

National Community College Benchmarking Project

NCCBP Report

Spring 2017

Illinois Valley Community College

Executive Summary

Office of Institutional Research

November, 2017

## Strengths and Opportunities Report

The National Community College Benchmarking Project (NCCBP) has been conducted annually at Illinois Valley Community College (IVCC) since 2007. The 2017 NCCBP administration includes 242 participating community colleges, down from 251 in 2016. 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 2017 administration, an increase from 17 in 2016. The 2017 report includes seven rural (including IVCC), ten suburban, and three urban campuses from Illinois. This report provides a brief overview of the most recent findings and will focus on selected strengths and opportunities for improvement identified for the College.

### Strengths

NCCBP considers colleges' strengths as any metric above the 75<sup>th</sup> percentile on the National Report. In 2017, 27 metrics were considered strengths at IVCC, an increase from 16 in 2016. This year, IVCC's strengths were concentrated in three general areas: finances, national student satisfaction inventory rankings, and academic course completion/higher education persistence rates. IVCC's highest ranked metric, in the 96<sup>th</sup> percentile, is a financial indicator, "*Viability Ratio*." For the first time, IVCC ranks extremely high on this measure. The College also ranks high (83<sup>rd</sup> percentile) on "*Net Operating Revenue Ratio*" for the first time as well.

IVCC 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 every three years since 2004 and most recently in spring, 2017. The NCCBP Report employs IVCC's results for its own benchmarking purposes. Over a third of IVCC's strengths (10 measures) originate from measurements on the Noel Levitz Student Satisfaction Inventory. 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 96<sup>th</sup> percentile of "*Satisfaction with Academic Service*" followed by "*Satisfaction with Registration Effectiveness*" and "*Satisfaction with Admissions and Financial Aid*" which both rank in the 92<sup>nd</sup> percentile. On the atmosphere measures, IVCC also ranks strongly, with a rank in the 95<sup>th</sup> percentile for "*Satisfaction with Response to Diverse*

*Populations*” and *“Satisfaction with Concern for the Individual”* at the 83<sup>rd</sup> percentile. Additionally, the College ranks high on *“Satisfaction with Safety and Security”* at the 95<sup>th</sup> percentile.

IVCC furthermore excels in a number of academic measures related to course completion and success. Additional course related strengths include *“% of Students that Received a passing Grade of those that Completed Credit Courses”* (83<sup>rd</sup> percentile), *“% of Students the Received a passing Grade of those the Completed College Algebra”* (79<sup>th</sup> percentile) and *“% of Students that Received a Passing grade in College-Level Courses of those that Completed the Course”* (77<sup>th</sup> percentile). Overall, the College does a fine job at advancing students through college-level courses.

Additionally, IVCC ranks high on gateway course completions. IVCC ranks in the 79<sup>th</sup> 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.”* For example, IVCC ranks in the 94<sup>th</sup> percentile in *“% of Students that Received Passing Grade in those that Completed Speech”*. Additional course completion metrics where IVCC performed well include *“% of Students that received a Passing Grade of those that Completed English Comp I”* (82<sup>nd</sup> percentile) and *“% of Students that received a Passing Grade of those that Completed English Comp II”* (83<sup>rd</sup> percentile).

IVCC also performs well in the area of academic persistence. One measure of academic persistence is calculated by *“Fall to fall Persistence Rate”* which ranks IVCC in the 89<sup>th</sup> percentile. Additionally, academic persistence, as measured by longitudinal transfer activity, is represented by *“% of Full-Time, First-Time students that Completed OR Transferred in Two Years”* (87<sup>th</sup> percentile) and *“% of Full-Time, First-Time students that Completed OR Transferred in Three Years”* (89<sup>th</sup> percentile).

Significant changes since the last report include a category 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 in the 87<sup>th</sup> percentile. Last year IVCC ranked in the 24<sup>th</sup> percentile. IVCC’s attendance tracking at campus events has become more intentional which accounts for the improved ranking.

### **Opportunities for Improvement**

NCCBP considers Opportunities for Improvement as any metric falling below the 25<sup>th</sup> percentile on the National Report. In 2017, five metrics were targeted as opportunities for improvement for IVCC, similar to 2016. According to the report, the area most in need of improvement, at the 14<sup>th</sup> percentile, is the *“Ratio of Minority employees of the Minority Population of the Service Area.”* This represents a drop

from 2016 when IVCC ranked in the 20<sup>th</sup> 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.

Two course completion metrics have been identified as new opportunities for improvement this year: *"% of Students that Received a Passing Grade in Writing Developmental/Remedial Courses of those that Completed the Course"* (18<sup>th</sup> percentile) and *"All Developmental-level Course Enrollee Success Rate"* (21<sup>st</sup> percentile).

In addition, NCCBP, utilizing the *"Community College Survey of Student Engagement (CCSSE) Academic Challenge Benchmark Mean"* as one of its benchmarks, ranks the College in the 18<sup>th</sup> percentile. The College identified this metric as an area in need of improvement in its own CCSSE assessment after the spring 2015 survey administration.

Finally, a new financial indicator appears in the opportunities for improvement area. *"Return on Net Assets Ratios"* ranks in the 20<sup>th</sup> percentile.

### **Conclusions**

This report is meant to give a brief overview of the spring 2017 administration of the National Community College Benchmark Project. Encouragingly, like last year, the College's strengths surpass its opportunities for improvement by a five-to-one ratio. The strengths benchmarks cover important areas in persistence, student satisfaction with IVCC, and academic course completion. In most areas, IVCC compares well with the national cohort. The opportunities for improvement benchmarks, while fewer in number, represent challenges that the College can achieve. Continued improvements in state financial support along with institutional efforts in each of these areas should provide sufficient resources to generate improvement.

## Appendix

### National Community College Benchmark Project 2017 Strengths/Opportunities Report

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

**Appendix (cont.)**

**National Community College Benchmark Project  
2017 Strengths/Opportunities Report**

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

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