

Skyline College Balanced Scorecard

Outcome Measures Data Sheet

Perspective: External Stakeholders		Measure Name: Student to Counselor Ratio		Indicator: Access	
College Strategy: 1.2 Student Success and Access				College Goal: 1	
Description: The number of credit students enrolled per counselor.					
Lead/Lag: Lead		Frequency: First Census		Unit Type: Ratio	
Polarity: Low values are good					
Formula: All full and part-time general counseling staff (no special program faculty such as DSPS and EOPS or special program counselors whose full or part time load is coordination of a program) are included to calculate the ratio of counselors to credit student enrolled annually (fall and spring only).					
Data Source: Data are derived from staff resource records in the Counseling Division and the enrollment reports (Census unduplicated headcounts) produced by the Office of Planning, Research and Institutional Effectiveness.					
Data Quality: High–collected by Counseling Division			Data Collector: Counseling Division Assistant		
			Owner: Dean of Counseling and Matriculation		
Scorecard Control Limits: Slightly below benchmark is equal to 10% above the number of students per counselor benchmark. Well below benchmark is equal to 11% or greater above the number of students per counselor benchmark.			Benchmark: The baseline benchmark was established in 2005/06 at 1,283:1 (1,283 students per counselor).		
Benchmark Rationale: Benchmark is based on the average student to counselor ratio over five years with considerations given to low budget and staffing years and adjustments to the baseline made to reflect optimum service:			Links to College-wide Initiatives		
			1. First Year Experience		
			2. Enrollment management		
			3. Education Master Plan		
			4. SLOAC		