

National Community College Benchmarking Project

NCCBP Report

2016

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Illinois Valley Community College

Executive Summary

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Strengths and Opportunities Report

The National Community College Benchmarking Project (NCCBP) has been conducted annually at Illinois Valley Community College (IVCC) since spring 2007. The 2016 NCCBP administration includes 251 participating community colleges. Each college has the opportunity to compare its performance with other community colleges on over 150 collegiate benchmarks, such as student demographics, measures of student success, faculty and staff characteristics, workforce and community outreach, institutional characteristics, and effectiveness metrics. In the State of Illinois, 17 community colleges participated in the spring 2016 administration, while 19 colleges participated in 2015. The 2016 report includes six rural, nine suburban, and two urban campuses from Illinois. IVCC is considered a rural campus. This report provides a brief overview of the most recent findings and will focus on selected strengths, as well as opportunities for improvement at the College.

Strengths

NCCBP considers a college's strength as any metric above the 75th percentile on the National Report. In 2016, 16 metrics were considered strengths for IVCC. This year, IVCC's strengths were concentrated in three general areas: persistence, academic course completion, and satisfaction with IVCC. IVCC's highest ranked metric, in the 93rd percentile, is *"% of Full-Time, First-Time Students that Completed AND Transferred in Three Years."* IVCC compares particularly well on this measure. Two additional persistence measures stand out in the report: *"Next-term Persistence Rate"* and *"Fall-fall Persistence Rate,"* both rank in the 85th percentile.

Additionally, IVCC excels in numerous academic measures related to course completion and success. Speech is a high demand course in community colleges, including at IVCC, as it satisfies most General Education requirements and is easily transferable. IVCC ranks in the 89th percentile in *"% of Students that Received Passing Grade in those that Completed Speech"* courses. Dual credit students comprise a good proportion of IVCC's Speech enrollment, which adds significance to this metric's importance.

Developmental course completion metrics rank high as well. IVCC ranks in the 86th percentile in *"% of Students that Received a Passing Grade in Writing Developmental/Remedial Courses of those that Completed the Course."* Similarly, IVCC ranks in the 84th percentile in *"% of Students that Received a Passing Grade in Reading Developmental/Remedial Courses of those that Completed the Course."* IVCC ranks in the 84th percentile in *"% of Students that Received a Passing Grade in their First College-Level*

Math Course of those that Completed a Developmental/Remedial Math Course.” Overall the College does a good job in advancing students from Developmental/Remedial courses on to the college level. The College should use these metrics as a guide when assessing overall success rates from remedial to college level courses.

Finally, IVCC ranks in the 78th percentile in *“% of Students that Received a Passing Grade of those that Completed English Comp II”* courses. Successful students in English Comp I are generally successful in English Comp II.

The College utilizes the Noel Levitz Student Satisfaction Inventory to measure students’ satisfaction with their IVCC educational experience. Noel Levitz is a nationally recognized student satisfaction survey that the College has administered to its students every three years since 2004. It was last administered in 2014 and will be next administered in spring 2017. The NCCBP Report employs IVCC’s findings for its own benchmarking purposes. On multiple measures, IVCC ranks well above the national average in both service and atmosphere components of the survey. In the service category, IVCC ranks in the 90th percentile of *“Satisfaction with Registration Effectiveness.”* The college ranks in the 85th and 84th percentiles in *“Satisfaction with Service Excellence”* and *“Satisfaction with Admissions and Financial Aid,”* respectively. *“Satisfaction with Academic Services”* ranks in the 79th percentile. On the atmosphere measures, IVCC ranks fairly strong, with a rank in the 86th percentile, in *“Satisfaction with Responsiveness to Diverse Populations.”* Not surprisingly, the College ranks relatively high on *“Satisfaction with Concern for the Individual”* at the 80th percentile and *“Satisfaction with Safety and Security”* at the 78th percentile.

Opportunities for Improvement

NCCBP considers Opportunities for Improvement as any metric falling below the 25th percentile on the National Report. In 2016, five metrics were targeted as opportunities for improvement for IVCC, similar to 2015. According to NCCBP, the area most in need of improvement, at the 10th percentile, is the *“Ratio of Minority Student taking Credit Class of the Minority Population of the Service Area.”* A second area in need of improvement is the *“Ratio of Minority Employees of the Minority Population of the Service Area,”* where IVCC ranks in the 20th percentile. The NCCBP compares IVCC’s diversity to national benchmarks. As shown in IVCC’s annual demographic report from October, IVCC’s student-employee demographics are in-line with area minority demographics. As with 2015, the *“% of Distance Learning Credit Hours of Total Credit Hours”* is low but improving. The College ranks in the 21st

percentile, which is an improvement over last year's 12th percentile rank. This low number is a function of the College's small size and limited online course offerings. As IVCC continues ramping up its online course offerings, this benchmark is beginning to show signs of improving year-over-year.

NCCBP utilizes the "*Community College Survey of Student Engagement (CCSSE) Academic Challenge Benchmark Mean*" as one of its benchmarks. On this metric, the College ranks in the 17th percentile. The College identified this metric as an area in need of improvement in its own Community CCSSE assessment last year.

The final area identified as an opportunity for improvement can be found in the "*% of Public Meeting Attendees (duplicated) from the Service Area Population,*" with a rank in the 24th percentile. There are numerous events, such as plays, concerts, musicals, and other cultural events on campus. Attendance is tracked through ticket sales, but many events are free to the public and all events are free to current students and employees. IVCC needs to develop a method to track attendance.

Conclusions

This report is meant to give a brief overview of the Spring 2016 administration of the National Community College Benchmark Project. The encouraging news is, like last year, the College's strengths outweigh the opportunities for improvement by a three-to-one margin. The strengths cover important areas in persistence, academic course completion, and satisfaction with IVCC. In most areas, IVCC compares well with the national cohort. The opportunities for improvement benchmarks, while fewer in number, represent challenges that will improve with growth (continued increase in distance learning course offerings) and some more difficult to achieve areas outside the College's direct control such as increasing minority enrollment and hiring from a small pool of potential applicants.

The challenge is to recognize what areas the College excels in and continue promoting them while simultaneously identifying areas in need of improvement and addressing them.

**National Community College Benchmark Project
2016 Strengths/Opportunities Report**

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

Strengths	Rank
1. % of Full-Time, First-Time Students that Completed AND Transferred in Three Years	93 rd Percentile
2. Ruffalo Noel Levitz: Satisfaction with Registration Effectiveness	90 th Percentile
3. % of Students that Received a Passing Grade of those that Completed Speech	89 th Percentile
4. % of Students that Received a Passing Grade in Writing Developmental/Remedial Courses of those that Completed the Course	86 th Percentile
5. Ruffalo Noel Levitz: Satisfaction with Responsiveness to Diverse Populations	86 th Percentile
6. Next-term Persistence Rate	85 th Percentile
7. Ruffalo Noel Levitz: Satisfaction with Service Excellence	85 th Percentile
8. Fall-fall Persistence Rate	85 th Percentile
9. % of Students that Received a Passing Grade in their First College-Level Math Course of those that Completed a Developmental/Remedial Math Course	84 th Percentile
10. Ruffalo Noel Levitz: Satisfaction with Admissions and Financial Aid	84 th Percentile
11. % of Students that Received a Passing Grade in Reading Developmental/Remedial Courses of those that Completed the Course	84 th Percentile
12. Ruffalo Noel Levitz: Would Enroll Here Again	80 th Percentile
13. Ruffalo Noel Levitz: Satisfaction with Concern for the Individual	80 th Percentile
14. Ruffalo Noel Levitz: Satisfaction with Academic Services	79 th Percentile
15. Ruffalo Noel Levitz: Satisfaction with Safety and Security	78 th Percentile
16. % of Students that Received a Passing Grade of those that Completed English Comp II	78 th Percentile

Opportunities for Improvement	Rank
1. Ratio of Minority Student taking Credit Class of the Minority Population of the Service Area	10 th Percentile
2. CCSSE Academic Challenge Benchmark Mean	17 th Percentile
3. Ratio of Minority Employees of the Minority Population of the Service Area	20 th Percentile
4. % of Distance Learning Credit Hours of Total Credit Hours	21 st Percentile
5. % of Public Meeting Attendees (duplicated) from the Service Area Population	24 th Percentile