

Departmental Key Performance Indicators

Residence Life

- Cost per bed
- Occupancy rates
- Satisfaction with RAs and facilities; overall satisfaction
- Number of Living/Learning Communities
- Maintenance (satisfaction, response rates)
- Number of programs and/or attendance at each
- Perceptions of safety
- Perceptions of community
- Staff-to-student ratio
- Revenue/facility spending
- Number of incidents
- Roommate changes
- (Overlap with some Conduct efforts)

Commuter

- Demographics of off-campus students/types (e.g., non-traditional/adults, parents)
- Number of programs and/or attendance at each
- Time spent on campus
- Satisfaction with facility usage
- Relationship with/satisfaction of community members where students live
- Number of students contacted/types of outreach methods (e.g., newsletters, e-mail)

Multicultural

- Number of programs and/or attendance at each
- Passive outreach (e.g., bulletin boards, fliers)
- Number of community partnerships
- Facility usage and satisfaction
- Giving/alumni involvement
- Retention
- Cohort programs
- Number of initial members/retention

Recreation and Athletics

- The GPA of athletes
- Number of students in club sports
- Number of students in intramural sports
- Recreation center usage
- Customer satisfaction with facilities/staff
- Coaching quality
- Satisfaction with/types of methods supporting student athlete needs

- Attendance at athletic events
- Number of recreation programs and/or attendance at each
- Recreation center memberships (e.g., community members, faculty/staff)
- Revenue/facility spending

LGBT

- Campus climate
- Number of programs and/or attendance at each
- Passive outreach (e.g., bulletin boards, fliers)
- Number of community partnerships
- Facility usage and satisfaction

Academic

- Time to complete degree
- Number of students enrolled in online classes
- Number of students enrolled in online certificates or degree programs
- Percent of faculty presenting at conferences (yearly)
- Number of faculty publications
- Faculty participation in committee/on campus "service"
- Percentage of faculty by gender, ethnicity, ect.
- Faculty salary competitiveness
- Percentage of faculty with terminal degrees in their field of teaching
- General education outcomes (scores or percent critical thinking, writing, ect.)
- Academic program outcomes
- Number of students declared in a major
- Number of students declared in a minor
- Number of student double/triple majoring
- Number of academic degree programs offered
- Amount of grant/external funding secured by faculty
- Percentage of internal funding granted from institution to department
- Average class size
- Services Learning in Courses
- Percentage of students enrolled in at least one remedial course

Disability Services

- Campus climate
- Number of students registered
- Satisfaction with /helpfulness of orientation
- Use of accommodations
- Satisfaction with accommodations
- Retention rates
- Years to graduate
- Labor costs
- Food costs

Ministry

- Number of programs and/or attendance at each
- Facility usage
- Number of department/off-campus collaborations
- Servant leadership opportunities (e.g., careers, vocations)
- Identity/religious demographics
- Number of diverse religions served

Enrollment Management

- Number of Full-time equivalent students
- Number of students in continuing education courses
- Number of degrees awarded
- Yearly retention rate
- Transfer student retention/graduation rate
- Students of color retention/graduation rate
- First generation college student retention/graduation rate
- Student athlete retention/graduation rates
- Graduation rate
- Graduation rate with in x years
- Technology in classroom scores

International Student Services

- Percent/numbers of international students
- Satisfaction/helpfulness of international orientation
- Countries represented at institution/over time
- Retention rates
- Merit/awards/funding rates
- Study abroad numbers/rates
- Number of programs and/or attendance at each
- Compliance with paperwork and policies
- GPA
- Number of incoming students studying here

Health and Counseling Services

- Number of visits/usage by type/affiliation
- Satisfaction with services
- Staff to student ratio
- Wait time for services/in lobby
- Number of programs and/or attendance at each
- Participation in health initiatives (e.g., blood drive)
- Health indicators (e.g., sleep, exercise, alcohol, sexual activity, depression)
- Enrollment cost of health programs
- (Overlap with some Conduct efforts)

Admissions

- Yield
- Melt numbers/rates of students deciding not to attend
- Applications (applied, accepted, enrolled)
- GPA/SAT/ACT/GRE
- Number of students indicating school is their first choice
- Impact of events sponsored by office
- Outreach/contact by office
- Number of tour guides/student employee outcomes
- College breakdown of incoming students/enrollment

Business Service Center

- Customer service
- Usage of facility/services (in-person, phone, online)
- Awareness of services
- Needs met
- Issue-resolved rate
- Wait time for services

Conduct

- Number of incidents by category and overall number of incidents
- Knowledge of code of conduct
- Perception/reporting of process (e.g., fairness, understanding)
- Recidivism rates
- Rubrics on reflection papers
- Number of sanctions by type and overall
- GPAs

Union

- Facility usage
- Number of reservations
- Satisfaction with reservation processes
- Unmet space needs
- Spending and breakdown of costs
- Student employee numbers/learning outcomes
- Customer service
- Maintenance and work order numbers/
- Satisfaction with maintenance and work order process
- Revenue/conferences
- Dining satisfaction

Community Service

- Service hours
- Number/percent of students involved
- Alternative Spring Break programs
- Number of programs and/or attendance at each
- Reflection rubrics
- Service learning courses and satisfaction
- Number of community partnerships
- Impact on community
- Interest in services/programs
- High school participation
- NSSE data

First-Year Experience

- Orientation attendance
- Satisfaction with orientation programs
- Outcomes for students (e.g., connection, preparedness)
- Parent involvement
- Outreach to current and prospective students/families
- Number of/applications for student leader positions
- Satisfaction with student leaders/orientation leaders
- FYE course satisfaction
- Numbers of FYE courses/instructors

Safety and Security

- Crime rates (list of those that require a report)
- Number of staff members
- Response time to calls/incidents
- Outreach efforts (e.g., number of programs, hours)

- Reported feelings of safety/protection (on/off campus)
- Neighborhood crime rates
- Vandalism data
- Collaborations with campus and community members/organizations
- Safety week evaluations

Career Services

- Counselor to student ratio
- Number of programs and/or attendance at each
- On-campus employment activities/opportunities
- Internships available
- Employer participation/contacts
- Career fair satisfaction for employers/students
- Number of employers/students at career fair
- Job placement/graduate placement rates
- Usage of facilities/services (in-person, phone, online)
- Alumni involvement/usage of services
- Counseling/staff satisfaction

Alumni

- Annual giving rates
- Participation in events
- Participation in reunions
- Number of sponsoring internships
- Returning to campus as guest/keynote speaker
- Percent/number employed (in each major area)

Greek Life

- Percentage of students involved (and demographics for students involved)
- GPA
- Number of organizations
- Alumni giving rate
- Number of negative incidents
- Number of service hours/events
- Recruitment rates
- Retention rates
- Number of public events and/or attendance at each
- Perception of Greek Life
- Money raised for philanthropies
- Deactivation rates/reasons

Ombudsman

- Number of allegations where Ombudsman made recommendations to improve practices or procedures
- Percentage of recommendations accepted
- Percentage of recommendations finalized
- Average cost per finalized allegation

Auxiliary Services

- Percentage of LEED certified buildings
- Energy consumption in campus buildings
- Revenue
- Salaries/Wages/Benefits
- Customer service satisfaction

Institutional

- Graduate satisfaction
- Student satisfaction
- Employment rate of graduates
- Student to faculty ratio
- Student to tenure/tenure track ration
- Number of Summer Institutes
- Number of Cadets
- Number of partnerships with community/industry
- Number of international partnerships
- Progress towards annual campaigns
- Progress toward capital campaigns
- Value of endowment
- Percentage of support by grant/government/private/individual/alumni
- Amount of institutional scholarships granted
- Percent full-time degree seeking undergraduate minority
- Percent full-time, first year, first generation
- Full-time tuition/fees, in-state, out-of-state
- Most typical room and board rate
- Scholarship commitments
- Endowment per full-time undergraduate student
- Non-auxiliary spending per student

Financial Aid

- Percentage of students receiving grants/grant-in-aid/scholarships/loans
- On-campus employment
- On-campus work study
- Percentage of students receiving need-based aid
- Percentage of students receiving non need-based aid
- Total number of financial aid requests processed

Activities and Leadership

- Number of programs and/or attendance at each
- Number/percent of students in organizations
- Officer/student leader outcomes
- Satisfaction with advising/staff
- Fee allocation
- Participation in elections
- Impact of involvement on success
- Average number of organization involvement
- Organizational types
- Impact/connection from activities
- Substance free rates/impact of programs (overlap with Health and Counseling efforts)
- Satisfaction with variety, quality, quantity of programs/activities