

Agency Management Report

KPMs For Reporting Year 2013

Finalize Date:

Agency: STUDENT ACCESS 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:	12.50%	25.00%	0.00%	50.00%	12.50%

Detailed Report:

KPMs	Actual	Target	Status	Most Recent Year	Management Comments
- Determine the college-going culture of Oregon Opportunity Grant awardees by measuring the percentage of OOG awardees who enroll in college and utilize OOG funds.			Pending		This is a new measure approved for 2013-15. No data are available.
- Determine the college-going culture of ASPIRE students by measuring the percentage of graduating senior ASPIRE participants who enroll in college.			Pending		This is a new measure approved for 2013-15. No data are available.
- Effective and timely communications with OOG awardees.			Pending		This is a new measure approved for 2013-15. No data are available.
- Determining the college-going culture of Foster Youth awarded OOG by measuring the percentage of foster youth who are awarded priority OOG and who enroll in college and utilize OOG funds.			Pending		This is a new measure approved for 2013-15. No data are available.

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3 - Ratio of administrative dollars to private and public Scholarship dollars awarded to students.	17.51	18.60	Yellow	2013	This KPM measures the efficiency with which OSAC processes and awards scholarships. The scholarship 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 scholarships has increased its cost-effectiveness and compares favorably with cost ratios associated with a typical community foundation.
12 - Percentage of students of color served by OSAC programs (i.e., disaggregate measures to track race/ethnicity of beneficiaries of OSAC program services).	26.58	0	Exception	2012	Race and ethnicity data for the 2012-13 academic year will not be available until late September or early October 2013. OSAC remains committed to improving college access and increasing affordability for all Oregonians.
14 - Percent of total best practices met by the Board of Commissioners.	97.33	100.00	Green	2013	OSAC deliberately set a very ambitious target for this measure in an effort to ensure that the Commission is as effective as possible. After the HECC assumes responsibility for the governance of the agency, it is expected they would be responsible for reporting this measure.

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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.	76.80	90.00	Yellow	2013	OSAC has used a consistent survey methodology since 2010, which has strengthened the data going forward. On average, 76.84% of the client and constituent groups rate their overall customer satisfaction experience as "Good" or "Excellent" for 2012-13. This represents a drop of nearly 11% compared to the previous year's results. The key issue that affected the decrease in ratings for 2012-13 was use of a new online scholarship application that fell far short of expectations. OSAC will bring back its legacy scholarship application from 2011 for the application cycle that begins in November 2013. Going forward, OSAC is working with an experienced project manager to refine and redesign the "new" application, with a goal of implementing a new process in 2015. In addition, a significant percentage of responders who do not work with OSAC answered "don't know" to some questions, which affected overall results. OSAC will continue to pursue a more equitable distribution of the survey and attempt to engage more respondents in order to achieve stronger results. OSAC believes in the value of this KPM and finds it reflects the good work of our staff.

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.