North Carolina Community College System 2008 Critical Success Factors

Performance Measures and Standards

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 on March 16, 2007. The community college system reports on eight performance measures, referred to as core indicators of success, for purposes of accountability and performance funding. The results for 2006-2007 System summary data on each measure are presented in the 2008 Critical Success Factors Report. Haywood Community College (HCC) met six of the eight performance measures in 2006-2007.

Measure	Standard	System Average	HCC
Progress of Basic Skills Students	75%	80%	79%
Passing Rates on Licensure/Certification Exams	80% (aggregate)	83%	89%
Performance of College Transfer Students	83%	84%	86%
Passing Rates in Developmental courses	75%	81%	60%
Success Rate of Developmental students in college-level courses	80%	88%	79%
Student satisfaction of Completer and non completer	90%	97%	96%
Curriculum Student Retention, graduation & transfer	65%	68%	69%
Business/Industry Satisfaction w/services provided	90%	94%	98%