



**Illinois Valley Community College
National Community College Benchmarking Project
Strengths & Opportunities for Improvement Report
Executive Summary
Spring, 2019**

*Office of Institutional Research
October, 2019*

Abstract

The National Community College Benchmarking Project (NCCBP) has been conducted annually at Illinois Valley Community College since 2007. The NCCBP allows the College to analyze and compare Illinois Valley'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

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The National Community College Benchmarking Project (NCCBP) has been conducted annually at Illinois Valley Community College (IVCC) since 2007. The 2019 NCCBP national administration includes 218 participating community colleges, down from 239 in 2018. Participation in the NCCBP is voluntary, so the number of participating 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 2019 administration, the same number as spring 2018. The 2019 report includes nine rural (including IVCC), nine suburban, and two urban college campuses from throughout Illinois (see Appendix D for institutions list). This report provides a brief overview of the most recent findings and will focus on selected strengths and opportunities for improvement identified for Illinois Valley by The National Community College Benchmarking Project’s National Aggregate Report as part of its broader statistical analysis.

Strengths

The National Community College Benchmarking Project considers a college’s strengths as any benchmark metric above the 75th percentile on the Report of National Aggregate Data report. Every benchmark’s score is converted to a percentile rank for each college. In 2019, 17 benchmarks were considered strengths at Illinois Valley, a decrease from 26 in 2018. This year, as with last year, Illinois Valley’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 begin with institutional finances, academic indicators such as percent of passing grades received and academic term persistence rates, and one ranking on a national satisfaction survey.

Illinois Valley's highest ranked metric, in the 98th percentile, includes a financial indicator, "*Viability Ratio*" for the second time since 2017 when it ranked number one in the 96th Percentile. This is an improvement over its 2018 rank of sixth which placed Illinois Valley in the 94th Percentile. The next highest strength, "*% of Students that Received a Passing Grade of those that Completed Speech*," ranked in the 94th Percentile. *Success in speech* courses consistently ranks high in the NCCBP. The third highest ranked strength is "*Percent Academic Year (AY) Continuing Students*" which ranked Illinois Valley in the 91st Percentile. This metric is defined as the, "*Headcount of students from academic year (AY) 2017-2018 (unduplicated) who did not graduate, did not transfer to another institution but are continuing at your institution, enrolled in the next Summer or Fall Academic year divided by total Academic Year headcount.*" A related measure, "*Percent Academic Year (AY) Completers*," defined as "*Headcount of students (unduplicated) who earned a degree or certificate during the academic year (AY) 2017-2018 divided by academic year 2017-2018 unduplicated headcount,*" ranks 10th with an 84th Percentile score.

Many of the benchmarks NCCBP calculates derive their value from nationally developed student satisfaction surveys administered by participating colleges. In Illinois Valley's case, the College 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 at Illinois Valley since 2004 and most recently in spring, 2017. The NCCBP Report benchmarks Noel Levitz scores against participating colleges and utilizes Illinois Valley's results for its benchmarking purposes. Illinois Valley's fourth highest benchmark includes a satisfaction ranking on the national satisfaction survey. Accordingly, "*Noel Levitz: Satisfaction with Academic Services*" from the Noel Levitz Satisfaction Inventory ranks fourth with a score in the 90th Percentile.

Next, a retention rate measure directly calculated from Illinois Valley's retention rate data includes a "*Fall-to-Fall Persistence Rate*" and comes in at number five with a rank in the 90th Percentile. Relatedly, at number six, is "*Next-term Persistence Rate*," which ranks in the 88th Percentile. Having two persistence rates in the top six strength categories is a good indicator of Illinois Valley's commitment to supporting students' success.

Returning to financial indicators, "*Net Operating Revenue Ratio*" ranks number seven with an 87th Percentile score. Followed by "*Composite Financial Indicator*" at number 12 with an 83rd Percentile. Having three financial indicators in the top 12 Strengths category is a good sign for Illinois Valley and speaks well of the College's financial stewardship in the face of continued enrollment pressures.

The importance of national student satisfaction ratings with respect to Illinois Valley are important considering that seven of the top 17 strengths come from either the Noel Levitz Satisfaction Inventory or the Community College Survey of Student Engagement (CCSSE) surveys. Both surveys are administered on a rotating three-year bases. Ranking eighth with an 85th Percentile is *“Noel Levitz: Satisfaction with Safety and Security.”* Next, with an 84th Percentile is *“Noel Levitz: Satisfaction with Registration Effectiveness.”* Further down the ranking scale Noel Levitz satisfaction measures rank at 13th, 14th, and 16th respectively. At 13th, *“Noel Levitz: Satisfaction with Admissions and Financial Aid,”* achieves an 82nd Percentile ranking. Next at 14th is *“Noel Levitz: Satisfaction with Service Excellence”* with an 81st Percentile ranking. Followed in 16th place, *“Noel Levitz: Satisfaction with Responsiveness to Diverse Populations,”* with a 78th Percentile ranking. Mixed in at 15th place, with a 79th Percentile rank is *“CCSSE Support for Learners Benchmark Mean.”*

And two final Strengths indicators measure academic success as determined by Illinois Valley course grades. At number 11, *“% of Students the Received a passing Grade from those that Completed Credit Courses,”* has an 83rd Percentile score. The final ranking, at number 17, is captured by, *“% of Students that Received a Passing Grade in Reading Development/Remedial Courses of those that completed the Course,”* which has a 77th Percentile rank.

Opportunities for Improvement

The National Community College Benchmarking Project considers Opportunities for Improvement as any benchmark falling below the 25th percentile on the National Aggregate Data Report. In 2019, six benchmarks were identified as Opportunities for Improvement at Illinois Valley, slightly higher than 2018 which had four identified Opportunities for Improvement indicators. According to the report, the area most in need of improvement, at the 7th percentile, is the *“Ratio of Minority employees of the Minority Population of the Service Area.”* This represents a drop from 2018 when Illinois Valley ranked in the 9th percentile. Although compared unfavorably to national benchmarks, Illinois Valley’s annual demographic report notes that Illinois Valley’s student and employee demographics are consistent with area minority demographics.

As discussed in the Strengths’ section, in addition to utilizing Illinois Valleys’ Noel Levitz satisfaction survey results as benchmarks, the NCCBP Report also utilizes the *Community College Survey of Student Engagement (CCSSE)* Benchmarks as one of its benchmark categories. CCSSE indicators appear twice in the Opportunities for Improvement section. As the second ranked challenge, *“CCSSE*

Active & Collaborative Learning Benchmark Means,” ranks in the 15th Percentile. This is the first time it has ranked this low. The second CCSSE benchmark appearing in this section, “*CCSSE Academic Challenge Benchmark Mean,*” improved upon its 2018’s standing. In the 2018 report it ranked second with a 13th Percentile ranking. In the 2019 Report it ranks fourth with a 19th Percentile score.

A lone Illinois Valley academic indicator appears in the Opportunities for Improvement section. Like the 2018 Report, the rank of “*% of Distance Learning Credit Hours of Total Credit Hours*” remains virtually unchanged. In the 2018 Report, “*% of Distance Learning Credit Hours of Total Credit Hours*” was ranked 4th with a 25th Percentile score. In 2019, “*% of Distance Learning Credit Hours of Total Credit Hours*” ranks third with a 16th Percentile score.

The final two Opportunities for Improvements benchmarks highlight new financial challenges. With a rank at number five, “*Instructional Cost per FTE Student,*” has a 79th Percentile score which is considered high. And finally, with a rank of six, “*Instructional Cost per Credit Hour*” has a similar 79th Percentile score. In both cases a lower percentile score is better. Despite the inclusion of two new financial challenges, a previous one has been removed. In the prior two years, “*Return on Net Assets Ratio*” was included in the Opportunities for Improvement section. Its removal in the 2019 report is encouraging and another sign of Illinois Valley’s improving financial health compared to national institutions.

Conclusions

This report is meant to give a brief overview of the spring 2019 administration of the National Community College Benchmark Project. Encouragingly, like previous years, the College’s Strengths surpass its Opportunities for Improvement by a three-to-one ratio. The strengths benchmarks cover important areas in financial stability, term-to-term persistence, students’ satisfaction with Illinois Valley services, and academic course completion. In most areas, Illinois Valley 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 with regards to the value of the percentile rank metric used in this report: A high ranking as well as a low percentile ranking does not necessarily reflect the true

value of the underlying statistic. A college may rank high on any particular benchmark but that is only relative to all other colleges in any given year. 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 because they 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 rather than its rankings which are subject to random variations inherent in the local outcomes of hundreds of reporting institutions that fluctuate yearly.

Appendix A

National Community College Benchmark Project 2019 Strengths & Opportunities for Improvement Illinois Valley Specific Percentile Rankings

STRENGTHS - 17

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

1. Viability Ratio - *Financial*

Your Rank - 98th Percentile

2. % of Students that Received a Passing Grade of those that Completed Speech

Your Rank - 94th Percentile

3. Percent AY Continuing Students

Your Rank - 91st Percentile

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

Your Rank - 90th Percentile

5. Fall-fall Persistence Rate

Your Rank - 90th Percentile

6. Next-term Persistence Rate

Your Rank - 88th Percentile

7. Net Operating Revenue Ratio - *Financial*

Your Rank - 87th Percentile

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

Your Rank - 85th Percentile

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

Your Rank - 84th Percentile

10. Percent AY Completers

Your Rank - 84th Percentile

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

Your Rank - 83rd Percentile

12. Composite Financial Indicator - *Financial*

Your Rank - 83rd Percentile

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

Your Rank - 82nd Percentile

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

Your Rank - 81st Percentile

15. **CCSSE** Support for Learners Benchmark Mean

Your Rank - 79th Percentile

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

Your Rank - 78th Percentile

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

Your Rank - 77th Percentile

Appendix A (Cont.)

OPPORTUNITIES FOR IMPROVEMENT - 6

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 - 7th Percentile

2. **CCSSE** Active & Collaborative Learning Benchmark Means

Your Rank - 15th Percentile

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

Your Rank - 16th Percentile

4. **CCSSE** Academic Challenge Benchmark Mean

Your Rank - 19th Percentile

5. Instructional Cost per FTE Student - *Financial*

Your Rank - 79th Percentile (Low is better)

6. Instructional Cost per Credit Hour - *Financial*

Your Rank - 79th Percentile (Low is better)

Appendix B

National Community College Benchmark Project 2018 Strengths & Opportunities for Improvement Illinois Valley 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 C

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

STRENGTHS - 27

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

1. Viability Ratio - *Financial*

Your Rank - 96th Percentile

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

Your Rank - 96th Percentile

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

Your Rank - 95th Percentile

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

Your Rank - 95th Percentile

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

Your Rank - 94th Percentile

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

Your Rank - 92nd Percentile

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

Your Rank - 92nd Percentile

8. Fall-fall Persistence Rate

Your Rank - 89th Percentile

9. % of Full-Time, First-Time Students that Completed OR Transferred in Three Years

Your Rank - 89th Percentile

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

Your Rank - 87th Percentile

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

Your Rank - 87th Percentile

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

Your Rank - 87th Percentile

13. % of Full-Time, First-Time Students that Transferred in Three Years

Your Rank - 85th Percentile

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

Your Rank - 84th Percentile

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

Your Rank - 84th Percentile

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

Your Rank - 83rd Percentile

17. **Noel Levitz:** Satisfaction with Concern for the Individual

Your Rank - 83rd Percentile

18. Net Operating Revenue Ratio - *Financial*

Your Rank - 83rd Percentile

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

Your Rank - 83rd Percentile

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

Your Rank - 82nd Percentile

21. Next-term Persistence Rate

Your Rank - 81st Percentile

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

Your Rank - 80th Percentile

23. % of Students that Received a Passing Grade of those that Completed College Algebra

Your Rank - 79th Percentile

24. **Noel Levitz**: Satisfaction with Instructional Effectiveness

Your Rank - 79th Percentile

25. **Noel Levitz**: Satisfaction with Student Centeredness

Your Rank - 78th Percentile

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

Your Rank - 77th Percentile

27. % of Full-Time, First-Time Students that Completed in Three Years

Your Rank - 77th Percentile

OPPORTUNITIES FOR IMPROVEMENT - 5

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 - 14th Percentile

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

Your Rank - 18th Percentile

3. **CCSSE** Academic Challenge Benchmark Mean

Your Rank - 18th Percentile

4. Return on Net Assets Ratio - **Financial**

Your Rank - 20th Percentile

5. All Developmental-level Course Enrollee Success Rate

Your Rank - 21st Percentile

Appendix D

National Community College Benchmark Project 2019 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
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
Oakton Community College	IL	147800	Credit	Suburban	Multi-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 E

NCCBP 2019 Executive Report for Dr. Jerry Corcoran* Illinois Valley Community College

The attached Key National Benchmarks Report has been created for the chief executive officer at all participating institutions in 2019. The report illustrates how your college compared to national data, representing 218 community colleges. The full NCCBP report, available online, contains more than 150 benchmarks, including new student success measures.

**The Executive Report will be available in October, 2019. NCCBP will inform IVCC when it is ready and mailed.*