

City College Institutional Effectiveness Scorecard

2013/2014

Demographics, Enrollments, Outcomes, and
Satisfaction

SDCCD Office of Institutional Research and Planning

College Priority	Indicator	Section in Scorecard	Table(s) in Scorecard
Priority 1: Student Success --Support improved student learning, achievement of student learning outcomes, course completion, certificate and degree completion, transfer rates, and workforce competencies.	Success	Student Outcomes	Success, Retention, Awards, Transfer, and Performance Indicators from the Student Success Scorecard.
Priority 2: Equity, Inclusiveness, and Diversity --Strengthen and support an inclusive and diverse campus culture which enhances student, faculty, and staff success at City College and in a global community.	Access, Productivity, Equity, Student Outcomes	Student Characteristics, Enrollment, and Student Outcomes	Ethnicity, Age, Gender, First Generation, Educational Objective, Enrollment Status, Waitlisted Seats, FTES, Success, Retention, Awards, and Transfer
Priority 5: Innovative Approaches --Provide state-of-the-art general education and career technical programs by utilizing current technologies, innovative teaching and learning approaches and delivery systems, and academic and student support services.	Student Outcomes	Student Outcomes	Success, Retention, Annual Persistence, and Performance Indicators from the Student Success Scorecard.
Priority 6: Collaborative and Outreach Ventures --Develop collaborative and outreach ventures that enhance student learning within the college, district and community, public and private agencies, businesses, and industry-locally, nationally, and globally.	Access	Student Characteristics	Ethnicity, Age, Gender, Financial Aid, Day/Eve/Online, and Service Area of Residence
Priority 8: Fiscal Adequacy and Efficiency --Budget, manage, and account for financial resources to maintain comprehensive, current, and effective programs and services.	Access & Productivity	Student Characteristics and Enrollment	Financial Aid, FTES, Offerings, Fill Rates, Enrollment Counts, and Enrollment Percents

City College/ECC Student Characteristics

Fall 2013

Gender	Counts	Percents
Female	8,664	53%
Male	7,789	47%
Unreported	1	0%

Units Attempted	Counts	Percents
Part-time	12,597	77%
Full-time	3,857	23%

First Generation	Counts	Percents
First Generation	5,937	36%
Not First Generation	10,491	64%
Unreported	26	0%

Financial Aid	Counts	Percents
BOG	10,356	63%
Other Aid	5,393	33%
Total Recipients	10,710	65%

Note. Percentages are out of the college headcount, not total recipients.

Day/Eve/Online	Counts	Percents
Day Only	5,640	34%
Evening Only	3,321	20%
Day/Evening	3,339	20%
Online Only	2,213	13%
On Campus/Online	1,941	12%

Ethnicity	Counts	Percents
African American	2,003	12%
American Indian	51	0%
Asian/Pacific Islander	1,042	6%
Filipino	491	3%
Latino	7,632	46%
White	3,951	24%
Other	792	5%
Unreported	492	3%

Educational Objective	Counts	Percents
4-Yr College Student	1,454	9%
AA/AS w/out Transfer	1,171	7%
BA/BS after AA/AS	6,225	38%
BA/BS w/out AA/AS	1,524	9%
Basic Skills Improvement	141	1%
Cert/License Maintenance	348	2%
Job/Career Advancement	435	3%
Educational Development	220	1%
HS Diploma/GED	41	0%
New Career Preparation	2,075	13%
Non-Credit to Credit	24	0%
Voc Cert/Degree	514	3%
Undecided	2,242	14%
Unreported	40	0%

Note. Cancelled classes are excluded.

Age	Counts	Percents
Under 18	124	1%
18-24	8,568	52%
25-29	3,130	19%
30-39	2,607	16%
40-49	1,096	7%
50 and >	929	6%
Unreported	0	0%

Service Area of Residence	Counts	Percents
City College	7,739	47%
Mesa College	1,700	10%
Miramar College	515	3%
Outside Service Area	6,500	40%

Enrollment Status	Counts	Percents
Continuing Student	11,492	70%
Current High School	164	1%
First-Time	1,962	12%
First-Time Transfer	1,349	8%
Returning	1,030	6%
Returning Transfer	423	3%
Unreported	34	0%

City College Student Characteristics

Fall 2013

Gender	Counts	Percents
Female	8,375	52%
Male	7,649	48%
Unreported	1	0%

Units Attempted	Counts	Percents
Part-time	12,448	78%
Full-time	3,577	22%

First Generation	Counts	Percents
First Generation	5,771	36%
Not First Generation	10,228	64%
Unreported	26	0%

Financial Aid	Counts	Percents
BOG	10,356	63%
Other Aid	5,393	33%
Total Recipients	10,710	65%

Note 1. Percentages are out of the college headcount, not total recipients.

Note 2. ECC students are included.

Day/Eve/Online	Counts	Percents
Day Only	5,800	36%
Evening Only	3,065	19%
Day/Evening	3,100	19%
Online Only	2,177	14%
On Campus/Online	1,883	12%

Ethnicity	Counts	Percents
African American	1,933	12%
American Indian	50	0%
Asian/Pacific Islander	1,019	6%
Filipino	473	3%
Latino	7,423	46%
White	3,870	24%
Other	777	5%
Unreported	480	3%

Educational Objective	Counts	Percents
4-Yr College Student	1,432	9%
AA/AS w/out Transfer	1,122	7%
BA/BS after AA/AS	6,083	38%
BA/BS w/out AA/AS	1,496	9%
Basic Skills Improvement	136	1%
Cert/License Maintenance	326	2%
Job/Career Advancement	412	3%
Educational Development	210	1%
HS Diploma/GED	40	0%
New Career Preparation	2,019	13%
Non-Credit to Credit	23	0%
Voc Cert/Degree	498	3%
Undecided	2,188	14%
Unreported	40	0%

Note. Cancelled classes are excluded.

Age	Counts	Percents
Under 18	124	1%
18-24	8,424	53%
25-29	3,057	19%
30-39	2,497	16%
40-49	1,039	6%
50 and >	884	6%
Unreported	0	0%

Service Area of Residence	Counts	Percents
City College	7,519	47%
Mesa College	1,661	10%
Miramar College	503	3%
Outside Service Area	6,342	40%

Enrollment Status	Counts	Percents
Continuing Student	11,127	70%
Current High School	163	1%
First-Time	1,927	12%
First-Time Transfer	1,301	8%
Returning	980	6%
Returning Transfer	398	2%
Unreported	29	0%

ECC Student Characteristics

Fall 2013

Gender	Counts	Percents
Female	755	65%
Male	405	35%
Unreported	0	0%

Units Attempted	Counts	Percents
Part-time	1,154	99%
Full-time	6	1%

First Generation	Counts	Percents
First Generation	508	44%
Not First Generation	650	56%
Unreported	2	0%

Day/Eve/Online	Counts	Percents
Day Only	192	17%
Evening Only	812	70%
Day/Evening	38	3%
Online Only	106	9%
On Campus/Online	12	1%

Ethnicity	Counts	Percents
African American	208	18%
American Indian	3	0%
Asian/Pacific Islander	53	5%
Filipino	33	3%
Latino	632	54%
White	160	14%
Other	47	4%
Unreported	24	2%

Educational Objective	Counts	Percents
4-Yr College Student	90	8%
AA/AS w/out Transfer	118	10%
BA/BS after AA/AS	441	38%
BA/BS w/out AA/AS	68	6%
Basic Skills Improvement	11	1%
Cert/License Maintenance	42	4%
Job/Career Advancement	34	3%
Educational Development	14	1%
HS Diploma/GED	7	1%
New Career Preparation	123	11%
Non-Credit to Credit	2	0%
Voc Cert/Degree	44	4%
Undecided	165	14%
Unreported	1	0%

Age	Counts	Percents
Under 18	2	0%
18-24	549	47%
25-29	197	17%
30-39	206	18%
40-49	115	10%
50 and >	91	8%
Unreported	0	0%

Service Area of Residence	Counts	Percents
City College	700	60%
Mesa College	63	5%
Miramar College	23	2%
Outside Service Area	374	32%

Enrollment Status	Counts	Percents
Continuing Student	772	67%
Current High School	2	0%
First-Time	141	12%
First-Time Transfer	87	8%
Returning	112	10%
Returning Transfer	39	3%
Unreported	7	1%

Note. Cancelled classes are excluded.

City College/ECC Enrollment

Offerings	2011/12	2012/13	2013/14
Number of Subjects	78	78	79
Number of Programs	241	254	251
Number of Courses	765	758	821
Number of Sections	3,108	2,975	3,281

Note 1. Subjects, courses, and sections exclude cancelled and tutoring classes.

Note 2. Subjects, courses, and sections exclude honors contract, non-state supported, and apprenticeship classes for all terms except Summer 2012 and Summer 2013.

Waitlisted Seats	Fall 11	Spr 12	Fall 12	Spr 13	Fall 13	Spr 14
Basic Skills	959	836	996	749	909	645
AA/AS	252	200	273	224	232	93
CTE	1,635	1,541	1,474	1,396	1,102	1,198
Transfer	6,566	5,748	6,278	5,555	5,142	5,001
Overall*	7,777	6,788	7,547	6,530	6,283	5,739

Note 1. Waitlisted seat counts are as of opening day.

Note 2. Apprenticeship, honors contract, cancelled, tutoring, non-state supported, and classes with 0 capacity are excluded.

Fill Rates	2011/12	2012/13	2013/14
Basic Skills	90%	93%	89%
AA/AS	71%	78%	73%
CTE	81%	81%	77%
Transfer	87%	90%	83%
Overall	87%	90%	83%

Note 1. Data are as of end of term except for Spring 2014, which are based on first census.

Note 2. Apprenticeship, in-service, cancelled, tutoring, and classes with 0 or 1 capacity are excluded. Positive attendance credit capacity is estimated at 79% of the recorded cap for the Spring 2014 fill rate.

Note 3. PHYE 153 is excluded if the accounting method is positive attendance.

Enrollment Counts	2011/12	2012/13	2013/14
Basic Skills	12,880	12,313	11,484
AA/AS	4,652	4,341	3,871
CTE	21,053	19,544	19,666
Transfer	65,462	62,980	63,841
Overall*	83,016	79,723	79,234

Note 1. Data are as of end of term except for Spring 2014, which are based on first census.

Note 2. Cancelled and tutoring classes are excluded.

Enrollment Percents	2011/12	2012/13	2013/14
Basic Skills	16%	15%	14%
AA/AS	6%	5%	5%
CTE	25%	25%	25%
Transfer	79%	79%	81%

Note 1. Data are as of end of term except for Spring 2014, which are based on first census.

Note 2. Cancelled and tutoring classes are excluded.

FTES (Resident)	2011/12	2012/13	2013/14
Basic Skills	1,383	1,373	1,302
AA/AS	783	728	657
Transfer	7,546	7,498	7,320
CTE	2,753	2,673	2,472
F-Factor	17	14	18
Overall*	9,711	9,599	9,279

Note 1. FTES is partial for Spring 2014.

Note 2. Non-residents, non-state supported, tutoring, and cancelled classes are excluded.

*CTE is excluded from the overall totals due to overlap in categories.

City College Student Outcomes

Retention	2010/11	2011/12	2012/13	3-Year Average
Basic Skills	83%	84%	87%	85%
AA/AS	82%	82%	83%	82%
CTE	86%	84%	86%	85%
Transfer	84%	83%	85%	84%
Overall	84%	83%	85%	84%

Note. Tutoring and cancelled classes are excluded.

Annual Persistence	Fall 10- Fall 11	Fall 11- Fall 12	Fall 12- Fall 13	3-Year Average
Overall	43%	45%	45%	44%

Note 1. Persistence rates are of first-time to college students that persist from fall to spring to fall at City College.

Note 2. Tutoring, cancelled, SDSU, and UCSD classes are excluded.

Transfer	2005/06- 2010/11	2006/07- 2011/12	2007/08- 2012/13
Transfer Rate	55%	56%	57%
Combined Rate	59%	60%	61%
	2010/11	2011/12	2012/13
Volume	1,092	918	866

Note. Transfer volume are students who transferred within six semesters last enrolled, and who completed 12+ transferrable units within six years prior to transferring. Transfer rate are first-time students who completed six units within three years and attempted any English or math course. Combined rate are transfer students plus students who successfully completed 60 UC/CSU transferrable units with a GPA=>2.0 but who did not transfer.

Successful Course Completion	2010/11	2011/12	2012/13	3-Year Average
Basic Skills	53%	55%	58%	55%
AA/AS	63%	65%	60%	63%
CTE	71%	72%	73%	72%
Transfer	65%	66%	69%	67%
Overall	63%	65%	67%	65%

Note. Tutoring, non-credit, and cancelled classes are excluded.

Awards Conferred	2010/11	2011/12	2012/13
AA/AS Degree	701	700	626
Certificate - 60+ Units	0	0	0
Certificate - 30-59 Units	187	211	158
Certificate - 29 or Fewer Units	213	249	185
Overall	1,101	1,160	969

2014 Student Success Scorecard Completion Rates	2005/06- 2010/11	2006/07- 2011/12	2007/08- 2012/13
Unprepared	56%	57%	58%
Prepared	79%	79%	78%
Overall	63%	63%	64%

Note. The completion rate is the percentage of degree and/or transfer-seeking students tracked for six years who completed a degree, certificate or transfer-related outcome. The lowest level attempted in math/English is remedial for the Unprepared category, and college level for the Prepared category.

City College Satisfaction

Student Satisfaction Survey	2009	2012
Overall satisfaction with instruction	79%	82%
Overall sense of belonging on campus	58%	55%
Overall satisfaction with college experience	75%	77%

Source: 2009 & 2012 Student Satisfaction Surveys

Employee Perception Survey	2009	2012
Overall satisfaction with instruction	77%	79%
Overall satisfaction with teaching/learning resources	73%	67%
Overall satisfaction with quality of services	45%	51%

Source: 2009 & 2012 Employee Perception Surveys

Note 1. Overall satisfaction with resources that facilitate and enhance teaching and learning included satisfaction with the overall quality in the following areas based on employee experiences: Office of Instruction, Departmental Teaching Resources, Staffing Resources, Library Resources, Duplicating/Reprographics, Technical Support, and Audio-Visual Support.

Note 2. Overall satisfaction with services included satisfaction with the overall quality in the following areas based on employee experiences: Bookstore, Physical Facilities, Technology Resources, Science Labs, Career Technical Labs, Computer Labs, Parking, Classrooms, Assigned Working Space/Office Space, Cafeteria, and Business Services/Fiscal Resources.

Student Point of Service Survey	2009
Admissions Office	92%
EOPS	84%
Student Accounting	93%
Student Health Services	94%
Transfer Center	95%
Tutoring	93%
Overall satisfaction with services	92%

Source: 2009 Point of Service Survey

Note 1. Departments that participated in the survey and met a minimum percentage of completed surveys are included.

However, caution should be exercised when interpreting the results of any departments since results reflect the opinions of those students who took the survey and may not reflect the opinions of the general population.

Note 2. Overall satisfaction included students who received services at City College Admissions, CalWORKS, Counseling, DSPS, EOPS, Financial Aid, New Horizons, Student Accounting, Student Health Services, Transfer Center, TRIO, Tutoring, and/or Veterans Affairs offices and who answered the survey question: Overall, I am satisfied with the services I received.