## Retention—Key Performance Indicator

First to Second Year Retention
- 2011—80%
- 2012—82%
- 2013—84%

### Key Performance Indicator (KPI)
- selected metrics annually measured to evaluate progress

### Strategy
Identify at risk students

### Tactic
- Financial – outstanding balance less than $25

### Action Plan
- Identify and implement new threshold based on data for enrollment holds

### Responsibility
- Data Analytics & Technology - research

### Cost
- TBD

### Assessment
- Fall 2010 versus Fall 2011 Enrollments (as related to holds)