

ENGAGE

90%
Key Stakeholder
Engagement

The 2021 Survey of Stakeholders showed that 98% of stakeholders participated in one or more College activities. The response rate was 9.1%, or 118 out of 1297 targeted persons. Numerous changes were made in methodology while exceeding the target of 90%, the low response rate continues to be an opportunity for improvement in 2023.

Leading Measures	18-19	19-20	20-21
Stakeholder Satisfaction	75%	NA	74%
Level of Giving	\$3.2 M	\$13.2 M	\$4.2 M

Top 10%
National
Engagement

Per the 2019 Community College Survey of Student Engagement (CCSSE), PBSC does not exceed any of the five national benchmarks for the Top 10% of institutions nationally. When comparing results against Extra Large Colleges PBSC surpasses those of extra large colleges. A new comparison group consisting of Achieving the Dream colleges was provided in 2019." PBSC surpasses the ATD score for the Student Effort benchmark 53.7 to 51.1. The next CCSSE administration is in Spring 2022.

Leading Measures	PBSC	Extra Large Colleges
Active and Collaborative Learning	50.4	49.7
Student Effort	53.7	49.8
Academic Challenge	49.7	49.6
Student and Faculty Interaction	49.5	47.5
Support for Learners	51.0	49.1

Leading Measures	Fall 19	Fall 20	Fall 21
Student Engagement Index	40% New Students	38% ALL Students	35% New Students
Achieving 24 Credits	41% Students	39% Students	39% Students

EXPAND

15%
Retention Rate
Increase
Part-time Students

The Fall-to-Fall rate for Fall 2020 part-time cohort students is 53.3%, about even with 2019 but eight points lower than 2017. Our target was a 3% increase. The Fall-to-Spring part-time rate for the Fall 2021 cohort is 61.3% as of January 19. The Fall-to-Spring rate for Fall 2020 was 69.3%. The overall target is a 15% improvement by 2023 to 65%, from the baseline of 58% set in FY17.

Leading Measures	Fall 20 Cohort	Fall 21 Cohort
Completed 70% of credits attempted in first term	68.9%	
Completed 70% of credits attempted in first year	64.3%	*
Fall-to-spring retention	69.3%	61.3%+
Fall-to-summer retention	40.8%	*
Withdrew from all classes in first term	4.3%	8.9%
Withdrew from at least one class in first term	16.8%	26.3%
Completed college-level math in first year	37.6%	*
Completed ENC1101 in first year	41.1%	*

* Available Fall 2022 + As of January 19, 2022

15%
FTE Growth

FTE enrollment for 2020-2021 totaled 19,114, a deficit of 4,476 from the College target for 2020-2021 of 23,590. The 3% target was not achieved. The target for FY23 is 25,027, a 15% rate of growth from FY18. The re-enrollment rate of credit and developmental education students from Fall 21 to Spring 22 is 65.4%, down from 69.1%, the year prior, as of January 19. *Note: End term of each measure falls in the enrollment year shown below (e.g. Fall 19 to Summer 20 used for 2020-2021 year).*

Leading Measures	19-20	20-21	21-22
Fall-to-spring re-enrollment, credit/dev	70.6%	69.1%	65.4%+
Fall-to-summer re-enrollment, credit/dev	37.5%	40.3%	40.4%
Fall-to-fall re-enrollment, credit/dev	48.5%	45.5%	44.8%
Spring-to-fall re-enrollment, credit/dev	58.1%	55.5%	54.6%
Application conversion rate	50.5%	46.0%	47.2%
Market share of prior-year high school graduates	34.1%	27.0%	*

* Available Summer 2022 + As of January 19, 2022

EXCEL

20%
Completion
Rate
Increase

Completion has declined from a high of 43.6% in Fall 2014 to 41.2% for the 2017 cohort. This is down 0.4% from the 41.6% 2016 rate. Performance is short of the Fall 2017 projection of 41.6% by 0.4%. The target is a 20% improvement rate by 2023, or 45%. The baseline is 37% in FY13. As reported by EdStats.

Leading Measures	Fall 17 Cohort	Fall 18 Cohort
Completed 9 hours in first term	63.2%	61.3%
Completed 12 hours in first term	44.6%	44.6%
Completed 24 hours in first year	45.2%	45.5%
Withdrew from all classes in first term	1.4%	1.3%
Withdrew from at least one class in first term	18.5%	21.5%
Fall-to-spring retention	87.7%	86.2%
Fall-to-fall retention	72.7%	69.9%
Completed a program in 100% of time	23.7%	25.2%
Completed college-level math in first year	57.7%	55.4%
Completed ENC1101 in first year	65.7%	63.5%
GPA 2.50+ after first year	59.4%	60.4%

25%
AA Students
Attain a Micro-Credential

This measure will track the success of AA students in achieving a micro-credential. This measure is being revised to consider Badging as the basis for the measure.

No results are available at this time.

ENGAGE

Honor Roll Great Colleges to Work For

In 2018 PBSC scored in the “**very good**” to “**excellent**” ranges for two dimensions in the Great Colleges to Work For survey. This includes the categories of Pride and Department Chairs/ Supervisors. The goal is to be very good to excellent on 12 of 15 dimensions measured by 2023. The next administration will take place in Spring 2022.

Leading Measures	2016	2018
Job Satisfaction/ Support	69%	74%
Teaching Environment	50%	60%
Professional Development	66%	70%
Compensation, Benefits, and Work/ Life Balance	55%	61%
Facilities	65%	70%
Policies, Resources and Efficiency	55%	62%
Shared Governance	39%	51%
Pride	68%	75%
Supervisors/ Department Chairs	67%	76%
Senior Leadership Faculty, Administration and Staff Relations	49%	56%
Communication	47%	55%
Collaboration	49%	57%
Fairness	50%	56%
Respect and Appreciation	55%	64%
Overall	56%	63%

Effective Space Design

Prototype classrooms promoting the effective use of learning spaces were designed for each campus in 2018-2019. Characteristics including facilitates interactions, fosters learning, integrates technology, supports scheduling, and space optimization were standards/criteria considered. Funding was **not available** to further develop these spaces.

EXPAND

80% Top-of-Mind Awareness

When students were asked to name area colleges and universities, Palm Beach State College was mentioned on an unaided basis by 55% of prospects in the 2021 study. The margin of error was 7%. This means that unaided brand awareness declined from the 64% of prospects in the 2019 study. A prospect is defined as a person 18-34 years of age.

UX Technology

New Student Engagement and Student Engagement - Technology Interactions

The Technology Interaction ratings were 55% for new students and 68% for students achieving 24 credits or more. The ratings were higher than the rating of 53% on the combined Fall 2020 survey but did not reach technology ratings on selected other surveys in the past that ranged between 60% to 78%. This includes factors such as helpfulness, accessibility, and the overall quality of technology interactions in assisting students to enroll.

Satisfaction Rating With Service Desk Requests

The service satisfaction rate for requests made to the Service Desk is presently at 89%. The baseline performance is 71%.

EXCEL

Equitable Graduation Rates

The target for completion by 2023 is 45% for all students. The current graduation rate for the Fall 2017 cohort is 41.2%, down 0.4% from the prior year. The high of 43.6% was achieved with the Fall 2014 cohort, which was influenced by the bundling of lecture and lab courses for MAT1033 and ENC1101.

Gap in Black Males’ Completion Rates

The goal is to increase Black males’ completion rates by 4.1% each year until we achieve equitable graduation rates in this and all key segments of the student population by 2023. Black males’ completion in Fall 2017 was 30.7%, even with the year before. The current gap in completion rates is -10.5%. The gap or difference is calculated by taking the overall completion of 41.2% minus the Black male rate of 30.7% for 10.5%.

Population	Fall 2016 Cohort	Fall 2017 Cohort
Black female:	44.3%	42.3%
<i>Gap:</i>	+2.7%	+1.1%
Black male:	30.7%	30.7%
<i>Gap:</i>	-10.9%	-10.5%
Hispanic female:	46.0%	48.9%
<i>Gap:</i>	+4.4%	+7.7%
Hispanic male	36.3%	36.4%
<i>Gap:</i>	-5.3%	-4.8%
White female	49.7%	46.1%
<i>Gap:</i>	+8.1%	+4.9%
White male	39.1%	39.2%
<i>Gap:</i>	-2.5%	-2.0%

Amplify Instructional Excellence

This measure is an aggregation of course evaluations based on the MAKEIT Pillars of Instructional Excellence model. No results are available at this time.