

1. Identify and Meet Community Educational Needs				2008-2009 Target Range		Performance as of March 2009	Score	Adjusted Score	Maximum Score	COMMENTS
1.1 Initiate proactive community relationship building				90%	100%					
T/L	1.1.1	Contact hours from dual credit and concurrent	≥	379,390	421,544	360,925	10.70	10.00	10	80%
T/L	1.1.2	# of service hours in Service Learning including volunteer hours from Emeritus	≥	19,800	22,000	11,018	11.92	10.00	10	EM=2,007 SL=9,011
T	1.1.3	Annual RLC SECC contributions	≥	\$103,500	\$115,000	\$119,755	10.41	10.00	10	FINAL
1.2 Conduct open, regular communications with community stakeholders										
T/L	1.2.1	% of local service area public high school graduates within one-year enrolled as credit students	≥	25.65	28.50	28.73	10.08	10.00	10	SS08,F08,S P09
T/L	1.2.2	% of local service area (lsa) market enrolled as students	≥	4.50	5.00	3.44	8.60	8.60	10	80%
T/L	1.2.3	% of Dallas County market enrolled as students (outside lsa)	≥	0.68	0.75	0.55	9.17	9.17	10	80%
T/L	1.2.4	% of unduplicated credit enrollments outside of Dallas County	=	18.00	20.00	19.54	12.21	10.00	10	80%
1.3 Increase enrollment in service area underserved populations(Af-Am,Hisp)										
T/L	1.3.1	% of local service area historically underserved population enrolled as students	≥	5.40	6.00	4.27	8.90	8.90	10	80%
T/L	1.3.2	% of local service area economically disadvantaged enrolled as students(CR)	≥	9.45	10.50	10.82	12.88	10.00	10	80%
T/L	1.3.3	% of non-HS graduate market share in local service area	≥	2.47	2.74	2.12	9.67	9.67	10	80%
T/L	1.3.4	% of Dallas County historically underserved market (Af-Am, Hisp) outside the local service area	≥	0.68	0.75	0.58	9.67	9.67	10	80%
1.4 Provide business and industry work force training										
T/L	1.4.1	Reimbursable credit tech-occ contact hours	≥	495,000	550,000	510,221	11.60	10.00	10	80%
T/L	1.4.2	Reimbursable non-credit contact hours	≥	720,000	800,000	377,913	9.45	9.45	10	50%
T/L	1.4.3	Contact hours from Corporate Services	≥	27,000	30,000	12,902	7.17	7.17	10	60%
1.5 Respond to community educational needs										
T/L	1.5.1	# of on-line contact hours	≥	1,086,201	1,206,890	977,792	10.13	10.00	10	80%
T/L	1.5.2	# contact hours for classes that are other than semester length	≥	1,530,000	1,700,000	959,536	8.68	8.68	10	65%
T/L	1.5.3	# of transfer contact hours	≥	3,807,000	4,230,000	3,556,472	10.51	10.00	10	80%
T/L	1.5.4	# of developmental contact hours (DMAT, DREA, DWRI, ESOL)	≥	1,125,000	1,250,000	1,021,936	10.22	10.00	10	80%

College Objectives, Organizational Strategies, KPIs, Measures, Targets

2. Enable All Students to Succeed		2008-2009 Target Range		Performance as of March 2009	Score	Adjusted Score	Maximum Score	COMMENTS	
		90%	100%						
T	2.1.1 % C or better in all credit classes	≥	64.80	72.00	71.36	9.91	9.91	10	Fall 2008
T	2.1.2 % C or better in all credit classes for first time in college fall cohort	≥	64.80	72.00	70.36	9.77	9.77	10	
T	2.1.3 % C or better in all credit classes for RCHS students	≥	76.50	85.00	86.53	10.18	10.00	10	
T	2.1.4 % retained through semester in credit classes	≥	78.30	87.00	89.79	10.32	10.00	10	
T	2.1.5 % retained through semester in credit classes for first time in college fall cohort	≥	79.20	88.00	83.17	9.45	9.45	10	
T	2.1.6 % retained through semester in credit classes for RCHS students	≥	85.50	95.00	96.10	10.12	10.00	10	
T	2.1.7 # associate degrees awarded	≥	788	875	859	9.82	9.82	10	AY0708
T	2.1.8 # credit certificates awarded	≥	180	200	194	9.70	9.70	10	
T	2.1.9 % of students in cohort who meet their intended goal or are still enrolled	≥	61.20	68.00	67.08	9.86	9.86	10	
T	2.1.10 % C or better in core curriculum courses	≥	64.80	72.00	70.76	9.83	9.83	10	Fall 2008
T	2.1.11 % of students in core curriculum courses retained	≥	77.40	86.00	88.25	10.26	10.00	10	
T	2.1.12 % C or better in all on-line classes	≥	62.10	69.00	65.33	9.47	9.47	10	
T	2.1.13 % retained in all on-line classes	≥	76.50	85.00	84.98	10.00	10.00	10	
T	2.1.14 % of contact hours for top 20 courses that are repeats	≤	23.10	21.00	11.53	14.50	10.00	10	
T	2.1.15 % of Developmental contact hours that are repeats	≤	38.50	35.00	15.66	19.34	10.00	10	
T	2.1.16 % of ESOL contact hours that are repeats	≤	23.10	21.00	12.91	16.48	10.00	10	AY0708
T	2.1.17 # of students completing core curriculum	≥	900	1,000	916	9.16	9.16	10	
T	2.1.18 % C or better Dev. Ed. Classes (excluding "E" grades)	≥	58.50	65.00	68.97	10.61	10.00	10	Fall 2008
T	2.1.19 % of students receiving "E" grades in Dev that pass the course the following term (ex.fall to spr)	≥	31.50	35.00	32.73	9.35	9.35	10	AY0708
T	2.1.20 % C or better ESOL classes (excluding "E" grades)	≥	81.00	90.00	90.54	10.06	10.00	10	Fall 2008
T	2.1.21 % of students receiving "E" grades (in ESOL) that pass the course the following term (ex.fall to spr)	≥	33.30	37.00	34.78	9.40	9.40	10	AY0708
T	2.1.22 % C or better in college-level classes after dev. edu	≥	65.70	73.00	68.73	9.42	9.42	10	AY0708

College Objectives, Organizational Strategies, KPIs, Measures, Targets

2. Enable All Students to Succeed, cont.				2008-2009 Target Range		Performance as of March 2009	Score	Adjusted Score	Maximum Score	COMMENTS
2.2 Monitor and improve success for historically under-served (Af-Am,Hisp) student groups				90%	100%					
T	2.2.1	% C or better in all credit classes for historically under-served student groups	≥	64.35	71.50	67.88	9.49	9.49	10	Fall 2008
T	2.2.2	% C or better in all credit classes for historically under-served first time in college fall cohort	≥	58.50	65.00	68.93	10.60	10.00	10	
T	2.2.3	% C or better in all credit classes for historicall under-served RCHS students	≥	74.25	82.50	83.11	10.07	10.00	10	
T	2.2.4	% retained through semester in credit classes for historically under-served student groups	≥	78.30	87.00	89.05	10.24	10.00	10	
T	2.2.5	% retained through semester in credit classes for historically under-served first time in college fall cohort	≥	79.20	88.00	93.34	10.61	10.00	10	
T	2.2.6	% retained through semester in credit classes for historically RCHS students	≥	87.30	97.00	95.47	9.84	9.84	10	
T	2.2.7	# associate degrees awarded for historically under-served student groups	≥	311	345	326	9.45	9.45	10	
T	2.2.8	# credit certificates awarded for historically under-served student groups	≥	99	110	100	9.09	9.09	10	
T	2.2.9	% of historically under-served students in cohort who meet their intended goal or are still enrolled (4 yrs. out fall 00 cohort tracked through fall 04)	≥	49.50	55.00	53.40	9.71	9.71	10	Fall 2008
T	2.2.10	% C or better in core curriculum courses for historically under-served student groups	≥	64.35	71.50	67.07	9.38	9.38	10	
T	2.2.11	% of students in core curriculum courses retained for historically under-served student groups	≥	77.40	86.00	87.45	10.17	10.00	10	
T	2.2.12	% C or better in all on-line classes for historically under-served student groups	≥	64.35	71.50	58.81	8.23	8.23	10	
T	2.2.13	% retained in all on-line classes for historically under-served student groups	≥	76.50	85.00	82.67	9.73	9.73	10	
T	2.2.14	% of contact hours for top 20 courses that are repeats for historically under-served students	≤	27.50	25.00	12.49	10.00	10.00	10	
T	2.2.15	% of Developmental contact hours that are repeats for historically under-served students	≤	38.50	35.00	15.15	10.00	10.00	10	
T	2.2.16	% of ESOL contact hours that are repeats for historically under-served students	≤	33.00	30.00	10.29	9.46	9.46	10	AY0708
T	2.2.17	# of students completing core curriculum for historically under-served student groups	≥	338	375	337	8.99	8.99	10	
T	2.2.18	% C or better in Developmental Education classes for historically under-served student groups	≥	57.60	64.00	69.29	10.83	10.00	10	Fall 2008

College Objectives, Organizational Strategies, KPIs, Measures, Targets

2. Enable All Students to Succeed, cont.		2008-2009 Target Range		Performance as of March 2009	Score	Adjusted Score	Maximum Score		
2.2 Monitor and improve success for historically under-served (Af-Am,Hisp) student groups		90%	100%						
T	2.2.19 % of students receiving "E" grades (In Dev.) that pass the course the following term (ex.fall to spr) for historically under-served students	≥	28.80	32.00	30.42	9.51	9.51	10	AY0708
T	2.2.20 % C or better in ESOL classes for historically under-served students	≥	79.20	88.00	87.37	9.93	9.93	10	Fall 2008
T	2.2.21 % of students receiving "E" grades (in ESOL) that pass the course the following term (ex.fall to spr) or historically under-served students	≥	29.25	32.50	27.04	8.32	8.32	10	AY0708
T	2.2.22 % C or better in college-level classes after developmental ed for historically under-served student groups	≥	61.20	68.00	65.12	9.58	9.58	10	AY0708
2.3 Promote student engagement and satisfaction with services to support student learning		90%	100%						
T	2.3.1 Overall level of satisfaction with student services to support learning (NLSSI 7-point scale)	≥	5.40	6.00	5.47	9.12	9.12	10	F08
T	2.3.2 % exceeding target score on CCSSE average benchmark scores (50) of student success (5 submeasures)	≥	72.00	80.00	80.00	10.00	10.00	10	SP08
T	2.3.3 Overall level of satisfaction with tutoring services (7-point scale, NLSSI)	≥	4.91	5.45	5.44	9.98	9.98	10	F08
T	2.3.4 Overall level of satisfaction with library services (7-point scale, NLSSI)	≥	5.04	5.60	5.42	9.68	9.68	10	F08
T	2.3.5 % of classes incorporating e-campus in curriculum	≥	68.40	76.00	83.49	10.99	10.00	10	F08, SP09

College Objectives, Organizational Strategies, KPIs, Measures, Targets

3. Enable All Employees to Succeed			2008-2009 Target Range		Performance as of March 2009	Score	Adjusted Score	Maximum Score	COMMENTS
3.1 Promote excellence in job performance			90%	100%					
L	3.1.1 Cumulative number of decision-making days mandated annually to non-contractual employees.	≤	3.30	3.00	0.00	10.00	10.00	10	
T	3.1.2 % of contractual employee contracts non-renewed annually due to performance issues.	<	0.022	0.02	0.000	10.00	10.00	10	
T	3.1.3 Employees satisfied with RLC recognition programs (CQS 5-pt.scale)	≥	3.15	3.50	3.36	9.60	9.60	10	
T	3.1.4 Student perception of faculty index (with sub-measures)	=	9.00	10.00	9.68	9.68	9.68	10	
T	CCSSE related items	=	9.00	10.00	9.88	9.88	9.88	10	
T	Noel-Levitz related items	=	9.00	10.00	9.72	9.72	9.72	10	
T	Student Evaluation of Instruction	=	9.00	10.00	9.44	9.44	9.44	10	
3.2 Provide excellence in job satisfaction			90%	100%					
T	3.2.1 % of employees satisfied with employment at RLC (CQS)	≥	76.50	85.00	82.07	9.66	9.66	10	
T	3.2.2 % of employees satisfied with deployment of ThunderValues (segmented by leadership level and employee group) scale of 1-5 (low to high)	≥	3.65	4.05	4.00	9.88	9.88	10	
3.3 Provide comprehensive professional development for all employee groups			90%	100%					
T/L	3.3.1 % of ft employees exceeding required staff development	≥	85.50	95.00	94.77	9.98	9.98	10	31 missing DCD
T/L	3.3.2 % of adjuncts participating in LENs, Cooperative Learning, or QEP (discipline specific professional development)	≥	66.15	73.50	74.27	10.10	10.00	10	141 NOT
3.4 Proactively manage turnover and diversity			90%	100%					
T/L	3.4.1 % employee turnover rate (sub-measure segment by reason)	≤	9.90	9.00	2.75	10.00	10.00	10	16/24 in '08
T/L	3.4.2 Employee diversity matches Dallas Cnty. (with parameters, submeasure by employee group and ethnicity)	≥	87.30	97.00	94.45	9.74	9.74	10	
T/L	3.4.3 % of ft employees hired within the academic year as % of target by emp. group and ethnicity	≥	90.00	100.00	74.78	7.48	7.48	10	12fac,5Admin,37PSS
T/L	3.4.4 % diversity for credit adjunct faculty matches Dallas Co. as % of target with parameters (sub-measures by ethnicity)	≥	22.50	25.00	23.71	9.48	9.48	10	Fall&Spr
T/L	3.4.5 % of credit adjuncts hired within the academic year as % of target by ethnicity	≥	31.50	35.00	31.30	8.94	8.94	10	
T	3.4.6 % of credit sections taught by ethnically diverse faculty	≥	27.00	30.00	25.44	8.48	8.48	10	
3.5 Provide a safe and healthy working environment			90%	100%					
T/L	3.5.1 # of employees participating in the college wellness program	≥	288	320	314	9.81	9.81	10	
T/L	3.5.2 Days lost in the top six work-related injury categories per year compared to possible # of work days for the full-time work force	≤	0.0011	0.001	0.001	10.00	10.00	10	70 days lost
T/L	3.5.3 % of employees who lost vacation days two years in a row	≤	2.20	2.00	2.83	6.77	6.77	10	39 emps

College Objectives, Organizational Strategies, KPIs, Measures, Targets

4. Ensure Institutional Effectiveness		2008-2009 Target Range		Performance as of March 2009	Score	Adjusted Score	Maximum Score	COMMENTS
4.1 Remain fiscally responsible and sound		90%	100%					
T/L	4.1.1 Corporate & Workforce Development Income	>	\$1,322,100 \$1,469,000	\$802,773	9.11	9.11	10	60%
T/L	4.1.2 % of annual budget spent on salaries and benefits	<=	82.50 75.00	46.93	10.00	10.00	10	60%
T/L	4.1.3 % of annual budget spent on instruction	>	41.40 46.00	31.69	11.48	10.00	10	60%
T/L	4.1.4 Amount of fund balance	>	\$900,000 \$1,000,000	\$1,639,039	16.39	10.00	10	
T/L	4.1.5 # of reimbursable contact hours (academic, tech-occ,non-credit)	>	6,147,000 6,830,000	5,466,542	10.00	10.00	10	80%
T/L	4.1.6 Reimbursable contact hour \$ amount difference between current year and previous year	>	\$230,125 \$255,694	\$1,307,725	73.06	10.00	10	70%
4.2 Meet and exceed internal and external standards and requirements		90%	100%					
T	4.2.1 % compliance with external requirements (submeasures)	=	90.00 100.00		9.44	9.44	10	
T	HazCom	=	90.00 100.00	100.00	10.00	10.00	10	
T	Food Service Inspection (as of 02-28-08)	=	81.00 90.00	91.00	10.11	10.00	10	
T	SACS (as of 3-27-02)	=	90.00 100.00	100.00	10.00	10.00	10	
T	THECB	=	90.00 100.00	95.65	9.57	9.57	10	22 of 23
T	Loan Default	<	15.40 14.00	14.60	9.60	9.60	10	
T	AASHE STARS score	>	42.30 47.00	35.00	7.45	7.45	10	
T/L	4.2.2 Maintenance of standards for college facilities and grounds	>	90.00 100.00	80.00	8.00	8.00	10	
T/L	4.2.3 # of crimes/criminal incidents/FTSE annually	<	0.011 0.01	0.01	10.00	10.00	10	136
T	4.2.4 % compliance with internal requirements	=	90.00 100.00		9.72	9.72	10	
T	Percentage of programs (academic) meeting or exceeding 70% on the program review	>	81.00 90.00	85.00	9.44	9.44	10	AY0708
T	Loan Default - extended payment on tuition	<	11.00 10.00	8.09	10.00	10.00	10	
T	4.2.5 % of net fulltime faculty increase compared to the credit contact hour increase %	>	3.15 3.50	4.10	11.71	10.00	10	
T	4.2.6 The % of PIIP's successfully deployed by projected completion date	>	90.00 100.00	100.00	10.00	10.00	10	
T	4.2.7 The % of EOY report target gap areas improved	>	90.00 100.00	100.00	10.00	10.00	10	
4.3 Improve operational productivity		90%	100%					
T/L	4.3.1 # of kBtus per square foot (electricity)	<	7.70 7.00	2.10	10.00	10.00	10	
T/L	4.3.2 # of kBtus per square foot (natural gas)	<	3.30 3.00	2.40	10.00	10.00	10	
T/L	4.3.3 Annual utility costs per facilities square foot (electricity)	<	0.185 0.168	0.080	10.00	10.00	10	
T/L	4.3.4 Annual utility costs per facilities square foot (natural gas)	<	0.041 0.037	0.0120	10.00	10.00	10	
T	4.3.5 % of eligible students using e-connect for credit registration	>	63.00 70.00	68.96	9.85	9.85	10	Fa08/Sp09
T	4.3.6 Credit class schedule optimization index	=	9.00 10.00	9.61	9.61	9.61	10	Fa08/Sp09
T	% of credit classes canceled	<	8.80 8.00	8.28	10.00	10.00	10	
T	% of class capacities within 80% of room capacity	>	63.00 70.00	68.00	9.71	9.71	10	
T	% of credit class enrollments within 70% of desired capacity	>	72.00 80.00	72.91	9.11	9.11	10	