

## E-2 End: Student and Stakeholder Focus Key Performance Indicator Report

**Purpose:** Report on the progress of the institution

**Timeline:** Annual

**Background:** This report addresses the board end, *Student and Stakeholder Focus*. Monitoring measures were selected by the board and include the required Maryland Higher Education Commission (MHEC) indicators.

Green ■ – signals that HCC is operating above the benchmark, yellow ■ – indicates performance is at the benchmark, and red ■ – shows that the operating level is still below the benchmark. Detail pages follow the dashboard. Any updates are indicated in [blue](#). Information concerning benchmarks is in [purple](#).

At its May 26, 2021, meeting, the trustees reset and approved the benchmarks for the most recent list of required Maryland Higher Education Commission (MHEC) indicators. For non-MHEC indicators, the trustees also approved the targets, as needed. Hence, a number of the dashboard indicators are red.

Once reviewed by the board, this report will be posted on the [college's website](#) so that members of the college community can become familiar with the measures that are part of the key performance indicator (board end) system.

The administration and relevant staff review the details of all the reports that contribute to these measures. Plans for innovation and continuous quality improvement are developed and included in the next integrated strategic planning and budget development cycles.

### ◆———— Recommendation —————◆

This item is for information only and requires no board action.

**Compliance:** This report is in compliance with board of trustees' bylaws, Article VII, Board Execution and Evaluation of Policy: Suggested Timeline for Important Tasks.

## Key Performance Indicator Dashboard: Student and Stakeholder Focus

This category examines how the college determines the requirements, needs, expectations, and preferences of students, stakeholders, and markets.

Source		Item	Current	Benchmark By 2025	
MHEC	1a.	Wage growth of occupational degree graduates: Median income one year prior to graduation	\$19,068	-	No Benchmark Requested
	1b.	Median income three years after graduation	\$69,916	-	No Benchmark Requested
	2.	Graduates employed within one year	82.2%	-	No Benchmark Requested
Internal Measure  In-class surveys	1.	Overall student satisfaction (Yearly Evaluation of Services Survey (YESS))	4.12		4.00
	2.	Progress relevant to credit course objectives (Individual Development and Educational Assessment (IDEA) Survey)	73%		80%
	3.	Excellence of teacher (IDEA Survey)	74%		80%
	4.	Quality of instruction-overall (YESS Survey)	83.2%		80%
	5.	Overall noncredit course satisfaction as measured on course evaluations (Continuing Education and Workforce Development Survey)	98.4%		95%

Also see the FY24 “Comment Card Trends” report on [page xxx](#).

## Key Performance Indicator Report

The following are two measures mandated by the Maryland Higher Education Commission (MHEC). Peer colleges (*based on campus enrollment*) are the College of Southern Maryland, Harford Community College, and Frederick Community College.

<i>Increase in the median annual income of full-time employed occupational program associate degree graduates one year prior to graduation compared to three years after graduation. ONLY Maryland data.*</i>						
	FY19	FY20	FY21	FY22	FY23	MHEC requires no Benchmark
Wage growth of occupational degree graduates:						
1a. Median income one year prior to graduation	\$16,169	\$16,812	\$17,456	\$20,056	<b>\$19,068</b>	No Benchmark Requested
1b. Median income three years after graduation	\$55,926	\$55,832	\$56,064	\$61,568	<b>\$69,916</b>	No Benchmark Requested
a. Median income one year prior to graduation						
-State Avg	\$16,643	\$18,143	\$18,452	\$17,575	n/a	
-Peer Avg	\$17,546	\$17,179	\$19,056	\$17,796	n/a	
b. Median income three years after graduation						
-State Avg	\$43,616	\$46,329	\$46,304	\$50,065	n/a	
-Peer Avg	\$48,163	\$49,819	\$53,096	\$54,972	n/a	

\*The data for this metric is provided by the Maryland Longitudinal Data Center.

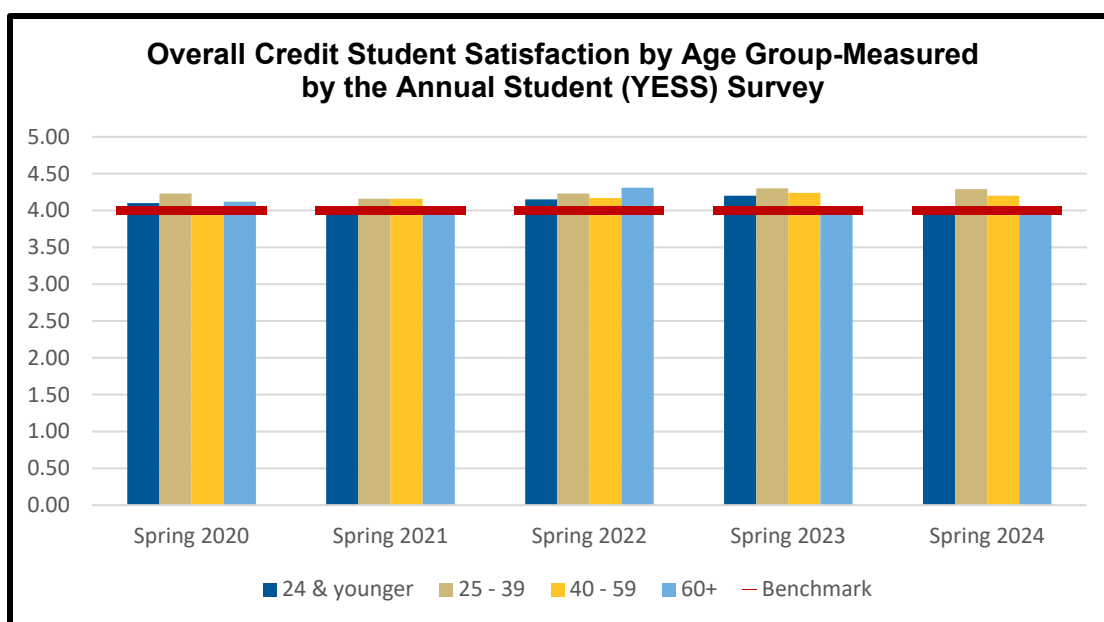
	<i>Graduates employed within one year.</i>					
	FY2018 Graduates	FY2019 Graduates	FY2020 Graduates	FY2021 Graduates	FY2022 Graduates	MHEC requires no Benchmark
2. Graduates employed within one year*	80.6%	78.4%	78.5%	79.1%	<b>82.2%</b>	No Benchmark Requested
State Avg.	75.9%	72.8%	73.8%	78.4%	n/a	
Peer Avg.	79.6%	78.8%	75.3%	79.8%	n/a	

\*Percentage of **career program associate degree and certificate** Maryland residential graduates who were employed in Maryland in the year after graduation. Employment data does not include graduates who were employed by the federal government or certain non-profits, as well as those who were self-employed or independent contractors.

## Internal Measures

The next three items were selected to measure student satisfaction.

Overall Credit Student Satisfaction by Age Group-Measured by the Annual Student (YESS) Survey								
	Spring 2019	Spring 2020	Spring 2021	Spring 2022	Spring 2023	Spring 2024	Benchmark	Current Benchmark Status
24 & younger	3.93	4.10	3.95	4.15	4.20	4.02	4.00	Exceeded
25 - 39	4.01	4.23	4.16	4.23	4.30	4.29	4.00	Exceeded
40 - 59	3.98	4.04	4.16	4.17	4.24	4.20	4.00	Exceeded
60+	4.28	4.12	3.99	4.31	4.01	4.06	4.00	Exceeded
Overall	3.95	4.13	4.05	4.17	4.22	4.12	4.00	Exceeded



**Description of the Indicator:** The Yearly Evaluation of Services by Students (YESS) survey is administered every year to a sample of HCC credit students in the spring semester. Ratings are given on a five-point satisfaction scale, ranging from "Very Satisfied" (5) to "Very Dissatisfied" (1). The ratings on this chart are each year's averaged ratings for all the items on the survey that are rated on the five-point scale by age group. For spring 2024, N= (24 and younger) 265, (25-39) 115, (40-59) 76, (60+) 21, spring enrollment 9,104, YESS respondents = 479 (statistically valid N for the age question).

**Benchmark:** Set by the board, the overall or composite rating for overall student satisfaction will be 4.00 (on a scale ranging from 1.00 to 5.00) for all age groups.

**Performance Outcome:** Satisfaction across all age groups exceeded the benchmark in FY24.

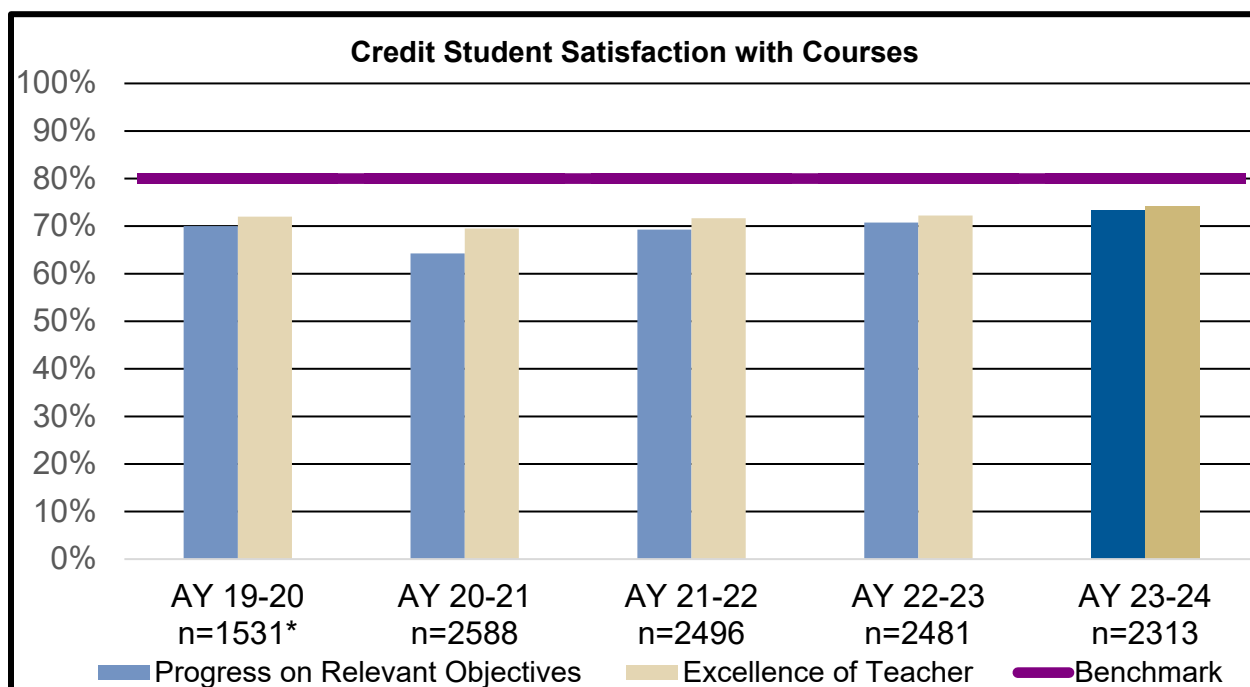
**Data Source:** Data is from HCC's annual YESS survey administered and analyzed by the planning, research, and organizational development (PROD) office.

## IDEA Survey Rating

**Currently enrolled credit students** are given the opportunity annually to rate their classes, their programs, their goal achievement, college services, and the college overall.

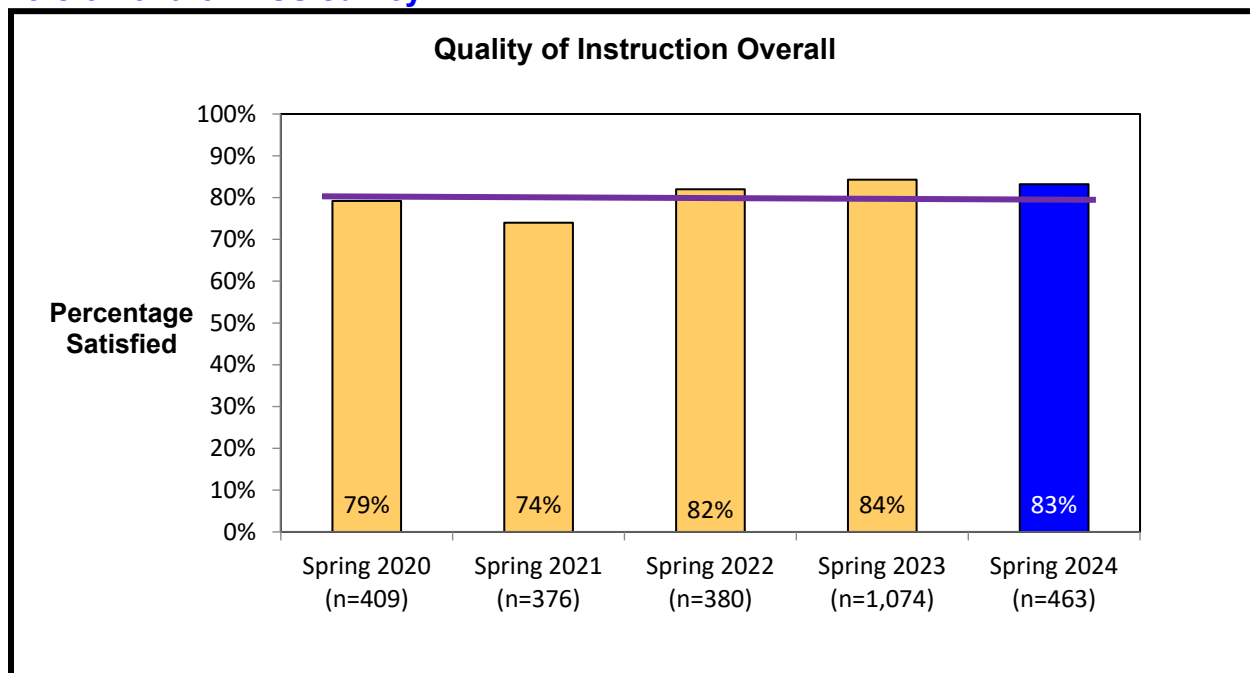
**Benchmark** (set by the board): **Eighty percent of the responding credit students will evaluate the college programs and services at the satisfactory or above level.**

The college routinely administers course evaluations in credit courses. The students of any new instructor complete evaluations. Students of other faculty evaluate their classes on a rotating schedule. The college is currently using the Individual Development and Educational Assessment (IDEA) survey developed by professors from Kansas State University who have now formed a non-profit that sponsors and scores the survey (The IDEA Center, Inc.). During the **2023-2024** academic year (AY), the IDEA survey was administered to students in **1178** course sections in the fall semester, and **1135** course sections in the spring semester. Students in **73 percent** of these classes evaluated the course at the satisfactory or above level when rating their progress against relevant course objectives. Students in **74 percent** of these classes responded at the satisfactory or above level when rating the excellence of the teacher. **This is the ninth year of utilizing the online version of the IDEA survey.**



\*Fall data only in AY19-20 due to coronavirus

On the YESS survey, **83.2 percent** of students said they were very satisfied or satisfied with the overall quality of instruction. Note that numbers in parenthesis represent the number of survey respondents for that item. **This is the fifth year of utilizing the online version of the YESS survey.**



#### Noncredit Student Satisfaction with Courses

FY20	FY21	FY22	FY23	FY24	Benchmark	Current Benchmark Status
98.2%	98.3%	98.7%	98.2%	98.4%	95%	Exceeded

**Description of the Indicator:** A survey is administered at the end of a noncredit class to all HCC students. Course ratings are given on a five-point satisfaction scale, ranging from "Excellent" (5) to "Poor" (1). This indicator measures the percent of students choosing excellent, good, or satisfactory on the five-point scale. For **FY24, n=2598/2639**.

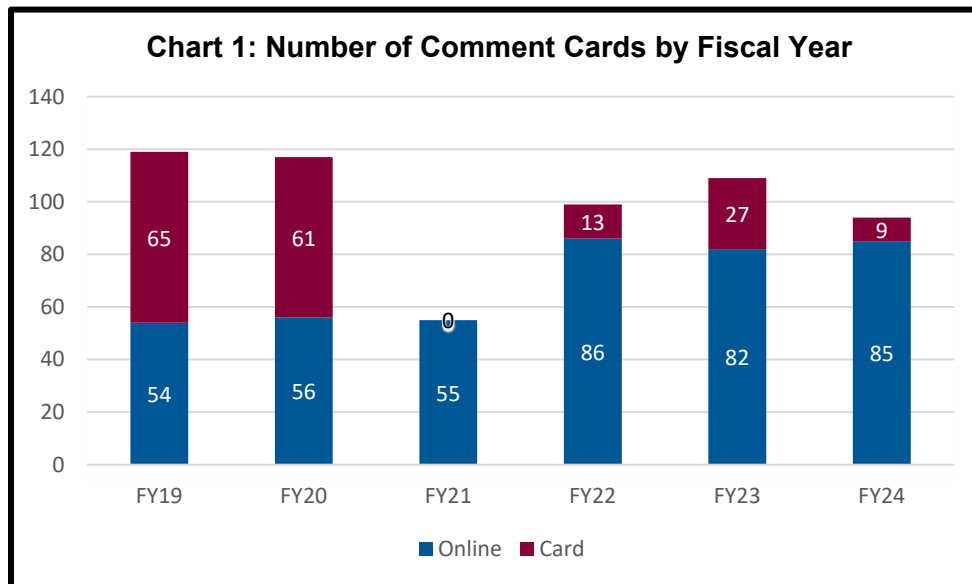
**Benchmark:** Set by the board, 95 percent of all respondents will rate their overall course satisfaction as satisfactory, good, or excellent.

**Performance Outcome:** The benchmark has been exceeded for five years.

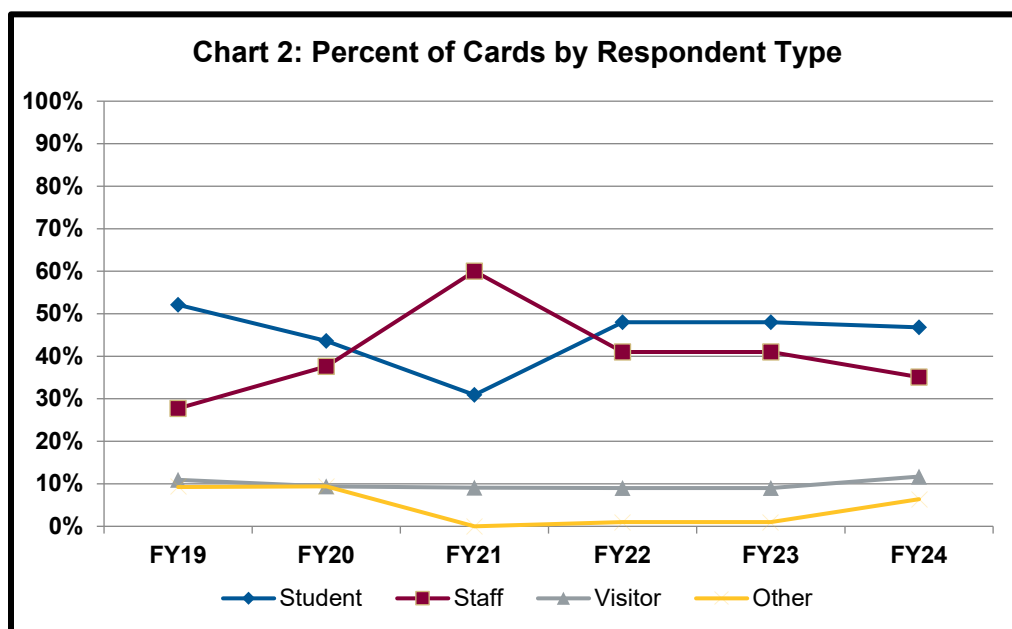
**Data Source:** Data is from HCC's Division of Workforce, Career, and Community Education's student course evaluations analyzed by the planning, research, and organizational development office.

## Comment Card Trends

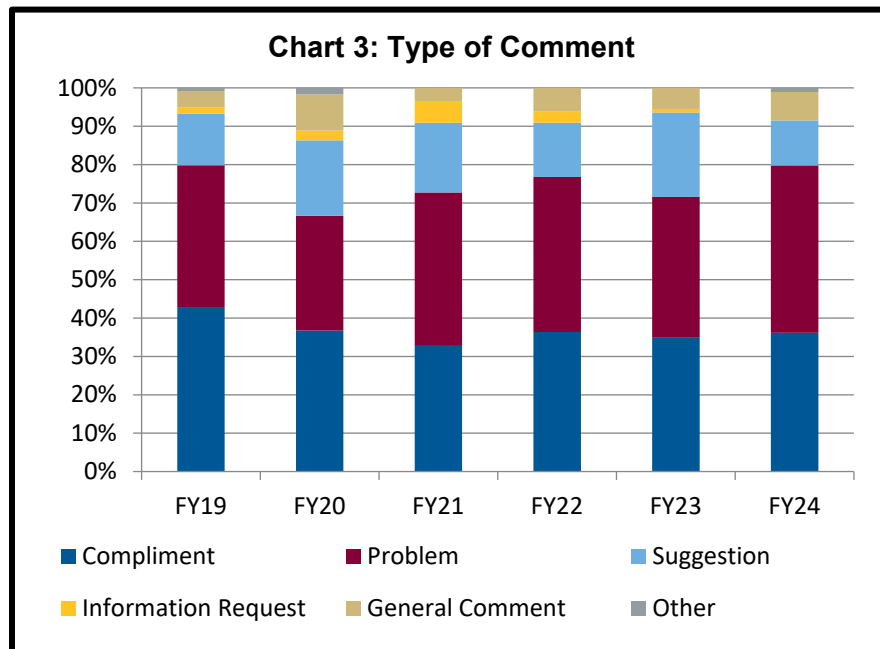
**Ninety-four comment cards were received in FY24, a 14 percent decrease** from FY23. This year, **85** of the comments received were from the **online** form; **9** were sent via the traditional paper cards.



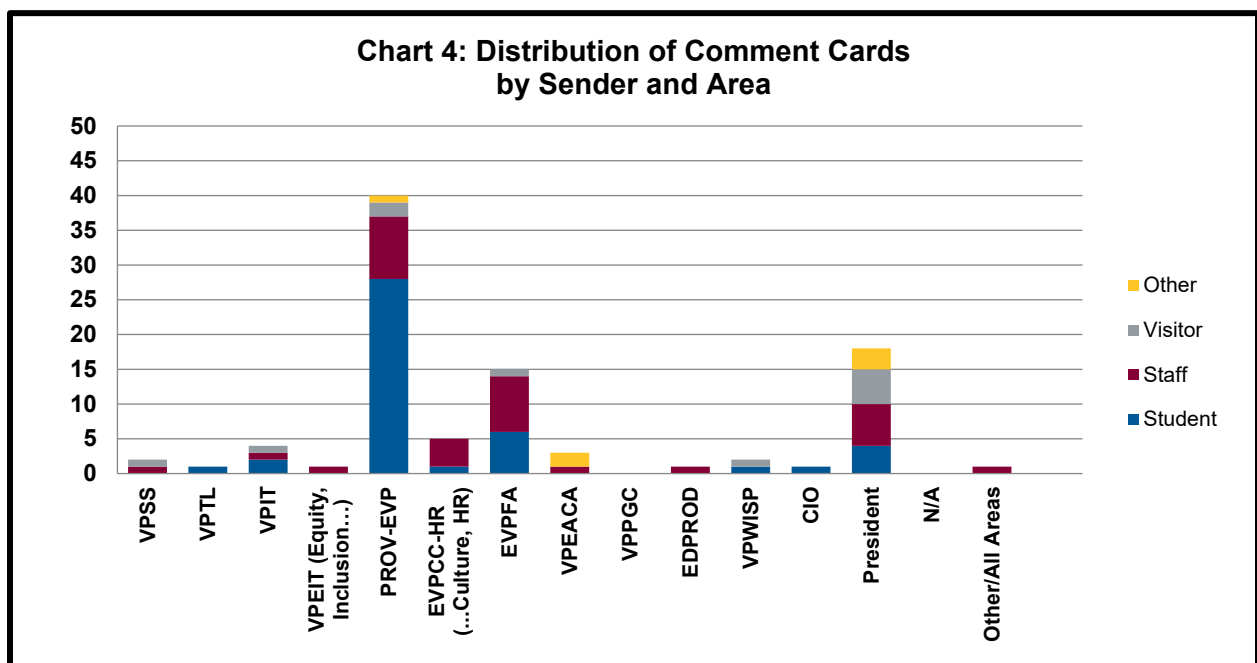
The percentage of student comments **decreased** this year to **47 percent (44)** from **48 percent (51)** in **FY23**; the percentage of staff comments **decreased** to **35 percent (33)** in **FY24** from **41 percent (48)** last year. The percentage of visitor comments **increased** to **twelve percent**, with **eleven received** in **FY24** compared to **eight** in **FY23**.



As seen in chart 3, compliments and problems are still the most frequent comment types. The percentage of comment cards reporting problems **increased to 44 percent** this year. Those with compliments also **increased to 36 percent**. Of the **34 compliments** submitted, **79 percent (27)** cited a staff member by name. Copies of cards commending an individual are sent to that person to acknowledge his/her contribution to HCC.



As in previous years, comment cards sent by HCC's stakeholders were distributed to the appropriate vice president, executive vice president, or president of the topic area for their review and action. During FY24 the provost and executive vice president (PROV-EVP) area received the most student comments. Staff comments most often fall under the provost and executive vice president area as well.





**Board Talking Points:**

- When rating their satisfaction with noncredit courses at HCC, **98.4** percent of the students chose satisfied, good, or excellent.
- Students in **74 percent** of the **2,313** credit classes chosen to complete the IDEA survey rated the excellence of their teacher as satisfactory or above.
- The median income of HCC occupational program degree graduates three years after graduation is **\$69,916. For the comparison year, FY22, the value of \$61,568** outpaces the comparative peer and state earnings.