

Agency Management Report

KPMs For Reporting Year 2009

Agency: STUDENT ASSISTANCE COMMISSION, OREGON

	Green = Target to -5%	Yellow = Target -6% to -15%	Red = Target > -15%	Pending	Exception Can not calculate status (zero entered for either Actual or Target)
Summary Stats:	40.00%	33.33%	6.67%	0.00%	20.00%

Detailed Report:

KPMs	Actual	Target	Status	Most Recent Year	Management Comments
1 - Percentage of growth in number of privately funded scholarships awarded.	9.00	10.00	Yellow	2009	OSAC continually strives to increase the number and variety of scholarships offered, and continues to make gains in donor development. However, available scholarships are also governed by forces such as the economy, which are beyond the agency's control or influence. Loss of earnings on a donor's endowment fund results in fewer funds available for scholarships. The 2009 Legislature has approved this KPM for deletion after the 2007-09 biennium.
2 - Time to complete a degree program review.	3.48	3.00	Yellow	2009	2008 was a peak year for program applications. Commission rules state that reviews should be done within 6 months, and the office has generally averaged around 4 months. A target of 2.5 months is an ambitious goal that can only be met under perfect conditions. Shorter review times are possible only with additional staff, for which we are not budgeted.

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3 - Ratio of administrative dollars to private and public Scholarship dollars awarded to students.	18.56	12.00	Green	2009	This KPM measures the efficiency with which OSAC processes and awards private scholarships. The private awards program has grown substantially over the past 20 years, and OSAC has continually implemented process improvements to minimize the administrative expense associated with the program. The current-year ratio suggests that OSAC's administration of private awards is extremely cost-effective relative to a typical community foundation.
4 - Number of detrimental duplication issues resolved by ODA.	2.00	0.00	Exception	2009	The target of zero reflects the norm in the early 2000s. The past two years have seen an increase, and we now expect two or three cases per year. We do not control the number of cases brought to ODA; cases are filed based on unpredictable objections to new programs at public colleges. Our goal is to resolve all cases, and we have done that. The 2009 Legislature has approved this KPM for deletion after the 2007-09 biennium.
5 a - Percentage of new program proposals requiring ODA involvement – New program application denial rate.	1.00	2.00	Green	2009	Establishing a goal for this KPM is not possible, as one cannot say that a higher or lower denial rate is better. All applications require ODA involvement, and ODA encourages dialogue with applicants on how to meet various standards. Denial is quite rare and occurs when the applicant does not meet standards.
5 b - Total program applications processed by ODA.	83.00	51.00	Green	2009	ODA does not control the number of new applications that it receives. Targets were based on the number of known programs for which institutions will apply for reapproval. Total applications processed increased in 2009; however, the total for the 07-09 biennium remains within the agency goal. ODA works with applicants to process applications in a reasonable amount of time. See KPM 2.

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6 - Number of degree validation cases resolved by ODA.	30.00	15.00	Green	2009	2008 was a peak year mainly owing to an active federal prosecution that brought ODA about 45 cases. Whether it is better to have more or fewer reports of fake degrees requires a value judgment. More reports could be a result of good education efforts by ODA or it could be a result of more users. The 2009 Legislature has approved this KPM for deletion after the 2007-09 biennium.
7 - Impact of Opportunity Grants on enrollment of eligible students.	39.49	42.00	Yellow	2009	The percentage of low-income students who completed a FAFSA increased substantially over the last several years due in part to increased program funding and scope. The increase in FAFSA filings indicates that the Opportunity Grant is reaching its intended audience and potentially having a positive impact on the college participation rates of low-income students. However, the factors contributing to a student's decision to enroll remain complex. The analysis of this measure provides more detail. The 2009 Legislature has approved this KPM for deletion after the 2007-09 biennium.
8 - Persistence rates over 4 years for students at 4-year institutions who are eligible and awarded an OOG.	70.50	71.00	Green	2009	Persistence rates of Opportunity Grant recipients compare very favorably with the overall average retention rate for students at 4-year institutions in Oregon. The program underwent two major expansions in recent years: the 2006-07 expansion to serve part-time students and the 2008-09 Shared Responsibility Model redesign. These expansions are expected to increase persistence among grant recipients. However, due to recent program changes and the design of this measure, it will be several years before a trend is apparent. For 2009-11, the funding appropriation has been decreased. The extent to which fund reductions affect student persistence is not yet known.

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9 - Completion rates (graduated within 6 years) for students at 4-year institutions who are eligible and awarded an OOG.	55.70	48.80	Green	2009	The actual completion rate declined slightly in recent years, but remains above the target of 48.8 percent and close to the average completion rate for all students attending Oregon's 4-year colleges (56.7 percent). Although grant funding for 2008-09 was double the amount available in 2007-08, demand far exceeded available funds. We limited awards to amounts received in fall; half-time students in fall were limited to half-time levels all year. All spring awards were reduced, and no funds were available to students who applied before the November 30th deadline but delayed attendance or were not eligible for funds in the fall. Such drastic measures almost certainly had a negative effect on students who planned to complete their programs in 2008-09.
10 - Completion rates (graduated within 3 years) for students at community colleges who are eligible and awarded an OOG.	9.40	25.50	Red	2009	This measure was added in 2007. The completion rate for grant recipients at 2-year colleges is below the target, but it is equivalent to the actual average completion rate for students attending Oregon's 2-year colleges (15.7 percent). Although grant funding for 2008-09 was double the amount available in 2007-08, demand far exceeded available funds. We limited awards to amounts received in fall; half-time students in fall were limited to half-time levels all year. All spring awards were reduced, and no funds were available to students who applied before the November 30th deadline but delayed attendance or were not eligible for funds in the fall. Such drastic measures almost certainly had a negative effect on students who planned to complete their programs in 2008-09.

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12 - Percentage of students of color served by OSAC programs (i.e., disaggregate measures to track race/ethnicity of beneficiaries of OSAC program services).	20.95	0.00	Exception	2009	OSAC has not set targets for this measure because the agency has deemed it inappropriate to determine targets based upon students' race and/or ethnicity. OSAC remains committed to improving access and increasing affordability for all Oregonians.
13 - Completion rates for part-time students.	0.00	0.00	Exception	2009	Part-time students (i.e., students enrolled 6 to 11 credit-hours per term) became eligible for Opportunity Grants in 2006-07. These students may take twice as long to complete their programs as do full-time students. We will have no meaningful completion data on part-time students until after the 2009-10 academic year ends. In addition, no comparison data exist at the state or national level. These two issues make it impossible to set reasonable targets or assess progress. The 2009 Legislature has approved this KPM for deletion after the 2007-09 biennium.
14 - Percent of total best practices met by the Board of Commissioners.	90.60	100.00	Yellow	2009	OSAC deliberately set a very ambitious target for this measure, in an effort to ensure that the Commission is as effective as possible. This measure should be expanded to include all ODA functions as well as OSAC.
15 - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	80.80	90.00	Yellow	2009	Due to changes in the way in which the OSAC's customer service data have been analyzed over time, previously reported customer service statistics are not comparable across years. Once a consistent methodology is applied, a clear upward trend is apparent. On average, 89.8% of the client and constituent groups with which OSAC staff have the most contact rate their overall customer satisfaction experience as "Good" or "Excellent."

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This report provides high-level performance information which may not be sufficient to fully explain the complexities associated with some of the reported measurement results. Please reference the agency's most recent Annual Performance Progress Report to better understand a measure's intent, performance history, factors impacting performance and data gather and calculation methodology.