



***National Community College Benchmarking Project
Illinois Valley Community College
Executive Summary
Spring, 2018***

***Office of Institutional Research
November, 2018***

Abstract

The National Community College Benchmarking Project (NCCBP) has been conducted annually at Illinois Valley Community College (IVCC) since 2007. The NCCBP allows the College to analyze and compare IVCC's performance on 150 collegiate benchmarks, including student demographics, measures of student success, faculty and staff characteristics, workforce and community outreach, institutional characteristics, and effectiveness metrics. This summary details the Strengths and Opportunities for Improvement identified in the National Report.

Matthew P. Suerth, M.A.
Matt_Suerth@ivcc.edu

**National Community College Benchmarking Project
Strengths & Opportunities for Improvement Report
Executive Summary
Spring, 2018**

**Institutional Research
Illinois Valley Community College
November, 2018**

Strengths & Opportunities

The National Community College Benchmarking Project (NCCBP) has been conducted annually at Illinois Valley Community College (IVCC) since 2007. The 2018 NCCBP national administration included 239 participating community colleges, down slightly from 242 in 2017. Participation is voluntary so the number of contributing colleges fluctuates yearly as colleges self-select whether or not to participate. According to NCCBP, “Each college has the opportunity to compare its performance to other community colleges on over 150 collegiate benchmarks, including student demographics, measures of student success, faculty and staff characteristics, workforce and community outreach, institutional characteristics, and effectiveness metrics.” In the State of Illinois, 20 community colleges participated in the spring 2018 administration, the same number as 2017. The 2018 report includes nine rural (including IVCC), nine suburban, and two urban college campuses from throughout Illinois (see *Appendix C* for list). This report provides a brief overview of the most recent findings and will focus on selected strengths and opportunities for improvement identified for IVCC by The National Community College Benchmarking Project’s National Report as part of its statistical analysis.

Strengths

NCCBP considers a college’s strengths as any benchmark metric above the 75th percentile on the National Report. Every benchmark score is converted to a percentile rank for each college. In 2018, 26 benchmarks were considered strengths at IVCC, a slight decrease from 27 in 2017. This year, IVCC’s strengths were concentrated in three general areas: academic course completion/higher education persistence rates, institutional finances, and rankings on national student satisfaction inventory surveys. The five highest ranking benchmarks revolve around academic indicators such as percent of passing grades received and academic term persistence rates. IVCC’s two highest ranked metrics, in the 98th and 96th percentile respectively, include academic indicators, “% of Students that Received a Passing Grade

in their **First College-Level Math** Course of those that completed a **Developmental/Remedial Math** Course,” and “% of Students that Received a Passing Grade in their **First College-Level Writing** Course of those that completed a **Developmental/Remedial Writing** Course.” The third and fourth highest benchmarks include “Next-term Persistence Rate” and “Fall-fall Persistence Rate” both of which are ranked in the 96th percentile. Rounding out the top five includes another course success related benchmark, “% of Students that Received a Passing Grade of those that Completed Speech” course ranked at the 95th Percentile.

IVCC’s previous (2017) highest ranked metric, in the 96th percentile, was a financial indicator, “Viability Ratio,” which now ranks 6th in 2018 with a 94th percentile after a slight decline from 2017. In a second financial indicator, the College ranks high (15th) on “Net Operating Revenue Ratio” for the second year in a row (85th percentile). IVCC ranks a respectable 24th with a “Primary Reserve Ratio” in the 75th percentile.

Several of the benchmarks NCCBP calculates derive their value from nationally developed student satisfaction surveys. In the College’s case, IVCC utilizes the Noel Levitz Student Satisfaction Inventory to measure students’ satisfaction with their educational experience. Noel Levitz is a nationally normed student satisfaction survey that has been administered every three years since 2004 and most recently in spring, 2017. The NCCBP Report benchmarks Noel Levitz scores against participating colleges and utilizes IVCC’s results for its own benchmarking purposes. Over a quarter of IVCC’s strengths, in seven benchmarks, are calculated from measurements on the Noel Levitz satisfaction inventory. On multiple measures, IVCC ranks well above the national average in both service and atmospheric components of the survey.

In the service category, IVCC ranks in the 94th percentile of “Satisfaction with Academic Service” followed by “Satisfaction with Admissions and Financial Aid”, “Satisfaction with Registration Effectiveness” and “Satisfaction with Service Excellence,” all ranked 89th, 88th and 87th percentile, respectively. On atmosphere measures, IVCC ranks highly. For instance, “Satisfaction with Safety and Security” ranks in the 91st percentile while “Satisfaction with Response to Diverse Populations” ranks in the 81st percentile. The final Noel Levitz service benchmark includes “Satisfaction with Academic Advising/Counseling” which achieves a respectable rank in the 80th percentile. Most of these benchmarks ranked high in the 2017 report as well, continuing a positive trend in student satisfaction.

Furthermore, IVCC excels in a number of academic measures related to course completion and success. Course related strengths include, “% of Students that Received a passing Grade of those that Completed Credit Courses” (82nd percentile), “% of Students that received a Passing Grade of those that Completed English Comp I” (80th percentile) and “% of Students that received a Passing Grade of those that Completed English Comp II” (75th percentile). The College’s English Comp classes, as with the previously discussed course grades, consistently rank high in the NCCBP rankings.

Additional course completion metrics where IVCC performed well include, “% of Students Receiving a Passing Grade from those Completing Distance Learning Classes” (77th percentile), and “% of Students that Received a Passing grade in College-Level Courses of those that Completed the Course” (75th percentile). Overall, the College does a commendable job at advancing students through college-level course work. However, this year only one benchmark related to developmental course success received a satisfactory ranking. For instance, “% of Students that Received a Passing Grade in Reading Developmental/Remedial Courses of those that Completed the Course” ranked 10th in strengths with a 90th percentile score.

IVCC also performs well in the area of academic persistence based on IPEDS persistence data. Academic persistence, as measured by longitudinal transfer activity, is represented by “% of Full-Time, First-Time students that Completed **OR** Transferred in Two Years” (87th percentile), “% of Full-Time, First-Time Students that Transferred in Two Years” (82nd percentile) and finally, “% of Full-Time, First-Time Students that Completed in Two Years” (79th percentile).

A significant change over the last two report years includes a category now identified as a new strength that was previously identified as an opportunity for improvement. The “% of Public Meeting Attendees (duplicated) from the Service Area Population,” now ranks IVCC in the 82nd percentile. Last year IVCC ranked in the 87th percentile. IVCC’s attendance tracking at campus events has become more intentional which accounts for the improved ranking the previous two years.

Benchmarks that dropped out of the Strengths category this year include, “% of Full-Time, First-Time students that Completed **OR** Transferred in Three Years” (89th percentile in 2017), “% of Students the Received a passing Grade of those the Completed College Algebra” (79th percentile in 2017), and “% of Students that Received a Passing Grade in their First College-Level Math Course of those that completed a Developmental/Remedial Math Course” (79th percentile in 2017).

Opportunities for Improvement

NCCBP considers Opportunities for Improvement as any benchmark falling below the 25th percentile on the National Report. In 2018, four benchmarks were identified as Opportunities for Improvement at IVCC, similar to 2017 which had five identified Opportunities for Improvement. According to the report, the area most in need of improvement, at the 9th percentile, is the *“Ratio of Minority employees of the Minority Population of the Service Area.”* This represents a drop from 2017 when IVCC ranked in the 14th percentile. Although compared unfavorably to national benchmarks, IVCC’s annual demographic report notes that IVCC’s student and employee demographics are consistent with area minority demographics.

As discussed in the Strengths’ section, in addition to utilizing the Noel Levitz satisfaction survey as a benchmark, the NCCBP Report also utilizes the *“Community College Survey of Student Engagement (CCSSE) Academic Challenge Benchmark Mean”* as one of its benchmarks. Here the College ranks in the 13th percentile. It ranked in the 18th percentile in the 2017 report. The College identified this metric as an area in need of improvement in its own CCSSE assessment after the spring 2018 survey administration. Multiple factors may be contributing to this low score and ranking in both national surveys. Additional research may help shed light on why this this important metric continues to receive low marks from students.

For the second year, a financial indicator appears in the improvement section. *“Return on Net Assets Ratios”* ranks in the 22nd percentile. A slight improvement over the 20th percentile in 2017. The final benchmark identified is the *“% of Distance Learning Credit Hours of Total Credit Hours,”* has a ranking at the 25th Percentile. The number of students taking and passing distance learning courses is a strength but the overall percent of distance learning credit hours compared to total credit hours is small, thus accounting for the opportunities discrepancy. The College is aware of this discrepancy and is working on increasing the number of course offerings to address this shortcoming.

Conclusions

This report is meant to give a brief overview of the spring 2018 administration of the National Community College Benchmark Project. Encouragingly, like previous years, the College’s Strengths surpass its Opportunities for Improvement by a six-to-one ratio. The strengths benchmarks cover important areas in persistence, student satisfaction with IVCC, and academic course completion. In most

areas, IVCC compares favorably with the national cohort. The Opportunities for Improvement benchmarks, while fewer in number, represent challenges that the College can overcome with continued effort that directly addresses problem areas. Continued improvement in state financial support along with institutional efforts in each of these areas should provide sufficient resources to generate the needed improvements.

Finally, a word of caution is in order in regards to the value of the percentile rank metric: A high ranking as well as a low ranking does not necessarily reflect the true value of the underlying number. A college may rank high on any particular benchmark but that is only relative to all other colleges. For instance, community colleges historically have low retention and graduation rates. Therefore, no college should feel complacent by a high percentile rank when their actual rate may only be in the mid-thirties. Low percentile rankings should also be reviewed with caution and can be affected by local conditions beyond the institution's control. Illinois Valley Community College should use these benchmark metrics as a guide when comparing its success and shortcomings to the national cohort but it should always strive to improve the underlying numbers and not just its ranking.

Appendix A

National Community College Benchmark Project 2018 Strengths & Opportunities for Improvement IVCC Specific Percentile Rankings

STRENGTHS – 26

Your institution (IVCC) reported values for the benchmarks below that are above the 75th percentile.

1. % of Students that Received a Passing Grade in their First College-Level Math Course of those that Completed a Developmental/Remedial Math Course

Your Rank - 98th Percentile

2. % of Students that Received a Passing Grade in their First College-Level Writing Course of those that Completed a Developmental/Remedial Writing Course

Your Rank - 96th Percentile

3. Next-term Persistence Rate

Your Rank - 96th Percentile

4. Fall-fall Persistence Rate

Your Rank - 96th Percentile

5. % of Students that Received a Passing Grade of those that Completed Speech – Course Completion

Your Rank - 95th Percentile

6. Viability Ratio – Ranked 1st in 2017 Report. *Financial*

Your Rank - 94th Percentile

7. Percent AY Completers

Your Rank - 94th Percentile

8. **Noel Levitz**: Satisfaction with Academic Services

Your Rank - 94th Percentile

9. **Noel Levitz:** Satisfaction with Safety and Security

Your Rank - 91st Percentile

10. % of Students that Received a Passing Grade in Reading Developmental/Remedial Courses of those that Completed the Course

Your Rank - 90th Percentile

11. **Noel Levitz:** Satisfaction with Admissions and Financial Aid

Your Rank - 89th Percentile

12. **Noel Levitz:** Satisfaction with Registration Effectiveness

Your Rank - 88th Percentile

13. **Noel Levitz:** Satisfaction with Service Excellence

Your Rank - 87th Percentile

14. % of Full-Time, First-Time Students that Completed OR Transferred in Two Years

Your Rank - 87th Percentile

15. Net Operating Revenue Ratio. *Financial*

Your Rank - 85th Percentile

16. % of Students that Received a Passing Grade from those that Completed Credit Courses

Your Rank - 82nd Percentile

17. % of Public Meeting Attendees (duplicated) from the Service Area Population

Your Rank - 82nd Percentile

18. % of Full-Time, First-Time Students that Transferred in Two Years

Your Rank - 82nd Percentile

19. **Noel Levitz:** Satisfaction with Responsiveness to Diverse Populations

Your Rank - 81st Percentile

20. **Noel Levitz:** Satisfaction with Academic Advising/Counseling

Your Rank - 80th Percentile

21. % of Students that Received a Passing Grade of those that Completed English Comp I

Your Rank - 80th Percentile

22. % of Full-Time, First-Time Students that Completed in Two Years

Your Rank - 79th Percentile

23. % of Students Receiving a Passing Grade from those Completing Distance Learning Classes

Your Rank - 77th Percentile

24. Primary Reserve Ratio. *Financial*

Your Rank - 75th Percentile

25. % of Students that Received a Passing Grade of those that Completed English Comp II

Your Rank - 75th Percentile

26. % of Students that Received a Passing Grade in College-Level Courses of those that Completed the Course

Your Rank - 75th Percentile

OPPORTUNITIES FOR IMPROVEMENT – 4

Your institution (IVCC) reported values for the benchmarks below that are below the 25th percentile.

1. Ratio of Minority Employees of the Minority Population of the Service Area

Your Rank - 9th Percentile – 14th Percentile in 2017

2. **CCSSE** Academic Challenge Benchmark Mean

Your Rank - 13th Percentile – 18th percentile in 2017

3. Return on Net Assets Ratio - *Financial*

Your Rank - 22nd Percentile – 20th Percentile in 2017

4. % of Distance Learning Credit Hours of Total Credit Hours

Your Rank - 25th Percentile

Appendix B

National Community College Benchmark Project 2017 Strengths & Opportunities for Improvement IVCC Specific Percentile Rankings

Your institution (IVCC) reported values for the benchmarks below that are above the 75th percentile or below the 25th percentile.

| Strengths | Rank |
|---|-----------------------------|
| 1. Viability Ratio | 96 th Percentile |
| 2. Noel Levitz: Satisfaction with Academic Services | 96 th Percentile |
| 3. Noel Levitz: Satisfaction with Safety and Security | 95 th Percentile |
| 4. Noel Levitz: Satisfaction with Responsiveness to Diverse Populations | 95 th Percentile |
| 5. % of Students that Received a Passing Grade of those that Completed Speech | 94 th Percentile |
| 6. Noel Levitz: Satisfaction with Registration Effectiveness | 92 th Percentile |
| 7. Noel Levitz: Satisfaction with Admissions & Financial Aid | 92 th Percentile |
| 8. Fall-fall Persistence Rate | 89 th Percentile |
| 9. % of Full-Time, First-Time Students that Completed OR Transferred in Three Years | 89 th Percentile |
| 10. % of Public Meeting Attendees (duplicated) from the Service Area Population | 87 th Percentile |
| 11. % of Full-Time, First-Time Students that Transferred in Two Years | 87 th Percentile |
| 12. % of Full-Time, First-Time Students that Completed OR Transferred in Two Years | 87 th Percentile |
| 13. % of Full-Time, First-Time Students that Transferred in Three Years | 85 th Percentile |
| 14. Noel Levitz: Satisfaction with Service Excellence | 84 th Percentile |
| 15. Noel Levitz: Satisfaction with Academic Advising/Counseling | 84 th Percentile |
| 16. % of Students that Received a Passing Grade of those that Completed English Comp II | 82 nd Percentile |
| 17. Noel Levitz: Satisfaction with Concern for the Individual | 83 rd Percentile |
| 18. Net Operating Revenue Ratio | 83 rd Percentile |
| 19. % of Students that Received a Passing Grade from those that Completed Credit Courses | 83 rd Percentile |
| 20. % of Students that Received a Passing Grade of those that Completed English Comp I | 82 nd Percentile |
| 21. Next-term Persistence Rate | 82 st Percentile |
| 22. % of Full-Time, First-Time Students that Completed in Two Years | 80 th Percentile |
| 23. % of Students that Received a Passing Grade of those that Completed College Algebra | 79 th Percentile |
| 24. Noel Levitz: Satisfaction with Instructional Effectiveness | 79 th Percentile |
| 25. Noel Levitz: Satisfaction with Student Centeredness | 78 th Percentile |
| 26. % of Students that Received a Passing Grade in College-Level Courses of those that Completed the Course | 77 th Percentile |
| 27. % of Full-Time, First-Time Students that Completed in Three Years | 77 th Percentile |

Appendix B (cont.)

National Community College Benchmark Project
2017 Strengths & Opportunities for Improvement
IVCC Specific Percentile Rankings

Your institution (IVCC) reported values for the benchmarks below that are above the 75th percentile or below the 25th percentile.

| Opportunities for Improvement | Rank |
|---|-----------------------------|
| 1. Ratio of Minority Employees of the Minority Population of the Service Area | 14 th Percentile |
| 2. % of Students that Received a Passing Grade in Writing Developmental/Remedial Courses of those that Completed the Course | 18 th Percentile |
| 3. CCSSE Academic Challenge Benchmark Mean | 18 th Percentile |
| 4. Return on Net Assets Ratio | 20 th Percentile |
| 5. All Developmental-level Course Enrollee Success Rate | 21 st Percentile |

Appendix C

National Community College Benchmark Project 2018 Illinois Participating Community Colleges

| Institution | State | IPEDS Unit ID | Modules | Campus Environment | Institutional Type |
|--|-------|------------------|--------------------|-----------------------|-----------------------|
| Black Hawk College | IL | 143279 | Credit | Urban | Multi-campus |
| College of DuPage | IL | 144865 | Credit, Non-credit | Suburban | Multi-campus |
| Elgin Community College | IL | 144944 | Credit | Suburban | Single-campus |
| Heartland Community College | IL | 384342 | Credit, Non-credit | Suburban | Single-campus |
| Highland Community College | IL | 145521 | Credit | Rural | Single-campus |
| Illinois Central College | IL | 145682 | Credit | Urban | Single-campus |
| Illinois Valley Community College | IL | 145831 | Credit | Rural | Single-campus |
| Kankakee Community College | IL | 146348 | Credit | Rural | Single-campus |
| Kaskaskia College | IL | 146366 | Credit | Rural | Single-campus |
| Kishwaukee College | IL | 146418 | Credit, Non-credit | Rural | Single-campus |
| Lincoln Land Community College | IL | 146685 | Credit | Rural | Single-campus |
| McHenry County College | IL | 147004 | Credit | Suburban | Single-campus |
| Moraine Valley Community College | IL | 147378 | Credit | Suburban | Single-campus |
| Parkland College | IL | 147916 | Credit | Rural | Single-campus |
| Richland Community College | IL | 148292 | Credit | Rural | Single-campus |
| Sauk Valley Community College | IL | 148672 | Credit | Rural | Single-campus |
| Southwestern Illinois College | IL | 143215 | Credit | Suburban | Multi-campus |
| Triton College | IL | 149532 | Credit | Suburban | Single-campus |
| Waubensee Community College | IL | 149727 | Credit, Non-credit | Suburban | Multi-campus |
| William Rainey Harper College | IL | 149842 | Credit | Suburban | Single-campus |

Appendix D

**NCCBP Executive Report for Dr. Jerry Corcoran
Illinois Valley Community College**



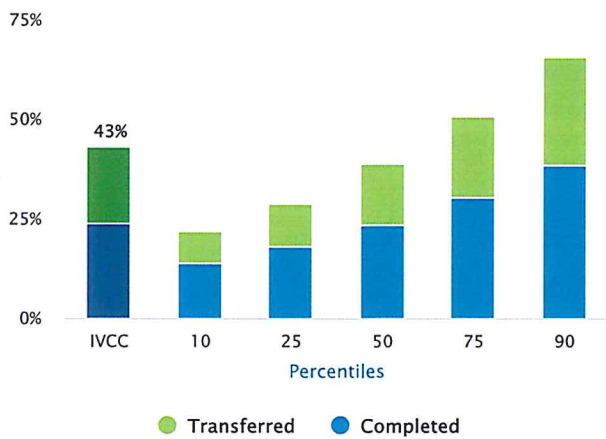
Executive Report for Dr. Jerry Corcoran

ILLINOIS VALLEY COMMUNITY COLLEGE

Key National Benchmarks – Where Does Your Institution Stand?

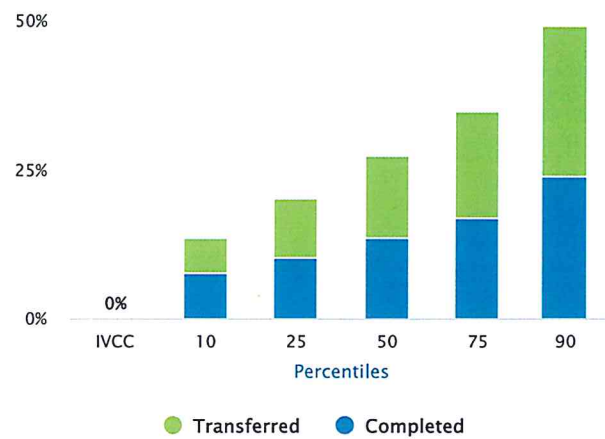
Thank you for participating in the National Community College Benchmark Project in 2018. The report illustrates how your college compared to national data, representing 236 community colleges. The full NCCBP report, available online, contains more than 150 benchmarks, including new student success measures.

Full-time Students Completed or Transferred in Three Years



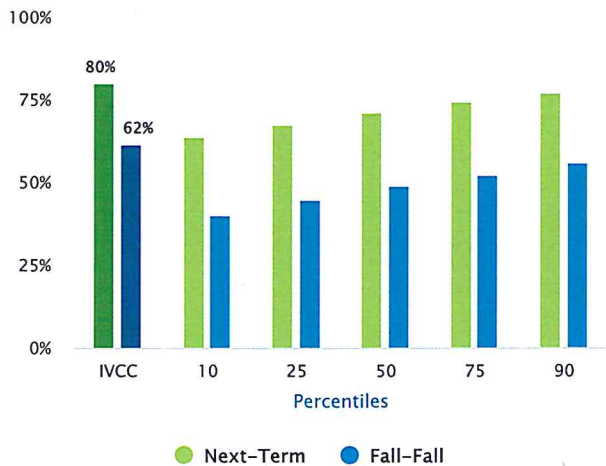
The percent of students out of the unduplicated full-time, first-time, credit headcount from Fall 2014 IPEDS GRS cohort who either completed a degree or certificate before fall 2017 or who transferred to four-year institutions before fall 2017.

Part-time Students Completed or Transferred in Six Years



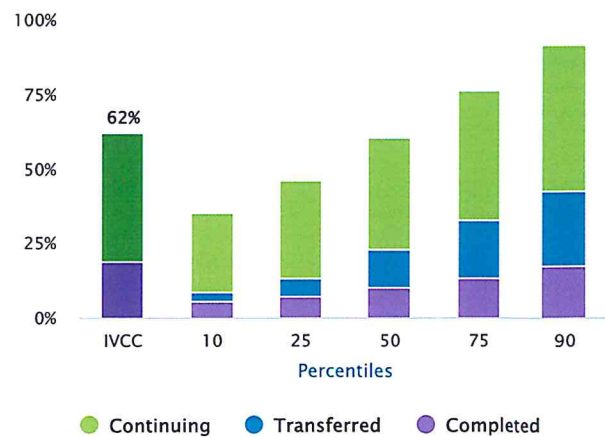
The percent of part-time students out of the unduplicated part-time, first-time, credit headcount from Fall 2012 IPEDS GRS cohort who either completed a degree or certificate before fall 2017 or who transferred to four-year institutions before fall 2017.

Persistence Rate



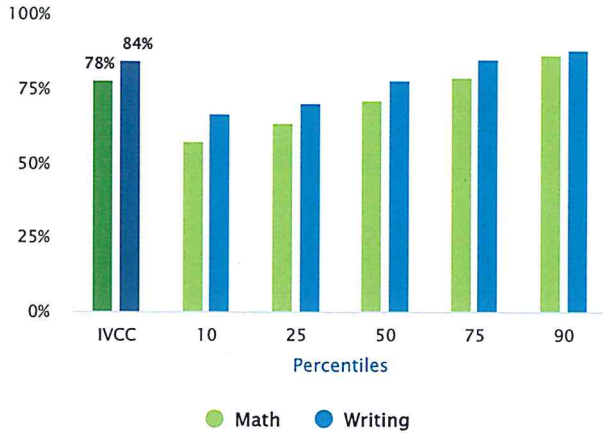
The persistence rate is the percent of Fall 2016 credit students, both full- and part-time, who return to the campus for the next term (usually Spring 2017), or for the next fall term (Fall 2017). This metric excludes students who graduated or completed certificates in the time frame.

Student Completions/Transfers/Continuing

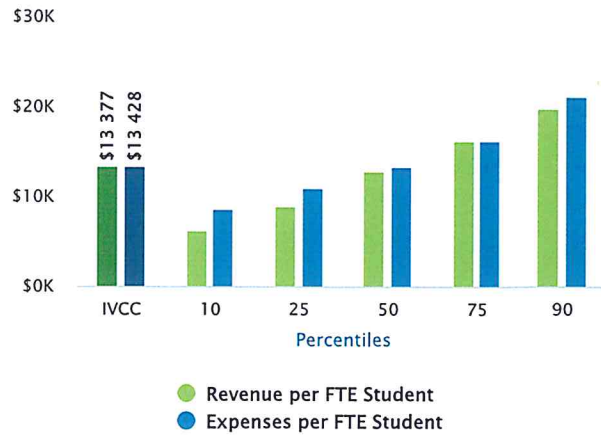


Percent of all students in an academic year who complete, transferred or continue at the college the following year.

Developmental Completer Success Rate



Revenue and Expenses per FTE Student



The percent of students, institution-wide, who received grades of A, B, C, or Pass in developmental/remedial math and writing courses in fall 2016.

Total revenues per FTE (full-time equivalent) student and Total Expenditures per FTE (full-time equivalent) student

Strengths

The following benchmarks are where your community college performed at its best. The benchmark is followed by the percent rank for your institution.

1. % of Students that Received a Passing Grade in their First College-Level Math Course of those that Completed a Developmental/Remedial Math Course
Your Rank - 98th Percentile
2. % of Students that Received a Passing Grade in their First College-Level Writing Course of those that Completed a Developmental/Remedial Writing Course
Your Rank - 96th Percentile
3. Next-term Persistence Rate
Your Rank - 96th Percentile
4. Fall-fall Persistence Rate
Your Rank - 96th Percentile

Opportunities for Improvement

The following benchmarks are where your community college may need improvement. The benchmark is followed by the percent rank for your institution.

1. Ratio of Minority Employees of the Minority Population of the Service Area
Your Rank - 9th Percentile
2. CCSSE Academic Challenge Benchmark Mean
Your Rank - 13th Percentile
3. Return on Net Assets Ratio
Your Rank - 22nd Percentile
4. % of Distance Learning Credit Hours of Total Credit Hours
Your Rank - 25th Percentile

More Information

Find more information on the NCCBP by visiting our website NCCBP.org or by calling or emailing the Benchmark Institute.

Johnson County Community College
12345 College Blvd.
Overland Park, KS 66210
913-469-8500 Ext. 4019
E-mail: michelletaylor@jccc.edu
Twitter: @EdBenchmark

