



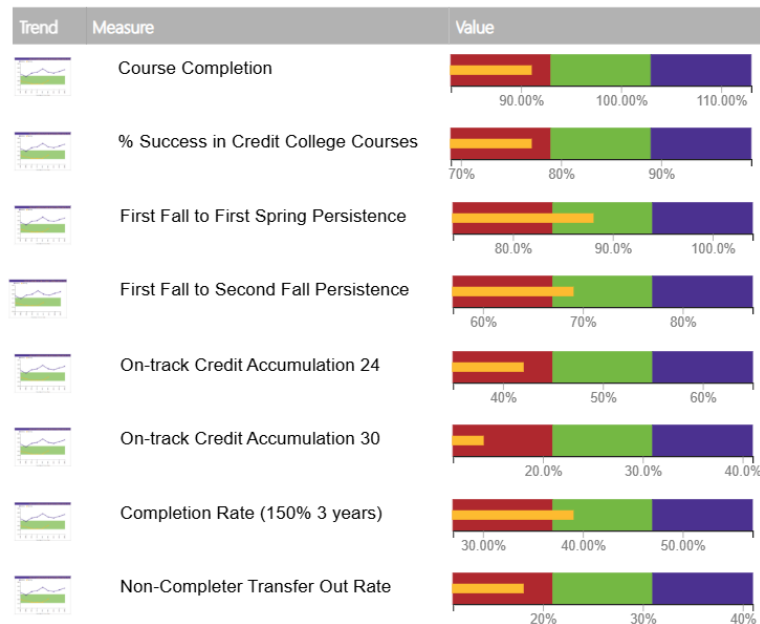
Key Performance Indicator (KPI) Summary

Background

- MCC identified four key institutional areas of focus and 31 associated metrics the College intended to use as Key Performance Indicators (KPIs) to track its success under the 2019-2024 Strategic Plan.
- KPI data come from the Illinois Community College Board (ICCB), National Community College Benchmark Project (NCCBP), Illinois Postsecondary Profiles, Community College Survey of Student Engagement (CCSSE), Personnel Assessment of the College Environment (PACE), and Noel Levitz Student Satisfaction Survey in addition to MCC internal records.
- Each metric is tracked over a multi-year period and includes a benchmark comparison to a regional, state, or federal peer group where relevant
- MCC set a target range for each metric based on its desired performance compared to a benchmark group or its own trend; each metric is assessed as “Needs Attention”, “On Target”, or “Exceeds Target” based on its current value in comparison to the target range.
- Overall areas of focus are assessed based on where the majority of associated metrics fall.

Student Success

Student Success

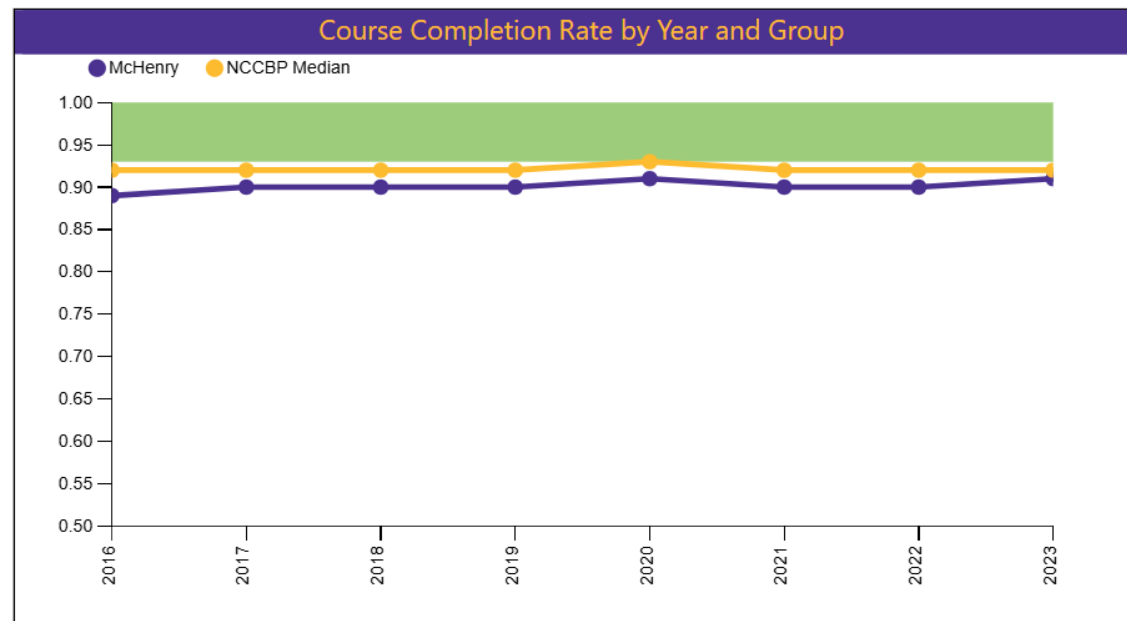


Five of MCC's eight student success metrics currently fall below the target range.

Student Success

Current Status:
Needs Attention

Course Completion



MCC has not made any progress in its course completion outcome over the past five years and remains below the target range.

Definition

Percentage of fall completed classes in all credit, college-level courses. A course is considered to be complete if a letter grade of A, B, C, D, F, or Passing was awarded.

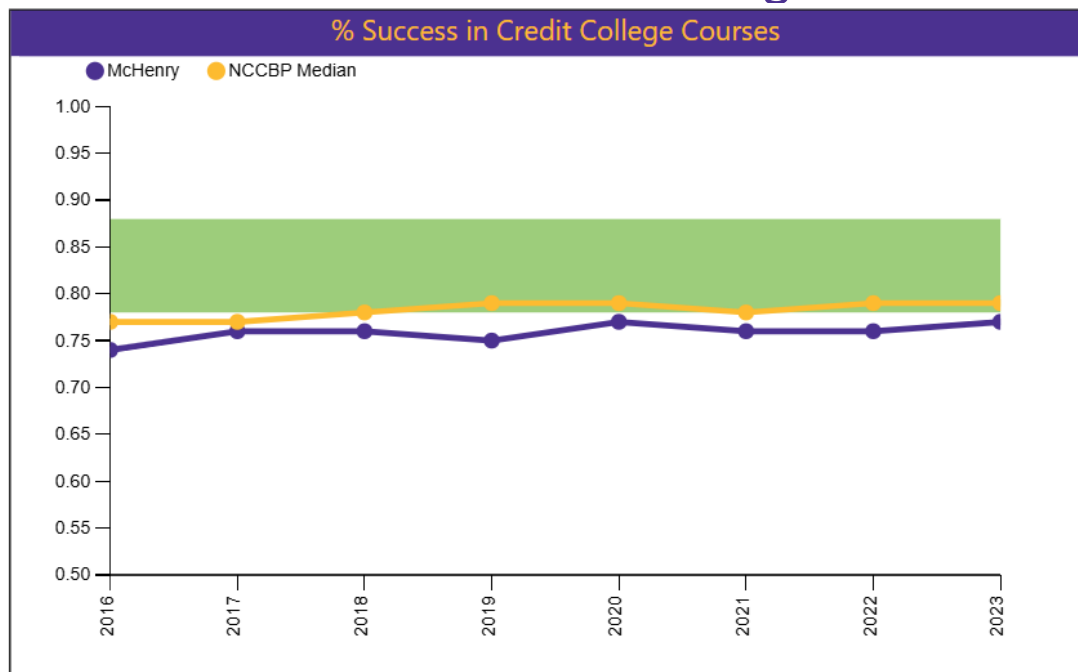
Target

Within 10% higher than the maximum benchmark group average value from the past five years.

Student Success

Current Status:
Needs Attention

Percent Success in Credit College Courses



MCC has made some progress in its success rate outcome since 2019, increasing from 75% to 77%, though it remains below the target range.

Definition

Percentage of fall successfully completed classes in all credit, college-level courses (i.e., Success Rate). A course is considered to be successful if a letter grade of A, B, C, or Passing was awarded.

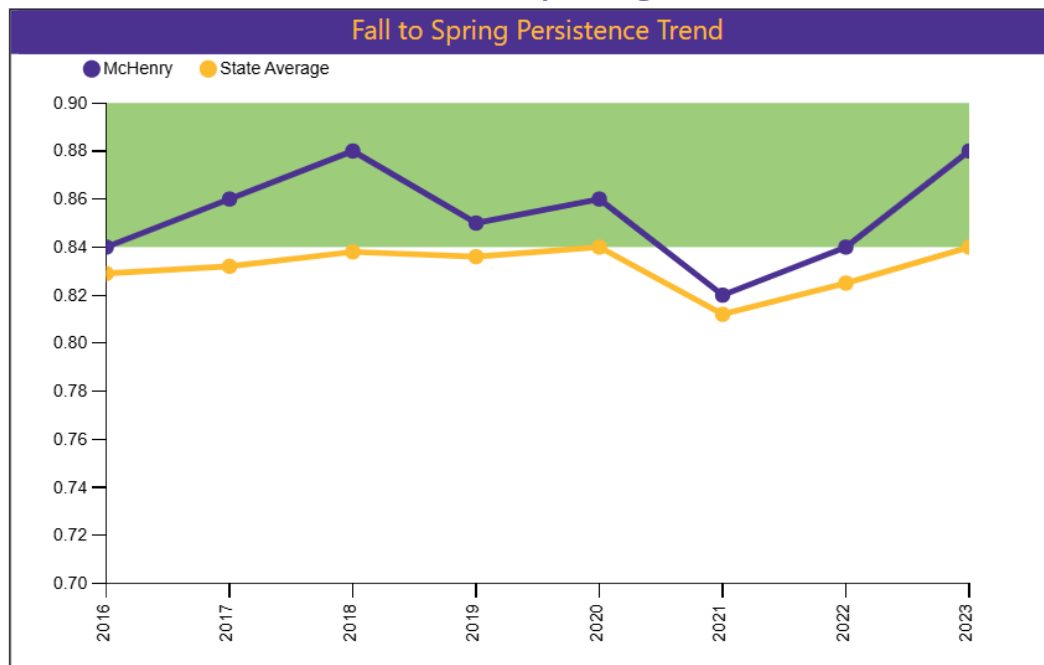
Target

Within 10% higher than the maximum benchmark group average value from the past five years.

Student Success

Current Status:
On Target

First Fall to First Spring Persistence



MCC has made considerable progress in its fall-to-spring persistence rate since 2019, increasing from 85% to 88% and widening the gap between the state average.

Definition

Percentage first-time, full-time degree/certificate-seeking students who enrolled at MCC in the fall and returned to MCC in the spring of their first academic year.

Target

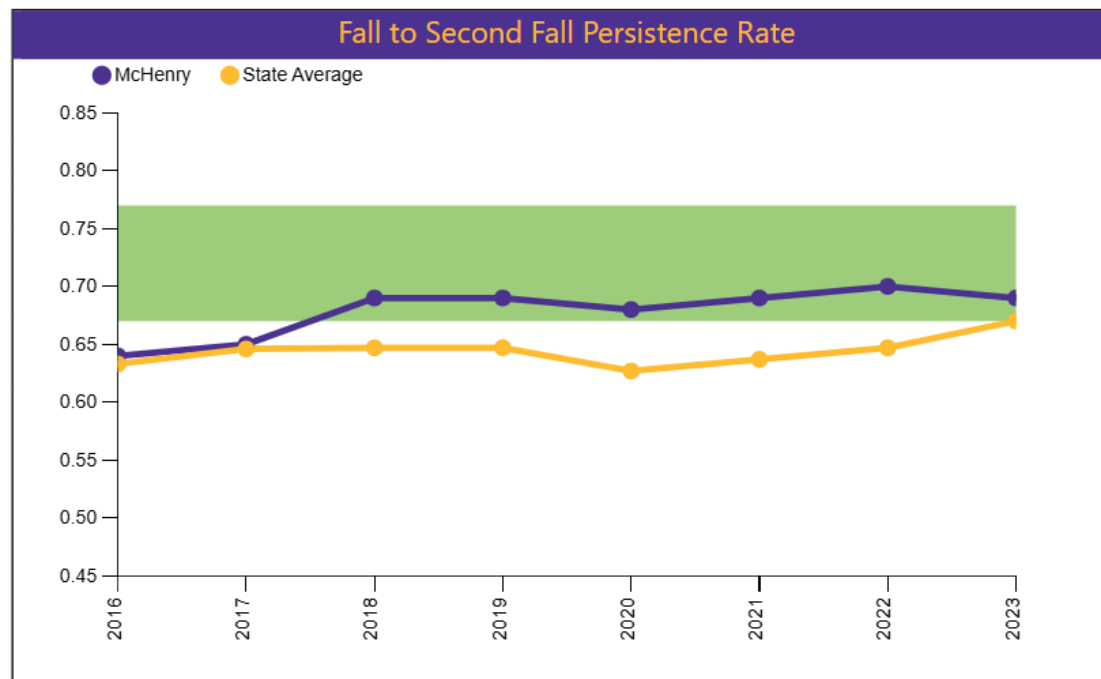
Within 10% higher than the maximum benchmark group average value from the past five years.



Student Success

Current Status:
On Target

First Fall to Second Fall Persistence



While MCC has not made any progress in its fall-to-fall persistence rate since 2019, it continues to fall within the target range above the state average though the gap has narrowed for the most recent cohort.

Definition

Percentage first-time, full-time degree/certificate-seeking students who enrolled at MCC in the fall and returned to MCC in the spring of their first academic year.

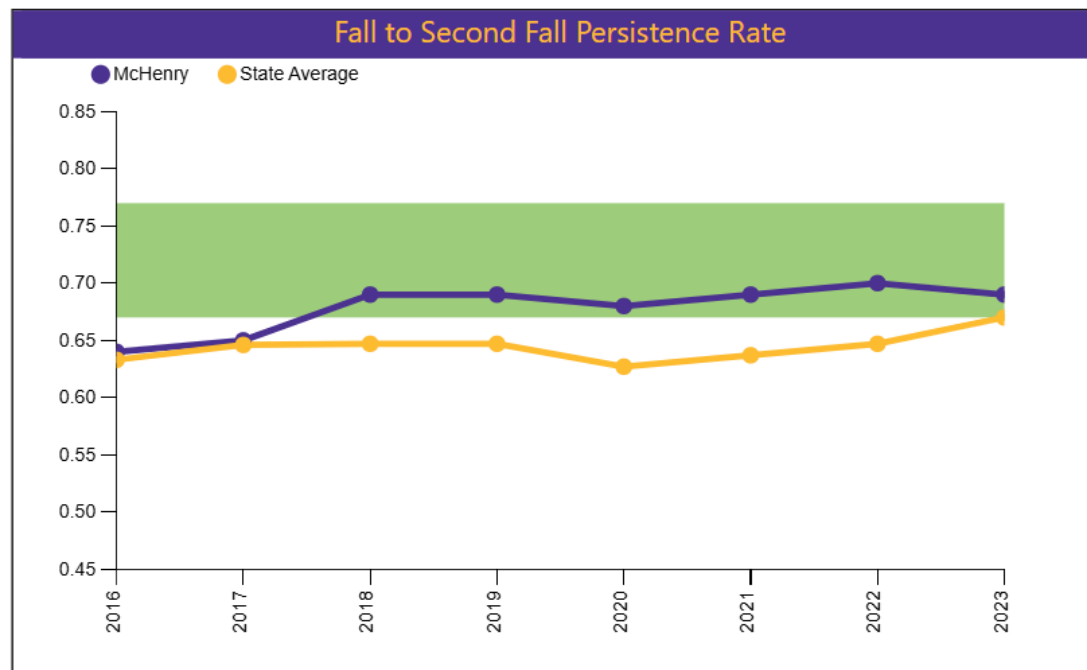
Target

Within 10% higher than the maximum benchmark group average value from the past five years.

Student Success

Current Status:
On Target

First Fall to Second Fall Persistence



While MCC has not made any progress in its fall-to-fall persistence rate since 2019, it continues to fall within the target range above the state average though the gap has narrowed for the most recent cohort.

Definition

Percentage first-time, full-time degree/certificate-seeking students who enrolled at MCC in the fall and returned to MCC in the fall of their second academic year.

Target

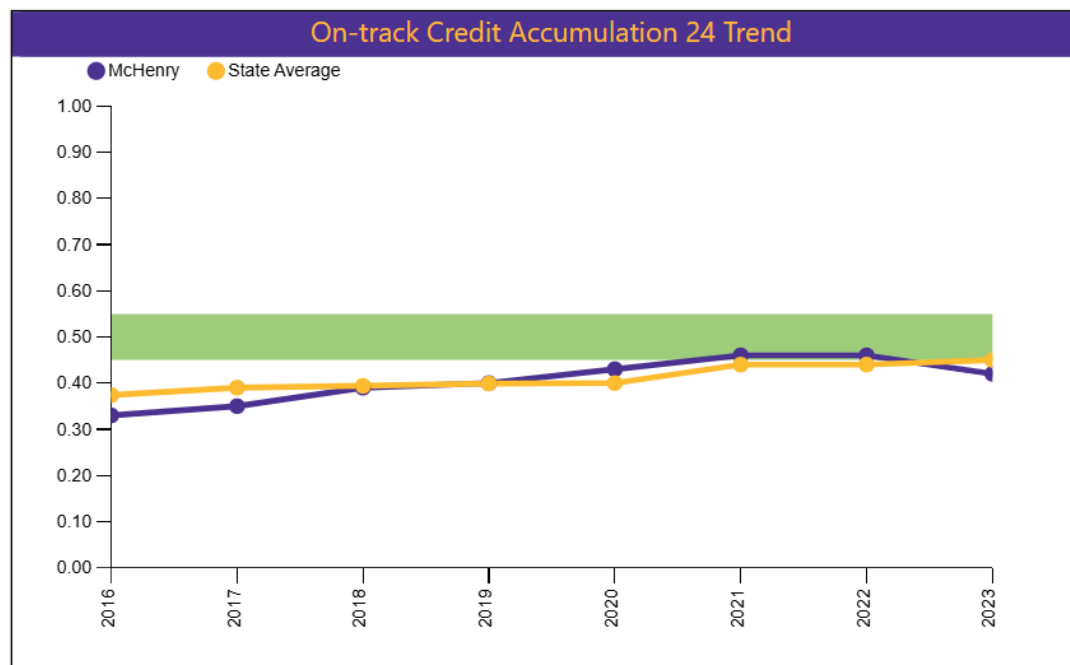
Within 10% higher than the maximum benchmark group average value from the past five years.



Student Success

Current Status:
Needs Attention

On Track Credit Accumulation 24



While MCC has made some progress in its 24-credit accumulation rate since 2019, it currently falls below the target range and below the state average for the first time in five years.

Definition

Percentage first-time, full-time degree/certificate-seeking students who earned 24 or more credits in their first academic year.

Target

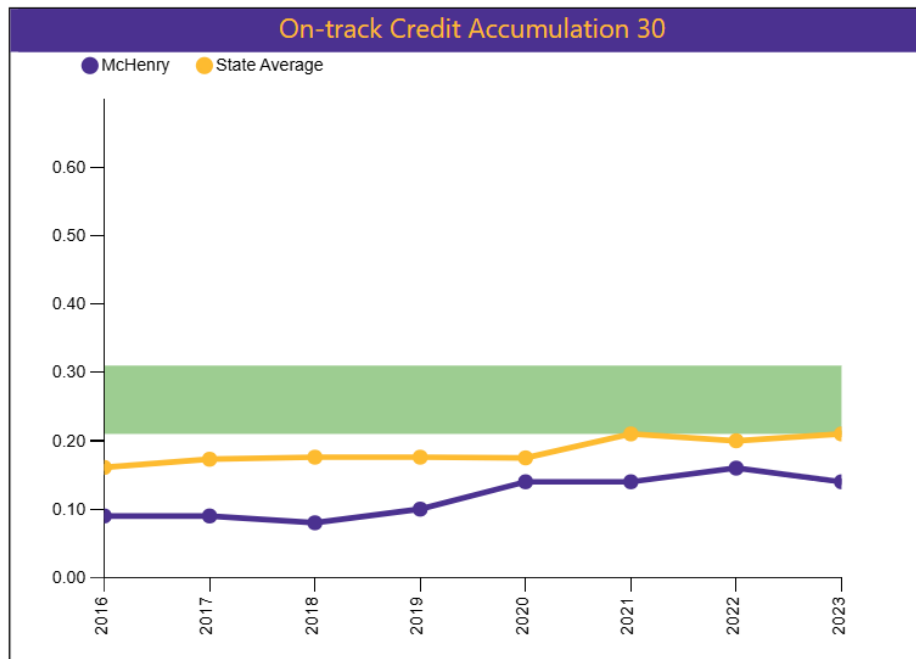
Within 10% higher than the maximum benchmark group average value from the past five years.



Student Success

Current Status:
Needs Attention

On Track Credit Accumulation 30



While MCC has made some progress in its 30-credit accumulation rate since 2019, it continues to fall well below the target range and has not narrowed the gap with the state average in the most recent reporting period.

Definition

Percentage first-time, full-time degree/certificate-seeking students who earned 30 or more credits in their first academic year.

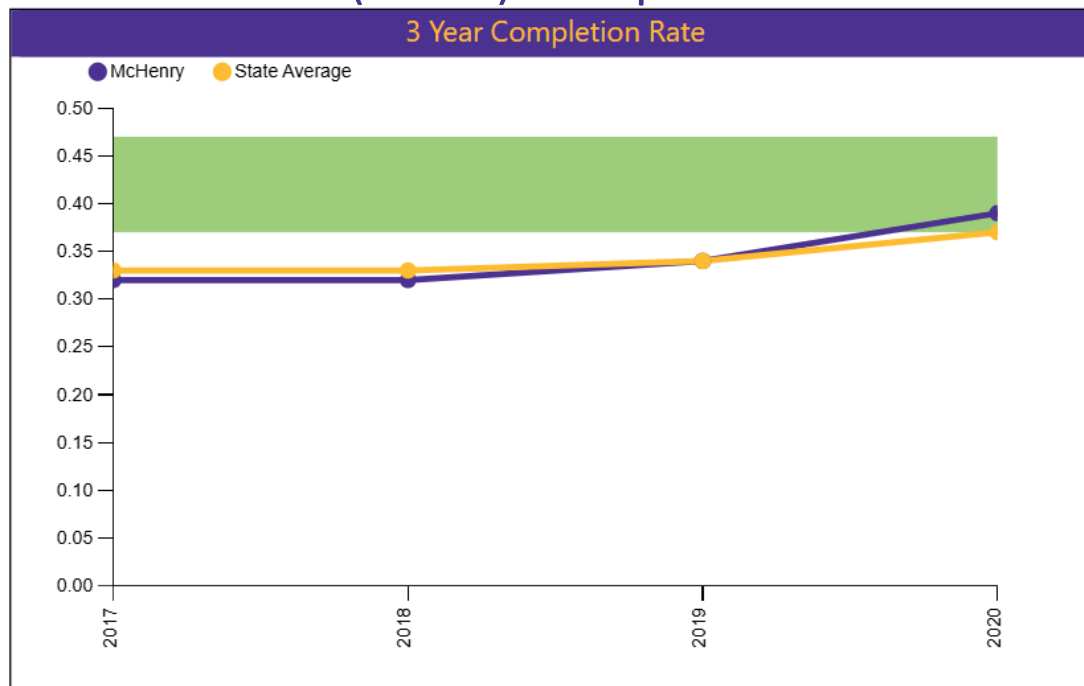
Target

Within 10% higher than the maximum benchmark group average value from the past five years.

Student Success

Current Status:
On Track

3-Year (150%) Completion Rate



MCC has made considerable progress in 3-year completion rate over the past few years and now falls above the state average and within the target range for the first time.

Definition

Percentage first-time, full-time degree/certificate-seeking students who completed a program within three years.

Target

Within 10% higher than the maximum benchmark group average value from the past five years.

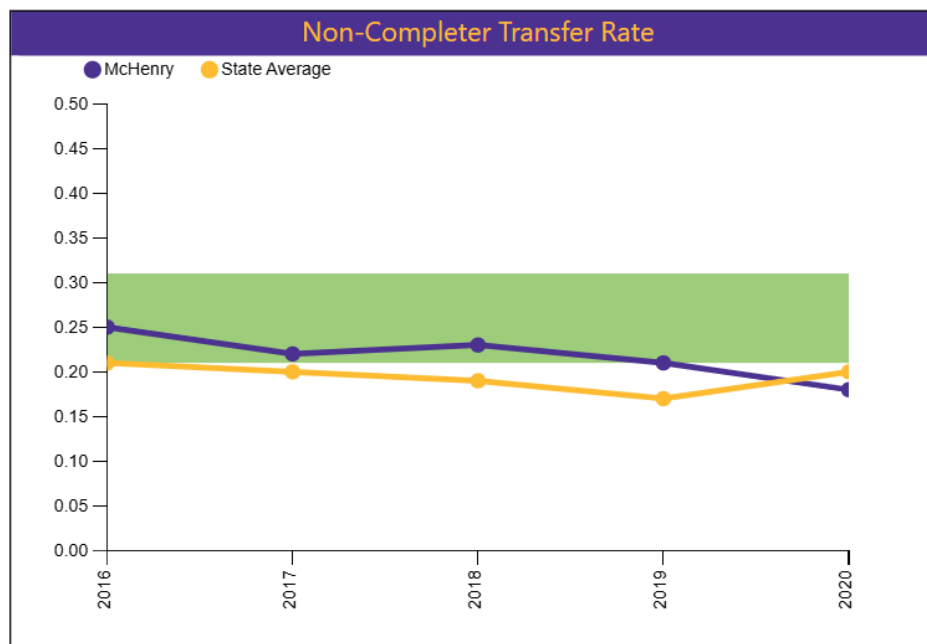


Student Success

Current Status:

On Track

Non-Completer Transfer Out Rate



MCC has declined considerably in its non-completer transfer out rate over the past few years and now falls below the state average and below the target range for the first time.

Definition

Percentage first-time, full-time degree/certificate-seeking students who did not complete a program within three years that transferred to another institution.

Target

Within 10% higher than the maximum benchmark group average value from the past five years.















Financial Stability

KPI Summary

[Definitions](#)

Financial Stability

- Needs Attention
- On Target
- Exceeds Target

Trend	Measure	Value
	Fall Census Credits	
	Spring Census Credits	
	CFI	
	Fund Balance	
	Tuition and Fees Per Credit Hour*	
	Per Capita Costs*	

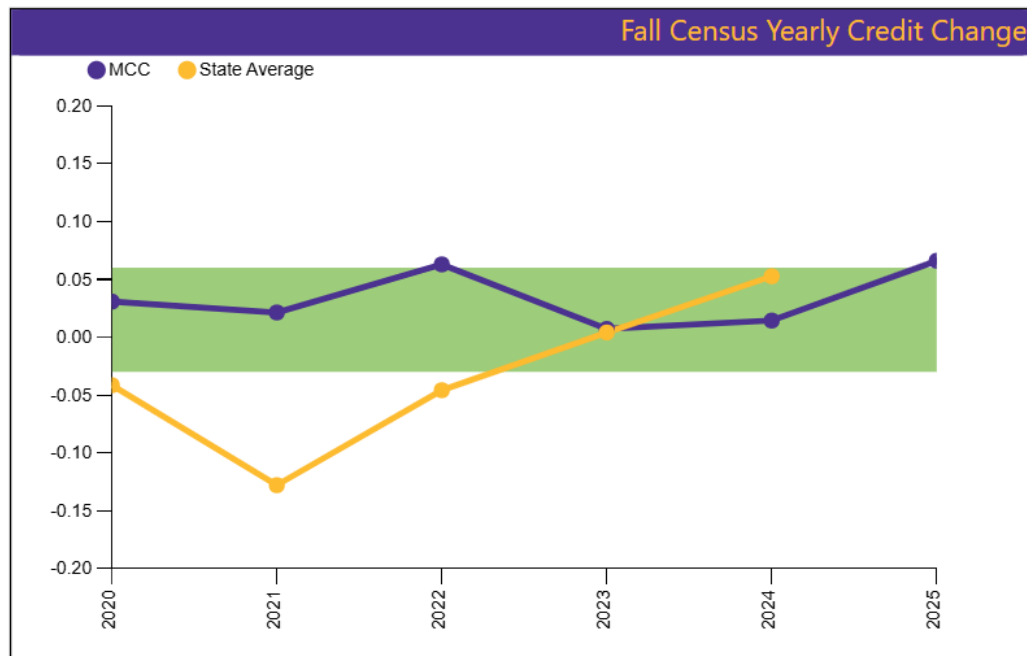
Measures with a * indicate those that are reverse coded due to lower values being positive. As a result, the MCC values will display as negative.

All but one of MCC's six financial stability metrics currently fall at or above the target range.

Financial Stability

Current Status:
Exceeds Target

Fall Census Credits



MCC's fall census enrollment grew well beyond the target range at a nearly 7% overall increase in the most recent reporting year.

Definition

Percent yearly change in fall term census credit hour enrollment.

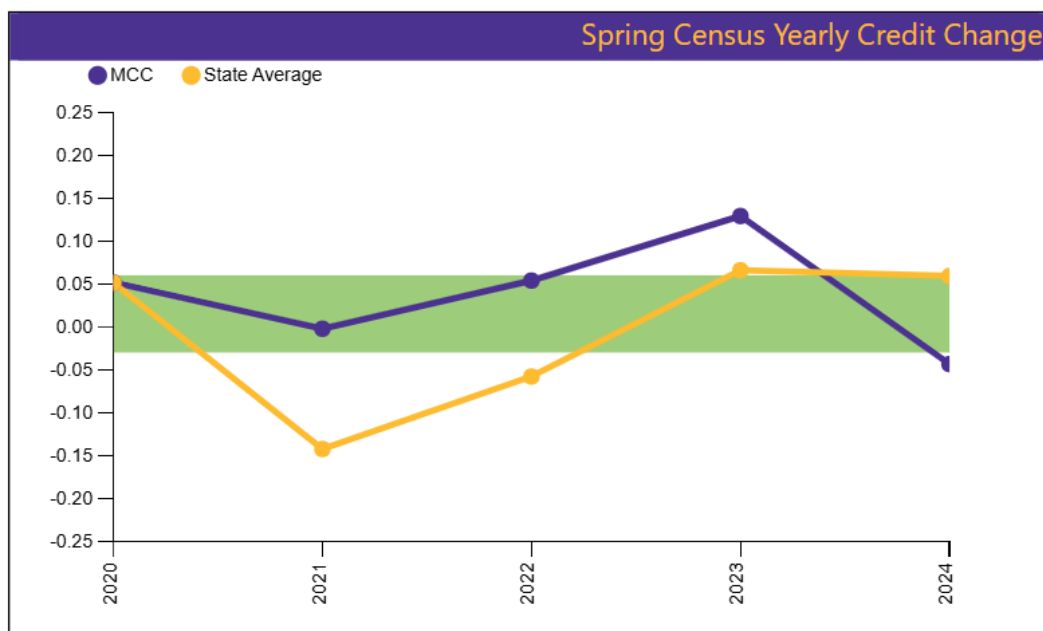
Target

Within 3% of the prior fall census enrollment.

Financial Stability

Current Status:
Needs Attention

Spring Census Credits



MCC's fall census enrollment fell beneath the target range at a nearly -4% decline in the most recent reporting year.

Definition

Percent yearly change in spring term census credit hour enrollment.

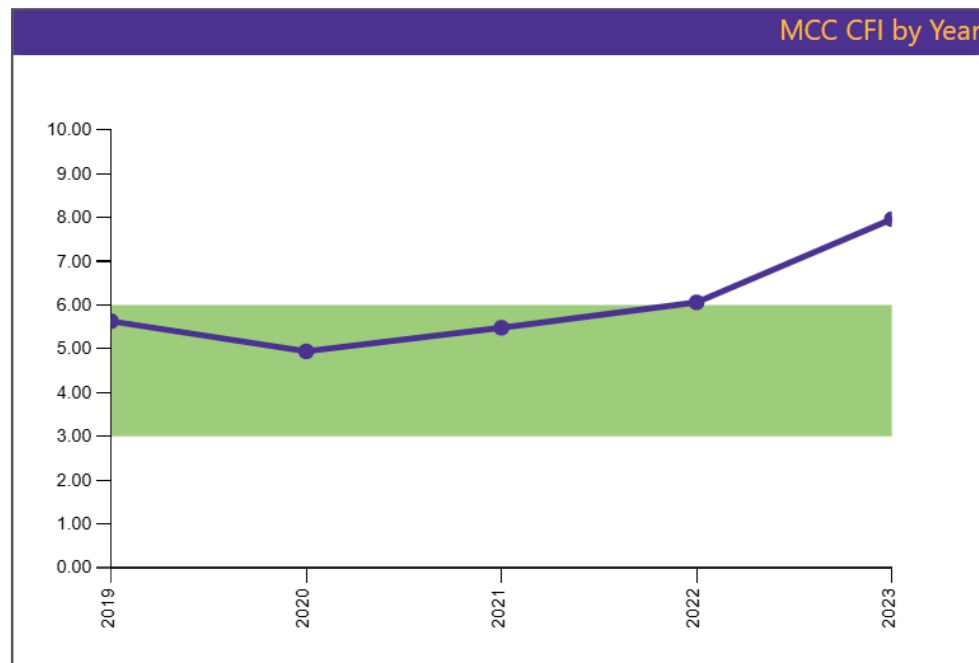
Target

Within 3% of the prior fall census enrollment.

Financial Stability

Current Status:
Exceeds Target

Composite Financial Index (CFI)



MCC's CFI falls well above the target range at a score of 8 in the most recently reported year.

Definition

Composite Financial Index score. Scores range from 1 to 10 with higher scores indicating increased financial stability.

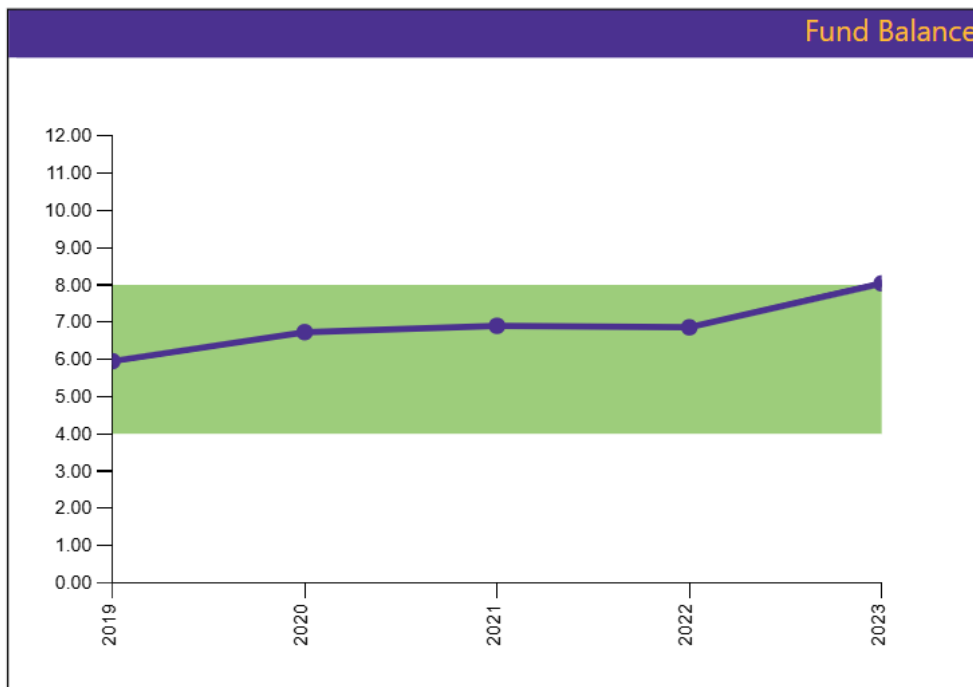
Target

Score of 3 or higher

Financial Stability

Current Status:
Exceeds Target

Fund Balance



MCC's fund balance falls just above the target range at a value of 8.04 in the most recently reported year.

Definition

Budgeted operating fund balance remaining in the fund that is left over after the fund assets have been used to meet liabilities.

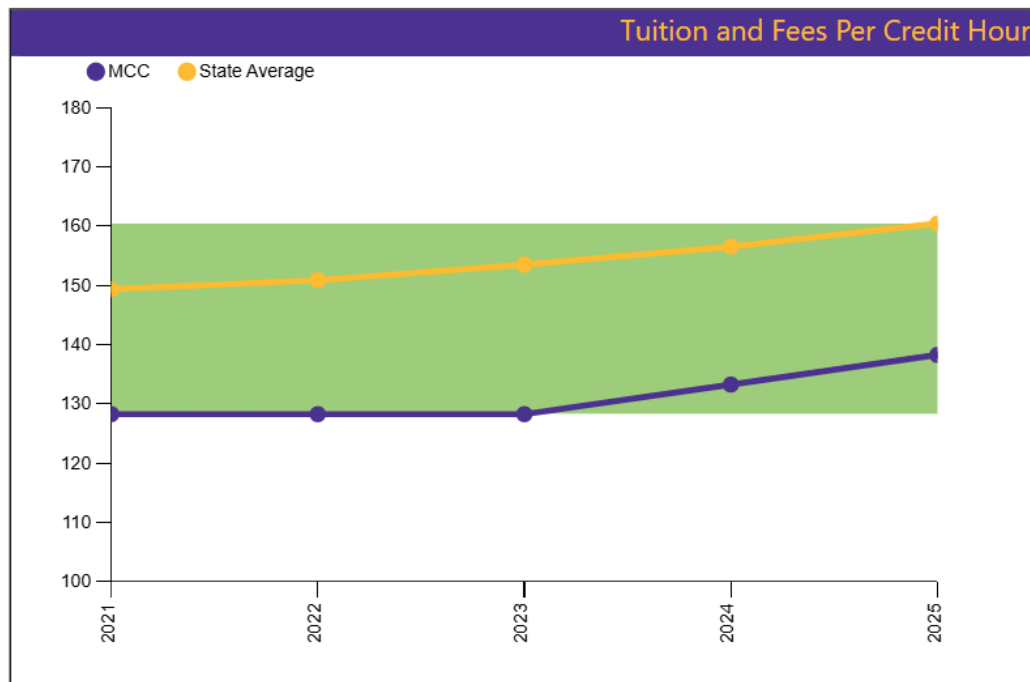
Target

Between 4 and 8

Financial Stability

Current Status:
Exceeds Target

Tuition and Fees Per Credit Hour



MCC's tuition and fees fall within the target range despite increasing slightly the past few years; the rate of increase was only slightly higher than the rate of tuition and fee increases at the state level.

Definition

Amount of tuition and fees charged per credit hour.

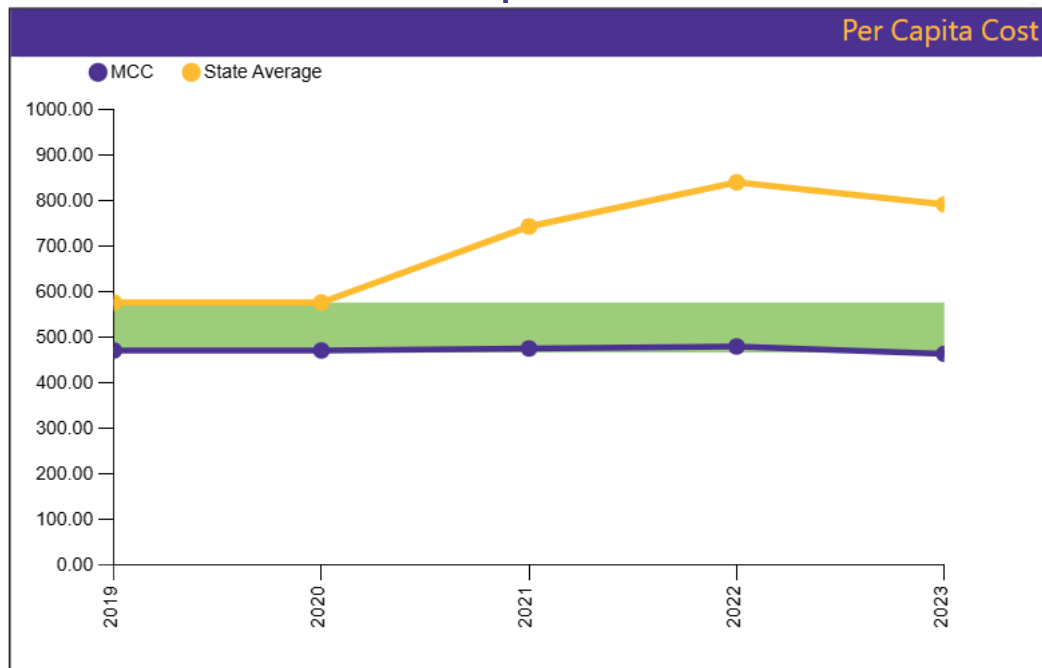
Target

2 standard deviations below the state average tuition

Financial Stability

Current Status:
Exceeds Target

Per Capita Cost



MCC's per capita cost slightly exceeds the target range and has remained stable over the past five years despite increases in the state average during that time.

Definition

The average cost per student.









Target

2 standard deviations or more below the lowest state average per capita cost over five years.




Partnerships

KPI Summary

[Definitions](#)

Trend	Measure	Value
	Credit Market Penetration	
	Non-credit Market Penetration	
	High School Partnerships	
	Dual Credit Instructors	

Partnerships

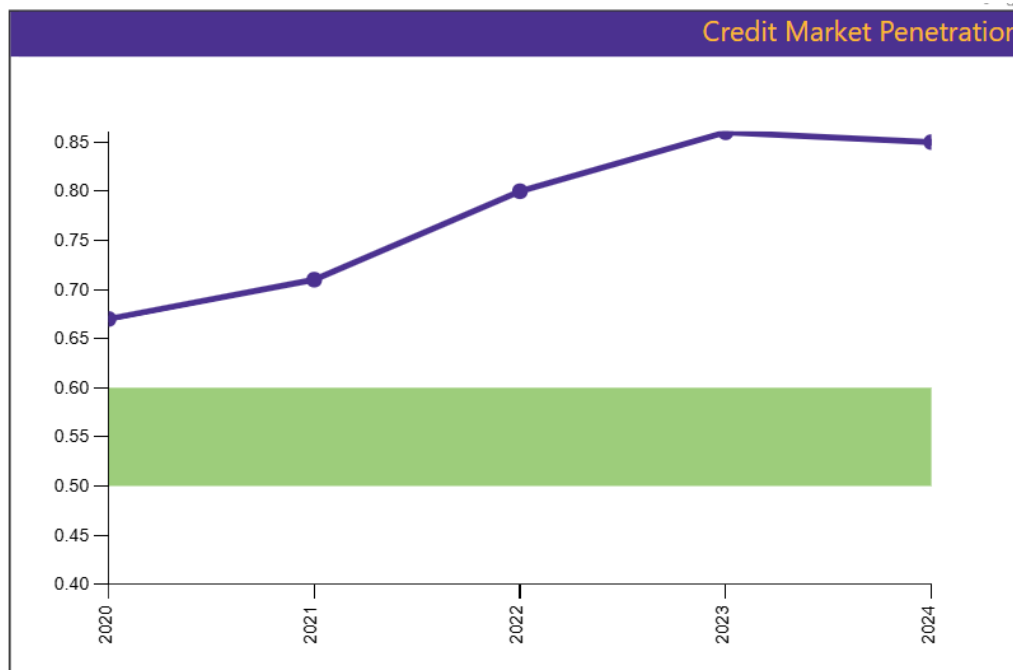
-  Needs Attention
-  On Target
-  Exceeds Target

All four of MCC's partnerships metrics currently above the target range.

Partnerships

Current Status:
Exceeds Target

Credit Market Penetration



MCC's credit market penetration exceeds the target range and has steadily increased over the past five years now falling at the 85th percentile.

Definition

Unduplicated credit headcount compared to the total service area population. Represented as the College's percentile rank compared to its NCCBP peer group.

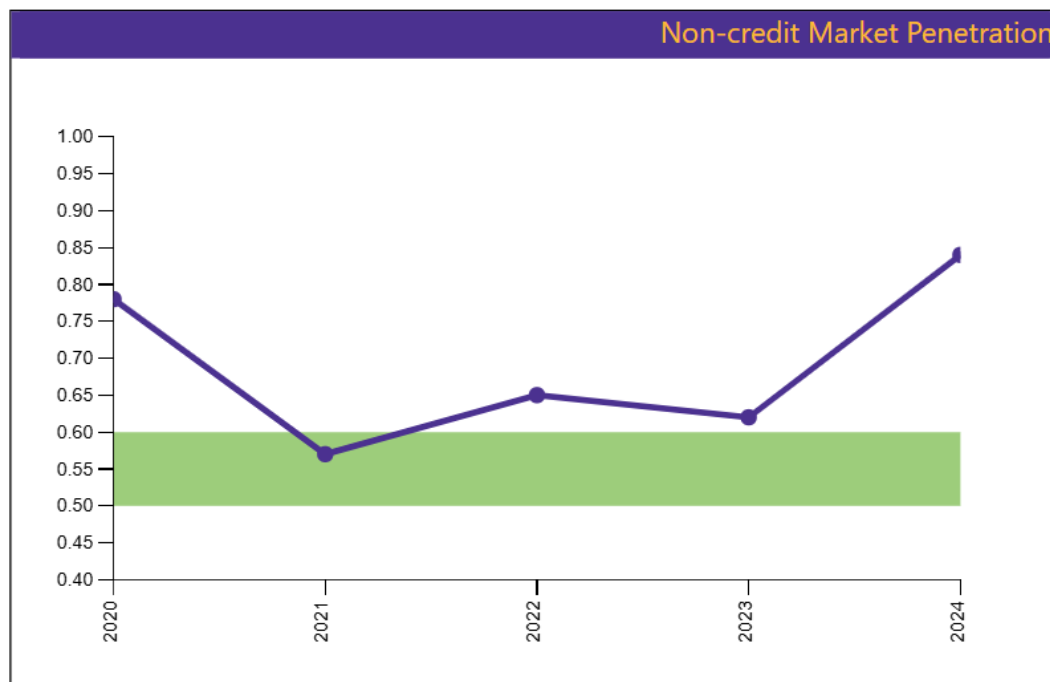
Target

Within the 50-60th percentile of the NCCBP benchmark.

Partnerships

Current Status:
Exceeds Target

Non-Credit Market Penetration



MCC's non-credit market penetration exceeds the target range and has rebounded over the past five years now falling at the 84th percentile, above its ranking in 2020.

Definition

Unduplicated non-credit headcount compared to the total service area population. Represented as the College's percentile rank compared to its NCCBP peer group.

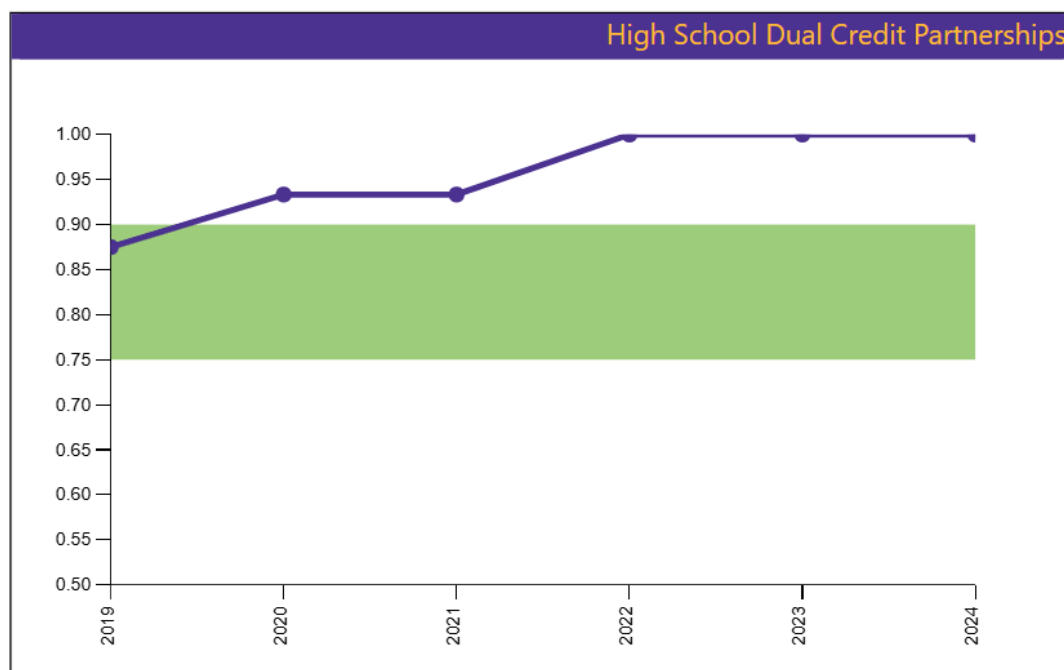
Target

Within the 50-60th percentile of the NCCBP benchmark.

Partnerships

Current Status:
Exceeds Target

High School Partnerships



MCC quickly exceeded its target range for this metric and has been at 100% since 2022.

Definition

The percent of district schools that have a dual credit arrangements with MCC.

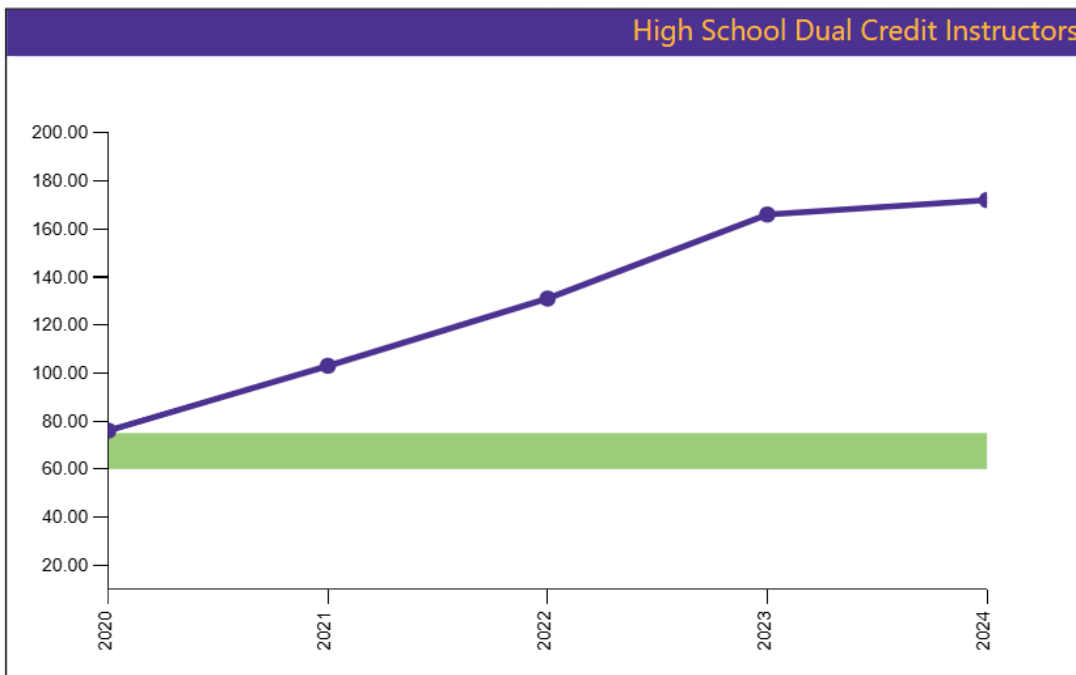
Target

75% to 90%

Partnerships

Current Status:
Exceeds Target

Dual Credit Instructors



MCC quickly exceeded its target range for this metric and has steadily increased the number of dual credit instructors since 2020.

Definition

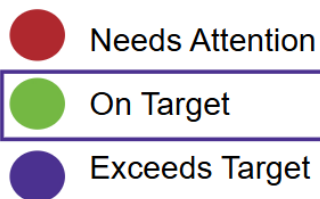
The number of certified dual credit instructors.

Target

60 to 75 instructors

Valuing People

Valuing People

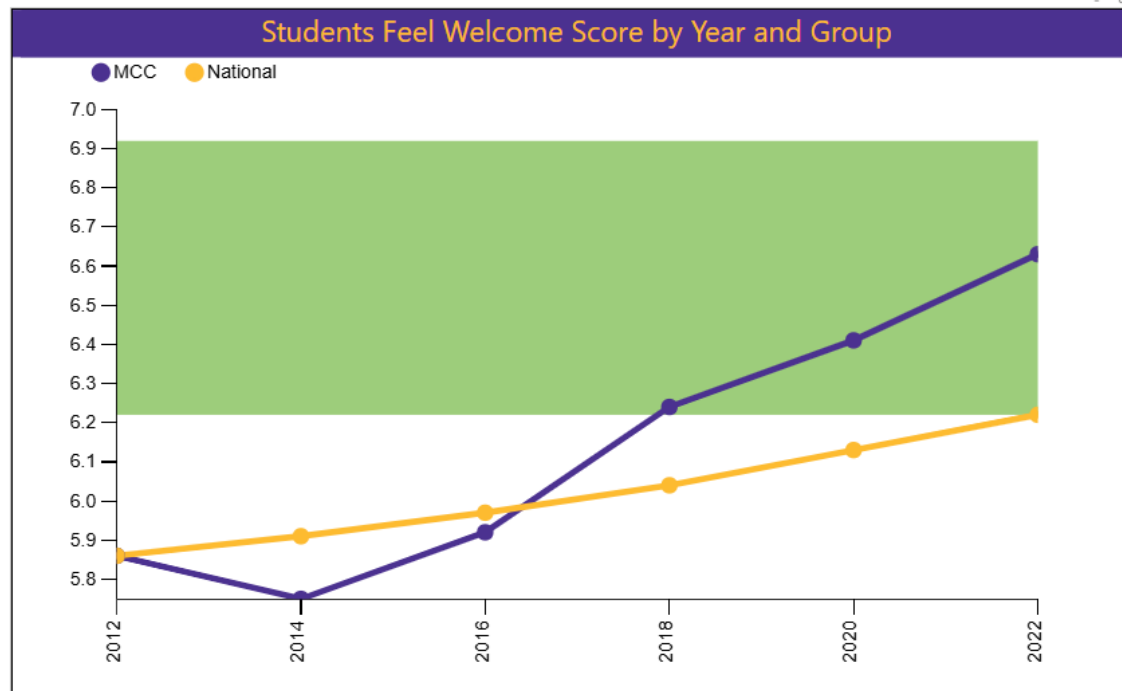


MCC is on target for ten of its thirteen valuing people metrics.

Valuing People

Current Status:
On Target

Students Feel Welcome



MCC has made substantial progress in this area over the past few survey administrations and falls well above the peer comparison group.

Definition

Rating on the Ruffalo Noel Levitz Student Satisfaction Survey item 20 (Students are made to feel welcome here). Item is rated on a 7-point scale.

Target

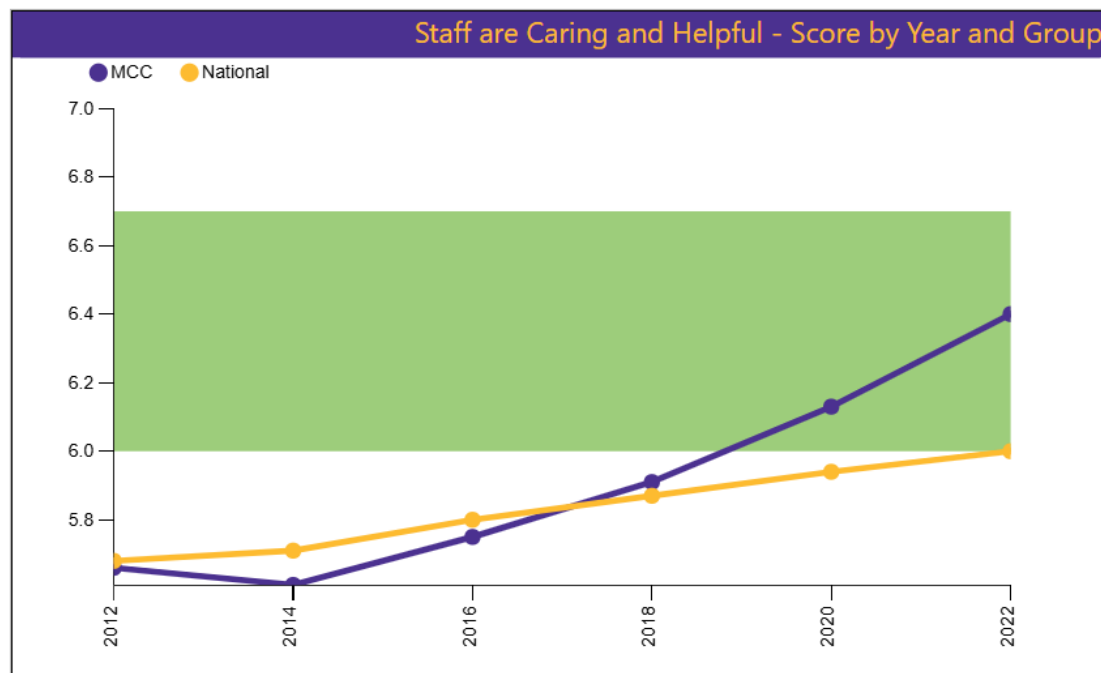
0.7 points or more above the highest national benchmark score during the tracking period.

Valuing People

Current Status:

On Target

Staff are Caring and Helpful



MCC has made substantial progress in this area over the past few survey administrations and falls well above the peer comparison group.

Definition

Rating on the Ruffalo Noel Levitz Student Satisfaction Survey item 1 (The campus staff are caring and helpful). Item is rated on a 7-point scale.

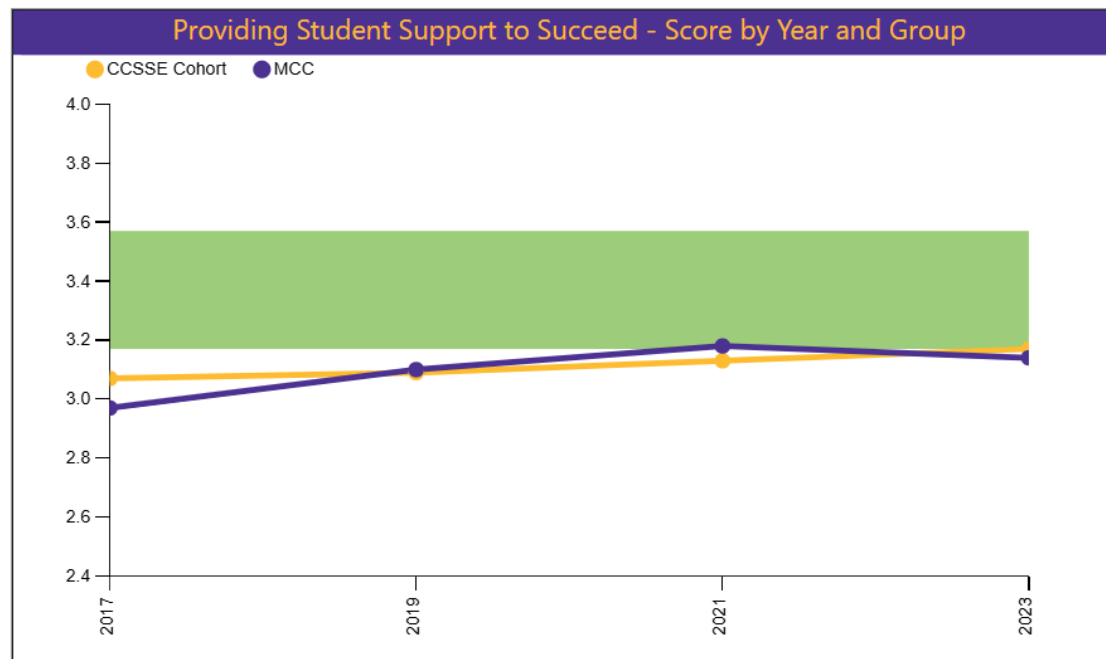
Target

0.7 points or more above the highest national benchmark score during the tracking period.

Valuing People

Current Status:
Needs Attention

Providing Student Support to Succeed



MCC not made much progress in this area over the past few survey administrations and currently falls just below the peer comparison group.

Definition

Rating on the CCSSE Survey item 9b (Providing the support you need to help you succeed at this college). Item is rated on a 5-point scale.

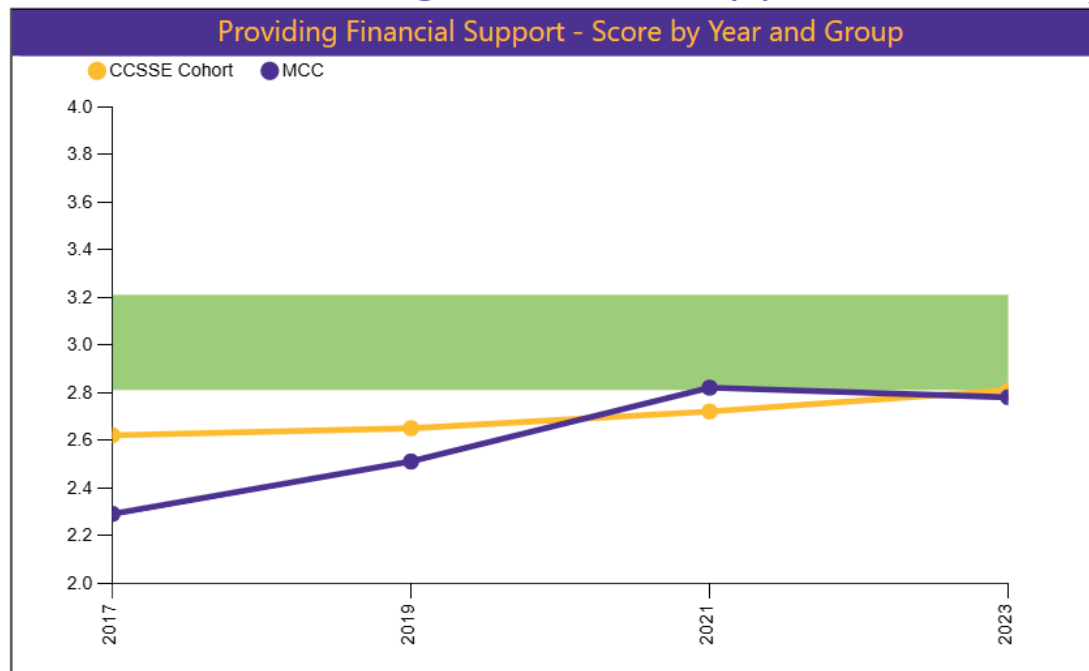
Target

At or above the peer high value or the benchmark median score (50) or improvement over the prior survey administration

Valuing People

Current Status:
Needs Attention

Providing Financial Support



While MCC has improved since 2019, the most recent rating declined slightly from the high point in 2021 and the College currently falls just below the peer comparison group.

Definition

Rating on the CCSSE Survey item 9f (How much does this college emphasize providing the financial support you need to afford your education). Item is rated on a 5-point scale.

Target

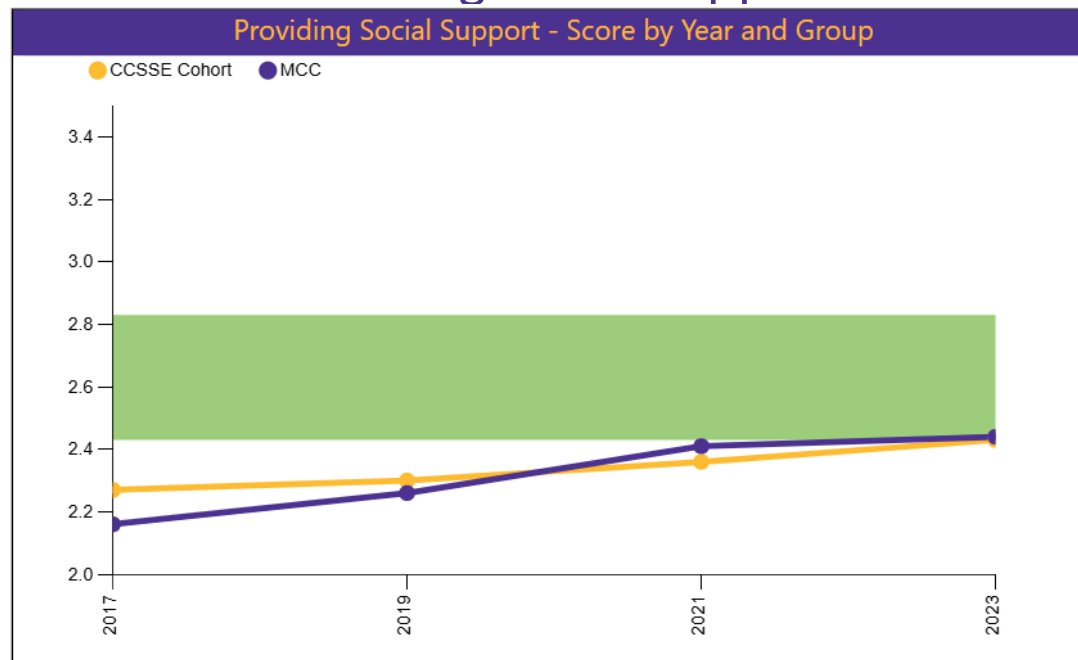
At or above the peer high value or the benchmark median score (50) or improvement over the prior survey administration



Valuing People

Current Status:
On Target

Providing Social Support



MCC has improved over the past few survey administrations and is currently on par with the peer comparison group.

Definition

Rating on the CCSSE Survey item 9e (How much does this college emphasize providing the support you need to thrive socially). Item is rated on a 5-point scale.

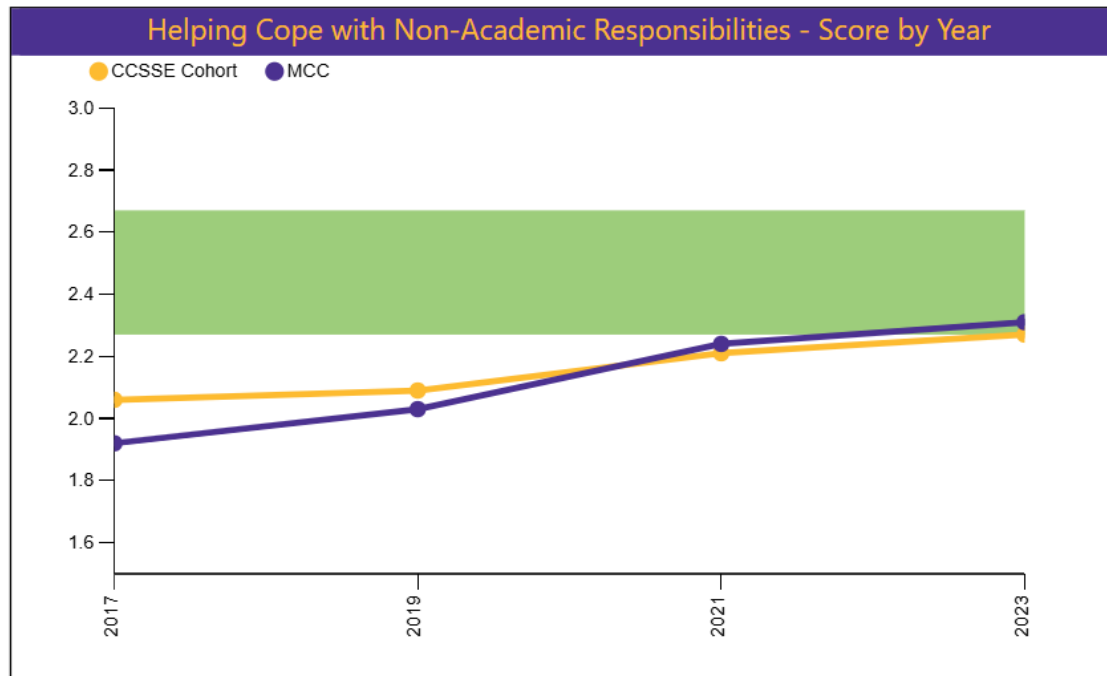
Target

At or above the peer high value or the benchmark median score (50) or improvement over the prior survey administration

Valuing People

Current Status:
On Target

Helping Cope with Non-Academic Responsibilities



MCC has improved over the past few survey administrations and is currently slightly above the peer comparison group.

Definition

Rating on the CCSSE Survey item 9d (How much does this college emphasize helping you cope with your non-academic responsibilities (work, family, etc.)). Item is rated on a 5-point scale.

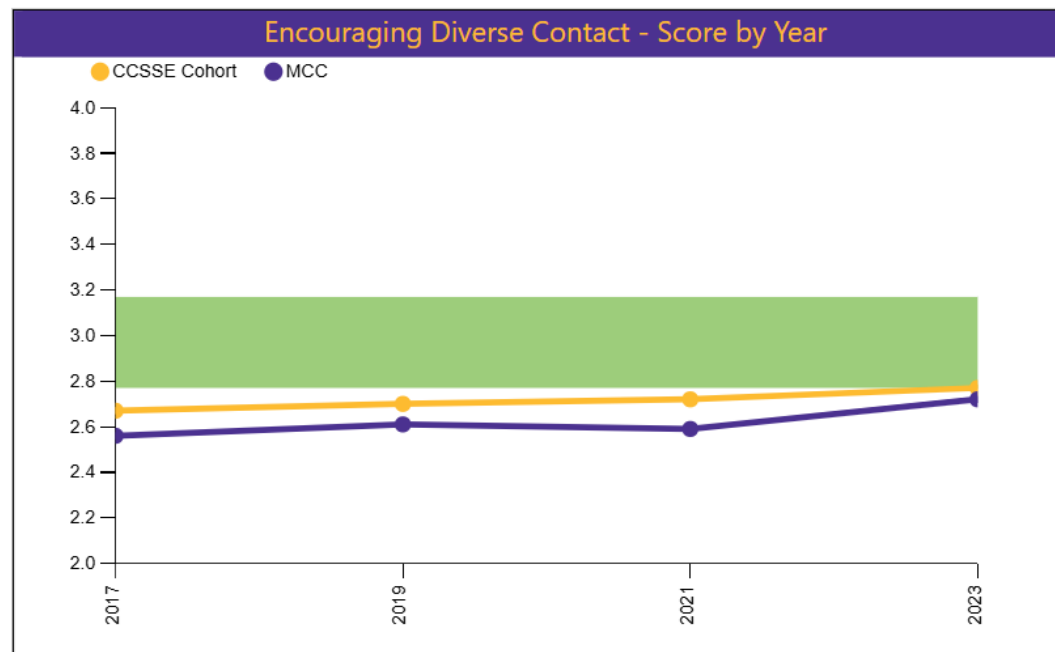
Target

At or above the peer high value or the benchmark median score (50) or improvement over the prior survey administration

Valuing People

Current Status:
Needs Attention

Encouraging Diverse Contacts



While MCC has improved in this area since 2019, it currently falls slightly below the peer comparison group.

Definition

Rating on the CCSSE Survey item 9c (How much does this college emphasize encouraging contact among students from different economic, social, and racial or ethnic backgrounds).

Item is rated on a 5-point scale.

Target

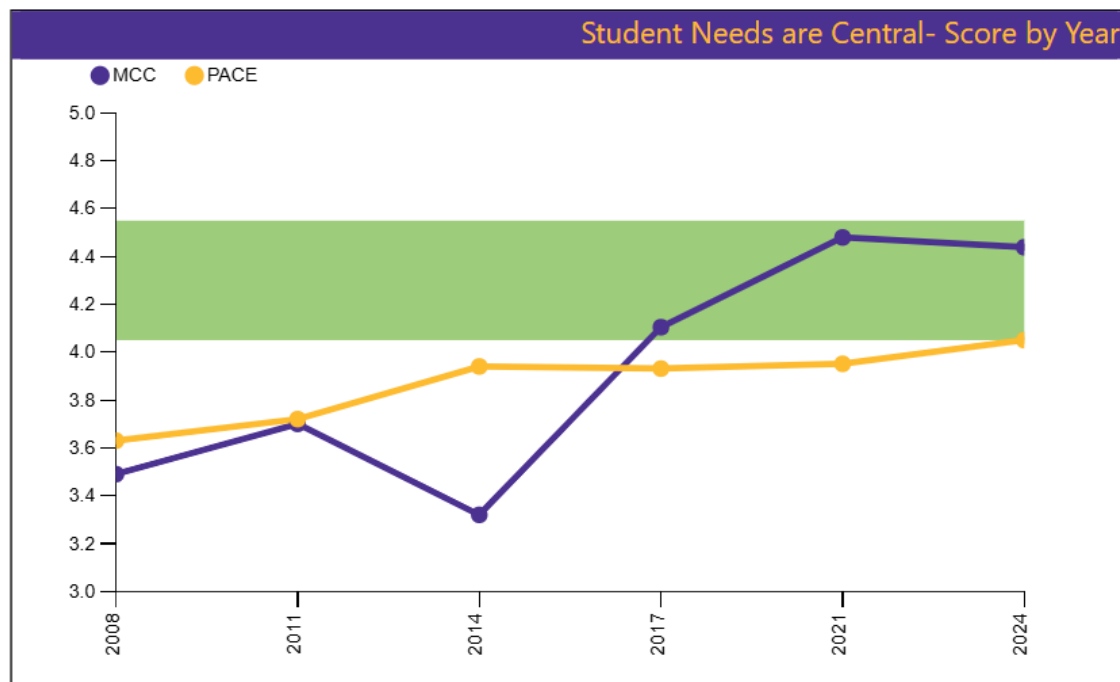
At or above the peer high value or the benchmark median score (50) or improvement over the prior survey administration



Valuing People

Current Status:
On Target

Student Needs are Central



MCC has improved in this area over the past several survey administrations and currently falls well above the peer comparison group.

Definition

Rating on the PACE Survey item 7 (The extent to which student needs are central to what we do). Item is rated on a 5-point scale.

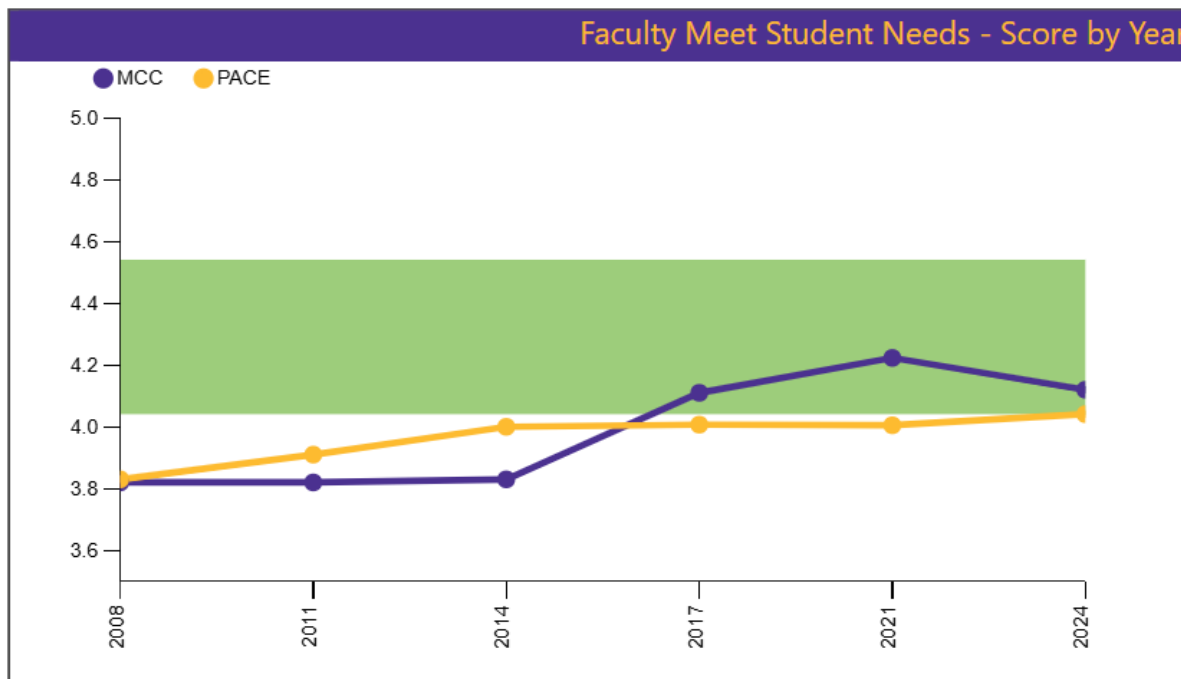
Target

Above the peer 5-year high value

Valuing People

Current Status:
On Target

Faculty Meet Students' Needs



MCC has declined in this area since its previous survey administration though still falls slightly above the peer comparison group.

Definition

Rating on the PACE Survey item 17 (The extent to which faculty meet the needs of students). Item is rated on a 5-point scale.

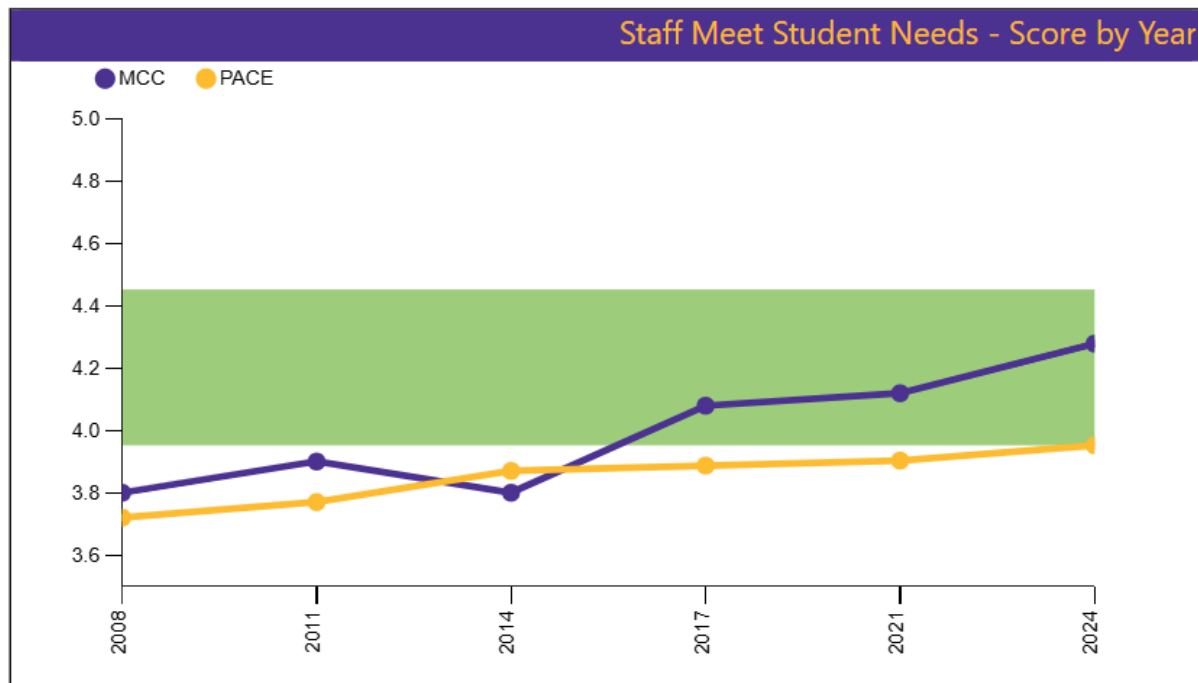
Target

Above the peer 5-year high value

Valuing People

Current Status:
On Target

Staff Meet Students' Needs



MCC has experienced steady growth in this area over the past several survey administrations and continues to fall above the peer comparison group.

Definition

Rating on the PACE Survey item 28 (The extent to which classified personnel meet the needs of students). Item is rated on a 5-point scale.

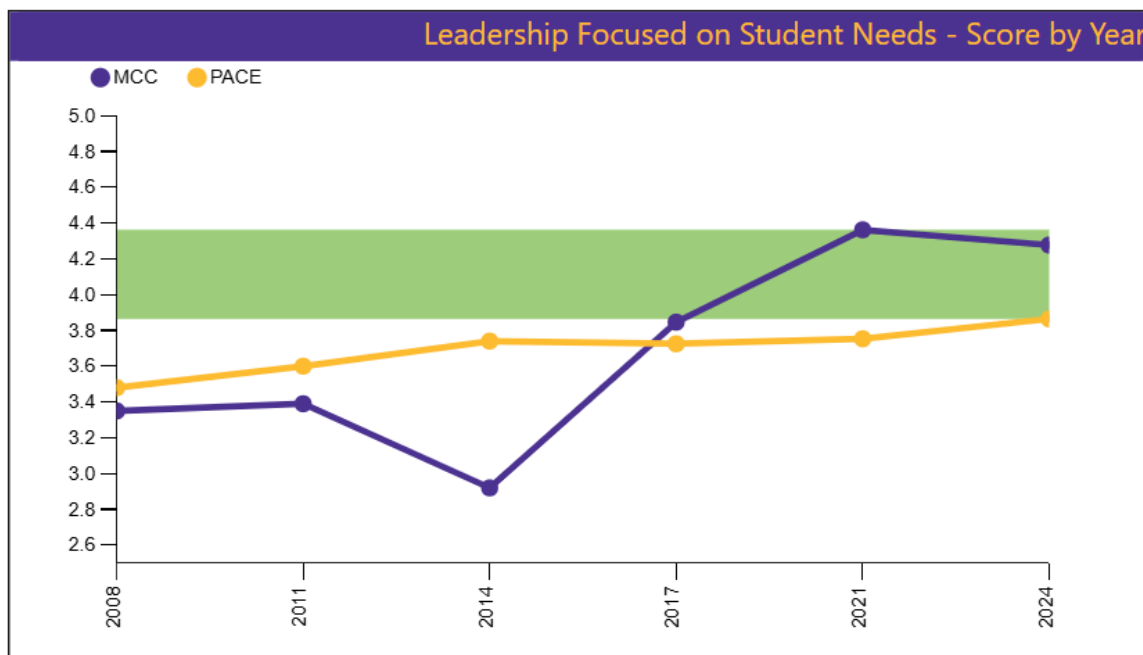
Target

Above the peer 5-year high value

Valuing People

Current Status:
On Target

Leadership Focused on Student Needs



MCC experienced notable growth in this area from 2014 to 2021 but declined slightly in the most recent survey administration. The College continues to fall above the peer comparison group.

Definition

Rating on the PACE Survey item 6 (The extent to which administrative leadership is focused on meeting the needs of students). Item is rated on a 5-point scale.

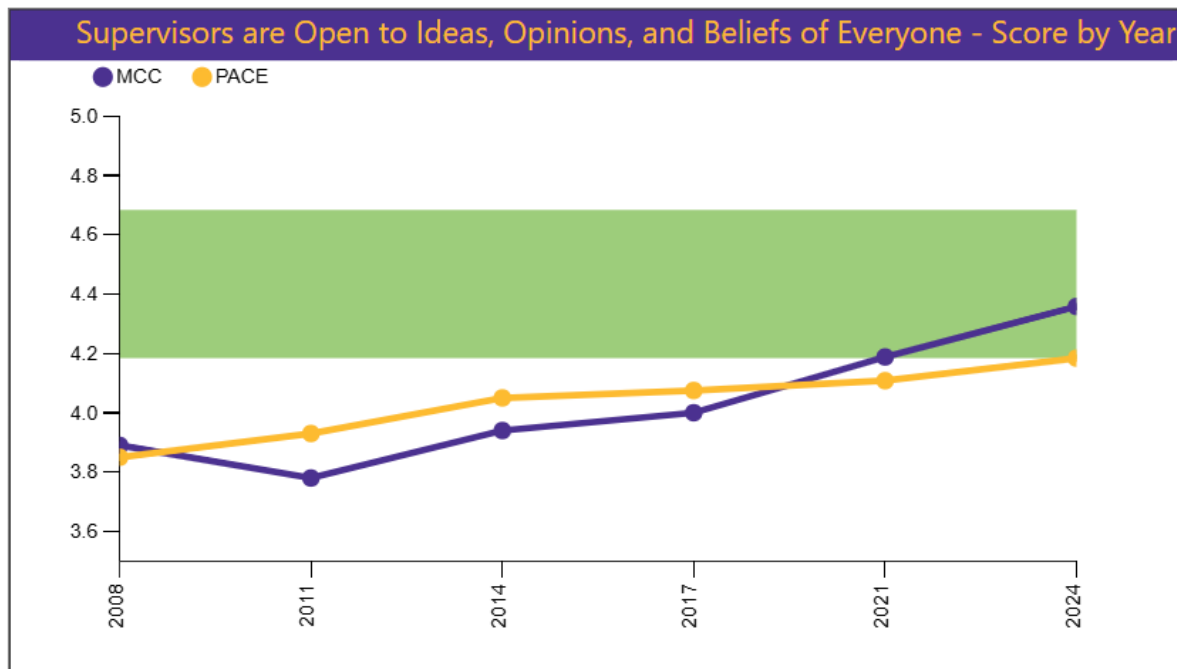
Target

Above the peer 5-year high value

Valuing People

Current Status:
On Target

Supervisors are Open to Ideas



MCC experienced steady growth in this area since 2011 and currently falls above the peer comparison group.

Definition

Rating on the PACE Survey item 9 (The extent to which my supervisor is open to the ideas, opinions, and beliefs of everyone). Item is rated on a 5-point scale.

Target

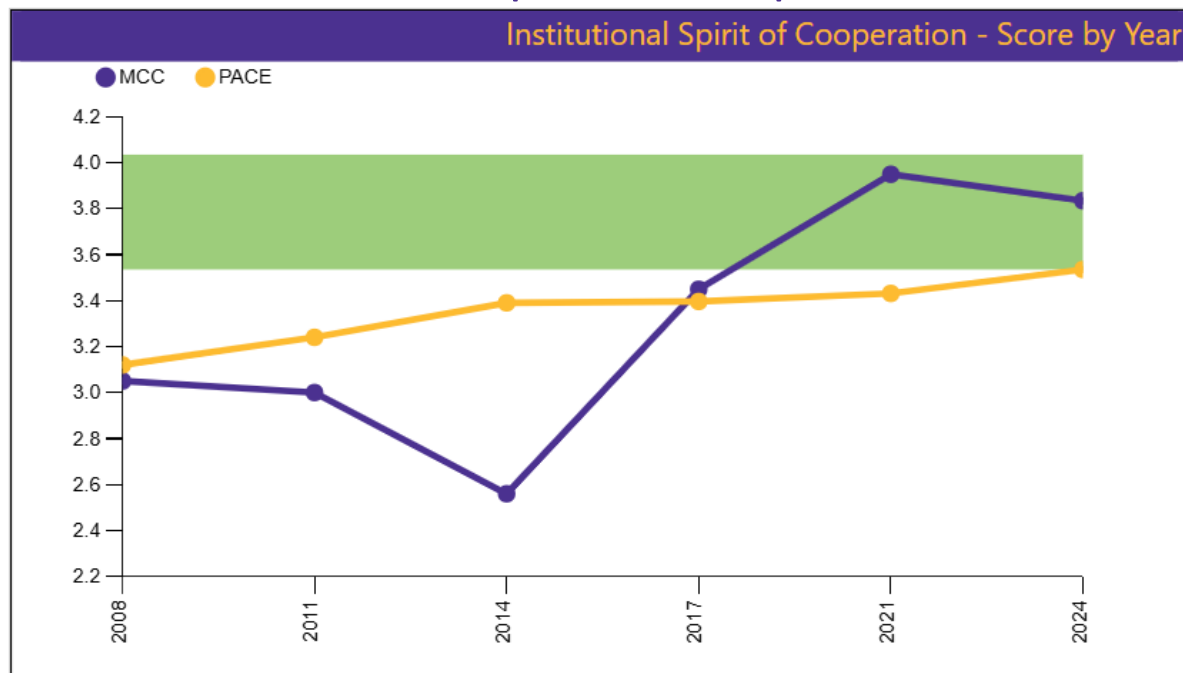
Above the peer 5-year high value

Valuing People

Current Status:

On Target

Institutional Spirit of Cooperation



MCC experienced substantial growth in this area from 2014 to 2021 but has since declined slightly while remaining above the peer comparison group.

Definition

Rating on the PACE Survey item 25 (The extent to which a spirit of cooperation exists at this institution). Item is rated on a 5-point scale.

Target

Above the peer 5-year high value

KPI Dashboard




Current MCC employees can access a dynamic KPI dashboard on the Data page of the employee portal (login required)






[Definitions](#)

Key Performance Indicators




Student Success

-  Needs Attention
-  On Target
-  Exceeds Target

Financial Stability

-  Needs Attention
-  On Target
-  Exceeds Target

Partnerships

-  Needs Attention
-  On Target
-  Exceeds Target

Valuing People

-  Needs Attention
-  On Target
-  Exceeds Target

