

# Utilizing NCCBP Data for Institutional Analysis, Planning, and Improvement

Jim Benté, Vice President, Planning & Institutional Effectiveness – COD

Dr. Brain Caputo, President – COD

Dr. Mark Curtis-Chávez, Provost – COD

# Dr. Brian Caputo

President

College of DuPage

# College of DuPage

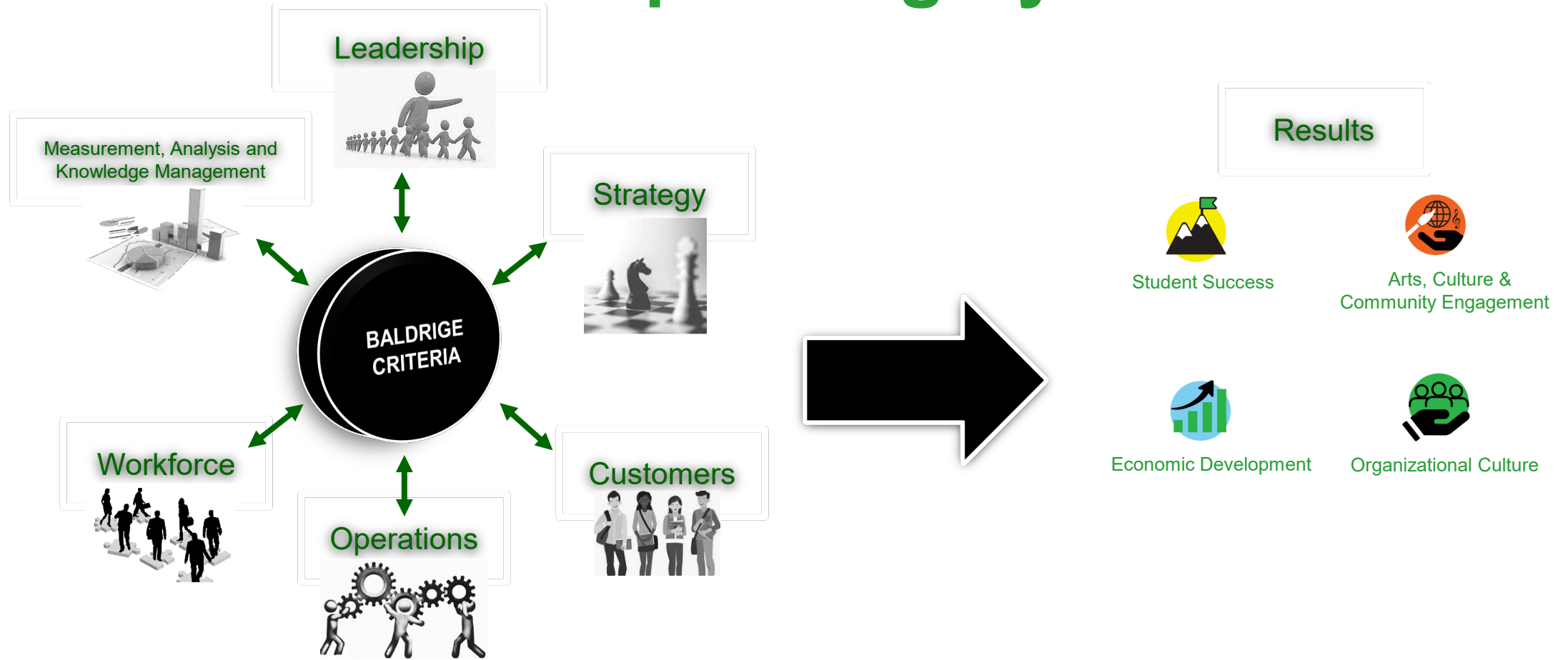
- Founded in 1966.
- Largest of the 48 public community colleges in Illinois.
- More than 20,000 credit students per term.
- Diverse student body: 11% Asian, 8% Black, 27% Latinx, 46% White.
- 7 elected Trustees, and a student Trustee elected by the student body.
- Faculty and staff of almost 4,000.
- 7 degrees and more than 160 certificates in over 70 areas of study.
- State-of-the-art campus with  $\approx$ 2 million square feet of space under roof.

# Strategic Plan

Four Strategic Pillars, with the first being *Student Success*



# Institutional Operating System



# Jim Benté

**Vice President, Planning & Institutional Effectiveness**

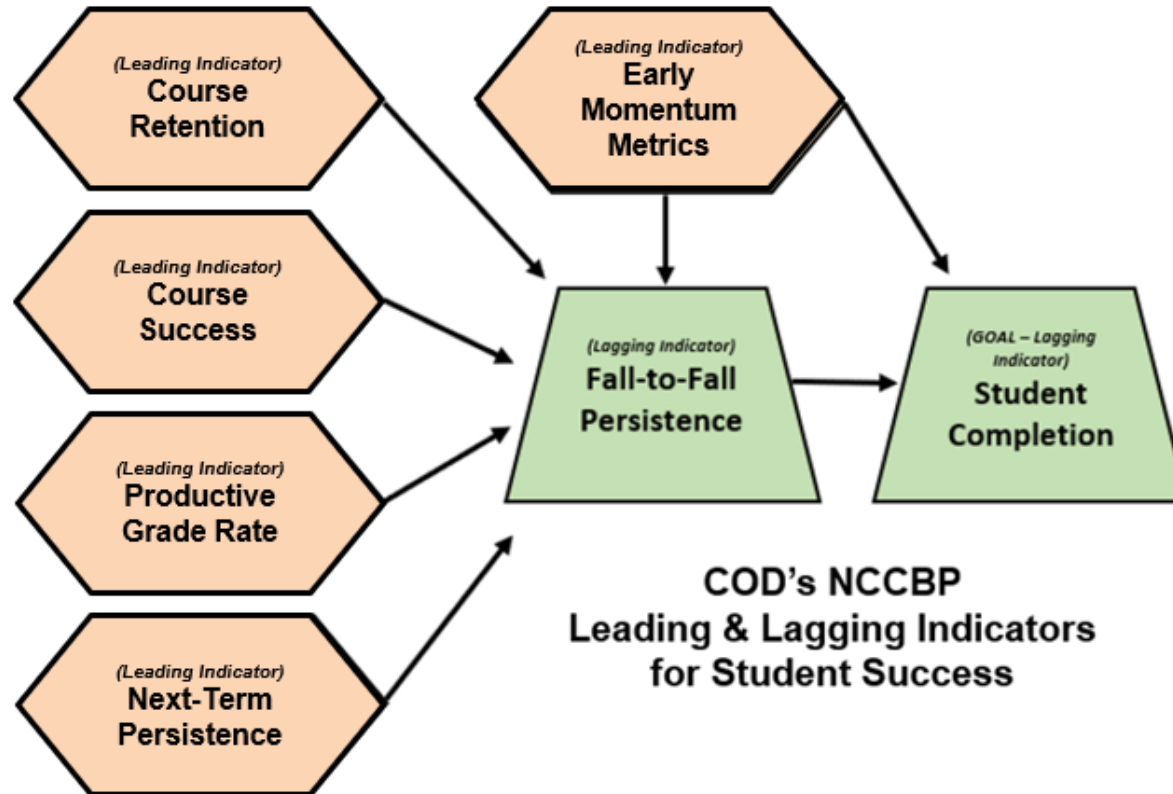
**College of DuPage**

**Adjunct Assistant Professor of Health Systems**

**Carnegie Mellon University - Pittsburgh**

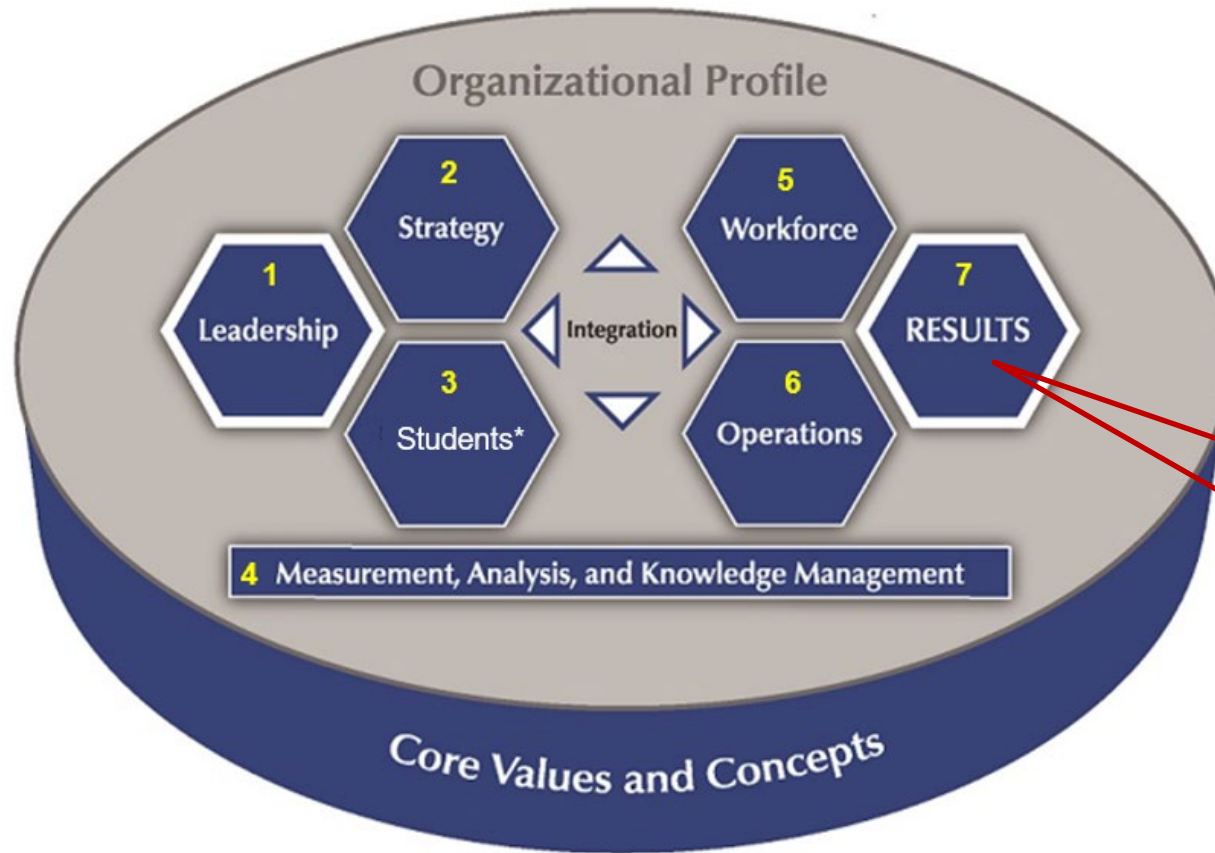
# COD's Student Success Results

## Leading and lagging Indicators



Adapted from: Creating a Data-Informed Culture in Community Colleges by Phillips and Horowitz

# Baldrige Criteria



Although all criteria are important, results account for 45% of the score.

\*Students and Other Customers (all actual or potential users of the organization's educational programs and services)



# Assessing Student Success Results

## Baldrige Criteria 7 - LeCTI

- **Levels:** What is the current performance on a meaningful measurement scale?
- **Comparisons:** How does performance compare with that of competitors, or with benchmarks, or industry leaders?
- **Trends:** Are the results improving, staying the same, or getting worse?
- **Integration:** Are results that are important to the organization tracked? How are the results being used for decision making?

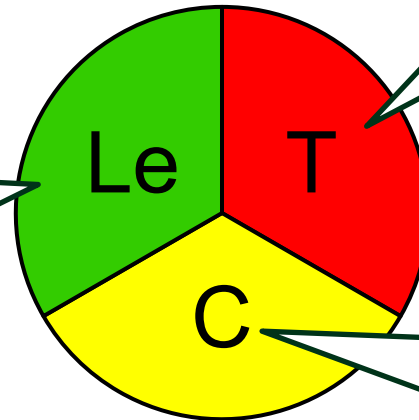
# LeCTI (Baldrige) Performance Assessment

## Levels

Based on the most recent percentile ranking:  
0 – 33<sup>rd</sup> = Red  
34<sup>th</sup> – 66<sup>th</sup> = Yellow  
67<sup>th</sup> – 100<sup>th</sup> = Green

## Trends

Up (beneficial) = Green  
Flat (neutral) = Yellow  
Down (not beneficial) = Red

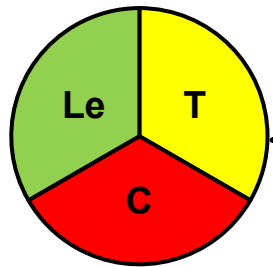


## Comparisons

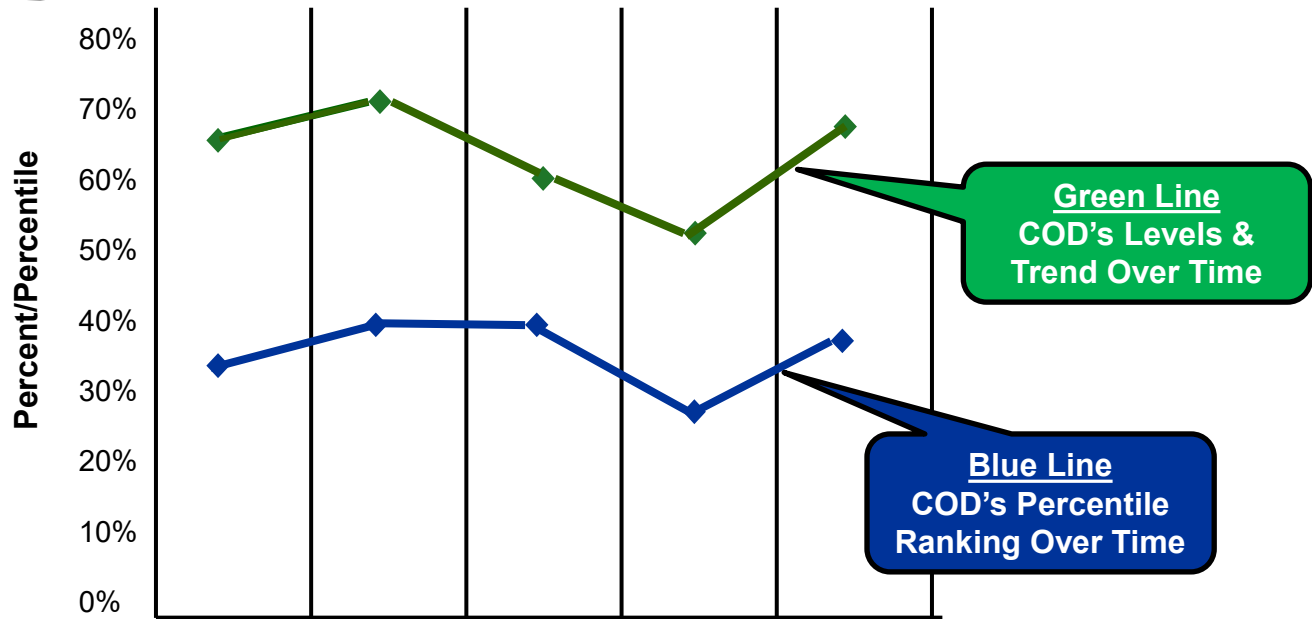
Based on colleges with >10,000 credit students:  
Top = Green  
Middle = Yellow  
Bottom = Red

**Green = Good Performance**  
**Yellow = Average or Neutral Performance**  
**Red = Opportunity for Improvement**

# Communicating Performance (Template)

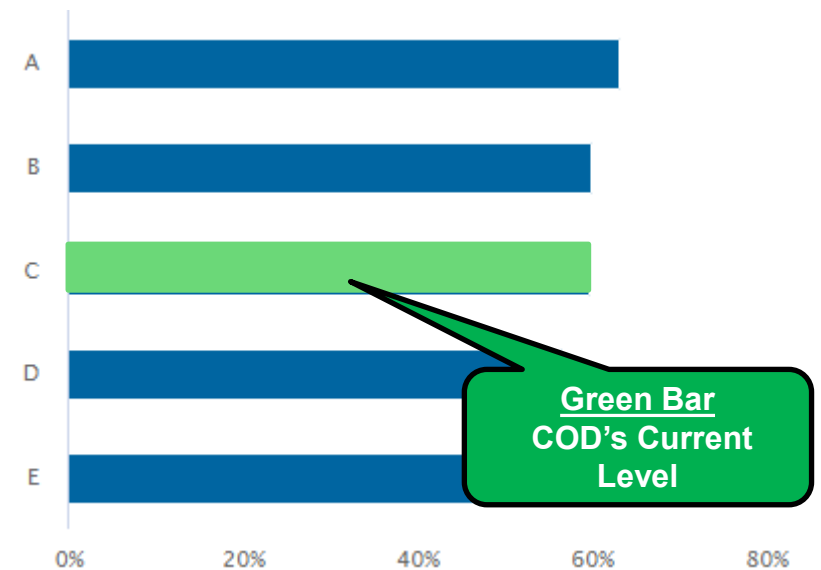


**Overall Performance Indicator's Level, Comparison and Trend**



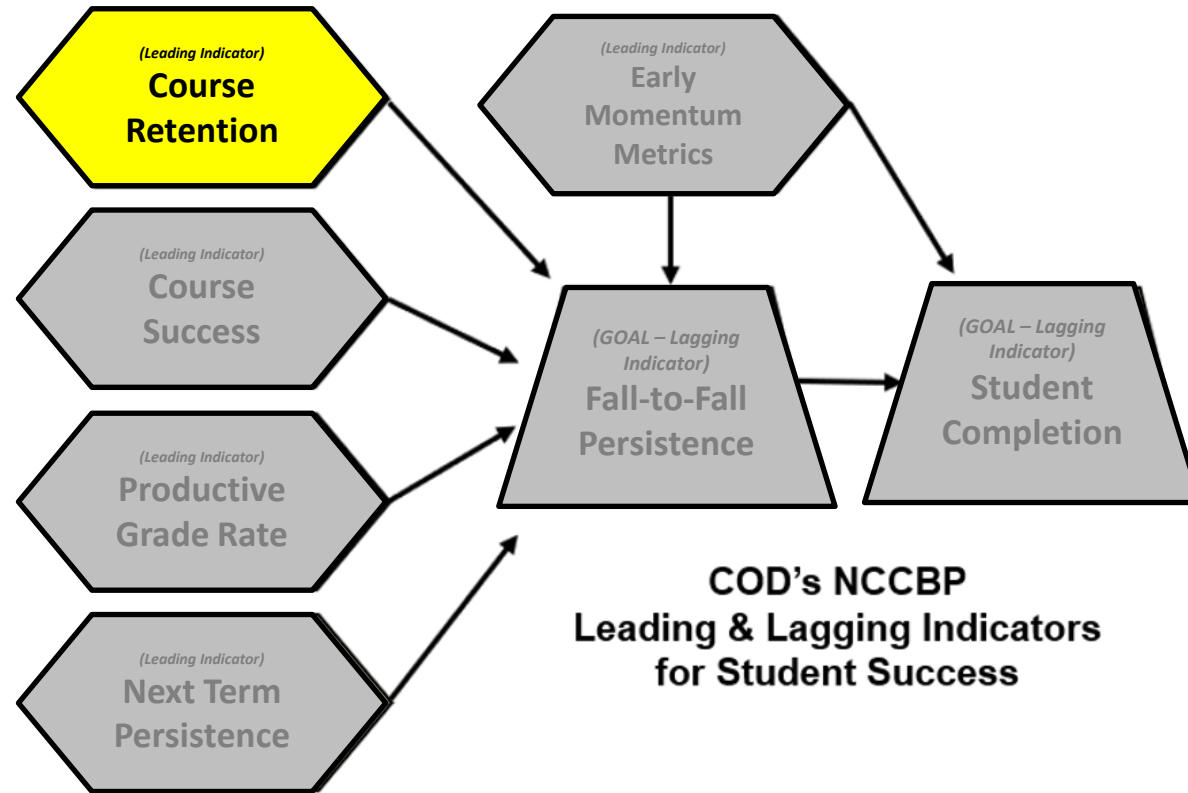
**COD's levels, trends & percentile ranking compared to all NCCBP institutions**

**COD's current level compared to NCCBP institutions with enrollment > 10,000**

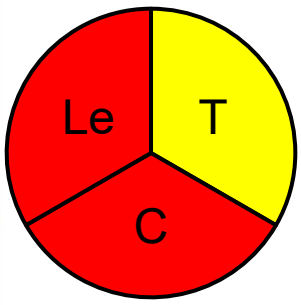


# COD's Student Success Results

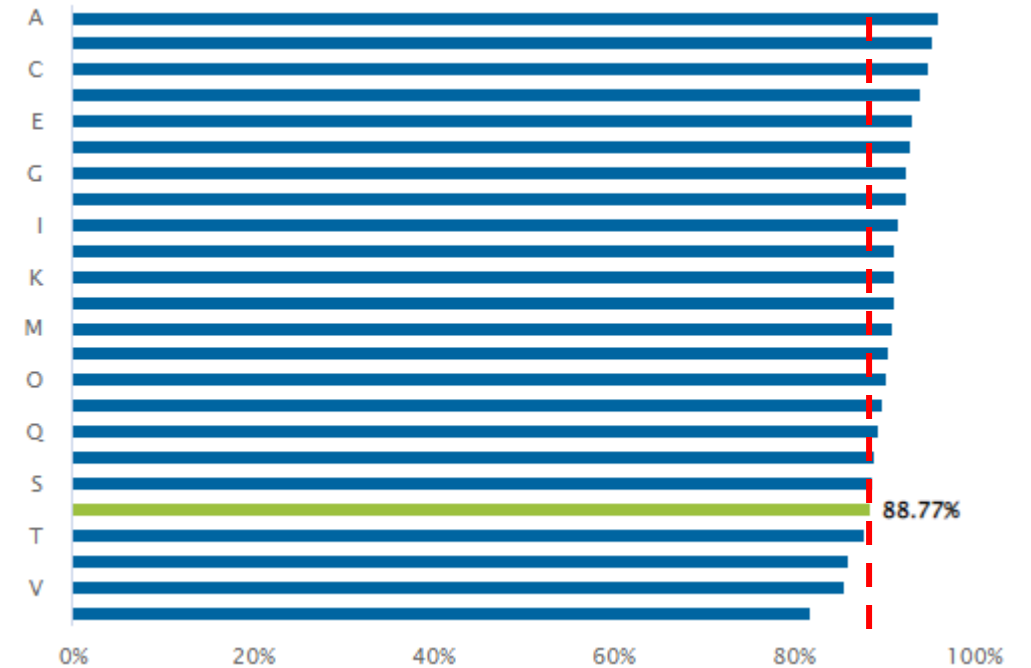
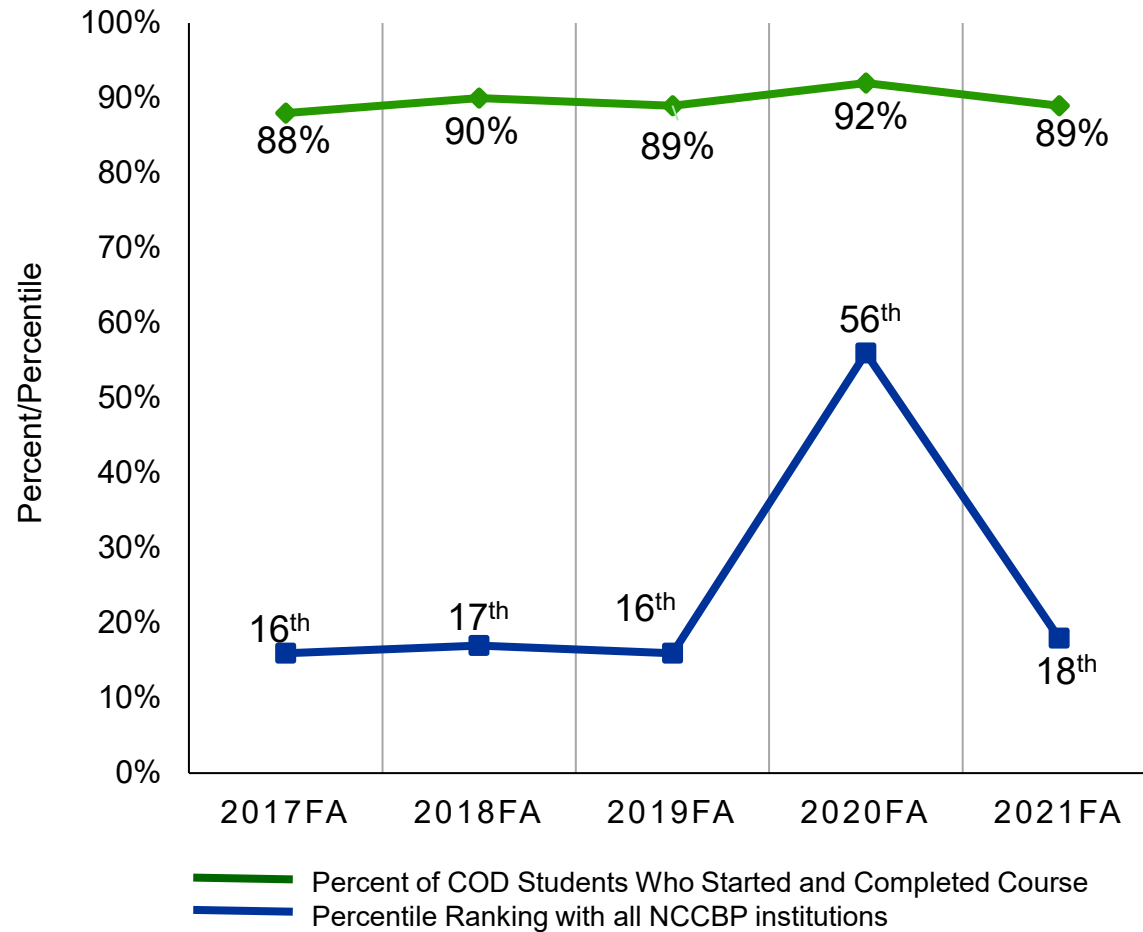
## Leading and lagging Indicators



Adapted from: Creating a Data-Informed Culture in Community Colleges by Phillips and Horowitz



# College-Level Course Retention

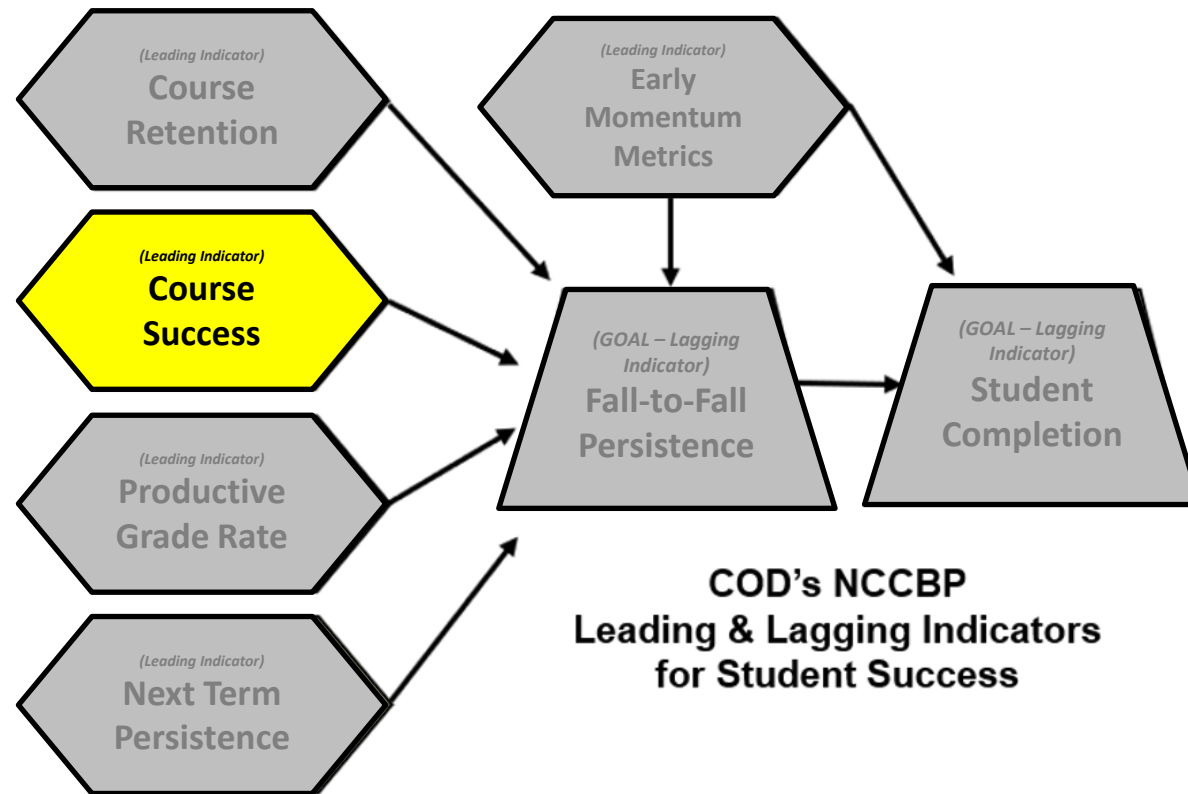


2021FA – Colleges >10,000 Credit Students

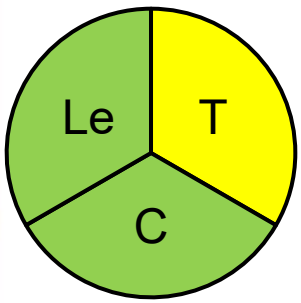
Source: National Community College Benchmarking Project

# COD's Student Success Results

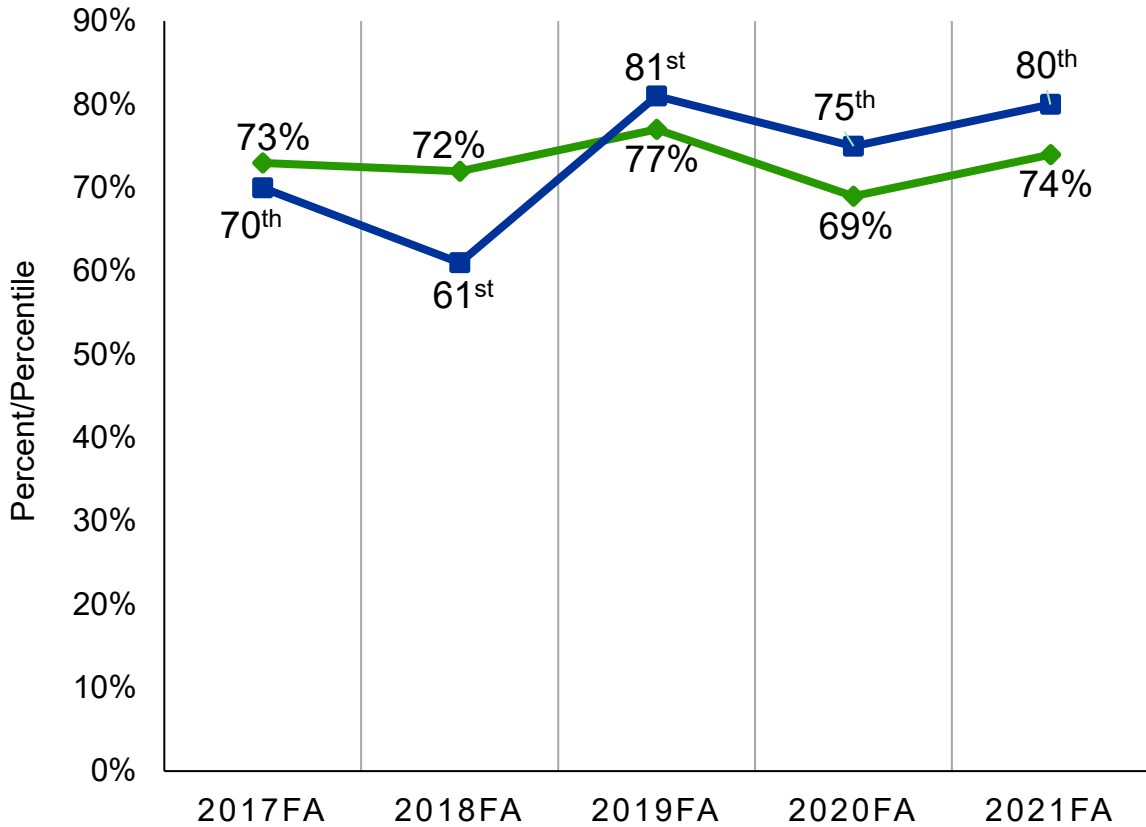
## Leading and lagging Indicators



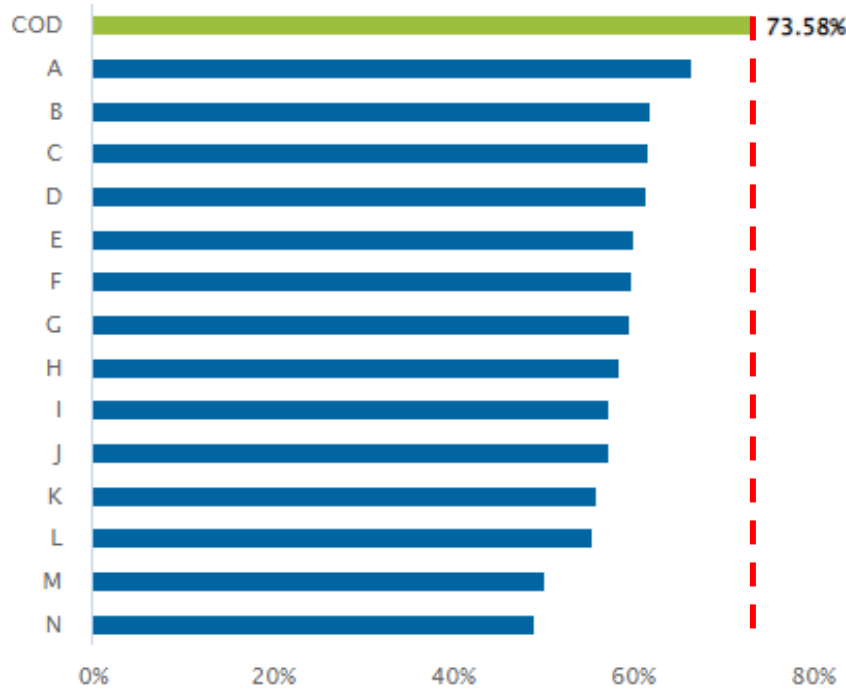
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# Developmental English Success

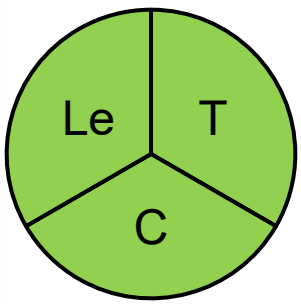


—◆— Percent of COD Students Who Received an A, B or C Grade  
—■— COD's Percentile Ranking with all NCCBP institutions

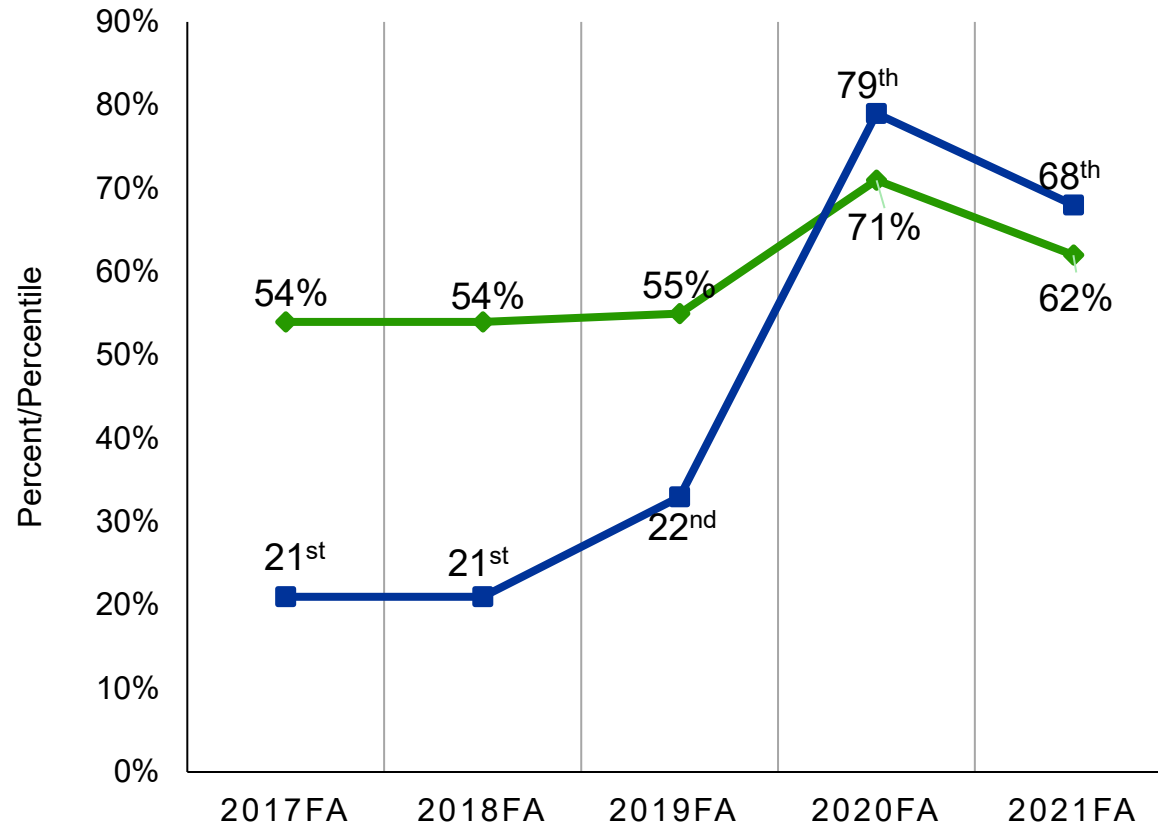


2021FA – Colleges >10,000 Credit Students

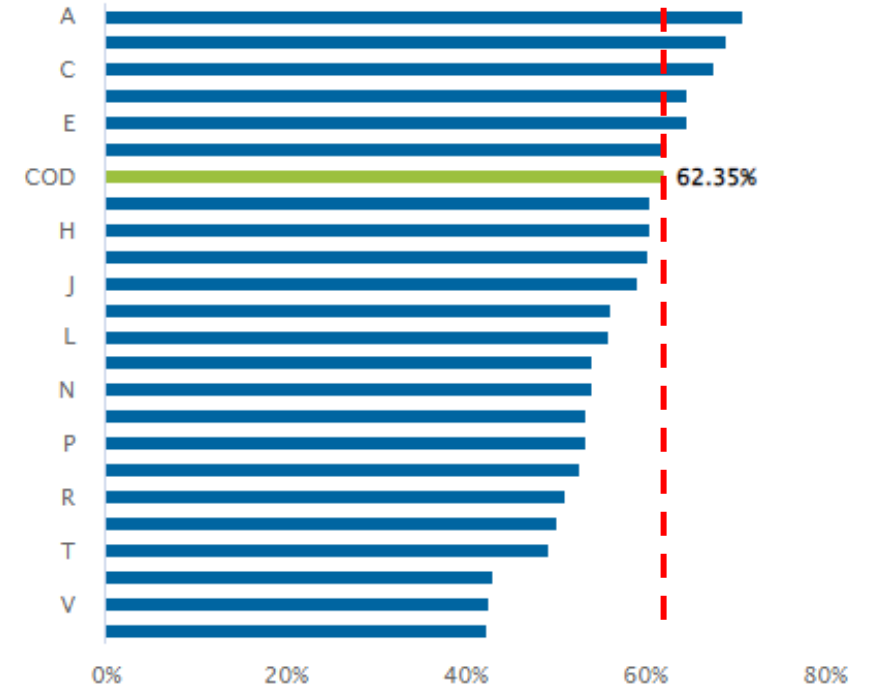
Source: National Community College Benchmarking Project



# Developmental Mathematics Success



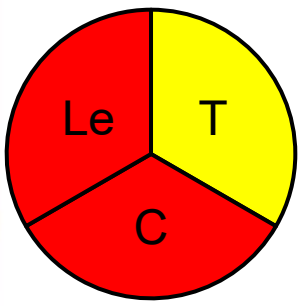
—◆— Percent of COD Students Who Received an A, B or C Grade  
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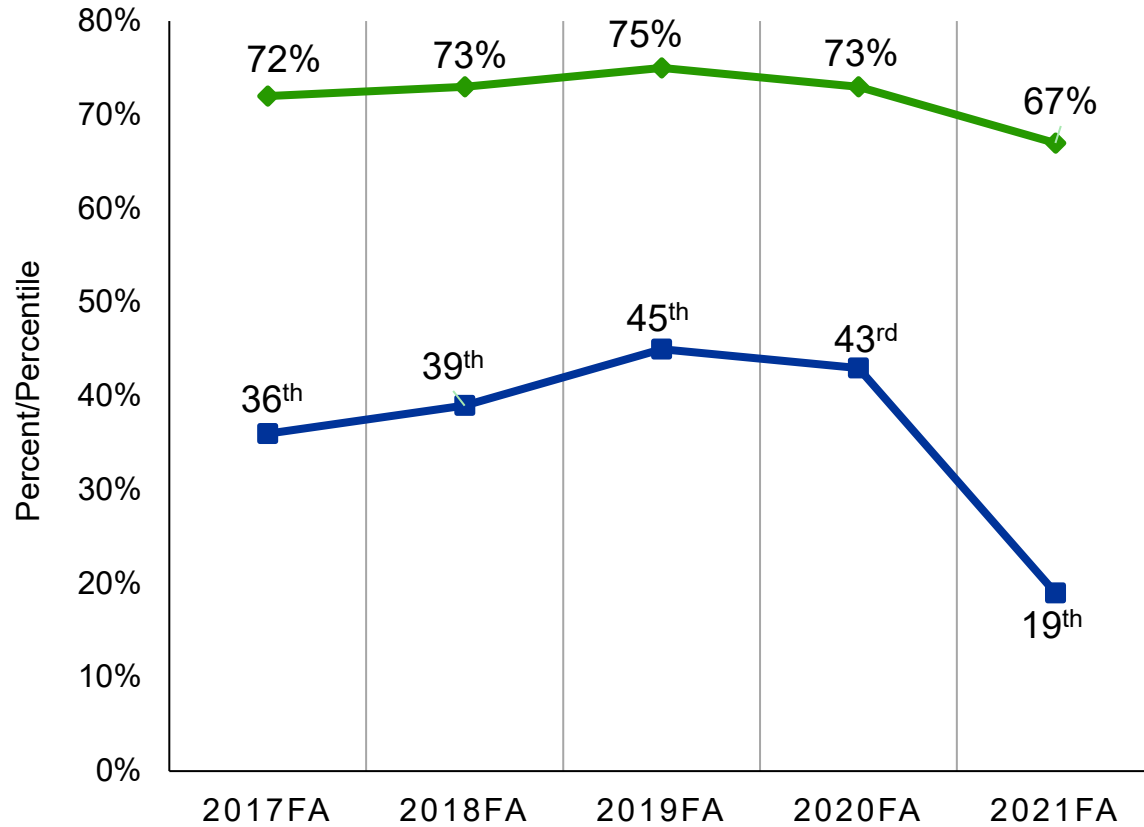
2021FA – Colleges >10,000 Credit Students

Source: National Community College Benchmarking Project

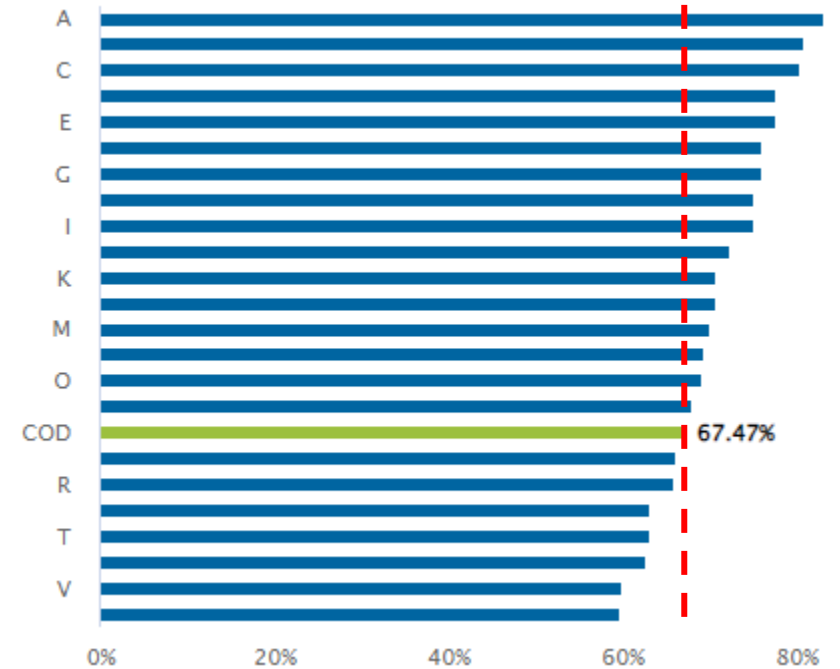




# Composition I Success

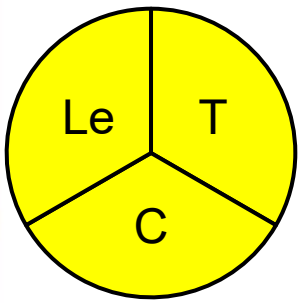


—◆— Percent of COD Students Who Received an A, B or C Grade  
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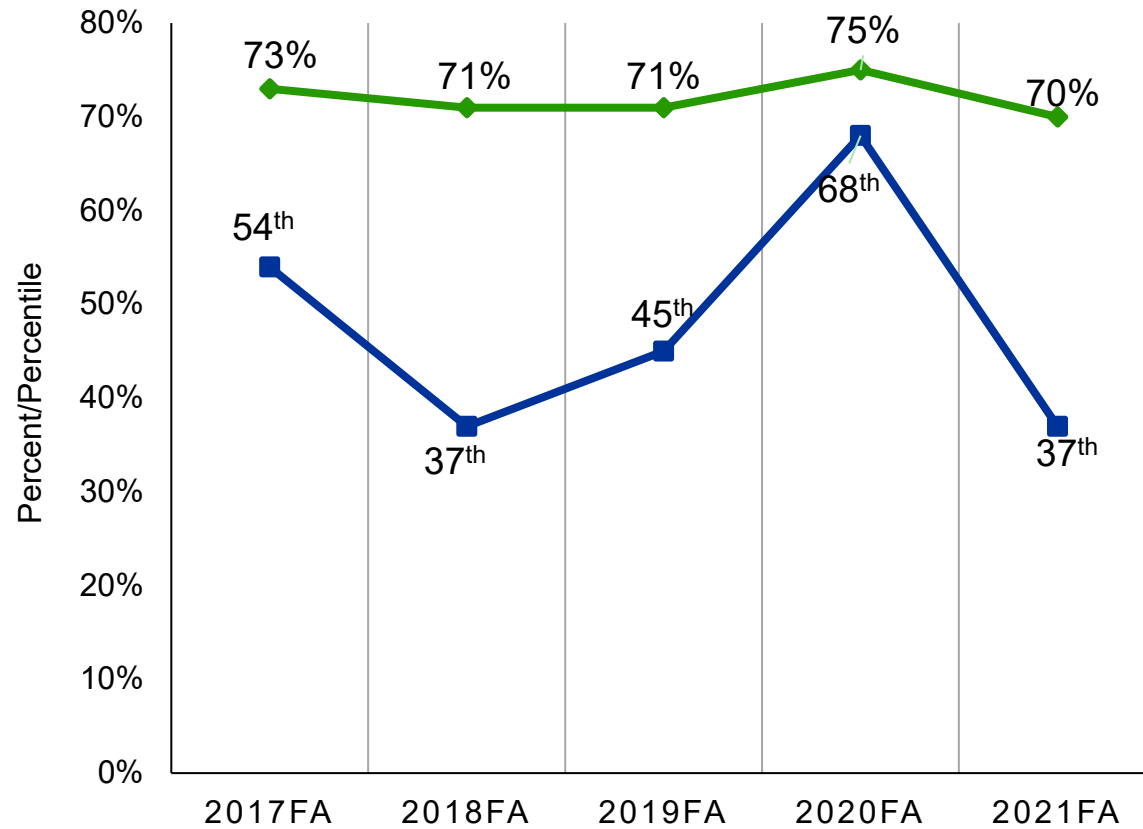


2021FA – Colleges >10,000 Credit Students

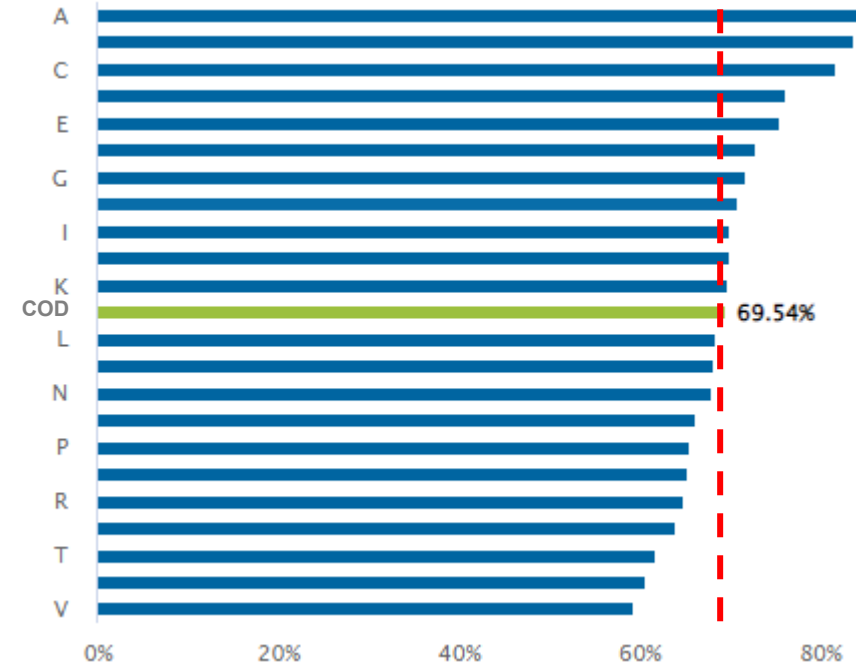
Source: National Community College Benchmarking Project



# Composition II Success

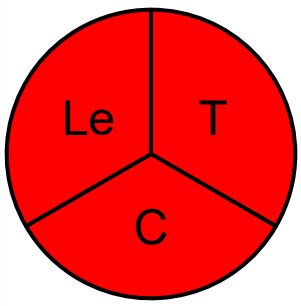


—◆ Percent of COD Students Who Received an A, B or C Grade  
—■ COD's Percentile Ranking with all NCCBP institutions

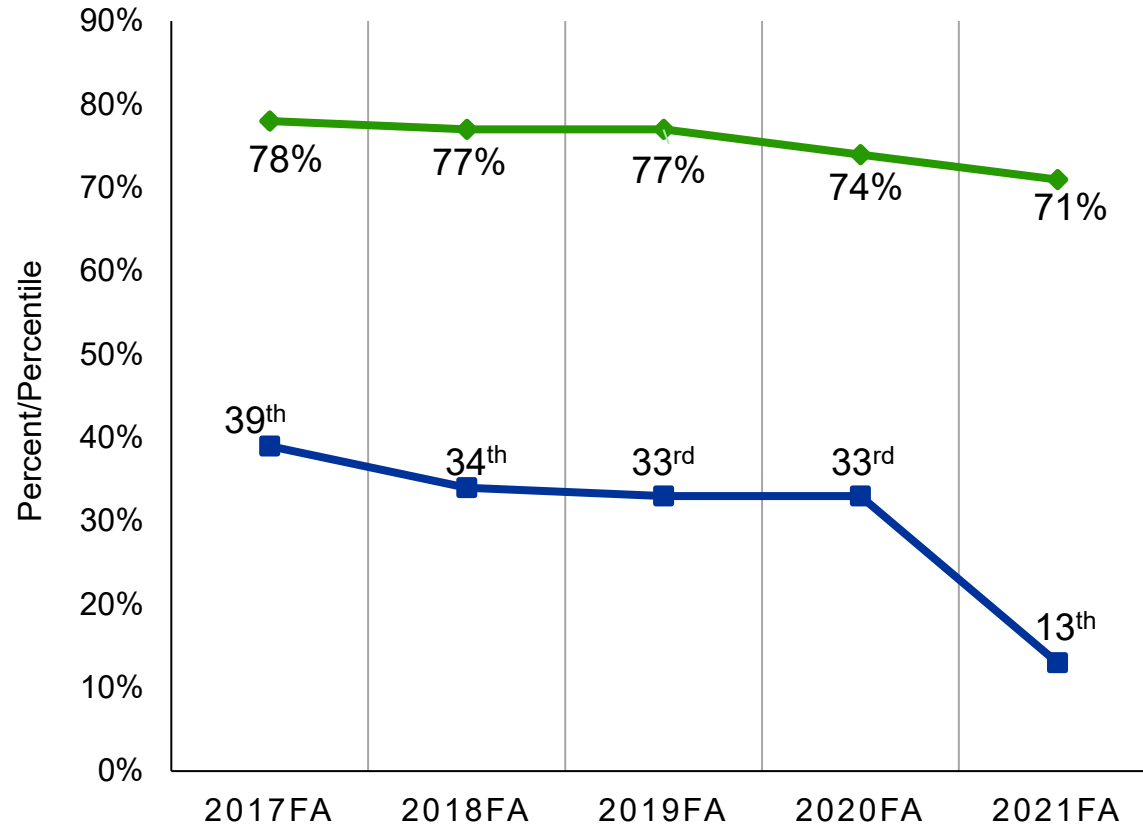


2021FA – Colleges >10,000 Credit Students

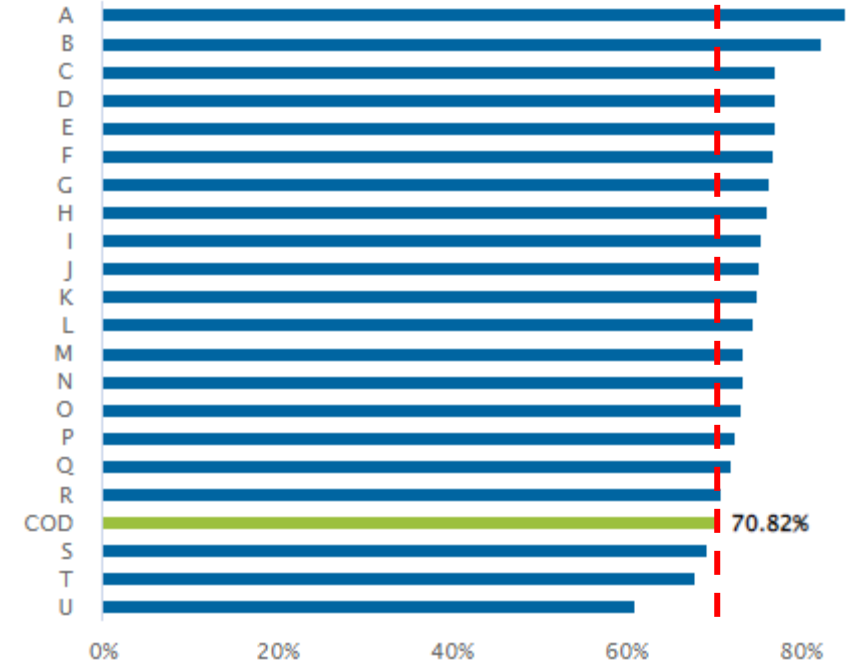
Source: National Community College Benchmarking Project



# Speech Success

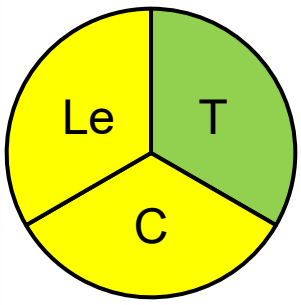


—◆ Percent of COD Students Who Received an A, B or C Grade  
—■ COD's Percentile Ranking with all NCCBP institutions

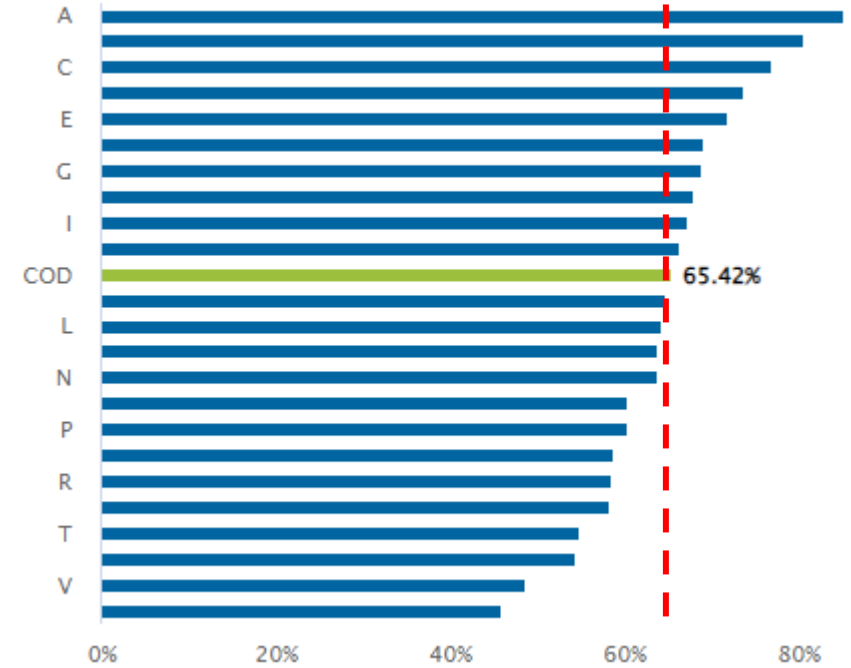
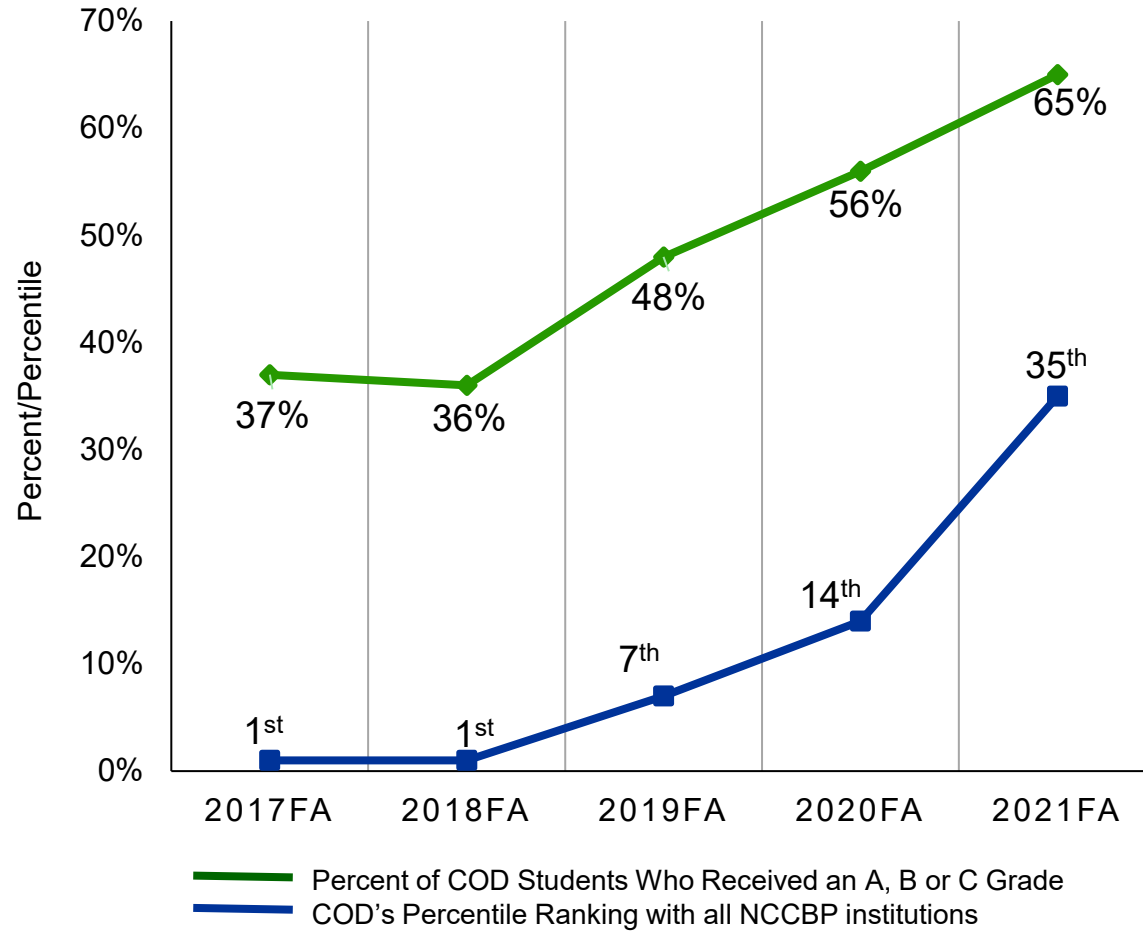


2021FA – Colleges >10,000 Credit Students

Source: National Community College Benchmarking Project

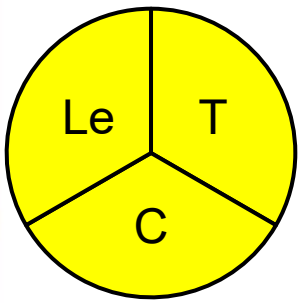


# Algebra

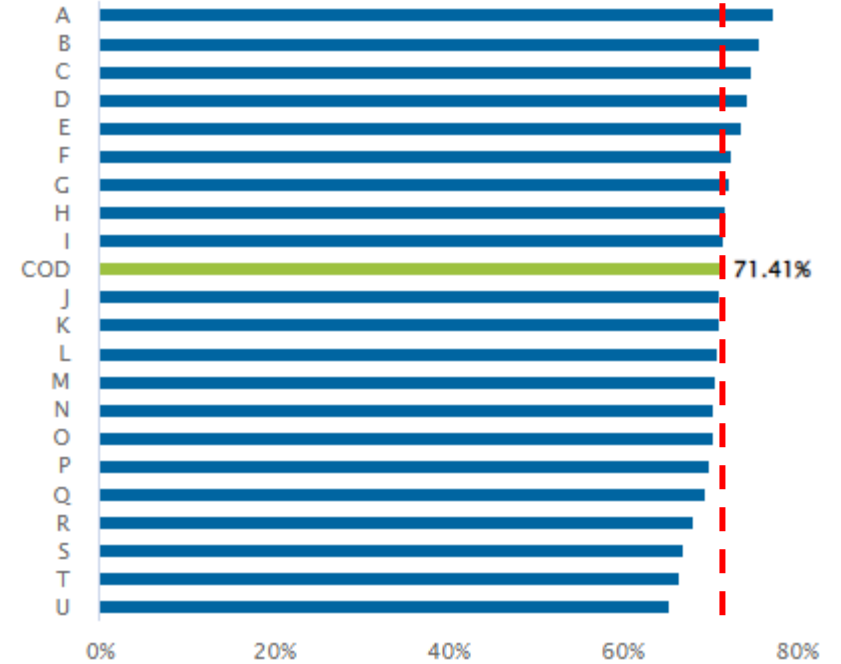
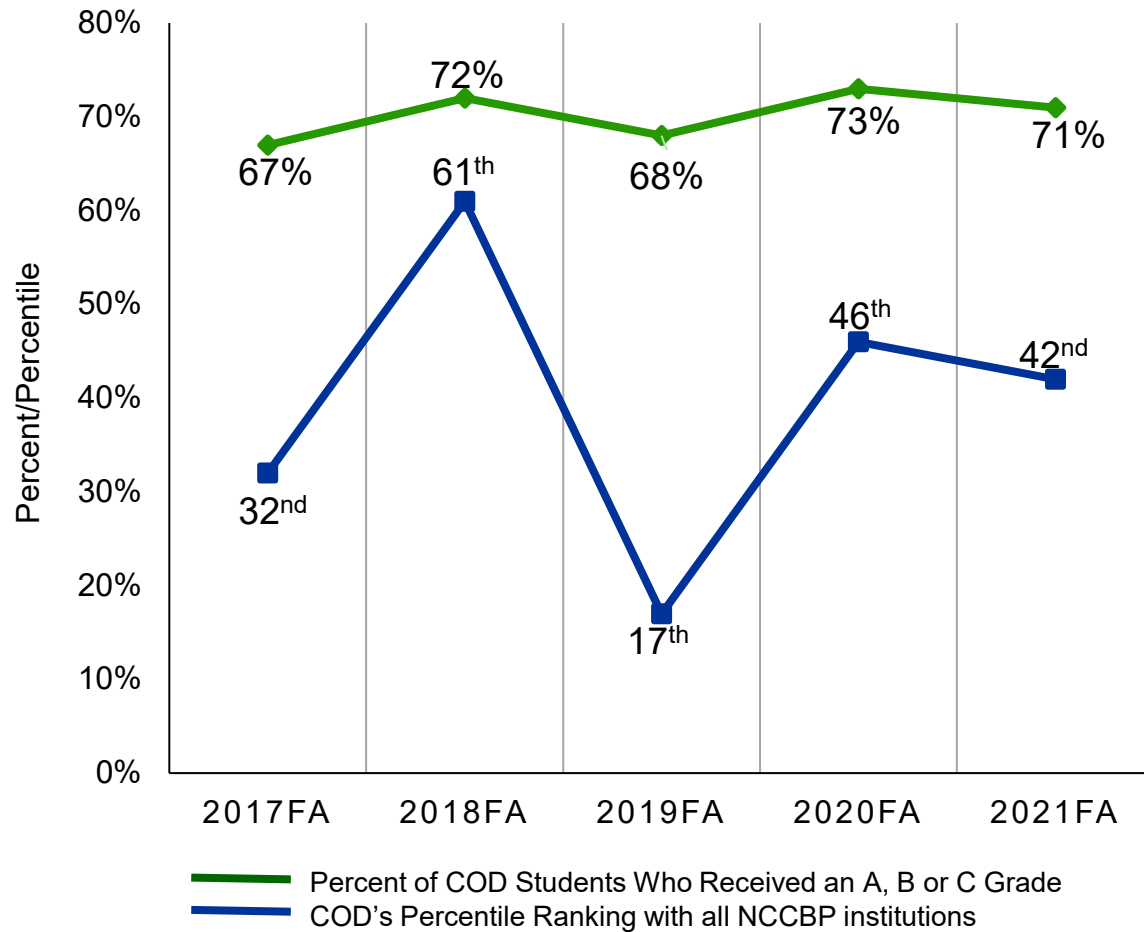


2021FA – Colleges >10,000 Credit Students

Source: National Community College Benchmarking Project



# Online Success

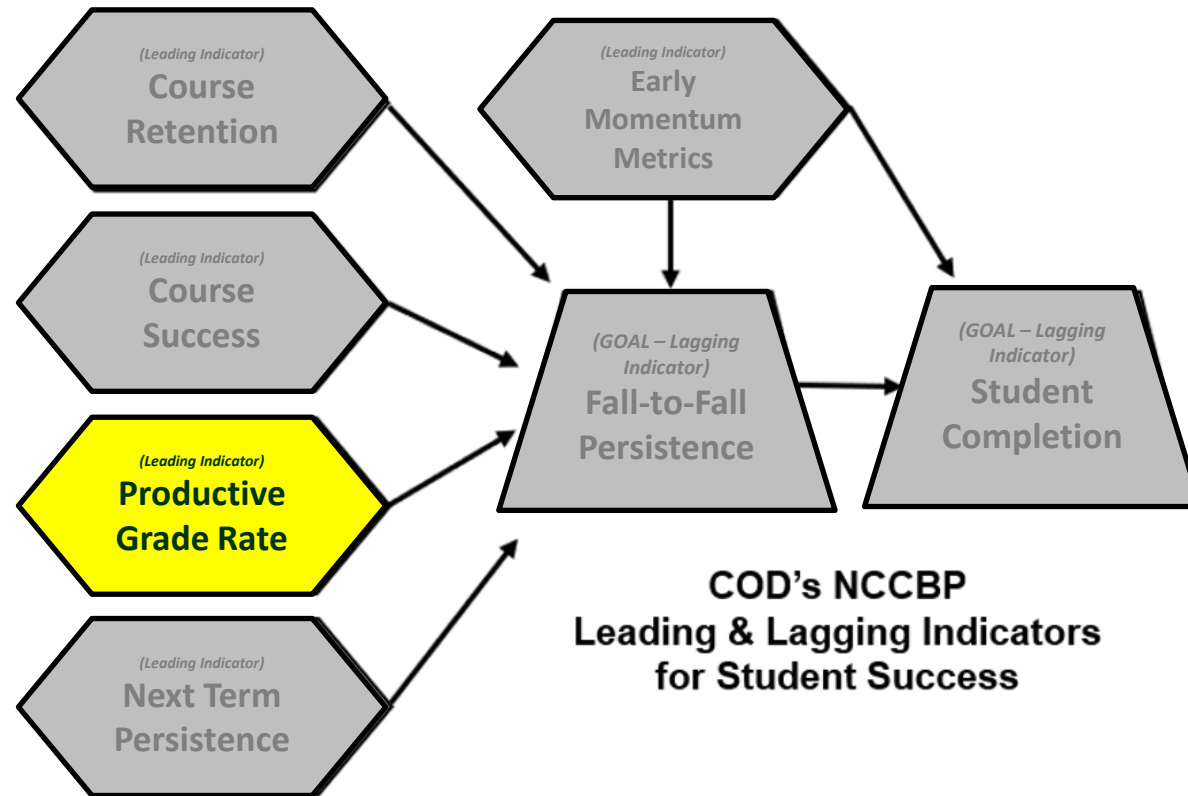


2021FA – Colleges >10,000 Credit Students

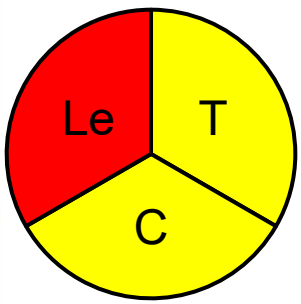
Source: National Community College Benchmarking Project

# COD's Student Success Results

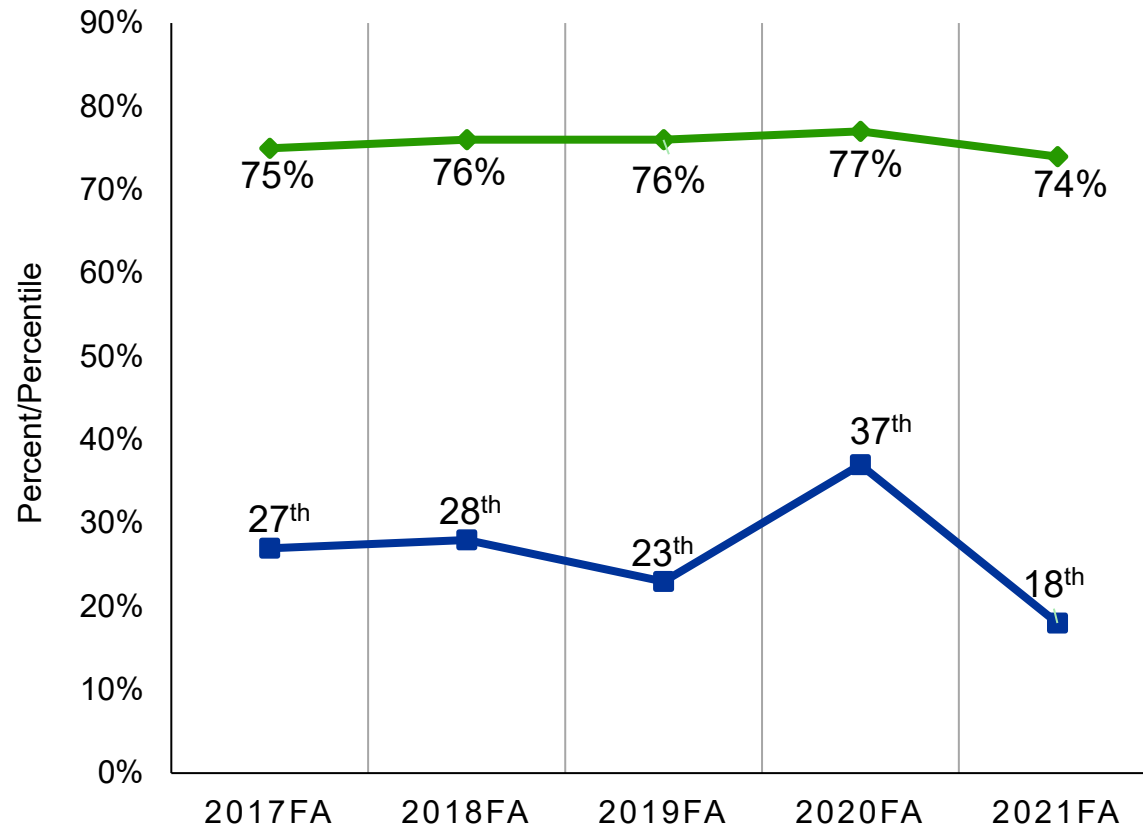
## Leading and lagging Indicators



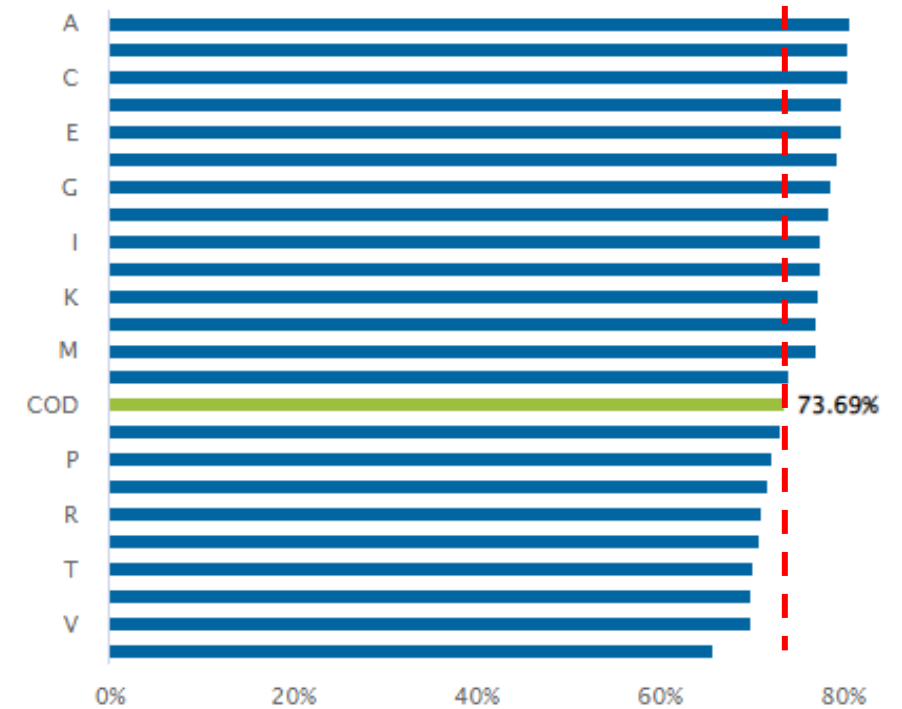
Adapted from: Creating a Data-Informed Culture in Community Colleges by Phillips and Horowitz



# College-Level Course Success (Productive Grade Rate)



—◆— Percent of COD Students Who Received an A, B or C Grade  
—■— COD's Percentile Ranking with all NCCBP institutions

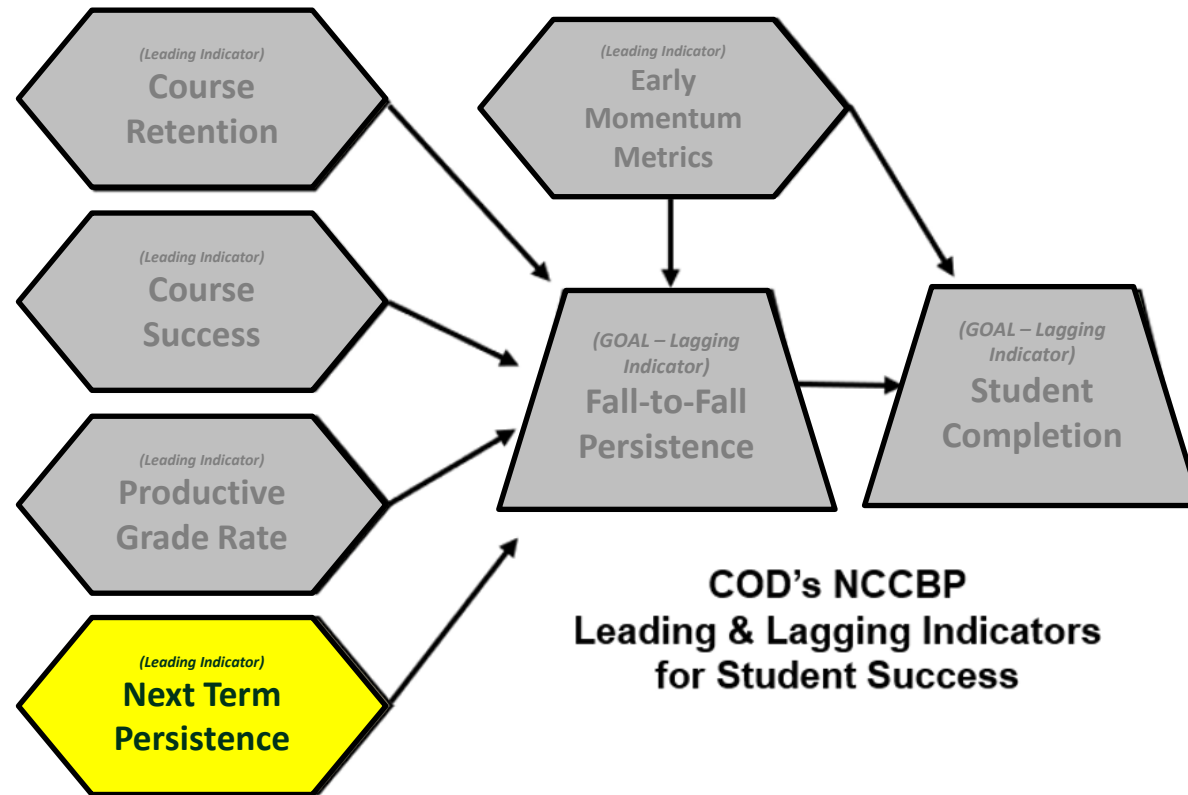


2021FA – Colleges >10,000 Credit Students

Source: National Community College Benchmarking Project

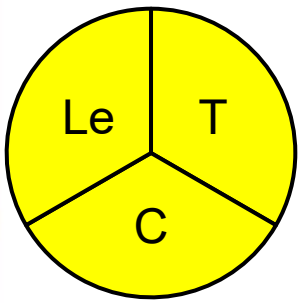
# COD's Student Success Results

## Leading and lagging Indicators

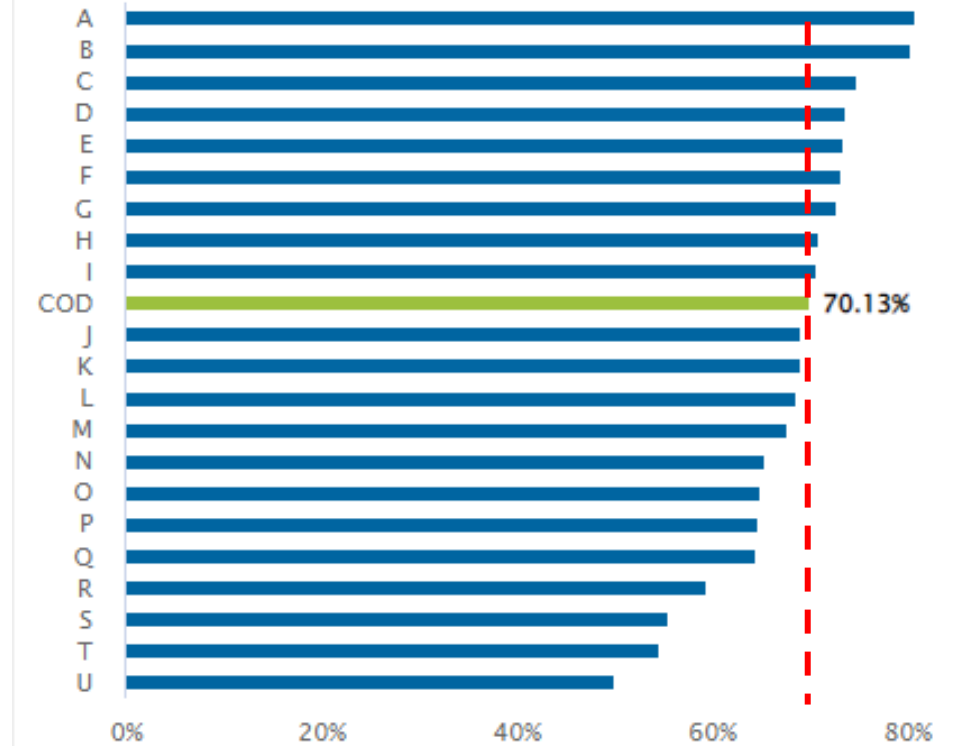
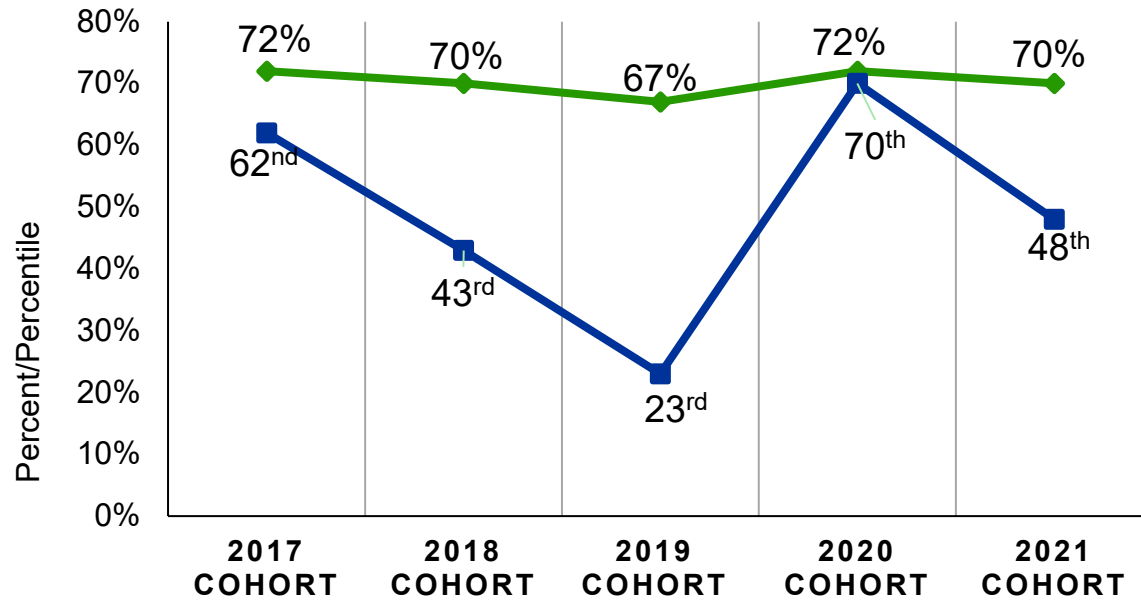


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# Overall Next-Term Student Persistence



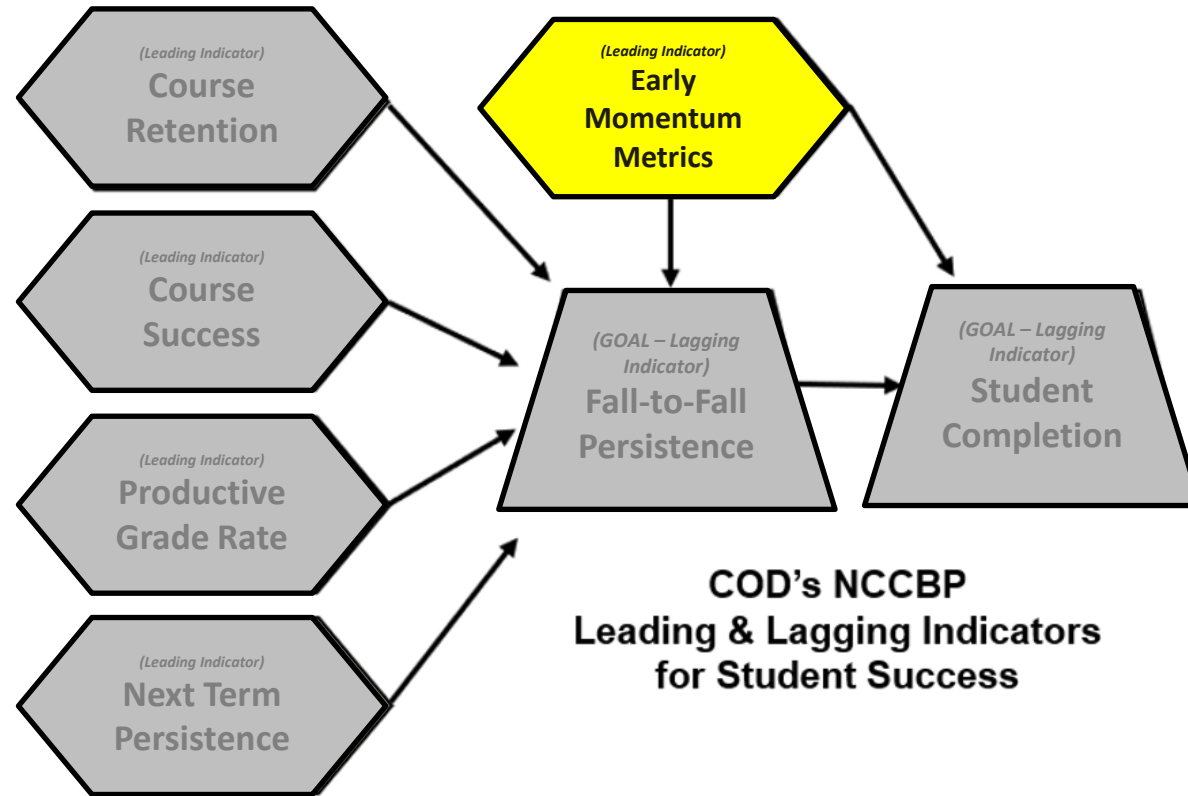
2021 COHORT – Colleges >10,000 Credit Students

— Percent of COD Students Returning  
— COD's Percentile Ranking with all NCCBP institutions

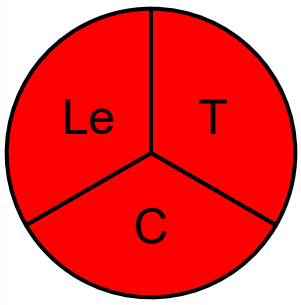
Source: National Community College Benchmarking Project

# COD's Student Success Results

## Leading and lagging Indicators

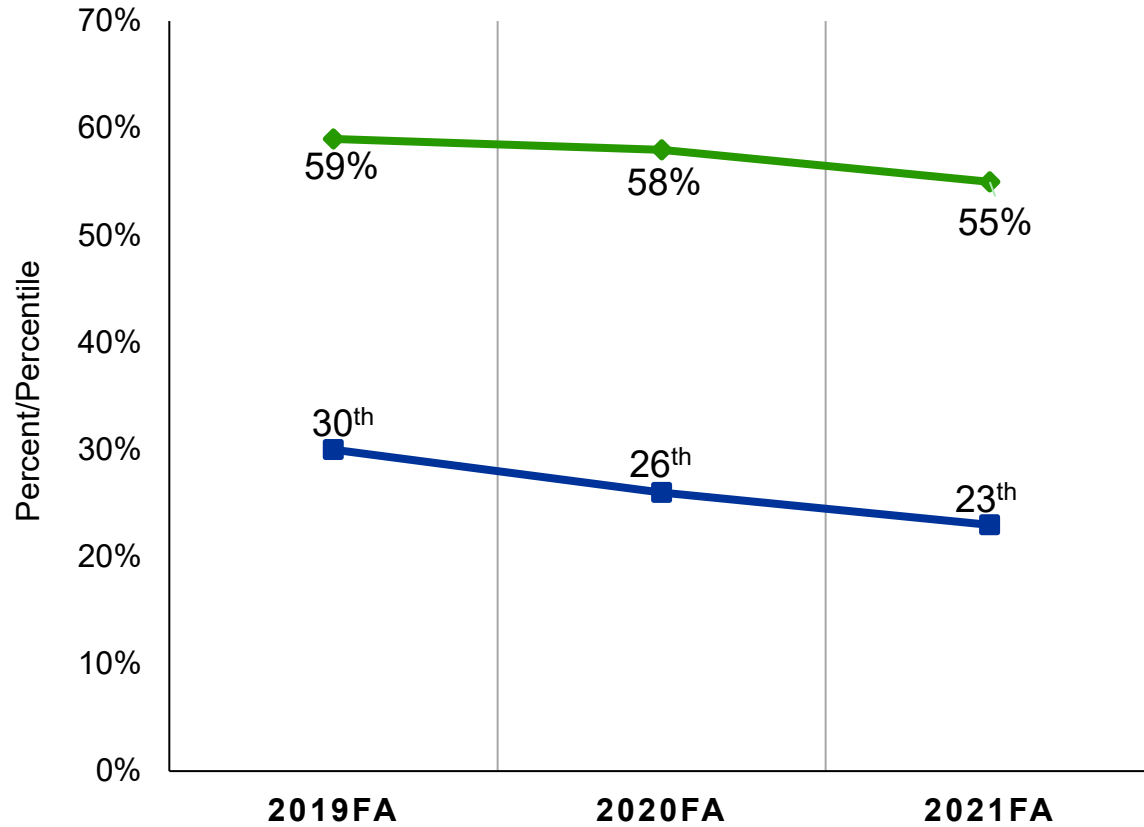


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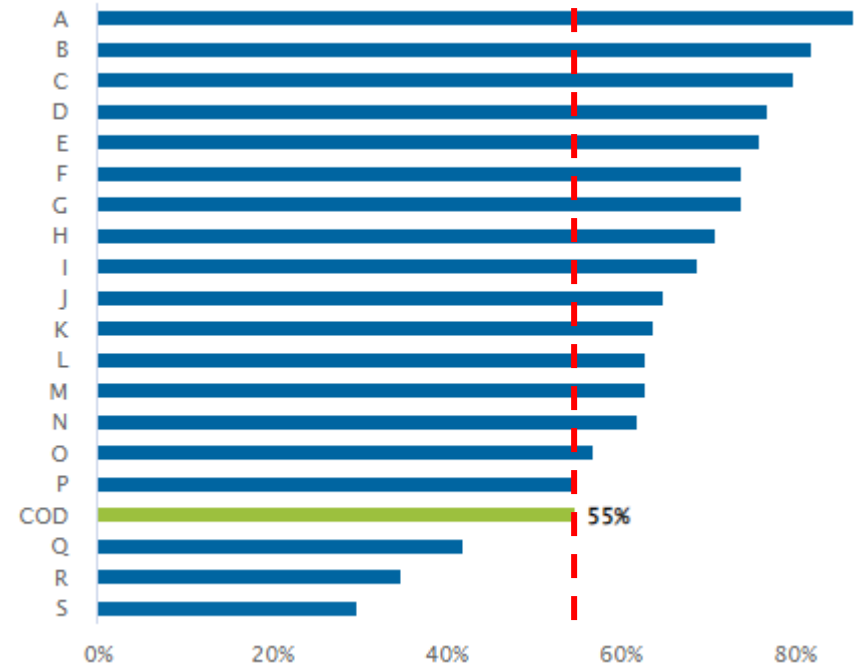


# 6 Credits in 1<sup>st</sup> Semester

## Credit Momentum Rate - First Time College Students

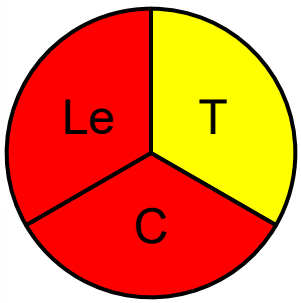


—◆— Percent of COD Students Who Received 6 Credits in 1<sup>st</sup> Semester  
—■— COD's Percentile Ranking with all NCCBP institutions



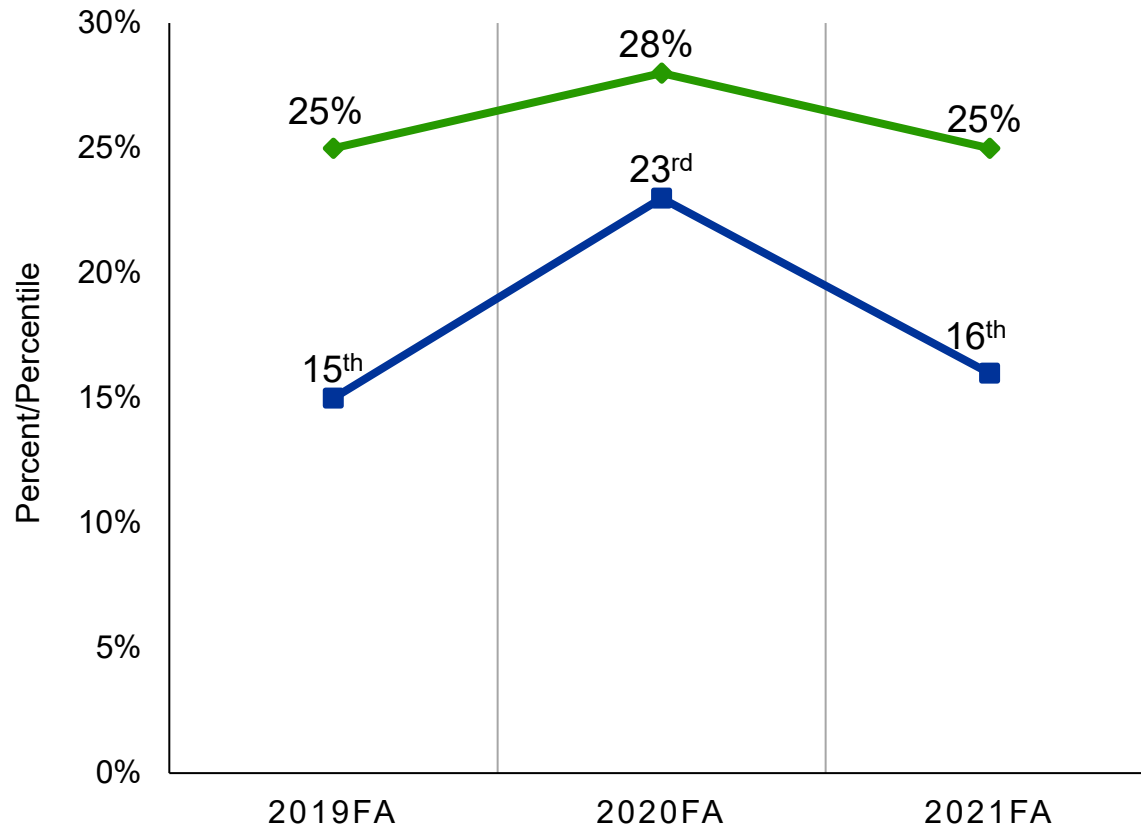
2021FA – Colleges >10,000 Credit Students

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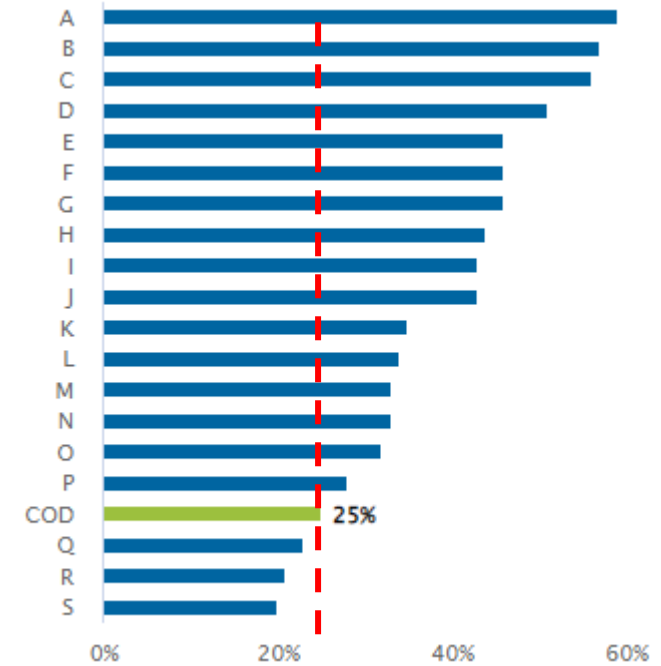


# 12 Credits in 1<sup>st</sup> Semester

## Credit Momentum Rate - First Time College Students

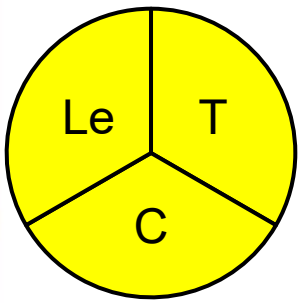


—◆ Percent of COD Students Who Received 12 Credits in 1<sup>st</sup> Semester  
—■ COD's Percentile Ranking with all NCCBP institutions



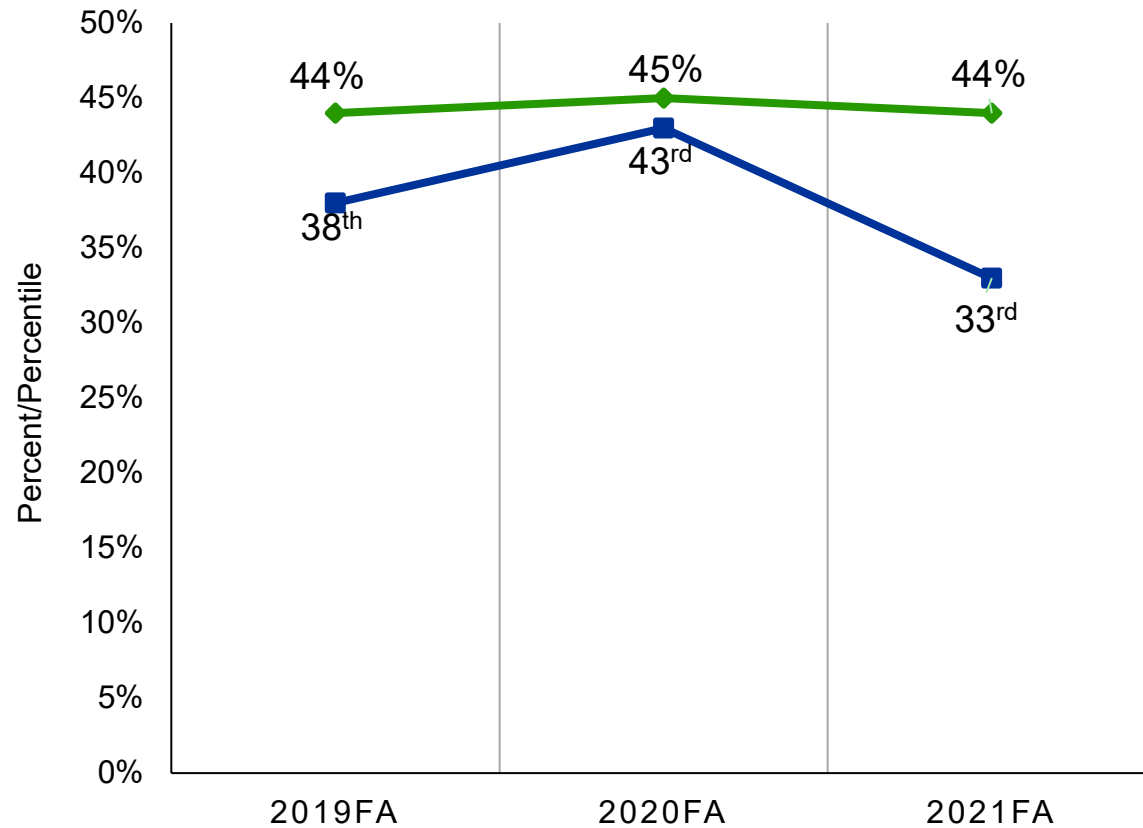
2021FA – Colleges >10,000 Credit Students

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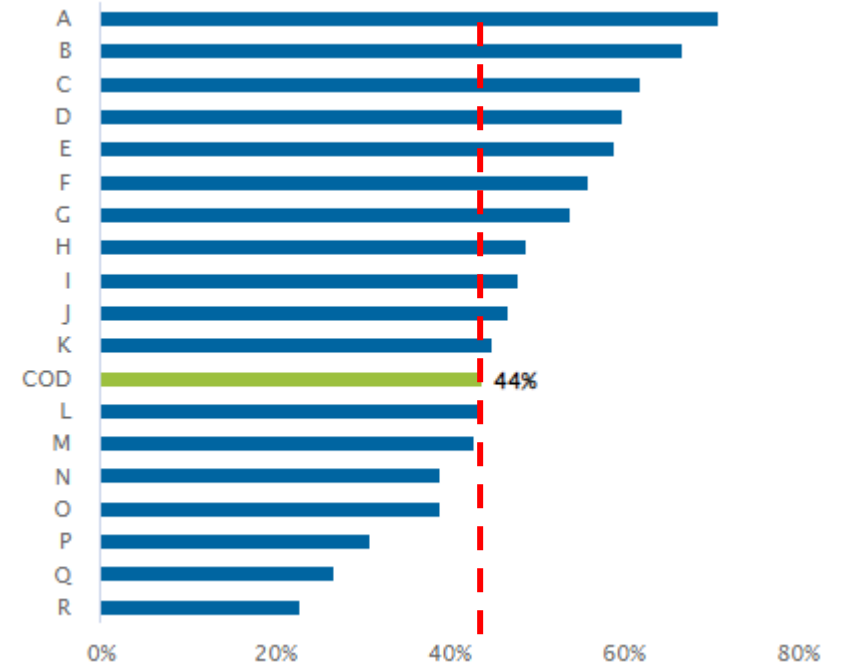


# 15 Credits in 1<sup>st</sup> Year

## Credit Momentum Rate - First Time College Students

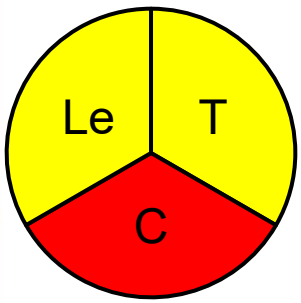


—◆— Percent of COD Students Who Received 15 Credits in 1<sup>st</sup> Year  
—■— COD's Percentile Ranking with all NCCBP institutions



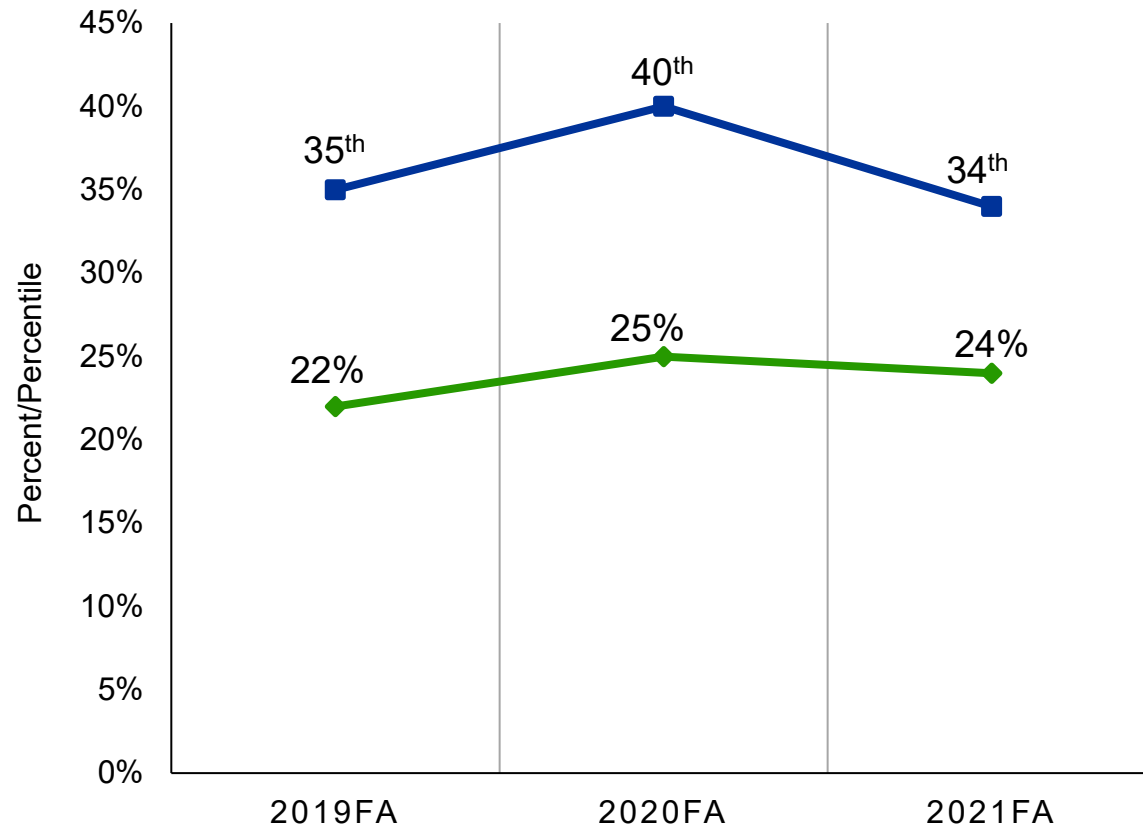
2021FA – Colleges >10,000 Credit Students

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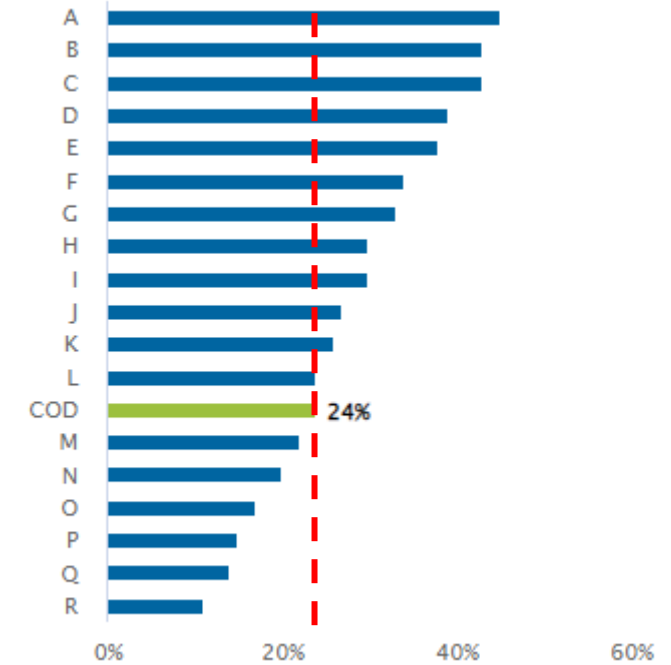


# 24 Credits in 1<sup>st</sup> Year

## Credit Momentum Rate - First Time College Students

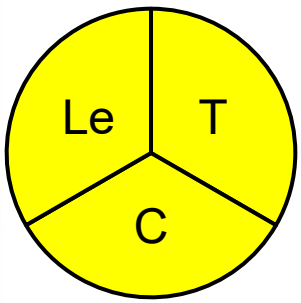


— Percent of COD Students Who Received 24 Credits in 1<sup>st</sup> Year  
— COD's Percentile Ranking with all NCCBP institutions



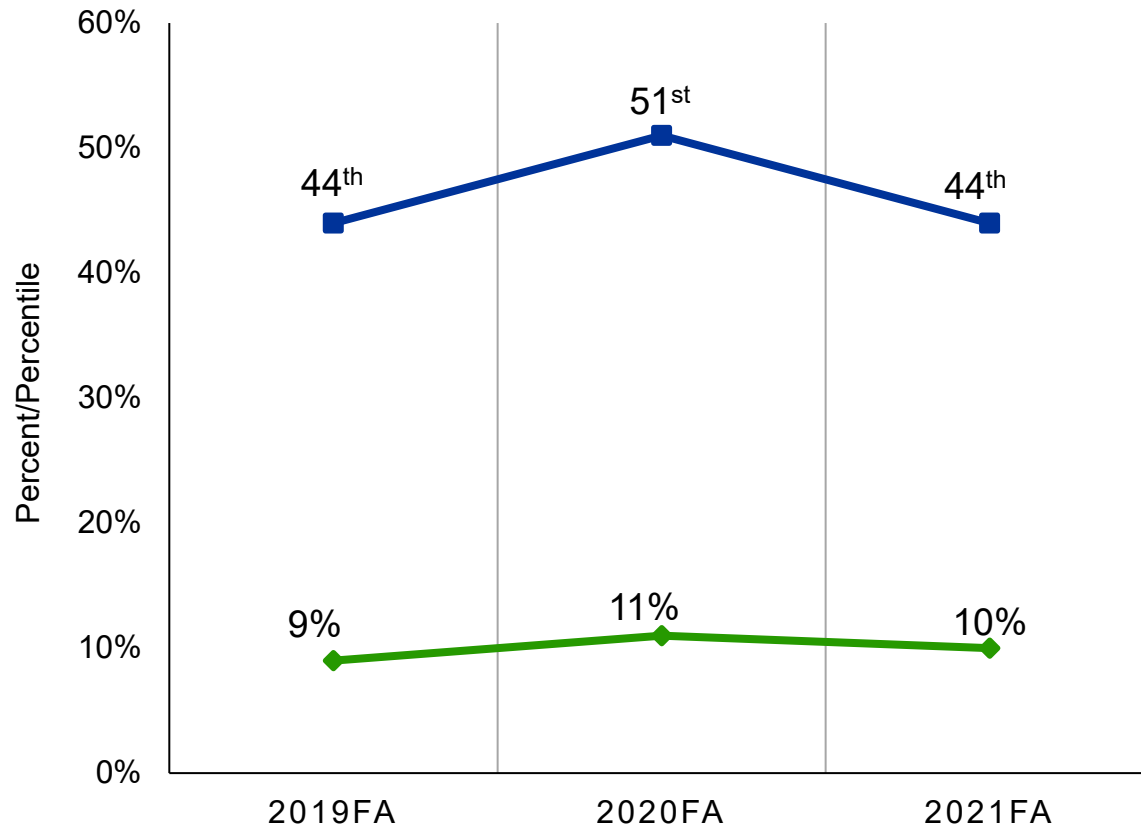
2021FA – Colleges >10,000 Credit Students

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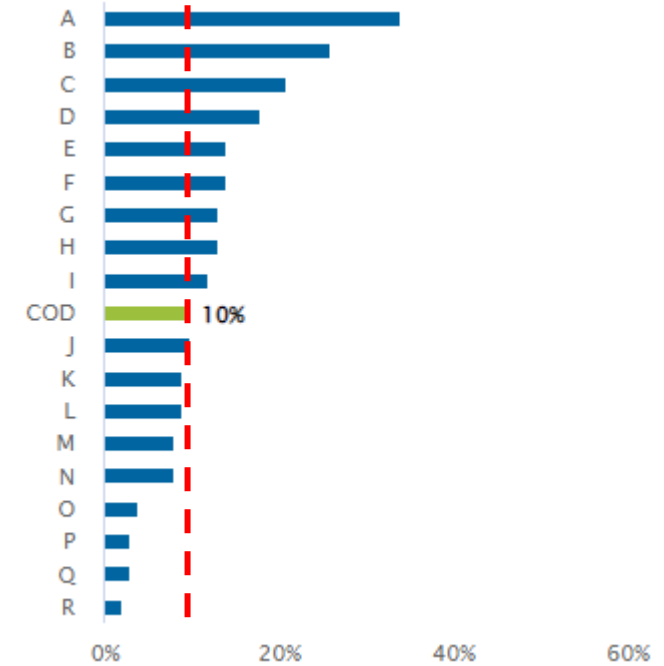


# 30 Credits in 1<sup>st</sup> Year

## Credit Momentum Rate - First Time College Students

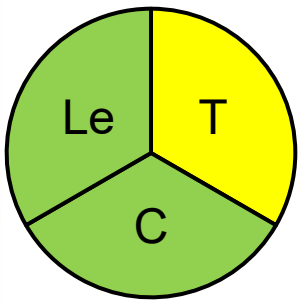


—◆— Percent of COD Students Who Received 30 Credits in 1<sup>st</sup> Year  
—■— COD's Percentile Ranking with all NCCBP institutions



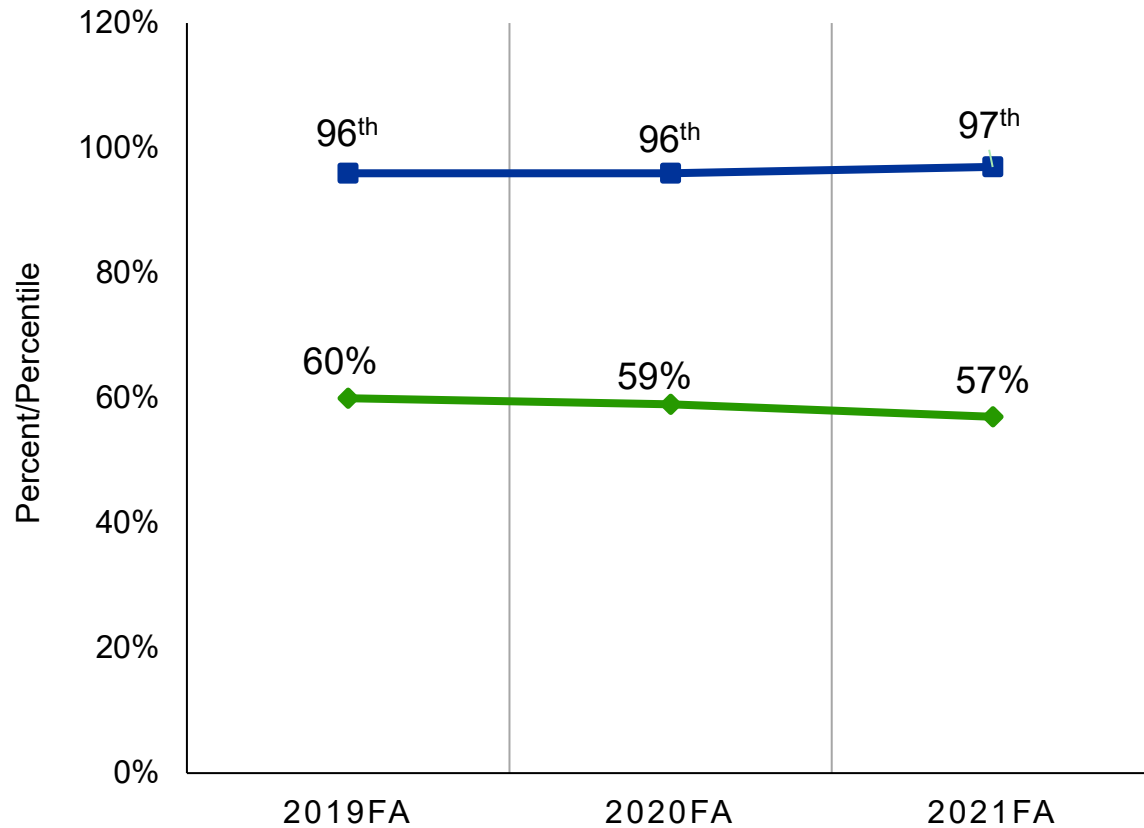
2021FA – Colleges >10,000 Credit Students

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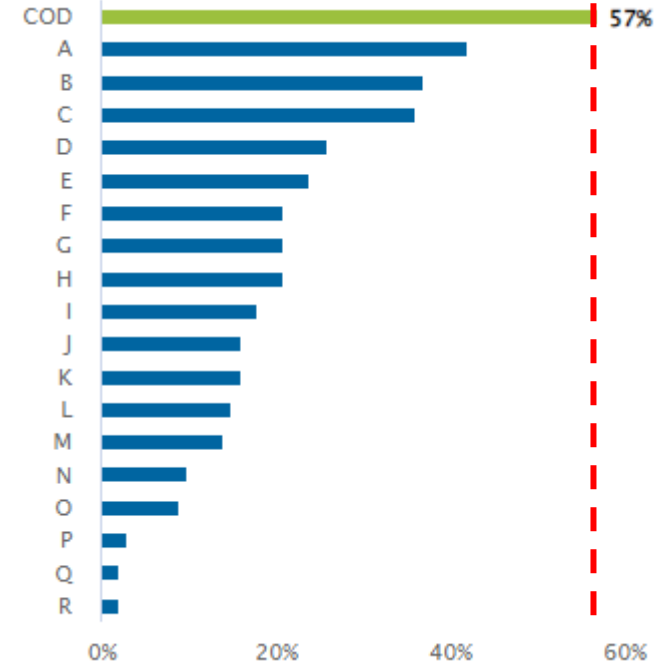


# Composition I & II First Year

## Credit Momentum Rate - First Time College Students



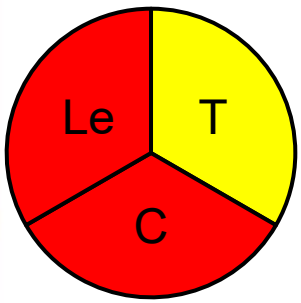
—◆— Percent of COD Students Who Completed Composition I & II in 1<sup>st</sup> Year  
—■— COD's Percentile Ranking with all NCCBP institutions



2021FA – Colleges >10,000 Credit Students

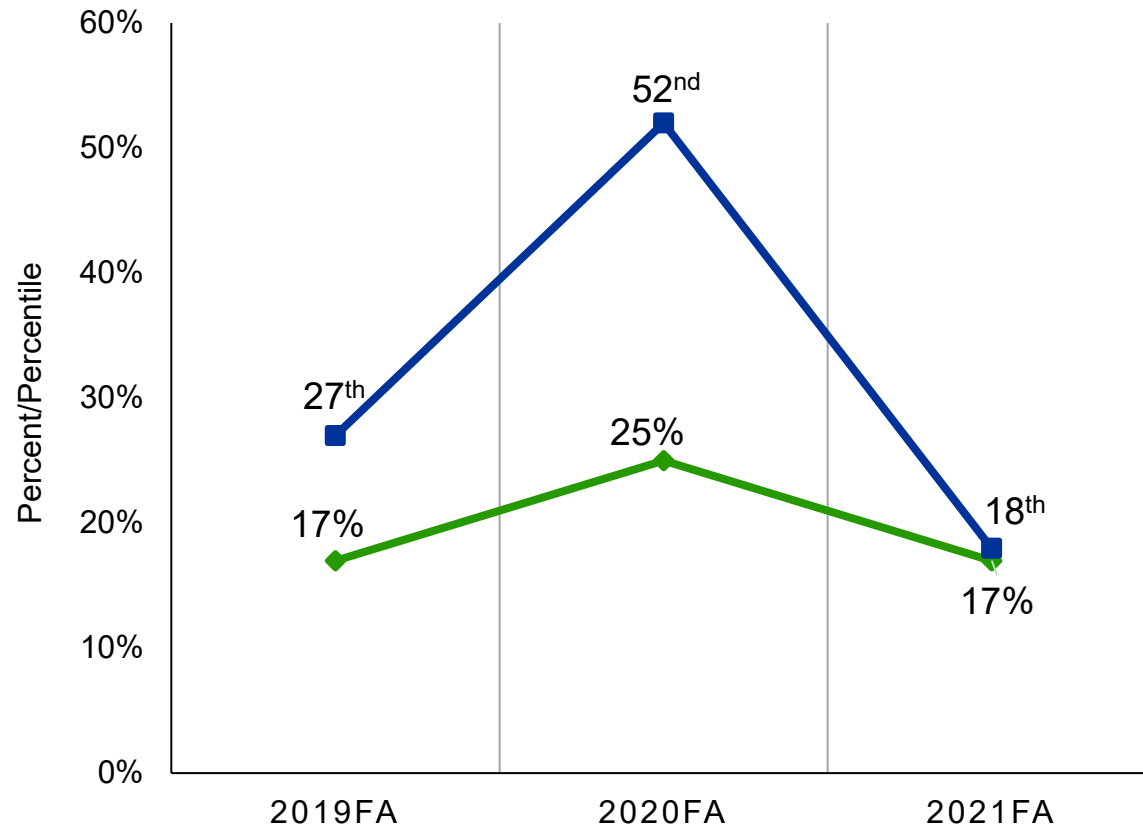
Source: National Community College Benchmarking Project





# Math First Year

## Credit Momentum Rate - First Time College Students

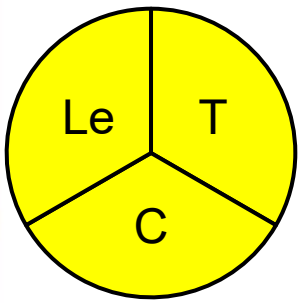


—◆— Percent of COD Students Who Completed Math 1<sup>st</sup> Year  
—■— COD's Percentile Ranking with all NCCBP institutions



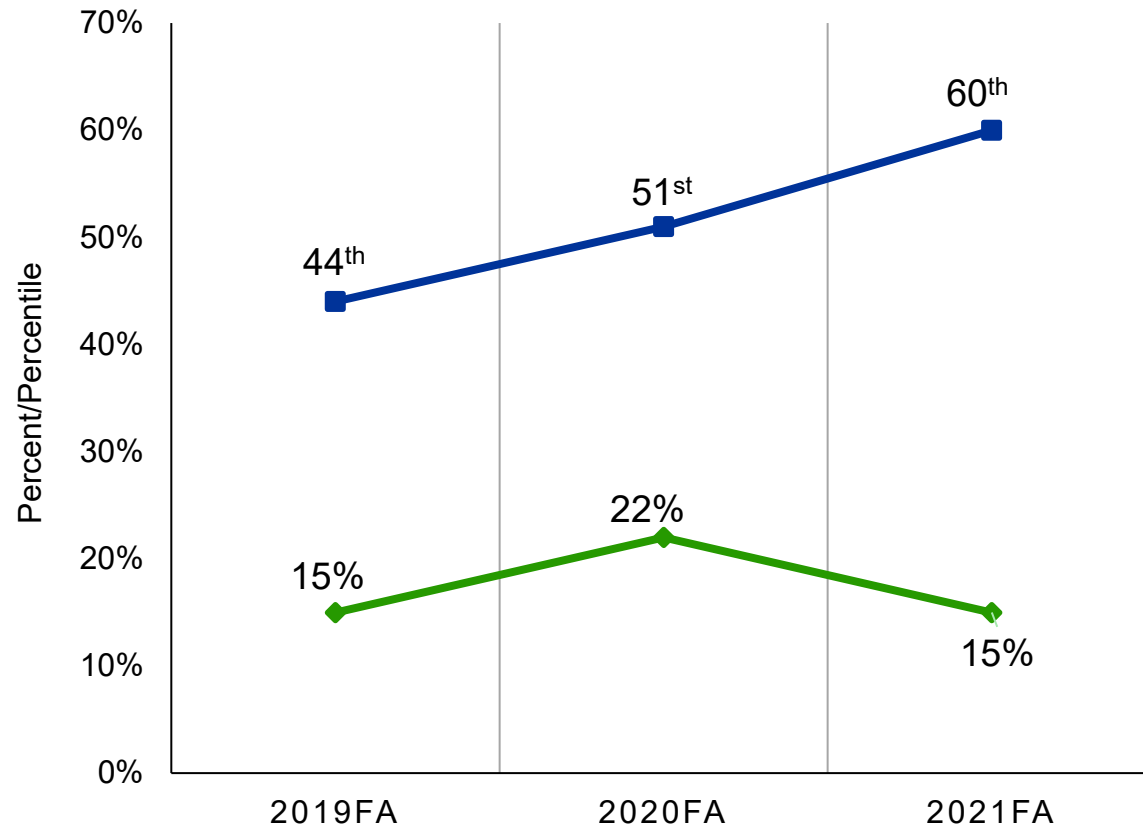
2021FA – Colleges >10,000 Credit Students

Source: National Community College Benchmarking Project

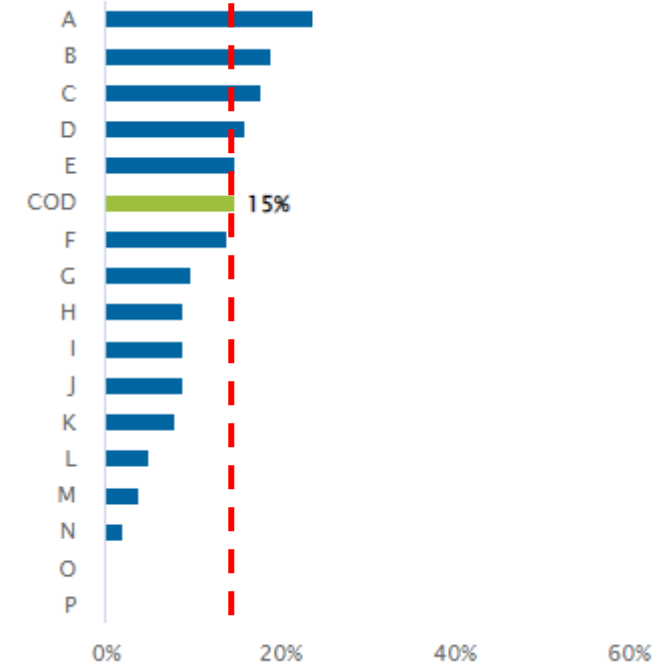


# Composition I & II and Math First Year

## Credit Momentum Rate - First Time College Students

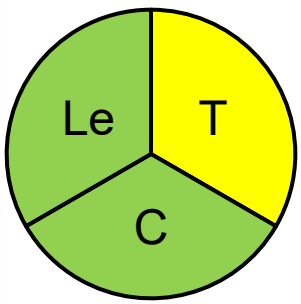


—◆— Percent of COD Students Who Completed Composition I & II and Math in 1<sup>st</sup> Year  
—■— COD's Percentile Ranking with all NCCBP institutions



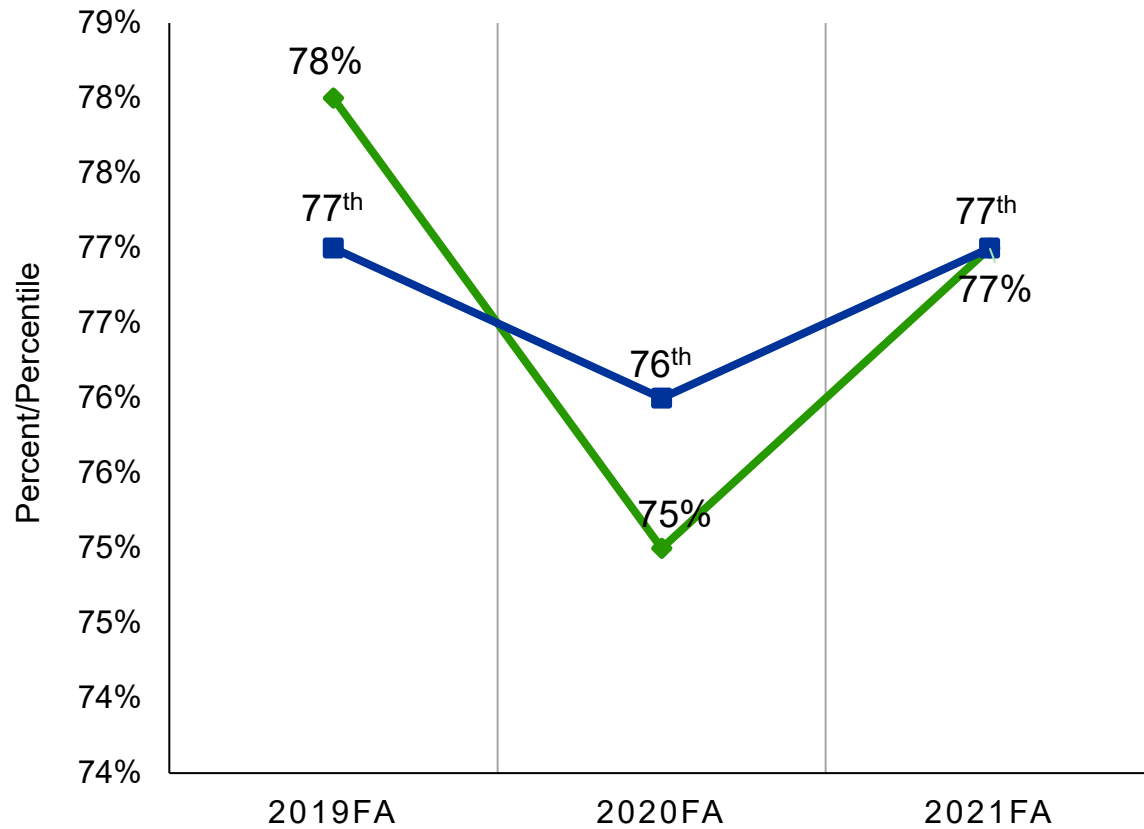
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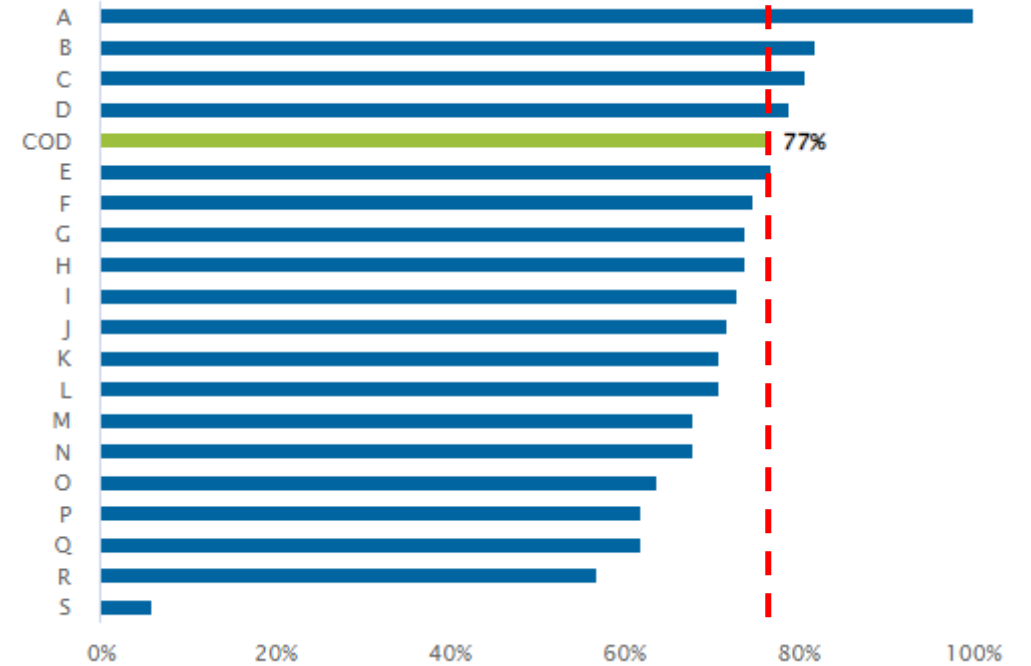


# Fall to Spring Persistence

## Credit Momentum Rate - First Time College Students



—◆ Percent COD Students Who Persisted from Fall to Spring COD's  
—■ Percentile Ranking with all NCCBP institutions

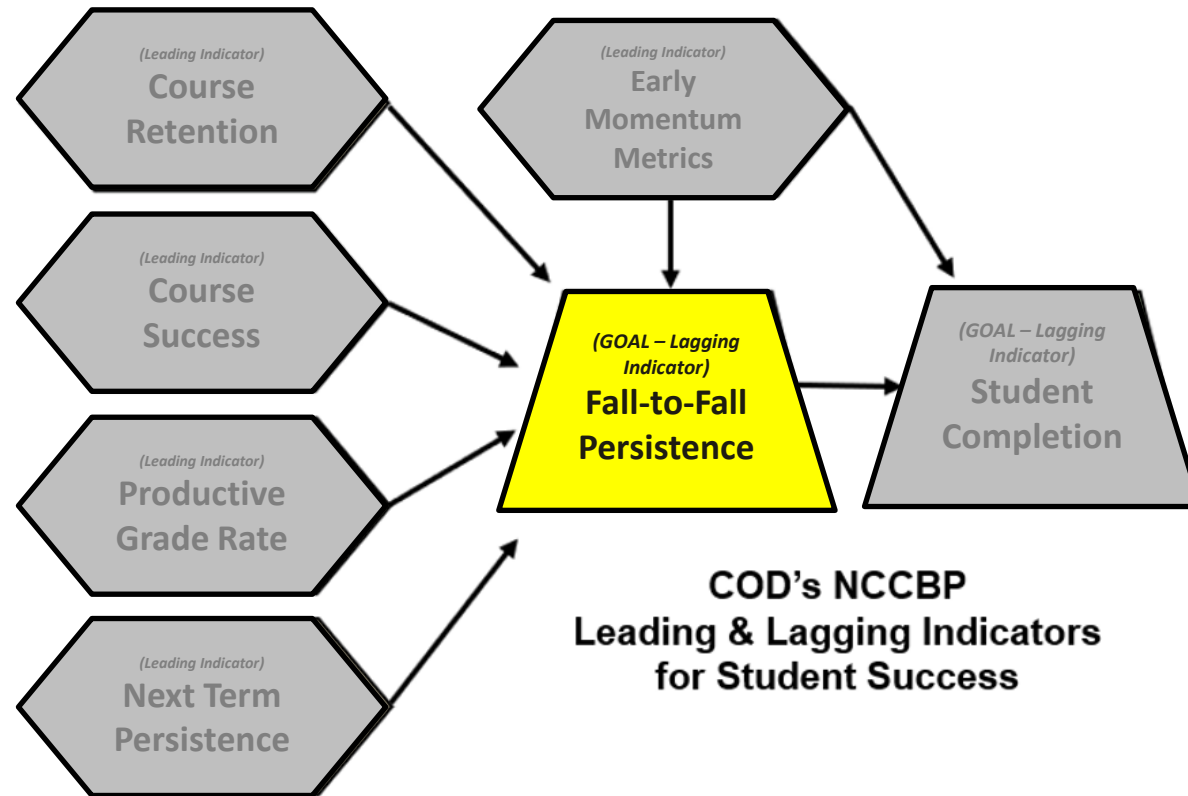


2021FA – Colleges >10,000 Credit Students

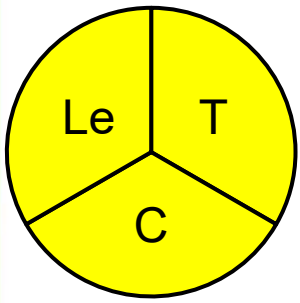
Source: National Community College Benchmarking Project

# COD's Student Success Results

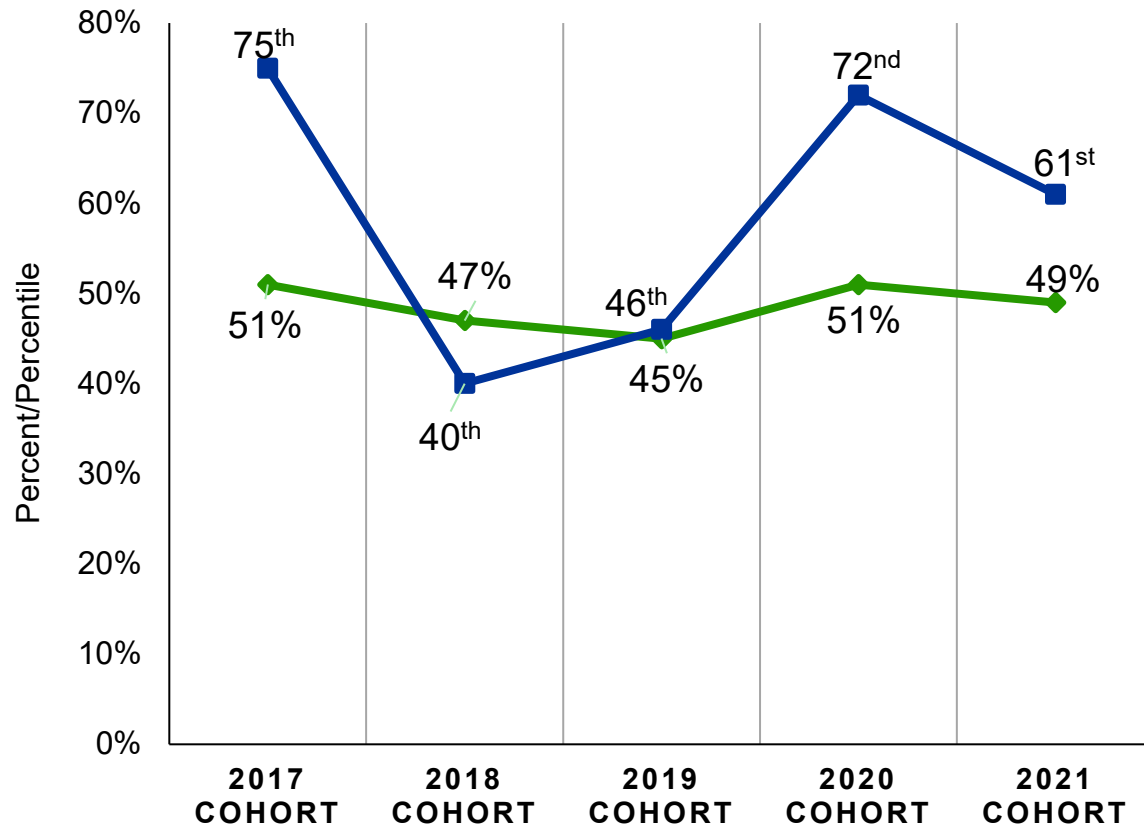
## Leading and lagging Indicators



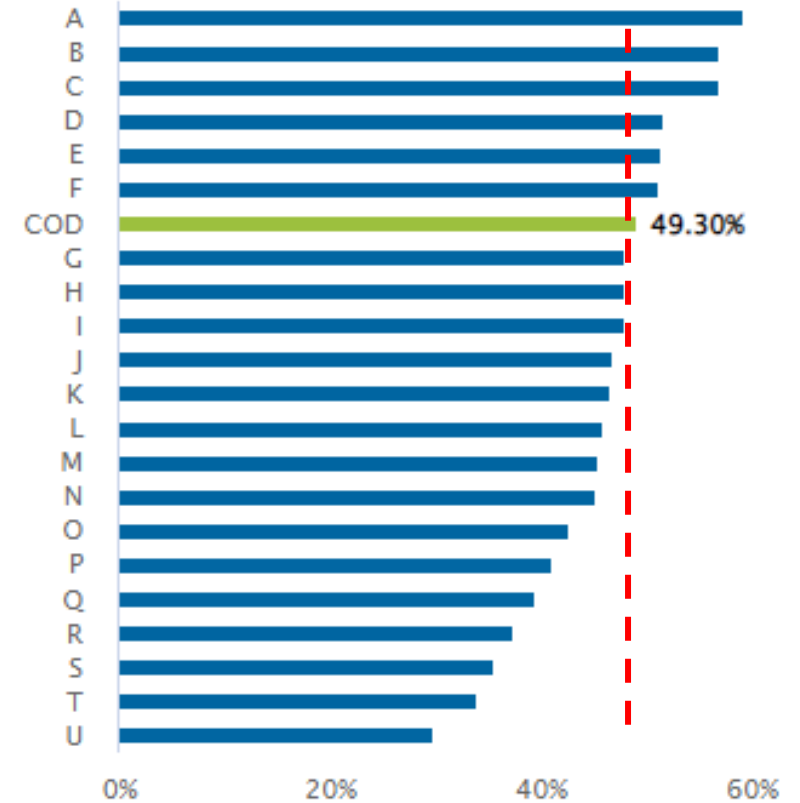
Adapted from: Creating a Data-Informed Culture in Community Colleges by Phillips and Horowitz



# Overall Fall-Fall Student Persistence



—◆— Percent of COD Students Returning  
—■— COD's Percentile Ranking with all NCCBP institutions

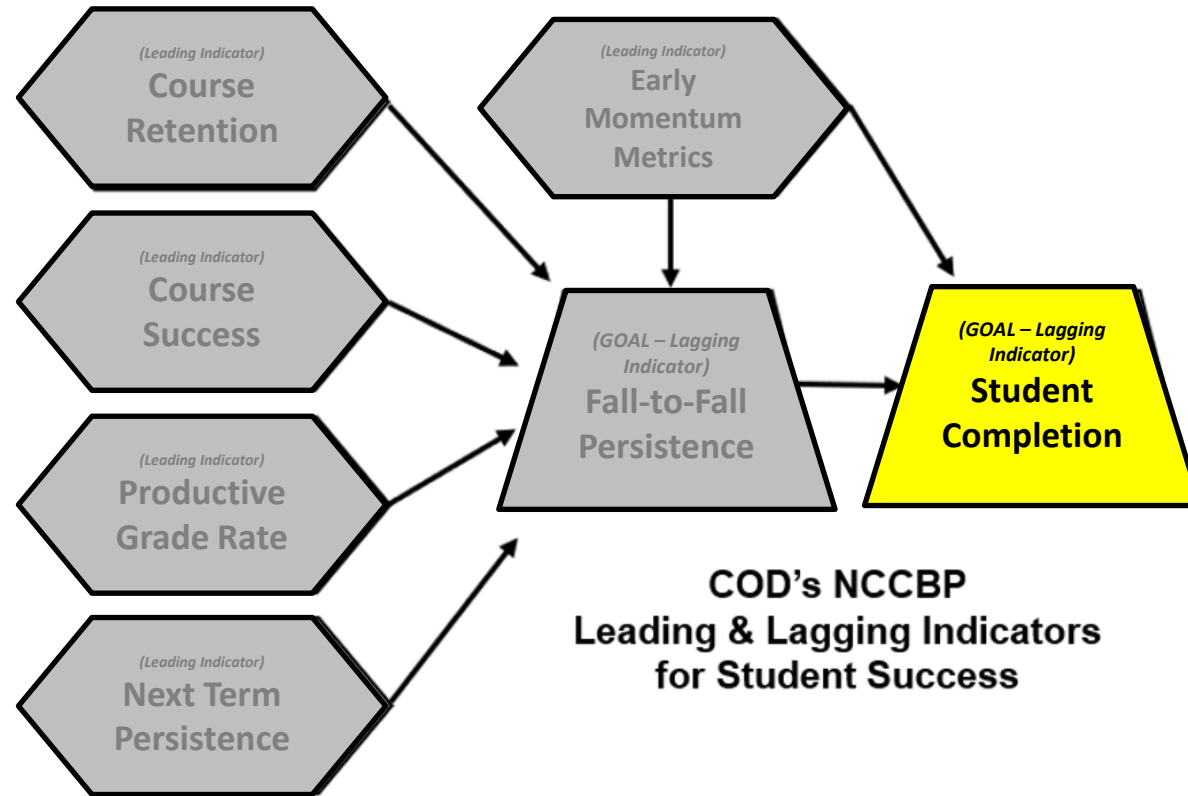


2021 COHORT – Colleges >10,000 Credit Students

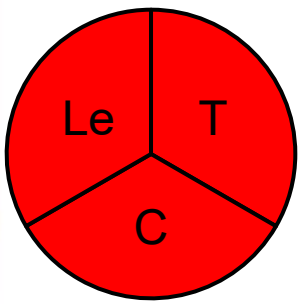
Source: National Community College Benchmarking Project

# COD's Student Success Results

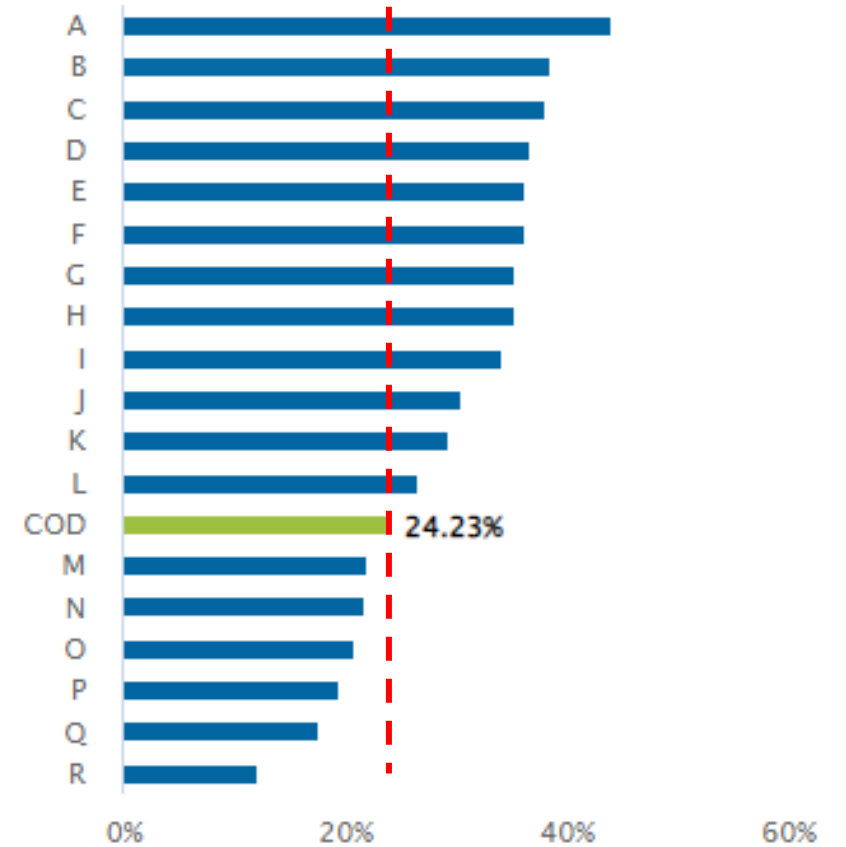
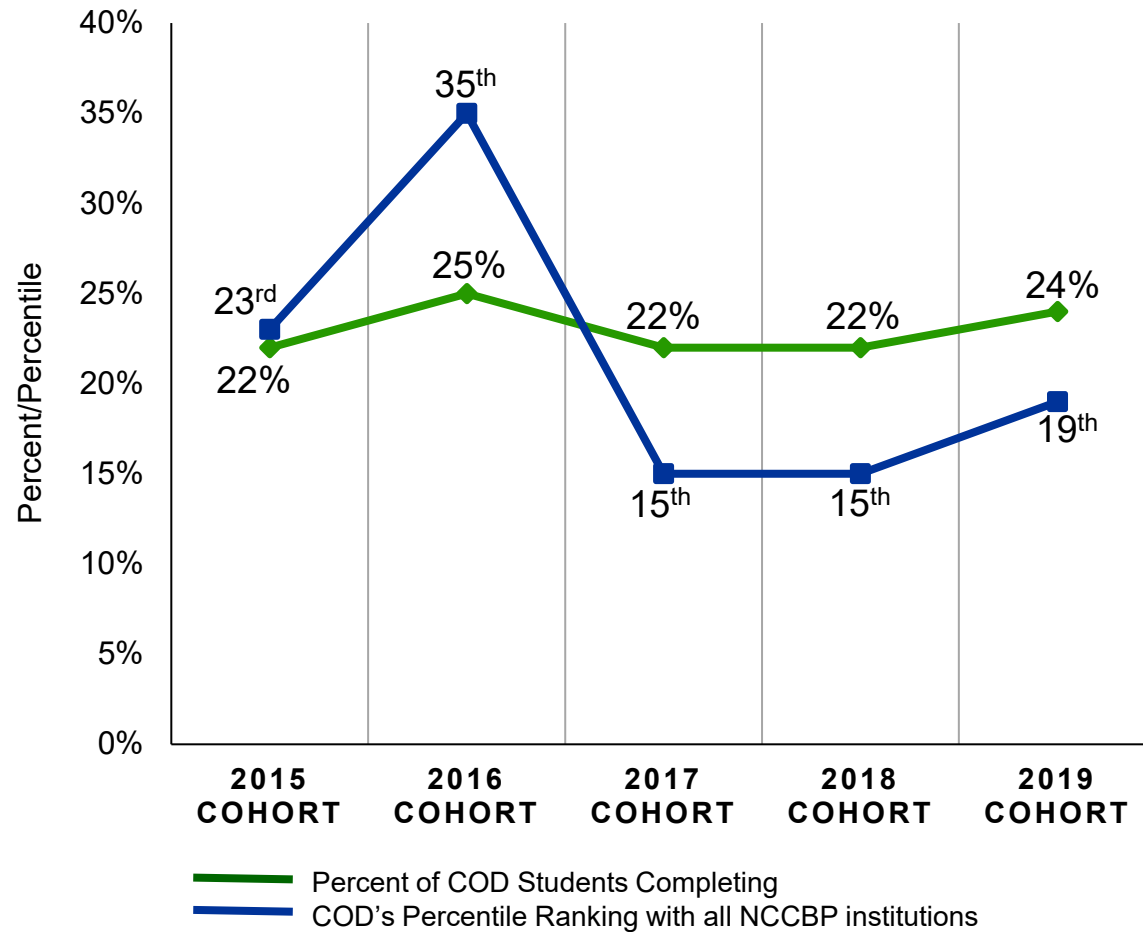
## Leading and lagging Indicators



Adapted from: Creating a Data-Informed Culture in Community Colleges by Phillips and Horowitz

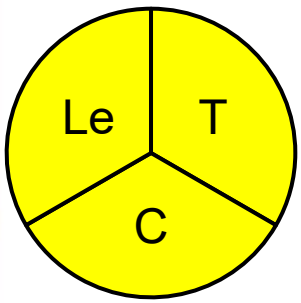


# Full-Time, First-Time Students Who Complete in Three Years

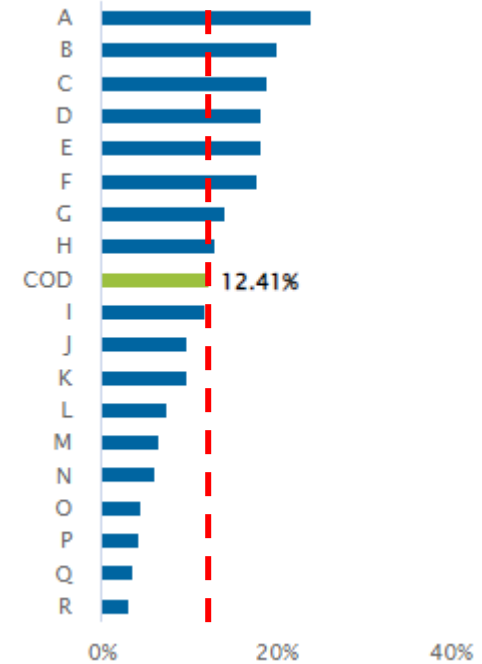
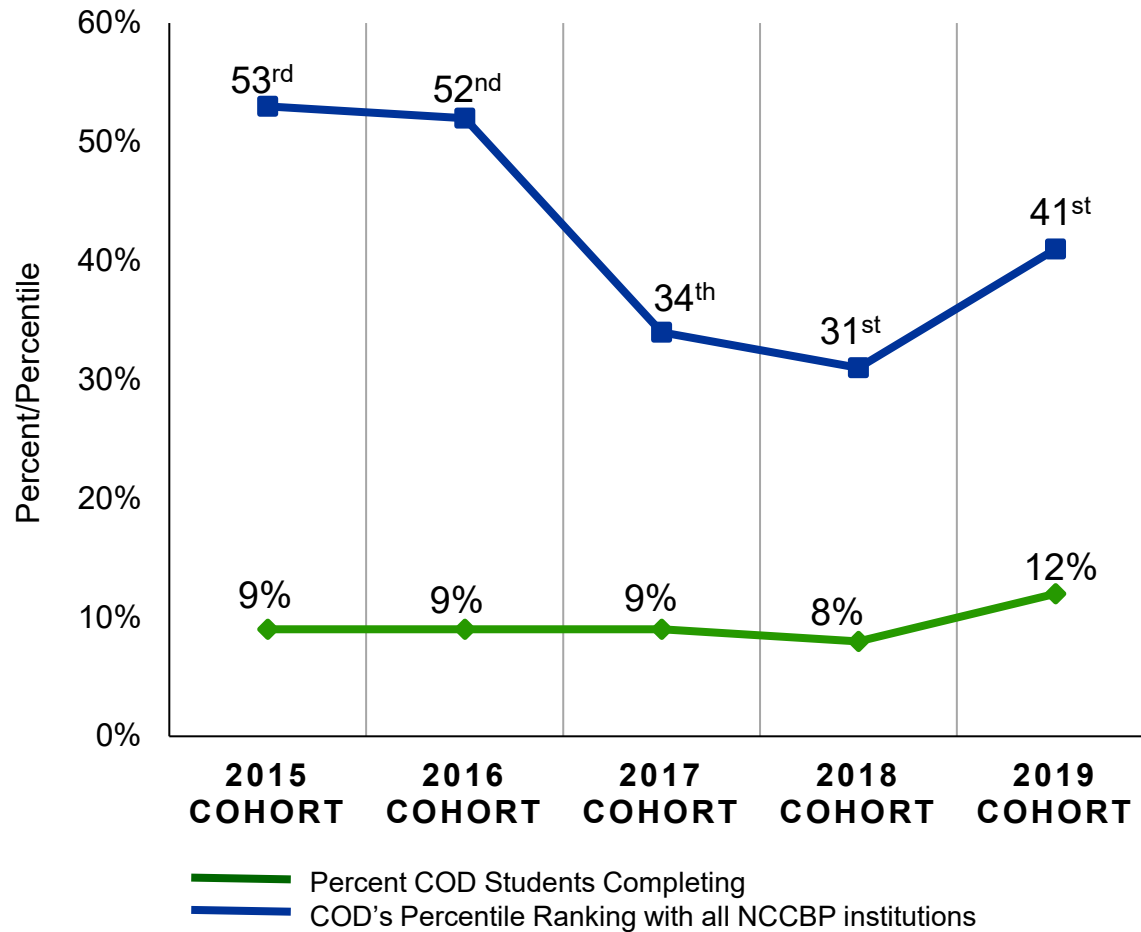


2019 COHORT – Colleges >10,000 Credit Students

Source: National Community College Benchmarking Project



# Part-Time, First-Time Students Who Complete in Three Years



2019 COHORT – Colleges >10,000 Credit Students

Source: National Community College Benchmarking Project



# Dr. Mark Curtis-Chávez

Provost

College of DuPage

# Central Tenets from the Provost's Perspective

1. Student Success Is Completion
2. Data-Based Culture
3. Centrality of Students
4. Sense of Belonging
5. Faculty Support



# Approach

## Philosophical Framework for Data Usage

1. Non-evaluative
2. Faculty Driven
3. Remunerative



# Summary

- Comparing to the best.
- NCCBP “Best Performance Report.”
- Benchmarking – especially suited for higher education.
- Improving academic excellence.
- Key tool in advancing strategy.

# Dr. Brian Caputo

President

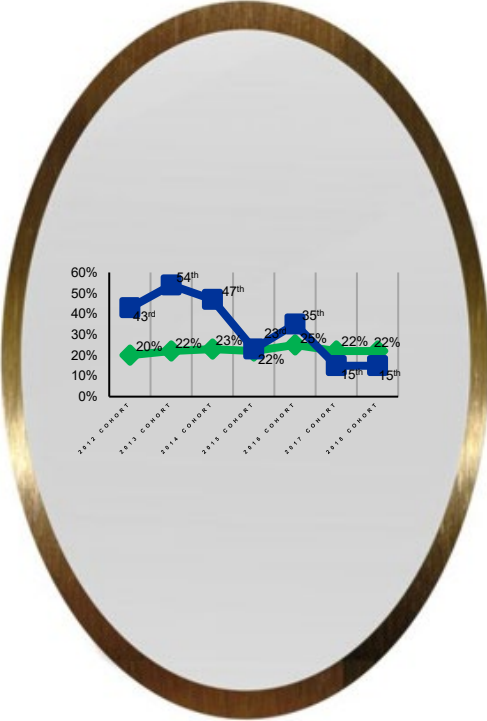
College of DuPage

# Value of Comparative Data in Data Informed Decision Making From the President's Perspective

## Key Leadership Questions:

- Do you want to progress?
- Do you want to be on par with the norm?
- Do you want to be better than the norm?

# Looking in the Mirror



The Broader Reality  
*Not*  
Perceptions or Opinions



Shock  
Factor!

# Evolution of Data Informed Decision Making at College of DuPage

- Guided Pathways → Structure
- Baldrige → Operating System
- NCCBP Data → Results



# QUESTIONS