

Skyline College Balanced Scorecard

Outcome Measure Data Sheet

Perspective: Innovation and Growth		Measure Name: Percentage of Technology-Mediated Instruction		Indicator: Program and Service Enhancements	
College Strategy: 1.1 Innovative Programs, Services and Modes of Delivery			College Goal: 1		
Description: The percentage of the total number of courses offered through technology-mediated instruction.					
Lead/Lag: Lead		Frequency: Annual		Unit Type: Percents	
Polarity: High values are good					
Formula: Technology-mediated instruction includes both hybrid and pure on-line course sections. This measure identifies the percentage of courses offered through technology-mediated instruction out of all sections offered in an academic year (summer, fall and spring).					
Data Source: Data for this measure are housed in the Banner system.					
Data Quality: High—received from the Office of Instruction.			Data Collector: Administrative Analyst, Office of Instruction		
			Owner: Vice President of Instruction		
Scorecard Control Limits: Slightly below benchmark is 1 to 2 percentage points below the benchmark. Well below benchmark is 3 or greater percentage points below the benchmark.			Benchmark: The baseline benchmark established in 2005/06 is 4% of all courses		
			College Initiatives Links		
Benchmark Rationale: Benchmark is based on an incremental goal as determined by the Education Master Plan and college-wide planning groups.			1. Enrollment Management: Retention and Outreach		
			2. Education Master Plan		
			3. Technology Plan		