

**North Carolina Community College System 2011
Critical Success Factors (CSF)**

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 (12) performance measures and standards to enhance accountability in North Carolina community colleges. Each college is required to annually publish its performance ratings on these twelve measures. In the 2007 session, the General Assembly approved modifications of the North Carolina Performance Measures as adopted by the State Board of Community Colleges on March 16, 2007. There are now eight (8) performance measures. The results for 2009-10, as shown in the NC Community College System's *2011 Critical Success Factors*, are as follows:

**CRITERIA AND OUTCOMES FOR 2011 CSF REPORT
PERFORMANCE FUNDING AND ACCOUNTABILITY MEASURES**

A. Progress of Basic Skills Students

A composite measure that includes the percent of students progressing within level of literacy, the percent of students completing a level entered or a predetermined goal, and the percent of students completing the level entered and advancing to a higher level.

Data Source: Literacy Education Information System

Standard: 75%

Coastal's 2009-10 performance level: 77%

B. Passing Rates on Licensure and Certification Exams

The percentage of first-time test takers from community colleges passing an examination required for North Carolina licensure or certification prior to practicing the profession.

Data Source: Licensing Agencies

Standard: 80% aggregate

**To qualify for Exceptional Institutional Performance, no exam for which the college has control over who sits for the exam can have a passing rate of less than 70%.*

Coastal's 2009-10 performance level: 94% aggregate

(Exceptional Institutional Performance)

C. Performance of College Transfer Students

The percentage of students who transfer to a 4-year institution who have a GPA of 2.0 or higher after two semesters.

Data Source: UNC-GA Transfer Student Performance Report

Standard: 83%

**To qualify for Exceptional Institutional Performance, the performance of the community college transfer students must equal or exceed the performance of the native UNC System sophomores and juniors for that time period.*

Coastal's 2009-10 performance level: 90%

(Exceptional Institutional Performance)

D. Passing Rates of Students in Developmental Courses

The percent of students who complete developmental English, mathematics, or reading courses with a grade of "C" or better.

Data Source: CRPFA (Curriculum Registration, Progress, Financial Aid) Report

Standard: 75%

Coastal's 2009-10 performance level: 85%

- E. Success Rate of Developmental Students in Subsequent College-Level Courses**
Percentage of students who take developmental courses who pass the college-level English and/or mathematics course for which the developmental course serves as a prerequisite.
Data Source: CRPFA (Curriculum Registration, Progress, Financial Aid) Report
Standard: 80%
Coastal's 2009-10 performance level: 90%
- F. Satisfaction of Program Completers and Non-Completers**
This indicator reports the proportion of graduates and early-leavers who indicate that the quality of the college programs and services met or exceeded their expectations.
Data Source: College Survey
Standard: 90%
Coastal's 2009-10 performance level: 98%
- G. Curriculum Student Retention, Graduation and Transfer**
This composite indicator consists of:
1. Number of individuals completing a curriculum program with a certificate, diploma, or degree; and
2. Number of individuals who have not completed a program but who are continuing enrollments in either curriculum or occupational extension programs.
3. Number of individuals who transferred to a university or another community college.
Data Source: The National Student Clearinghouse database and CRPFA (Curriculum Registration, Progress, Financial Aid) Report
Standard: 65%
Coastal's 2009-10 performance level: 69%
- H. Client Satisfaction with Customized Training**
The percentage of businesses/industries who have received services from a community college indicating their expectations have been met.
Data Source: College Survey
Standard: 90%
Coastal's 2009-10 performance level: 95%