KPI	Definition	Party Responsible for Reporting
1. % students that are Pell-eligible / AY Annual, non-duplicated headcount	# Pell-eligible academic students / total eligible academic students	VPASA (Director Financial Aid)
2. % degree-seeking students funded by non-Title IV government agencies (Career Link, WIOA, TAA, OVR, or Other) / AY Annual, non-duplicated headcount	# degree-seeking students funded by non-Title IV government agencies / # degree-seeking students in programs approved for funding	VPASA (Director Financial Aid)
3. % degree-seeking students awarded institutional aid (tuition waiver/textbook voucher) / AY Annual, non-duplicated headcount	# degree-seeking students receiving institutional aid / # degree-seeking students	VPASA (Director Financial Aid)
4. % workforce development students who receive external funding / AY Annual, duplicated headcount	# workforce development students who receive external funding / # workforce development students	VPSIO (Director Workforce Development)
5. % early-entry students receiving scholarships / AY Annual, non-duplicated headcount	# early entry students receiving scholarship funding (internal or external) / # early entry students	VPASA (Director Financial Aid)
6. % degree-seeking students receiving funding / AY Annual, non-duplicated headcount	# degree-seeking students receiving any type of financial aid / # degree-seeking students	VPASA (Director Financial Aid)
7. % degree-seeking students graduating with no educational debt / AY Annual, non-duplicated headcount (when applicable)	# degree-seeking students with no educational loans incurred during attendance at NPRC / # degree-seeking students	VPASA (Director Financial Aid)
8. Student loan borrowing rate / AY Annual, non-duplicated headcount (when applicable)	# degree-seeking students taking out federal direct loans / # degree-seeking students	VPASA (Director Financial Aid)
9. Student loan default rate / AY (when applicable)	The official Cohort Default Rate (CDR) as calculated by the Department of Education multiplied by the College's Student Loan Borrowing Rate (SLBR)	VPASA (Director Financial Aid)
10. % first-generation academic students / AY Annual, non-duplicated headcount *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.*	# first-generation degree-seeking students / # degree-seeking students	VPASA (Registrar)
11. % academic students who successfully complete first college-level math course / AY Annual, non-duplicated headcount	# students with A, B, C, or D grades in first college-level math (MTH 120, MTH 225, MTH 130) / # students enrolled in those courses	VPASA (Registrar)

12. % academic students who successfully complete first college-level English course / AY Annual, non-duplicated headcount	# students with A, B, C, or D grades in first college-level English course (ENG 110) / # students enrolled in ENG 110	VPASA (Registrar)
13. % academic students concurrently enrolled in ENG 110 and ENG support course(s) / AY Annual, non-duplicated headcount	(# students enrolled concurrently in ENG 110 and ENG 090 and/or ENG 099 or ENG 095) / # students enrolled in ENG 110	VPASA (Registrar)
14. % academic students enrolled in first college-level MTH and MTH support course/AY Annual, non-duplicated headcount	(# students enrolled simultaneously in (MTH 090 or MTH 095) and (MTH 120, MTH 225, or MTH 130)) / (# students enrolled in MTH 120, MTH 225, or MTH 130)	VPASA (Registrar)
15. % degree-seeking students who complete an associate degree within 3 AYs of first entry and were enrolled in first college-level ENG or MTH course with support Annual, non-duplicated headcount *Note: Exclude Gannon/NPRC Pilot Program and students with transfer credits* *Ex: AY 2019-2020 cohort is reported in AY 2021-2022 KPI Results*	# degree-seeking students who complete an associate degree within 3 AYs and whose coursework includes {[(ENG 090 and/or ENG 099 or ENG 095 and ENG 110)] and/or [(MTH 090 or MTH 095) and (MTH 120, MTH 130, or MTH 225)]} / # degree-seeking students enrolled in {[(ENG 090 and/or ENG 099 or ENG 095 and ENG 110)] and/or [(MTH 090 or MTH 095) and (MTH 120, MTH 130, or MTH 125)]}	VPASA (Registrar)
16. Academic Student Attendance Rate /Academic term Duplicated Headcount *Note: P=Present, T=Tardy, H=Holiday, N=No Class, A=Absent, E=Excused Absence*	(Total # class sessions reported with P + T + H + N) / (Total # class sessions reported with P + T + H + N + A + E)	VPASA (Registrar)
17. Academic course mortality rate (F and W grades) / AY Academic Term, duplicated headcount	# F and W grades per academic term / # grades earned per academic term	VPASA (Registrar)
18. Perseverance / AY Non-duplicated headcount *Institutional Definition: Perseverance is enrollment in two of 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 202.* *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.*	# degree-seeking students who enroll in the subsequent academic term / (# degree-seeking students enrolled in the measured academic term minus students who graduated or transferred, when known)	VPASA (Registrar)

19. Retention (IPEDS) / AY Non-duplicated headcount *IPEDS Definition: Retention is having a first-time (student who earned no college credit hours after earning a high school diploma or its equivalent) full-time (student enrolled in 12 or more credit hours) student who enrolls in fall of an AY and continues their enrollment in fall of the next AY* *Note: Commonly referenced as First-Time, Full-Time Fall to Fall Retention*	# degree-seeking students who enroll in the following AY Fall / (# degree-seeking students entering in their first Fall minus students who graduated or transferred, when known)	VPASA (Registrar)
20. Retention (Institution) / AY Non-duplicated headcount *Institutional Definition: Retention is having a 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.*	# 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)	VPASA (Registrar)
21. % certificate or associate degree program graduates reporting post-graduation employment or continuation of educational pursuit at another IHE / AY Annual, non-duplicated headcount *Ex: AY 2019-2020 graduate cohort reported in AY 2021-2022 KPI Results*	(# graduates employed within the first 12 months of graduation + # of graduates who report continuation of educational pursuit) / # graduates	VPASA (Registrar)
22. Transfer rate for students who do not return from one academic year to the next / AY Annual, non-duplicated headcount	# degree-seeking students who do not return and self-report transfer to another IHE / (# degree-seeking students - # graduates)	VPASA (Registrar)
23. Transfer rate for graduates / AY Annual, non-duplicated headcount	# graduates who self-report continuation of educational pursuit at another IHE / (# graduates)	VPASA (Registrar)
24. Articulation Agreements / AY	# articulation agreements with IHE	VPASA (Registrar)
25. Prior Learning Credit Agreements with Area School Districts/ AY	# prior learning credit agreements with secondary school entities	VPASA (Registrar)
26. Dual Enrollment Agreements with Area School Districts / AY	# dual enrollment agreements with area school districts	VPASA (Registrar)
27. Average # terms to completion of an associate degree / AY Annual, non-duplicated headcount	# terms of enrollment as a degree-seeking student, excluding summer / (# graduates)	VPASA (Registrar)
28. % degree-seeking students who complete 30 or more credit hours / AY Annual, non-duplicated headcount	# degree-seeking students who complete $\geq$ 30 credit hours in an AY / # of degree-seeking students	VPASA (Registrar)

29. % full-time degree-seeking students / academic term Academic term, non-duplicated headcount *Note: Excluding summer terms*	# degree-seeking students enrolled in 12 or more credit hours / # degree-seeking students enrolled in an academic term	VPASA (Registrar)
30. (a) Full-Time Equivalency (FTE) / AY (b) Full-Time Equivalency (FTE) / Term Non-duplicated headcount	Total number of credit hours taken / 15 credit hours	VPASA (Registrar)
31. Academic headcount (duplicated) / AY Annual, duplicated headcount	Sum of # academic students enrolled per academic term	VPASA (Registrar)
32. % academic students in good standing / Term Non-duplicated headcount	(# students with satisfactory academic progress, academic warning-good standing, or Dean's List) / # students enrolled in academic term	VPASA (Registrar)
33. % graduates starting and finishing with NPRC / AY Annual, non-duplicated headcount	(# graduates who started with NPRC or Gannon / NPRC pilot Program)/# graduates	VPASA (Registrar)
34. Academic course evaluation participation rate / Term Duplicated headcount	# academic course evaluations submitted / total enrollment in academic courses	VPASA (Registrar)
35. Academic Student Experience Survey participation rate / Term Non-duplicated headcount	# Student Experience Surveys submitted / # academic students	VPASA (Registrar)
36. % certifications earned by WFD students enrolled in certificate-culminating programs / AY Annual, duplicated headcount	# students who earn certification correlated to culminating NPRC WFD course completed (such as CDA, CDL, EMT) / # of students enrolled in certification-preparation programs	VPSIO (Director of Workforce Development)
37. % students enrolled in company-sponsored WFD courses / AY Annual, duplicated headcount	(# students enrolled in customized courses + # students funded through employer for WFD courses) / # WFD students	VPSIO (Director of Workforce Development)
38. % students who increase # credit hours from $\leq$ 7 credit hours in first AY to > 9 credits hours in second AY Annual, non-duplicated headcount Ex: AY 2020-2021 Cohort reported in AY 2021-2022 Note: Excludes summer terms	# students who average $\leq$ 7 credit hours/term enrolled during their first AY who average $\geq$ 9 credit hours during their second AY / # students	VPASA (Registrar)
39. WFD course evaluation participation rate / Term Annual, duplicated headcount	# WFD course evaluations submitted / total enrollment in WFD courses	VPSIO (Director of Workforce Development)
40. (a) WFD in-region duplicated headcount / AY (b) WFD out-of-region duplicated headcount / AY Annual, duplicated headcount	(a) total enrollment in WFD by students whose physical living address is within NPRC's service region (b) total enrollment in WFD by students whose physical living address is outside of NPRC's service region	VPSIO (Director of Workforce Development)

41. WFD program or course Completion Rate Annual, duplicated headcount	(# WFD students who successfully complete a WFD course + # WFD students who successfully complete a WFD program) / # WFD students enrolled	**VPSIO** (Director of Workforce Development)
42. # WFD programs or courses per 1000 labor force participants for each county in service region / AY *Note: One data point per county in service region, expressed as ratio* *Ex: County A: 12 / 34 = 0.35*	(# WFD programs + # WFD courses)/ labor force participants who reside in a county within the service region (in thousands)	**VPSIO** (Director of Workforce Development)
43. (a) Academic classroom utilization rate / AY (b) Academic classroom utilization rate / Term *Note: One data point per instructional location for (a) and (b)*	Average # classrooms used per instructional location at census for academic courses	**VPASA** (Assistant Director of Instructional Support)
44. (a) Instructional location usage rate for academic courses / AY (b) Instructional location usage rate for academic courses / Term	# instructional locations with $\geq$ 1 student enrolled at census / # instructional locations # instructional locations with $\geq$ 5 students enrolled at census / # instructional locations	**VPASA** (Assistant Director of Instructional Support)
45. (a) Academic student to proctor ratio at each instructional location / AY (b) Academic student to proctor ratio at each instructional location / Term *Note: One data point per instructional location for (a) and (b)* *Ex: Day/Time Slot = MW 3:30-4:50*	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	**VPASA** (Assistant Director of Instructional Support)
46. Application Conversion Rate / AY Annual, non-duplicated headcount	# clicks on the application / # completed applications	**VPSIO/VPASA** (Director of Marketing and Public Relations, Registrar)
47. (a) % applications completed by stealth applicants / AY (b) % incomplete applications initiated by stealth applicants / AY Annual, non-duplicated headcount *Definition: Stealth applicants are applicants who have not been in contact with student services staff and have applied independently.*	(a) # academic stealth applicants who complete the application / # completed applications (b) # academic stealth applicants who do not complete the application / # incomplete applications	**VPASA** (Director of Student Services, Registrar)

48. Admissions Conversions-Academic (Recruitment Standpoint) / All classifications are measured within AY
Annual, non-duplicated headcount
    (a) % leads converted to prospects
    (b) % prospects converted to applicants
    (c) % completed applications converted to accepted/admitted
    (d) % accepted/admitted converted to registered
    (e) % registered converted to enrolled students
    (f) % enrolled at census
Note: Prospects for (b) include those from (a) and individuals entered directly as prospects.
	(a) # prospects / # leads
	(b) # prospects that completed applications/# prospects
	(c) # accepted/admitted / # complete applicants
	(d) # registered / # accepted/admitted
	(e) # enrolled students at start of term / # registered
	(f) # enrolled students at census / enrolled students at start of term
		VPASA
		(Director of Student Services, Registrar)

49. Website page view conversion rate / AY	# form submissions / page views	VPSIO (Director of Marketing and Public Relations)
50. % academic faculty participation in Faculty Development Day (FDD) / AY Annual, non-duplicated headcount *Note: Including full-time and part-time faculty*	# academic faculty who participate in at least one FDD / # academic faculty who instruct at least one course during the AY	VPASA (Academic Directors)
51. % academic faculty participation in external professional development / AY Annual, non-duplicated headcount *Note: Including full-time and part-time faculty* *Definition: External professional development experiences include, but are not limited to, conferences, webinars, seminars, and courses for continuing education or academic credit.*	# academic faculty who participate in at least one external professional development experience / # academic faculty who instruct at least one course during the AY	VPASA (Academic Directors)
52. % staff participation in external professional development experiences Annual, non-duplicated headcount *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)	VPFA (Director of HR)
53. % staff participation in internal professional development experiences Annual, non-duplicated headcount	Participants in at least one internal professional development experience / (# non-faculty FT and PT permanent employees and WFD FT instructors)	VPFA (Director of HR)
54. % grants awarded Annual / FY (excluding state appropriations)	# grants / # grant applications submitted	VPSIO

55. % institutional revenue from grants Annual / FY (excluding state appropriations)	Grant funding amount awarded / annual operating budget revenue	VPSIO
56. % annual operating budget / FY spent on (a) Program (Instructional) (b) Administrative (c) Fundraising *Note: Each category is divided by total expenses to obtain comparative percentages.*	(a) Program (Instructional) Expenses / Total Expenses (b) Administrative Expenses / Total Expenses (c) Fundraising / Total Expenses	VPFA *(Assistant Director of Business Operations)*
57. Advancement Annual, FY (a) % annual revenue from gifts received-restricted funds (b) % annual revenue from gifts received-unrestricted funds (c) % employees who donate to college annually (FT and PT permanent employed for $\geq$ 50% FY) (d) % trustees who donate to college annually (e) New donors acquisition growth rate (f) Donor retention rate *Note: Annual revenue includes revenue from all sources*	(a) Gifts received-restricted funds / total funds received (b) Gifts received-unrestricted funds / total funds received (c) # employees (FT and permanent PT) who donate to college / # employees (FT and PT permanent) (d) # trustees who donate to college / # trustees (e) # new donors / # donors # donors who give during a FY who also give in the subsequent FY / # donors who give during a FY	VPSIO
58. Net promoter score Annual, first conducted in spring 2022 *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	VPSIO *(Director of Marketing and Public Relations)*