



North Carolina Community College System 2007 Critical Success Factors Performance Measures and Standards

In response to a special provision of the N.C. General Assembly, the State Board of Community Colleges approved, in 1999, twelve performance measures and standards to enhance accountability in North Carolina Community Colleges. Each college is required to publish its performance ratings on these twelve measures. The results are for 2005-06, as shown in the N.C. Community College System's 2007 Critical Success Factors Report. HCC received a SUPERIOR rating by meeting 6 of the 6 performance measures and 11 of the 12 critical success factors.

Measure	Standard	HCC Rating
1. Progress of Basic Skills Students	75%	78%
2. Passing rates on licensure and certification exams	Aggregate 80% No exams <70%	91% 0<70%
3. Goal completion of completers	95%	99%
4. Employment of graduates	95% adjusted	99.4%
5. Performance of college transfer students	Equivalent to native UNC sophomores & juniors 86.2%	87.9%
6. Passing rates in developmental courses	70%	69%
7. Success rate of developmental & non-developmental students in subsequent college-level courses	No statistically significant difference between developmental & non developmental	Dev. 86% Non-dev. 92% No significant difference
8. Student satisfaction of program completers and non-completers	90%	99%
9. Curriculum student retention & graduation	60%	67%
10. Employer satisfaction with graduates	85%	100%
11. Business/industry satisfaction with services provided	90%	99%
12. Program enrollment	0 programs with 3-yr. average enrollment of less than 10	1 program with less than 10 over a 3-yr. average