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## ABSTRACT

This document discusses the performance indicators set forth by Jamestown Community College in 2002 in order to assess the effectiveness of the school in specified areas. The document begins with an overview of the vision and mission statement of the school. The mission statement is closely related to the indicators that are discussed in the document. The five strategic goals of the college are the following: (1) increasing student enrollment by providing programs, services, activities, etc.; (2) increasing the commitment to excellence by assessing programs, support services, campus climate, etc.; (3) strengthening commitment to excellence by valuing communication, trust, respect, and collegiality; (4) facilitating student learning; and (5) creating mutually beneficial relationships with the community. Indicators are divided into the following eight broad categories: (1) credit student enrollment/retention; (2) instruction; (3) effectiveness of college experience; (4) credit student post graduation satisfaction and success; (5) satisfaction with services, environment and climate, and facilities; (6) effective resource management; (7) supportive learning environment; and (8) non credit continuing education. For each individual indicator, the document provides the standards set for the school the previous year, the results, and an interpretation section that explains whether the school met the standard or failed to do so. Contains numerous tables. (MZ)

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# Performance Indicators for Jamestown Community College

February 7, 2002

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## Assessing Institutional Effectiveness

Prepared by the Assessment Review Team

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## **VISION, MISSION, and BELIEFS**

The vision, mission, and beliefs of the college are:

### **VISION**

Jamestown Community College will be a comprehensive, regional community college: an institution which responds to the communities' changing educational needs and provides leadership and services to promote community vitality.

### **MISSION**

Jamestown Community College is a comprehensive, open access, community-centered educational institution which meets the service area's learning needs in diverse ways, including liberal arts transfer degree programs, career programs, community service, developmental education, and business and industry training. The college's partnership with the greater community contributes to the social and intellectual improvement, economic development, and cultural enrichment of western New York State and northwestern Pennsylvania.

### **STATEMENT OF BELIEFS**

The college community is committed to student learning and to the promotion of the college, its mission, and the welfare of our communities:

- We believe students and other consumers of college services are the first priority in all we do.
- We believe the entire college community is responsible for enriching lives by creating an atmosphere dedicated to lifelong learning and intellectual inquiry and for promoting communication, collaboration, and greater understanding of our pluralistic society and the world in which we live.
- We believe we share responsibility for the well-being of our college and must play a role, in partnership with other community agencies, in fostering the economic, social, and cultural well-being of our community.

## **THE STRATEGIC GOALS OF THE COLLEGE**

- 1. Increase student enrollment by providing programs, services, activities, and facilities in response to community needs.**
- 2. Strengthen our commitment to excellence through the development and assessment of quality programs, support services, campus climate, and professional growth.**
- 3. Strengthen commitment to excellence by creating a campus environment that values communication, trust, respect, and collegiality.**
- 4. Facilitate student learning through supportive learning environments, flexible teaching strategies, and alternative delivery systems.**
- 5. Strengthen and develop mutually beneficial collaborations and partnerships with the greater college community.**

The following performance indicators are intended to reflect the vision, mission, and beliefs of the college and are offered for the express purpose of measuring how well we are achieving our mission. The performance indicators are grouped according to the strategic goal they best measure. The comparative information is based upon the most recent year data available. The interpretation is based on the last year reported in the indicator.

Action plans will be referred to Administrative Council, which will designate an individual or individuals to develop an action plan to improve the overall institutional performance and to particularly address indicators for which the standard is not being met.

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## GOALS, CATEGORIES, AND INDICATORS

**Goal 1: Increase student enrollment by providing programs, services, activities, and facilities in response to community needs.**

**Category: Credit Student Enrollment/Retention**

**Indicators:** High School Capture Rates by County  
General Enrollment – Students  
General Enrollment – FTE  
New, Full-Time Enrollments  
Fall-to-Fall Retention

**Goal 2: Strengthen our commitment to excellence through the development and assessment of quality programs, support services, campus climate, and professional growth.**

**Category: Instruction**

**Indicators:** Student/Faculty Ratios  
Percent of Instruction Taught by Full-Time Faculty

**Category: Effectiveness of College Experience**

**Indicators:** Graduation Rates of First-Time, Full-Time Students  
General Education Outcomes  
Student Satisfaction with College Outcomes  
Alumni Satisfaction with College Outcomes

**Category: Credit Student Post-graduation Satisfaction and Success**

**Indicators:** Graduate Employment/Continuing Education  
Graduates Continuing Education  
Graduate Persistence at a SUNY Senior Institution  
Graduate Employment/Degree Related Occupation  
Graduate Employment/Prepared for Occupation

**Category: Satisfaction with Services, Environment/Climate, and Facilities**

**Indicators:** Student Satisfaction with College Services  
Student Satisfaction with College Environment/Climate  
Student Satisfaction with College Facilities

**Category: Effective Resource Management**

**Indicators:** Net Operating Costs per FTE  
Grant Revenues

**Goal 3: Strengthen commitment to excellence by creating a campus environment that values communication, trust, respect, and collegiality.**

**Category: Campus Climate**

**Indicators:** Baseline data is being collected for these indicators  
Employee Satisfaction  
Employee Length of Service

**Goal 4: Facilitate student learning through supportive learning environments, flexible teaching strategies, and alternative delivery systems.**

**Category: Supportive Learning Environment**

**Indicators:** Student/Computer Ratio - Baseline data is being collected for this indicator  
Student Satisfaction with Learning Environment

**Goal 5: Strengthen and develop mutually beneficial collaborations and partnerships with the greater college community.**

**Category: Non-credit Continuing Education**

**Indicators:** Contract Training – Returning Employers  
Individuals Returning for Additional Courses  
Employer Satisfaction  
Student Satisfaction

# **CREDIT STUDENT ENROLLMENT/RETENTION**

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## **INDICATOR: HIGH SCHOOL CAPTURE RATES BY COUNTY**

### **I. STANDARD**

One out of five (20% of) graduating seniors from our sponsorship area will enroll at JCC.

### **II. RESULTS**

#### **HIGH SCHOOL CAPTURE RATES BY COUNTY**

| <b>Fall</b> | <b>Cattaraugus</b> | <b>Chautauqua</b> | <b>Total*</b> |
|-------------|--------------------|-------------------|---------------|
| <b>1997</b> | 11.2%              | 22.6%             | 18.1%         |
| <b>1998</b> | 11.6%              | 24.3%             | 19.0%         |
| <b>1999</b> | 11.4%              | 28.2%             | 21.3%         |
| <b>2000</b> | 12.2%              | 25.7%             | 20.2%         |
| <b>2001</b> | 14.0%              | 26.3%             | 21.2%         |

### **III. INTERPRETATION**

JCC has achieved the standard.

Data Source: JCC Office of Recruitment

Rev. 01/28/02



## **CREDIT STUDENT ENROLLMENT/RETENTION**

---

### **INDICATOR: GENERAL ENROLLMENT - STUDENTS**

#### **I. STANDARD**

Fall census headcount will increase at least 2% per year.

#### **II. RESULTS**

##### **ENROLLMENT CHANGES FROM PREVIOUS YEAR**

| <b>Fall</b> | <b>Enrollment*</b> | <b>% Increase<br/>(Decrease)</b> |
|-------------|--------------------|----------------------------------|
| <b>1997</b> | 3,286              | (1.7)                            |
| <b>1998</b> | 3,366              | 2.4                              |
| <b>1999</b> | 3,484              | 3.5                              |
| <b>2000</b> | 3,440              | (1.3)                            |
| <b>2001</b> | 3,416              | (0.7)                            |

\*These data exclude high school enrollments.

#### **III. INTERPRETATION**

JCC has not achieved the standard.

Data Source: JCC Office of Institutional Research

Rev. 01/28/02

## **CREDIT STUDENT ENROLLMENT/RETENTION**

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### **INDICATOR: GENERAL ENROLLMENT - FTE**

#### **I. STANDARD**

Fall census FTE will increase at least 2% per year.

#### **II. RESULTS**

##### **FTE CHANGES FROM PREVIOUS YEAR**

| <b>Fall</b> | <b>FTE*</b> | <b>% Increase<br/>(Decrease)</b> |
|-------------|-------------|----------------------------------|
| <b>1997</b> | 1,158       | (0.9)                            |
| <b>1998</b> | 1,199       | 3.5                              |
| <b>1999</b> | 1,256       | 4.8                              |
| <b>2000</b> | 1,228       | (2.2)                            |
| <b>2001</b> | 1,225       | (0.2)                            |

\*These data exclude high school enrollments.

#### **III. INTERPRETATION**

JCC has not achieved the standard.

Data Source: JCC Office of Institutional Research

Rev. 01/28/02

## **CREDIT STUDENT ENROLLMENT/RETENTION**

### **INDICATOR: NEW, FULL-TIME ENROLLMENTS**

#### **I. STANDARD**

JCC will maintain the number of new, full-time enrollees.

#### **II. RESULTS**

##### **NEW, FULL-TIME STUDENTS**

| <b>Fall</b> | <b>Enrolled</b> | <b>% Increase<br/>(Decrease)</b> |
|-------------|-----------------|----------------------------------|
| <b>1997</b> | 695             | (6.3%)                           |
| <b>1998</b> | 778             | 11.94%                           |
| <b>1999</b> | 881             | 13.23%                           |
| <b>2000</b> | 813             | (7.72%)                          |
| <b>2001</b> | 789             | (2.95)                           |

#### **III. INTERPRETATION**

JCC has not achieved the standard.

Data Sources: JCC Office of Institutional Research  
SUNY SDF File

Rev. 01/28/02

# **CREDIT STUDENT ENROLLMENT/RETENTION**

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## **INDICATOR: FALL-TO-FALL RETENTION**

### **I. STANDARD**

The first time, full-time, fall-to-fall (freshman to sophomore) retention rates will be at or above the national retention rate for two-year public colleges.

### **II. RESULTS**

#### **FALL-TO-FALL RETENTION RATES**

| <b>Years</b>     | <b>National Rate</b> | <b>JCC</b> |
|------------------|----------------------|------------|
| <b>1996-1997</b> | 52.6%                | 59.9%      |
| <b>1997-1998</b> | 52.3%                | 63.0%      |
| <b>1998-1999</b> | 52.5%                | 65.8%      |
| <b>1999-2000</b> | 52.3%                | 66.7%      |
| <b>2000-2001</b> | 51.8%                | 67.3%      |

### **III. INTERPRETATION**

JCC has achieved the standard.

Data Sources: National Rate: ACT Institutional Data File 2001  
JCC Office of Institutional Research

Rev. 01/28/02

# INSTRUCTION

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## INDICATOR: STUDENT/FACULTY RATIO

### I. STANDARD

JCC's student/faculty ratio will be within plus or minus 1 of the SUNY community college average.

### II. RESULTS

#### STUDENT/FACULTY RATIO

| Year      | Standard | JCC  |
|-----------|----------|------|
| 1995-1996 | 16.9     | 14.9 |
| 1996-1997 | 16.5     | 16.1 |
| 1997-1998 | 16.5     | 17.1 |
| 1998-1999 | 16.3     | 16.9 |
| 1999-2000 | 16.6     | 17.2 |

### III. INTERPRETATION

JCC has achieved the standard.

Data Sources: SUNY Annual Report Summaries (1995/96 through 1999/00)  
JCC Office of the Controller

Rev. 01/28/02

# **INSTRUCTION**

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## **INDICATOR: PERCENT OF INSTRUCTION TAUGHT BY FULL-TIME FACULTY**

### **I. STANDARD**

The percent of JCC's instruction taught by full-time faculty will be at or above the SUNY community college average.

### **II. RESULTS**

#### **PERCENT OF FULL-TIME INSTRUCTION**

| <b>Year</b>      | <b>SUNY C.C. Average</b> | <b>JCC*</b> |
|------------------|--------------------------|-------------|
| <b>1995-1996</b> | 55                       | 61          |
| <b>1996-1997</b> | 56                       | 55          |
| <b>1997-1998</b> | 51                       | 54          |
| <b>1998-1999</b> | 51                       | 54          |
| <b>1999-2000</b> | 51                       | 53          |

\* Excludes instruction in the high schools.

### **III. INTERPRETATION**

JCC has achieved the standard.

Data Sources: SUNY Annual Report Summaries (1995/96 through 1999/00)  
JCC Office of the Controller  
JCC Office of Institutional Research

Rev. 01/28/02

# **EFFECTIVENESS OF COLLEGE EXPERIENCE**

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## **INDICATOR: GRADUATION RATES OF FIRST-TIME, FULL-TIME STUDENTS**

### **I. STANDARDS**

- JCC's graduation rates for first-time, full-time students will exceed the SUNY community college average rate.

### **II. RESULTS**

| Entering Student Cohort      | Graduation Within Two Years |       | Graduation Within Three Years |       |
|------------------------------|-----------------------------|-------|-------------------------------|-------|
|                              | SUNY C.C.'s                 | JCC   | SUNY C.C.'s                   | JCC   |
| Fall 1993<br>(as of Fall 96) | 12.0%                       | 19.4% | 23.3%                         | 32.5% |
| Fall 1994<br>(as of Fall 97) | 15.0%                       | 23.6% | 27.3%                         | 38.6% |
| Fall 1995<br>(as of Fall 98) | **                          | 22.7% | **                            | 36.6% |
| Fall 1996<br>(as of Fall 99) | **                          | 25.4% | **                            | 37.5% |
| Fall 1997<br>(as of Fall 00) | **                          | 25.6% | **                            | 42.2% |

\* Ranking excludes Fashion Institute of Technology

\*\* Data not available at this time.

### **III. INTERPRETATION**

JCC has achieved the standards.

Data Source: SUNY Office of Academic Planning, Policy and Evaluation: Student Right to Know Disclosure

Rev. 01/28/02

# EFFECTIVENESS OF COLLEGE EXPERIENCE

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## INDICATOR: GENERAL EDUCATION OUTCOMES

### I. STANDARD

JCC students will score at or above the average of the community college comparison group on the CCSEQ (Community College Student Experience Questionnaire) questions used to monitor our core outcomes.

### II. RESULTS

PERCENT OF FULL-TIME STUDENTS RESPONDING "QUITE A BIT" AND "VERY MUCH" ON THE CCSEQ SCALE OF "VERY LITTLE", "SOME", "QUITE A BIT", AND "VERY MUCH"

| I have gained or made progress in ... | CCSEQ Comparison | JCC Fall 1990 | JCC Spring 1998 |
|---------------------------------------|------------------|---------------|-----------------|
| Communication skills                  | 48%              | 55%           | 63%             |
| Critical thinking skills              | 39%              | 48%           | 52%             |
| Lifelong learning                     | 61%              | 72%           | 81%             |
| Computational skills                  | 40%              | 51%           | 56%             |
| Information technology skills         | 39%              | 52%           | 72%             |
| Global and ethnic understanding       | 30%              | 32%           | 27%             |
| Aesthetic understanding               | 27%              | 32%           | 30%             |
| Interpersonal and teamwork skills     | 49%              | 56%           | 59%             |

### III. INTERPRETATION

JCC has achieved the standards in all areas except one, the "global and ethnic understanding" outcome.

Data Sources: JCC Office of Institutional Research  
Fall 1990 and Spring 1998 full-time student responses to the "Community College Student Experiences Questionnaire" (CCSEQ) University of Memphis, Center for the Study of Higher Education

Rev. 3/20/01



# **EFFECTIVENESS OF COLLEGE EXPERIENCE**

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## **INDICATOR: STUDENT SATISFACTION WITH COLLEGE OUTCOMES**

### **I. STANDARD**

Current students will rank JCC in the top five of SUNY community colleges.

### **II. RESULTS**

#### **SUNY COMMUNITY COLLEGE COMPARISON**

| <b>My educational experiences at JCC...</b>                   | <b>1997<br/>JCC current students<br/>Rank out of 25</b> | <b>2000<br/>Rank out of 30</b> |
|---------------------------------------------------------------|---------------------------------------------------------|--------------------------------|
| Contributed to intellectual growth                            | 1                                                       | 1                              |
| Contributed to personal growth                                | 2                                                       | 5                              |
| Contributed to social growth                                  | 5                                                       | 6                              |
| Contributed to physical health, wellness and lifelong fitness | *                                                       | 3                              |
| Prepared me for academic study                                | 1                                                       | 3                              |
| Prepared me for a career                                      | 2                                                       | 4                              |
| Prepared me for life long learning                            | 2                                                       | 2                              |
| I would choose to attend this college again                   | 3                                                       | 3                              |
| Overall impression of this college                            | 2                                                       | 2                              |

\* New question for Spring 2000 Student Opinion Survey.

### **III. INTERPRETATION**

JCC has achieved the standards in all areas except one, the "contributed to social growth" outcome.

Data Source: Spring 2000 ACT/SUNY Student Opinion Survey

Rev. 3/20/01

# **EFFECTIVENESS OF COLLEGE EXPERIENCE**

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## **INDICATOR: ALUMNI SATISFACTION WITH COLLEGE OUTCOMES**

### **I. STANDARDS**

The alumni will rank JCC in the top five of SUNY community colleges.

### **II. RESULTS**

#### **SUNY COMMUNITY COLLEGE COMPARISON**

| <b>My educational experiences at JCC...</b> | <b>JCC '91 &amp; '94 Alumni Rank out of 30</b> |
|---------------------------------------------|------------------------------------------------|
| Contributed to intellectual growth          | 2                                              |
| Contributed to personal growth              | 2                                              |
| Contributed to social growth                | 4                                              |
| Prepared me for academic study              | 3                                              |
| Prepared me for a career                    | 8                                              |
| Prepared me for life long learning          | 3                                              |
| I would choose to attend this college again | 4                                              |
| Overall impression of this college          | 8                                              |

### **III. INTERPRETATION**

JCC has achieved the standards in all areas except "prepared me for a career" and "overall impression of this college."

Data Source: 1999 SUNY Alumni Outcomes Survey of 1991 and 1994 Alumni

Rev. 3/20/01

# CREDIT STUDENT POST-GRADUATION SATISFACTION AND SUCCESS

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## INDICATOR: GRADUATE EMPLOYMENT/CONTINUING EDUCATION

### I. STANDARD

At least 90% of graduates will be employed full-time or continuing their full-time education within 6 months of graduation.

### II. RESULTS

#### GRADUATE PLACEMENT RATE

| Year      | Standard | Number of Graduate Respondents | Number Employed Full-Time or Continuing Education | Percent |
|-----------|----------|--------------------------------|---------------------------------------------------|---------|
| 1995-1996 | 90%      | 458                            | 400                                               | 87%     |
| 1996-1997 | 90%      | 350                            | 321                                               | 92%     |
| 1997-1998 | 90%      | 322                            | 296                                               | 92%     |
| 1998-1999 | 90%      | 329                            | 318                                               | 97%     |
| 1999-2000 | 90%      | 315                            | 315                                               | 100%    |

### III. INTERPRETATION

JCC has achieved the standard.

Data Sources: JCC Graduate Follow-up Surveys  
Office of Institutional Research

Rev. 01/28/02

# CREDIT STUDENT POST-GRADUATION SATISFACTION AND SUCCESS

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## INDICATOR: GRADUATES CONTINUING EDUCATION

### I. STANDARD

At least 95% of graduates continuing their education full-time will report JCC prepared them for continuing their education.

### II. RESULTS

#### GRADUATE PREPARATION RATE

| Year      | Standard | Percent<br>JCC Prepared Them |
|-----------|----------|------------------------------|
| 1995-1996 | 95%      | 99%                          |
| 1996-1997 | 95%      | 97%                          |
| 1997-1998 | 95%      | 97%                          |
| 1998-1999 | 95%      | 97%                          |
| 1999-2000 | 95%      | 97%                          |

### III. INTERPRETATION

JCC has achieved the standard.

Data Sources: JCC Graduate Follow-up Studies  
Office of Institutional Research

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# CREDIT STUDENT POST-GRADUATION SATISFACTION AND SUCCESS

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## INDICATOR: GRADUATE PERSISTENCE AT A SUNY SENIOR INSTITUTION

### I. STANDARD

Graduates of JCC who enter a SUNY senior institution full-time will persist to the next year at or above the average for all SUNY community college graduates.

### II. RESULTS

#### COMMUNITY COLLEGE GRADUATES ENTERING A SUNY SENIOR INSTITUTION

| Students transfer in the... | SUNY CC Average | Students who persist in the... | JCC    |
|-----------------------------|-----------------|--------------------------------|--------|
| Fall 1995                   | 73.73%          | Fall 1996                      | 82.63% |
| Fall 1996                   | 73.97%          | Fall 1997                      | 73.06% |
| Fall 1997                   | 73.02%          | Fall 1998                      | 74.80% |
| Fall 1998                   | 71.24%          | Fall 1999                      | 75.48% |
| Fall 1999                   | 74.26%          | Fall 2000                      | 70.39% |

### III. INTERPRETATION

JCC has not achieved the standard.

Data Source: SUNY Central Administration Office of Institutional Research and Analysis  
Persistence of Transfer Students 05/09/01

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# CREDIT STUDENT POST-GRADUATION SATISFACTION AND SUCCESS

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## INDICATOR: GRADUATE EMPLOYMENT/DEGREE RELATED OCCUPATION

### I. STANDARD

85% of JCC's career program graduate respondents (A.A.S. & certificates) will report they are working full-time in an occupation related to their degree program.

### II. RESULTS

#### OCCUPATION RELATED TO PROGRAM

| Year      | Standard | % in Occupation<br>Related to Program |
|-----------|----------|---------------------------------------|
| 1994-1995 | 85%      | 84%                                   |
| 1995-1996 | 85%      | 89%                                   |
| 1996-1997 | 85%      | 82%                                   |
| 1997-1998 | 85%      | 86%                                   |
| 1998-1999 | 85%      | 76%                                   |
| 1999-2000 | 85%      | 63%                                   |

### III. INTERPRETATION

JCC has not achieved the standard.

Data Sources: JCC Graduate Follow-up Surveys  
Office of Institutional Research

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# CREDIT STUDENT POST-GRADUATION SATISFACTION AND SUCCESS

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## INDICATOR: GRADUATE EMPLOYMENT/PREPARED FOR OCCUPATION

### I. STANDARD

95% of graduates working full-time in an occupation related to their JCC program indicate JCC prepared them for the occupation.

### II. RESULTS

#### PREPARED FOR OCCUPATION

| Year      | Standard | % Prepared for Occupation |
|-----------|----------|---------------------------|
| 1995-1996 | 95%      | 98%                       |
| 1996-1997 | 95%      | 98%                       |
| 1997-1998 | 95%      | 95%                       |
| 1998-1999 | 95%      | 95%                       |
| 1999-2000 | 95%      | 95%                       |

### III. INTERPRETATION

JCC has achieved the standard.

Data Sources: JCC Graduate Follow-up Surveys  
Office of Institutional Research

Rev. 01/28/02

# **SATISFACTION WITH SERVICES, ENVIRONMENT/CLIMATE, AND FACILITIES**

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## **INDICATOR: STUDENT SATISFACTION WITH COLLEGE SERVICES**

### **I. STANDARDS**

- Students will rate JCC's services above the state average for community colleges in the following areas. Rating is on a 5 point scale.
- Students will rank JCC's services in the top five of SUNY community colleges in the following areas.

### **II. RESULTS**

#### **SUNY COMMUNITY COLLEGE COMPARISON**

| College Services                                  | 1997                    |      |                    | 2000                    |      |                |
|---------------------------------------------------|-------------------------|------|--------------------|-------------------------|------|----------------|
|                                                   | SUNY Community Colleges | JCC  | JCC Rank out of 25 | SUNY Community Colleges | JCC  | Rank out of 30 |
| Access to computing services and facilities       | 3.64                    | 3.99 | 1                  | 3.76                    | 4.14 | 2              |
| Academic advising services                        | 3.54                    | 3.82 | 2                  | 3.51                    | 3.81 | 1              |
| Career planning & placement services              | 3.35                    | 3.49 | 5                  | 3.36                    | 3.48 | 4              |
| Financial aid services                            | 3.49                    | 3.59 | 7                  | 3.51                    | 3.71 | 5              |
| Library services                                  | 3.82                    | 3.87 | 10                 | 3.82                    | 3.88 | 13             |
| Student union/campus center                       | 3.26                    | 3.51 | 1                  | 3.25                    | 3.56 | 1              |
| Campus response to the needs of disabled students | 3.46                    | 3.65 | 3                  | 3.43                    | 3.63 | 1              |

### **III. INTERPRETATION**

- JCC has achieved the first standard.
- JCC has achieved the standard in all areas except "library services."

Data Sources: Spring 1997 and 2000 ACT/SUNY Student Opinion Surveys

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# SATISFACTION WITH SERVICES, ENVIRONMENT/CLIMATE, AND FACILITIES

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## INDICATOR: STUDENT SATISFACTION WITH COLLEGE ENVIRONMENT/CLIMATE

### I. STANDARDS

- Students will rate JCC above the state average for community colleges in the following areas.
- Students will rank JCC in the top five of SUNY community colleges in the following areas.

### II. RESULTS

#### SUNY COMMUNITY COLLEGE COMPARISON

| College Environment/Climate                                          | 1997                    |      |                     | 2000                    |      |                     |
|----------------------------------------------------------------------|-------------------------|------|---------------------|-------------------------|------|---------------------|
|                                                                      | SUNY Community Colleges | JCC  | Rank out of 25 SUNY | SUNY Community Colleges | JCC  | Rank out of 30 SUNY |
| Quality of instruction                                               | 3.83                    | 4.04 | 2                   | 3.85                    | 4.08 | 2                   |
| Availability of advisor                                              | 3.62                    | 3.85 | 1                   | 3.61                    | 3.99 | 1                   |
| Value of information given                                           | 3.63                    | 3.90 | 1                   | 3.62                    | 3.94 | 1                   |
| Accuracy of information received before student entered the college  | 3.61                    | 3.68 | 7                   | 3.59                    | 3.85 | 1                   |
| Availability of courses when you want them at the time you want them | 3.29                    | 3.35 | 7                   | 3.26                    | 3.52 | 1                   |
| Purposes for which student activity fees are used                    | 2.96                    | 3.31 | 1                   | 3.03                    | 3.39 | 1                   |
| This college in general                                              | 3.84                    | 4.02 | 4                   | 3.83                    | 4.11 | 1                   |

### III. INTERPRETATION

JCC has achieved the standards.

Data Sources: Spring 1997 and 2000 ACT/SUNY Student Opinion Surveys  
ACT/SUNY Student Opinion Survey Administered every three years.

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## **SATISFACTION WITH SERVICES, ENVIRONMENT/CLIMATE, AND FACILITIES**

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### **INDICATOR: STUDENT SATISFACTION WITH COLLEGE FACILITIES**

#### **I. STANDARDS**

- Students will rate JCC's facilities above the state average for community colleges.
- Students will rank JCC's facilities in the top five of SUNY community colleges in the following areas.

#### **II. RESULTS**

##### **SUNY COMMUNITY COLLEGE COMPARISON**

| College Facilities                         | 1997                    |      |                | 2000                    |      |                |
|--------------------------------------------|-------------------------|------|----------------|-------------------------|------|----------------|
|                                            | SUNY Community Colleges | JCC  | Rank out of 25 | SUNY Community Colleges | JCC  | Rank out of 30 |
| Science laboratories                       | 3.51                    | 3.75 | 1              | 3.51                    | 3.57 | 9              |
| Computing laboratories                     | 3.60                    | 3.96 | 1              | 3.68                    | 4.00 | 2              |
| Athletic facilities                        | 3.49                    | 3.75 | 2              | 3.40                    | 3.71 | 3              |
| Classroom facilities                       | 3.63                    | 3.87 | 3              | 3.59                    | 3.84 | 2              |
| Study areas                                | 3.61                    | 3.81 | 3              | 3.65                    | 3.77 | 8              |
| Library facilities                         | 3.84                    | 3.87 | 11             | 3.83                    | 3.89 | 10             |
| Parking facilities                         | 2.79                    | 2.86 | 11             | 2.70                    | 2.82 | 12             |
| General condition of buildings and grounds | 3.72                    | 4.00 | 5              | 3.68                    | 3.92 | 7              |

#### **III. INTERPRETATION**

- JCC has achieved the first standard.
- JCC's science laboratories, study areas, library facilities, parking facilities, and the general condition of buildings and grounds do not meet the second standard. The Cattaraugus Campus building project will enhance its facilities.

Data Sources: Spring 1997 and 2000 ACT/SUNY Student Opinion Surveys

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## **EFFECTIVE RESOURCE MANAGEMENT**

### **INDICATOR: NET OPERATING COSTS PER FTE**

#### **I. STANDARD**

JCC's net operating costs per FTE will be at or below the SUNY average for community colleges.

#### **II. RESULTS**

##### **NET OPERATING COSTS PER FTE**

| <b>Fiscal Year</b> | <b>SUNY C.C.<br/>Average</b> | <b>JCC</b>     |
|--------------------|------------------------------|----------------|
| <b>1995-1996</b>   | <b>\$6,065</b>               | <b>\$6,083</b> |
| <b>1996-1997</b>   | <b>\$6,300</b>               | <b>\$6,119</b> |
| <b>1997-1998</b>   | <b>\$6,426</b>               | <b>\$6,255</b> |
| <b>1998-1999</b>   | <b>\$6,685</b>               | <b>\$6,126</b> |
| <b>1999-2000</b>   | <b>\$6,821</b>               | <b>\$6,277</b> |

#### **III. INTERPRETATION**

JCC has achieved the standard.

Data Sources: SUNY Annual Report Summaries (1995/96 through 1999/00)  
JCC Office of the Controller

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# **EFFECTIVE RESOURCE MANAGEMENT**

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## **INDICATOR: GRANT REVENUES**

### **I. STANDARD**

JCC's federal, state, and local grant revenues will constitute at least 5% of total revenues each year.

### **II. RESULTS**

#### **TOTAL GRANTS AS A PERCENTAGE OF GROSS OPERATING REVENUES**

| <b>Fiscal Year</b> | <b>Standard</b> | <b>% of Gross Operating Revenue</b> |
|--------------------|-----------------|-------------------------------------|
| <b>1996-1997</b>   | 5%              | 5.1%                                |
| <b>1997-1998</b>   | 5%              | 5.4%                                |
| <b>1998-1999</b>   | 5%              | 5.7%                                |
| <b>1999-2000</b>   | 5%              | 7.9%                                |
| <b>2000-2001</b>   | 5%              | 6.9%                                |

### **III. INTERPRETATION**

JCC has achieved the standard.

Data Source: JCC Office of the Controller

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## **SUPPORTIVE LEARNING ENVIRONMENTS**

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### **INDICATOR: STUDENT SATISFACTION WITH LEARNING ENVIRONMENT**

#### **I. STANDARDS**

- Students will rate JCC's services above the state average for community colleges in the following areas. Rating is on a 5 point scale.
- Students will rank JCC's services in the top five of SUNY community colleges in the following areas.

#### **II. RESULTS**

##### **SUNY COMMUNITY COLLEGE COMPARISON**

| Learning Environment                                                | 1997                    |      |                    | 2000                    |      |                |
|---------------------------------------------------------------------|-------------------------|------|--------------------|-------------------------|------|----------------|
|                                                                     | SUNY Community Colleges | JCC  | JCC Rank out of 25 | SUNY Community Colleges | JCC  | Rank out of 30 |
| Faculty respect for students                                        | 3.83                    | 4.02 | 1                  | 3.83                    | 4.13 | 1              |
| Concern for you as an individual                                    | 3.43                    | 3.66 | 1                  | 3.41                    | 3.66 | 3              |
| Sense of belonging on campus                                        | 3.48                    | 3.62 | 5                  | 3.46                    | 3.71 | 2              |
| Campus atmosphere of ethical, political and religious understanding | 3.47                    | 3.61 | 6                  | 3.5                     | 3.64 | 3              |

#### **III. INTERPRETATION**

- JCC has achieved the standards.

Data Sources: Spring 1997 and 2000 ACT/SUNY Student Opinion Surveys

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## **NON-CREDIT CONTINUING EDUCATION**

### **INDICATOR: CONTRACT TRAINING – RETURNING EMPLOYERS**

#### **I. STANDARD**

At least 65% of employers using our contract training services will return within two years to seek additional services.

#### **II. RESULTS**

##### **CONTRACT TRAINING – RETURNING EMPLOYERS**

| <b>Year</b>      | <b>Standard</b> | <b>% Returning</b> |
|------------------|-----------------|--------------------|
| <b>1997-1998</b> | 65%             | 71%                |
| <b>1998-1999</b> | 65%             | 78.7%              |

#### **III. INTERPRETATION**

JCC has achieved the standard.

Data Source: JCC Center for Continuing Education

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## **NON-CREDIT CONTINUING EDUCATION**

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### **INDICATOR: INDIVIDUALS RETURNING FOR ADDITIONAL COURSES**

#### **I. STANDARD**

At least 25% of individuals who take community (non-credit) courses will return to take an additional course within one year.

#### **II. RESULTS**

##### **INDIVIDUALS RETURNING FOR ADDITIONAL COURSES**

| <b>Semester</b>    | <b>Standard</b> | <b>% Returning</b> |
|--------------------|-----------------|--------------------|
| <b>Fall 1998</b>   | 25%             | 44.17%             |
| <b>Spring 1999</b> | 25%             | 34.83%             |
| <b>Summer 1999</b> | 25%             | 36.59%             |
| <b>Fall 1999</b>   | 25%             | 30.12%             |
| <b>Spring 2000</b> | 25%             | 30.16%             |
| <b>Summer 2000</b> | 25%             | 34.63%             |
| <b>Fall 2001</b>   | 25%             | 30.13%             |

#### **III. INTERPRETATION**

JCC has achieved the standard.

Data Source: JCC Center for Continuing Education

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## **NON-CREDIT CONTINUING EDUCATION**

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### **INDICATOR: EMPLOYER SATISFACTION**

#### **I. STANDARD**

At least 90% of employers surveyed will indicate we have met or exceeded the learning objectives jointly established for their training program.

#### **II. RESULTS**

##### **EMPLOYER SATISFACTION**

| <b>Year</b>      | <b>Standard</b> | <b>% Satisfied</b> |
|------------------|-----------------|--------------------|
| <b>1999-2000</b> | 90%             | 96.7%              |
| <b>2000-2001</b> | 90%             | 98.7%              |

#### **III. INTERPRETATION**

JCC has achieved the standard.

Data Source: JCC Center for Continuing Education

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# **NON-CREDIT CONTINUING EDUCATION**

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## **INDICATOR: STUDENT SATISFACTION**

### **I. STANDARD**

At least 90% of the students surveyed will indicate that we have met or exceeded the learning objectives established for the course.

### **II. RESULTS**

#### **STUDENT SATISFACTION**

| <b>Year</b>      | <b>Standard</b> | <b>% Satisfied</b> |
|------------------|-----------------|--------------------|
| <b>1999-2000</b> | 90%             | 99.1%              |
| <b>2000-2001</b> | 90%             | 98.7%              |

### **III. INTERPRETATION**

JCC has achieved the standard.

Data Source: JCC Center for Continuing Education

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