**Departmental Key Performance Indicators**

**Residence Life**

* Cost per bed
* Occupancy rates
* Satisfaction with RAs and facilities; overall satisfaction
* Number of Living/Learning Communities
* Maintenance (satisfaction, response rates)
* Number of programs and/or attendance at each
* Perceptions of safety
* Perceptions of community
* Staff-to-student ratio
* Revenue/facility spending
* Number of incidents
* Roommate changes
* (Overlap with some Conduct efforts)

**Commuter**

* Demographics of off-campus students/types (e.g., non-traditional/adults, parents)
* Number of programs and/or attendance at each
* Time spent on campus
* Satisfaction with facility usage
* Relationship with/satisfaction of community members where students live
* Number of students contacted/types of outreach methods (e.g., newsletters, e-mail)

**Multicultural**

* Number of programs and/or attendance at each
* Passive outreach (e.g., bulletin boards, fliers)
* Number of community partnerships
* Facility usage and satisfaction
* Giving/alumni involvement
* Retention
* Cohort programs
* Number of initial members/retention

**Recreation and Athletics**

* The GPA of athletes
* Number of students in club sports
* Number of students in intramural sports
* Recreation center usage
* Customer satisfaction with facilities/staff
* Coaching quality
* Satisfaction with/types of methods supporting student athlete needs
* Attendance at athletic events
* Number of recreation programs and/or attendance at each
* Recreation center memberships (e.g., community members, faculty/staff)
* Revenue/facility spending

**LGBT**

* Campus climate
* Number of programs and/or attendance at each
* Passive outreach (e.g., bulletin boards, fliers)
* Number of community partnerships
* Facility usage and satisfaction

**Academic**

* Time to complete degree
* Number of students enrolled in online classes
* Number of students enrolled in online certificates or degree programs
* Percent of faculty presenting at conferences (yearly)
* Number of faculty publications
* Faculty participation in committee/on campus “service”
* Percentage of faculty by gender, ethnicity, ect.
* Faculty salary competitiveness
* Percentage of faculty with terminal degrees in their field of teaching
* General education outcomes (scores or percent critical thinking, writing, ect.)
* Academic program outcomes
* Number of students declared in a major
* Number of students declared in a minor
* Number of student double/triple majoring
* Number of academic degree programs offered
* Amount of grant/external funding secured by faculty
* Percentage of internal funding granted from institution to department
* Average class size
* Services Learning in Courses
* Percentage of students enrolled in at least one remedial course

**Disability Services**

* Campus climate
* Number of students registered
* Satisfaction with /helpfulness of orientation
* Use of accommodations
* Satisfaction with accommodations
* Retention rates
* Years to graduate
* Labor costs
* Food costs

**Ministry**

* Number of programs and/or attendance at each
* Facility usage
* Number of department/off-campus collaborations
* Servant leadership opportunities (e.g., careers, vocations)
* Identity/religious demographics
* Number of diverse religions served

**Enrollment Management**

* Number of Full-time equivalent students
* Number of students in continuing education courses
* Number of degrees awarded
* Yearly retention rate
* Transfer student retention/graduation rate
* Students of color retention/graduation rate
* First generation college student retention/graduation rate
* Student athlete retention/graduation rates
* Graduation rate
* Graduation rate with in x years
* Technology in classroom scores

**International Student Services**

* Percent/numbers of international students
* Satisfaction/helpfulness of international orientation
* Countries represented at institution/over time
* Retention rates
* Merit/awards/funding rates
* Study abroad numbers/rates
* Number of programs and/or attendance at each
* Compliance with paperwork and policies
* GPA
* Number of incoming students studying here

**Health and Counseling Services**

* Number of visits/usage by type/affiliation
* Satisfaction with services
* Staff to student ratio
* Wait time for services/in lobby
* Number of programs and/or attendance at each
* Participation in health initiatives (e.g., blood drive)
* Health indicators (e.g., sleep, exercise, alcohol, sexual activity, depression)
* Enrollment cost of health programs
* (Overlap with some Conduct efforts)

**Admissions**

* Yield
* Melt numbers/rates of students deciding not to attend
* Applications (applied, accepted, enrolled)
* GPA/SAT/ACT/GRE
* Number of students indicating school is their first choice
* Impact of events sponsored by office
* Outreach/contact by office
* Number of tour guides/student employee outcomes
* College breakdown of incoming students/enrollment

**Business Service Center**

* Customer service
* Usage of facility/services (in-person, phone, online)
* Awareness of services
* Needs met
* Issue-resolved rate
* Wait time for services

**Conduct**

* Number of incidents by category and overall number of incidents
* Knowledge of code of conduct
* Perception/reporting of process (e.g., fairness, understanding)
* Recidivism rates
* Rubrics on reflection papers
* Number of sanctions by type and overall
* GPAs

**Union**

* Facility usage
* Number of reservations
* Satisfaction with reservation processes
* Unmet space needs
* Spending and breakdown of costs
* Student employee numbers/learning outcomes
* Customer service
* Maintenance and work order numbers/
* Satisfaction with maintenance and work order process
* Revenue/conferences
* Dining satisfaction

**Community Service**

* Service hours
* Number/percent of students involved
* Alternative Spring Break programs
* Number of programs and/or attendance at each
* Reflection rubrics
* Service learning courses and satisfaction
* Number of community partnerships
* Impact on community
* Interest in services/programs
* High school participation
* NSSE data

**First-Year Experience**

* Orientation attendance
* Satisfaction with orientation programs
* Outcomes for students (e.g., connection, preparedness)
* Parent involvement
* Outreach to current and prospective students/families
* Number of/applications for student leader positions
* Satisfaction with student leaders/orientation leaders
* FYE course satisfaction
* Numbers of FYE courses/instructors

**Safety and Security**

* Crime rates (list of those that require a report)
* Number of staff members
* Response time to calls/incidents
* Outreach efforts (e.g., number of programs, hours)
* Reported feelings of safety/protection (on/off campus)
* Neighborhood crime rates
* Vandalism data
* Collaborations with campus and community members/organizations
* Safety week evaluations

**Career Services**

* Counselor to student ratio
* Number of programs and/or attendance at each
* On-campus employment activities/opportunities
* Internships available
* Employer participation/contacts
* Career fair satisfaction for employers/students
* Number of employers/students at career fair
* Job placement/graduate placement rates
* Usage of facilities/services (in-person, phone, online)
* Alumni involvement/usage of services
* Counseling/staff satisfaction

**Alumni**

* Annual giving rates
* Participation in events
* Participation in reunions
* Number of sponsoring internships
* Returning to campus as guest/keynote speaker
* Percent/number employed (in each major area)

**Greek Life**

* Percentage of students involved (and demographics for students involved)
* GPA
* Number of organizations
* Alumni giving rate
* Number of negative incidents
* Number of service hours/events
* Recruitment rates
* Retention rates
* Number of public events and/or attendance at each
* Perception of Greek Life
* Money raised for philanthropies
* Deactivation rates/reasons

**Ombudsman**

* Number of allegations where Ombudsman made recommendations to improve practices or procedures
* Percentage of recommendations accepted
* Percentage of recommendations finalized
* Average cost per finalized allegation

**Auxiliary Services**

* Percentage of LEED certified buildings
* Energy consumption in campus buildings
* Revenue
* Salaries/Wages/Benefits
* Customer service satisfaction

**Institutional**

* Graduate satisfaction
* Student satisfaction
* Employment rate of graduates
* Student to faculty ratio
* Student to tenure/tenure track ration
* Number of Summer Institutes
* Number of Cadets
* Number of partnerships with community/industry
* Number of international partnerships
* Progress towards annual campaigns
* Progress toward capital campaigns
* Value of endowment
* Percentage of support by grant/government/private/individual/alumni
* Amount of institutional scholarships granted
* Percent full-time degree seeking undergraduate minority
* Percent full-time, first year, first generation
* Full-time tuition/fees, in-state, out-of-state
* Most typical room and board rate
* Scholarship commitments
* Endowment per full-time undergraduate student
* Non-auxiliary spending per student

**Financial Aid**

* Percentage of students receiving grants/grant-in-aid/scholarships/loans
* On-campus employment
* On-campus work study
* Percentage of students receiving need-based aid
* Percentage of students receiving non need-based aid
* Total number of financial aid requests processed

**Activities and Leadership**

* Number of programs and/or attendance at each
* Number/percent of students in organizations
* Officer/student leader outcomes
* Satisfaction with advising/staff
* Fee allocation
* Participation in elections
* Impact of involvement on success
* Average number of organization involvement
* Organizational types
* Impact/connection from activities
* Substance free rates/impact of programs (overlap with Health and Counseling efforts)
* Satisfaction with variety, quality, quantity of programs/activities