

LEGISLATIVELY ADOPTED PERFORMANCE MEASURES, 2005-07

Agency Name: **OREGON STUDENT ASSISTANCE COMMISSION**

Agency Mission: To Assist Oregon Students And Their Families In Attaining A Postsecondary Education And To Enhance The Value, Integrity And Diversity Of Oregon's College Programs.

Related Oregon Benchmarks (OBMs) or High-Level Outcomes (HLOs):

OBM #24 -- Percent of Oregon adults (25+) who have completed some college

OBM #25 -- Percent of Oregon adults (25+) who have postsecondary professional-technical credentials

OBM #26 -- Percent of Oregon adults (25+) who have completed: a. bachelor's degree; b. advanced degree

Agency Name: Oregon Student Assistance Commission						
Col-1	Col-2	Col-3	Col-4	Col-5	Col-6	Col-8
Agency Goal	OBM# HLO#	Key Performance Measure (KPM)	PM No.	2006 Target	2007 Target	Lead Unit or Division
Goal 1(c): Increase college attendance and completion in Oregon (by increasing the number of collarships funded by private sources)	#24 #25 #26	Percentage of growth in number of privately funded scholarships awarded	1	10%	10%	Grants & Scholarships
Goal 3: Protect the value of a college degree (by regularly reviewing schools and programs that offer college degrees in Oregon and screening potential new programs)	#24 #25 #26	Time to complete a degree program review	2	4.5 months	4.5 months	Office of Degree Authorization
		Ratio of administrative dollars to private and public Scholarship dollars awarded to students	3	\$1: \$11.38	\$1: \$11.69	Grants & Scholarships
		Number of detrimental duplication issues resolved by ODA	4	0	0	Office of Degree Authorization
		Percentage of new program proposals requiring ODA involvement	5	2%	2%	Office of Degree Authorization
		Number of degree validation cases resolved by ODA	6	10	10	Office of Degree Authorization
		Develop: Impact of Opportunity Grants on enrollment of eligible students	7			Grants & Scholarships

Legislatively Adopted Performance Measures, continued

Agency Name: Oregon Student Assistance Commission						
Col-1	Col-2	Col-3	Col-4	Col-5	Col-6	Col-8
Agency Goal	OBM# HLO#	Key Performance Measure (KPM)	PM No.	2006 Target	2007 Target	Lead Unit or Division
		Persistence rates over 4 years for students at 4-year institutions who are eligible and awarded an OOG vs. eligible nonrecipients	8	73.8% vs. 40.1%	73.8% vs. 40.1%	Grants & Scholarships
		Completion rates (graduated within 6 years) for students at 4-year institutions who are eligible and awarded an OOG vs. eligible nonrecipients	9	48.6% vs. 28.7%	48.6% vs. 28.7%	Grants & Scholarships
		Develop: Completion rates (graduated within 3 years) for students at community colleges who are eligible and awarded an OOG vs. eligible nonrecipients	10			Grants & Scholarships
		Develop: Effectiveness of OSAC's Customer Service (combine data for all programs in annual reports)	11			All
		Develop: Percentage of students of color served by OSAC programs (i.e., disaggregate measures to track race/ethnicity of beneficiaries of OSAC program services)	12			Grants & Scholarships
Goal 4: Provide excellent customer service	Mission	Percent of customers rating their overall satisfaction with the agency above average or excellent.	13			All
		Percent of customers rating satisfaction with agency services above average or excellent for:				
		A: Timeliness	14			All
		B: Accuracy	15			All
		C: Helpfulness	16			All
		D: Expertise	17			All
		E: Information Availability	18			All