

# Key Performance Indicators

Key Performance Indicators

Gary Fretwell, Senior Vice President  
Dr. Jim Hundrieser, Associate Vice President

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Noel-Levitz

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### Key Performance Indicators (KPI) Performance Indicators (PI)

- **KPI's** are commonly-acknowledged measurements that are directly related and critical to the mission and fiscal health of the institution. They are institution-specific, data-derived measurements that are the foundation for determining the current state of the institution and, when matched with historical comparisons, are relevant for creation of situational (SWOT) analysis and overall strategic enrollment planning.
- **PI's** are important measurements that are indirectly related to the mission and support key performance indicators. It takes improvement in multiple PI's to impact any one or more KPI's.

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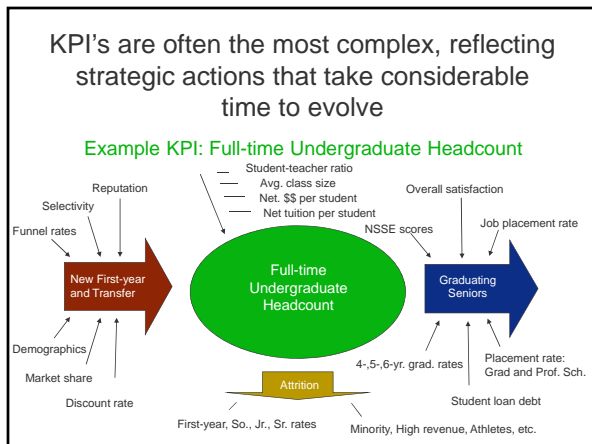
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# Key Performance Indicators

## Creation of a Dashboard



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## Dashboard is monitored by SEM Council



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## Key Performance Indicator Update

- KPI's categorized for all populations: Associates, Bachelor, Graduate, Off-Site, Online, Transfers
- KPI Themes
  - Enrollment
  - Student Quality
  - Student Progress
  - Program Quality
  - Fiscal Health
  - Diversity
  - Co-Curricular (Student Life)

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# Key Performance Indicators

## Summary of KPI's for Top-level KPI

Table Two: Summary of Student Quality KPIs			
Incoming Student Quality KPIs	Three- or Five-year Mean	2010-11	Metric/Empirical Definition
Average high school GPA			High school grade point average on a 4.0 scale
Top high school quartile			Students placed in the top high school quartile as defined by the high school
Average SAT/ACT			Average of verbal and math score; this does not include the written portion of the exam
New transfer student average entering GPA			Entering with 12 or more college credits, the average college grade point average at entry

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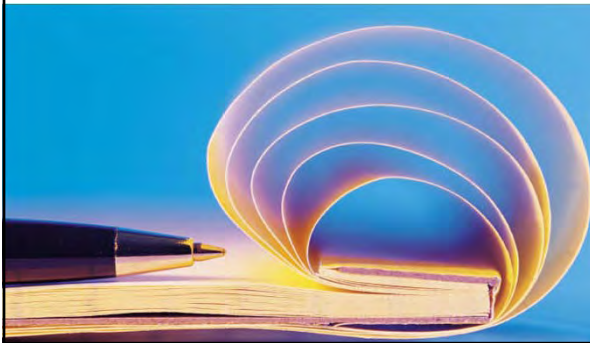
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## Exercise: Key Performance Indicators



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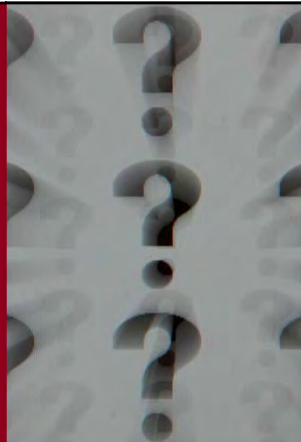
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## Questions & Discussion



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# Key Performance Indicators



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