

## College Objectives, Organizational Strategies, KPIs, Measures, Targets

1. Identify and Meet Community Educational Needs			2006-2007 Target Range		Performance as of May 2008	Score	Adjusted Score	Maximum Score	COMMENTS
<b>1.1 Initiate proactive community relationship building</b>			<b>90%</b>	<b>100%</b>					
T/L	1.1.1 Contact hours from dual credit and concurrent	≥	360,000	400,000	364,966	10.14	10.00	10	90%
T/L	1.1.2 # of service hours in Service Learning including volunteer hours from Emeritus	≥	19,800	22,000	16,918	9.61	9.61	10	EM at 75%, 13,844 for SL at 80%
T	1.1.3 Annual RLC SECC contributions	≥	\$92,700	\$103,000	\$114,494	11.12	10.00	10	FINAL
<b>1.2 Conduct open, regular communications with community stakeholders</b>									
T/L	1.2.1 % of local service area public high school graduates within one-year enrolled as credit students	≥	25.20	28.00	25.84	9.23	9.23	10	final
T/L	1.2.2 % of <u>local service area (lsa)</u> market enrolled as students	≥	4.50	5.00	3.96	11.31	10.00	10	70%
T/L	1.2.3 % of <u>Dallas County</u> market enrolled as students (outside lsa)	≥	0.68	0.75	0.64	12.19	10.00	10	70%
<b>1.3 Increase enrollment in service area underserved populations(Af-Am,Hisp)</b>									
T/L	1.3.1 % of <u>local service area</u> historically underserved population enrolled as students	≥	5.40	6.00	4.80	11.43	10.00	10	70%
T/L	1.3.2 % of <u>local service area</u> economically disadvantaged enrolled as students(CR)	≥	8.10	9.00	4.78	7.59	7.59	10	70%
T/L	1.3.3 % of <u>Dallas County</u> historically underserved market enrolled as students (outside lsa) (Af-Am,Hisp)	≥	0.66	0.73	0.68	13.31	10.00	10	70%
<b>1.4 Provide business and industry work force training</b>									
T/L	1.4.1 Reimbursable credit tech-occ contact hours	≥	511,200	568,000	531,599	10.40	10.00	10	90%
T/L	1.4.2 Reimbursable non-credit contact hours	≥	720,000	800,000	613,414	10.22	10.00	10	75%
T/L	1.4.3 Contact hours from Corporate Services	≥	49,500	55,000	25,623	6.21	6.21	10	75%
<b>1.5 Respond to community educational needs</b>									
T/L	1.5.1 # of on-line contact hours	≥	832,500	925,000	979,460	13.24	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	1,305,915	15.36	10.00	10	50%
T/L	1.5.3 # of transfer contact hours	≥	3,717,000	4,130,000	3,839,904	11.62	10.00	10	80%
T/L	1.5.4 # of developmental contact hours (DMAT, DREA, DWRI, ESOL)	≥	865,915	962,128	975,248	12.67	10.00	10	80%
T/L	1.5.5 # of engineering contact hours	≥	15,750	17,500	14,864	8.94	8.94	10	95%

\*Strategic: Areas of special college emphasis, where significant growth is targeted or DCCCD Board of Trustees priorities. Other areas are considered Operational strategies.

## College Objectives, Organizational Strategies, KPIs, Measures, Targets

2. Enable All Students to Succeed				2006-2007 Target Range		Performance as of May 2008	Score	Adjusted Score	Maximum Score	COMMENTS
2.1 Monitor and improve student success				90%	100%					
T	2.1.1	% C or better in all credit classes	≥	63.00	70.00	69.57	9.94	9.94	10	FA07, SP08
	2.1.2	% C or better in all credit classes for first time in college fall cohort	≥	57.60	64.00	68.23	10.66	10.00	10	FA07, SP08
	2.1.3	% C or better in all credit classes for RCHS students	≥	73.80	82.00	83.55	10.19	10.00	10	FA07, SP08
T	2.1.4	% retained through semester in credit classes	≥	76.95	85.50	86.95	10.17	10.00	10	FA07, SP08
	2.1.5	% retained through semester in credit classes for first time in college fall cohort	≥	76.95	85.50	88.57	10.36	10.00	10	FA07, SP08
	2.1.6	% retained through semester in credit classes for RCHS students	≥	85.50	95.00	96.38	10.15	10.00	10	FA07, SP08
T	2.1.7	# associate degrees awarded	≥	765	850	402	4.73	4.73	10	FA07, SP08
T	2.1.8	# credit certificates awarded	≥	288	320	100	3.13	3.13	10	FA07, SP08
T	2.1.9	% of students in cohort who meet their intended goal or are still enrolled	≥	50.40	56.00	67.08	11.98	10.00	10	FA07, SP08
T	2.1.10	% C or better in core curriculum courses	≥	63.90	71.00	68.31	9.62	9.62	10	FA07, SP08
T	2.1.11	% of students in core curriculum courses retained	≥	76.50	85.00	84.40	9.93	9.93	10	FA07, SP08
T	2.1.12	% C or better in all on-line classes	≥	58.50	65.00	63.11	9.71	9.71	10	FA07, SP08
T	2.1.13	% retained in all on-line classes	≥	76.50	85.00	80.96	9.52	9.52	10	FA07, SP08
T	2.1.14	# of students completing core curriculum	≥	675	750	572	19.07	10.00	10	FA07, SP08
T	2.1.15	% C or better Dev. Ed. Classes (excluding "E" grades)	≥	56.70	63.00	61.59	9.78	9.78	10	FA07, SP08
T	2.1.16	% of students receiving "E" grades in Dev that pass the course the following term (ex.fall to spr)	≥	31.05	34.50	26.01	7.54	7.54	10	FA07, SP08
T	2.1.17	% C or better ESOL classes (excluding "E" grades)	≥	76.50	85.00	85.55	10.06	10.00	10	FA07, SP08
T	2.1.18	% of students receiving "E" grades (in ESOL) that pass the course the following term (ex.fall to spr)	≥	28.80	32.00	28.20	8.81	8.81	10	FA07, SP08
T	2.1.19	% C or better in college-level classes after dev. edu	≥	63.00	70.00	49.08	7.01	7.01	10	FA07, SP08

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## College Objectives, Organizational Strategies, KPIs, Measures, Targets

2. Enable All Students to Succeed, cont.				2006-2007 Target Range		Performance as of May 2008	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	≥	63.00	70.00	64.95	9.28	9.28	10	FA07, SP08
	2.2.2	% C or better in all credit classes for historically under-served first time in college fall cohort	≥	57.60	64.00	63.86	9.98	9.98	10	FA07, SP08
	2.2.3	% C or better in all credit classes for historicall under-served RCHS students	≥	73.80	82.00	81.63	9.95	9.95	10	FA07, SP08
T	2.2.4	% retained through semester in credit classes for historically under-served student groups	≥	76.95	85.50	85.13	9.96	9.96	10	FA07, SP08
	2.2.5	% retained through semester in credit classes for historically under-served first time in college fall cohort	≥	76.95	85.50	88.92	10.40	10.00	10	FA07, SP08
	2.2.6	% retained through semester in credit classes for historically RCHS students	≥	86.85	96.50	95.86	9.93	9.93	10	FA07, SP08
T	2.2.7	# associate degrees awarded for historically under-served student groups	≥	306	340	151	4.44	4.44	10	FA07, SP08
T	2.2.8	# credit certificates awarded for historically under-served student groups	≥	115	128	49	3.83	3.83	10	FA07, SP08
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)	≥	45.00	50.00	53.40	10.68	10.00	10	FA07, SP08
T	2.2.10	% C or better in core curriculum courses for historically under-served student groups	≥	63.90	71.00	64.38	9.07	9.07	10	FA07, SP08
T	2.2.11	% of students in core curriculum courses retained for historically under-served student groups	≥	76.50	85.00	83.66	9.84	9.84	10	FA07, SP08
T	2.2.12	% C or better in all on-line classes for historically under-served student groups	≥	53.10	59.00	56.67	9.61	9.61	10	FA07, SP08
T	2.2.13	% retained in all on-line classes for historically under-served student groups	≥	72.90	81.00	79.27	9.79	9.79	10	FA07, SP08
T	2.2.14	# of students completing core curriculum for historically under-served student groups	≥	270	300	202	16.83	10.00	10	FA07, SP08
T	2.2.15	% C or better in Developmental Education classes for historically under-served student groups	≥	56.25	62.50	59.90	9.58	9.58	10	FA07, SP08
T	2.2.16	% 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	24.24	7.58	7.58	10	FA07, SP08
T	2.2.17	% C or better in ESOL classes for historically under-served students	≥	73.80	82.00	87.27	10.64	10.00	10	FA07, SP08
T	2.2.18	% of students receiving "E" grades (in ESOL) that pass the course the following term (ex.fall to spr) or historically under-served students	≥	28.80	32.00	22.01	6.88	6.88	10	FA07, SP08
T	2.2.19	% C or better in college-level classes after developmental ed for historically under-served student groups	≥	54.00	60.00	44.17	7.36	7.36	10	FA07, SP08

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College Objectives, Organizational Strategies, KPIs, Measures, Targets

2. Enable All Students to Succeed, cont.			2006-2007 Target Range		Performance as of May 2008	Score	Adjusted Score	Maximum Score	COMMENTS
			90%	100%					
<b>2.3 Provide proactive student services to address student learning needs</b>			<b>90%</b>	<b>100%</b>					
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	FALL 06
T/L	2.3.2 Overall level of satisfaction with tutoring services (7-point scale, NLSSI)	≥	4.91	5.45	5.42	9.94	9.94	10	FALL 06
	2.3.3 Overall level of satisfaction with library services (7-point scale, NLSSI)	≥	5.04	5.60	5.56	9.93	9.93	10	FALL 06
T	2.3.4 % of classes incorporating e-campus in curriculum	≥	59.40	66.00	72.75	11.02	10.00	10	FA07&SP08

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College Objectives, Organizational Strategies, KPIs, Measures, Targets

3. Enable All Employees to Succeed			2006-2007 Target Range		Performance as of May 2008	Score	Adjusted Score	Maximum Score	COMMENTS
<b>3.1 Promote excellence in job performance</b>			<b>90%</b>	<b>100%</b>					
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	fall 07
<b>3.1.4 Student perception of faculty index (with sub-measures)</b>		=	<b>9.00</b>	<b>10.00</b>	<b>9.68</b>	<b>9.68</b>	<b>9.68</b>	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
<b>3.2 Provide excellence in job satisfaction</b>			<b>90%</b>	<b>100%</b>					
T	3.2.1 % of employees satisfied with employment at RLC (CQS)	≥	76.50	85.00	82.07	9.66	9.66	10	fall 07
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	roll-over
<b>3.3 Provide comprehensive professional development for all employee groups</b>			<b>90%</b>	<b>100%</b>					
T/L	3.3.1 % of ft employees exceeding required staff development	≥	85.50	95.00	81.92	8.62	8.62	10	asof5/08
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	roll-over
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	roll-over
T/L	3.3.4 % of adjuncts participating in LENS, Cooperative Learning, or QEP (discipline specific professional development)	≥	65.70	73.00	72.63	9.95	9.95	10	roll-over
<b>3.4 Proactively manage turnover and diversity</b>			<b>90%</b>	<b>100%</b>					
T/L	3.4.1 % employee turnover rate (sub-measure segment by reason)	≤	8.80	8.00	4.60	17.02	10.00	10	26 tos
T/L	3.4.2 Employee diversity matches Dallas Cnty. (with parameters, submeasure by employee group and ethnicity)	≥	85.50	95.00	94.68	9.97	9.97	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	
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	23.24	9.68	9.68	10	
T/L	3.4.5 % of credit adjuncts hired within the academic year as % of target by ethnicity	≥	30.60	34.00	33.60	9.88	9.88	10	
T	3.4.6 % of credit sections taught by diverse faculty	≥	26.10	29.00	22.16	7.64	7.64	10	
<b>3.5 Provide a safe and healthy working environment</b>			<b>90%</b>	<b>100%</b>					
T/L	3.5.1 # of employees participating in the college wellness program	≥	288	320	307	9.59	9.59	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	26	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	1.98	10.45	10.00	10	asof 8/31/07

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4. Ensure Institutional Effectiveness		2006-2007 Target Range		Performance as of May 2008	Score	Adjusted Score	Maximum Score	COMMENTS	
<b>4.1 Remain fiscally responsible and sound</b>		<b>90%</b>	<b>100%</b>						
L	4.1.1 Return on investment	≥	36.00	40.00	35.24	8.81	8.81	10	
T/L	4.1.2 Grant dollars attained during the academic year	≥	\$2,925,000	\$3,250,000	\$3,684,324	15.12	10.00	10	75%
T/L	4.1.3 % of annual budget spent on salaries and benefits	≤	82.50	75.00	59.86	9.67	9.67	10	75%
T/L	4.1.4 % of annual budget spent on instruction	≥	40.50	45.00	41.04	13.61	10.00	10	75%
T/L	4.1.5 Amount of fund balance	≥	\$900,000	\$1,000,000	\$1,954,378	19.54	10.00	10	
T/L	4.1.6 # of reimbursable contact hours (academic, tech-occ,non-credit)	≥	5,814,115	6,460,128	5,960,165	10.25	10.00	10	90%
T/L	4.1.7 Reimbursable contact hour \$ amount difference between current year and previous year	≥	\$296,824	\$329,804	\$50,073	1.52	10.00	10	F07,SP08,Q1,2
<b>4.2 Meet and exceed internal and external standards and requirements</b>		<b>90%</b>	<b>100%</b>						
T	4.2.1 % compliance with external requirements (submeasures)	=	90.00	100.00		9.92	9.92	10	
	HazCom	=	90.00	100.00	100.00	10.00	10.00	10	roll-over
	Food Service Inspection (as of 02-28-08)	=	81.00	90.00	91.00	10.11	10.00	10	roll-over
	SACS (as of 3-27-02)	=	90.00	100.00	100.00	10.00	10.00	10	roll-over
	THECB	=	90.00	100.00	100.00	10.00	10.00	10	roll-over
	Loan Default	≤	15.40	14.00	14.50	9.60	9.60	10	roll-over
	4.2.2 Maintenance of standards for college facilities and grounds	≥	90.00	100.00	96.90	9.69	9.69	10	
	4.2.3 # of crimes/criminal incidents/FTSE annually	≤	0.011	0.01	0.01	10.00	10.00	10	169 crimes
T	4.2.4 % compliance with internal requirements	=	90.00	100.00		6.23	6.23	10	
	Percentage of programs (academic) meeting or exceeding 70% on the program review	≥	90.00	100.00	85.00	8.50	8.50	10	roll-over
	Loan Default - extended payment on tuition	≤	8.80	8.00	14.29	3.95	3.95	10	
T	4.2.5 The % of PIIP's successfully deployed by projected completion date	≥	90.00	100.00	100.00	10.00	10.00	10	
T	4.2.6 The % of EOY report target gap areas improved	≥	81.00	90.00	100.00	11.11	10.00	10	4 out of 4
<b>4.3 Improve operational productivity</b>		<b>90%</b>	<b>100%</b>						
T/L	4.3.1 # of KWHs per square foot	≤	18.54	16.85	9.60	11.20	10.00	10	
T/L	4.3.2 Annual utility costs per facilities square foot	≤	2.63	2.39	2.28	10.87	10.00	10	
T	4.3.3 % of eligible students using e-connect for credit registration	≥	58.50	65.00	65.17	10.03	10.00	10	F07&SP08
T	4.3.4 Credit class schedule optimization index	=	9.00	10.00	9.57	9.57	9.57	10	
	% of credit classes canceled	≤	8.80	8.00	8.00	10.00	10.00	10	Fall 07
	% of class capacities within 80% of room capacity	≥	74.70	78.00	68.00	8.72	8.72	10	Fall 07
	% of credit class enrollments within 70% of desired capacity	≥	72.90	78.00	80.04	10.26	10.00	10	Fall 07

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