

# Balanced Scorecard

Strategies, Indicators and Outcome Measures	2002/03	2003/04	2004/05	2005/06	2006/07
1.2 Retention: Retention Rates	●	●	●	●	○
1.2 Persistence: Term Persistence Rates	○	●	●	●	●
1.2 Success: All Successful Course Completion Rate	●	○	○	○	○
1.2 Success: Basic Skills Successful Course Completion Rates	●	●	●	●	○
1.2 Success: Student Progress and Achievement Rate (ARCC)	NA	●	●	●	NA
1.2 Success: SRTK Transfer Rate	●	○	●	○	NA
1.2 Access: Student to Counselor Ratio	○	○	●	●	●
1.2 Access: Financial Aid Recipient Rate	○	●	●	●	○
1.2 Satisfaction/Perception: Student Satisfaction Overall Ratings	NA	NA	NA	○	NA
1.3 Satisfaction/Perception: Community Perception Overall Ratings	NA	NA	NA	NA	NA
3.1 Satisfaction/Perception: Community Perception Overall Ratings	NA	NA	NA	NA	NA
1.2 Employability: VTEA Core Indicator - Retention	●	●	●	●	●
3.2 Marketing & Public Relations: No. of Marketing and PR Events	NA	○	○	●	●
2.1 Program & Service Quality: No. of Program Reviews Completed	○	●	●	●	●
2.2 Employee Satisfaction/Perception: Employee Satisfaction Overall Rating	NA	NA	NA	NA	●
2.3 Campus Safety: SRTK Crime Statistics (No. of Offenses)	○	●	○	○	NA
4.1 Productivity: FTES-All Courses	●	○	○	○	○
4.1 Productivity: FTES-Technology-Mediated Courses	○	○	○	○	●
4.1 Efficiency: Load	●	●	●	●	●
4.1 Efficiency: Fill Rates	●	●	●	○	○
4.1 Budget Efficiency: Ratio of Actual Expenditures to Total Budget	●	●	○	○	○
4.2 Facilities Planning: Capital Improvement Expenditures	○	○	●	●	●
1.1 Program & Service Enhancements: No. of New Courses/Programs Approved	●	○	○	●	●
1.1 Program & Service Enhancements: Prcnt. Technology-Mediated Instruction	○	○	●	●	●
1.1 Program & Service Enhancements: Amount of PIF Funding	○	○	○	○	●
1.1 Grant Procurement: Amount of Grant Allocations	○	○	●	●	●
5.1 Staff Development Opportunities: Amnt Professional Development Funds	●	●	●	●	●

Filled Circle = Meets or exceeds benchmark. Half-Filled Circle = Slightly below benchmark. Open Circle = Well below benchmark. NA = Data not available.



