



1. *Improve Student Success Rates*

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HIGH SCHOOL TO WNC CONTINUATION RATE

- Increase service area high school to WNC continuation rate from 18 to 30%

PERSISTENCE RATE

- Increase persistence rate within a term (successful course completion) from 70 to 80%

RETENTION RATE

- Increase fall to fall retention rate from 38 to 50%

GOAL COMPLETION

- Increase goal completion rate, as declared on admission form, by 10%

GRADUATION RATE

- Increase Integrated Postsecondary Education Data System (IPEDS) graduation rate from 16 to 30%

TRANSFER RATE

- Increase the number of graduates who transfer to a four-year institution from 18 to 36%

BACCALAUREATE SUCCESS RATE

- Increase the rate of graduation with a bachelor's degree within three years of transferring by 20%

STUDENT SATISFACTION

- Improve student satisfaction

DIVERSITY

- Increase the number of students, staff, and faculty from under-represented groups to equal or exceed service area percentage
- Increase college activities supporting diversity



2. *Ensure Institutional Excellence*

Key Performance Indicators

PROGRAM REVIEW ASSESSMENT

- Annually conduct program reviews for at least 20% of all programs
- Have active curriculum advisory committees for all occupational programs
- Have articulation agreements for all transfer programs

Responsible Units

President
Vice Presidents
Institutional Research
Academic Program Assessment Committee

Key Performance Indicators

FINANCIAL STABILITY

- Maintain all-funds institutional reserve at 2% of all funds annual budget
- Increase institutional revenues including sales, fees, custom education, & summer school by 10%
- Increase private funding by 5% per year
- Increase the number of employees giving by 5% per year
- Raise a cumulative \$20 million (currently at \$11.5 million) by year 2012
- Pursue alternative funding mechanisms for new construction projects

Responsible Units

Vice President of Finance and Administration
Institutional Advancement

Key Performance Indicators

INFORMATION & MONITORING REPORTING SYSTEM

- Publish
 - Institutional accreditation reports
 - Program review summaries
 - Strategic plan and updates
 - President's Annual Report
 - Space utilization report
 - Annual budget requests
 - Institutional budget summary
 - Institutional Portfolio

Responsible Units

Information & Marketing Services
Institutional Research

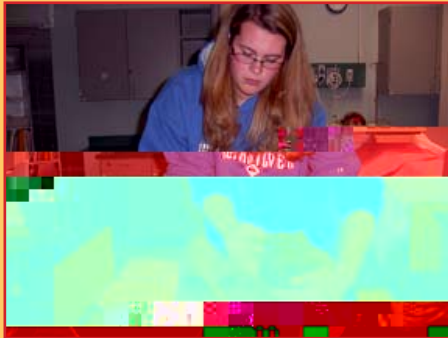


3. *One College - Many Communities*

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UNIFIED PLANNING

- Increase percent of degrees scheduled to be completed in four terms
- Increase percent of certificates scheduled to be completed in two terms



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