

## SJVC Balanced Scorecard Measure Definitions

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<b>College Achievement of Financial Plan</b>	Percentage of campuses achieving campus financial plan target.
<b>Lives Served</b>	Individuals served by SJVC including student enrolled in programs, NDS, and employers.
<b>Extern-to-Hire</b>	Percentage of placements hired from extern site.
<b>Institutional Loan Repayment</b>	Percentage of students with institutional loan current (within 30 days).
<b>On-Time Graduation</b>	Cumulative rating of on-time grad rate (within 10 days).
<b>Timely Licensure</b>	Percentage of students that obtain license within program defined determination dates deadline.
<b>Job Order Management</b>	Percentage of opened job orders that have an interview held within 7 days.
<b>Employer Presentations</b>	Cumulative percentage of employer presentations made based on campus goals.
<b>Percentage of Drops Re-Entering</b>	Percentage of Student Re-Entry Goal achieved.
<b>LOA Return Success</b>	Percentage of students that return from LOA* and pass course(s).
<b>Exit Interview</b>	Percentage of students that score proficient (80%) in the Exit Interview overall rubric.
<b>Soft Skills</b>	To be determined.
<b>Student LO Achievement</b>	Average student LO achievement percentage.
<b>Instructional Effectiveness Survey</b>	Percentage of faculty that achieve $\geq 3$ scores on designated survey questions.
<b>Instructional Effectiveness Obs.</b>	Percentage of faculty achieving 3 "yes" (100% ONL) observation scores.
<b>Timely AY Packaging</b>	Percentage of students that are fully packaged for each Academic Year (AY): 1, 2, and 3.
<b>Consolidated Auto-pay &amp; Co-borrower</b>	Percentage of student enrollment in auto-pay or co-borrower for institutional loans.
<b>First Term Success</b>	Percentage of core students that have a 2.5GPA at the end of First Term (15 weeks).
<b>Campuses Achieving Conversion Rate</b>	Percentage of campuses achieving Lead to Enroll conversion rate standard.
<b>Starts to Goal</b>	Percentage of actual starts on the campus and institutional goal
<b>Retention of High Performers</b>	Retention of high performing employees in strategic job families.
<b>Employee LO Achievement</b>	New employees, in strategic job families, performance on 90-day eCourse.
<b>Engagement Score</b>	To be determined.
<b>Leader Performance</b>	Cumulative performance rating of defined outcomes, specific to each vertical.
<b>Talent Readiness</b>	Percentage of employees with $\geq 90$ days of employment for the 4 Strategic Job Families.
<b>Percentage of Open Positions</b>	Cumulative percentage of open positions based off established employee head count.

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