

## College-Wide Success Criteria 2017-2022

Metric	Notes	Related Strategic Plan Goal (2017-21)	2017-18				2018-19				2019-20						
			Baseline Year	Baseline	Goal (FA/SP, if applicable)	Results	Baseline Year	Baseline	Goal (FA/SP, if applicable)	Results	Baseline Year	Baseline	Goal (FA/SP, if applicable)	Results			
<b>Academic Affairs</b>																	
Enrollment	Fall Enrollment (Closing) CERS	Goal 1	2016-17	2,632	3,000		2,449	2016-17	2,632	3,000		2,383	2016-17	2,632	3,000		2,293
Continuing Student Enrollment	Raw number that represents continuing students (active) - Fall to Spring Persistence Report - College number	Goal 1	2016-17	1,799	1,590		1,607	2016-17	1,799	1,590		1,648	2016-17	1,799	1,590		1,599
Placement	Maintain current placement performance; minimum criteria 80% (System performance funding goal)	Goal 1	Reporting Year 16-17 (15-16 data)	93.12%	>=90% (or 3% increase)		92.75% (16-17 data)	Reporting Year 16-17 (15-16 data)	93.12%	>=90% (or 3% increase)		90.84% (17-18 data)	Reporting Year 16-17 (15-16 data)	93.12%	>=90% (or 3% increase)		93.11% (18-19 data)
Licensure	Exceed state or national average, whichever is higher; Minimum criteria: 80% (System performance funding goal)	Goal 1	April 2016-March 2017	92.00%	>= 90% (or 3% increase)		90%	April 2016-March 2017	92.00%	>= 90% (or 3% increase)		93%	April 2016-March 2017	92.00%	>= 90% (or 3% increase)		90%
AA/AS Graduates	Number of graduates in AA/AS	Goal 1						2018-19		Establish Baseline		29	2018-19	29	30		25
Fall to Spring Persistence	71% (System performance funding goal) - Program number	Goal 1	2016-17	72.00%	72%		72.00%	2016-17	72.00%	72%		71.00%	2016-17	72.00%	74%		74.00%
Fall to Fall Retention	Meet or exceed the system average; from EDSS-ST-ENR115 Fall To Fall	Goal 1	Reporting Year 2016-17 (Fall 2015 to Fall 2016)	42.92%	41.59% (State Average)		42.21%	Reporting Year 2016-17 (Fall 2015 to Fall 2016)	42.92%	42.07% (State Average)		42.48%	Reporting Year 2016-17 (Fall 2015 to Fall 2016)	42.92%	42.21% (State Average)		42.63%
Annual Course Success Rate	Course Success Rate (EDSS)	Goal 1	2016-17	76.40%	Increase by 3%		78.30%	2016-17	76.40%	Increase by 3%		78.24%	2016-17	76.40%	Increase by 3%		80.33%
SBTCE Graduate Production Rate	Meet or exceed the System average; minimum threshold is 20%. Part of Performance Funding Report	Goal 1	2016-17	38.11%	Meet or exceed the system average	Annual System Average: 27%	39%	2016-17	38.11%	Meet or exceed the system average	Annual System Average: 29%	32%	2016-17	38.11%	Meet or exceed the system average	Annual System Average: 29%	32%
Credentials Awarded	Increase the number of both credentials and unduplicated credentials (graduates) by 3%. Informer Report - Graduates with Address	Goal 1	(Summer 16, Fall 16, Spring 17)	711 credentials; 599 graduates (SU16, FA16, SP17)	3% increase		707 credentials; 601 graduates (SU17, FA17, SP18)	(Summer 16, Fall 16, Spring 17)	711 credentials; 599 graduates (SU16, FA16, SP17)	3% increase		692 credentials; 591 graduates (SU18, FA18, SP19)	(Summer 16, Fall 16, Spring 17)	711 credentials; 599 graduates (SU16, FA16, SP17)	3% increase		523 credentials; 450 graduates (SU 19, FA19, SP20)

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Cohort-Based Metric: SBTCE Student Success Rate	SBTCE Performance Funding Report. This is distorted by Tri-County and the 3 large colleges because it includes transfer.	Goal 1	2013 Cohort	32%	System Average for Baseline Year: 42% System Average: 43%	31% 2014 Cohort	2013 Cohort	32%	System Average for Baseline Year: 42% System Average: 46%	30% 2015 Cohort	2013 Cohort	32%	System Average for Baseline Year: 42% System Average: 47%	47% 2016 Cohort
SACSCOC Metric: Designated Total Completion Rate	National Student Clearing House - Total 6-year Completion Rate. This is our preferred option to track success with SACSCOC.	Goal 1	Fall 2011 entering cohort	29.41%	Fall 2016 Peer Group Average: 36.6% (based on 12 peer institutions)	32.54% (Fall 2012 Entering cohort)	Fall 2011 entering cohort	29.41%	Fall 2016 Peer Group Average: 36.6% (based on 12 peer institutions)	36.92% (Fall 2013 entering cohort)	Fall 2011 entering cohort	29.41%	Fall 2016 Peer Group Average: 36.6% (based on 12 peer institutions)	39.27% (Fall 2014 entering cohort)
Program Student Learning Outcomes and General Education Student Learning Outcomes	100% of Programs will participate in the annual SLO assessment process	Goal 1	2016-17	100.00%	100%	100.00%	2016-17	100.00%	100%	100.00%	2016-17	100.00%	100%	100.00%
WorkKeys	Number of graduating seniors who receive a Career Readiness Certificate in the academic year (Fall, Spring, Summer)	Goal 1	2016-17	32.38% (194) - Gold 51; Silver 117; Bronze 26	50% of all graduating seniors	32.2% (194) - Platinum 40; Gold 73; Silver 61; Bronze 20	2016-17	32.38% (194) - Gold 51; Silver 117; Bronze 26	50% of all graduating seniors	37.5% (222) - Platinum 46; Gold 74; Silver 64; Bronze 37	2016-17	32.38% (194) - Gold 51; Silver 117; Bronze 26	50% of all graduating seniors	11.8% (50) - Platinum 5; Gold 17; Silver 21; Bronze 7
DVS - Math (032)	Maintain or improve student success rates. Improvement goal - 3%	Goal 1	Fall 2016	71.23	3% increase	54.36%	Fall 2016	71.23	3% increase	44.10%	Fall 2016	71.23	3% increase	70.50%
DVS RWR 032 (replaces DVS English and Reading)	Beginning Fall 2018 - Maintain or improve student success rates. Improvement goal - 3%	Goal 1					Fall 2018	66.65%	Set Baseline	66.65%		66.65%	Increase by 3%	59.60%
Corporate Training: Revenue	Revenue	Goal 1	2016-17	\$225,499	2% revenue increase	\$441,726.00	2016-17	\$225,499	2% revenue increase	\$394,203	2016-17	\$225,499	2% revenue increase	\$351,323.00
Corporate Training: Contact Hours	Contact Hours	Goal 1	2016-17	22,878	3 % increase	27,328	2016-17	22,878	3 % increase	25,071	2016-17	22,878	3 % increase	20782
Corporate Training: Total Number of Students Served (headcount)		Goal 1	2016-17	1480	3 % increase	1442	2016-17	1480	3 % increase	1118	2016-17	1480	3 % increase	692
Corporate Training: Clients Trained	Number of clients trained (not including assessment)	Goal 1	2016-17	649	3 % increase	673	2016-17	649	3 % increase	721	2016-17	649	3 % increase	578
Corporate Training: Business/ Industries Served	Number of businesses and industries served	Goal 1	2016-17	21	3 % increase	25	2016-17	21	3 % increase	27	2016-17	21	3 % increase	20
Corporate Training: Certifications Awarded	Number of national certifications awarded	Goal 1	2016-17	338	200	348	2016-17	338	200	887	2016-17	338	200	209

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Corporate Training: Students in Apprenticeships	Number of programs and students participating in apprenticeships	Goal 1	2016-17	15	3% increase	15	2016-17	15	3% increase	27	2016-17	15	3% increase	18
Corporate Training: Number of Apprenticeships Registered	Number of apprenticeships registered with the Department of Labor	Goal 1	2016-17	16	3% increase	19	2016-17	16	3% increase	18	2016-17	16	3% increase	19
Corporate Training: WorkKeys - CRCs awarded		Goal 1	2016-17	596	3% increase	674	2016-17	596	3% increase	455	2016-17	596	3% increase	76
Corporate Training: Students in Youth Apprenticeships	Number of students participating in youth apprenticeships	Goal 1	2016-17	0	2 students	1	2016-17	0	2 students	0	2016-17	0	2 students	2
Adult Ed: Enrollment	Number of students enrolled in Adult Education	Goal 1	2016-17	649	3% increase	576	2016-17	649	3% increase	438	2016-17	649	3% increase	354
Adult Ed: Number of WK Credentials	Number of NCRC credentials awarded by category	Goal 1	2016-17	94	3% increase	108	2016-17	94	3% increase	39	2016-17	94	3% increase	61
Adult Ed: Diploma Completion	Number of diplomas awarded	Goal 1	2016-17	2	3% increase	0	2016-17	2	3% increase	2	2016-17	2	3% increase	1
Adult Ed: Transition to Post-Secondary	Percentage of Adult Ed graduating class transitioning to post-secondary	Goal 1	2016-17	28%	3% increase	30%	2016-17	28%	3% increase	20%	2016-17	28%	3% increase	33%
Adult Ed: GED Completion	Number of GEDs awarded	Goal 1	2016-17	41	3% increase	58	2016-17	41	3% increase	25	2016-17	41	3% increase	14
IE: Adequate faculty ratios	Schedule and maintain all course sections in the software system with at least a 50% FT to PT faculty ratio, unless there is prior approval.	Goal 2	2016-17	Goal Met	50% FT to PT	Goal Met	2016-17	Goal Met	50% FT to PT	Goal Met	2016-17	Goal Met	50% FT to PT	Goal Not Met (46% FT)
IE: Faculty Qualifications	100% of faculty qualifications each semester to Compliance Assist with no exceptions on SACS Qualifications	Goal 2	2016-17	Goal Met	100%	Goal Met	2016-17	Goal Met	100%	Goal Met	2016-17	Goal Met	100%	Goal Met
IE: Assigned Courses Uploaded	100% assigned courses uploaded each semester to Compliance Assist with no exceptions on SACSCOC Qualifications	Goal 2	2016-17	Goal Met	100%	Goal Met	2016-17	Goal Met	100%	Goal Met	2016-17	Goal Met	100%	Goal Met
IE: Program Review Module Data Tables	100% of Program Review tables completed annually in Compliance Assist	Goal 2	2016-17	Goal Met	100%	Goal Met	2016-17	Goal Met	100%	Goal Met	2016-17	Goal Met	100%	Goal Met

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IE: On-time Submission of reports	Complete 100% of IPEDS and SIRS reports in a timely manner	Goal 2	2016-17	Goal Met	100%		Goal Met	2016-17	Goal Met	100%		Goal Met	2016-17	Goal Met	100%		Goal Met
Assoc VP Admin: Fall Enrollment	Increase Early College Enrollment by 6%	Goal 2	Fall 2016	583	759		600	Fall 2016	583	759		593	Fall 2016	583	759		618
Director of Accreditation and Accountability: Degree Audit/Web Advisor/Curriculum Management	100% of programs/certificates successfully programmed and managed in two software systems.	Goal 2	2016-17	100%	100%		100%	2016-17	100%	100%		100%	2016-17	100%	100%		100%
Assistant VP for AA: Number of Active Early College Pathways programmed in Colleague	Number of pathways programmed with student enrollment	Goal 2						2018-19		Set Baseline		4	2018-19	4	10		17
Grants Office: Proposals	Total number of grant proposals submitted to state, federal and foundation funding sources; Increase by 1%	Goal 2	2016-17	12	12		9	2016-17	12	12		7	2016-17	12	12		5
Grants Office: Expenditures	\$0 returned to funding source upon grant completion	Goal 2	2016-17	\$904.72	\$0		\$1,015	2016-17	\$904.72	\$0		\$695.26	2016-17	\$904.72	\$0		\$745.47
Student Success Center: Number of tutoring sessions	Number of tutoring sessions provided in the Center will increase by 5%	Goal 1	2016-17	650	5% increase		2182	2016-17	650	5% increase		2558	2016-17	650	5% increase		1950
Library: Homepage Visits (guides by subject)	Goal represents a 3% increase in use	Goal 1	2016-17	6482	6677		4,392	2016-17	6482	6677		10,647					Students now directed to LibGuides page
Library: A-Z Databases Page	Goal represents a 3% increase in use	Goal 1	2016-17	6310	6500		4,868	2016-17	6310	6500		6,460					Students now directed to LibGuides page
Library: LibGuides pages	Goal represents a 3% increase in the use of LibGuides pages by students completing research assignments	Goal 1	2016-17	4,555	4692		5,742	2016-17	4,555	4692		9,709	2016-17	4,555	4692		19,525

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Library: Information Literacy/Orientation Instruction Sessions	Goal represents a 3% increase in the number of students attending Information Literacy Instruction - <i>NOTE: In 2018-19 library staff began tracking the number of Literacy Sessions, rather than student attendance.</i>	Goal 1	2016-17	587	918		459 (approximate)	2018-19	Establish baseline			20	2016-17	587	918		14
<b>Student Services</b>																	
Applications		Goal 2	2016-17	3525	2892	1026	3275 (FA 2361; SP 914)	2016-17	3525	2892	1026	3,454 (FA 2328; SP 1126)	2016-17	3525	2892	1026	3,522 (FA 2578; SP 944)
M2St		Goal 2	2016-17	2498	2169	770	2270 (FA 1648; SP 622)	2016-17	2498	2169	770	2,365 (FA 1614; SP 751)	2016-17	2498	2169	770	2,316 (FA 1616; SP 700)
FAFSA Complete		Goal 2	2016-17	4683	3817		3758	2016-17	4683	3817		3531	2016-17	4683	3817		3,709
Financial Aid (FA) Complete		Goal 2	2016-17	FA-2,759; SPR-344	2290	267	2780 (FA 2461; SP 319)	2016-17	FA-2,759; SPR-344	2290	267	2,950 (FA 2549 SP 401)	2016-17	FA-2,759; SPR-344	2290	267	FA- 2,457; SPR-462
FA Packaged & Registered		Goal 2	2016-17	FA-1,842 SPR-1623	1534	179	2324 (FA 2081; SP 243)	2016-17	FA-1,842 SPR-1623	1534	179	2,677 (FA 2364; SP 313)	2016-17	FA-1,842 SPR-1623	1534	179	FA- 2,038; SPR- 385
Three-year Official Loan Default Rate		Goal 2	2016-17	13.80%	<=25%		5.70%	2016-17	13.80%	<=25%		17.2% (draft rate)	2016-17	13.80%	<=25%		17.20%
Prog Changes (New/Readmit)		Goal 2	2016-17	367 (FA-232; SPR-135)	<=319	<=41	335 (FA 240; SP 95)	2016-17	367 (FA-232; SPR-135)	<=319	<=41	499 (FA 368; SP 131)	2016-17	367 (FA-232; SPR-135)	<=319	<=41	FA- 248; SPR- 89
Reg Credits (New/Readmit)		Goal 2	2016-17	FA-1,231; SPR-454	1410	501	1911 (FA 1209; SP 406)	2016-17	FA-1,231; SPR-454	1410	501	1,731 (FA 1228; SP 503)	2016-17	FA-1,231; SPR-454	1410	501	FA- 1,187; SPR- 485
Complete Withdrawals		Goal 2	Fall 2016	500 (FA-301; SPR-199)	<=165	<=140	381 (FA 187; SP 194)	Fall 2016	500 (FA-301; SPR-199)	<=165	<=140	434 (FA 253; SP 181)	Fall 2016	500 (FA-301; SPR-199)	<=165	<=140	FA- 79; SPR- 164
No-Shows	Students who did not attend during add/drop during Fall semester	Goal 2	Fall 2017	Establish baseline			659 (FA 387; SP 272)	Fall 2017	Establish baseline			794 (FA 438; SP 356) based on courses	Fall 2017	Establish baseline			FA- 324; SPR- 274
Testing Center: Accuplacer		Goal 2	2016-17	519-COMPASS 344-ACCUPLCER	Increase by 3%		630 (FA 450; SP 180)	2016-17	519-COMPASS 344-ACCUPLCER	Increase by 3%		1071	2016-17	519-COMPASS 344-ACCUPLCER	Increase by 3%		872
Testing Center: WorkKeys		Goal 2	2016-17	830	Increase by 3%		1036 (FA 686; SP 350)	2016-17	830	Increase by 3%		666	2016-17	830	Increase by 3%		241
Career Services: Career Events	Coordinate two career events for OCTech students	Goal 2	2016-17	1	2		2	2016-17	1	2		2	2016-17	1	2		1
Career Services: Career Workshops	Create program specific career workshops for five programs	Goal 2	2016-17	8	5		7	2016-17	8	5		7	2016-17	8	5		7
<b>Marketing/Foundation</b>																	
Applications		Goal 2	2016-17	3528	2892	1026	3275 (FA 2361; SP 914)	2016-17	3528	2892	1026	3,454 (FA 2328; SP 1126)	2016-17	3528	2892	1026	3,522 (FA 2578; SP 944)
Social Media Likes		Goal 2	2016-17	3890	4006		4,882	2016-17	3890	4006		5560	2016-17	3890	4006		7341
Event Profit	3 year average from 7/1 to 6/30	Goal 2	2016-17	\$76,258	\$78,545.00		\$88,321.85	2016-17	\$76,258	\$78,545.00		\$89,696.55	2016-17	\$76,258	\$78,545.00		\$80,293.00
Annual Fund		Goal 2	2016-17		\$75,000.00		\$64,139.47	2016-17		\$75,000.00		\$58,258.00	2016-17		\$75,000.00		\$64,132.38

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# Donors (minus tickets for events)		Goal 2	2016-17	Establish baseline			217	2016-17	Establish baseline			229	2016-17	Establish baseline			191
Scholarships Awarded		Goal 2	2016-17	\$91,038.67	\$93,769		\$100,147.00	2016-17	\$91,038.67	\$93,769		\$96,000.49	2016-17	\$91,038.67	\$93,769		\$91,254.98
Foundation Contributions		Goal 2	2016-17	\$509,378.00	\$288,824.36		\$384,340.00	2016-17	\$509,378.00	\$288,824.36		\$488,369.96	2016-17	\$509,378.00	\$288,824.36		\$476,430.37
<b>Business</b>																	
Clean audit	From annual report issued in Sept each year by external auditor	Goal 3	2016-17	Goal Met	Unqualified opinion on annual audit		Goal Met	2016-17	Goal Met	Unqualified opinion on annual audit		Goal Met	2016-17	Goal Met	Unqualified opinion on annual audit		Goal Met
2% carryover at year's end		Goal 3	2016-17	Did not meet goal; only 0.6% carryover (\$117,419/\$19,495,676); due to decline in enrollment - expenditures not reduced enough to meet this metric	2% of budget		Did not meet goal; only 0.9% carryover (\$164,019/\$18,326) due to decline in enrollment - expenditures not reduced enough to meet goal	2016-17	Did not meet goal; only 0.6% carryover (\$117,419/\$19,495,676); due to decline in enrollment - expenditures not reduced enough to meet this metric	2% of budget		Goal Met; 2.38% carryover; \$445,026.12 (\$445,026.12/\$18,728,082)	2016-17	Did not meet goal; only 0.6% carryover (\$117,419/\$19,495,676); due to decline in enrollment - expenditures not reduced enough to meet this metric	2% of budget		Did not meet goal, 1.18% carryover (226,114/19,186,298); due to decline in enrollment - expenditures not reduced enough to meet this metric
Survey results - IT		Goal 3	2016-17	Survey will be updated, did not occur	Avg score of 3 or higher on scale of 5		No survey in 17-18	2016-17	Survey will be updated, did not occur	Avg score of 3 or higher on scale of 5		4.10	2016-17	Survey will be updated, did not occur	Avg score of 3 or higher on scale of 5		4.19
Survey results - grounds/facilities		Goal 3	2016-17	Survey will be updated, did not occur	Avg score of 3 or higher on scale of 5		No survey in 17-18	2016-17	Survey will be updated, did not occur	Avg score of 3 or higher on scale of 5		4.10	2016-17	Survey will be updated, did not occur	Avg score of 3 or higher on scale of 5		4.48
Criminal incidents		Goal 3	2016-17	1	# incidents equal to or LT previous year		0	2016-17	1	# incidents equal to or LT previous year		0	2016-17	1	# incidents equal to or LT previous year		2
# emergency drills		Goal 3	2016-17	1	1 drill per semester		1 (Shelter in Place 11/27/17; Evacuation 4/25/18)	2016-17	1	1 drill per semester		only had a drill during Fall 2018	2016-17	1	1 drill per semester		No drills were held due to pandemic and due to lack of Chief of Police for 8 months.
Survey - Security		Goal 3	2016-17	Survey will be updated, did not occur	Avg score of 3 or higher on scale of 5		No survey in 17-18	2016-17	Survey will be updated, did not occur	Avg score of 3 or higher on scale of 5		4.15	2016-17	Survey will be updated, did not occur	Avg score of 3 or higher on scale of 5		4.28