**V. Ongoing and Systematic Assessment of Key Performance Indicators**

The plan will contain a set of key performance indicators that will be regularly measured, benchmarked, tracked, and mapped to annual strategic initiatives and goals. These are reported in college-wide outcomes via a Coastline Community College Scorecard so improvement may be made and plan adjusted.

*Figure #6*

*Sample - Coastline College Strategy Map*

|  |  |  |  |
| --- | --- | --- | --- |
| Domains | Goals | 2012/13 Strategic Initiatives | Key Performance Indicators |
| Student Success | *1. Coastline will make learner success its core focus*. | Strategic Initiatives which align with individual goal will be listed.1.1 1.2 | 1. Number of Awards Conferred
2. Transfer Volume
3. Transfer Rates
4. Successful Course Completion Rates
5. ARCC Basic Skills Improvement Rates
 |
| Access, Persistence, & Retention | *2. Coastline will increase student access, and improve persistence and retention with a particular focus on basic skills.* | Strategic Initiatives which align with individual goal will be listed.2.1 2.2 | 1. Fall to Fall Persistence Rates
2. Retention Rates
3. Basic Skills Retention Rates
4. Subsequent Success of Basic Skills
 |
| Innovation & Improvement | *3. Coastline will continue to create and nurture innovative programs, services and technology solutions that respond to the needs and expectations of its learning community.* | Strategic Initiatives which align with individual goal will be listed.3.1 3.2 | 1. Program Review Completion Rate2. Overall Student Satisfaction Ratings3. Percentage of Fully Online Programs4. Number of CTE Certificates |
| Partnerships | *4. Coastline will strengthen and expand its entrepreneurial, grant development and collaborative activities through partnerships with business and industry, government agencies, educational institutions, and the public to enhance the college’s capabilities and opportunities for students.* | Strategic Initiatives which align with individual goal will be listed.4.1 4.2 | 1. Number of Partnerships2. Number of Articulation Agreements3. Amount of Grants Received |
| Culture of Planning, Evidence, & Inquiry | *5. Utilizing participatory governance processes, Coastline will improve its collection, analysis and use of data to enhance teaching, learning and institutional effectiveness.* | Strategic Initiatives which align with individual goal will be listed.5.1 5.2 | 1. Overall Employee Satisfaction Ratings2. Number of Data-driven Events3. Fill Rates4. Load (WSCH/FTEF)5. Percent within FTES Cap |
| Growth & Efficiency | *6. Coastline will purposefully advance and sustain the college’s capacity for student success through efficient use of resources, as well as expanded diverse and responsive programs and services.* | Strategic Initiatives which align with individual goal will be listed.6.1 6.2 | 1. Number of Programs for Underrepresented Student Groups2. Number of Technology-related Professional Development Trainings |