

Research & Planning Briefs
College Performance Indicators Report, Brief #7
March 2005

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Core Performance Indicators Report, Academic Year 2003-2004

In Spring 2005, Research & Planning Briefs will feature findings from CCSF's *Core Performance Indicators Report, Academic Year 2003-2004* (CPI). The CPI is a comprehensive assessment of the College's progress and success based upon the goals and priorities of CCSF's Strategic Plan. The full CPI Report can be found at:

www.ccsf.edu/Offices/Research_Planning/pdf/ccpi2005.pdf.

The Strategic Plan 2003-2008 outlines eight priorities for the College community:

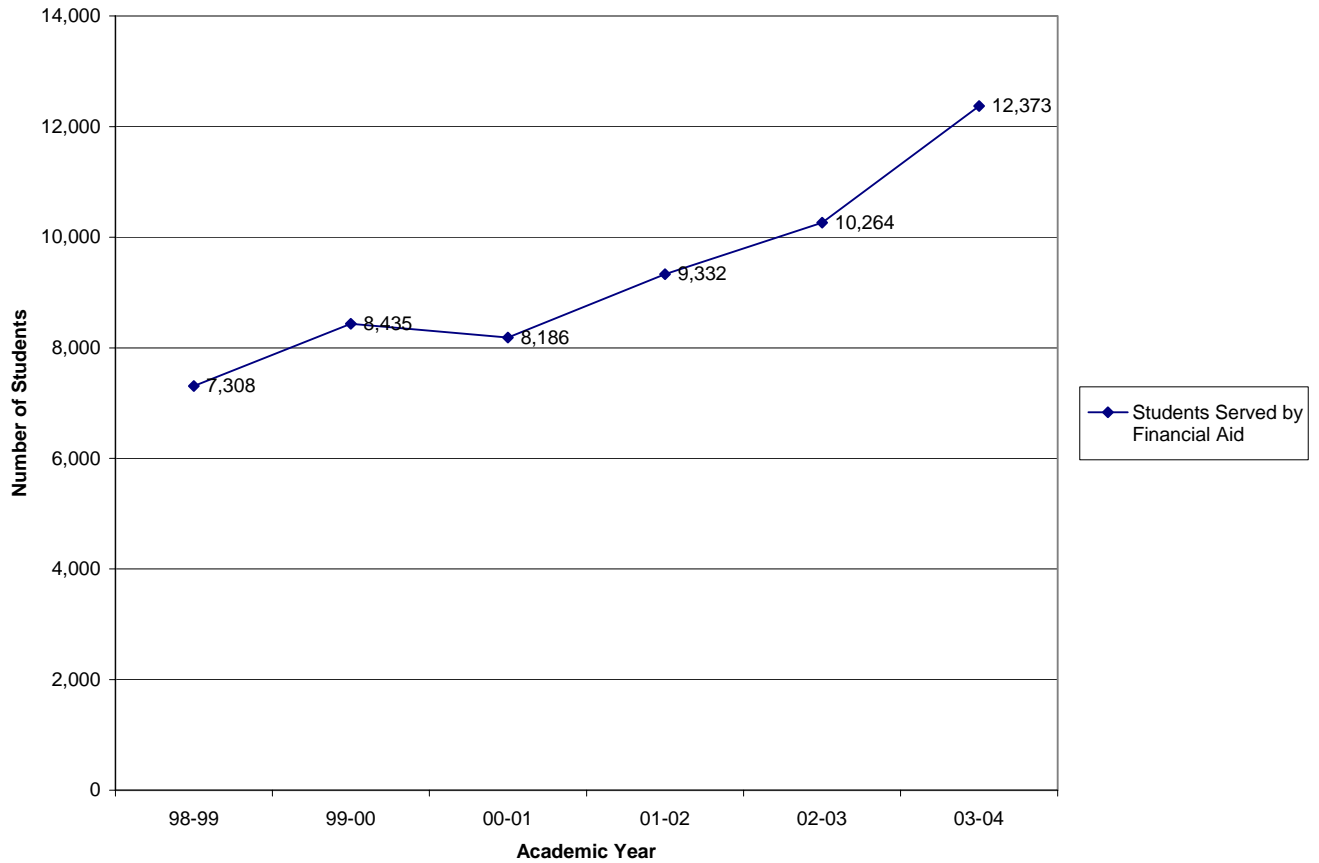
- Priority 1: Basic Skills
- Priority 2: Academic Programs
- Priority 3: Workforce Development
- Priority 4: Outreach and Recruitment
- Priority 5: Student Development
- Priority 6: Resource Development
- Priority 7: Technology
- Priority 8: Organizational Effectiveness

The Strategic Plan can be found at: www.ccsf.edu/Offices/Research_Planning/pdf/strpln3.pdf.

Focus on Strategic Priority 5: This Research & Planning Brief examines the three key performance indicators under Strategic Priority 5 – the number of students receiving financial aid, the number of students receiving student services, and student satisfaction with student development services.

Number of students receiving financial aid annually. This graph tracks the number of students receiving funds from the Financial Aid Office at CCSF annually. The number of students receiving financial aid has increased by 20.5% from 2002-2003 to 2003-2004.

Students Receiving Financial Aid

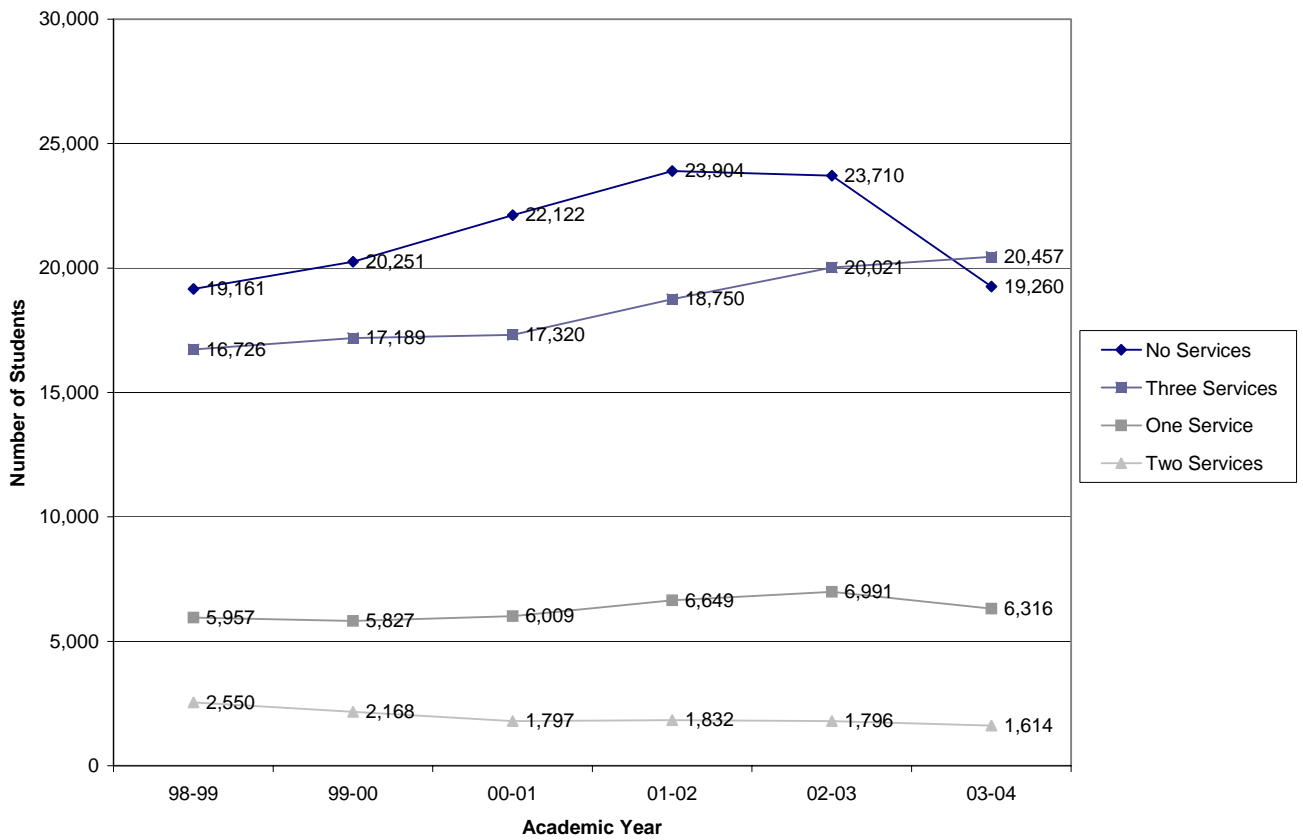


98/99 – 00/01 missing Stafford loan and noncredit financial aid; 01/02 – 03/04 includes non-credit, Stafford loans, Work Study, Pell grants, Perkins grants, SEOG, CAL Grants, and BOG Fee Waivers
Source: Decision Support System, <http://research.ccsf.edu/>

Number of students receiving student services annually. Matriculation services include placement testing, counseling and orientation. All students who take more than 9 units and do not have an associate degree or higher are required to receive these services. The following two graphs show data for credit and non-credit students, respectively.

From 2002-2003 to 2003-2004, the number of credit students who received zero services has decreased by 18.8%. The number of students receiving three services has increased slightly by 2.2%, while the numbers of students receiving one or two services have decreased by 9.7% and 10.1% respectively.

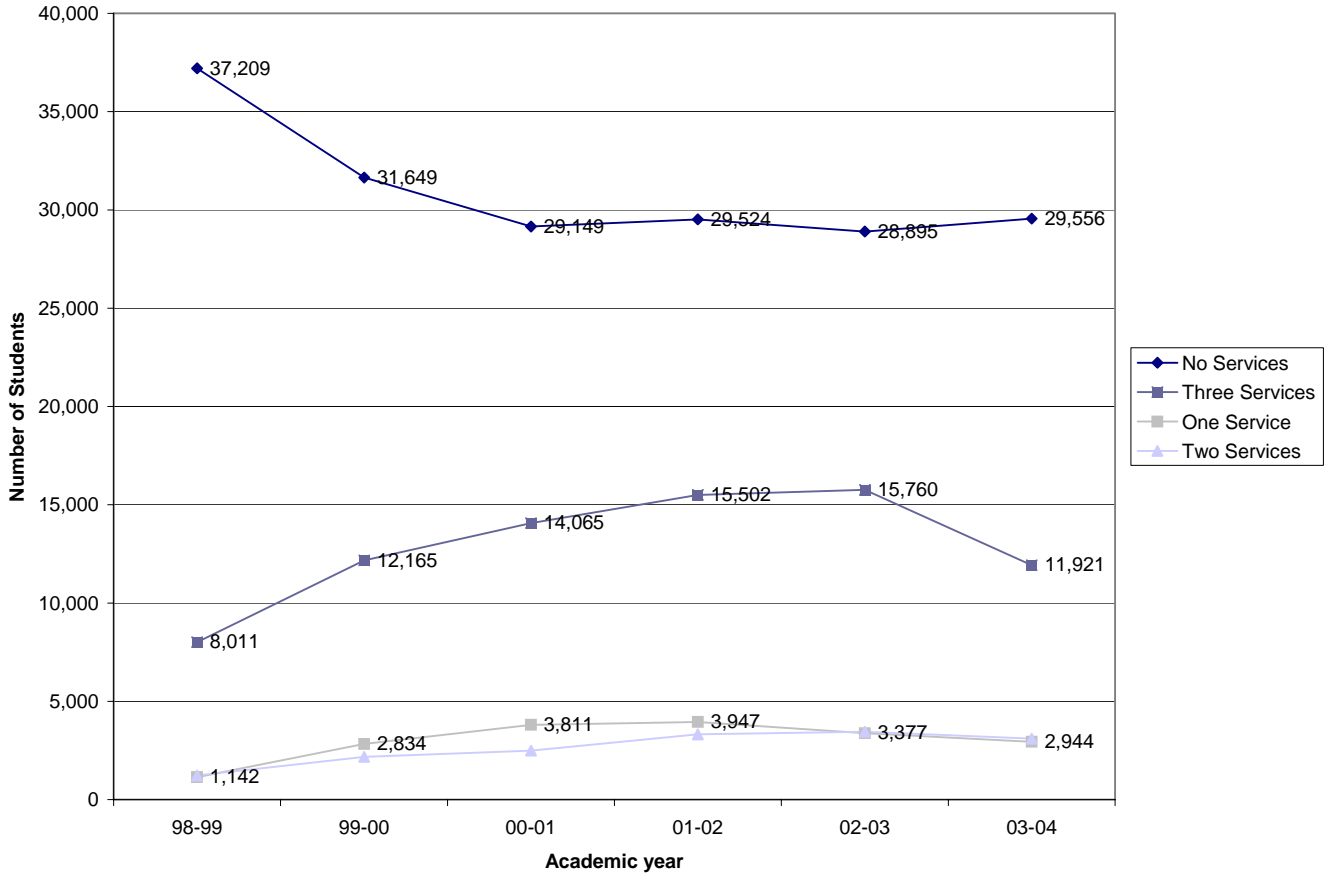
Credit - Services Accessed



Source: Decision Support System, <http://research.ccsf.edu/>

From 2002-2003 to 2003-2004, the number of non-credit students receiving zero services has increased by 2.3%, while the number of students receiving three services has decreased by 24.4%. The numbers of students receiving one or two services has decreased as well, by 12.8% and 10.1% respectively.

Non-credit - Services Accessed



Source: Decision Support System, <http://research.ccsf.edu/>

Student satisfaction with student development services. In Fall 2004, nearly 3,000 CCSF students responded via an online survey regarding their satisfaction with instruction and services. Ratings are on a 4-point scale, where 4.00 is excellent and 1.00 is poor. This table includes student groups which were not previously surveyed; thus, change information is not yet available. Previous data was for graduating students.

Student Satisfaction with Student Development Services

Online Survey of Fall 2004 Credit Students	Students with Career Goals	BA/BS Degree Holders	*New and Continuing, Ages 16-19	Continuing Students, Ages 20-24	Continuing Students, Ages 25+
MATRICULATION AND ADVISING SERVICES					
Application Process	3.07	3.06	3.01	2.86	2.96
Placement Testing	2.94	2.97	2.84	2.68	2.81
New Student Orientation	2.78	2.51	2.73	2.59	2.67
New Student Counseling	2.60	2.51	2.52	2.35	2.46
Continuing Student Counseling	2.63	2.37	2.77	2.43	2.57
Academic Advisement by Faculty	2.75	2.77	2.61	2.46	2.59
Transfer Counseling / Transfer Cntr	2.74	2.63	2.89	2.61	2.63
Career Development & Plcment Cntr	2.75	2.63	2.76	2.52	2.60
REGISTRATION AND FINANCIAL SERVICES					
Catalog	3.26	3.15	3.21	3.13	3.20
Course Time Schedule	3.11	3.06	3.02	2.93	3.01
Online Registration and Add/Drop	3.17	3.06	3.26	3.27	3.24
In Person Registration and Add/Drop	2.74	2.54	2.90	2.62	2.72
Tuition & Fee Services	2.87	2.79	2.87	2.58	2.71
Financial Aid Services	2.79	2.60	2.66	2.57	2.62
Scholarship Office	2.79	2.45	2.65	2.61	2.55
Textbook Loan Program	2.49	2.52	2.78	2.62	2.52
GENERAL SERVICES					
Bookstore	2.78	2.71	2.81	2.61	2.65
Campus Security	2.72	2.63	2.71	2.48	2.72
Childcare Center	2.81	2.92	3.13	2.68	2.71
Food Services	2.59	2.66	2.63	2.44	2.52
Job placement assistance	2.39	2.46	2.49	2.32	2.45
Parking	2.07	2.09	2.26	1.87	2.11
Student Activities	2.53	2.34	2.59	2.33	2.44
Student Health Center	2.84	3.06	2.99	2.82	2.84

* New First Time in previous (2003-04) academic year or Continuing Students Ages 16-19

** Where 4.00 is Excellent and 1.00 is Poor

Source: CCSF Office of Research, Planning & Grants, 11/1/04 -- unweighted responses

Data reported previously was for Students Who Petitioned for Graduation. The reports can be found at http://www.ccsf.edu/Offices/Research_Planning/reports_satisfaction.htm