

Skyline College Balanced Scorecard

Outcome Measure Data Sheet

Perspective: External Stakeholders		Measure Name: Basic Skills Successful Course Completion Rate		Indicator: Success	
College Strategy: 1.2 Success and Access			College Goal: 1		
Description: The percentage of students who were enrolled in a pre-collegiate basic skills English or Math class at census date and received a grade of A,B,C, or CR.					
Lead/Lag: Lag		Frequency: Annual		Unit Type: Percentage	
Polarity: High values are good					
Formula: The cohort for this measure consists of students enrolled as of census in credit basic skills English or math courses (courses with a designation of “P” or “B”) in an academic year (excluding special admit students). The number of students who complete a course with a grade of A,B,C, or CR divided by total enrollments at first census. Report is based on Fall and Spring enrollments.					
Data Source: Data for this measure are housed in the enterprise-wide resource and planning system, Banner, and accessed through Banner or the SMCCCD data warehouse.					
Data Quality: High –received from Banner			Data Collector: Dean of Enrollment Services		
			Owner: Dir., Planning, Research and Institutional Effectiveness		
Scorecard Control Limits: Slightly below benchmark is 1 to 7 percentage points below the benchmark. Well below benchmark is 8 or greater percentage points below the benchmark.			Benchmark: Based on an average rate from the most recent five years. Baseline was reestablished in 2006/07 as 59% college.		
			College Initiatives Links		
Benchmark Rationale: Average provides for normalizing data over a period of five years. Adjustments may be made annually depending on new initiatives, resources and strategic direction.			1. First Year Experience		
			2. Enrollment management		
			3. SLOAC		