

Skyline College Balanced Scorecard

Outcome Measure Data Sheet

Perspective: External Stakeholders		Measure Name: All Successful Course Completion Rates		Indicator: Success	
College Strategy: 1.2 Student Success & Access				College Goal: 1	
Description: The percentage of students who were enrolled 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 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: Director, 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. The baseline benchmark established in 2005/06 is 70% college-wide.		
			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. Enrollment management		
			2. First Year Experience		
			3. SLOAC		