

**Butler Community College  
Key Performance Indicators  
9-2011**

**Level I- Strategic Priority Summary**

**Strategic Priority – *ENSURE STUDENT SUCCESS***

Current Status = 

**Strategic Priority – *CONTRIBUTE TO OUR COMMUNITIES***

Current Status = 

**Strategic Priority – *INVEST IN EMPLOYEE SUCCESS***

Current Status = 

**Strategic Priority – *ADVANCE INSTITUTIONAL EFFECTIVENESS***

Current Status = 

Legend =



= exceeding target (4)



= on target (3)



= moderate directional improvement (2)



= Not meeting target; area of risk (1)

Scores at the Strategic Priority and summative KPI levels are averages of scores for individual metrics.

## Level II- Metric Summary

### **ENSURE STUDENT SUCCESS**

*Performance is based on the following Key Performance Indicators:*

**KPI – Student Satisfaction =** 

**KPI – Learning =** 

**KPI – Transfer GPA =** 

**KPI – Completion =** 

**KPI – Retention =** 

**KPI – Engagement =** 

### **CONTRIBUTE TO OUR COMMUNITIES**

*Performance is based on the following Key Performance Indicators:*

**KPI – Workforce Development =** 

**KPI – Community Development =** 

**KPI – Return on Investment =** 

## Level II- Metric Summary, continued

### **INVEST IN OUR EMPLOYEES SUCCESS**

*Performance is based on the following Key Performance Indicators:*

**KPI – Annual Job Performance Completion = **

**KPI – Job Satisfaction = Under development**

**KPI – Professional Development = Under development**

**KPI – Participation rate in internal/external training = Under development**

**KPI – Employee satisfaction with internal training = Under development**

**KPI – Turnover and Diversity = Under development**

**KPI – Annual Turnover Rates = Under development**

**KPI – Demographic Profile of Employees = Under development**

**KPI – Quality of Work Environment = Under development**

**KPI – Longevity = Under development**

## Level II- Metric Summary, continued

### **ADVANCE INSTITUTIONAL EFFECTIVENESS**

*Performance is based on the following Key Performance Indicators:*

**KPI – Success of Strategic Plan = **

**KPI – Current State of Institutional Effectiveness = Under Development**

**KPI – Financial Viability = **

**KPI – Environmental Sustainability = **

**KPI – Quality-Cost Balance = Under Development**

**KPI – Year-end Level of Unencumbered Cash = Under Development**


**KPI – Level of Debt Service = Under Development**

**KPI – Actual Enrollment = Under Development**








### Level III- Sub-metrics, *Ensure Student Success*












#### **KPI – Student Satisfaction**











**Metric Definition:** 1=Definitely not, 2=Probably not, 3=Maybe not, 4=I don't know, 5=Maybe yes, 6=Probably yes, 7=Definitely yes












<b>Noel-Levitz Summary Question</b>	<b>BCC Score 2006, 2007, 2008</b>	<b>National Score 2006,2007,2008</b>	<b>Butler Target – meet National Score</b>	<b>Stretch Target – exceed National Score</b>
<i>All in all, if you had to do it over, would you enroll here again?</i>	5.70 (2006) 5.70 (2007) 5.70 (2009)	5.66 (2006) 5.67 (2007) 5.68(2009)		

**Metric Definition:** Satisfaction with overall category outcomes. KPI report also includes the two lowest scores and the single highest scores on specific items in each category in 2009.






<b>Noel-Levitz Questions</b>	<b>BCC Gap Score 2006, 2007, 2008</b>	<b>National Gap Score 2006,2007,2008</b>	<b>Butler Target – meet National Score</b>	<b>Stretch Target – exceed National Score</b>
<i>Student Centeredness</i>	0.50 (2006) 0.54 (2007) 0.55 (2009)	0.64 (2006) 0.63 (2007) 0.62 (2009)		
<i>1. Most students feel a sense of belonging here.</i>	0.02 (2006) 0.22 (2007) 0.12 (2009)	0.14 (2006) 0.16 (2007) 0.17 (2009)		
<i>36. Students are made to feel welcome on this campus.</i>	0.54 (2006) 0.48 (2007) 0.53 (2009)	0.62 (2006) 0.60 (2007) 0.59 (2009)		
<i>57. Administrators are approachable to students</i>	0.68 (2006) 0.61 (2007) 0.68 (2009)	0.79 (2006) 0.76 (2007) 0.76 (2009)		
<i>Instructional Effectiveness</i>	0.77 (2006) 0.64 (2007) 0.65 (2009)	0.82 (2006) 0.79 (2007) 0.78 (2009)		
<i>2. Faculty care about me as an individual.</i>	0.43 (2006) 0.43 (2007) 0.38 (2009)	0.61 (2006) 0.59 (2007) 0.59 (2009)		
<i>70. I am able to experience intellectual growth here.</i>	0.65 (2006) 0.53 (2007) 0.42 (2009)	0.64 (2006) 0.62 (2007) 0.61 (2009)		

<b>Metric Definition:</b> Satisfaction with overall category outcomes. KPI report also includes the two lowest scores and the single highest scores on specific items in each category in 2009.				
65. Students are notified early in the term if they are doing poorly in a class.	1.32 (2006) 1.23 (2007) 1.16 (2009)	1.29 (2006) 1.26 (2007) 1.25 (2009)		
<b>Campus Support Services</b>	0.54 (2006) 0.49 (2007) 0.44 (2009)	0.54 (2006) 0.51 (2007) 0.50 (2009)		
10. Child care facilities are available on campus.	0.39 (2006) 0.21 (2007) 0.00 (2009)	0.21 (2006) 0.16 (2007) 0.12 (2009)		
17. Personnel in the Veterans' Services program are helpful.	0.31 (2006) 0.17 (2007) 0.17 (2009)	0.10 (2006) 0.11 (2007) 0.10 (2009)		
47. There are adequate services to help me decide upon a career.	0.90 (2006) 0.78 (2007) 0.72 (2009)	0.89 (2006) 0.85 (2007) 0.84 (2009)		
<b>Safety and Security</b>	0.82(2006) 1.29(2007) 1.05(2009)	1.12(2006) 1.02(2007) 1.01(2009)		
4. Security staff are helpful.	0.45(2006) 1.22 (2007) 0.63(2009)	0.64(2006) 0.64 (2007) 0.65(2009)		
11. Security staff respond quickly in emergencies.	0.87(2006) 1.36 (2007) 1.07(2009)	1.04(2006) 1.02 (2007) 1.03(2009)		
39. The amount of student parking space on campus is adequate.	1.67(2006) 1.95 (2007) 1.86(2009)	1.97(2006) 1.69 (2007) 1.61(2009)		
<b>Academic Advising/Counseling</b>	0.79 (2006) 0.87 (2007) 0.85 (2009)	0.97 (2006) 0.93 (2007) 0.92 (2009)		
6. My academic advisor is approachable.	0.54 (2006) 0.68 (2007) 0.69 (2009)	0.82 (2006) 0.79 (2007) 0.80(2009)		
52. This school does whatever it can to help me reach my educational goals.	0.82 (2006) 0.73 (2007) 0.69 (2009)	1.03 (2006) 0.98 (2007) 0.97 (2009)		

<b>Metric Definition:</b> Satisfaction with overall category outcomes. KPI report also includes the two lowest scores and the single highest scores on specific items in each category in 2009.				
25. <i>My academic advisor is concerned about my success as an individual.</i>	0.83 (2006) 1.13 (2007) 0.96 (2009)	1.07 (2006) 1.04 (2007) 1.03 (2009)		
12. <i>My Academic advisor helps me set goals to work toward.</i>	0.81 (2006) 0.89 (2007) 0.98 (2009)	1.00 (2006) 0.97 (2007) 0.96 (2009)		
<b>Admissions and Financial Aid</b>	0.74 (2006) 0.80 (2007) 0.73 (2009)	0.96 (2006) 0.92 (2007) 0.91 (2009)		
33. <i>Admissions counselors accurately portray the campus in their recruiting practices.</i>	0.45 (2006) 0.58 (2007) 0.49 (2009)	0.67 (2006) 0.65 (2007) 0.64 (2009)		
41. <i>Admissions staff are knowledgeable.</i>	0.59 (2006) 0.67 (2007) 0.64 (2009)	0.82 (2006) 0.79 (2007) 0.77 (2009)		
13. <i>Financial aid awards are announced to students in time to be helpful in college planning.</i>	0.94 (2006) 0.89 (2007) 0.94 (2009)	1.22 (2006) 1.16 (2007) 1.13 (2009)		
<b>Academic Services</b>	0.51 (2006) 0.69 (2007) 0.58 (2009)	0.66 (2006) 0.63 (2007) 0.61 (2009)		
26. <i>Library staff are helpful and approachable.</i>	0.31 (2006) 0.53 (2007) 0.47 (2009)	0.49 (2006) 0.47 (2007) 0.44 (2009)		
42. <i>The equipment in the lab facilities is kept up to date.</i>	0.45 (2006) 0.51 (2007) 0.49 (2009)	0.44 (2006) 0.71 (2007) 0.70 (2009)		
55. <i>Academic support services adequately meet the needs of students.</i>	0.62 (2006) 0.66 (2007) 0.70 (2009)	0.77 (2006) 0.74 (2007) 0.73 (2009)		







<b>Registration Effectiveness</b>	0.54 (2006) 0.55 (2007) 0.57 (2009)	0.81 (2006) 0.77 (2007) 0.75 (2009)		
<b>Metric Definition:</b> Satisfaction with overall category outcomes. KPI report also includes the two lowest scores and the single highest scores on specific items in each category in 2009.				
56. The business office is open during hours which are convenient for most students.	0.48 (2006) 0.47 (2007) 0.51 (2009)	0.70 (2006) 0.68 (2007) 0.67 (2009)		
51. There are convenient ways of paying my school bill.	0.51 (2006) 0.43 (2007) 0.52 (2009)	0.80 (2006) 0.75 (2007) 0.71 (2009)		
15. I am able to register for classes I need with few conflicts.	0.55 (2006) 0.69 (2007) 0.73 (2009)	1.02 (2006) 0.96 (2007) 0.94 (2009)		
<b>Service Excellence</b>	0.59 (2006) 0.60 (2007) 0.58 (2009)	0.75 (2006) 0.72 (2007) 0.71 (2009)		
44. I generally know what's happening on campus.	0.37 (2006) 0.63 (2007) 0.45 (2009)	0.64 (2006) 0.62 (2007) 0.60 (2009)		
62. Bookstore staff are helpful.	0.41 (2006) 0.24 (2007) 0.46 (2009)	0.56 (2006) 0.52 (2007) 0.50 (2009)		
67. Channels for expressing student complaints are readily available	1.11 (2006) 0.74 (2007) 0.89 (2009)	1.07 (2006) 1.03 (2007) 1.02 (2009)		
<b>Concern for the Individual</b>	0.69 (2006) 0.77 (2007) 0.75 (2009)	0.90 (2006) 0.87 (2007) 0.86 (2009)		
2. Faculty care about me as an individual.	0.43 (2006) 0.43 (2007) 0.38 (2009)	0.61 (2006) 0.59 (2007) 0.59 (2009)		
29. Faculty are fair and unbiased in their treatment of individual students.	0.85 (2006) 0.78 (2007) 0.78 (2009)	0.92 (2006) 0.90 (2007) 0.89 (2009)		





25. <i>My academic advisor is concerned about my success as an individual.</i>	0.83 (2006) 1.13 (2007) 0.96 (2009)	1.07 (2006) 1.04 (2007) 1.03 (2009)		
<b>Metric Definition:</b> Satisfaction with overall category outcomes. KPI report also includes the two lowest scores and the single highest scores on specific items in each category in 2009.				
<b>Campus Climate</b>	0.55 (2006) 0.60 (2007) 0.57 (2009)	0.71 (2006) 0.69 (2007) 0.68 (2009)		
1. <i>Most students feel a sense of belonging here.</i>	0.02 (2006) 0.22 (2007) 0.12 (2009)	0.14 (2006) 0.16 (2007) 0.17 (2009)		
2. <i>Faculty care about me as an individual.</i>	0.43 (2006) 0.43 (2007) 0.38 (2009)	0.61 (2006) 0.59 (2007) 0.59 (2009)		
67. <i>Channels for expressing student complaints are readily available.</i>	1.11 (2006) 0.74 (2007) 0.89 (2009)	1.07 (2006) 1.03 (2007) 1.02 (2009)		



**KPI - Learning**

Six-point scale: 6= Exceptional; 5= Strong; 4= More than acceptable; 3= Acceptable; 2=Less than acceptable; 1= Not acceptable


<b>PACT Outcome</b>	<b>Score</b>	<b>Butler Target = 3.0</b>	<b>Stretch Target &gt;3.0</b>
<i>P: Personal Management</i>	4.41 (2008) 3.88 (2009) 4.50 (2010)		
<i>P: Interpersonal Interaction</i>	5.59 (2008) 4.67 (2009) 5.77 (2010)		
<i>A: Problem Solving</i>	3.24 (2008) 3.59 (2009) 3.45 (2010)		
<i>A: Critical Thinking</i>	4.45 (2008) 4.05 (2009) 3.92 (2010)		
<i>C: Creating and Delivering a Message</i>	3.65 (2008) 3.69 (2009) 4.15 (2010)		
<i>C: Reception and Interpretation of a Message</i>	4.22 (2008) 3.71 (2009) 3.65 (2010)		

<i>T: General Computer Use</i>	N/A (2008) 4.18 (2009) 4.44 (2010)		
<i>T: Field Related Technology</i>	4.02 (2008) 3.54 (2009) 3.95 (2010)		


**KPI – Transfer GPA**

<b>Transfer College</b>	<b>Butler Transfer Students GPA</b>	<b>Native Students GPA</b>	<b>Butler Target – meet Native Student GPA</b>	<b>Stretch Target – exceed Native Student GPA</b>
<i>Emporia State University</i>	2.85 (2008) 3.02 (2009) 3.11 (2010)	3.23 (2008) 2.86 (2009) 2.99 (2010)		
<i>Wichita State University</i>	2.74 (2007) 2.66 (2008) 2.86 (2009)	2.91 (2007) 2.90 (2008) 2.90 (2009)		






**KPI – Degree/certificate Completion Rate (full-time, first time students)**

<b>Outcome</b>	<b>Butler Target – meet rate of schools in NCCBP 75<sup>th</sup> percentile [26.05% (fall 2006)]</b>	<b>Stretch Target -meet rate of schools in NCCBP 90<sup>th</sup> percentile [35.32% (fall 2006)]</b>
23.19% (fall 2004 cohort) 24.32% (fall 2005 cohort) 24.47% (fall 2006 cohort)		

**KPI – Retention – fall to fall****Metric definition:** Fall-to-fall retention of first-time, full-time students




<b>Fall (BCC)</b>	<b>Butler Target = meet national average of 53.7%</b>	<b>Stretch Target &gt;national ave.</b>
39.0%- 3282 students (2007)		
41.88%- 3550 students (2008)		
41.25%- 3942 students (2009)		

**KPI – Engagement**


<b>CCSSE Question</b>	<b>Butler Score</b>	<b>National Mean All years</b>	<b>Butler Target</b>	<b>Stretch Target</b>
<i>Active and Collaborative Learning</i>	55.5 (2006) 51.4 (2009) 48.4 (2011)	50		
<i>Student Effort</i>	48.4 (2006) 46.8 (2009) 46.6 (2011)	50		
<i>Academic Challenge</i>	49.5 (2006) 47.4 (2009) 46.7 (2011)	50		
<i>Student-Faculty Interaction</i>	54.0 (2006) 52.6 (2009) 50.0 (2011)	50		
<i>Support for Learners</i>	50.0 (2006) 51.6 (2009) 49.9 (2011)	50		

### Level III- Sub-metrics, *Contribute to our Communities*

#### **KPI – Workforce Development**



<b>Career/Technical Education follow-up</b>	<b>Score</b>	<b>Butler Target = improvement over previous year</b>	<b>Stretch Target = TBD</b>
<i>CTE Completion rate</i>	47.0%- 308 completers (2007-2008) 52.2%- 222 completers (2008-2009) 62.6%- 239 completers (2009-2010)		
<i>Placement rate in related jobs for CTE program completers</i>	6.4%- 20 related jobs (2007-2008) 64.4%- 143 related jobs (2008-2009) 50.2%- 120 related jobs (2009-2010)		
<i>Average employer satisfaction rating for program completers (5-pt. scale)</i>	4.3pts (2007-2008) 4.24pts (2008-2009) 4.28pts (2009-2010)		


#### **KPI – Community Development**

		<b>Butler Target = improvement over previous year</b>	<b>Stretch Target = TBD</b>
<i>Noncredit training participations rates</i>	2,533 (2009-10) (2008-09 = 3,448)		
<i>Service-Learning Participation rates</i>	TBD		
<i>Grizzly Give Back Day (April 16, 2011)</i>	532 volunteer hours (133 volunteers x 4 hours)	TBD	


**KPI – Return on Investment**

Earnings ratio compares potential earnings of college completers to workers with high school education in south-central Kansas economy. For example, a ratio of 1.22 means a Butler completer can expect to earn 22% more than a worker with a high school education over his/her work life.

<i>ROI to Students – future earnings potential</i>	<b>Earnings Ratio</b>	<b>Butler Target = exceed 1.0</b>	<b>Stretch Targets = TBD</b>
<i>Some College (certificate)</i>	1.24 (FY2006) 1.23 (FY2007) 1.22 (FY2010)		
<i>Associates Degree</i>	1.39 (FY2006) 1.38 (FY2007) 1.27 (FY2010)		

<i>Annual ROI to Taxpayers</i>	<b>Dollar for Dollar Return</b>	<b>Butler Target = ROI exceed 1.0</b>	<b>Stretch Targets = TBD</b>
<i>Short-run ROI to taxpayers</i>	3.73 (FY 2008) 3.76 (FY 2009) 3.98 (FY 2010)		

**Level III- Sub-metrics, *Invest in Our Employees' Success*****KPI – Annual Job Performance Completion**

Employee Evaluations	Percent meeting uniform standards	Butler Goal = 75%	Stretch Goal = 100%
	84% (2008) 78% (2010) 66% (2011)		TBD

**KPI – Job Satisfaction**

Based on Noel-Levitz employee satisfaction survey administered for the first time in spring 2011.

Employee satisfaction	Mean rating, all employees (5-pt. scale)	Butler Goal = Excel Norm	Stretch Goal
	3.97	TBD	TBD

**KPI – Professional Development**

*TBD*

**KPI – Participation rate in internal/external training**

*TBD*

**KPI – Employee satisfaction with internal training**

*TBD*

**KPI – Turnover and Diversity**

*TBD*

**KPI – Annual Turnover Rates**

*TBD*


**KPI – Demographic Profile of Employees**

*TBD*


**KPI – Quality of Work Environment**

Number of Crimes on Campus	FY 2009	Butler Goal	Stretch Goal
	5	TBD	TBD


**Level III- Sub-metrics, *Advance Institutional Effectiveness*****KPI – Success of Strategic Plan**

	2 <sup>nd</sup> Quarter 2011	Butler Goal = all strategic initiatives proceeding as planned	Stretch Goal = all strategic initiatives exceeding project goals
Strategic Initiatives	4 of 18 strategic initiatives proceeding as planned		

**KPI – Current State of Institutional Effectiveness***TBD***KPI – Financial Viability**

	2011	Butler Goal = no red flags	Stretch Goal = TBD
Higher Learning Commission annual strategic financial analysis	No red flags		

**KPI – Environmental Sustainability**

	2011 YTD	Butler Goal = directional improvement over 2010 (25,392 pounds)	Stretch Goal = TBD
Campus recycling	4,444 pounds		

**KPI – Quality-Cost Balance***TBD***KPI – Year-end Level of Unencumbered Cash***TBD***KPI – Level of Debt Service***TBD***KPI – Actual Enrollment***TBD*