

KPIs and Related Metrics

ENROLLMENT

Applicants
Admits
Enrolled

GRADUATION

Retention
Academic Performance (GPA, completion of developmental education, completion of gateway courses)
Customer Service

POST-GRADUATION

Employment
Wages
Enrollment in graduate education
Undergraduate research
Internships
Career readiness

EMPLOYEE ENGAGEMENT

Overall Engagement/ Satisfaction
Employee Retention

FINANCIAL HEALTH

Total Revenue
Net Tuition & Fee Revenue
Gift Revenue
Auxiliary & Other