

Agency Management Report

KPMs For Reporting Year 2010

Finalize Date: 10/25/2010

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:	66.67%	8.33%	8.33%	8.33%	8.33%

Detailed Report:

KPMs	Actual	Target	Status	Most Recent Year	Management Comments
2 - Time to complete a degree program review.	4.96	6.00	Green	2010	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.
3 - Ratio of administrative dollars to private and public Scholarship dollars awarded to students.	18.85	12.00	Green	2010	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.

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5 a - Percentage of new program proposals requiring ODA involvement – New program application denial rate.	2.00	2.00	Green	2010	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	51	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 09-11 biennium remains within the agency goal. ODA works with applicants to process applications in a reasonable amount of time. See KPM 2.
8 - Persistence rates over 4 years for students at 4-year institutions who are eligible and awarded an OOG.	72.40	73.00	Green	2010	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 and early application deadlines 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.	69.00	44.00	Green	2010	<p>Although for this cohort the completion rate increased significantly, that increase may in fact be due to the Opportunity Grant program being fully funded during the first three years of this cohort's academic period. The average completion rate at Oregon's public four-year institutions dropped to 44%. Whether this trend will continue, or will revert to previous levels remains to be seen as the effect of the decreased appropriation in the Opportunity Grant during the 2009-11 biennium affects those students who started their academic programs in more recent years. For the past two academic years, demand for funds has far exceeded availability. . 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. During the 2009-10 academic year, funds were again limited to those who were in attendance in fall, award amounts were reduced, and no new awards were made for applications received after August 15, 2009. Those students planning to complete their academic programs during 2009-10 probably became accustomed to ensuring that their FAFSAs were filed early in order to meet any deadlines imposed.</p>

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KPMs	Actual	Target	Status	Most Recent Year	Management Comments
10 - Completion rates (graduated within 3 years) for students at community colleges who are eligible and awarded an OOG.	21.20	15.00	Green	2010	Although for this cohort the completion rate increased significantly, that increase may in fact be due to the Opportunity Grant program being fully funded during the first three years of this cohort's academic period. The average completion rate at Oregon's public four-year institutions dropped to 44%. Whether this trend will continue, or will revert to previous levels remains to be seen as the effect of the decreased appropriation in the Opportunity Grant during the 2009-11 biennium affects those students who started their academic programs in more recent years. For the past two academic years, demand for funds has far exceeded availability. . 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. During the 2009-10 academic year, funds were again limited to those who were in attendance in fall, award amounts were reduced, and no new awards were made for applications received after August 15, 2009. Those students planning to complete their academic programs during 2009-10 probably became accustomed to ensuring that their FAFSAs were filed early in order to meet any deadlines imposed.
12 - Percentage of students of color served by OSAC programs (i.e., disaggregate measures to track race/ethnicity of beneficiaries of OSAC program services).	14.10	0	Exception	2010	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.

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14 - Percent of total best practices met by the Board of Commissioners.	91.10	100.00	Yellow	2010	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 if ODA remains within the agency.
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.	98.70	90.00	Green	2010	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. Since 2009, a consistent methodology has been applied and a clear upward trend is apparent. On average, 98.7% of the client and constituent groups with which OSAC staff have the most contact rate their overall customer satisfaction experience as "Good" or "Excellent."
16 - Remaining financial need after known grant assistance	60.20	60.20	Pending	2010	Although OSAC completed a significant program expansion and change in award calculation methodology during the 2008-09 academic year, a decrease in appropriation for the program during 2009-11 biennium combined with significant increases in both college enrollment and in tuition and fees have made it too early to be able to determine the true effects. The true effects may not be known until the downturn of Oregon's economy reverses.
17 - Impact of Opportunity Grants on enrollment of eligible students.	29.88	42.00	Red	2010	Until the downward trend in Oregon's economy is reversed, it is impossible to determine the true effects of the program.

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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.