











Goal 1: Strengthen the Student Experience in Intake and Onboarding	Performance Measures				
	Prior Year	Current Year	Year over Year trend	Target*	Target Met?
1-1 Increase the quality of intake and onboarding processes, services and systems					
1-1.a. New students will recommend SJR State to friend or family member	93%	97%	↑	≥ 93 %	Over 
1-1 b. Average student satisfaction with intake and onboarding	4.13	4.28	↑	4.0	Over 
1-1 c. New Application Yield	54.9%	53.7%	↓	58%	Under 
1-2 Increase enrollment of all students with attention to key sub-populations					
1-2 a. Overall Annual FTE	3932.5	4325.0	↑	Inc. 10%	Under 
1-2 b. Total Fall Headcount	6578	7111	↑	Inc. 5%	Over 
1-2 c. Percentage Minority Enrollment (headcount)	32.6%	35.5%	↑	Inc. 5% ^Δ	Over 
1-2 d. Percentage First-time-in-College (FTIC) Enrollment (headcount)	14.5%	14.8%	↔	Inc. 5% ^Δ	Over 
1-2 e. Percentage Dual Enrolled (headcount)	41.3%	43.2%	↑	Inc. 5% ^Δ	Over 
1-2 f. Percentage CTE Enrollment (headcount)	13.8%	13.4%	↔	Inc. 5% ^Δ	Under 
	Credit CTE	12.8%	12.1%	↔	
	Clock CTE	0.9%	1.3%		
1-2 g. Percentage Baccalaureate Enrollment (headcount)	5.7%	5.2%	↔	Inc 5% ^Δ	Under 

*Taken from the 2022-2027 Strategic Plan; ^ΔRefers to relative percentage change from baseline value

↔ Change is < 1.0% or 0.1 for survey ratings

Goal 2: Increase Student Achievement and Success	Performance Measures				
	Prior Year	Current Year	Year over Year trend	Target*	Target Met?
2-1 Increase course success rates, retention/persistence and completion rates with attention to key-sub populations					
2-1 a. Fall-to-fall persistence rate for credit credential seeking students	53.7%	56.3%	↑	Inc 10%	Under ●
2-1 b. Fall-to-fall persistence for FTIC students	56.7%	62.4%	↑	≥ 2-1 a.	Over ●
2-1 c. Fall-to-fall persistence for credit career and technical education (CTE) students	53.8%	56.5%	↑	≥ 2-1 a.	Over ●
2-1 d. Fall-to-fall persistence for bachelor's students	65.7%	72.4%	↑	≥ 2-1 a.	Over ●
2-1 e. Fall-to-fall persistence for minority students	50.9%	58.0%	↑	≥ 2-1 a.	Over ●
2-1 f. Total number of graduates/completers	1263	1239	↓	Inc. 5%	Under ●
2-1 g. Number of Minority Completers	373	332	↓	Inc. 5%	Under ●
2-1 h. Number of CTE Completers	456	393	↓	Inc. 5%	Under ●
	Credit CTE Clock CTE	363 93	277 116		
2-1 i. Number of Bachelor's Completers	122	144	↑	Inc. 5%	Over ●
2-1 j. Number Dual Enrollment Completers	134	190	↑	Inc. 5%	Over ●
2-3 Continuously improve academic programs and services					
2-3 a. Satisfaction with instruction in the academic major	4.19	4.16	↔	4.0	Over ●
2-3 b. Satisfaction with learning support services	4.36	4.30	↔	4.0	Over ●
2-3 c. Annual IE outcome % focused on improving academic programs and services	69.1%	67.9%	↓	≥ 70%	Under ●

*Taken from the 2022-2027 Strategic Plan

↔ Change is < 1.0% or 0.1 for survey ratings











Strategic Plan

2024 Scorecard for Goal 3

Goal 3: Contribute to Community Enrichment and Economic Development	Performance Measures				
	Prior Year	Current Year	Year over Year trend	Target*	Target Met?
3-1 Provide cultural and continuing education activities that contribute to the vitality of our service district					
3-1 a. Number of Adult Basic Education student served	234	269	↑	Offer program	Yes ●
3-1 b. Attendance at Thrasher-Horne Center	71,642	91,453	↑	Pre-pandemic	Yes ●
3-1 c. Provide cultural events for the community	Yes	Yes	↔	Offer events	Yes ●
3-2 Provide non-credit training opportunities to meet the needs of local businesses					
3-2 a. Criminal Justice Training Course Enrollments	836	592	↓	Offer program	Yes ●
3.2 b. Other Corporate Training Course Enrollments	113	133	↑	Offer program	Yes ●

*Taken from the 2022-2027 Strategic Plan

↔ Change is < 1.0% or 0.1 for survey ratings

Goal 4: Invest in Effective College wide Operations	Performance Measures				
	Prior Year	Current Year	Year over Year trend	Target*	Target Met?
4-1 Recruit, retain and develop excellent faculty and staff					
4-1 a. Departure rate for employees	11.1%	5.4%	↑	≤ NCCBP	Over 
4-1 b. Satisfaction with employee selection process	N/A	4.82		4.0	Over 
4-1 c. Satisfaction with employee orientation process	N/A	4.52		4.0	Over 
4-2 Increase effectiveness of instructional and administrative operations					
4-2 a. Satisfaction with overall instruction	4.29	4.20	↔	4.0	Over 
4-2 b. Satisfaction with building and grounds	4.30	4.26	↔	4.0	Over 
4-2 c. Satisfaction with safety and security	4.29	4.29	↔	4.0	Over 
4-2 d. Satisfaction with classroom technology	4.07	4.14	↔	4.0	Over 
4-2 e. Satisfaction with online payment services	4.24	4.19	↔	4.0	Over 

*Taken from the 2022-2027 Strategic Plan

↔ Change is < 1.0% or 0.1 for survey ratings