

Key Performance Indicators Setting Targets

Grossmont College

Academic Senate

Monday, March 20, 2023

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College Planning & Institutional Effectiveness



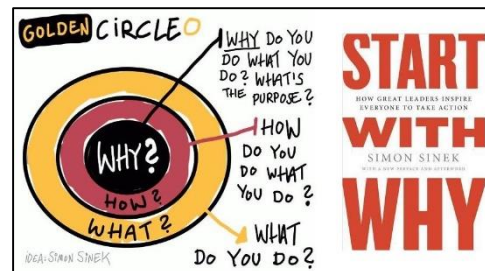
What is a key performance indicator (KPI)?



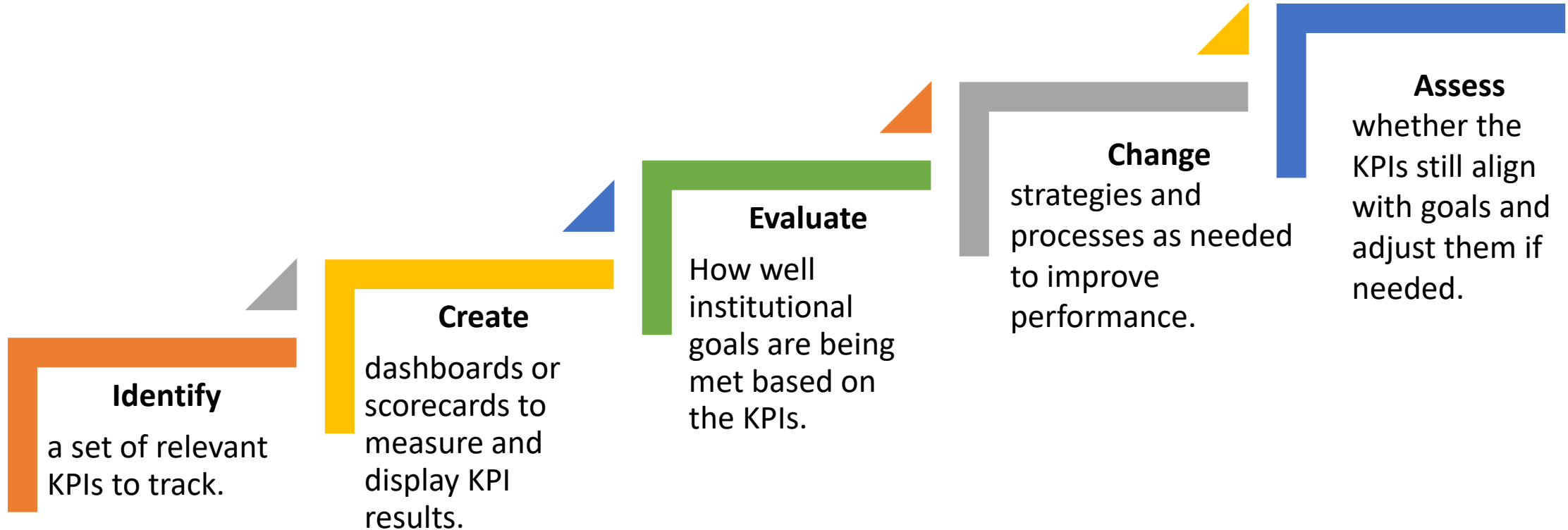
- A KPI is a quantifiable measure of progress toward a goal
- KPIs offer a comparison that gauges the degree of performance change over time
- KPIs provide a focus for strategic and operational improvement
- Strategic performance measures track progress toward strategic goals
- Monitoring KPIs creates an analytical basis for decision making and helps focus attention on what matters most
- Managing with the use of KPIs includes setting targets (the desired level of performance) and tracking progress against those targets

KPIs are used to measure how well we are meeting our Strategic Goals

- We measure enrollment because we want to increase equitable access (*Educational Excellence: Objective #1*)
- We measure course success rates because we want to close equity gaps (*Educational Excellence: Objective #2*)
- We want to monitor completion of transfer-level English and Math in the 1st year because research has shown that students who complete college-level Math and English in their first year are more likely to earn a degree or transfer (*Education Excellence & Completion Culture*)



Key Steps in Monitoring KPIs



Setting Targets

- Floor (baseline) – current status
- Stretch (aspirational) – deliberately challenging and have the potential to both inspire and overwhelm teams
- Target—somewhere in the middle

Key Questions:

1. What resources are needed?
2. What changes are needed?
3. Do we have the capacity?

