

**North Carolina Community College System 2010 Critical Success Factors**  
**Factor I: Core Indicators of Student Success**  
**(Performance Measures and Standards)**

In response to a special provision of the NC General Assembly, the State Board of Community Colleges approved, in 1999, twelve performance measures and standards to enhance accountability in North Carolina Community Colleges.

In the 2007 Session, the General Assembly approved modification to the North Carolina Performance Measures and Standards as adopted by the State Board of Community Colleges. As a result, the number of performance measures was reduced to eight.

Each college is required to publish its performance ratings on these eight measures. The data represent 2008-09, as shown in the North Carolina Community College System's 2010 Critical Success Factors Report

Measure	NCCCS Performance Standard	HCC Status
<b>1. Progress of Basic Skills Students</b> <i>(Adult Literacy)</i> <i>Performance Funding Measure</i>	75% Progress within a level, completion of a level, advancement	<b>79%</b> <i>Met</i>
<b>* 2. Passing Rates on Licensure &amp; Certification Exams</b>  (First-time Test Takers Only)	Aggregate pass rate: 80% Any single reported exam: 70%	Aggregate pass rate:  <i>NOT MET</i>
<b>3. Performance of College Transfer Students</b>  (NC Public Universities & Colleges) Performance after two semesters	83%* Equivalent to native UNC sophomores and juniors (87%* with GPA >= 2.00 for report year 2006-07)	2007-08 transfer cohort  <b>100%</b>  <i>(UNCG)</i>
<b>* 4. Passing rates of Students in Developmental Courses</b>  (English, Mathematics, Reading with "C" or above)	75%	<b>69%</b>  <i>NOT MET</i>
<b>5. Success Rate of Developmental Students in Subsequent College-Level Courses</b>  (Students who took developmental English, Mathematics and/or Reading)	80%	<b>87%</b>  <i>Met</i>
<b>6. Satisfaction of Program Completers and Non-Completers</b>  (Graduates and Non-returning Students Fall to Fall)	90%	<b>98%</b>  <i>Met</i>
<b>7. Curriculum Student Retention and Graduation</b> (Graduated, Re-enrolled, Transferred)	65%	<b>72%</b>  <i>Met</i>
<b>8. Client Satisfaction with Customized Training</b> (Survey of businesses receiving services from college)	90%	<b>94%</b>  <i>Met</i>

\* DENTAL (15) = 93%, LPN (63) = 97%, RN (118) = 90%, COSMETOLOGY(5) = 100%, BLET (27) = 67%, REAL ESTATE (1) = 0%, EMT (61) = 69%, EMT-1 (6) = 17%, and EMT-P (2) = 50% ....**AVERAGE = Not Met**  
*English (293) 87%, Math (512) 59%*