	Key Performance Indicator (KPI) Metric	AY 2015/16	AY 2016/17	AY 2017/18	AY 2018/19	AY 2019/20	AY 2020/21 (Preliminary)	AY 2015/16 Base Year Variance Rate
NLC Strategic Student Success Imperatives	Enrollment (Fall Semester)	5,137	4,854	5,327	5,845	6,540	6,660	29.6%
	Degrees Conferred	124	141	305	390	672	TBD	441.9%
	Core Course Completions	222	273	423	463	994	TBD	347.7%
	Productive Grade Rate (PGR) Fall Semester	77.5%	78.0%	78.9%	78.5%	76.4%	78.1%	0.8%
	Course Completion Rate (CCR) Fall Semester	92.2%	91.7%	93.0%	93.1%	91.8%	92.9%	0.8%
	Full -Time (FTIC) Fall to Fall Retention Rate	52.7%	65.8%	62.9%	66.4%	TBD	TBD	13.7% Percentage Increase
	Part - Time (FTIC) Fall to Fall Retention Rate	44.8%	50.2%	55.4%	52.7%	TBD	TBD	7.9% Percentage Increase
	Full -Time (FTIC) Fall to Spring Persistence Rate	82.0%	83.9%	79.8%	84.3%	TBD	TBD	2.3% Percentage Increase
	Part - Time (FTIC) Fall to Spring Persistence Rate	60.6%	63.8%	65.3%	67.7%	TBD	TBD	7.1% Percentage Increase
	3 Year Cohort Graduation Rate	Fall 2012 Cohort	Fall 2013 Cohort	Fall 2014 Cohort	Fall 2015 Cohort	Fall 2016 Cohort	Fall 2017 Cohort	Percentage Change *(Fall 2012 to Fall 2017 FTIC Cohort Groups)*
	Full -Time (FTIC) 3-Year Graduation Rate	8.5%	22.7%	30.8%	23.3%	25.6%	TBD	17.1% Percentage Increase
	Part - Time (FTIC) 3 -Year Graduation Rate	11.2%	14.1%	12.1%	16.1%	16.1%	TBD	4.9% Percentage Increase
	4 Year Cohort Graduation Rate	Fall 2011 Cohort	Fall 2012 Cohort	Fall 2013 Cohort	Fall 2014 Cohort	Fall 2015 Cohort	Fall 2016 Cohort	Percentage Change *(Fall 2011 to Fall 2016 FTIC Cohort Groups)*
	Full -Time (FTIC) 4-Year Graduation Rate	10.6%	15.3%	25.0%	32.7%	25.3%	TBD	14.7% Percentage Increase
	Part - Time (FTIC) 4 -Year Graduation Rate	14.5%	17.4%	24.6%	21.7%	21.1%	TBD	6.6% Percentage Increase
	% of Fall FTIC students who Transferred to a TX Senior Institution in 6 Yrs. (THECB)	26.1%	27.6%	36.7%	34.5%	39.2%	TBD	13.1% Percentage Increase
	% of Fall FTIC students who Transferred to a TX Senior Institution in 6 Yrs. (NSC)	27.9%	34.2%	40.2%	43.4%	43.4%	TBD	15.5% Percentage Increase
	NLC Students Employed and/or Enrolled Within 6 Months of Graduation	94.6%	88.9%	90.4%	90.0%	TBD	TBD	4 Year Average: 91.0%
CCSSE: 5 Areas of Student Engagement Domains	Academic Challenge		50.2%		↑ 51.9%		TBD	Average AY 18/19 CCSSE Score: 51.5%
	Active & Collaborative Learning		52.2%		↑ 54.2%		TBD	
	Student Effort		47.9%		↑ 50.2%		TBD	
	Student - Faculty Interaction		48.0%		↑ 50.7%		TBD	
	Support for Learners		49.7%		↑ 50.6%		TBD	
Noel Levitz: 12 Student Areas of Importance Results & Satisfaction	Academic Advising/Counseling	5.63		↑ 5.72		↑ 5.97		3 Year Noel Levitz Average SSI Score: 5.92
	Academic Services	6.09		↑ 6.22		↑ 6.24		
	Admissions and Financial Aid	5.62		↑ 5.70		↑ 5.87		
	Campus Climate	5.81		↑ 5.90		↑ 6.04		
	Campus Support Services	5.65		↑ 5.73		↑ 5.93		
	Concern for the Individual	5.68		↑ 5.79		↑ 5.97		
	Instructional Effectiveness	5.83		↑ 5.94		↑ 6.11		
	Registration Effectiveness	5.85		↑ 5.91		↑ 6.01		
	Responsiveness to Diverse Populations	6.04		↑ 6.06		↑ 6.27		
	Safety and Security	5.88		↑ 6.00		↑ 6.20		
	Service Excellence	5.76		↑ 5.86		↑ 6.00		
	Student Centeredness	5.85		↑ 5.96		↑ 6.05		

Organization Learning

NLC Strategic Goal I Quality Teaching, Learning & Student Success

Strategic Enrollment Management

Objective I
Enhanced Learning

Strategy (3)
Faculty/Staff Collaboration

Strategy (4)
Expand & Increase Academic Support Services

**Student Areas of importance & Satisfaction*

Aligned Measures

- PDP Profiles
- Tableau Equity Profiles
- Student Learning Outcomes
- Student Engagement Surveys
- Retention Analytics
- Student Profile Multi-Generational Analysis

Objective II
Student Support & Engagement

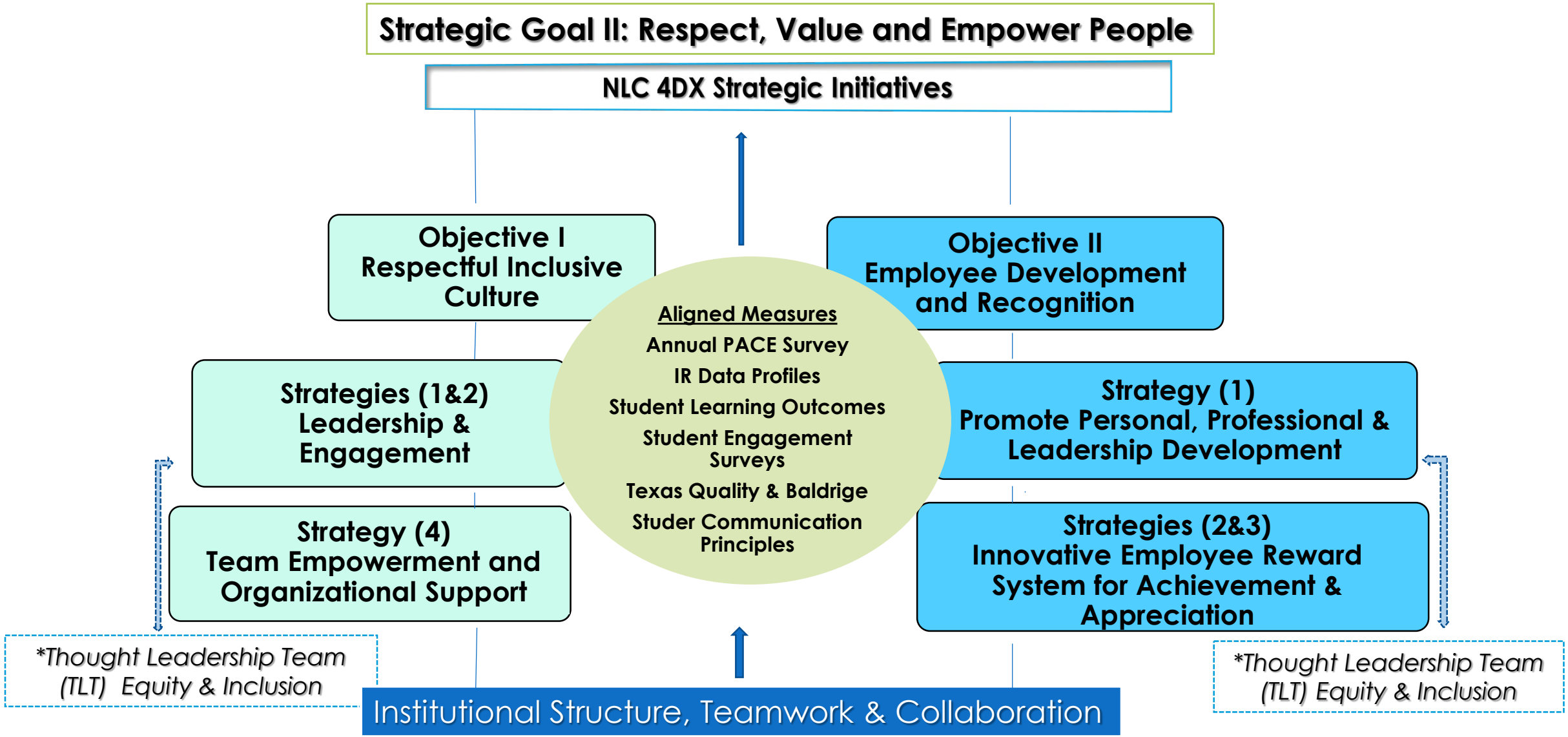
Strategy (3)
Student Engagement & Innovations for Student Success

Strategies (4&5)
Process Integration & Student Support Services Awareness

**Student Areas of Importance & Satisfaction*

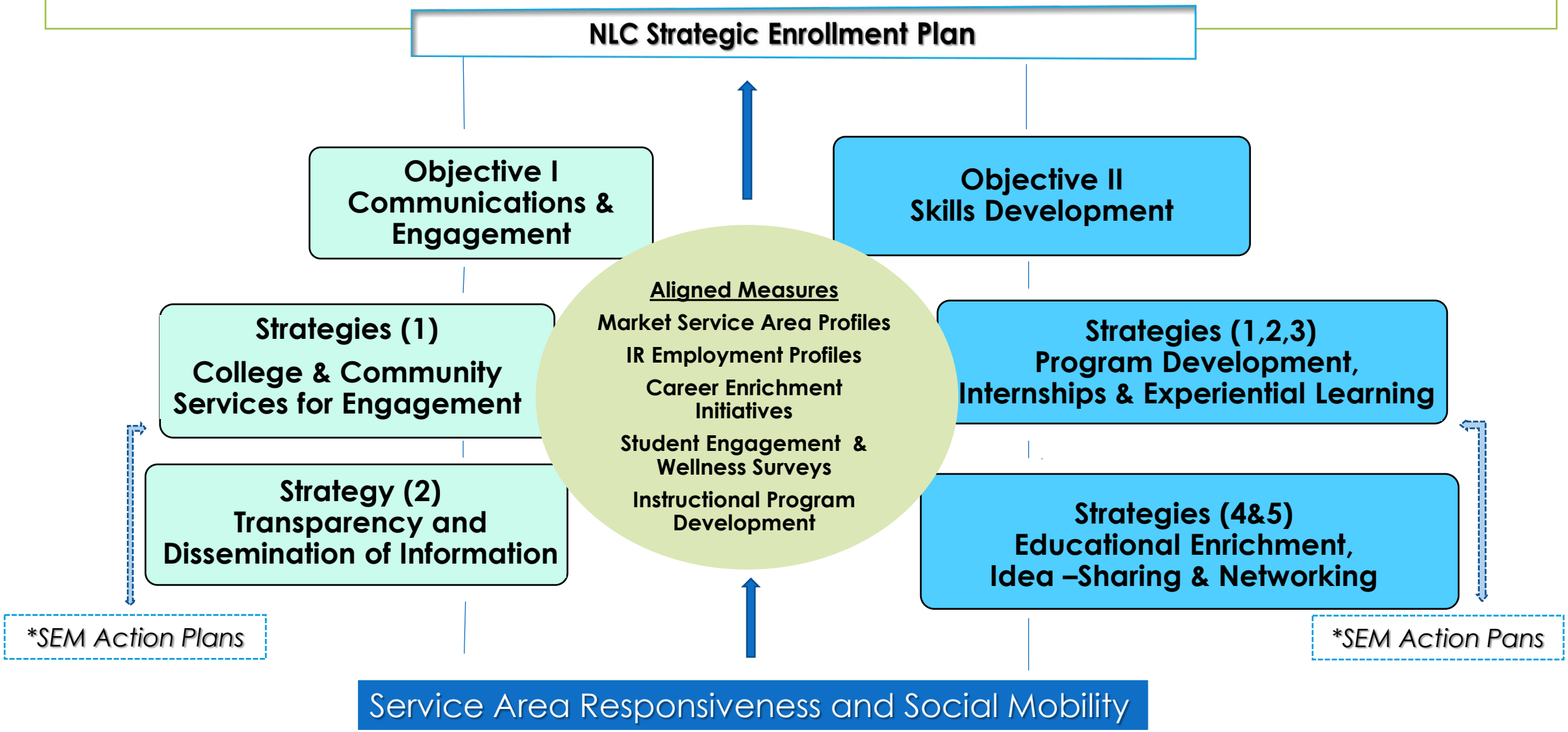
Increase Enrollment, Persistence, Transfer Rates, Degree Completions & Success Measures

Organization Learning



Organization Learning

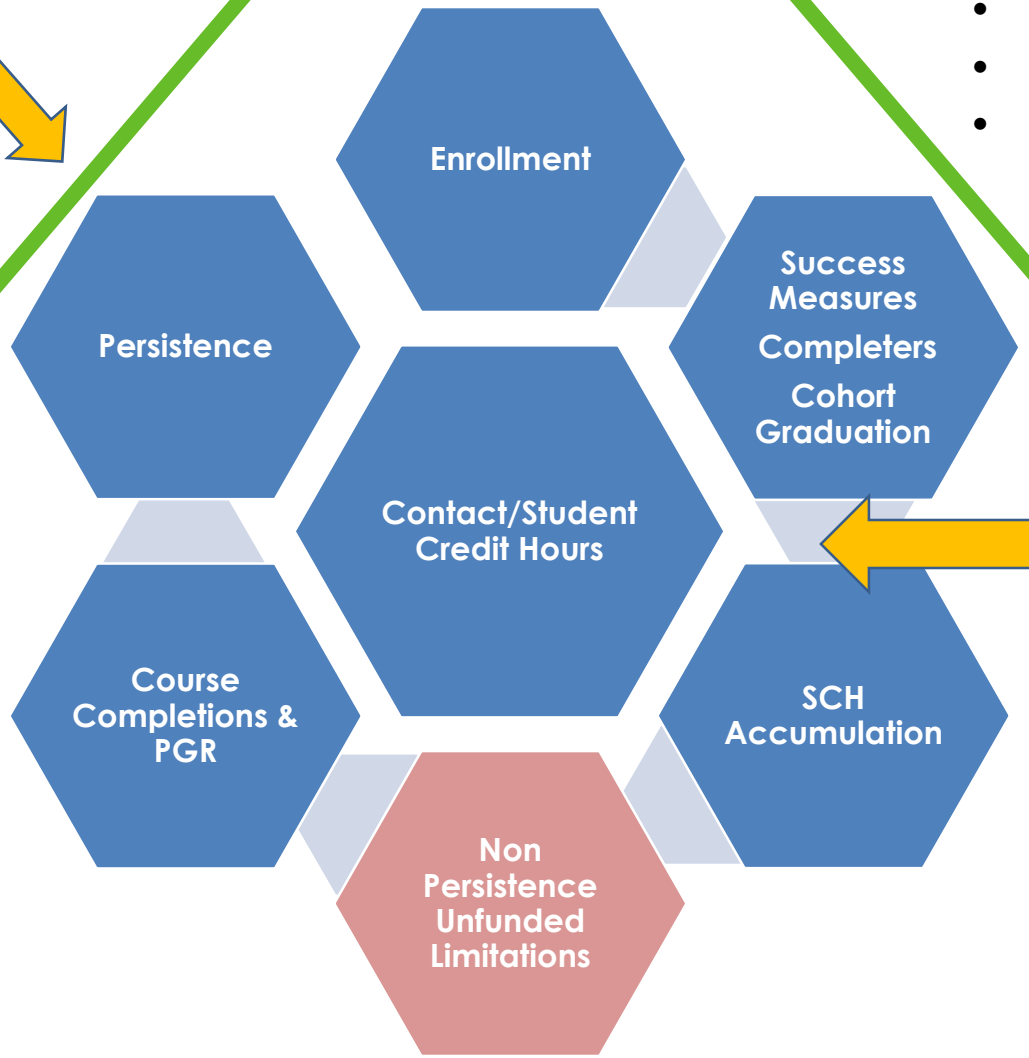
Strategic Goal III: Enrich Internal and External Community Engagement and Communications



Data Triangulation NLC Annual Performance Update

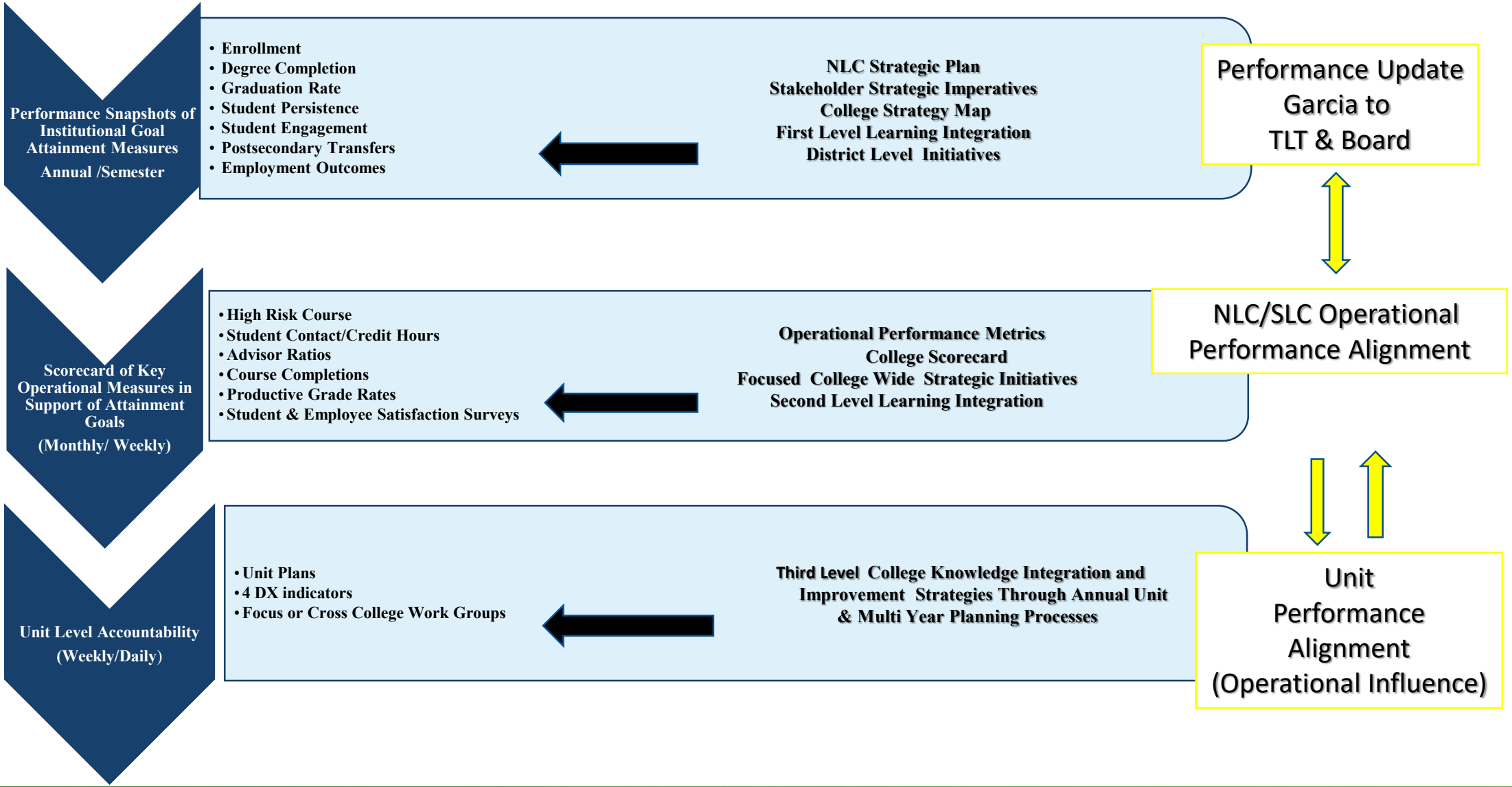
Data Profiles:
- Enrollment Scrub
- Tableau Profiles
- Hanover Dashboard

Data Profiles:
- Student Engagement Results
- State Reports & Certification
- Student Clearinghouse PDP



Common Seam
Contact Hour Generation & Maintenance

NLC Operational Alignment Levels



SLC ☆ Critical Role Agenda Development