South Mountain Community College had a 2013 student loan cohort default rate of 30.2 percent, while Phoenix College's rate was 27.6 percent for that same time period.

These local community colleges aren't alone.

Nationally, community colleges have a higher student loan default rate than other colleges and universities.

The average cohort **default rate nationally was 11.3 percent**, but for community colleges that number is **18.5 percent nationally**, said Kishia Brock, vice president of strategy and compliance for Maricopa Community College District, which operates South Mountain and Phoenix College, along with eight other community colleges in the metro Phoenix area.

...

Both South Mountain and Phoenix College have contracted a third-party company to reach out to students who are defaulting on their student loans to help get them back on track.

Other schools within the district have teams in place to help their delinquent borrowers, but all colleges in the district are making a more concerted effort to teach students while they're in school, before they take on too much debt, Brock said.

NASFAA's "Headlines" section highlights media coverage of financial aid to help members stay up to date with the latest news. Inclusion in Today's News does not imply endorsement of the material or guarantee the accuracy of information presented.

Publication Date: 10/14/2016

Source: National Association of Student Financial Aid Administrators

https://www.nasfaa.org/news-item/10121/Why_Arizona_Community_Colleges_Have_High_Student_Loan_Default_Rates

ARIZONA COMMUNITY COLLEGE'S DEFAULT RATES

Name	2013 Default Rate	2012 Default Rate	2011 Default Rate
COCHISE COLLEGE	5.2	9.6	9
CHANDLER-GILBERT COMMUNITY COLLEGE	16.2	16.7	21.1
PARADISE VALLEY COMMUNITY COLLEGE	16.6	18.1	20.2
COCONINO COUNTY COMMUNITY COLLEGE	17.1	22.4	21.9
MOHAVE COMMUNITY COLLEGE	18	22.7	28.6
SCOTTSDALE COMMUNITY COLLEGE	18.4	16.3	16.1
ESTRELLA MOUNTAIN	18.8	18.6	17.4
GATEWAY COMMUNITY COLLEGE	20.5	18.2	17.3
PIMA COMMUNITY COLLEGE	20.9	21.3	20.6
GLENDALE COMMUNITY COLLEGE	21.1	22	18.1
YAVAPAI COLLEGE	22.2	23.2	19.3
RIO SALADO COMMUNITY COLLEGE	22.4	29.9	24.9
CENTRAL ARIZONA COLLEGE	23.2	24.4	22.6
MESA COMMUNITY COLLEGE	24.3	22.9	19.2
ARIZONA WESTERN COLLEGE	24.5	27	21.4
PHOENIX COLLEGE	27.6	24.8	20.6
SOUTH MOUNTAIN COMMUNITY COLLEGE	30.2	28.5	28.5

KPI: Student progress

The Access KPI “Student progress from initial contact through application, placement tests (if applicable), new student orientation, registration, enrollment at defined intervals throughout the semester, completion of the first semester and persistence into the following spring” will also provide insights related to student services