

Indicator	Key Performance Indicator	2015 Baseline	2016 Actual (Nov 2016)	2020 Target	G1: Academic Quality	G2: Student-Centered Service	G3: Performance-Based Culture	G4: Employee Development	G5: Resources	G6: Community Partnerships	G7: Marketing
1	Annual Degrees and Certificates Awarded	2,560	2,300	2,964	X	X	X			X	
2	Fall-to-Fall Retention Rate (Full-Time)	54.7%	56.5%	60%	X	X	X				
3	Three-Year Graduation Rate (Full-Time)	14.0%	13.6%	16%	X	X	X				
4	Three-Year Graduation Rate for Underrepresented Minority Students (Full-Time)	12.3%	11.3%	14%	X	X	X				
5	Three-Year Success Rate (University Transfer and/or Graduation; Full-Time)	29.7%	28.6%	35%	X	X	X			X	
6	Overall Licensure and Certification Pass Rate	89.0%	87.7%	90%	X		X			X	
7	Percentage of Enrolled Students Seen in Advising	75.0%	76.4%	95%		X					
8	Student-to-Advisor Ratio	1,044 to 1	718 to 1	300 to 1		X			X		
9	Percentage of First-Time Degree/Certificate-Seeking Developmental Education Students who Complete Developmental Requirements within One Year	19.8%	20.1%	50%	X	X					
10	Percentage of First-Time Full-Time Degree/Certificate-Seeking Students who Earn 24 Credit Hours within One Year	22.1%	22.8%	35%	X	X					
11	Yield Rate (% of those Admitted who Enrolled)	44.1%	44.7%	50%		X	X			X	
12	Percentage of Full-Time Employees with Performance Appraisals and Goals using Improved Appraisal Form	82.0%	99.0%	100%			X	X			
13	Ratio of Full-Time Staff Employees of Color / Regional Population Value	.99 to 1	.98 to 1	1.00 to 1				X			
14	Ratio of Full-Time Faculty of Color / National Qualified Population Value	.79 to 1	.88 to 1	.90 to 1				X			
15	HLC Total Composite Financial Indicator Score	1.08	0.39	1.70					X		

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16	Instructional Expenses as a Percentage of Total Expenditures	46.0%	46.0%	49%	X			X	X		
17	Utilities Cost Per Square Foot	\$1.53	\$1.45	\$1.37					X		
18	Gas and Electric Energy Use Intensity (kBtu/sq ft, or thousand British Thermal Units/Square Feet)	109 kBtu/sq/ft	99 kBtu/sq/ft	90 kBtu/sq/ft					X		
19	Federal Grants Expended Annually	\$5,460,411	\$5,269,944	\$6,500,000					X		
20	Foundation Total Assets	\$9,820,190	\$9,580,371	\$15,000,000					X		X
21	Number of Memorandum of Understanding (MOU) Agreements with Local Businesses	0	22	40						X	
22	Percentage of Students in Workforce Majors (AAS/Cert; Fall Semester)	34.0%	32.0%	40%						X	
23	Service Area Market Share	24.4%	23.4%	25%			X			X	
24	Ratio of Students of Color / Population Value	1.11 to 1	1.15 to 1	1.20 to 1						X	
25	Percentage of AA/AS Majors with Articulation Agreements with University Partners	70.0%	73.0%	100%						X	
26	Percentage of TCC Website Users who Visit Apply Page	6.9%	11.5%	15%						X	X
27	Unaided Awareness of TCC among General Public	16.0%	Available in 2017	20%							X