

SERVICE COMMUNITY

Performance Indicators: Approved May 2, 2006

Strategy	Goal	Objective	Performance Indicator	Data Source	SCSU Baseline	Peer Benchmark	SCSU Target
The University will emphasize and support services and activities that lead to higher retention, satisfaction and success for students, faculty, and staff.	The University will provide the people and resources necessary to ensure that students succeed at SCSU.	The University will develop a University-wide response to better support under prepared and academically at-risk students.	Retention rate of students below 60 th percentile	Institutional Research Report			
			Graduation rate of students below the 60 th percentile	Institutional Research Report			
			Retention rate of students completing developmental coursework	Institutional Research Report			
			Passage rate of students receiving vs. not receiving supplemental instruction	Institutional Research Report			
		The University will develop a new student orientation program that includes programming for the entire first year.	NSSE Student Satisfaction Index: (8c, 10b, 10d-f, 13, 14)	NSSE Survey			
			1 st to 2 nd year retention rate	Institutional Research Report			
			Participation and usage rates of campus services	TBD			
		The University will create a campus-wide tutoring center.	Student usage rates	TBD			
			Persistence rate of students using Tutoring Center each semester	TBD			
		The University will expand opportunities for students to become members of a campus cohort, including the expansion of the first-year experience program.	NSSE Supportive Campus Environment Benchmark	NSSE Survey			
			Number of FYE participants	FYE Report			
			FYE student satisfaction	FYE Survey			
			Major program satisfaction	Institutional Research Report			
			Student engagement by major	Graduating Senior Survey			
				Other TBD			
		Completion of freshman housing requirement feasibility study	Completion of study				

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		The University will develop and implement a comprehensive assessment and evaluation plan for all campus services accessed by students.	Percentage of programs with identified learning outcomes and evaluation criteria	Assessment Report			
				Unit Report			
			Percentage of programs with an assessment and/or evaluation plan	Assessment Report			
				Unit Report			
			Percentage of programs using assessment and evaluation data to improve student learning and service	Assessment Report			
				Unit Report			
	Students will know how to find and will receive timely and accurate information that supports their academic success.	The University will create a comprehensive advising and development plan for each student.	NSSE (Advising questions)	NSSE Survey			
			Student satisfaction (advising)	Graduating Senior Survey			
			4-, 5-, 6-year graduation rates	Institutional Research Report			
			Percentage of students employed or situated 1 yr. post graduation	Alumni Survey			
		The University will develop initiatives to provide regular and accurate information to students.	Student satisfaction (communication)	Graduating Senior Survey			
		The University will provide student orientations and aids to assist them in navigating the universities offices and services.	Student satisfaction (user friendliness)	Graduating Senior Survey			
		The University will promote and support student-centered service in all of its offices.	Student satisfaction (student service)	Graduating Senior Survey			
			% of programs demonstrating there contribution to student success	TBD			

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	The University will provide a supportive work environment that enhances overall employee satisfaction and success.	The University will promote and support individual and interoffice cooperation and collegiality among all of its employees.	Employee satisfaction level overall and by bargaining unit	Faculty & Staff Survey			
			Employee retention rates by bargaining unit	HR Report			
			Mediation program usage	Mediation Program Report			
			Number of grievances resolved at each level	HR Report			
			Number of AOA and 1B.1 complaints filed compared to like institutions	Lead Investigator Report			
			Annual expenditures on discrimination and other lawsuits	Finance Report			
		The University will provide and support ongoing professional development opportunities for all employees.	% of expenditures for professional development (<i>MnSCU measure</i>)	HR Report			
			Continuous learning satisfaction measure (TBD)	Faculty & Staff Survey			
			Use of tuition remission by employee	HR Report			