

LEGISLATIVELY ADOPTED 2007-09 KEY PERFORMANCE MEASURES

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

NAME OF AGENCY: Oregon Student Assistance Commission

KPMs With Benchmark Linkages

Mission: Mission: To assist Oregon students and their families in attaining a postsecondary education and to enhance the value, integrity, and diversity of Oregon's college programs.

Related Oregon Benchmarks (OBMs)

OBM 24 – Some College Completion; OBM 25 – Postsecondary Credentials; OBM 26 – College Completion

2007-09 KPM#	Legislatively Adopted KPMs for 2007-09	OBM #	Changes to 2005-07	Target 2008	Target 2009
1	Percentage of growth in number of privately funded scholarships awarded	24, 25, 26		10%	10%
2	Time to complete a degree program review	24, 25, 26		2.5 months	3 months
3	Ratio of administrative dollars to private and public Scholarship dollars awarded to students			\$1:\$12	\$1:\$12
4	Number of detrimental duplication issues resolved by ODA			0	0
5a	Percentage of new program proposals requiring ODA involvement – New program application denial rate		NEW DATA, WORDING	2%	2%
5b	Total program applications processed by ODA		NEW DATA, WORDING	24	51
6	Number of degree validation cases resolved by ODA			15	15
7	Impact of Opportunity Grants on enrollment of eligible students		NEW DATA	Develop	Develop
8	Persistence rates over 4 years for students at 4-year institutions who are eligible and awarded an OOG vs. eligible non-recipients			74%	74%
9	Completion rates (graduated within 6 years) for students at 4-year institutions who are eligible and awarded an OOG vs. eligible non-recipients			48.8%	48.8%
10	Completion rates (graduated within 3 years) for students at community colleges who are eligible and awarded an OOG vs. eligible non-recipients		NEW DATA/ MEASURE	25.5%	25.5%
11	Effectiveness of OSAC's Customer Service (combine data for all programs in annual reports)		NEW	90%	90%
12	Percentage of students of color served by OSAC programs (i.e., disaggregate measures to track race/ethnicity of beneficiaries of OSAC program services)		NEW DATA		
13	Completion rates for part-time students		NEW MEASURE	Develop	Develop
14	Percent of total best practices met by the Board of Commissioners		NEW MEASURE	100%	100%

LEGISLATIVELY ADOPTED 2007-09 KEY PERFORMANCE MEASURES

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

NAME OF AGENCY: Oregon Student Assistance Commission

KPMs With Benchmark Linkages

Mission: Mission: To assist Oregon students and their families in attaining a postsecondary education and to enhance the value, integrity, and diversity of Oregon's college programs.

Related Oregon Benchmarks (OBMs)

OBM 24 – Some College Completion; OBM 25 – Postsecondary Credentials; OBM 26 – College Completion

2007-09 KPM#	Legislatively Adopted KPMs for 2007-09	OBM #	Changes to 2005-07	Target 2008	Target 2009
15	Percent 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.				

2005-07 KPM#	<i>PROPOSED DELETIONS of 2005-07 Key Performance Measures (KPMs)</i>	Target 2008	Target 2009
13	<i>Percent of customers rating their overall satisfaction with the agency above average or excellent.</i>		
14	<i>Percent of customers rating satisfaction with agency services above average or excellent for: A: Timeliness</i>		
15	<i>Percent of customers rating satisfaction with agency services above average or excellent for: B: Accuracy</i>		
16	<i>Percent of customers rating satisfaction with agency services above average or excellent for: C: Helpfulness</i>		
17	<i>Percent of customers rating satisfaction with agency services above average or excellent for: D: Expertise</i>		
18	<i>Percent of customers rating satisfaction with agency services above average or excellent for: E: Availability of Information</i>		

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

LEGISLATIVELY ADOPTED 2007-09 KEY PERFORMANCE MEASURES

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

NAME OF AGENCY: Oregon Student Assistance Commission

KPMs With Benchmark Linkages

Mission: Mission: To assist Oregon students and their families in attaining a postsecondary education and to enhance the value, integrity, and diversity of Oregon's college programs.

Related Oregon Benchmarks (OBMs)

OBM 24 – Some College Completion; OBM 25 – Postsecondary Credentials; OBM 26 – College Completion

LEGISLATIVE FISCAL OFFICE RECOMMENDATION:

Approve the submitted performance measures, but note that several measures lack historical data and targets, and that no measures are being reported regarding the Shared Responsibility Model. Require the Commission to report, no later than February 1, 2008, to the interim Joint Committee on Ways and Means or Emergency Board, for its approval of actual data and proposed targets for approved Key Performance Measures. Direct the Commission to include in this report one or more Key Performance Measures with proposed targets intended to measure the impact of the adoption of the Shared Responsibility Model.

SUBCOMMITTEE ACTION:

Approved the Legislative Fiscal Office recommendation.