

College Objectives, Organizational Strategies, KPIs, Measures, Targets

1. Identify and Meet Community Educational Needs		2006-2007 Target Range		Performance as of January 2007	Score	Adjusted Score	Maximum Score		
1.1 Initiate proactive community relationship building		90%	100%						
T/L	1.1.1 Contact hours from dual credit and concurrent	≥	207,000	230,000	200,944	10.92	10.00	10	80%
T/L	1.1.2 # of service hours in Service Learning including volunteer hours from Emeritus	≥	17,190	19,100	10,133	13.26	10.00	SL=8,576 EM=1,557	
T	1.1.3 Annual RLC SECC contributions	≥	\$79,200	\$88,000	\$102,754	11.68	10.00	10	
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	≥	22.50	25.00	22.31	9.92	9.92	10	80%
T/L	1.2.2 % of local service area (lsa) market enrolled as students	≥	4.95	5.50	3.59	8.16	8.16	10	80%
T/L	1.2.3 % of Dallas County market enrolled as students (outside lsa)	≥	0.63	0.70	0.48	8.57	8.57	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	≥	6.30	7.00	4.29	7.66	7.66	10	80%
T/L	1.3.2 % of local service area economically disadvantaged enrolled as students(CR)	≥	8.10	9.00	8.17	9.08	9.08	10	
T/L	1.3.3 % of Dallas County historically underserved market enrolled as students (outside lsa) (Af-Am,Hisp)	≥	0.54	0.60	0.49	10.21	10.00	10	80%
1.4 Provide business and industry work force training									
T/L	1.4.1 Reimbursable credit contact hours, tech-occ	≥	-	-	496,352	n/a	n/a	Fall06 and Spr07	
T/L	1.4.2 Reimbursable non-credit contact hours	≥	720,000	800,000	237,765	11.89	10.00	Quarter 1	
T/L	1.4.3 Contact hours from Corporate Services	≥	45,000	50,000	15,130	10.09	10.00	10	30%
1.5 Respond to community educational needs									
T/L	1.5.1 # of on-line contact hours (sub-measures by RLC/LCET)	≥	1,071,000	1,190,000	635,744	7.63	7.63	522,416ch for 8000 113,328ch for 9000	
T/L	1.5.2 # contact hours for classes that are other than semester length	≥	397,800	442,000	626,680	35.45	10.00	70%	
T/L	1.5.3 # of transfer contact hours	≥	3,600,000	4,000,000	3,202,408	10.01	10.00	10	80%
T/L	1.5.4 # of developmental contact hours (DMAT, DREA, DWRI, ESOL)	≥	733,500	815,000	762,736	11.70	10.00	10	80%
T/L	1.5.5 # of engineering contact hours	≥	13,500	15,000	14,832	12.36	10.00	10	80%

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2. Enable All Students to Succeed				2006-2007 Target Range		Performance as of January 2007	Score	Adjusted Score	Maximum Score	
2.1 Monitor and improve student success				90%	100%					
T	2.1.1	% C or better in all credit classes	≥	63.00	70.00	66.39	9.48	9.48	10	Fall 2006
T	2.1.2	% retained through semester in credit classes	≥	75.60	84.00	83.78	9.97	9.97	10	
T	2.1.3	# associate degrees awarded	≥	765	850	177	10.41	10.00	10	20%
T	2.1.4	# credit certificates awarded	≥	288	320	73	11.41	10.00	10	20%
T	2.1.5	% of students in cohort who meet their intended goal or are still enrolled	≥	49.50	55.00	53.01	9.64	9.64	10	
T	2.1.6	% C or better in core curriculum courses	≥	63.00	70.00	65.29	9.33	9.33	10	
T	2.1.7	% of students in core curriculum courses retained	≥	74.70	83.00	82.20	9.90	9.90	10	
T	2.1.8	% C or better in all on-line classes	≥	56.70	63.00	56.49	8.97	8.97	10	
T	2.1.9	% retained in all on-line classes	≥	76.50	85.00	78.28	9.21	9.21	10	
T	2.1.10	# of students completing core curriculum	≥	675	750	211	9.38	9.38	10	30%
T	2.1.11	% C or better Dev. Ed. classes	≥	47.70	53.00	53.39	10.07	10.00	10	
T	2.1.12	% of students receiving "E" grades in Dev that pass the course the following term (ex.fall to spr)	≥	28.80	32.00	30.07	9.40	9.40	10	Data will be run at
T	2.1.13	% C or better ESOL classes	≥	63.90	71.00	69.91	9.85	9.85	10	
T	2.1.14	% of students receiving "E" grades (in ESOL) that pass the course the following term (ex.fall to spr)	≥	28.80	32.00	30.00	9.38	9.38	10	Data will be run at end
T	2.1.15	% C or better in college-level classes after dev. edu	≥	63.00	70.00	67.08	9.58	9.58	10	Will run data in SP'07
T	2.1.16	% of students in CE funded classes receiving CEUs	≥	72.00	80.00	75.42	9.43	9.43	10	Fall 2006
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	≥	63.00	70.00	62.78	8.97	8.97	10	
T	2.2.2	% retained through semester in credit classes for historically under-served student groups	≥	75.60	84.00	83.27	9.91	9.91	10	
T	2.2.3	# associate degrees awarded for historically under-served student groups	≥	315	350	62	8.86	8.86	10	20%
T	2.2.4	# credit certificates awarded for historically under-served student groups	≥	126	140	22	7.86	7.86	10	20%
T	2.2.5	% 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)	≥	43.20	48.00	46.80	9.75	9.75	10	
T	2.2.6	% C or better in core curriculum courses for historically under-served student groups	≥	63.90	71.00	62.99	8.87	8.87	10	
T	2.2.7	% of students in core curriculum courses retained for historically under-served student groups	≥	74.70	83.00	82.06	9.89	9.89	10	
T	2.2.8	% C or better in all on-line classes for historically under-served student groups	≥	53.10	59.00	51.88	8.79	8.79	10	
T	2.2.9	% retained in all on-line classes for historically under-served student groups	≥	76.50	85.00	77.86	9.16	9.16	10	
T	2.2.10	# of students completing core curriculum for historically under-served student groups	≥	293	325	68	6.97	6.97	10	30%

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2. Enable All Students to Succeed, cont.				2006-2007 Target Range		Performance as of January 2007	Score	Adjusted Score	Maximum Score
2.2 Monitor and improve success for historically under-served (Af-Am,Hispanic) student groups, cont.				90%	100%				
T	2.2.11	% C or better in Developmental Education classes for historically under-served student groups	≥	47.70	53.00	52.11	9.83	9.83	10
T	2.2.12	% of students receiving "E" grades (In Dev.) that pass the course the following term (ex.fall to spr) for historically under-served students	≥	27.00	30.00	26.70	8.90	8.90	10
T	2.2.13	% C or better in ESOL classes for historically under-served students	≥	57.60	64.00	64.35	10.05	10.00	Data will be run at end of sp'07.
T	2.2.14	% of students receiving "E" grades (in ESOL) that pass the course the following term (ex.fall to spr) or historically under-served students	≥	33.30	37.00	36.15	9.77	9.77	Data will be
T	2.2.15	% C or better in college-level classes after developmental ed for historically under-served student groups	≥	56.70	63.00	60.31	9.57	9.57	10
2.3 Provide proactive student services to address student learning needs				90%	100%				
T	2.3.1	Overall level of satisfaction with student services to support learning (NLSSI 7-point scale)	≥	5.04	5.60	5.35	9.55	9.55	10
T/L	2.3.2	Overall level of satisfaction with tutoring services (7-point scale, NLSSI)	≥	4.86	5.40	5.42	10.04	10.00	10
	2.3.3	Overall level of satisfaction with library services (7-point scale, NLSSI)	≥	5.02	5.58	5.56	9.96	9.96	10
T	2.3.4	% of classes incorporating e-campus in curriculum	≥	58.50	65.00	60.86	9.36	9.36	10

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3. Enable Employees to Succeed				2006-2007 Target Range		Performance as of January 2007	Score	Adjusted Score	Maximum Score	
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	3.43	9.80	9.80	10	SPR 04
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	spr 06
T		Noel-Levitz related items	=	9.00	10.00	9.72	9.72	9.72	10	fall 06
T		Student Evaluation of Instruction	=	9.00	10.00	9.44	9.44	9.44	10	fall 06
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	81.75	9.62	9.62	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)	≥	3.60	4.00	3.99	9.98	9.98	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	96.20	10.13	10.00	10	roll-over
T/L	3.3.2	% new f-t instructors completing offerings in the VOE prof. dev. program	=	90.00	100.00	100.00	10.00	10.00	10	5 employees with no
T/L	3.3.3	% f-t instructors and others who teach as part of load who complete offerings in Cooperative Learning strategies	≥	90.00	100.00	92.00	9.20	9.20	10	NOTE
T/L	3.3.4	% of adjuncts participating in LENS, Cooperative Learning, or QEP (discipline specific professional development)	≥	63.00	70.00	72.63	10.38	10.00	10	NOTE
3.4 Proactively manage turnover and diversity				90%	100%					
T/L	3.4.1	% employee turnover rate (sub-measure segment by reason)	≤	8.80	8.00	2.78	10.00	10.00	10	16 tos
T/L	3.4.2	Employee diversity matches Dallas Cnty. (with parameters, submeasure by employee group and ethnicity)	≥	85.50	95.00	93.64	9.86	9.86	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	100.00	10.00	10.00	10	2 Admin: 1 AfAm, 1 Hisp.
T/L	3.4.4	% diversity for credit adjunct faculty matches Dallas Co. as % of target with parameters (sub-measures by ethnicity)	≥	21.60	24.00	22.91	9.55	9.55	10	2 Faculty: 1 Anglo, 1 Hisp.
T/L	3.4.5	% of credit adjuncts hired within the academic year as % of target by ethnicity	≥	19.80	22.00	33.60	15.27	10.00	10	29 PSS: 13 Anglo, 9 Hisp., 6 AfAm, 1 NatAm
T	3.4.6	% of credit sections taught by diverse adjunct faculty	≥	24.30	27.00	11.69	4.33	4.33	10	
T	3.4.7	% of CE sections taught by diverse adjunct faculty	≥	32.40	36.00	25.91	7.20	7.20	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	309	9.66	9.66	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	0.000	10.00	10.00	10	
T/L	3.5.3	% of employees who lost vacation days two years in a row	≤	2.20	2.00	1.51	12.45	10.00	10	asof 8/31

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4. Ensure Institutional Effectiveness				2006-2007 Target Range		Performance as of January 2007	Score	Adjusted Score	Maximum Score	
4.1 Remain fiscally responsible and sound				90%	100%					
L	4.1.1	Return on investment	≥	36.36	40.40	50.80	12.57	10.00	10	no change
T	4.1.2	Grant funding rate attained (% proposals funded)	≥	68.40	76.00	77.00	10.13	10.00	10	no change
T/L	4.1.3	Grant dollars attained during the academic year	≥	\$2,700,000	\$3,000,000	\$2,490,000	19.76	10.00	10	42%
T/L	4.1.4	% of annual budget spent on salaries and benefits	≤	82.50	75.00	33.43	9.78	9.78	10	42%
T/L	4.1.5	% of annual budget spent on instruction	≥	40.50	45.00	23.08	10.00	10.00	10	42%
T/L	4.1.6	Amount of fund balance	≥	\$1,305,000	\$1,450,000	\$6,665,101	10.00	10.00	10	
T/L	4.1.7	# of reimbursable contact hours (academic, tech-occ, non-credit)	≥	5,594,258	6,215,842	4,699,261	10.80	10.00		
T/L	4.1.8	Reimbursable contact hour \$ amount difference between current year and previous year	≥	\$113,785	\$126,428	-\$70,239	-13.89	0.00		Sums techocc, transfer, developmental, and CE reimb. 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		9.56	9.56		
		HazCom	=	90.00	100.00	100.00	10.00	10.00	10	
		Food Service Inspection	=	81.00	90.00	83.00	9.22	9.22	10	
		SACS (as of 3-27-02)	=	90.00	100.00	100.00	10.00	10.00	10	
		THECB	=	90.00	100.00	100.00	10.00	10.00	10	
		Loan Default	≤	14.30	13.00	14.50	8.60	8.60	10	
	4.2.2	Maintain the standard for college facilities and grounds	≥	9.00	10.00	10.00	10.00	10.00	10	
	4.2.3	# of crimes/criminal incidents/FTSE annually	≤	0.011	0.01	0.01	10.00	10.00		57 crimes as of Jan 31 2007.
T	4.2.4	% compliance with internal requirements	=	90.00	100.00		4.08	4.08		
		Percentage of programs (academic) meeting or exceeding 70% on the program review	≥	90.00	100.00	39.00	3.90	3.90	10	
		Loan Default - extended payment on tuition	≤	5.50	5.00	9.00	4.25	4.25	10	
T/L	4.2.5	% of compliance with the DCCCD IT Strategic Plan	=	90.00	100.00	100.00	10.00	10.00	10	
T	4.2.6	The % of PIIP's successfully deployed by projected completion date	≥	90.00	100.00	83.00	8.30	8.30	10	
T	4.2.7	The % of EOY report target gap areas improved	≥	81.00	90.00	50.00	5.56	5.56	10	
4.3 Improve operational productivity				90%	100%					
T/L	4.3.1	# of KWHs per square foot	≤	19.65	17.86	16.80	10.59	10.00	10	
T/L	4.3.2	Annual utility costs per facilities square foot	≤	2.67	2.43	1.44	10.00	10.00	10	
T	4.3.3	% of eligible students using e-connect for credit registration	≥	67.50	75.00	61.51	8.20	8.20	10	
T	4.3.4	Credit class schedule optimization index	=	9.00	10.00	9.42	9.42	9.42	10	
		% of credit classes canceled	≤	8.80	8.00	8.00	10.00	10.00	10	fall 06
		% of class capacities within 80% of room capacity	≥	74.70	83.00	77.69	9.36	9.36	10	fall 06
		% of credit class enrollments within 70% of desired capacity	≥	72.90	81.00	72.10	8.90	8.90	10	fall 06

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