AVC 2015-2016 3SP Strategic Focus Areas & Key Performance Indicators (KPI) for Credit Courses

Students KPI	2015-16 Targets Exceeds Target	Meets Target	Below Target	Actuals 2014-15	2015-16	Programs & Services KPI	2015-16 Targets Exceeds Target	Meets Target	Below Target	Actuals 2014-15	2015-16
Course Retention (%)	86.5	86.0	<86.0	85.9	86.8	Orientation Services Received (# Students)	11,000	10,950	<10,950	10,910	11,726
Course Success (%)	70.0	69.8	<69.8	69.3	69.8	First-Time Student, Not Exempt from Orientation Services (%)	100	100	<100	88	100
# Attempted Units	9.2	9.2	<9.2	9.2	8.6	Assessment Placement Services Received (# Students)	8,550	8,500	<8,500	8,481	7,263
# Completed Units	8.0	7.5	<7.5	7.0	7.2	Counseling/Advisement Services Received (# Students)	5,800	5,780	<5,780	5,761	7,050
Completion Rate (%)	43.5	43	<43	42.8	44.5	Student Education Plan Development Services Received (# Students)	19,725	19,700	<19,700	19,665	18,293
Overall Student Satisfaction from CCSSE (%)	90	89	<89	89	89	Academic Follow-Up Services Received (# Students)	15,300	15,293	<15,293	15,273	20,613
Declared Students (#)	11,300	11,200	<11,179	11,179	14,278	Student Success Kickoff Services Received (# Students)	965	945	<945	924	946
Unduplicated Headcount (#)	19,100	19,043	<18,854	18,854	18,849	Student Success Workshops (# Students)	300	278	<278	268	685
FTES (#)	11,500	11,449	<11,336	11,336	11,141	Academic Progress/Probation Services (# of Students)	1,760	1,750	<1,750	1,741	2,070

Definitions for Key Performance Indicators (KPI) for Credit Courses

Students	Programs & Services
Course Retention (%): The percentage of students still enrolled in credit classes at Census. Source: AVC Banner	**Orientation Services Received (# Students):** The number of students that received orientation services. Source: Student Services
Course Success (%): The percentage of students who received a grade of C, P or better. Source: Institutional Effectiveness Partnership Initiative Indicator (IEPI) Goals), AVC's Educational Master Plan 2013-16 and AVC Banner	**First-Time Student, Not Exempt from Orientation Services (%):** Percentage of first-time students not exempt from orientation services during fall 2014 & fall 2015. Source: Student Services
# Attempted Units: The average number of units attempted by a student. Source: AVC Banner	**Assessment Placement Services Received (# Students):** The number of students that received assessment placement services. Source: Student Services
# Completed Units: The average number of units completed by a student. Source: AVC Banner	**Counseling/Advisement Services Received (# Students):** The number of students that received counseling/advising services. Source: Student Services
Completion Rate (%): The percentage of first-time students with minimum of six units earned who attempted any Math or English in the first three years and achieved any of the following outcomes within six years of entry: earned AA/AS or certificate; transferred to a four-year institution after enrolling at a CCC; or were transfer prepared by having successfully completed 60 UC/CSU transferable units with a GPA>=2.0. Source: CCCCO AVC 2015 & 2016 Student Success Scorecard	**Student Education Plan Development Services Received (# Students):** The number of students who developed an education plan. Source: Student Services
Overall Student Satisfaction from CCSSE (%): Percent of student satisfaction calculated using data from overall student satisfaction items from the Community College Survey of Student Engagement (CCSSE). Source: AVC's 2014 & 2016 CCSSE Data	**Academic Follow-Up Services Received (# Students):** The number of students that received academic follow-up services. Source: Student Services
Declared Students (#) The number of students during fall semester with educational goals. Source: AVC Banner	**Student Success Kickoff Services Received (# Students):** The number of first-time college students that received student success kickoff services offered to HS seniors and graduates. Source: Student Services
Unduplicated Headcount (#): The total unduplicated headcount of students enrolled in credit classes. Source: CCCC's Datamart & AVC Fact Book	**Student Success Workshops (# Students):** The number of students attending student success workshops offered to all students. Source: Student Services
FTES (#): The number of full-time equivalent students enrolled in credit classes. FTES is based on one student enrolled in courses for three hours a day, five days a week, for an academic year of 35 weeks or a total of 525 hours per one FTES. source: CCCCO Datamart & AVC Fact Book	**Academic Progress/Probation Services (# of Students):** The number of students placed on academic or progress probation or facing dismissal who received support services. Source: Student Services

Overview of AVC's SSSP Research 2015-16 & 2016-17

   Although the California community colleges have public student success scorecards with the Chancellor's Office, Antelope Valley College has developed its own key performance indicators-KPI (attached) for credit courses. These KPI are designed to complement the metrics on its state scorecard. These scorecards are being utilized to monitor and capture AVC's progress on 3SP initiatives, especially orientation, assessment, counseling/advising, and academic follow-up services received by students, as well as other key initiatives such as the Student Success Kickoffs and workshops. The 3SP initiatives have been implemented simultaneously with the Equity Plan goals that are designed to help address any existing achievement gaps amongst the various diverse groups at AVC.

   Baseline data for each KPI were gathered for 2014-15 and used as a basis for setting targets for 2015-16. KPI such as attempted and completed credits are also represented in addition to the 3SP initiatives-related KPI. In an effort to incorporate key existing frameworks, several other sources were used for the development of the KPI e.g. the course success KPI target is from the Institutional Effectiveness Partnership Initiative (IEPI) Indicator goal for 2015-16 and AVC's Educational Master Plan 2013-16; the completion rate KPI is from the CCCCO AVC 2015 & 2016 Student Success Scorecard, and the overall student satisfaction is determined from AVC's data from its 2014 & 2016 Community College Survey of Student Engagement (CCSSE) administration. The 2015-16 academic year data for each of the KPI were examined to determine whether the actuals either meet or exceed the targets set based on 2014-15 baseline data or whether the actuals were below target. Any KPI with actuals falling at or above the set targets will be cause for celebration and continued improvement, while any KPI with actuals falling below the set targets will be reviewed by the Student Success Committee to determine possible explanations for the results and strategies will be brainstormed as needed for further improvement of initiatives impacting these KPI, as well as the creation of new initiatives.