

North Carolina Community College System 2006 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 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. The results for 2004-05, as shown in the NC Community College System's 2006 *Critical Success Factors*, are as follows:

Criteria and Outcomes for 2006 CSF Report Performance Funding and Accountability Measures

1. Progress of Basic Skills Students

- Composite Measure
 - Progressing within level
 - Completing level entered or predetermined goal
 - Completing level and advancing to next level
- Data Source: Literacy Education Information System
- Standard: 75%

Coastal's 2004-05 performance level: 89% made progress

2. Passing Rates on Licensure and Certification Exams

- Passing Rate-First Time Test Takers
- Data Source: Licensing Agencies
- Standard:
 - Aggregate Institutional Passing Rate-80%
 - Exam Specific Passing Rate-70%

Coastal's 2004-05 performance level: 87% aggregate

3. Goal Completion for Completers

- Percent Achieving Goal
- Data Source: College Survey (must have a 50% response rate or statistically significant sample size)
- Standard: 95%

**Coastal's 2004-05 performance level:
100% completers achieved goal**

4. Employment Status of Graduates

- Employment Rate
- Data Source: Common Follow-up System
- Standard: 95%, adjusted for local unemployment rates

Coastal's 2004-05 performance level: 99.16% employed

5. Performance of College Transfer Students

- Percent with an overall GPA of 2.0 or higher after one academic year at a UNC institution
- Data Source: UNC-GA Transfer Student Performance Report
- Standard: 85.9%

Coastal's 2004-05 performance level: 91.6% of total cohorts

6. Passing Rates of Students in Developmental Courses

- Passing rates for all courses coded as developmental
- Data Source: Developmental Student Data System
- Standard: 70%

Coastal's 2004-05 performance level: 77% earned a grade of "C" or better

7. Success Rate of Developmental Students in Subsequent College-Level Courses

- Cumulative GPA of 2.0 or higher after completing 15 semester hours
- Data Source: College Data Files
- Standard: Statistically equivalent to non-developmental students

Coastal's 2004-05 performance level:
90% Developmental Performance
94% Non-Developmental Performance
Result = no significant difference

8. Satisfaction of Program Completers and Non-Completers

- Satisfaction with quality of college programs
- Data Source: College Survey
- Standard: 90%

Coastal's 2004-05 performance level: 96% satisfaction

9. Curriculum Student Retention and Graduation

- Composite Measure
 - Number completing a curriculum program with a certificate, diploma, or degree
 - Number who have not completed a program but who are continuing enrollment in either curriculum or occupational extension programs
- Data Source: College Data Files
- Standard: 60%

Coastal's 2004-05 performance level: 60% retained or graduated

10. Employer Satisfaction with Graduates

- Employer satisfaction
- Data Source: State Level Survey
- Standard: 85%

Coastal's 2004-05 performance level: 96% reported satisfaction

11. Client Satisfaction with Customized Training

- Client Satisfaction
- Data Source: College Survey
- Standard: 90%

Coastal's 2004-05 performance level: 100% reported satisfaction

12. Program Unduplicated Headcount Enrollment

- Unduplicated Headcount
- Data Source: Curriculum Registration Data File
- Standard: 3-year average of 10 students

Coastal's 2004-05 performance level:

Number of programs with 3-year average headcount less than ten students: 0

Coastal Carolina Community College met or exceeded all twelve (12) performance standards, resulting in superior performance designation.