

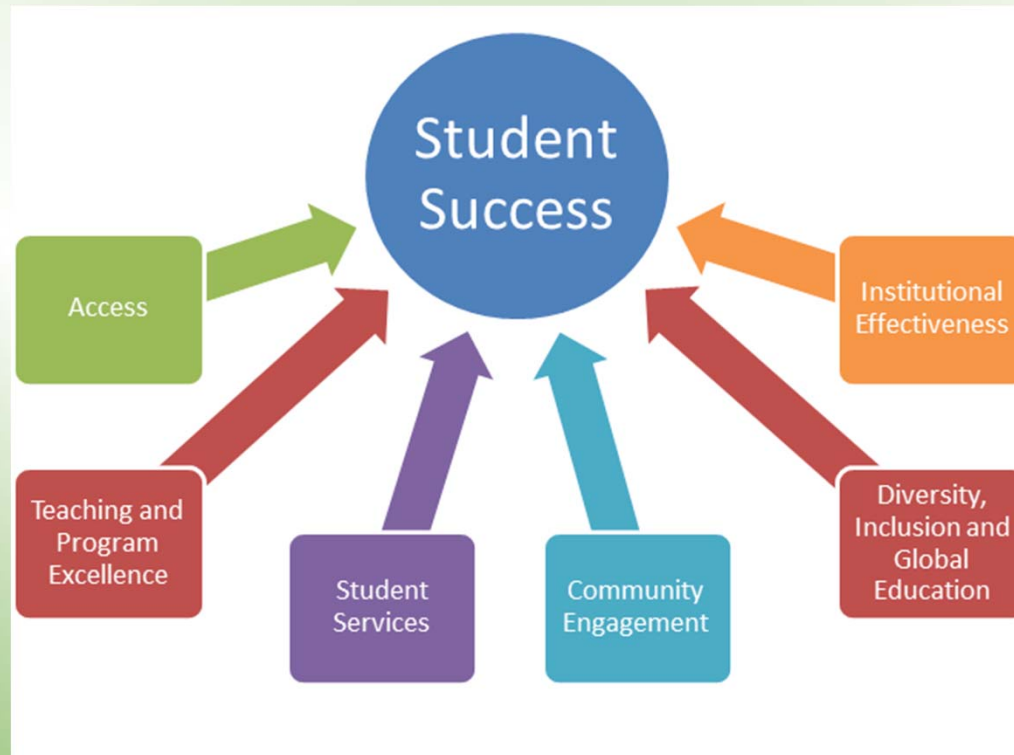
PCC Mission KPIs

Core Theme: Student Services

December 2017

Institutional Research, Planning and Effectiveness

PCC's 7 Core Themes



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”

- Financial aid had outreach events and FAFSA sessions
- New Diversity officer has had a number of Diversity Cafe chats
- New Ethnic and Transborder studies program was launched and has a number of events
- Introduced Program Advisors for students to have an assigned advisor in their program of study
- PimaConnection Initiative
- Rethinking new student orientation

❖ 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”

- New admissions application
- Admissions counselors now have caseloads to follow through on getting students to apply and through the enrollment funnel
- We had an engagement with Blackboard over the summer to reengage students and get them to reenroll in Fall 2017

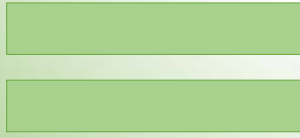
❖ Three-year average financial aid default rate

- Since this is a 3 year indicator, it takes sometime for initiative to take effect, although we did work with the Department of Education to get some students removed from our cohort who were involved in fraudulent behavior, had passed away, or were erroneously in the cohort. We currently have a default management plan that is being worked and included work with SALT to provide default counseling to students and will bring on board Financial Aid TV to provide more info to students about loan default.

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

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

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

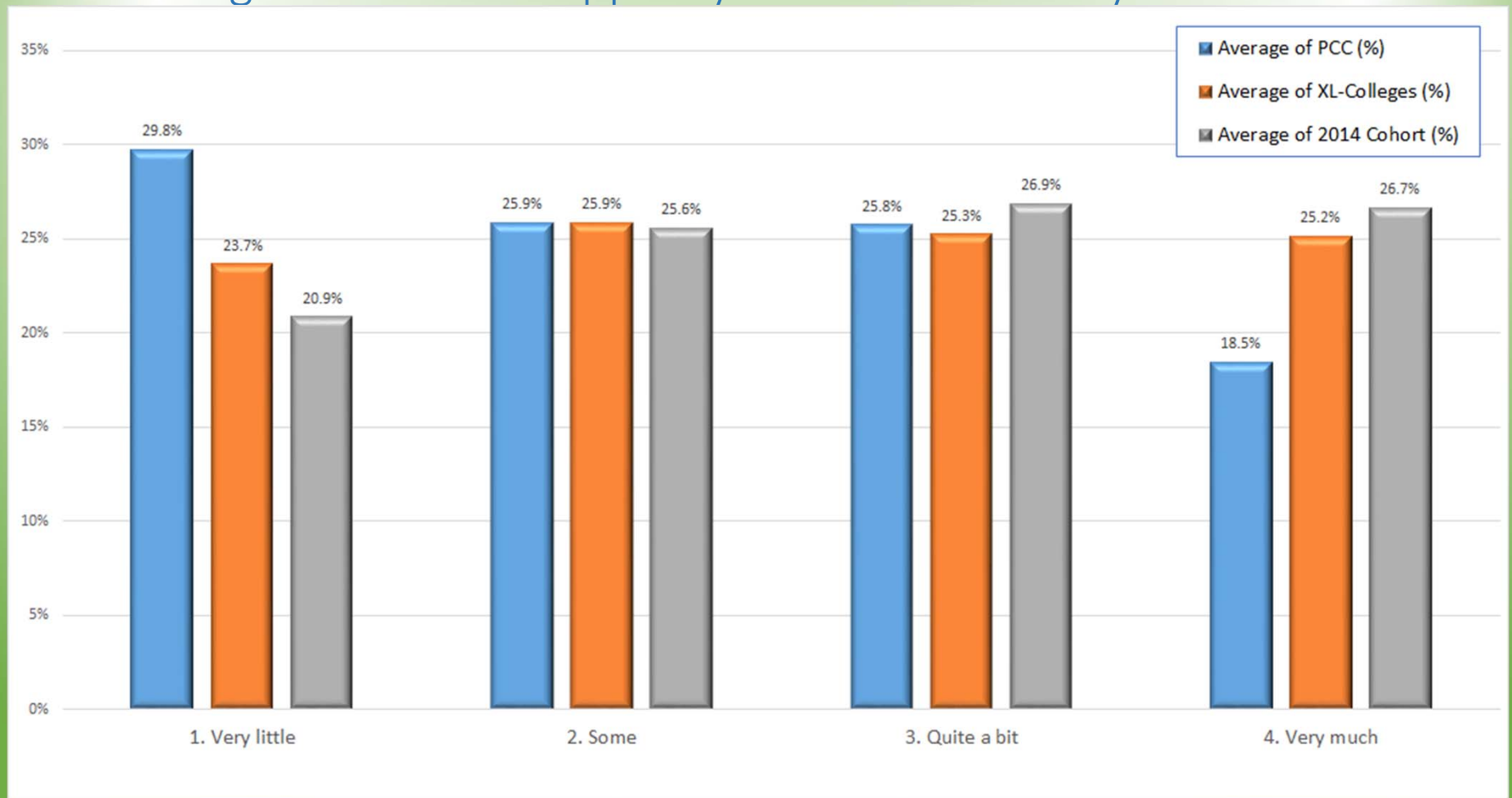
<https://www.pima.edu/about-pima/mission/mission-fulfillment.html>

“Support for Learners”

Community College Survey of Student Engagement (CCSSE)

- Administer in Spring 2017 in classrooms
- 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 (2011, 2014, 2017)
- Results will be posted: <https://www.pima.edu/about-pima/reports/benchmarking-studies/index.html>

How much does this college emphasize each of the following? Providing the financial support you need to afford your education...



Source: 2014 CCSSE Results

Community College FACULTY Survey Student Engagement (CCFSSE)



- Companion to CCSSE
- Asks faculty about perceptions regarding students' educational experiences, their teaching practices, and the ways they spend their professional time
- Online Survey Spring 2017
- Will post reports with benchmark data in 2018:
<https://www.pima.edu/about-pima/reports/benchmarking-studies/index.html>

Survey of Entering Student Engagement (SENSE)



How do you
feel about ...?

- Asks about experiences of entering students; including registration, advising, placement testing, tutoring, financial aid, instruction, study habits, academic intention, etc.
- Administered in 90 classes in Fall 2017
- 1500 + responses
- Will post reports with benchmark data in March 2018:
<https://www.pima.edu/about-pima/reports/benchmarking-studies/index.html>

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
- Interactive enrollment funnel from filling out the application, placement test, orientation, to registration. Includes applicant demographics too.
- Pima Reports → Interactive Reports – Beta Testing → Admission Reports → Admissions Summary – Last Four Fall

<https://pimareports.pima.edu/BOE/BI>



Home Documents

View New Organize Send More Actions Details

My Documents

Folders

- Public Folders
 - ASR Development
 - 2016-11-10 LEH
 - Archive
 - Frozen Snapshots with VFA Testing
 - HR reports for Ozlem
 - PCC Internal Dashboard Source Data
 - Stage for verifications
 - Training - Retention Report versions
 - VFA Visuals
 - ASR Validation
 - Interactive Reports - Beta Testing
 - Admission Reports**
 - Continuing Education and Noncredit
 - Course Completion Reports by Term
 - Daily Registration Reports
 - Longitudinal Reports
 - Voluntary Framework of Accountability (VF

Title ^	
	Admissions Feeder Schools - Last Four Fall
	Admissions Feeder Schools - Last Four Fall - pdf printing format
	Admissions Feeder Schools - Last Four Fall Type: Web Intelligence
	Admissions Summary - Last Four Fall - pdf printing format

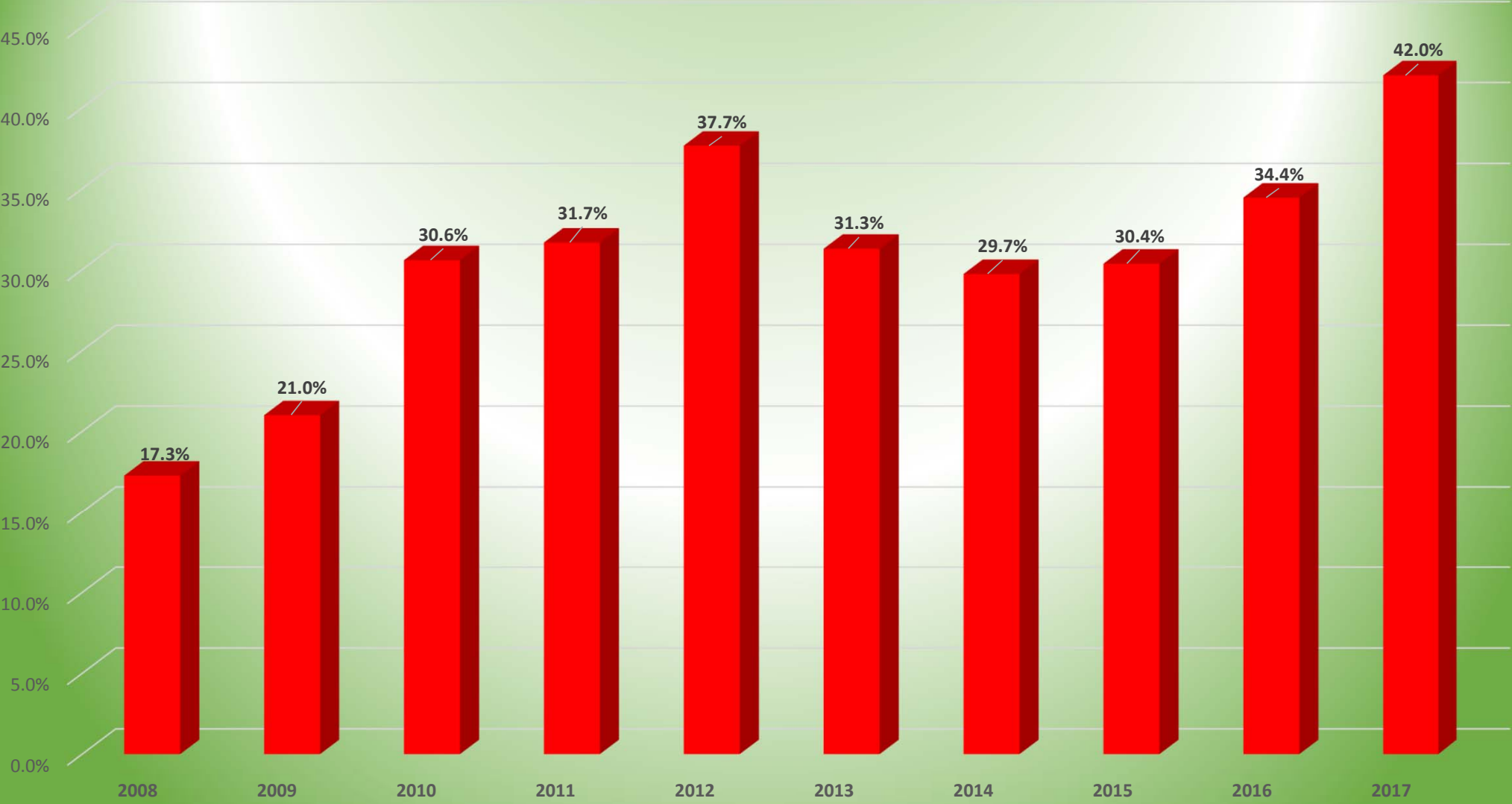
KPI: Three-year average financial aid default rate

- Background
 - Applicants/Enrolled Applicants
 - 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

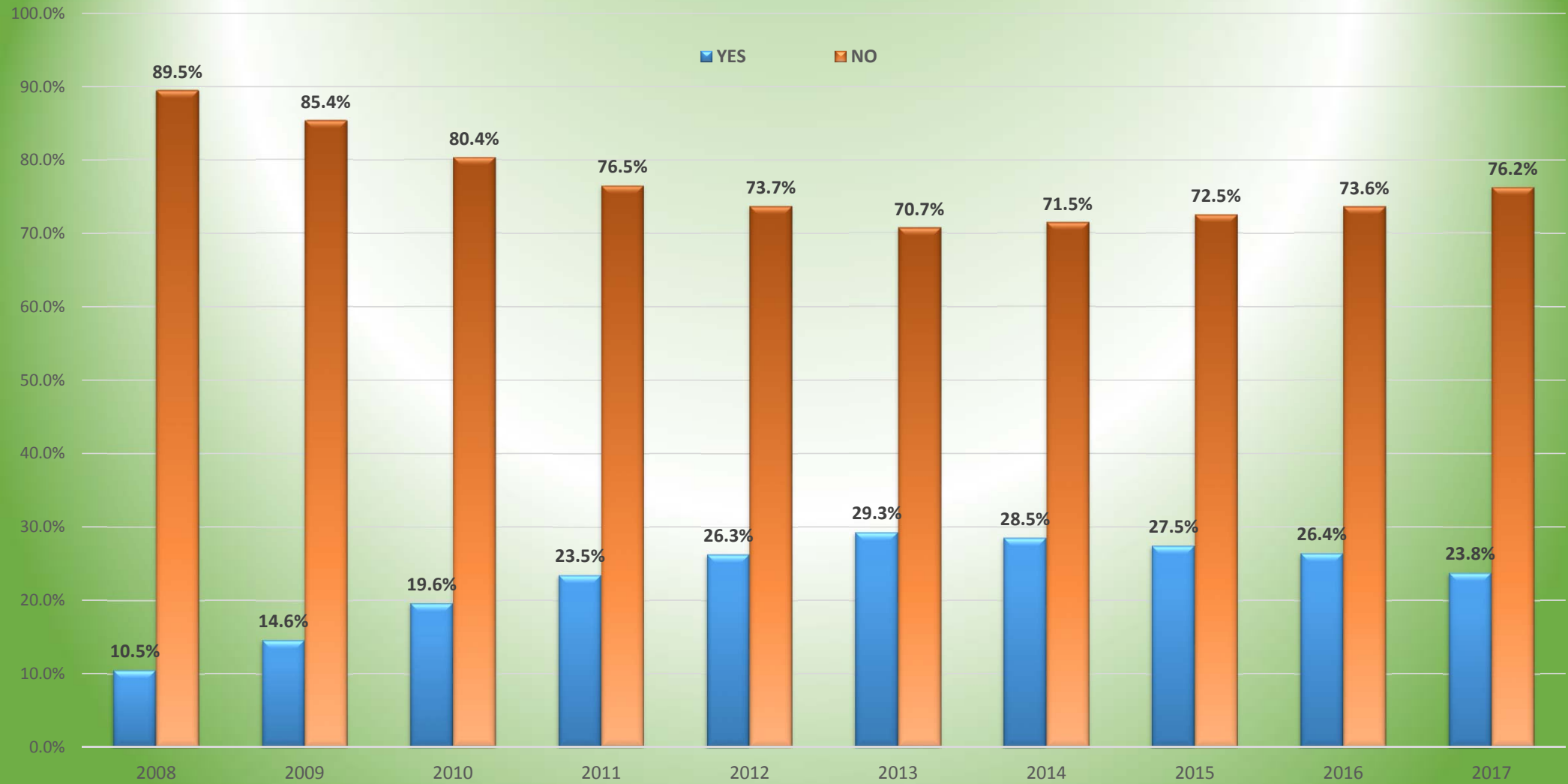
Applicant Count per Year and Students who Subsequently Enrolled



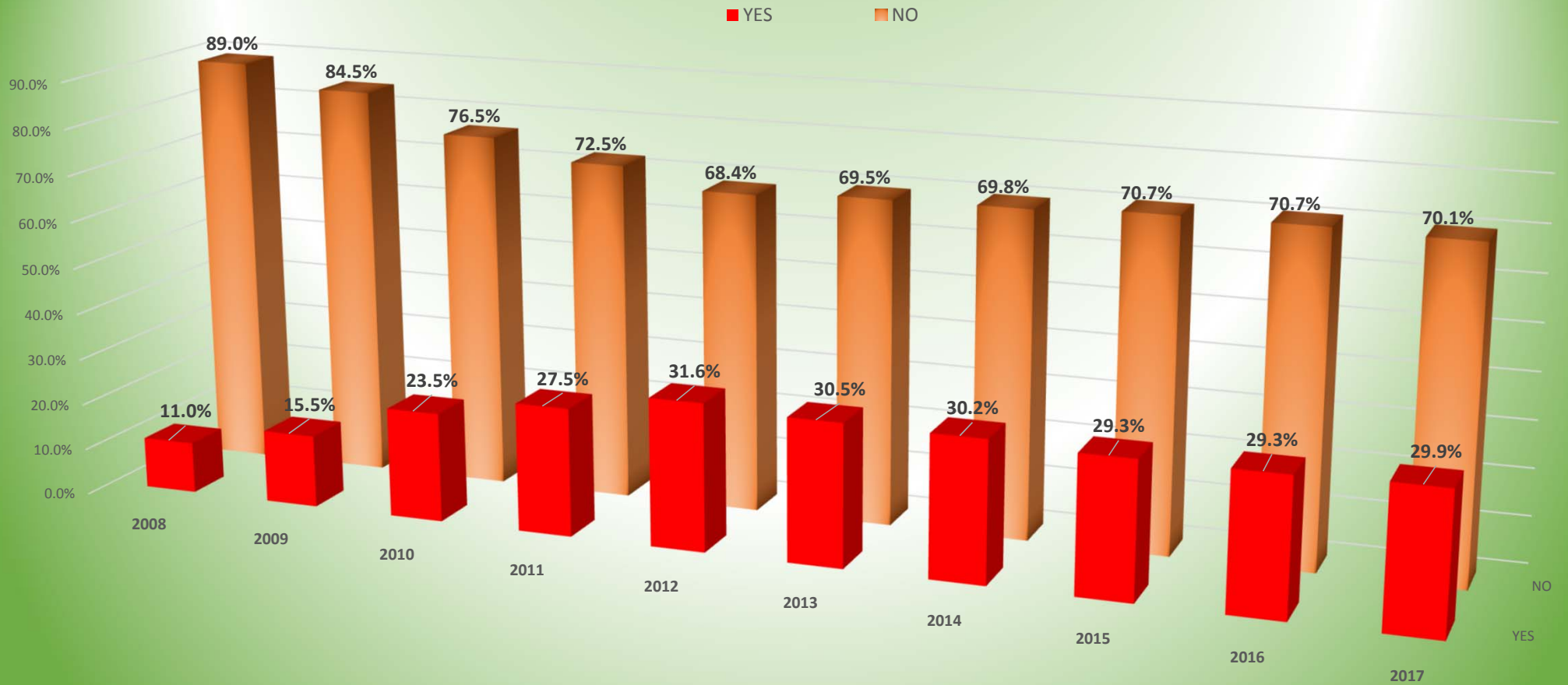
Students Lost through the Application Process thru Enrollment



Applicants to PCC and Applied for Financial Aid

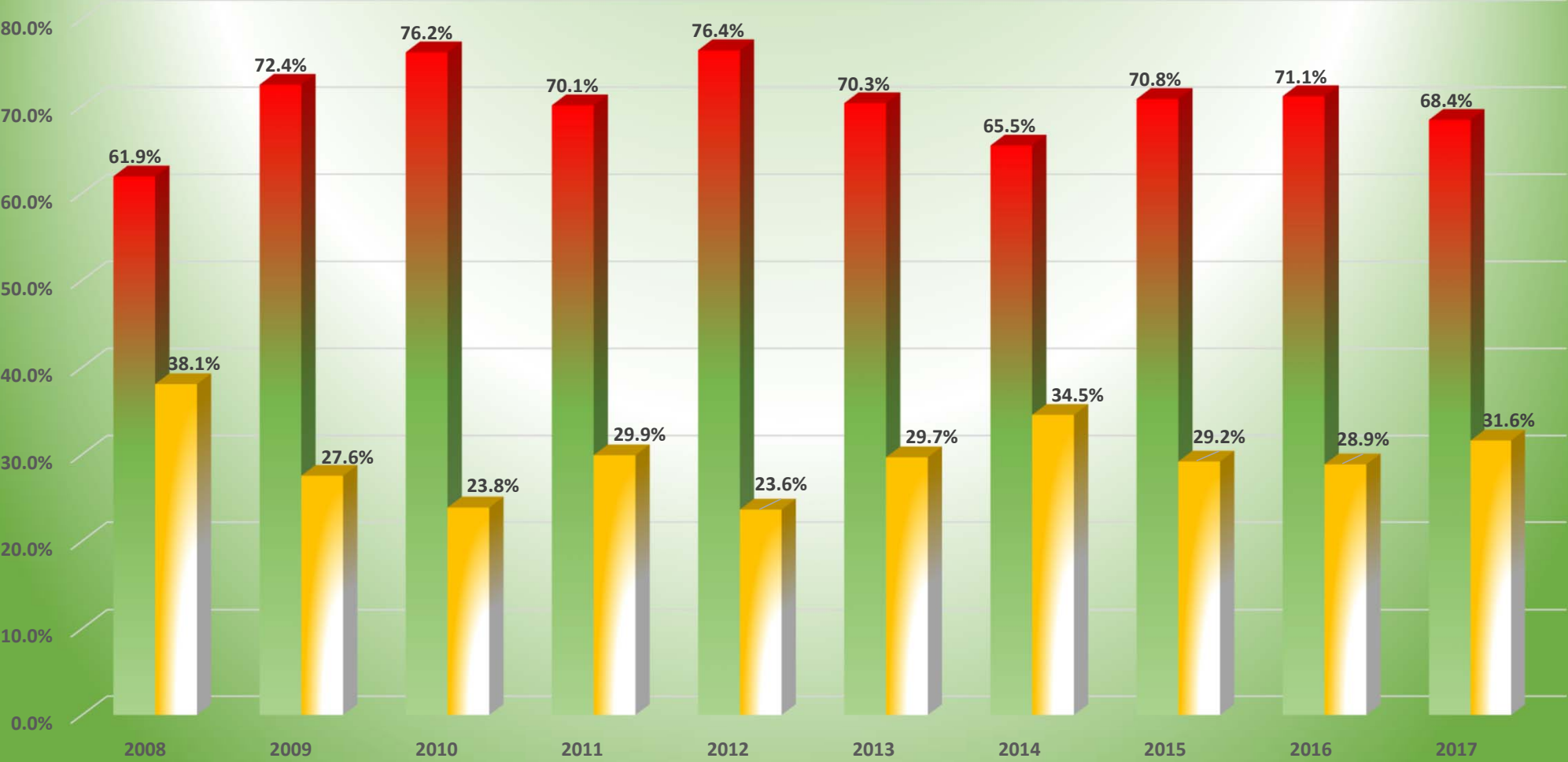


Applicants to PCC who also Enrolled in a Course and Applied for Financial Aid

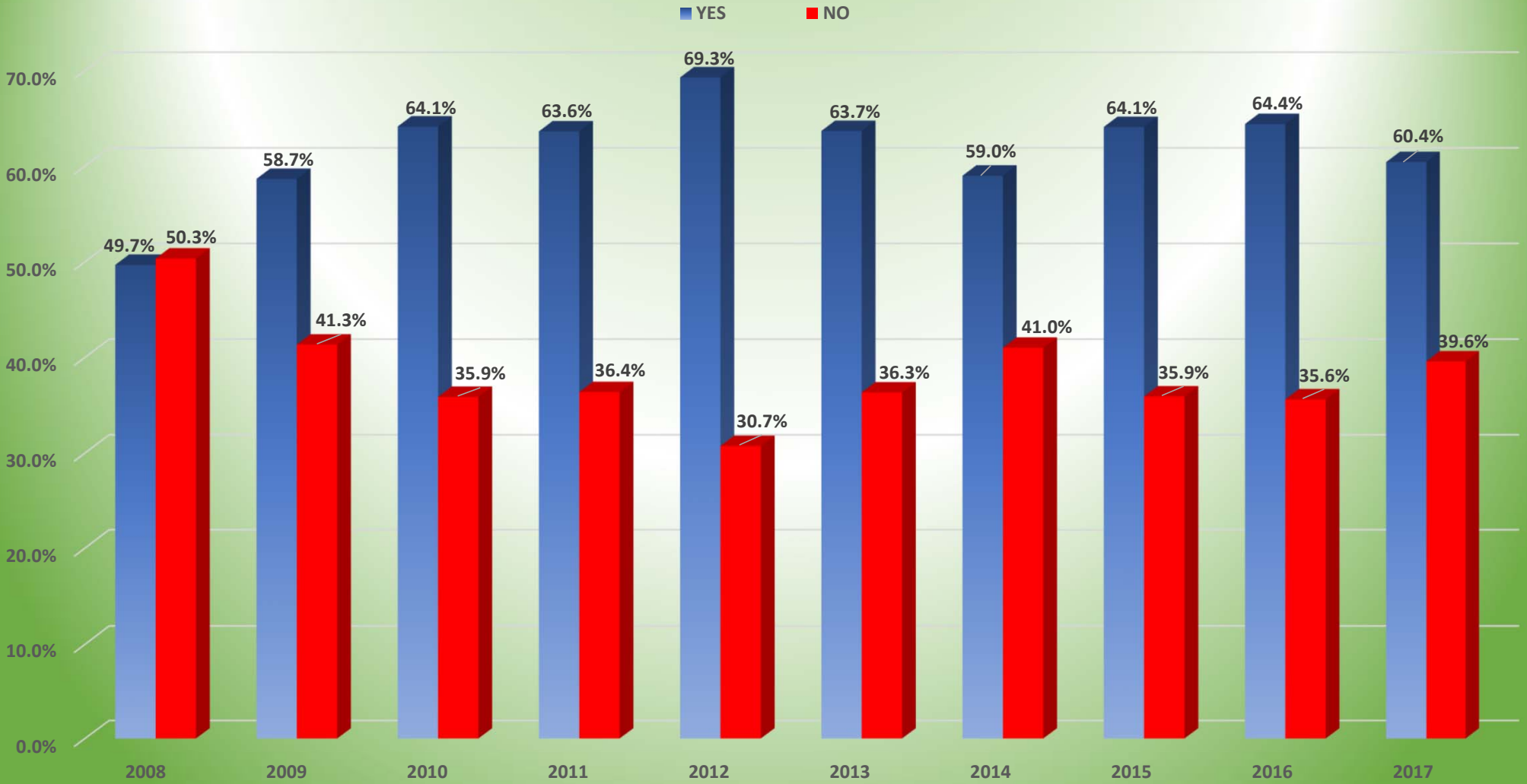


Students who were Admitted to PCC, Enrolled in at least one course, Applied for Financial Aid and were Offered Financial Aid

YES NO



PCC Applicants who Enrolled in a Course within 2 Years and who was Offered a PELL Grant



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

Financial Aid 3-Year Default Rates FY 2014, 2013, 2012, and 2011

	FY 2014	FY 2013	FY 2012	FY 2011
Default Rate	19.3 %	20.9 %	21.3 %	20.6 %
Number in Default	780	934	1,023	790
Number in Repay	4,037	4,452	4,799	3,819
Enrollment figures	47,374	53,250	56,916	61,012
Percentage Calculation	8.5 %	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&ope_id=007266

Current Date : 10/27/17

2014 source: <https://www2.ed.gov/offices/OSFAP/defaultmanagement/cdr.html>

ARIZONA COMMUNITY COLLEGE'S DEFAULT RATES

Name	2014 Default Rate	2013 Default Rate	2012 Default Rate	2011 Default Rate
COCHISE COLLEGE	6.1	5.2	9.6	9.0
ARIZONA WESTERN COLLEGE	17.1	24.5	27.0	21.4
CHANDLER-GILBERT COMMUNITY COLLEGE	17.3	16.2	16.7	21.1
MOHAVE COMMUNITY COLLEGE	17.4	18.0	22.7	28.6
COCONINO COUNTY COMMUNITY COLLEGE	18.0	17.1	22.4	21.9
SCOTTSDALE COMMUNITY COLLEGE	19.1	18.4	16.3	16.1
PIMA COMMUNITY COLLEGE	19.3	20.9	21.3	20.6
PARADISE VALLEY COMMUNITY COLLEGE	19.6	16.6	18.1	20.2
GLENDALE COMMUNITY COLLEGE	20.4	21.1	22	18.1
RIO SALADO COMMUNITY COLLEGE	21.9	22.4	29.9	24.9
ESTRELLA MOUNTAIN	22.5	18.8	18.6	17.4
CENTRAL ARIZONA COLLEGE	22.5	23.2	24.4	22.6
MESA COMMUNITY COLLEGE	22.8	24.3	22.9	19.2
GATEWAY COMMUNITY COLLEGE	24.7	20.5	18.2	17.3
YAVAPAI COLLEGE	25.5	22.2	23.2	19.3
PHOENIX COLLEGE	31.0	27.6	24.8	20.6
SOUTH MOUNTAIN COMMUNITY COLLEGE	33.3	30.2	28.5	28.5

Source: <https://www2.ed.gov/offices/OSFAP/defaultmanagement/cdr.html>

Note: Eastern Arizona has no data.

