

Performance & Efficiency Measure Results: 2004-05

The 2004-05 performance and efficiency measure results for the TRIO Student Support Services (SSS) Program portray measurable educational outcomes for the projects funded by the program. The following provides an introduction and description of the methodology and terms used to calculate and analyze the outcomes: persistence, graduation and efficiency. The tables provide the actual data and results of the analyses for each grantee and a summary by project groupings. The analyses are not the result of a rigorous, independent evaluation of the SSS program.

[Grantee Performance Measures](#)

- o Table 1 – Postsecondary Persistence Rates
- o Table 2 - Graduation Rates at 4-year Institutions
- o Table 3 - Graduation Rates at 2-year Institutions

[Grantee Efficiency Measures](#)

- o Table 4 - Grantee Level Efficiency Measures
- o Table 5 - Grants Not Included in Efficiency Analysis

Appendix: Performance and Efficiency Measure Summary

Why is the U.S. Department of Education calculating grantee performance and efficiency measures?

The Department is committed to continually improving its management of programs and improving the educational outcomes of students. Improvements are guided by monitoring and assessing performance, improving the data used for these assessments, collaborating with stakeholders, implementing recommendations, and re-assessing performance. Providing data to the public is a key element in promoting improvement and collaborating with stakeholders.

GRANTEE LEVEL PERFORMANCE MEASURES

What are the performance measures for the Student Support Services (SSS) projects?

The performance measures for SSS projects are the persistence (retention) rate and the graduation (completion) rate for cohorts of full-time, freshman participants who enrolled at the grantee institution in a particular year.

How did the U.S. Department of Education calculate the persistence (retention) and graduation (completion) rates for 2004–05?

Defining the Student Cohort

For the performance measures for the SSS program, the group of students (cohort) used to calculate the persistence and degree completion rates is comprised of participants who are freshmen, enrolled full-time, and received SSS services for the first time during a designated year. Please note that this definition of the cohort for the program performance measures is different from the participants included in the

cohort for the objectives used for the assessment of a grantee's prior experience. For the prior experience objectives, the cohort consists of all participants served by a project for the first-time in the designated year.

Persistence Rate Calculation

A grantee's postsecondary **persistence rate** for both two and four year institutions (Table 1 – Postsecondary Persistence Rates) is calculated by dividing the number of full-time freshman participants who were served by the SSS project in 2003-04 and who were also enrolled at the grantee institution during the 2004-05 academic year (numerator) by the number of full-time freshman participants served by the SSS project in 2003-04 (denominator). Data from the annual performance reports (APRs) for 2003-04 and 2004-05, which are submitted by SSS grantees, were used to calculate a grantee's persistence rate.

A persistence rate could not be calculated for an SSS project if the project did not serve full-time, freshman participants or if the grantee failed to submit the APR for 2003-04 and/or 2004-05.

Degree Completion/Transfer Rate Calculations

For the purpose of calculating the graduation rates for SSS projects, a grantee institution that awarded bachelor or higher degrees in any field was considered a four-year institution, while an institution whose highest offering was an associate's degree was considered a two-year institution. Since some four-year institutions offer two-year programs, some SSS projects at four-year institutions may primarily serve students enrolled in two-year programs. This may explain, in part, low bachelor's degree completion rates for some four-year institutions.

Four-year Institution Completion Rate Calculation

The **bachelors' degree completion rate** (Table 2 - Graduation Rates at 4-year Institutions) is calculated by dividing the number of full-time freshman students who were served by the SSS project in 1999-00 and who graduated with a bachelor's degree from the grantee institution before or during the 2004-05 academic year (numerator) by the number of full-time freshman students served by the SSS project in 1999-00 (denominator). Data from the 1999-00 APR were used to establish the cohort of full-time first-year participants. APR data on degree completion for subsequent years (2000-01; 2001-02; 2002-03; 2003-04; and 2004-05) was used to determine the number of the 1999-00 full-time freshmen who received a bachelor's degree from the grantee institution by 2004-05.

Two-year Institution Completion/Transfer Rate Calculation

The **associate's degree/transfer rate for two-year institutions** (Table 3 - Graduation Rates at 2-year Institutions) is calculated by dividing the sum of the number of full-time freshman students who were served by the SSS project in 2002-03 and who graduated with an associate's degree from the grantee institution and/or transferred to a four-year institution by 2004-05 (numerator) by the number of full-time freshman students served by the SSS project in 2002-03 (denominator). Data from the 2002-03 APR was used to establish the cohort of full-time freshman students. APR data on degree completion and/or transfers for subsequent years (2003-04; and 2004-05) was used to determine the number of the 2002-03 full-time freshmen who received an associate's degree from the grantee institution and/or transferred from the grantee institution to a four-year institution by 2004-05.

Program Performance Measure Goals

Below are the 2004-2005 goals and actual persistence and completion rates for two and four-year institutions.

Type of Institution	Persistence		Completion/Transfer	
	Goal	Actual	Goal	Actual
Two-Year	N/A	69.1	27	24.5
Four-Year	N/A	75.6	30.5	29.4
Overall	69	74.1	N/A	N/A

What were some of the data constraints in calculating the grantee persistence and completion/transfer rates?

The graduation rates presented in Tables 2 and 3 are based only on a subset of project participants. The number of completers/transfers underestimates the number of SSS project participants who receive postsecondary degrees because students who are less than full-time freshmen, students that take longer than the three years at a two-year institution or six years at a four-year institution to complete the degree, and students at four year institutions who transfer and complete the degree at another postsecondary institution are not included.

For the fifty-five (55) SSS projects at four-year institutions that were funded for the first time in the 2001-02 project year, a bachelor's degree completion rate could not be calculated since these projects were not in operation during the 1999-00 project year. In addition, the graduation rate for another seventeen (17) SSS projects could not be calculated because usable student level APR data was not submitted for 1999-00 and/or 2004-05. In addition, a few grantees did not submit student-level APR data in at least one of the years between 2000-01 and 2003-04; nonetheless, the graduation rate was calculated based on the available data, since the graduation rate is a cumulative percent.

The associate degree/transfer rate for two (2) SSS projects at two-year institutions could not be calculated because usable student level APR data were not submitted in 2002-03 and/or 2004-05.

As noted in the tables (i.e., Note column), persistence and completion/transfer rates were not calculated for grantees that did not report serving any full-time first-year students in the year the cohort was established.

Incomplete data in any of the data fields used to determine the cohort for the designated year (e.g., college grade level and enrollment status) could distort the calculated rate. For example, for the 1999-00 APR data, almost 2 percent of the participant records were missing information on college grade level at entry into the project and another 7 percent were missing information on end of year enrollment status.

GRANTEE EFFICIENCY MEASURES

What is the 2004-05 efficiency measure for SSS grantees?

The efficiency measure for SSS Projects is the gap or difference between the cost per participant who received SSS services in a particular year and who persisted in postsecondary education, graduated with a postsecondary degree, and/or transferred to another institution in that same year (*successful outcomes*) and the cost per participant who received SSS services in that particular year.

Please note that the 2004-05 efficiency measure is not comparable to the 2003-04 efficiency measure because of changes to the measure and improvements in the methodology used to calculate the efficiency measure. The 2003-04 efficiency measure was simply the cost per successful outcome. The 2004-05 efficiency measure is the difference between the cost per successful outcome and cost per participant. The new measure recognizes that different populations of students require different levels of resources.

Improvements in the methodology include the following: in 2003-04, participants who graduated with certificates were included in the number of successful outcomes. In the 2004-05 analysis, only students reported as having achieved a degree were counted as graduates. The SSS program encourages completion of a two- or four-year degree and also considers transferring from a two- to four-year institution as an important milestone for many participants.

How did the U.S. Department of Education calculate the efficiency measure for 2004–05?

Defining the Student Cohort

For the efficiency measure for the SSS program, the group of students (cohort) used for the calculation is comprised of all participants who received SSS services in a particular year because these participants are associated with the amount of funding received by the grantee in that year to serve those participants. Please note that this definition of the cohort for the efficiency measure is different from the cohort used in the calculation of persistence and graduation rates.

Efficiency Measure Calculation

The grantee's efficiency measure (Table 4 – Grantee Efficiency Measures) is calculated as the difference (or gap) between the cost per successful outcome and the cost per participant served in 2004-05. The cost per successful outcome is the federal funding given to a SSS project for 2004-05 (numerator) divided by the total number of participants the project reported in 2004-05 as transferring to another institution, graduating with a degree, or continuing at the same institution (denominator). The cost per participant served is the federal funding given to a SSS project for 2004-05 (numerator) divided by the total number of participants the project reported as receiving SSS services in 2004-05 (denominator).

Success Rate Calculation

A successful outcome is a student the project reported as transferring to another institution, graduating with a degree, or continuing at the same institution. The success rate is calculated by dividing the number of successful outcomes

(numerator) by the number of participants reported as receiving SSS services in 2004-05 (denominator).

What were some of the data constraints in calculating the efficiency measures?

An efficiency measure could not reliably be calculated for an SSS project if

- The project received \$1 or less in funding for direct student services for 2004-05, which occurs when a project has excessive unspent funds remaining from the preceding year (one grantee);
- The academic status of more than 15 percent of the participants was unknown or uncertain (37 grantees);
- The project did not report any successful outcomes for the 2004-05 performance period (two grantees);
- The project did not submit individual participant data in the APR, or the data were not submitted in a useable format (five grantees); or
- The project submitted contradictory participant data in the APR such that outcomes could not be determined (nine grantees).

The 54 grantees that were excluded from the efficiency measure analysis are listed in Table 5 - Grantees Not Included in Efficiency Analysis.

For some grantees (marked with an asterisk (*)), the measures were calculated using adjusted values for funding and the number of participants receiving SSS services. In these instances, the number of participants receiving SSS services served was reduced by the number of students whose academic status was unknown. The total funding was reduced proportionately for the participants whose academic status was unknown. Please note that the adjusted funding and adjusted number of participants receiving SSS services are not displayed on the table.

WHAT MIGHT ACCOUNT FOR THE VARIATIONS IN THE PERSISTENCE, DEGREE COMPLETION AND/OR TRANSFER RATES, AND THE EFFICIENCY RATES AMONG PROJECTS?

Postsecondary persistence and graduation are key program outcomes for SSS. Analysis based on the annual performance reports (APRs) does not permit us to determine program impacts, such as the extent to which the persistence and graduation rates can be attributed to participation in SSS. Some variations in the persistence and graduation rates among the SSS grantees may be the result of differences in student populations served, the types and amount of services provided SSS participants, the size of the grant, the level of institutional commitment and contributions to the project, other support services at the host institution, and differences in institutional characteristics (e.g., two and four-year institutions, degree of urbanization, etc.). Further, persistence and degree completion rates and efficiency measures cannot be considered in isolation. Success rates and cost efficiencies can be compared between institutions only by taking into account other factors, such as differences in services offered and student characteristics. Unfortunately, the program outcome and efficiency measures that are derived solely from the APR data do not permit these types of analyses.

The data should be interpreted with caution; comparing rates among specific projects could lead to unwarranted conclusions. For example, a project may have a lower than average postsecondary completion rate because the project may be serving more students with a higher risk of academic failure or may serve more students enrolled part-time.

Finally, for some projects, only a small number of full-time freshmen were served in the year when the student cohorts were established. Where only a small number of students are included in the cohort, small changes in numbers can cause significant shifts in the calculated percentage. For example, a grantee that reported serving five full-time freshmen in 2003-04 will have a persistence rate of 100 percent if all of these students remained enrolled in the grantee institution in 2004-05 but a rate of only 80 percent if just one student did not continue at the institution. The rates based on small cohorts should be interpreted with caution.

Table 5. Grantees Not Included in the 2004-05 Efficiency Measure Calculations

Efficiency measures were not calculated for the grantees listed below for one of the following reasons:

1. The project received \$1 or less in funding for direct student services for 2004-05, which occurs when a project has excessive unspent funds remaining from the preceding year (one grant);
2. The academic status of more than 15 percent of the participants was unknown or uncertain (37 grants);
3. The project did not report any successful outcomes for the 2004-05 performance period (two grants);
4. The project did not submit individual participant data in the APR, or the data were not submitted in a useable format (5 grants); or
5. The project submitted contradictory participant data in the APR such that outcomes could not be determined (nine grants).

Grant Number	Grantee Institution	State	Reason
P042A011096	American University of Puerto Rico	PR	2
P042A011219	Atlantic Community College	NJ	2
P042A020371	Barton County Community College	KS	2
P042A010501	Bay De Noc Community College	MI	2
P042A011179	Brevard Community College	FL	2
P042A010155	Brookhaven College	TX	2
P042A010467	California State University/ Hayward	CA	5
P042A010961	California State University/ Los Angeles/ Disabled	CA	5
P042A010784	Clovis Community College	NM	2
P042A010622	Cochise College	AZ	2

P042A010001	Delaware Technical & Community College/Owens	DE	2
P042A010569	Delgado Community College	LA	4
P042A010979	Dillard University	LA	4
P042A011009	Feather River Community College District	CA	2
P042A010906	Gavilan College	CA	5
P042A010292	Guam Community College	GU	2
P042A011147	Harcum College	PA	2
P042A011124	Highland Community College/ Doniphan	KS	2
P042A010633	Hill College	TX	2
P042A010430	Humacao Community College	PR	2
P042A010267	Iona College	NY	2
P042A011045	Lane College	TN	5
P042A010276	Lansing Community College	MI	2
P042A011134	Laredo Community College	TX	2
P042A010543	Lord Fairfax Community College	VA	5
P042A010209	Miles College	AL	2
P042A010414	Mott Community College	MI	2
P042A030477	North Arkansas College	AR	2
P042A020035	North Lake College	TX	2
P042A010469	Northeastern Junior College	CO	2
P042A021181	Palo Alto College	TX	2
P042A010259	Pearl River Community College	MS	5
P042A010876	Queensborough Community College	NY	4
P042A010521	Randolph Community College	NC	2
P042A010218	San Antonio College	TX	2
P042A010211	Santa Fe Community College	FL	2
P042A010750	Schenectady County Community College	NY	2
P042A010896	Sinte Gleska University	SD	2
P042A010879	Slippery Rock University/ Pennsylvania	PA	5
P042A010985	South Dakota State University	SD	2
P042A010185	South Suburban College	IL	3
P042A010277	Southern Arkansas University/ Magnolia	AR	2
P042A011004	Southern University A&M College/ Baton Rouge	LA	4
P042A010777	Southwest Texas State University	TX	2
P042A010572	Turtle Mountain Community College	ND	5
P042A010846	University of California/ Los Angeles	CA	3
P042A010682	University of Colorado/ Denver	CO	1
P042A020994	University of Montevallo	AL	5
P042A020205	University of New Orleans	LA	4
P042A010823	University of Wisconsin/ Green Bay	WI	2
P042A010240	University of Wisconsin/ Whitewater	WI	2
P042A010814	Vance-Granville Community College	NC	2
P042A011233	Victor Valley College	CA	2
P042A010702	Virginia Western Community College	VA	2