



# 2009-10 Balanced Scorecard

Code	Measure (Goal/Strategy)	2005/06	2006/07	2007/08	2008/09	2009/10
ES1	Retention Rate (1.2)	●	◐	◐	●	●
ES2	Term Persistence Rate (1.2)	◐	●	●	●	●
ES3	All Course Success Rate (1.2)	◐	◐	◐	◐	◐
ES4	Basic Skills Course Success Rate (1.2)	●	◐	◐	●	●
ES5	ARCC Achievement Rate (1.2)	●	●	◐	◐	◐
ES6	Student Right to Know (SRTK) Completion Rate (1.2)	●	●	●	●	●
ES7	Student to Counselor Ratio (1.2)	●	●	●	●	◐
ES8	Financial Aid Recipient Rate (1.2)	●	●	●	●	●
ES9	Student Satisfaction Overall Rating	◐	NA	NA	NA	◐
ES10	Community Events (3.2)	●	●	●	◐	
IS1	Percentage of Program Reviews Completed (2.1)	●	◐	◐	◐	●
IS2	Employee Overall Satisfaction Rating (2.2)	NA	●	NA	NA	NA
IS3	Student Right to Know (SRTK) Crime Statistics (# Offenses) (2.3)	●	◐	●	●	●
FBO1	FTES Trend - All Courses (4.1)	◐	○	●	●	●
FBO2	Load (4.1)	●	●	●	●	●
FBO3	Fill Rates (4.1)	◐	◐	◐	●	●
FBO4	Ending Balance (4.1)	◐	◐	●	●	●
IG1	Number of New Courses Approved (1.1)	●	●	●	●	○
IG2	Percentage of of Technology-Mediated Instruction (1.1)	●	●	●	●	●
IG3	President's Innovation Funds Granted (1.1)	◐	◐	○	◐	◐
IG4	Amount of Grant Allocations (1.1)	●	●	●	●	●
IG5	Amount of Professional Development Funds (5.1)	●	●	●	●	●

Filled Circle = Meets/exceeds benchmark. Half-Filled Circle = Slightly below benchmark. Open Circle = Well below benchmark. NA = Data not available.

Code: ES = External Stakeholders; IS = Internal Stakeholders; FBO = Financial and Business Operations; IG = Innovation and Growth