



NPRC Key Performance Indicators (KPIs) and Data Results
Academic Year: 2020-2021 Through 2022-2023, Fiscal Year: 2020-2021 Through 2022-2023

KPI	Definition	Frequency of Data Reported	Party Responsible for Reporting	2020 / 2021	2021 / 2022	2022 / 2023
				Results (KPIs not identified prior to 2020-2021 reporting cycle were intentionally left blank.)	Results	Results
1	% students that are Pell-eligible/AY	Annual Non-duplicated Headcount	VPASA (Director FA)	Not applicable at this time	Not applicable at this time	Not applicable at this time
2	% degree-seeking students funded by non-Title IV government agencies (Career Link, WIOA, TAA, OVR, or Other)/AY	Annual Non-duplicated Headcount	VPASA (Director FA)		2.70%	2.94%
3	% degree-seeking students awarded institutional aid (tuition waiver and/or textbook voucher)/AY	Annual Non-duplicated Headcount	VPASA (Director FA)		74.32%	66.18%
4	% early-entry students receiving scholarships/AY	Annual Non-duplicated Headcount	VPASA (Director FA)		0.00%	15.00%
5	% degree-seeking students receiving funding/AY	Annual Non-duplicated Headcount	VPASA (Director FA)		77.03%	75.00%
6	% degree-seeking students graduating with no educational debt/AY	Annual Non-duplicated Headcount (when applicable)	VPASA (Director FA)	Not applicable at this time	Not applicable at this time	Not applicable at this time
7	Student loan borrowing rate/AY	Annual Non-duplicated Headcount (when applicable)	VPASA (Director FA)	Not applicable at this time	Not applicable at this time	Not applicable at this time
8	Student loan default rate/AY	Annual Non-duplicated Headcount (when applicable)	VPASA (Director FA)	Not applicable at this time	Not applicable at this time	Not applicable at this time
9	% first-generation academic students/AY <i>Definition: A first-generation student is an individual whose parents, or custodial parent if applicable, did not complete baccalaureate degree(s) or higher before the student's 18th birthday.</i>	Annual Non-duplicated Headcount	VPASA (Registrar)	64.36%	47.16%	64.71%
10	% academic students who successfully complete first college-level math course/AY	Annual Non-duplicated Headcount	VPASA (Registrar)	82.76%	85.71%	87.50%
11	% academic students who successfully complete first college-level English course/AY	Annual Non-duplicated Headcount	VPASA (Registrar)	91.89%	64.29%	72.73%
12	% academic students concurrently enrolled in first college-level writing course (ENG 110) and ENG support course(s)/AY	Annual Non-duplicated Headcount	VPASA (Registrar)		67.86%	66.67%
13	% academic students concurrently enrolled in first college-level math and math support course/AY	Annual Non-duplicated Headcount	VPASA (Registrar)		85.71%	62.50%
14	% degree-seeking students who complete an associate degree within 3 AYs of first entry and were enrolled in first college-level writing (ENG 110) or math course with support. <i>Note: Exclude Gannon/NPRC Pilot Program and students with transfer credits. Ex. AY 2019-2020 cohort is reported in AY 2021-2022 KPI Results</i>	Annual Non-duplicated Headcount	VPASA (Registrar)		18.18%	14.29%
15	Academic Student Attendance Rate/ Term <i>Note: P=Present, T=Tardy, H=Holiday, N=No Class, A=Absent, E=Excused Absence</i>	Academic Term Duplicated Headcount	VPASA (Registrar)	Fall 2020 = 91.41% Spring 2021 = 91.12% Summer 2021 = 90.05%	Fall 2021 = 85.54% Spring 2022 = 91.10% Summer 2022 = 90.38%	Fall 2022 = 87.49% Spring 2023 = 85.26% Summer 2023 = 92.46%
16	Academic course mortality rate (F and W grades)/AY	Academic Term Duplicated Headcount	VPASA (Registrar)	Fall 2020 = 10.62% Spring 2021 = 13.98% Summer 2021 = 12.50% 2020-21 results for Cumulative Academic Year not reported	Fall 2021 = 31.75% Spring 2022 = 15.38% Summer 2022 = 10.26% Academic Year 2021-22 = 22.92%	Fall 2022 = 18.64% Spring 2023 = 17.68% Summer 2023 = 11.11% 2022-23 Academic Year = 17.51%
17	Perseverance/AY <i>Institutional Definition: Perseverance is enrollment in two or three terms within any three-term sequenced set. Ex. 1: A student who enrolls in class in Spring 2021 and Fall 2021 perseveres because they attended two terms within a three-term set that includes spring, summer, and fall of 2022. Ex. 2: A student who enrolls in summer 2020 and spring 2021 perseveres because they enrolled within two terms in a three-term set that includes summer 2020, fall 2020, and spring 2021.</i>	Annual Non-duplicated Headcount	VPASA (Registrar)		79.22%	63.38%
18	Retention (IPEDS)/AY <i>IPEDS Definition: the percentage of first-time degree/certificate-seeking students from the previous fall who either re-enrolled or successfully completed their program by the current fall. This is calculated for both full-time and part-time students. Students' enrollment status is based on their entering fall term. If students enroll in the summer immediately preceding the fall term, students' enrollment status (i.e., part-time or full-time, first-time or non-first-time, degree/certificate-seeking or non-degree/non-certificate-seeking, undergraduate or graduate) should be determined by their fall enrollment (not their summer enrollment).</i>	a) # full-time degree-seeking students who enroll in the following AY Fall / (# full-time degree-seeking students entering in their first Fall minus students who graduated)	VPASA (Registrar)		a) 55.56%*	a) 33.33%
		b) # part-time degree-seeking students who enroll in the following AY Fall / (# part-time degree-seeking students entering in their first Fall minus students who graduated)			b) 50.00%*	b) 60.00%

19	Retention (Institution)/AY <i>Institutional Definition: Retention is having a degree-seeking student continue enrollment from one academic year to the next academic year in at least one term, thus maintaining their catalog of record. Note: Enrollment in at least one academic term in consecutive AYs.</i>	# degree-seeking students who enroll in any academic term in the following AY / (# degree-seeking students enrolled in any academic term in the previous AY minus students who graduated or transferred, when known)	Annual Non-duplicated Headcount	VPASA (Registrar)	61.84%	70.21%*	59.02%
20	% certificate or associate degree program graduates reporting post-graduation employment or continuation of educational pursuit at another IHE/AY <i>Ex: AY 2019-2020 graduate cohort reported in AY 2021-2022 KPI Results</i>	(# graduates employed within the first 12 months of graduation + # of graduates who report continuation of educational pursuit) / # graduates	Annual Non-duplicated Headcount	VPASA (Registrar)		100.00%	62.50%
21	Transfer rate for students who do not return from one academic year to the next/AY	# degree-seeking students who do not return and self-report transfer to another IHE / (# degree-seeking students - # graduates)	Annual Non-duplicated Headcount	VPASA (Registrar)		Data not available at the time of this report. This information will be captured beginning the 2022-23 academic year.	Data not available at the time of this report. NPRC is not currently eligible to participate in the National Student Clearinghouse. Results delayed until participation is granted.
22	Transfer rate for graduates/AY	# graduates who self-report continuation of educational pursuit at another IHE / # graduates	Annual Non-duplicated Headcount	VPASA (Registrar)		28.57%	33.33%
23	Articulation Agreements/AY	# articulation agreements with IHE	Annual	VPASA (Registrar)		2	2
24	Prior Learning Credit Agreements with Area School Districts/AY	# prior learning credit agreements with secondary school entities	Annual	VPASA (Registrar)		6	7
25	Dual Enrollment Agreements with Area School Districts/AY	# dual enrollment agreements with area school districts	Annual	VPASA (Registrar)		7	15
26	Average # terms to completion of an associate degree/AY	Sum of # terms of enrollment for all degree-seeking students who complete an associate degree, excluding summer / # graduates	Annual Non-duplicated Headcount	VPASA (Registrar)		Associate Degree = 5 Certificate = 4	Associate Degree = 6 Certificate = 3
27	% degree-seeking students who complete 30 or more credit hours/AY	# degree-seeking students who complete ≥ 30 credit hours in an AY / # of degree-seeking students	Annual Non-duplicated Headcount	VPASA (Registrar)		7.14%	5.88%
28	% full-time degree-seeking students/AY <i>Note: Excludes summer terms</i>	(# degree-seeking students enrolled in ≥ 12 credit hours in fall + # degree-seeking students enrolled in ≥ 12 credit hours in spring) / (# degree-seeking students enrolled in fall + # degree-seeking students enrolled in spring)	Annual Duplicated Headcount	VPASA (Registrar)		26.09%	31.07%
29	(a) Full-Time Equivalency (FTE)/Year <i>Note: Definition updated for 2022-2023 reporting cycle</i>	(a) i. (IEPDS) Total number of credit hours of enrollment per fiscal year/30 ii. (Institution) Total number of credit hours of enrollment per academic year/30	(a) Annual Duplicated Headcount	VPASA (Registrar)		(a) 72.87 2021-22 results are sum of total FTE per term in the Academic Year	(a) i. 40.87 ii. 38.50
	(b) Full-Time Equivalency (FTE)/Term	(b) Total credit hours of enrollment / 15 credit hours	(b) Academic Term Non-duplicated Headcount			(b) Fall 2021 = 35.93 Spring 2022 = 29.6 Summer 2022 = 7.33	(b) Fall 2022 = 35.00 Spring 2023 = 35.27 Summer 2023 = 6.73
30	Academic headcount (duplicated)/AY	Sum of # academic students enrolled per academic term	Annual Duplicated Headcount	VPASA (Registrar)		160	166
31	% academic students in good standing/Term	(# students with satisfactory academic progress, academic warning-good standing, or Dean's List) / # students enrolled in academic term	Academic Term Non-duplicated Headcount	VPASA (Registrar)		Fall 2021 = 88.06% Spring 2022 = 89.83% Summer 2022 = 95.24%	Fall 2022 = 78.83% Spring 2023 = 80.88% Summer 2023 = 95.83%
32	% graduates starting and finishing with NPRC/AY	(# graduates who started with NPRC or Gannon/NPRC pilot Program) / # graduates	Annual Non-duplicated Headcount	VPASA (Registrar)		64%	80.00%
33	Academic course evaluation participation rate/Term	# academic course evaluations submitted / total enrollment in academic courses	Academic Term Duplicated Headcount	VPASA (Registrar)		Fall 2021 = 76.00% Spring 2022 = 75.94% Summer 2022 = 80.56%	Fall 2022 = 66% Spring 2023 = 69% Summer 2023 = 25%
34	Academic Student Experience Survey participation rate/Term	# of Student Experience Surveys submitted / # academic students enrolled in term	Academic Term Non-duplicated Headcount	VPASA (Registrar)		Fall 2021 = 73.33% Spring 2022 = 83.64%	Fall 2022 = 59% Spring 2023 = 76%
35	% certifications earned by WFD students enrolled in certificate-culminating programs/AY	# students who earn certification correlated to culminating NPRC WFD course completed (such as CDA, CDL, EMT) / # of students enrolled in certification preparation programs	Annual Duplicated Headcount	VPSIO (Director of WFD)		16.67%	CDL= 97%; EMR= 67%; EMT= 69% EMR/EMT based on current credentials completions. Students have 2 years to receive a credential after course completion. CDA credential record unable to be obtained.
36	% students enrolled in company-sponsored WFD courses/FY	(# students enrolled in customized courses + # students funded through employer for WFD courses) / # WFD students	Annual Duplicated Headcount	VPSIO (Director of WFD)		Fall 2021 = 62.65% Spring 2022 = 75.27% Summer 2022 = 100%	72% 2022-23 results reported by fiscal year based on class start date. 2021-22 results reported by term in student information system.
37	% students who increase credit hours from ≤ 7 credit hours in first AY to ≥ 9 credit hours in second AY/AY <i>Ex. AY 2020-2021 Cohort reported in AY 2021-2022 Note: Excludes summer terms</i>	# students who average ≤ 7 credit hours/term enrolled during their first AY who average ≥ 9 credit hours/term during their second AY / # students in cohort	Annual Non-duplicated Headcount	VPASA (Registrar)		0%	25.00%

38	(a) Academic classroom utilization rate/AY	Average # classrooms used per instructional location at census for academic courses	(a) Annual	VPASA (Assistant Director of Instructional Support)		See Appendix B KPI #43, #44, #45	1.2
	(b) Academic classroom utilization rate/Term <i>Note: One data point per instructional location for (a) and (b)</i>		(b) Academic Term				Fall 2022 = 1.25 Spring 2023 = 1.25 Summer 2023 = 1.11
39	(a) Instructional location usage rate for academic courses/AY	(a) # instructional locations with > 1 student enrolled at census / # instructional locations	(a) Annual	VPASA (Assistant Director of Instructional Support)		See Appendix B KPI #43, #44, #45	Fall 2022 = 19 Spring 2023 = 18 Summer 2023 = 12 Academic Year = 16.22
	(b) Instructional location usage rate for academic courses/Term	(b) # instructional locations with ≥ 5 students enrolled at census / # instructional locations	(b) Academic Term				Fall 2022 = 5 Spring 2023 = 5 Summer 2023 = 1 Academic Year = 3.67
40	(a) Academic student to proctor ratio at each instructional location/AY	Sum of # enrolled students across all academic courses offered in each day/time slot at an instructional location / # day/time slots with enrollment at an instructional location	(a) Annual	VPASA (Assistant Director of Instructional Support)		See Appendix B KPI #43, #44, #45	0.73
	(b) Academic student to proctor ratio at each instructional location/Term <i>Note: One data point per instructional location for (a) and (b)</i> Ex: Day/Time Slot = MW 3:30-4:50		(b) Academic Term				Fall 2022 = 0.67 Spring 2023 = 0.65 Summer 2023 = 0.88
41	(a) % applications completed by stealth applicants/AY (b) % incomplete applications initiated by stealth applicants/AY <i>Definition: Stealth applicants are applicants who have not been in contact with student services staff and have applied independently.</i>	(a) # academic stealth applicants who complete the application / # completed applications (b) # academic stealth applicants who do not complete the application / # incompleting applications	Annual Non-duplicated Headcount	VPASA (Director of Student Services and Registrar)		27.07% 90.00%	(a) 54.86% (b) 100%
42	Admissions Conversions-Academic (Recruitment Standpoint)/all classifications are measured within same AY <i>Note: Prospects for (b) include those from (a) and individuals entered directly as prospects.</i>		Annual Non-duplicated Headcount	VPASA (Director of Student Services and Registrar)			
	(a) % leads converted to prospects	(a) # prospects / # leads				(a) 5.01%	Recruitment status Prospect and Lead were combined for the 2022-23 AY. Recruitment process and statuses are currently under revision.
	(b) % prospects converted to applicants	(b) # prospects that completed applications / # prospects				(b) 13.33%	3.30%
	(c) % completed applications converted to accepted/admitted	(c) # accepted/admitted / # complete applicants				(c) 59.4%	56.25%
	(d) % accepted/admitted converted to registered	(d) # registered / # accepted/admitted				(d) 77.22%	75.31%
	(e) % registered converted to enrolled students	(e) # enrolled students at start of term / # registered				(e) 85.07%	95.08%
	(f) % enrolled at census	(f) # enrolled students at census / # enrolled students at start of term				(f) 92.98%	87.93%
	43	% academic faculty participating in Faculty Development Day (FDD)/AY <i>Note: including full-time and part-time faculty</i>			# academic faculty who participate in at least one FDD / # academic faculty who instruct at least one course during the AY	Annual Non-duplicated Headcount	VPASA (Academic Directors)
44	% academic faculty participation in external professional development/AY <i>Note: Including full-time and part-time faculty</i> <i>Definition: External professional development experiences include, but are not limited to, conferences, webinars, seminars, and courses for continuing education or academic credit.</i>	# academic faculty who participate in at least one external professional development experience / # academic faculty who instruct at least one course during the AY	Annual, Non-duplicated headcount	VPASA (Academic Directors)		100%	30.30% Of 33 full-time and part-time faculty with 10 respondents to the request for information. 2021-2022 results included only full-tme faculty.
45	Application Conversion Rate/AY	# clicks on the application / # completed applications	Annual, Non-duplicated headcount	VPSIO/VPASA (Director of Marketing and Public Relations/Registrar)	17.03%	44%	22.46%
46	% workforce development students who receive external funding/FY	# workforce development students who receive external funding / # workforce development students	Annual, Duplicated headcount	VPSIO (Director of WFD)	76.19% 2020-21 results reported by Academic Year based on class start date.	Fall 2021 = 86.75% Spring 2022 = 98.57% Summer 2022 = 100% 2021-22 results reported by term in student information system.	89% 2022-23 results reported by fiscal year based on class start date.
47	WFD course evaluation participation rate/FY	# WFD course evaluations submitted / total enrollment in WFD courses	Annual, Duplicated headcount	VPSIO (Director of WFD)		Data not collected consistently and systematically. Process development in progress.	33%
48	(a) WFD in-region duplicated headcount /AY	(a) total enrollment in WFD by students whose physical living address is within NPRC's service region	Annual, Duplicated headcount	VPSIO (Director of WFD)		(a) 227 - In Region	(a) 268 In-Region
	(b) WFD out-of-region duplicated headcount/AY	(b) total enrollment in WFD by students whose physical living address is outside of NPRC's service region				(b) 161 - Out-of-region	(b) 58 Out-of-Region (143 with unknown location)
49	WFD program or course completion rate/AY	(# WFD students who successfully complete a WFD course + # WFD students who successfully complete a WFD program) / # WFD students enrolled	Annual, Duplicated headcount	VPSIO (Director of WFD)		97%	98%
50	# of WFD programs or courses per 1000 labor force participants for each county in service region/AY <i>Note: One data point per county in service region, expressed as ratio</i> Ex: County A: 12 WFD courses offered in County A / 34 (thousand labor force participants who reside in County A = 0.35	(# WFD programs + # WFD courses) / labor force participants who reside in a county within the service region (in thousands)	Annual	VPSIO (Director of WFD)		See Appendix A - KPI #42	Cameron= .58; Crawford= 0; Elk= 1.5; Erie= .15; Forest= 0; McKean= .07; Potter= 0; Tioga= 0; Venango= 0; Warren= 1.77
51	Website page view conversion rate/AY	# of form submissions / page views	Annual	VPSIO (Director of Marketing and Public Relations)		0.002	0.002

52	% grants awarded/FY	# grants / # grant applications submitted	Annual	VPSIO		66.67%	0
53	% institutional revenue from grants/FY	Grant funding amount awarded / annual operating budget revenue	Annual	VPSIO		4.77% (unaudited)	Not applicable
54	Advancement / FY		Annual	VPSIO			
	(a) % annual revenue from gifts received-restricted funds	(a) Gifts received-restricted funds / total advancement funds received				97.32%	36%
	(b) % annual revenue from gifts received-unrestricted funds	(b) Gifts received-unrestricted funds / total advancement funds received				2.68%	64%
	(c) % employees who donate to college annually (FT and PT permanent employed for ≥ 50% FY)	(c) # employees (FT and permanent PT) who donate to college / # employees (FT and PT permanent)				Not applicable at this time	83%
	(d) % trustees who donate to college annually	(d) # trustees who donate to college / # trustees				Not applicable at this time	29%
	(e) New donors acquisition growth rate	(e) # new donors / # donors			75%	29.41%	78%
	(f) Donor retention rate	(f) # donors who give during a FY who also give in the subsequent FY / # donors who give during a FY			31%	46.67%	30%
	Note: Annual advancement revenue includes revenue from all advancement sources						
55	Net promoter score Definitions: (a) A Promoter is an individual who reports having a positive perception or opinion of NPRC and its mission as reported on a perception study conducted by an independent provider. (b) A Detractor is an individual who reports having a neutral, negative, or no perception or opinion of NPRC and its mission as reported on a perception study conducted by an independent provider. Note: As determined by Perception Study	% promoters - % detractors	Annual First Conducted Spring 2022	VPISO (Director of Marketing and Public Relations)		-27%	-6%
56	% staff participation in external professional development experiences/FY Note: Include those employed for ≥ 50% of FY	Participants in at least one external professional development experience / (# non-faculty FT and PT permanent employees and WFD FT instructors)	Annual, Non-duplicated headcount	VPFA (Director of HR)	76.74%	77.00%	97%
57	% staff participation in internal professional development experiences/FY Note: Include those employed for ≥ 50% of FY	Participants in at least one internal professional development experience / (# non-faculty FT and PT permanent employees and WFD FT instructors)	Annual, Non-duplicated headcount	VPFA (Director of HR)		100%	100%
58	% annual operating budget/FY spent on		Annual	VPFA (Director of Business Operations)			
	(a) Program (Instructional)	(a) Program (Instructional) Expenses / Total Expenses			76.1% (audited)	76.8% (audited)	77.6% (unaudited)
	(b) Administrative	(b) Administrative Expenses / Total Expenses			22.4% (audited)	22.4% (audited)	20.8% (unaudited)
	(c) Fundraising	(c) Fundraising / Total Expenses			1.5% (audited)	0.8% (audited)	1.6% (unaudited)
	Note: Each category is divided by total expenses to obtain comparative percentages.						
	*Addendum: #19 updated from 42.86% to 50.00% 10.11.2022 *Addendum v002: #19 definition updated, full-time retention updated to 55.56%, part-time retention updated to 50.00%. #20 definition updated and updated from 59.74% to 70.21% 10.20.2022						