

LEGISLATIVELY ADOPTED 2007-09 KEY PERFORMANCE MEASURES

AGENCY-LINKED OREGON BENCHMARKS (OBM #) ADDED BY THE OREGON PROGRESS BOARD

NAME OF AGENCY: OREGON DEPARTMENT OF COMMUNITY COLLEGES AND WORKFORCE DEVELOPMENT

KPMs With Benchmark Linkages

Mission: To contribute leadership and resources to increase the skills, knowledge and career opportunities of Oregonians.

Related Oregon Benchmarks (OBMs)

OBM 23 – High School Completion; OBM 27 – Adult Literacy; OBM 29 – Labor Force Skills Training; OBM 25 – Postsecondary Credentials; OBM 24 – Some College Completion

| 2007-09 KPM# | Legislatively Adopted KPMs for 2007-09 | OBM # | Changes to 2005-07 | Target 2008 | Target 2009 |
|--------------|--|-------|--------------------|-------------|-------------|
| 1 | SUCCESSFUL GED APPLICANTS – Percentage of GED certificate applicants successful. | | New | 76.7% | 77.5% |
| 2 | AT-RISK YOUTH EXIT SUCCESSFULLY – Percentage of enrolled at-risk youth who remained in or returned to school, or obtained their high school diploma/equivalent upon exiting the program. | 23 | | 71.9% | 72.6% |
| 3 | YOUTH EMPLOYED UPON EXIT – Percentage of enrolled older at-risk youth who obtained employment upon exiting the program. | | New | 75.8% | 76.6% |
| 4 | ADULTS EMPLOYED UPON EXIT – Percentage of clients served in adult workforce programs who obtained employment upon exiting the program. | | New | 84.2% | 85.5% |
| 5 | DISLOCATED WORKER WAGES – Percentage of dislocated workers who obtained employment with at least 80% of prior earnings. | | New | 61.9% | 63.1% |
| 6 | CURRENT/INCUMBENT WORKER EMPLOYMENT – Percentage of current/incumbent workers who retained employment after exit. | | New wording | 82.6% | 82.6% |
| 7 | COMPLETION OF BASIC SKILLS/ESL – Percentage of students enrolled in a basic skills or ESL program who complete successfully. | 27 | New | 49.9% | 50.9% |
| 8 | NURSING COMPLETION – Percentage of students who successfully complete a Nursing program. | | New wording | 73.0% | 73.7% |
| 9 | SBDC BUSINESS START-UPS – Percentage of SBDC pre-venture/start-up entrepreneurs with a completed business plan who start a business. | | New wording | 71.4% | 72.8% |
| 10 | BITS COMPANY SATISFACTION – Percent of companies ranking training they received through community college Business and Industry Training System (BITS) as good or better. | 29 | | 95.0% | 95.0% |
| 11 | LICENSING/CERTIFICATION RATES – Oregon community college students' pass rates for national licensing tests compared to national pass rates. | 25 | | 93% | 93% |

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|----|--|----|-------------------------|-------------------------|-------------------------|
| 12 | PROFESSIONAL TECHNICAL DEGREE/CERTIFICATE COMPLETION – Number of professional-technical degrees and certificates awarded. | 25 | New targets | 4,812 | 5,101 |
| 13 | ASSOCIATE DEGREE COMPLETION – Percentage of students in Associates degree programs who obtain an Associates degree. | | New | 30.6% | 31.6% |
| 14 | STUDENT TRANSFERS TO OUS – Percentage of students attending an Oregon community college during one academic year who transfer to an OUS institution the following academic year. | | New wording and targets | 15.0% | 15.2% |
| 15 | PROGRESS OF TRANSFER STUDENTS – Percentage of community college transfer students who demonstrate progress by returning for the second year. | | New wording | 80.0% | 80.0% |
| 16 | TUITION/FEES – Oregon's rank for college tuition and fees among all western states. | 24 | | 8 th highest | 8 th highest |
| 17 | HIGH SCHOOL PARTICIPATION – Number of high school students enrolled in community college credit programs. | 24 | New targets | 16,112 | 16,500 |
| 18 | MINORITY ENROLLMENT – Each minority's proportion of total community college enrollment as a percentage of each minority's proportion of the general population, by racial/ethnic group. A. African/American, B. Asian/Pacific Islander, C. Hispanic/Latino, D. Native American | 24 | New | >=100% | >=100% |
| 19 | CUSTOMER SERVICE – Percentage of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information. | | | 70.0% | 70.0% |
| 20 | BEST PRACTICES - Percent of total best practices met by the Board. | | New | | |

| 2005-07 KPM# | PROPOSED DELETIONS of 2005-07 Key Performance Measures (KPMs) | Target 2008 | Target 2009 |
|---------------------|---|--------------------|--------------------|
| 4 | COMPUTER/INTERNET COURSE TAKING – Number of students who successfully complete community college courses in word processing and spreadsheet software, and/or use of the internet. | 21,254 | 20,191 |

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| 2005-07 KPM# | PROPOSED DELETIONS of 2005-07 Key Performance Measures (KPMs) | Target 2008 | Target 2009 |
|---------------------|---|--------------------|--------------------|
| 5 | <i>BUSINESS STARTUPS – Oregon SBDC clients who have business startups as a percent of the national average for SBDC-assisted business startups.</i> | 15% | 15% |
| 6 | <i>WORKFORCE PARTICIPANT SATISFACTION – Percent of participants ranking Workforce Investment Act funded current workforce trainings good to better.</i> | | |
| 23 | <i>UNSATISFACTORY PROGRESS – Percentage compared to 2005 rate of co- and dual-enrolled and non-traditional academic year transfer students categorized as having “Unsatisfactory Progress to Degree.”</i> | 2005 + 3% | 2005 + 3% |
| 24 | <i>ADVISING READINESS – Percentage of entering students with electronically transmitted transcript and assessment data available for review by an academic advisor prior to advising for first-time registration.</i> | 2005 + 10% | 2005 + 10% |
| 25 | <i>ASSOCIATES DEGREES PER HIGH SCHOOL GRADUATES – Number of Associates degrees awarded per 100 high school graduates 3 years earlier.</i> | 26.4 | 26.7 |

For links to high-level outcomes and Oregon Benchmarks reference the agency's Budget Form 107BF04a.

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LEGISLATIVE FISCAL OFFICE RECOMMENDATION:

- Adopt Key Performance Measures and targets, and approve deletions, as shown above. Targets have been adjusted to reflect the impacts of policy option packages approved in the budget, and also revised to reflect current data.
- Add the following target expectations for 2010:

KPM #12 – PROFESSIONAL TECHNICAL DEGREE/CERTIFICATE COMPLETION – Target of 5,407 in 2010, up 19.2% from the 2006 level.

KPM #13 – ASSOCIATE DEGREE COMPLETION – Target of 32.1% in 2010. Number of degrees will increase to 3,200 by 2010, up 18% from the 2006 level.

KPM #14 – STUDENT TRANSFERS TO OUS – Target of 15.5% in 2010. Number of transfers will increase to 8,516 by 2010, up 13% from the 2006 level.

SUB-COMMITTEE ACTION:

Approved the Legislative Fiscal Office recommendation.