

Indicator	Definition/ Description	Disaggregation variables	Baseline	Year 1: 2024-2025	Year 2: 2025-2026	Year 3: 2026-2027
Goal 1: Student Success						
Enrollment and Access						
Enrollment :						
Unduplicated Headcount	The total number of students per semester (or quarter for continuing education) enrolled each year and counted only once	FT/PT, race/ethnicity, academic/ workforce program/age/socioeconomic status (Pell)/economically disadvantaged				
Credit			4961	5,457	6,002	6,602
Non-credit			540	594	653.4	718.74
Application & Enrollment Success:						
Admissions application conversion rate	Percentage of applicants who enroll at COM	FT/PT, race/ethnicity, academic/ workforce program/age/socioeconomic status (Pell)/economically disadvantaged	39%	41%	43%	45%
Applicant satisfaction with communication/ support	Measured by the Survey of Entering Student Engagement (SENSE). Yes or No to questions 20 a - j regarding whether new students know about the support and assistance available during the enrollment process.		a. academic advising: 89%, b. career counseling: 59%, c. job placement asst: 41% d. face-to-face tutoring: 93%, e. online tutoring: 63%, f. writing/math/or other skills lab: 61%, g. computer labs: 74%, h. student orgs: 68%, i. transfer assistance: 50%, j. services to students with disabilities: 53%	5% increase over baseline	10% over PY	10% over PY
Student Success & Completion						
Academic Performance						
Course Success Rates	Percentage of students passing courses with grades of A, B, or C	FT/PT, race/ethnicity, academic/ workforce program/age/socioeconomic status	65%	70%	75%	80%

Gateway Course Completion Rates (Math and English)	Percentage of students passing their credit-bearing college-level math and/or English course within 2 years of enrollment	(Pell)/economically disadvantaged	Math: 35%, English 56%	Math: 45%; English: 63%	Math: 50%; English: 68%	Math: 60%; English: 70%
Time to completion (credit programs)	The amount of elapsed calendar time in years from matriculation term start date to degree completion term conferral date		4.7 yrs	4.23	3.81	3.43
Persistence & Retention						
Fall to Fall retention rate	The percentage of first-year students returning for a second year	FT/PT, race/ethnicity, academic/ workforce program/age/socioeconomic status (Pell)/economically disadvantaged	53%	56%	59%	62%
Semester to semester persistence	The percentage of student remaining enrolled and continuing their enrollment from term to term until they achieve a credential		74%	81%	89%	96%
Graduation & Transfer						
Associate's Degree Graduation Rates	The percentage of students who complete their degree program within a specified period of time	FT/PT, race/ethnicity, academic/ workforce program/age/socioeconomic status (Pell)/economically disadvantaged (HB8)				
2-year (FT/PT)			34% FT; 21% PT	5 % over PY	5 % over PY	5 % over PY
3- year (FT/PT)			38% FT; 23% PT	5 % over PY	5 % over PY	5 % over PY
6-year (FT/PT)			49% FT; 31% PT	5 % over PY	5 % over PY	5 % over PY
Transfer rates	The percentage of first-time, first-year undergraduate students who transfer to another college with 15 credits or more (HB8)	FT/PT, race/ethnicity, academic/ workforce program/age/socioeconomic status	Academic: 25%; Technical: 5%	5 % over PY	5 % over PY	5 % over PY

Bachelor's Degree attainment rates	The percentage of students who complete their degree program within a specified period of time	ethnic status (Pell)/economically disadvantaged (HB8)				
6-year rate			38% FT; 24% PT	5 % over PY	5 % over PY	5 % over PY
Support & Engagement						
Student Support						
Student utilizing academic support services and tutoring.	Increase percentage of students seeking tutoring and/or academic support services	FT/PT, race/ethnicity, academic/ workforce program/age/socioeconomic status (Pell)/economically disadvantaged (HB8)	Overall visits: 15,410 Students setting appointments: 56% Writing appts: 2225 Math appts: 2730 Total appts: 4995	5 % over PY	5 % over PY	5 % over PY
Students participation in New Student Orientation.	Percentage of students participating in new student orientation face-to-face or online		50% of new students	60%	80%	100%
Career Development						
Percentage of students utilizing career assessment tools	Percentage of students accessing the career assessment inventory, Focus 2, designed to identify career choices/ educational options	FT/PT, race/ethnicity, academic/ workforce program/age/socioeconomic status (Pell)/economically disadvantaged (HB8)	% of Students Enrolled in Psyc. 1300 who complete a career assessment.	65%	80%	95%
Percentage of students enrolling in a meta-major within the first semester	Students who declare a meta-major to facilitate choosing classes that relate to a specific degree		Determine Baseline	Baseline Year	5% over PY	5% over PY
Experiential Learning						

Student participation in Experiential Learning opportunities	Student participation in experiential learning as reported on CCSSE Q8a	FT/PT, race/ethnicity, academic/ workforce program/age/socioeconomic status (Pell)/economically disadvantaged (HB8)	13.1% (peers: 26%)	4% increase from PY	5% increase from PY	6% increase from PY
Outcomes & Impact						
Credentials awarded						
Total number of awards by level awarded annually	Total number of bachelor's, associate's, Level I and Level II certificates, Occupational Skills Certificates (OSAs), Institutional Credentials that lead to a Licensure or Certification (ICLC) awarded annually	FT/PT, race/ethnicity, academic/ workforce program/age/socioeconomic status (Pell)/economically disadvantaged				
Bachelor's			8	9	10	11
Associate's			535	589	648	713
Certificates			296	326	359	395
OSAs			103	113	124	136
ICLCs			210	231	254	279
Credentials awarded in high-demand fields	Increase number of credentials awarded in high demand fields (HB8)	FT/PT, race/ethnicity, academic/ workforce program/age/socioeconomic status (Pell)/economically disadvantaged	431	474	521	573
Workforce and Post-Graduation Success						
Licensure Pass Rates	Certification or licensure rate on state or national exams		87%	90%	93%	96%
Job Placement (workforce programs)	Percentage of students awarded a degree/ certificate in a given year who are employed in the 4th quarter of the calendar year in which the programs' fiscal year ends	FT/PT, race/ethnicity, academic/ workforce program/age/socioeconomic status (Pell)/economically disadvantaged	Technical: 66%	72%	79%	86%

Dual Credit Success						
Dual Credit Student Completing 15 semester credit hours (SCH) annually	Number of Dual Credit students earning a minimum of 15 SCH annually		247 in 2023-2024	278	306	337
Goal 2: Employee Success						
Professional Development Participation						
Annual faculty and staff professional development participation	Increase employee participation annually until 100% participation within three years.	Employee type, length of service, type of professional development	Determine Baseline	Determine Baseline and conduct needs analysis	Achieve 75% or higher participation in PD programs	Achieve 100% participation in PD programs
Leadership Academy						
Establish Leadership Academy by end of 2025	Leadership Academy will develop current and emerging leaders equipped with valuable skills and competencies to effectively lead projects and teams.		Implementation Plan	identify areas of leadership competencies and develop curriculum and program activities	Implement first year programming and activities	Evaluate program effectiveness
Launch enrollment in first Leadership Cohort	Enroll and graduate first cohort of the Leadership Academy	Employee type, leadership level, length of service, type of professional development	N/A	Develop and launch application process	First cohort finishes	Second cohort begins
Participant Satisfaction	Participant evaluation with program satisfaction and self-reported attainment of learning objectives	Employee type, leadership level, length of service, type of professional development; evaluation outcomes	N/A	Develop evaluation instrument	90%	≥ 90%
Conduct internal comprehensive evaluation of Leadership Academy	Assess effectiveness in development of leadership competencies, impact on participant performance, organizational outcomes	N/A	N/A	N/A	Identify improvements and create improvement plan from program evaluation	Implement action plan for second cohort

Employee Recognition Program						
Recognition Awards	Number and percentage of faculty and staff recognized annually	Employee type, length of service, job category	Determine Baselines	Baseline Year	Expand categories and boost employee engagement	Embed recognition into culture and sustain growth
Effectiveness and Impact of Recognition Programs	Assess the effectiveness and impact of the Recognition Program through Employee Satisfaction Survey		Determine Baselines	Baseline Year	10% Increase in Employee Satisfaction from PY	10% Increase in Employee Satisfaction from PY
Analysis of participation and satisfaction with Financial Incentives program among eligible employees	The Financial Incentives program aims to enhance retention, satisfaction, and longevity.	Assess barriers to participation, program's reach and effectiveness	Determine Baselines	Baseline Year	20% Increase in Program Satisfaction from PY	20% Increase in Program Satisfaction from PY
Goal 3: Campus Amenities and Infrastructure						
Bond Project Completion						
On time completion of all 2023 bond-funded projects	Percentage of targeted items funded through 2023 bond project completed each fiscal year	Project type, percentage of cost, percentage of each item completed annually	2023 Bond Master Program Plan	10%	40%	90%
On budget completion of all 2023 bond-funded projects	Percentage of targeted bond funded projects completed annually within identified budget per project		2023 Bond Master Program Plan			
Facility Condition Upgrades						

Assessment of condition of campus facilities and technology	Functionality and conditions assessment conducted by _____ to identify _____	Assessment findings by facility or technology, condition assessment, improvements required, costs, timelines	Functionality and conditions assessments and inspections	Level 3	Level 3	Level 2 (Association of Physical Plant Admin. (APPS) Standards)
Technology Upgrades						
Monitor Implementation of	Percentage of technology	Assessment findings by	2023 Bond Projects Design	10%	40%	90%
Monitor effectiveness of technology upgrades	Assessment of implementation of identified upgrades, effectiveness of functionality, and length of adoption time for of each upgrade	Evaluation by type of upgrade, length of time for adoption, effectiveness of upgrade as assessed by users	N/A			
Improved Security/Security Effectiveness						
Assess student/ employee	Students and employees	By student/ employee	Assessment results	Develop evaluation	____% of identified	Target: ____
Conduct regular safety audits and respond to findings	Safety assessment by students and employees conducted regularly to determine changing levels of satisfaction	N/A	TBD	Top insights: 1. More lighting in parking lots/ campus areas; 2. Increased security presence/ patrols/ visibility 3. Emergency preparedness safety drills and training		
Increased Accessibility						
Evaluation of accessibility of campus facilities	Accessibility to facilities and infrastructure for individuals with disabilities	N/A	TBD	Set baseline identifying facilities with accessibility issues		

Evaluation of accessibility of technology	Accessibility of digital technology and infrastructure for individuals with disabilities	N/A	TBD	Set baseline identifying technology and electronic platforms with accessibility issues		
User Satisfaction						
Student, faculty, staff satisfaction with campus amenities	Periodic evaluation of student and employee satisfaction with amenities at COM locations	N/A	TBD	Develop instrument for students and one for employees that allows them to evaluate campus amenities and infrastructure		
Student, faculty, staff satisfaction with campus infrastructure	Periodic evaluation of student and employee satisfaction with campus infrastructure at COM locations	N/A	TBD			
Community Utilization						
Usage of campus facilities by community members	The number of events community members utilize/rent COM facilities for local and/or community-based events	Facilities utilized, groups requesting use of COM facilities annually, number of total participants at each community-sponsored event	TBD			
Goal 4: Campus Safety and Wellness						
Physical Security and Safety						
Number of reported safety incidents per semester/year	Type of safety incident, report by employee or student, level of safety incident reported annually	By incident type, frequency, level of safety concern annually				

Employee/student participation in safety training programs	Number of students/ employees participating in safety training programs annually	Employee /student type, years of service, division employed with, gender	TBD			
Employee and student perceptions of safety on campus	Metric taken from annual safety survey regarding how safe constituent believes COM locations are	Employee /student type, years of service, division employed with, gender	Fall 2024: 97% of student and 96% of employees rate COM as safe			
Wellness and Mental Health						
Number of students utilizing mental health and wellness services	The College offers counseling services by external vendors; and refers students to community	FT/PT, academic/ workforce program, gender, age	Determine Baseline	Baseline Year	20% above PY	20% above PY
Goal 5: Community Engagement						
Community Outreach and Engagement						
Community attendance at campus						
Open house attendance	Number of participants attending one of the open houses and/ or showcasing COM to the community and prospective students	Name, contact information, student type, taxing district or service area.	Multicultural Months, Flock the Block, Fiesta Comunidad and Open House participation	10% increase from PY	10% increase from PY	10% increase from PY
Community showcase events				10% increase from PY	10% increase from PY	10% increase from PY
Continuing Education (CE) and Corporate Training Programs						
Continuing Education Program Enrollment	By month, quarter, year, and program enrollments	Age, Socioeconomic status, academic preparedness, program, program type (ICLC, OSA)	540 (OSA and ICLC credentials)	594	653	718
Corporate Training Programs Enrollment	By month, quarter, year, and type of corporate training requested, number of participants in each training program	Age, Socioeconomic status, academic preparedness, program, program type (ICLC, OSA), Employer	Determine Baseline	Baseline Year	10% Increase above Baseline Year	20% Increase above PY

Offer CE and Corporate Training Programs through diverse modalities						
Face-to-Face		Age, Socieconomic Status, Academic Preparedness, program, program type (ICLC, OSA)	189	10% from Baseline	10% Increase PY	10% Increase PY
Online			48	10% from Baseline	10% Increase PY	10% Increase PY
Hybrid			14	10% from Baseline	10% Increase PY	10% Increase PY