





2019-2020 Institutional Indicator Scorecard

Umpqua Community College's (UCC) mission is to transform lives and enrich communities. In order to assure the public that the College is fulfilling this mission, UCC created a set of "institutional indicators", which are central to the College's institutional effectiveness model – an ongoing cycle of planning, resource allocation, plan implementation, and assessment of progress – to demonstrate the College's commitment to continual improvement and student success. The following scoreboard provides a graphic summary of mission fulfillment indicators for the 2019-2020 academic year.

90-100% of target
 70-89% of target
 below 70% of target

#	Indicator	Description	Target	2019-2020
1A	Fall-to-fall Retention	% of PT and FT UCC degree and certificate-seeking students who are retained fall-fall	FT – 50% PT – 45%	FT – 55% PT – 46%
1B	Fall-to-winter Retention	% of PT and FT UCC degree and certificate-seeking students who are retained fall-winter	FT – 85% PT – 75%	FT – 89% PT – 76%
2	Early Momentum	% of first-time students who complete 18+ college level credits in their first year	40%	58%
3A	3-Year Completion	% of entering degree- or certificate-seeking students who complete a degree or certificate within 3 years	FT – 30% PT – 15%	FT – 28% PT – 5%
3B	6-Year Completion	% of entering degree- or certificate-seeking students who complete a degree or certificate within 6 years	FT – 45% PT – 25%	FT – 26% PT – 7%
4A	Transfer	% of transfer-degree-seeking students who transfer to another institution within one year of most recent UCC enrollment	FT – 25% PT – 10%	FT – 54% PT – 22%
4B	Transfer	% of students who completed a transfer degree and transferred to another institution within one year of most recent UCC enrollment	FT – 40% PT – 25%	FT – 28% PT – 2%
5	Program Learning Outcomes	% of degree/certificate-seeking students who achieve Program Learning Outcomes at or above "proficient" levels	80% of students achieve PLO at proficient level	81.2%
6	Universal Learning Outcomes	% of degree/certificate-seeking students who achieve Universal Learning Outcome competencies at a "proficient" level	80% of students achieve ULO at proficient level	80.1%
7	Gatekeeper Courses	% of students who pass identified "gatekeeper courses". UCC's gatekeeper courses are MTH052, MTH060, and WR115	80%	74.38%

8	Continuous Improvement	% of all areas of operation that identify and implement next steps for improvement as a result of programmatic assessment; first report in 2021	100%	N/A – Scheduled for FY '21
9	Equitable Outcomes	Statistically significant equity gaps identified in Transfer, Graduation, and Retention/ Persistence, gateway course pass rates, and early momentum across identified demographic areas decrease annually	No significant achievement gaps	11% of categories have gaps 
10	Applicant Enrollment Rates	% of students who apply for UCC admissions who are enrolled within one year	50%	47% 
11	Lifelong Learning	Ability to meet community needs, measured by: ABS: % of students with measurable academic gain CWT: Repeat rates of community members attending CWT community courses SBDC: New jobs / businesses created	ABS: Determine baseline data CWT: 10% 3-yr average SBDC: 5% growth over 3-yr average	ABS: 47% N/A CWT: 20%  SBDC: 51% 
12	Campus and Community Engagement	Community, students, and staff satisfaction ratings for any area of operation that received less than 70% "satisfied" responses demonstrates an increase in satisfaction rating in the next survey (every 3 years)	At least 80% at the satisfied-very satisfied levels	N/A – Scheduled for FY '21
13	Student Experience	% of UCC students who believe that their experience at UCC has contributed to their knowledge, skills, and personal development on CCSSE and SENSE (every 3 years)	At least 80% at the satisfied-very satisfied levels	N/A – Scheduled for FY'21