

NC Community Colleges **Creating Success**

**Critical
Success
Factors**

2011

Hope • Opportunity • Jobs

2011 Critical Success Factors Report

June 2011

North
Carolina
Community
College
System

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INTRODUCTION

The Critical Success Factors Report is the North Carolina Community College System’s major accountability document. This annual performance report serves to inform colleges and the public on the performance of our 58 community colleges.

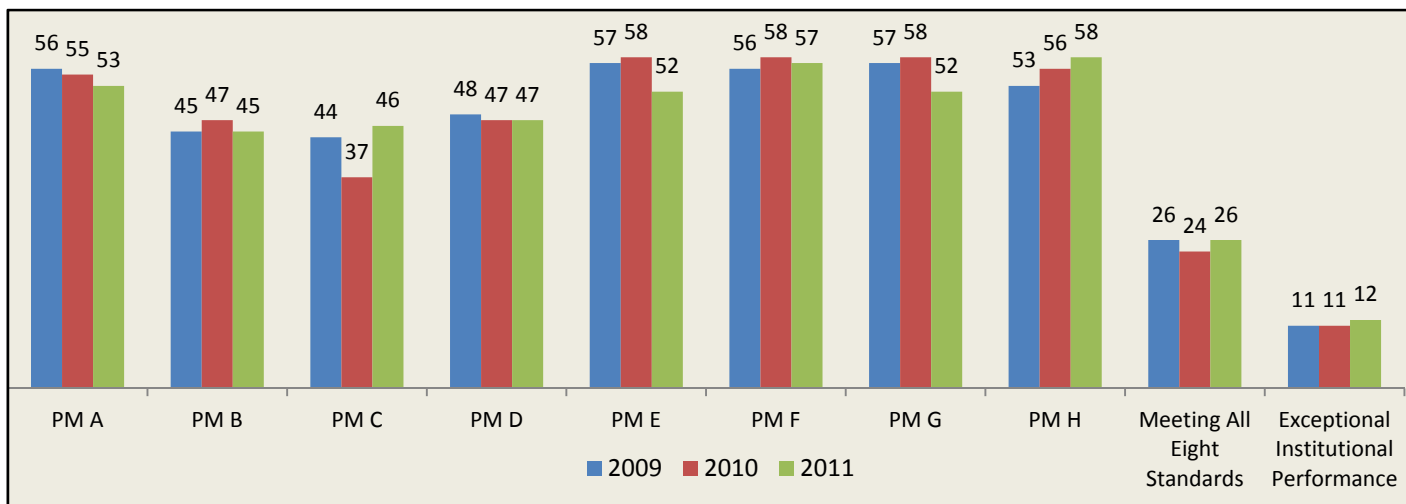
In 1993, the State Board of Community Colleges began monitoring performance data on specific measures to ensure public accountability for programs and services. In 1998, the General Assembly directed the State Board to review past performance measures and define standards to ensure programs and services offered by community colleges in North Carolina were of sufficient quality.

The State Board of Community Colleges and the General Assembly approved twelve performance measures for accountability in 1999. Later in 2007, the General Assembly approved the reduction of performance measures to the current eight:

- A. Progress of Basic Skills Students
- B. Passing Rates on Licensure and Certification Examinations
- C. Performance of College Transfer Students
- D. Passing Rates of Students in Developmental Courses
- E. Success Rates of Developmental Students in Subsequent College-Level Courses
- F. Satisfaction of Program Completers and Non-Completers
- G. Curriculum Student Retention, Graduation, and Transfer
- H. Client Satisfaction with Customized Training

Colleges receive Recognition of Exceptional Institutional Performance if they meet or exceed all eight performance measures, have no licensure exams with a passing rate of less than 70%, and college transfer students perform at a level equal to or above native UNC system students.

The chart below shows by year the number of colleges who have met the standard for the individual performance measures, the number of colleges who have met all eight performance standards, and the number of colleges receiving Recognition of Exceptional Institutional Performance.



In 2010, President Scott Ralls appointed members of a Performance Measures Committee to review the current performance measures and recommend changes to the State Board of Community Colleges. Once approved by the State Board and the General Assembly, these changes will be reflected in the 2013 report.

2010-2011 PERFORMANCE SUMMARY

	A. BASIC SKILLS	B. LICENSURE EXAMS		C. TRANSFER PERFORM	D. DEV GRADES	E. DEV IN CREDIT	F. STUDENT SATISFACTION	G. STUDENT PERSISTENCE	H. TRAINING SATISFACTION	STANDARDS MET
		AGG	<70%							
Standard	75%	80%	0	83%/87%	75%	80%	90%	65%	90%	
System Totals	81%	86%		87%	78%	88%	96%	68%	95%	
Meeting Standard	53	45	34	46/33	47	52	57	52	58	
Alamance CC	84%	88%	1	85%	81%	95%	97%	69%	95%	8
Asheville-Buncombe TCC	81%	89%	0	97%	88%	67%	96%	70%	93%	7
Beaufort County CC	75%	86%	1	91%	90%	89%	100%	66%	94%	8
Bladen CC	83%	81%	1	69%	87%	93%	95%	71%	98%	7
Blue Ridge CC	75%	81%	1	97%	79%	86%	98%	66%	97%	8
Brunswick CC	95%	91%	1	82%	85%	77%	87%	63%	96%	4
Caldwell CC & TI	78%	85%	2	91%	85%	89%	95%	69%	91%	8
Cape Fear CC	76%	96%	0	85%	78%	79%	98%	72%	95%	7
Carteret CC	83%	83%	1	94%	80%	92%	97%	67%	93%	8
Catawba Valley CC	78%	77%	0	92%	78%	94%	96%	70%	96%	7
Central Carolina CC	77%	83%	2	87%	81%	93%	96%	66%	97%	8
Central Piedmont CC	95%	92%	0	88%	74%	86%	97%	64%	91%	6
Cleveland CC	69%	80%	1	88%	82%	88%	95%	64%	92%	6
Coastal Carolina CC	77%	94%	0	90%	85%	90%	98%	69%	95%	8*
College of The Albemarle	81%	74%	1	95%	82%	92%	96%	69%	92%	7
Craven CC	84%	88%	0	93%	74%	88%	91%	66%	97%	7
Davidson County CC	88%	92%	0	89%	80%	80%	97%	72%	93%	8*
Durham TCC	79%	89%	1	89%	72%	87%	94%	66%	94%	7
Edgecombe CC	76%	86%	0	69%	79%	82%	94%	66%	96%	7
Fayetteville TCC	89%	96%	0	85%	74%	85%	93%	66%	92%	7
Forsyth TCC	84%	92%	0	88%	84%	87%	95%	69%	95%	8*
Gaston College	90%	88%	0	85%	83%	90%	95%	67%	97%	8
Guilford TCC	78%	94%	0	85%	86%	84%	95%	68%	94%	8
Halifax CC	86%	76%	1	87%	73%	88%	99%	67%	100%	6
Haywood CC	72%	79%	1	91%	71%	91%	96%	69%	93%	5
Isothermal CC	83%	77%	1	81%	86%	90%	99%	70%	95%	6
James Sprunt CC	69%	88%	0	89%	84%	95%	94%	72%	100%	7
Johnston CC	82%	81%	1	86%	87%	94%	98%	72%	94%	8
Lenoir CC	76%	84%	0	85%	80%	93%	96%	70%	95%	8
Martin CC	81%	71%	0	82%	71%	70%	92%	62%	94%	3
Mayland CC	82%	85%	1	74%	62%	94%	98%	68%	95%	6
McDowell TCC	77%	92%	0	92%	83%	96%	98%	64%	100%	7
Mitchell CC	78%	84%	0	87%	85%	87%	95%	69%	96%	8*
Montgomery CC	75%	83%	0	80%	90%	89%	99%	67%	97%	7
Nash CC	69%	77%	1	93%	97%	91%	98%	67%	96%	6
Pamlico CC	79%	46%	0	77%	77%	82%	99%	72%	99%	6 of 7
Piedmont CC	88%	76%	0	66%	77%	96%	98%	66%	93%	6
Pitt CC	81%	85%	0	85%	79%	89%	98%	73%	95%	8
Randolph CC	76%	87%	0	90%	89%	88%	95%	69%	92%	8*
Richmond CC	76%	97%	0	93%	88%	87%	94%	68%	100%	8*
Roanoke-Chowan CC	76%	72%	1	100%	72%	80%	98%	65%	95%	6
Robeson CC	88%	72%	2	78%	80%	92%	96%	66%	94%	6
Rockingham CC	76%	84%	1	89%	81%	87%	97%	70%	94%	8
Rowan-Cabarrus CC	82%	85%	1	76%	72%	91%	98%	66%	92%	6
Sampson CC	80%	85%	0	96%	84%	89%	100%	70%	93%	8*
Sandhills CC	74%	89%	0	85%	78%	90%	98%	65%	93%	7
South Piedmont CC	94%	86%	0	90%	77%	84%	90%	67%	94%	8*
Southeastern CC	91%	82%	2	73%	75%	77%	97%	67%	94%	6
Southwestern CC	75%	95%	0	94%	85%	86%	98%	71%	94%	8*
Stanly CC	76%	89%	0	89%	88%	94%	99%	69%	93%	8*
Surry CC	85%	93%	0	91%	84%	90%	98%	70%	99%	8*
Tri-County CC	80%	70%	1	86%	77%	77%	99%	65%	94%	6
Vance-Granville CC	78%	87%	0	87%	90%	83%	96%	62%	94%	7
Wake TCC	80%	91%	0	91%	73%	88%	95%	70%	96%	7
Wayne CC	80%	74%	1	87%	86%	91%	99%	69%	95%	7
Western Piedmont CC	77%	84%	0	89%	93%	95%	99%	72%	99%	8*
Wilkes CC	83%	85%	0	86%	81%	90%	95%	69%	90%	8
Wilson TCC	81%	89%	0	84%	77%	85%	97%	66%	97%	8

*Met all measures and exceptional standard on licensure exams and transfer student performance

A: PROGRESS OF BASIC SKILLS STUDENTS

Description

The aggregate percentage of adult literacy students completing a level of literacy, progressing within a level of literacy, or completing a predetermined goal.

Source

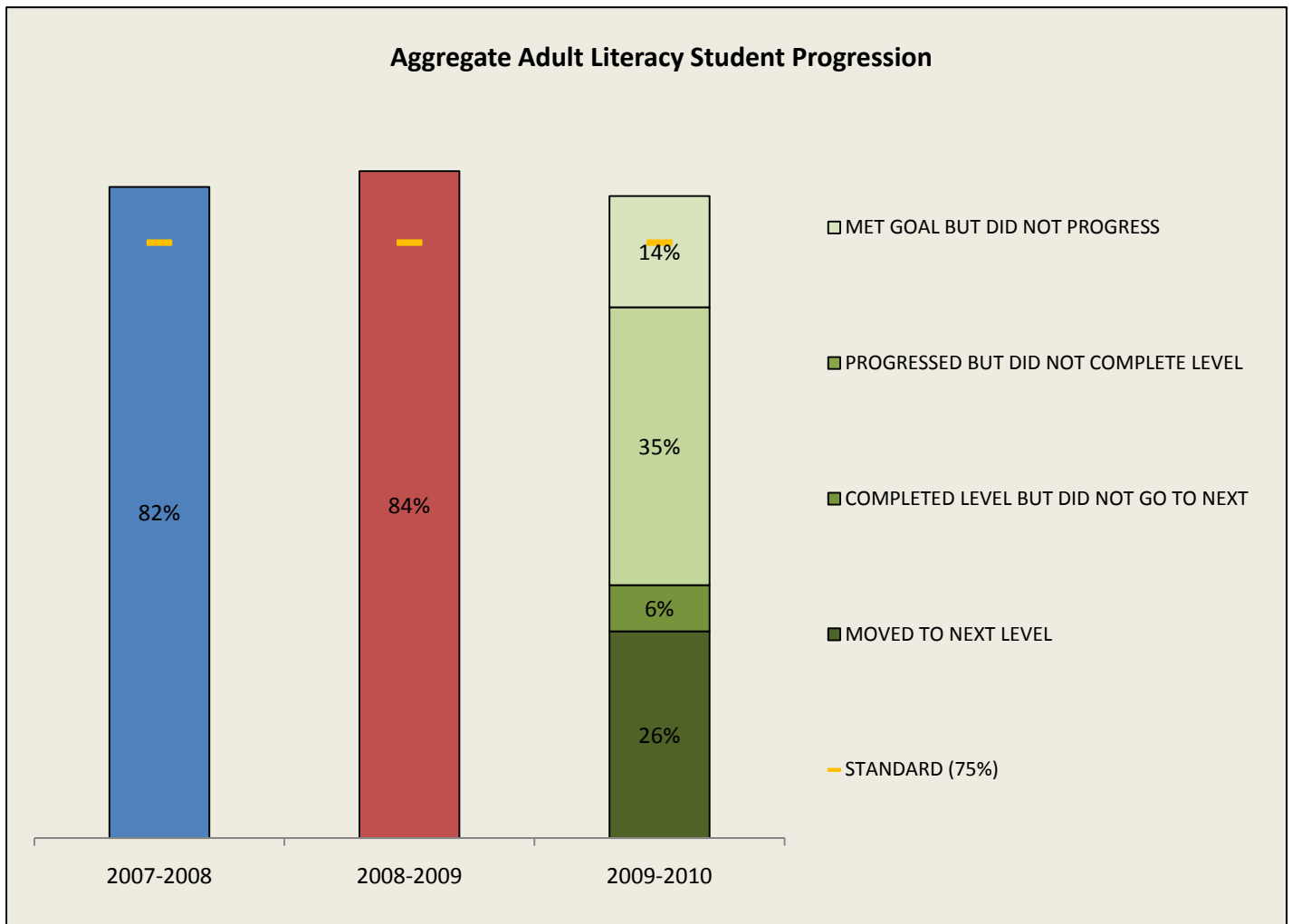
Data is submitted on an annual basis from each college into the Literacy Education Information System which is uploaded to the NCCCS Data Warehouse. This data is extracted from the Data Warehouse's Literacy-College Universe using "Reporting Year" = "2010" and analyzed at the individual student level using the fields "Mover Higher (Y/N)", "Level Completed (Y/N)", "Progressing (Y/N)", and "Goal Completed (Y/N)" to determine student progression.

System Standard

75 % of adult literacy students will complete a level, progress within a level, or complete a predetermined goal.

Results

For 2009-10, 56 community colleges met this standard. The college results ranged from a low of 69% to a high of 95%. The aggregate result for the system was 81%.



IA. PROGRESS OF BASIC SKILLS STUDENTS, 2009-2010

	TOTAL SERVED IN LITERACY	MOVED TO NEXT LEVEL	COMPLETED LEVEL BUT DID NOT GO TO NEXT	PROGRESSED BUT DID NOT COMPLETE LEVEL	MET GOAL BUT DID NOT PROGRESS	DID NOT MEET GOAL	COMPOSITE PROGRESS MEASURE			
							2009-2010 A	2009-2010 B	2008-2009	2007-2008
System Totals	146061	26%	6%	35%	14%	19%	81%	84%	89%	90%
Alamance CC	2894	20%	10%	36%	18%	16%	84%	84%	89%	90%
Asheville-Buncombe TCC	3795	32%	5%	34%	9%	19%	81%	81%	80%	81%
Beaufort County CC	909	29%	3%	39%	4%	25%	75%	75%	76%	75%
Bladen CC	768	23%	4%	40%	16%	17%	83%	83%	89%	76%
Blue Ridge CC	1543	27%	7%	37%	5%	25%	75%	75%	75%	83%
Brunswick CC	1187	22%	8%	39%	26%	5%	95%	95%	97%	90%
Caldwell CC & TI	2513	26%	6%	35%	9%	23%	77%	78%	86%	80%
Cape Fear CC	3862	18%	4%	39%	8%	31%	69%	76%	80%	77%
Carteret CC	795	18%	13%	36%	16%	17%	83%	83%	82%	78%
Catawba Valley CC	3370	29%	8%	32%	9%	22%	78%	78%	80%	87%
Central Carolina CC	4804	30%	6%	26%	8%	29%	71%	77%	82%	85%
Central Piedmont CC	12960	23%	2%	36%	34%	5%	95%	95%	95%	79%
Cleveland CC	893	25%	8%	34%	3%	31%	69%	69%	77%	71%
Coastal Carolina CC	4266	27%	4%	31%	13%	25%	75%	77%	77%	78%
College of The Albemarle	2397	23%	8%	40%	10%	19%	81%	81%	73%	91%
Craven CC	1500	24%	6%	38%	16%	16%	84%	84%	87%	88%
Davidson County CC	3054	36%	3%	30%	18%	12%	88%	88%	97%	95%
Durham TCC	4716	25%	4%	37%	13%	21%	79%	79%	79%	79%
Edgecombe CC	1977	24%	10%	35%	5%	26%	74%	76%	75%	76%
Fayetteville TCC	5731	24%	1%	33%	29%	13%	87%	89%	93%	91%
Forsyth TCC	6471	27%	2%	37%	16%	18%	82%	84%	90%	85%
Gaston College	3545	38%	7%	29%	15%	10%	90%	90%	85%	76%
Guilford TCC	7539	23%	3%	42%	9%	23%	77%	78%	84%	77%
Halifax CC	1332	21%	5%	40%	20%	14%	86%	86%	79%	79%
Haywood CC	1021	15%	6%	45%	5%	29%	71%	72%	81%	79%
Isothermal CC	1623	18%	10%	43%	13%	17%	83%	83%	86%	93%
James Sprunt CC	612	27%	9%	20%	12%	32%	68%	69%	81%	76%
Johnston CC	2068	22%	7%	43%	11%	18%	82%	82%	76%	76%
Lenoir CC	2325	29%	1%	37%	6%	27%	73%	76%	77%	76%
Martin CC	964	22%	6%	44%	10%	19%	81%	81%	80%	88%
Mayland CC	1275	29%	14%	33%	6%	18%	82%	82%	87%	86%
McDowell TCC	711	14%	12%	42%	9%	23%	77%	77%	82%	83%
Mitchell CC	2345	23%	8%	37%	9%	22%	78%	78%	81%	85%
Montgomery CC	576	23%	5%	34%	13%	25%	75%	71%	74%	75%
Nash CC	1396	16%	6%	42%	5%	31%	69%	69%	76%	77%
Pamlico CC	358	21%	9%	38%	11%	21%	79%	79%	80%	76%
Piedmont CC	1147	26%	7%	38%	18%	12%	88%	88%	92%	84%
Pitt CC	2341	30%	3%	38%	10%	20%	80%	81%	83%	75%
Randolph CC	1853	24%	7%	38%	6%	26%	74%	76%	78%	79%
Richmond CC	2247	29%	7%	34%	5%	25%	75%	76%	81%	76%
Roanoke-Chowan CC	654	13%	12%	42%	10%	24%	76%	76%	75%	73%
Robeson CC	2851	30%	2%	40%	17%	12%	88%	88%	84%	82%
Rockingham CC	1359	28%	8%	34%	6%	25%	75%	76%	81%	78%
Rowan-Cabarrus CC	3455	20%	12%	30%	15%	22%	78%	82%	81%	79%
Sampson CC	978	27%	8%	39%	6%	20%	80%	80%	87%	81%
Sandhills CC	1541	19%	9%	27%	7%	38%	62%	74%	80%	82%
South Piedmont CC	2708	35%	10%	27%	22%	7%	93%	94%	97%	90%
Southeastern CC	1368	31%	7%	31%	23%	9%	91%	91%	76%	75%
Southwestern CC	1590	36%	2%	31%	7%	25%	75%	75%	78%	79%
Stanly CC	1804	23%	6%	37%	7%	26%	74%	76%	74%	83%
Surry CC	1776	25%	6%	34%	18%	16%	84%	85%	87%	85%
Tri-County CC	430	17%	16%	40%	8%	20%	80%	80%	80%	79%
Vance-Granville CC	2899	32%	12%	27%	7%	22%	78%	78%	83%	83%
Wake TCC	8019	31%	7%	31%	10%	20%	80%	80%	87%	85%
Wayne CC	2839	34%	3%	33%	10%	20%	80%	80%	81%	82%
Western Piedmont CC	2660	12%	15%	41%	9%	23%	77%	77%	76%	82%
Wilkes CC	1656	27%	4%	39%	13%	17%	83%	83%	88%	87%
Wilson TCC	1792	36%	5%	29%	10%	19%	81%	81%	83%	78%

A - Based on analysis of student progress data in the data warehouse

B - Based on automated reports provided to colleges following data submission

B: PASSING RATES ON LICENSURE & CERTIFICATION EXAMINATIONS

Description

The percentage of first-time test takers passing an examination required for North Carolina licensure or certification prior to practicing the profession. A licensure requirement for an occupation is one that is required by state statute for an individual to work in that occupation. Certification is generally voluntary but may be required by employers or an outside accrediting agency. Purely voluntary examinations are not reported.

Source

The number of first-time test-takers and the number passing were provided to the System Office by agencies issuing the license or certification and validated by the colleges. Depending on the exam, data may be provided on a fiscal or calendar year. The institutional passing rate was calculated by dividing the total number of first-time test takers for all reported examinations by the total number of persons who sat for the exam for the first time. For privacy and statistical validity, no examination data are reported when the number of first-time test takers was fewer than 10.

System Standard

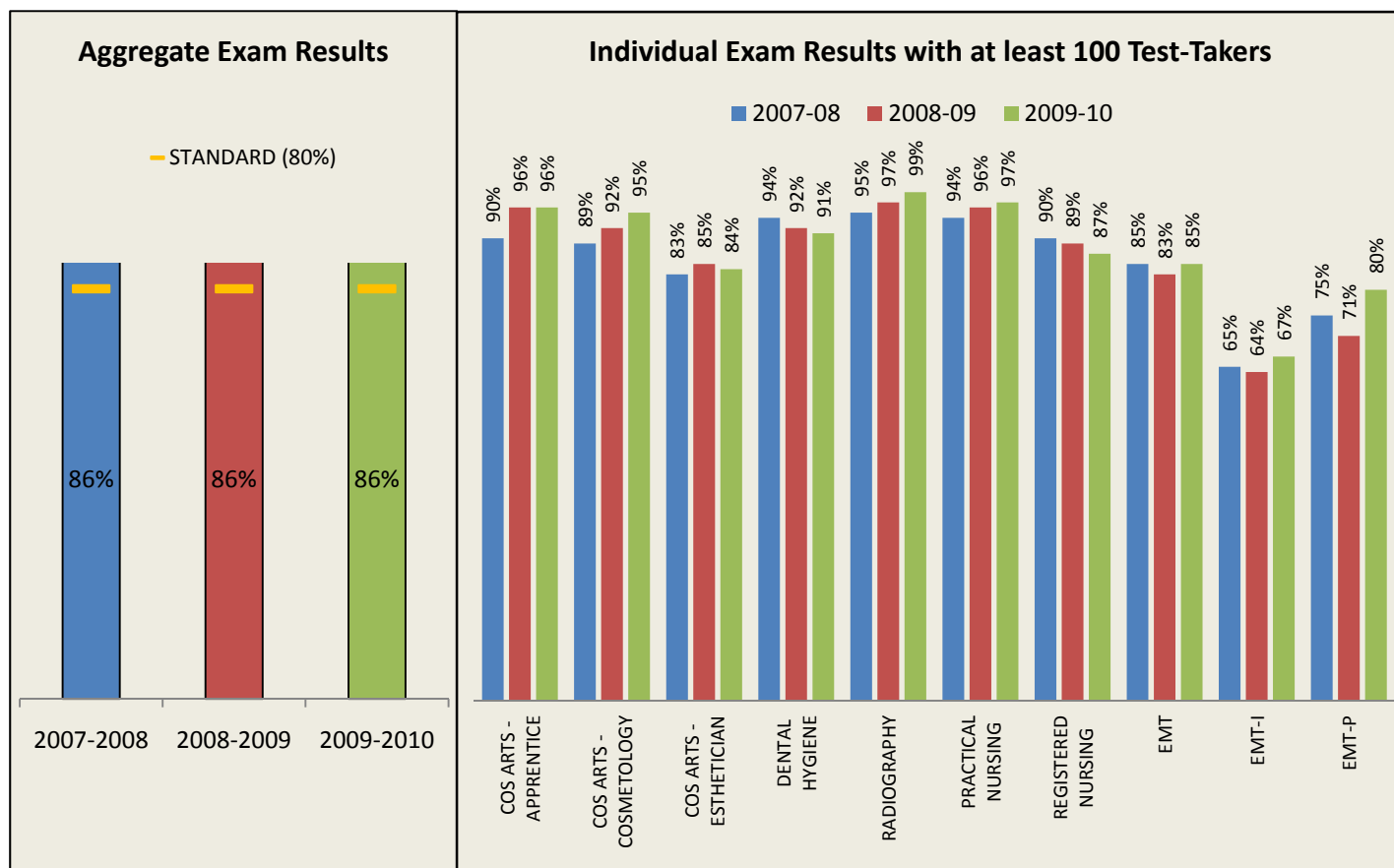
80% of first-time test takers will pass examinations required for North Carolina licensure or certification.

Exceptional Institutional Performance Standard

The college will have no exam with a passing rate less than 70%

Results

For 2009-10, 45 community colleges met this standard. The college results ranged from a low of 46% to a high of 97%. The aggregate result for the system was 86%. In addition, there were 34 colleges with no exam with a passing rate less than 70%.



B1. 2009-2010 AGGREGATE INSTITUTIONAL PASS RATE AND NUMBER OF EXAMS WITH A PASS RATE < 70%

	NUMBER OF	NUMBER	AGGREGATE INSTITUTIONAL PASSING RATE			NUMBER OF EXAMS WITH A RATE <70% *		
	TEST TAKERS	PASSING	2009-2010	2008-2009	2007-2008	2009-2010	2008-2009	2007-2008
System Totals	10006	8643	86%	86%	86%	28	29	35
Alamance CC	138	121	88%	86%	80%	1	1	0
Asheville-Buncombe TCC	353	314	89%	93%	95%	0	0	0
Beaufort County CC	114	98	86%	85%	77%	1	1	1
Bladen CC	83	67	81%	83%	90%	1	0	0
Blue Ridge CC	169	137	81%	82%	90%	1	0	0
Brunswick CC	79	72	91%	85%	74%	1	0	3
Caldwell CC & TI	229	194	85%	84%	79%	2	0	2
Cape Fear CC	338	323	96%	95%	93%	0	0	0
Carteret CC	116	96	83%	79%	84%	1	1	1
Catawba Valley CC	225	173	77%	71%	84%	0	3	1
Central Carolina CC	253	209	83%	86%	83%	2	1	1
Central Piedmont CC	378	349	92%	91%	93%	0	0	0
Cleveland CC	175	140	80%	78%	74%	1	2	3
Coastal Carolina CC	227	214	94%	88%	90%	0	0	0
College of The Albemarle	232	172	74%	84%	80%	1	1	2
Craven CC	198	174	88%	83%	91%	0	0	0
Davidson County CC	228	210	92%	88%	83%	0	1	0
Durham TCC	326	290	89%	85%	88%	1	1	1
Edgecombe CC	44	38	86%	88%	80%	0	0	1
Fayetteville TCC	300	288	96%	94%	90%	0	0	0
Forsyth TCC	395	365	92%	89%	93%	0	0	0
Gaston College	249	220	88%	89%	88%	0	0	1
Guilford TCC	443	418	94%	89%	87%	0	0	0
Halifax CC	92	70	76%	70%	67%	1	2	1
Haywood CC	72	58	81%	86%	79%	1	0	1
Isothermal CC	115	89	77%	79%	82%	1	2	1
James Sprunt CC	82	72	88%	88%	85%	0	1	1
Johnston CC	248	200	81%	92%	92%	1	0	0
Lenoir CC	308	259	84%	87%	90%	0	0	0
Martin CC	41	29	71%	87%	66%	0	0	1
Mayland CC	94	80	85%	84%	78%	1	0	1
McDowell TCC	90	83	92%	88%	93%	0	0	0
Mitchell CC	143	120	84%	84%	85%	0	1	0
Montgomery CC	41	34	83%	84%	84%	0	0	1
Nash CC	69	53	77%	86%	78%	1	1	0
Pamlico CC	13	6	46%	75%	53%	0	0	1
Piedmont CC	107	81	76%	89%	96%	0	0	0
Pitt CC	181	153	85%	86%	86%	0	1	0
Randolph CC	90	78	87%	88%	86%	0	0	0
Richmond CC	69	67	97%	86%	88%	0	1	0
Roanoke-Chowan CC	64	46	72%	83%	95%	1	0	0
Robeson CC	139	100	72%	77%	78%	2	2	0
Rockingham CC	98	82	84%	92%	89%	1	0	0
Rowan-Cabarrus CC	342	289	85%	81%	80%	1	1	2
Sampson CC	105	89	85%	87%	91%	0	0	1
Sandhills CC	167	148	89%	87%	88%	0	0	0
South Piedmont CC	110	95	86%	69%	82%	0	2	0
Southeastern CC	142	117	82%	78%	78%	2	1	1
Southwestern CC	102	97	95%	88%	89%	0	0	1
Stanly CC	97	86	89%	79%	81%	0	0	1
Surry CC	167	155	93%	92%	76%	0	0	1
Tri-County CC	60	42	70%	72%	80%	1	0	1
Vance-Granville CC	209	181	87%	84%	89%	0	1	1
Wake TCC	383	350	91%	92%	90%	0	0	0
Wayne CC	137	101	74%	90%	86%	1	0	1
Western Piedmont CC	73	61	84%	91%	92%	0	0	0
Wilkes CC	79	67	85%	82%	81%	0	1	0
Wilson CC	82	73	89%	81%	88%	0	0	0

*Excludes Real Estate exam, BLET exam, and exams with less than 10 test-takers

Note: Real Estate and BLET exams are not included in the aggregate results

B2. FIRST-TIME PASSING RATES ON LICENSING AND CERTIFICATION EXAMINATIONS, 2009-2010

	AVIATION - GENERAL				AVIATION - AIRFRAME				AVIATION - POWER				BLET				REAL ESTATE SALES			
	TEST 09-10	% PASSING			TEST 09-10	% PASSING			TEST 09-10	% PASSING			TEST 09-10	% PASSING			TEST 09-10	% PASSING		
		08-09	07-08	06-07		08-09	07-08	06-07		08-09	07-08	06-07		08-09	07-08	06-07		08-09	07-08	06-07
System Totals	47	98%	98%	100%	45	98%	100%	100%	50	100%	100%	100%	1816	87%	87%	86%	265	80%	72%	71%
Alamance CC													12	83%	81%	88%			*	*
Asheville-Buncombe TCC													78	92%	98%	99%	19	84%	85%	67%
Beaufort County CC													29	79%	88%	79%	1	*	*	
Bladen CC																				*
Blue Ridge CC													37	89%	86%	94%	2	*	*	*
Brunswick CC													45	76%	80%	69%	16	88%	74%	66%
Caldwell CC & TI													33	70%	86%	65%				
Cape Fear CC													85	84%	85%	89%	12	83%	*	90%
Carteret CC													34	85%	76%	77%	15	33%	46%	76%
Catawba Valley CC													34	88%	67%	44%			*	*
Central Carolina CC													42	93%	91%	84%	10	70%	*	30%
Central Piedmont CC													25	100%	95%	94%	62	95%	90%	85%
Cleveland CC													37	89%	63%	69%	1	*	*	*
Coastal Carolina CC													31	87%	74%	84%				
College of The Albemarle													27	100%	96%	92%			*	*
Craven CC	29	100%	100%		29	100%	100%	*	11	100%	*	*	25	88%	87%	96%	8	*	45%	71%
Davidson County CC													67	79%	83%	83%			*	*
Durham TCC													18	89%	88%	*	37	84%	73%	81%
Edgecombe CC																	5	*	*	*
Fayetteville TCC													31	84%	100%	93%				*
Forsyth TCC													46	91%	87%	91%	2	*	*	*
Gaston College													42	90%	87%	89%	1	*	*	71%
Guilford TCC	16	100%	96%	100%	15	100%	100%	100%	37	100%	100%	100%	39	92%	93%	94%	35	86%	71%	71%
Halifax CC													15	73%	67%	66%			*	*
Haywood CC													18	72%	85%	80%				
Isothermal CC													21	76%	96%	71%			*	
James Sprunt CC																94%	100%			
Johnston CC													32	94%	94%	96%	2	*	*	*
Lenoir CC													19	89%	89%	88%	2	*	*	
Martin CC													4	*	*	*	1	*		
Mayland CC													14	86%	92%	*				*
McDowell TCC													9	*	93%	100%				
Mitchell CC													52	88%	88%	74%	5	*	81%	77%
Montgomery CC													16	94%	71%	69%				
Nash CC													22	95%	100%	96%			*	*
Pamlico CC																				
Piedmont CC																				
Pitt CC													61	93%	90%	92%	4	*	*	*
Randolph CC													31	84%	87%	86%	7	*	*	*
Richmond CC													14	100%						
Roanoke-Chowan CC																				
Robeson CC													45	84%	85%	80%	3	*	*	*
Rockingham CC													58	72%	95%	83%				
Rowan-Cabarrus CC													62	84%	95%	94%	1	*	*	100%
Sampson CC													35	91%	91%	*				
Sandhills CC													61	89%	88%	93%				
South Piedmont CC													46	83%	89%	87%				*
Southeastern CC													20	60%	82%	*			*	*
Southwestern CC													29	93%	94%	88%	7	*	*	87%
Stanly CC													46	80%	82%	60%			*	91%
Surry CC													25	92%	90%	88%			*	9%
Tri-County CC																	2	*	*	*
Vance-Granville CC													35	91%	95%	90%				*
Wake TCC													58	91%	88%	90%			*	65%
Wayne CC	2	*			1	*			2	*			33	97%	94%	89%			*	*
Western Piedmont CC													54	87%	98%	96%				
Wilkes CC													44	95%	94%	91%	5	*	*	*
Wilson CC													20	75%	89%	90%				

*Less than 10 test takers

B4. FIRST-TIME PASSING RATES ON LICENSING AND CERTIFICATION EXAMINATIONS, 2009-2010

	DENTAL HYGIENE				OPTICIANRY				NUC. MED. TECH.				RADIATION THERAPY				RADIOGRAPHY			
	TEST	% PASSING			TEST	% PASSING			TEST	% PASSING			TEST	% PASSING			TEST	% PASSING		
	09-10	09-10	08-09	07-08	09-10	09-10	08-09	07-08	09-10	09-10	08-09	07-08	09-10	09-10	08-09	07-08	09-10	09-10	08-09	07-08
System Totals	217	91%	92%	94%	7	*	*	*	27	81%	85%	92%	33	76%	97%	83%	341	99%	97%	95%
Alamance CC																				
Asheville-Buncombe TCC	20	90%	94%	100%													19	100%	100%	100%
Beaufort County CC																				
Bladen CC																				
Blue Ridge CC																				
Brunswick CC																				
Caldwell CC & TI									11	64%	83%	*					6	*	*	*
Cape Fear CC	11	100%	100%	*													22	100%	93%	90%
Carteret CC																	16	100%	100%	100%
Catawba Valley CC	16	94%	95%	*													7	*	*	91%
Central Carolina CC	12	100%	100%																	
Central Piedmont CC	23	96%	85%	100%																
Cleveland CC																	7	*	100%	93%
Coastal Carolina CC	20	90%	90%	95%																
College of The Albemarle																				
Craven CC																				
Davidson County CC																				
Durham TCC					7	*	*	*												
Edgecombe CC																	21	100%	100%	100%
Fayetteville TCC	20	100%	89%	87%					3	*	*	*					22	100%	100%	100%
Forsyth TCC	7	*	*	100%									6	*	*	*	32	100%	100%	91%
Gaston College																				
Guilford TCC	31	97%	89%	87%																
Halifax CC	16	75%	93%																	
Haywood CC																				
Isothermal CC																				
James Sprunt CC																				
Johnston CC											*	*					27	100%	100%	100%
Lenoir CC																	8	*	*	
Martin CC																				
Mayland CC																				
McDowell TCC																				
Mitchell CC																				
Montgomery CC																				
Nash CC																				
Pamlico CC																				
Piedmont CC																				
Pitt CC									13	92%	*	86%	18	72%	100%	84%	17	94%	100%	100%
Randolph CC																	13	100%	89%	100%
Richmond CC																				
Roanoke-Chowan CC																				
Robeson CC																	8	*	*	
Rockingham CC																				
Rowan-Cabarrus CC																	18	100%	94%	92%
Sampson CC																				
Sandhills CC																	12	100%	100%	100%
South Piedmont CC													9	*	*					
Southeastern CC																				
Southwestern CC																	12	100%	*	86%
Stanly CC																	16	94%	86%	95%
Surry CC																				
Tri-County CC																				
Vance-Granville CC																	31	97%	100%	100%
Wake TCC	19	79%	100%	100%													27	100%	100%	93%
Wayne CC	22	82%	95%	91%																
Western Piedmont CC																				
Wilkes CC																				
Wilson CC																				

*Less than 10 test takers

B6. FIRST-TIME PASSING RATES ON LICENSING AND CERTIFICATION EXAMINATIONS, 2010

	EMD				EMT				EMT-I				EMT-P			
	TEST		% PASSING		TEST		% PASSING		TEST		% PASSING		TEST		% PASSING	
	2010	2009	2008	2007	2010	2009	2008	2007	2010	2009	2008	2007	2010	2009	2008	2007
System Totals	51	88%	*	81%	3989	85%	83%	85%	559	67%	64%	65%	601	80%	71%	75%
Alamance CC					69	97%	93%	84%	11	45%	73%		7	*	50%	72%
Asheville-Buncombe TCC					84	88%	95%	96%	38	82%	84%	*	18	89%	*	80%
Beaufort County CC					36	69%	88%	47%			42%					
Bladen CC					28	79%	*	100%	16	81%	*	93%	16	63%	*	75%
Blue Ridge CC					73	92%	75%	84%	23	61%	*	80%	8	*	*	*
Brunswick CC					29	93%	84%	96%	13	62%	80%	*		*		36%
Caldwell CC & TI					109	87%	81%	66%	10	60%	*	*	26	85%	77%	*
Cape Fear CC					172	95%	94%	92%	15	87%	*	*	9	*	89%	*
Carteret CC					52	75%	81%	95%	11	64%	53%	60%	8	*	*	*
Catawba Valley CC					106	75%	60%	85%	15	80%	55%		9	*	*	*
Central Carolina CC	6	*			88	67%	76%	67%	12	67%	*	*			36%	*
Central Piedmont CC					259	95%	94%	97%								
Cleveland CC					103	81%	71%	90%	16	44%	59%	50%	26	88%	100%	52%
Coastal Carolina CC					112	97%	91%	92%	13	92%	*	*	13	85%	*	79%
College of The Albemarle					117	79%	79%	84%	55	40%	62%	41%	15	100%		65%
Craven CC					37	73%	75%	89%	7	*	*	*	5	*	*	
Davidson County CC					93	95%	99%	92%	16	94%	*	*	18	83%	50%	70%
Durham TCC					208	94%	87%	91%	22	73%	94%	64%	16	56%	67%	83%
Edgecombe CC					9	*	93%	*				30%				
Fayetteville TCC				100%	74	99%	90%	91%			*	81%	47	100%	100%	96%
Forsyth TCC					160	88%	95%	93%	5	*	*	*	3	*		*
Gaston College					117	88%	85%	88%	4	*	*		12	92%	70%	68%
Guilford TCC					171	94%	88%	85%	9	*	80%	*	12	100%		*
Halifax CC					17	71%	69%	72%	11	36%	*				*	
Haywood CC					21	86%	82%	79%	14	79%		*				
Isothermal CC					61	67%	64%	68%			53%		5	*	*	
James Sprunt CC					33	76%	69%	100%			*		2	*	*	
Johnston CC					97	73%	81%	83%	21	67%			22	77%	93%	92%
Lenoir CC					138	85%	93%	92%	59	71%	77%	83%	52	90%	72%	72%
Martin CC					15	73%	93%	66%	7	*						
Mayland CC					28	75%	82%	84%			*	52%	16	63%		
McDowell TCC	7	*			35	80%	83%	90%			*	*			*	
Mitchell CC					69	80%	69%	85%	14	71%		100%	7	*		
Montgomery CC					7	*			4	*						*
Nash CC				*	32	88%	81%	81%			*		19	47%	64%	*
Pamlico CC					6	*	71%	40%	6	*	*					
Piedmont CC					68	71%	*	95%					7	*		
Pitt CC					58	81%	47%	91%	1	*	*	*	18	72%		
Randolph CC					47	81%	84%	82%	8	*	*	*				*
Richmond CC				*	12	100%	80%				64%	*				*
Roanoke-Chowan CC					17	82%	73%	*			*		2	*		
Robeson CC					61	62%	78%	79%	14	43%	65%	*	12	92%	*	*
Rockingham CC					35	69%	88%	81%					5	*	*	*
Rowan-Cabarrus CC					148	85%	70%	65%	11	73%	65%	61%	56	61%	72%	75%
Sampson CC				*	26	73%	85%	92%	3	*	*		13	85%		63%
Sandhills CC					50	82%	80%	81%	1	*	*	*	11	91%	*	*
South Piedmont CC					46	83%	66%	78%	9	*	*	*	9	*	*	83%
Southeastern CC					41	63%	60%	67%	17	65%	*	*	6	*	*	
Southwestern CC					23	96%	89%	92%			*	73%	10	100%		*
Stanly CC					30	83%	76%	85%			*		5	*		*
Surry CC					41	98%	95%	80%				57%	12	100%	100%	
Tri-County CC					20	75%	71%	68%	6	*	*	*	4	*	*	*
Vance-Granville CC					51	76%	83%	95%			31%	37%	23	78%	70%	
Wake TCC					214	92%	96%	96%	24	92%	79%	71%	14	100%		90%
Wayne CC					51	57%	83%	80%	7	*					*	61%
Western Piedmont CC	38	84%	*	86%	14	79%	95%	100%						*		
Wilkes CC					24	75%	81%	72%	11	82%	*				*	
Wilson CC					47	87%	71%	86%			*		3	*	*	

*Less than 10 test takers

C: PERFORMANCE OF COLLEGE TRANSFER STUDENTS

Description

Of students transferring to a university with an associate degree or 24 articulated college transfer credit hours, the percentage who have a GPA equal or greater than 2.00 after two semesters at the university.

Source

Lists of students enrolled in 2008-2009 receiving an associate degree during that academic year and those who had accumulated at least 24 articulated college transfer credit hours data were sent to UNCGA. These lists were matched against fall 2009 and spring 2010 UNC system student records to determine transfer enrollment at a North Carolina public university and first year academic performance. Detailed reports by community college can be accessed at <http://www.northcarolina.edu/ira/ir/analytics/tsp.htm>. Two reports for each college were accessed from this site for this measure: *First-Year UNC Academic Performance of 2008-09 Community College Associate Degree Recipients* and *First-Year UNC Academic Performance of 2008-09 Community College Students with at Least 24 Semester Hours of Community College Coursework*. Data from *D.4. Percent of Students with End-of-Year GPA=>2.00* in these reports were combined to determine the overall percentage of transfers with a GPA equal or greater than 2.00 after two semesters at the university. Community colleges are allowed to supplement this data with acquired performance data from private and out-of-state institutions that is consistent with the methodology employed by the UNCGA in calculating the data for transfer to public universities.

System Standard

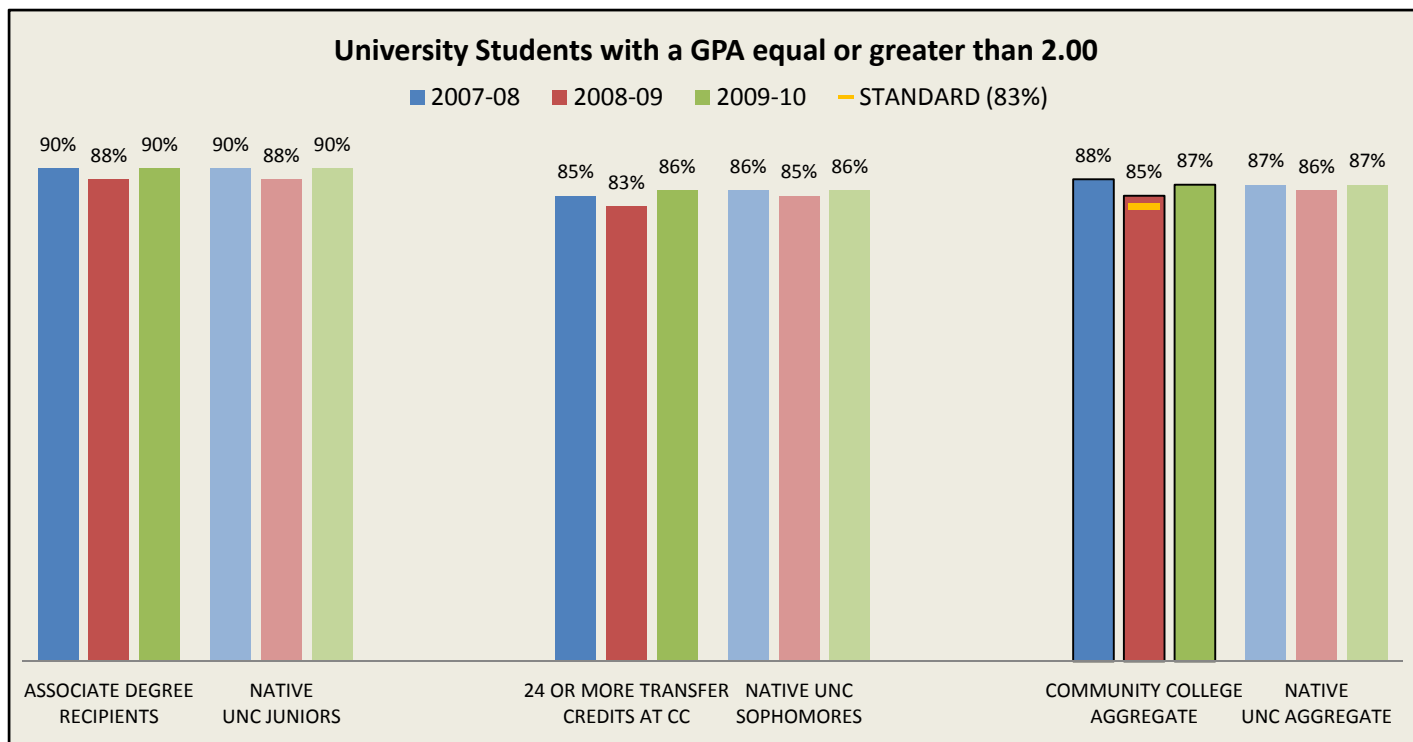
83% of students transferring to a university with an associate degree or 24 articulated college transfer credit hours will have a GPA equal to or greater than 2.00 after two semesters at the university.

Exceptional Institutional Performance Standard

Meet or exceed the aggregate performance of native UNC sophomores and juniors, which is 87% for this year.

Results

For 2009-10, 46 community colleges met this standard. The college results ranged from a low of 66% to a high of 100%. The aggregate result for the system was 87%. In addition, there were 33 colleges meeting or exceeding the aggregate performance of native UNC sophomores and juniors (87%).



C. PERCENT OF 2009-10 COLLEGE TRANSFER STUDENTS WITH A GPA OF > = 2.0 AFTER TWO SEMESTERS AT A UNIVERSITY

	24 OR MORE SEMESTER HOURS		ASSOCIATE DEGREE RECIPIENT		2009-2010 TOTAL		% ≥ 2.00	
	Students	% ≥ 2.00	Students	% ≥ 2.00	Students	% ≥ 2.00	2008-2009*	2007-2008*
System Totals	6213	86%	2835	90%	9048	87%	85%	88%
Alamance CC	119	85%	64	86%	183	85%	81%	94%
Asheville-Buncombe TCC	150	96%	87	99%	237	97%	92%	95%
Beaufort County CC	39	90%	16	94%	55	91%	83%	70%
Bladen CC	49	71%	10	60%	59	69%	81%	78%
Blue Ridge CC	46	96%	21	100%	67	97%	89%	88%
Brunswick CC **	42	81%	25	84%	67	82%	80%	87%
Caldwell CC & TI	180	89%	55	95%	235	91%	84%	90%
Cape Fear CC **	456	84%	267	87%	723	85%	83%	86%
Carteret CC	41	93%	22	95%	63	94%	91%	90%
Catawba Valley CC	129	90%	59	97%	188	92%	93%	88%
Central Carolina CC **	90	83%	55	93%	145	87%	87%	87%
Central Piedmont CC **	880	87%	399	90%	1279	88%	87%	90%
Cleveland CC	57	86%	15	93%	72	88%	81%	77%
Coastal Carolina CC	150	90%	46	89%	196	90%	89%	92%
College of The Albemarle	67	94%	25	96%	92	95%	85%	87%
Craven CC	80	95%	33	88%	113	93%	86%	86%
Davidson County CC **	74	85%	31	97%	105	89%	83%	90%
Durham TCC	133	90%	50	86%	183	89%	89%	96%
Edgecombe CC **	17	65%	9	***	26	69%	77%	71%
Fayetteville TCC **	219	87%	138	81%	357	85%	82%	88%
Forsyth TCC	182	85%	74	96%	256	88%	89%	82%
Gaston College **	149	83%	73	88%	222	85%	89%	89%
Guilford TCC	348	83%	133	91%	481	85%	82%	83%
Halifax CC	21	90%	10	80%	31	87%	100%	72%
Haywood CC	37	89%	16	94%	53	91%	78%	94%
Isothermal CC	35	86%	18	72%	53	81%	89%	96%
James Sprunt CC	25	92%	12	83%	37	89%	100%	77%
Johnston CC	100	85%	24	92%	124	86%	79%	85%
Lenoir CC **	92	84%	40	88%	132	85%	85%	84%
Martin CC	6	***	5	***	11	82%	***	***
Mayland CC	15	73%	8	***	23	74%	75%	93%
McDowell TCC **	23	91%	1	***	24	92%	78%	95%
Mitchell CC **	77	83%	59	92%	136	87%	81%	87%
Montgomery CC	5	***	0	***	<10 Students	***	***	***
Nash CC **	52	94%	19	89%	71	93%	84%	93%
Pamlico CC	<5 Students	***	<5 Students	***	<10 Students	***	***	***
Piedmont CC	36	69%	17	59%	53	66%	90%	84%
Pitt CC	225	84%	67	88%	292	85%	87%	87%
Randolph CC	41	88%	21	95%	62	90%	90%	93%
Richmond CC	51	90%	36	97%	87	93%	87%	74%
Roanoke-Chowan CC	5	***	5	***	10	100%	***	83%
Robeson CC	48	75%	35	83%	83	78%	76%	85%
Rockingham CC **	46	89%	30	90%	76	89%	95%	85%
Rowan-Cabarrus CC	148	75%	63	79%	211	76%	84%	86%
Sampson CC **	18	100%	9	***	27	96%	77%	74%
Sandhills CC	124	81%	44	93%	168	85%	79%	83%
South Piedmont CC	24	88%	7	***	31	90%	92%	56%
Southeastern CC	84	73%	22	73%	106	73%	93%	86%
Southwestern CC	71	93%	50	96%	121	94%	96%	95%
Stanly CC **	46	89%	29	90%	75	89%	75%	84%
Surry CC **	116	89%	80	95%	196	91%	90%	87%
Tri-County CC	33	85%	17	88%	50	86%	94%	94%
Vance-Granville CC	57	88%	26	85%	83	87%	89%	86%
Wake TCC	571	90%	166	94%	737	91%	84%	89%
Wayne CC **	103	87%	72	88%	175	87%	87%	92%
Western Piedmont CC **	89	87%	79	92%	168	89%	88%	89%
Wilkes CC	80	85%	34	88%	114	86%	92%	89%
Wilson CC	12	83%	7	***	19	84%	75%	53%

* Did not include AAS students prior to 2008-09

** Includes data from private colleges and universities.

***Less than 10 students

D: PASSING RATES OF STUDENTS IN DEVELOPMENTAL COURSES

Description

The percentage of developmental course completers in English, reading or mathematics completing with a grade of "C" or better.

Source

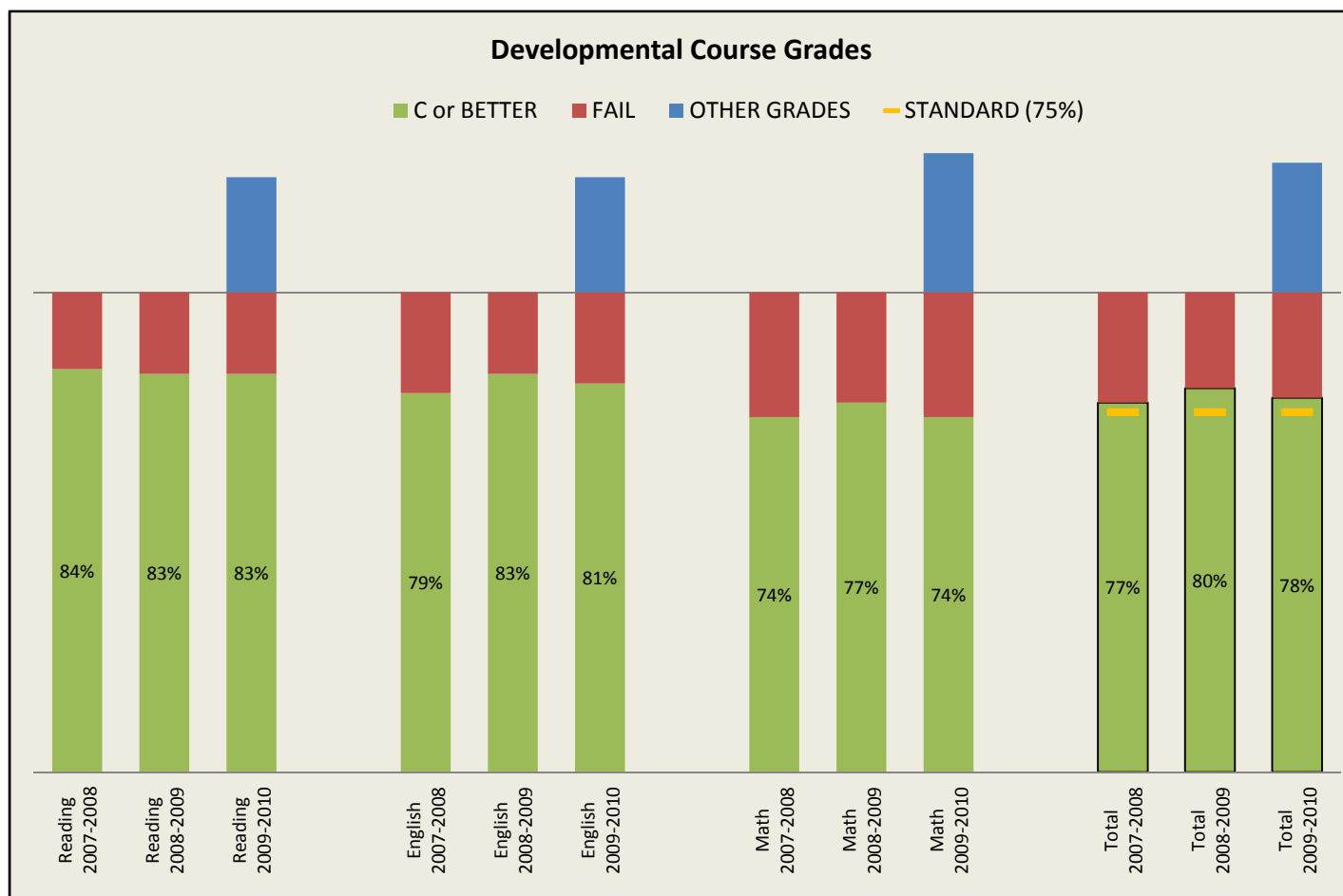
At the end of each semester, colleges submit a Curriculum Registration, Progress, Financial Aid Report (CRPFAR) data file which is uploaded to the NCCCS Data Warehouse. Grade data in the Data Warehouse's Curriculum Student Info II Universe was extracted by filtering "Course Prefix" equal to "ENG;MAT;RED", "Course Number" less than "100", and Reporting Term equal to "200903;201001;201002" and analyzed based on data in the fields "Letter Grade" and "College Letter Grade". While all grades were extracted for analysis, only grades that equated to "A", "B", "C", "D", or "F" were counted as completers. Other grades include those that equate to withdraw, incomplete, audit, transfer credit, etc. Results were shared and verified with institutions to ensure proper grade mapping.

Standard

75% of developmental course completers in English, reading or mathematics will complete with a grade "C" or better.

Results

For 2009-10, 47 community colleges met this standard. The college results ranged from a low of 62% to a high of 97%. The aggregate result for the system was 78%.



E: SUCCESS RATE OF DEVELOPMENTAL STUDENTS IN SUBSEQUENT COLLEGE-LEVEL COURSES

Description

Among developmental completers subsequently completing a college level English or mathematics course, the percentage passing the college level English or mathematics course with a grade of "D" or better. Specifically, the performance of those who took developmental English and/or reading courses and subsequently took college-level English courses was assessed. Likewise, the performance of those who took developmental math courses and then took college-level math courses was also assessed.

Source

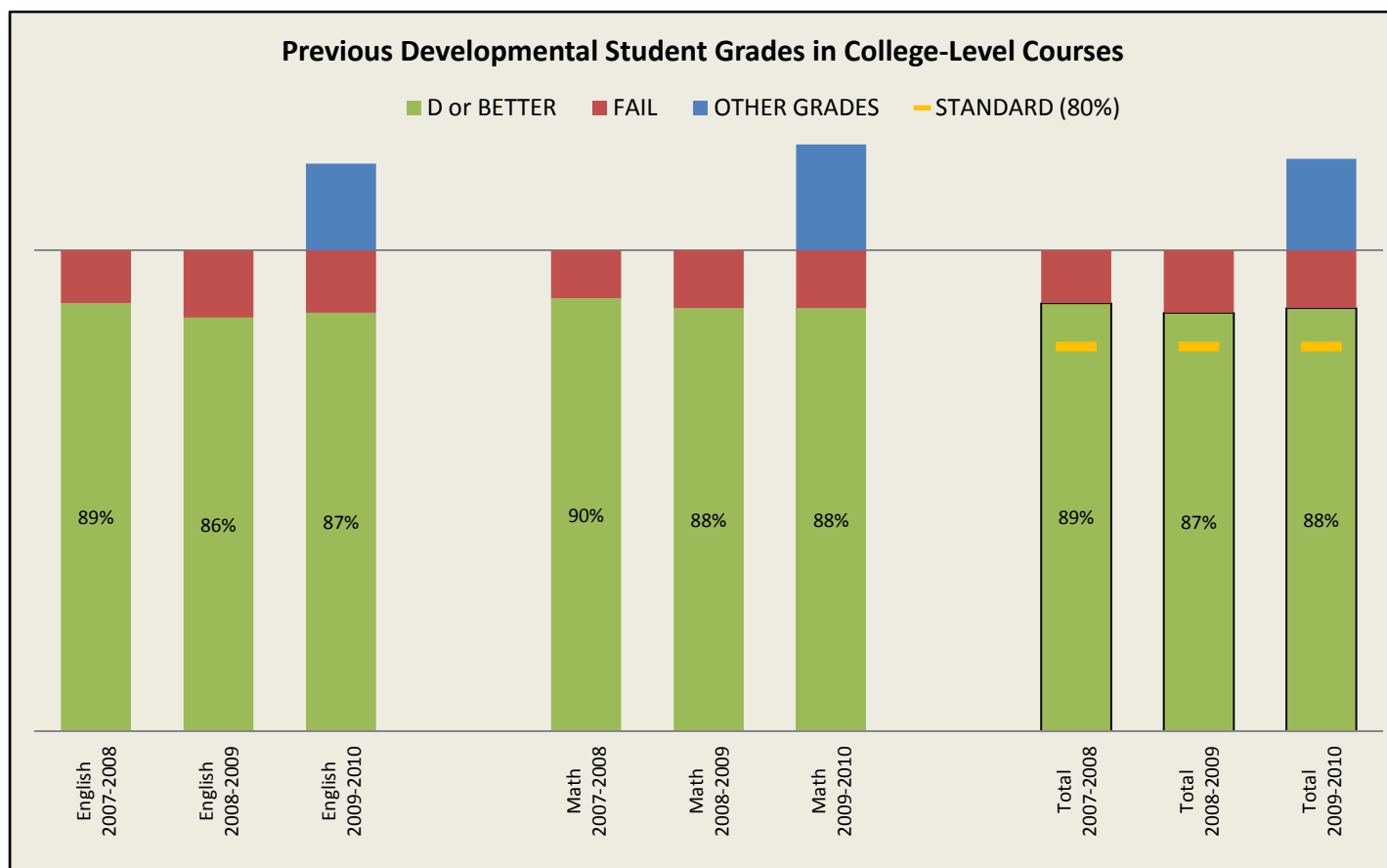
At the end of each semester, colleges submit a Curriculum Registration, Progress, Financial Aid Report (CRPFAR) data file which is uploaded to the NCCCS Data Warehouse. Grade data in the Data Warehouse's Curriculum Student Info II Universe was extracted by filtering "Course Prefix" equal to "ENG;MAT", "Course Number" less than or equal to "100", and Reporting Term equal to "200903;201001;201002" and analyzed based on data in the fields "Letter Grade" and "College Letter Grade". While all grades were extracted for analysis, only grades that equated to "A", "B", "C", "D", or "F" were counted as completers. These grades were matched to students who had previously taken developmental English, Reading, and/or Math courses.

Standard

80% of college level English or mathematics course completers with previous developmental coursework will complete the college level English or mathematics course with a grade of "D" or better.

Results

For 2009-10, 52 community colleges met this standard. The college results ranged from a low of 67% to a high of 96%. The aggregate result for the system was 88%.



F: SATISFACTION OF PROGRAM COMPLETERS AND NON-COMPLETERS

Description

The percentage of graduates and early-leavers “very satisfied” or “satisfied” with the overall quality of the college.

Source

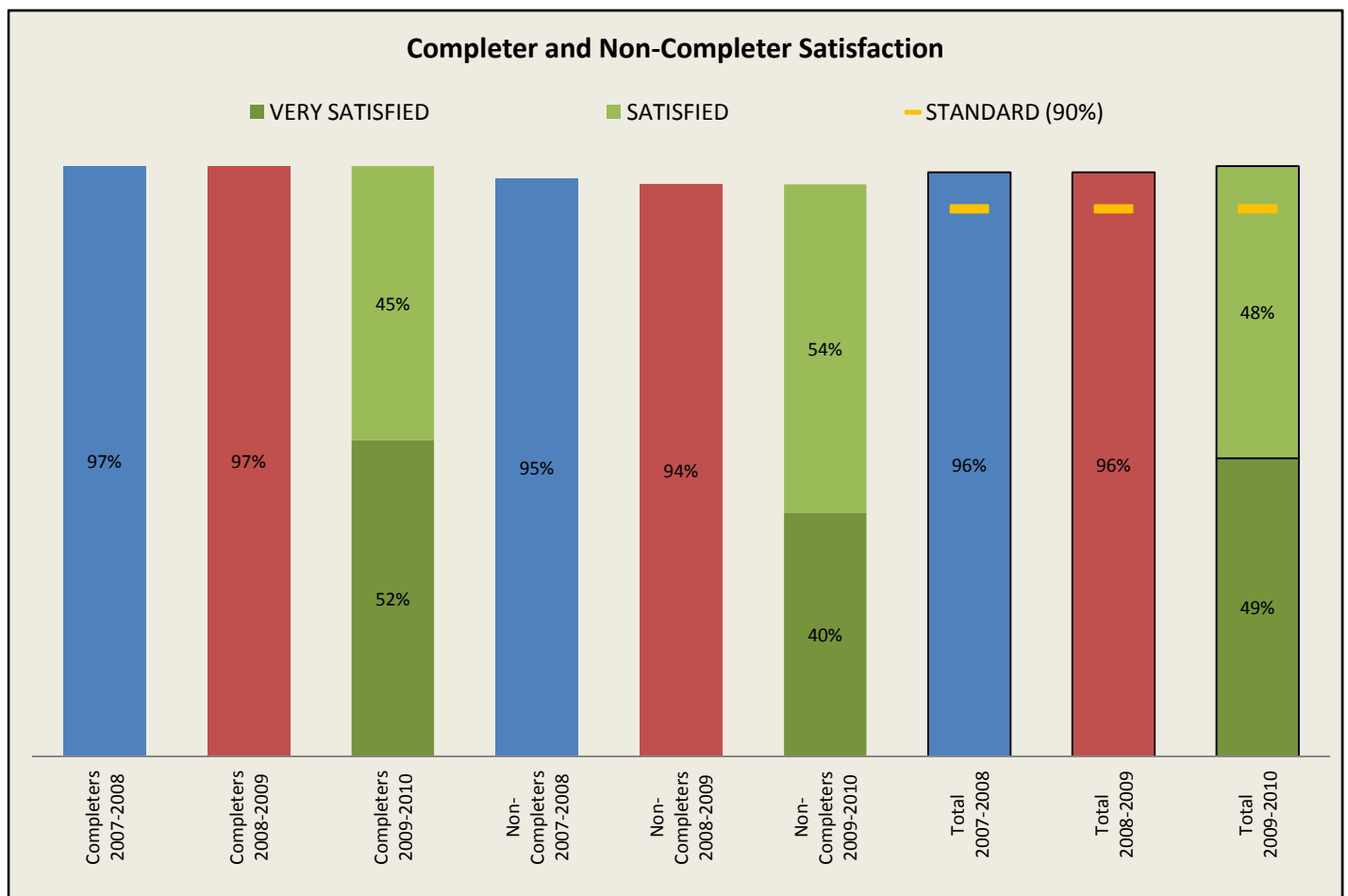
Data was collected from a Completer Survey and a Non-Completer Survey that were developed and administered at the individual colleges. Many of the questions included on the surveys are required by the System Office, including a question on the “Overall quality of the college” with satisfaction options of “very satisfied”, “satisfied”, “dissatisfied”, and “very dissatisfied”. Completer Surveys were administered to students graduating in the 2009-2010 academic year. Non-Completer Surveys were administered to credential-seeking students in Fall 2009 who were not enrolled in Fall 2010 and had not graduated. Colleges are required to report a statistically valid response rate. The overall satisfaction rates were calculated by dividing the total number of respondents “very satisfied” or “satisfied” with the “Overall quality of the college” by the total number of question responses.

Performance Standard

90% of exiting students will be “very satisfied” or “satisfied” with the overall quality of the college.

Results

For 2009-10, 57 community colleges met this standard. The college results ranged from a low of 87% to a high of 100%. The aggregate result for the system was 96%.



G: CURRICULUM STUDENT RETENTION, GRADUATION, AND TRANSFER

Description

The percentage of fall credential-seeking students who have graduated or are still enrolled at the same college, a university, or another community college one year later.

Source

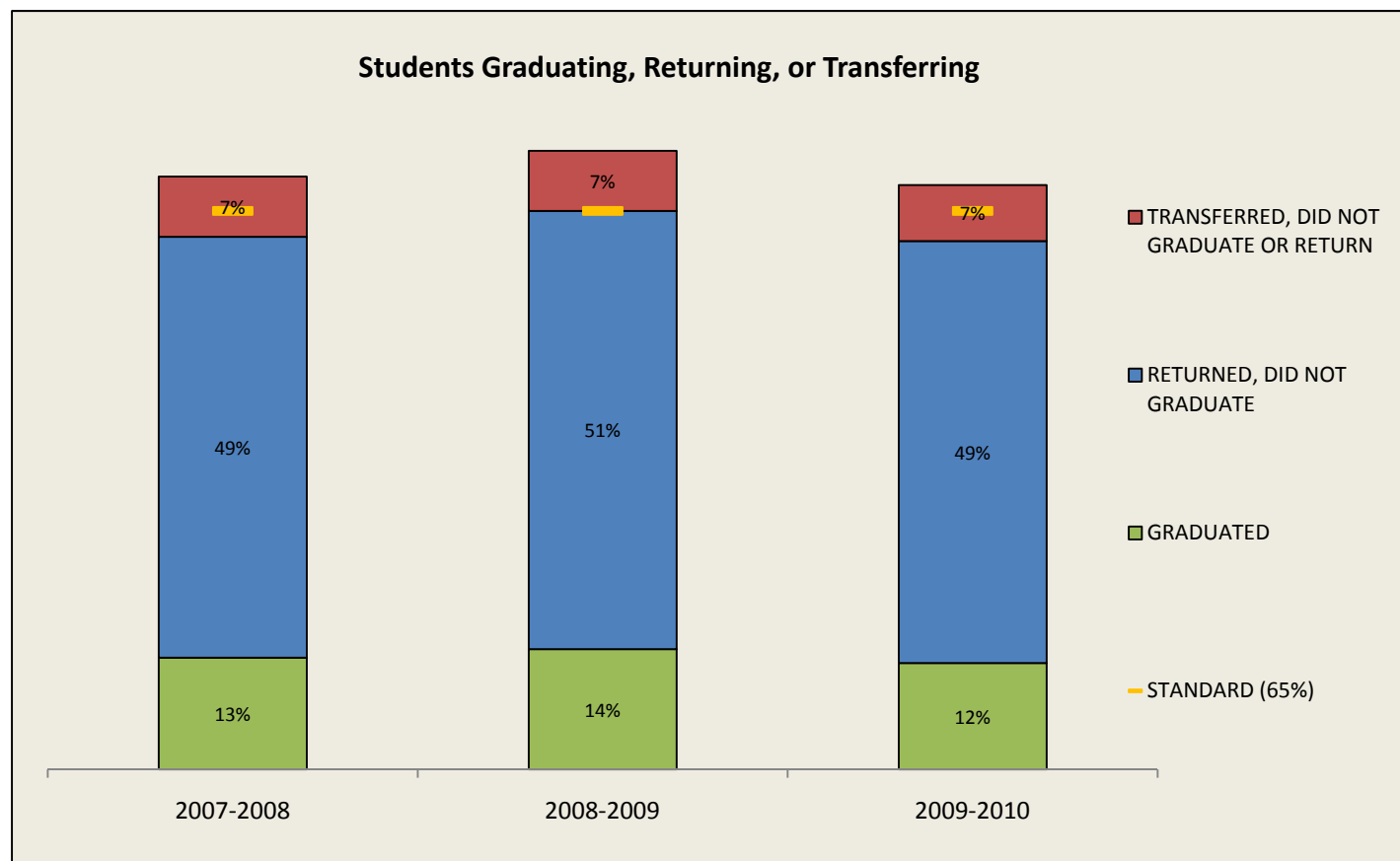
At the end of each semester, colleges submit a Curriculum Registration, Progress, Financial Aid Report (CRPFAR) data file which is uploaded to the NCCCS Data Warehouse. Student enrollment data in the Data Warehouse's Curriculum Student Info II Universe was extracted by filtering "Curriculum Type Desc" equal to "Associate;Certificate;Diploma" and "Reporting Term" equal to "200903". This fall 2009 list of students was matched against those with a "Date Graduated in Curriculum" between "07/01/2009" and "12/31/2010" to determine those graduating. The fall 2009 list was also matched against those with "Reporting Term" equal to "201003" in either the Data Warehouse's Curriculum Student Info II or Con-Ed Universe (with "Funding Code Area" equal to "03" or "04") to determine fall 2010 enrollments in either curriculum or occupational extension programs. Finally, the fall 2009 list was sent to the National Student Clearinghouse to identify those who transferred to a college or university outside of the NC community College System. The combined data set was analyzed to determine which students from the fall 2009 list had had "graduated", "returned but did not graduate", "transferred but did not graduate or return", or "did not graduate, return, or transfer".

Performance Standard

65% of fall credential-seeking students will graduate, remain enrolled at the same college, or transfer to a university or another community college one year later.

Results

For 2009-10, 52 community colleges met this standard. The college results ranged from a low of 62% to a high of 73%. The aggregate result for the system was 68%.



G. CURRICULUM STUDENT RETENTION, GRADUATION AND TRANSFER, 2009-2010

	ENROLLED	% GRADUATE			% RETURN			% TRANSFER			% GRADUATE, TRANSFER, OR RETURN		
		09-10	08-09	07-08	09-10	08-09	07-08	09-10	08-09	07-08	09-10	08-09	07-08
System Totals	207,636	12%	14%	13%	49%	51%	49%	7%	7%	7%	68%	72%	69%
Alamance CC	4,607	12%	15%	14%	52%	53%	52%	5%	6%	5%	69%	74%	71%
Asheville-Buncombe TCC	4,959	16%	17%	17%	49%	50%	49%	5%	5%	5%	70%	72%	71%
Beaufort County CC	1,676	11%	16%	16%	50%	54%	52%	5%	5%	5%	66%	75%	73%
Bladen CC	1,574	9%	11%	11%	57%	57%	57%	6%	6%	7%	71%	74%	75%
Blue Ridge CC	1,964	11%	12%	11%	50%	51%	49%	5%	6%	7%	66%	69%	67%
Brunswick CC	1,280	12%	15%	16%	45%	48%	45%	6%	8%	6%	63%	71%	67%
Caldwell CC & TI	3,947	14%	14%	11%	49%	54%	53%	6%	8%	9%	69%	76%	73%
Cape Fear CC	8,109	14%	15%	14%	51%	52%	50%	7%	8%	9%	72%	75%	73%
Carteret CC	1,617	13%	14%	14%	50%	49%	53%	5%	5%	6%	67%	68%	73%
Catawba Valley CC	4,597	10%	15%	13%	53%	52%	51%	7%	5%	6%	70%	72%	70%
Central Carolina CC	4,149	18%	21%	20%	44%	44%	45%	4%	5%	4%	66%	70%	69%
Central Piedmont CC	17,647	8%	8%	8%	47%	49%	49%	9%	10%	9%	64%	67%	66%
Cleveland CC	2,974	14%	16%	14%	44%	46%	46%	6%	6%	6%	64%	68%	66%
Coastal Carolina CC	4,641	16%	16%	17%	45%	46%	45%	9%	9%	9%	69%	71%	71%
College of The Albemarle	2,325	15%	15%	16%	45%	48%	47%	9%	7%	7%	69%	70%	70%
Craven CC	2,969	11%	12%	10%	49%	48%	48%	6%	8%	8%	66%	68%	66%
Davidson County CC	3,559	16%	16%	20%	51%	52%	45%	5%	5%	5%	72%	73%	70%
Durham TCC	4,607	9%	9%	10%	48%	49%	49%	10%	10%	8%	66%	68%	67%
Edgecombe CC	2,832	9%	13%	15%	52%	57%	53%	5%	4%	4%	66%	74%	72%
Fayetteville TCC	9,273	10%	11%	9%	49%	52%	51%	7%	8%	7%	66%	71%	67%
Forsyth TCC	8,084	14%	14%	13%	50%	51%	50%	6%	7%	7%	69%	72%	70%
Gaston College	5,875	12%	13%	11%	50%	52%	51%	6%	5%	5%	67%	70%	67%
Guilford TCC	12,738	9%	11%	10%	51%	52%	50%	8%	9%	8%	68%	72%	68%
Halifax CC	1,545	18%	20%	22%	45%	47%	43%	4%	5%	5%	67%	72%	70%
Haywood CC	1,631	19%	17%	17%	45%	48%	46%	5%	5%	6%	69%	70%	69%
Isothermal CC	2,039	15%	14%	15%	51%	50%	46%	4%	7%	6%	70%	71%	67%
James Sprunt CC	1,141	22%	24%	25%	45%	47%	44%	5%	4%	5%	72%	75%	74%
Johnston CC	3,464	13%	16%	17%	50%	52%	49%	8%	7%	7%	72%	75%	73%
Lenoir CC	2,536	16%	14%	17%	49%	53%	49%	5%	7%	7%	70%	74%	73%
Martin CC	651	10%	16%	11%	46%	51%	51%	6%	6%	6%	62%	73%	68%
Mayland CC	1,082	28%	27%	32%	35%	41%	38%	4%	4%	3%	68%	72%	73%
McDowell TCC	1,252	15%	19%	20%	46%	44%	42%	3%	4%	4%	64%	67%	66%
Mitchell CC	2,808	12%	13%	9%	51%	53%	52%	5%	5%	8%	69%	71%	69%
Montgomery CC	787	28%	25%	23%	38%	44%	46%	2%	3%	3%	67%	72%	72%
Nash CC	2,548	11%	12%	12%	50%	53%	51%	6%	7%	6%	67%	72%	69%
Pamlico CC	389	32%	32%	31%	38%	38%	40%	3%	5%	3%	72%	75%	74%
Piedmont CC	2,114	17%	23%	24%	44%	43%	43%	5%	5%	5%	66%	71%	72%
Pitt CC	6,351	12%	14%	15%	53%	53%	52%	8%	8%	8%	73%	75%	75%
Randolph CC	2,242	13%	13%	13%	53%	54%	53%	4%	5%	5%	69%	72%	71%
Richmond CC	1,705	13%	12%	13%	49%	54%	53%	5%	6%	5%	68%	72%	71%
Roanoke-Chowan CC	724	15%	20%	14%	44%	47%	42%	7%	7%	5%	65%	74%	61%
Robeson CC	2,465	11%	16%	14%	49%	51%	49%	7%	6%	5%	66%	73%	68%
Rockingham CC	2,247	14%	14%	14%	51%	53%	50%	5%	5%	5%	70%	72%	69%
Rowan-Cabarrus CC	6,307	9%	13%	10%	52%	51%	50%	6%	6%	6%	66%	70%	66%
Sampson CC	1,269	17%	21%	22%	49%	52%	48%	4%	4%	5%	70%	77%	75%
Sandhills CC	3,509	12%	15%	10%	49%	50%	51%	5%	7%	7%	66%	72%	68%
South Piedmont CC	2,223	15%	16%	17%	47%	51%	47%	5%	7%	6%	67%	74%	70%
Southeastern CC	1,907	13%	14%	11%	46%	52%	52%	7%	8%	6%	67%	74%	69%
Southwestern CC	1,911	20%	17%	18%	47%	49%	46%	4%	5%	6%	71%	71%	70%
Stanly CC	2,612	18%	17%	19%	46%	47%	47%	5%	4%	4%	69%	68%	70%
Surry CC	2,408	17%	15%	14%	48%	53%	52%	5%	6%	6%	70%	74%	72%
Tri-County CC	1,015	11%	17%	13%	47%	46%	47%	6%	8%	6%	65%	71%	66%
Vance-Granville CC	3,838	16%	15%	11%	42%	47%	52%	5%	5%	5%	62%	67%	68%
Wake TCC	14,774	9%	8%	9%	53%	52%	51%	9%	10%	9%	70%	70%	69%
Wayne CC	3,135	14%	15%	14%	49%	50%	50%	6%	7%	9%	69%	72%	73%
Western Piedmont CC	2,907	15%	16%	17%	52%	56%	53%	4%	5%	5%	72%	77%	75%
Wilkes CC	2,407	14%	15%	15%	50%	54%	51%	5%	6%	6%	69%	75%	72%
Wilson CC	1,690	14%	16%	16%	47%	49%	47%	5%	6%	5%	66%	71%	68%

H: CLIENT SATISFACTION WITH CUSTOMIZED TRAINING

Description

Percentage of clients receiving specialized training programs and services through Customized Training and Small Business Centers satisfied with training.

Source

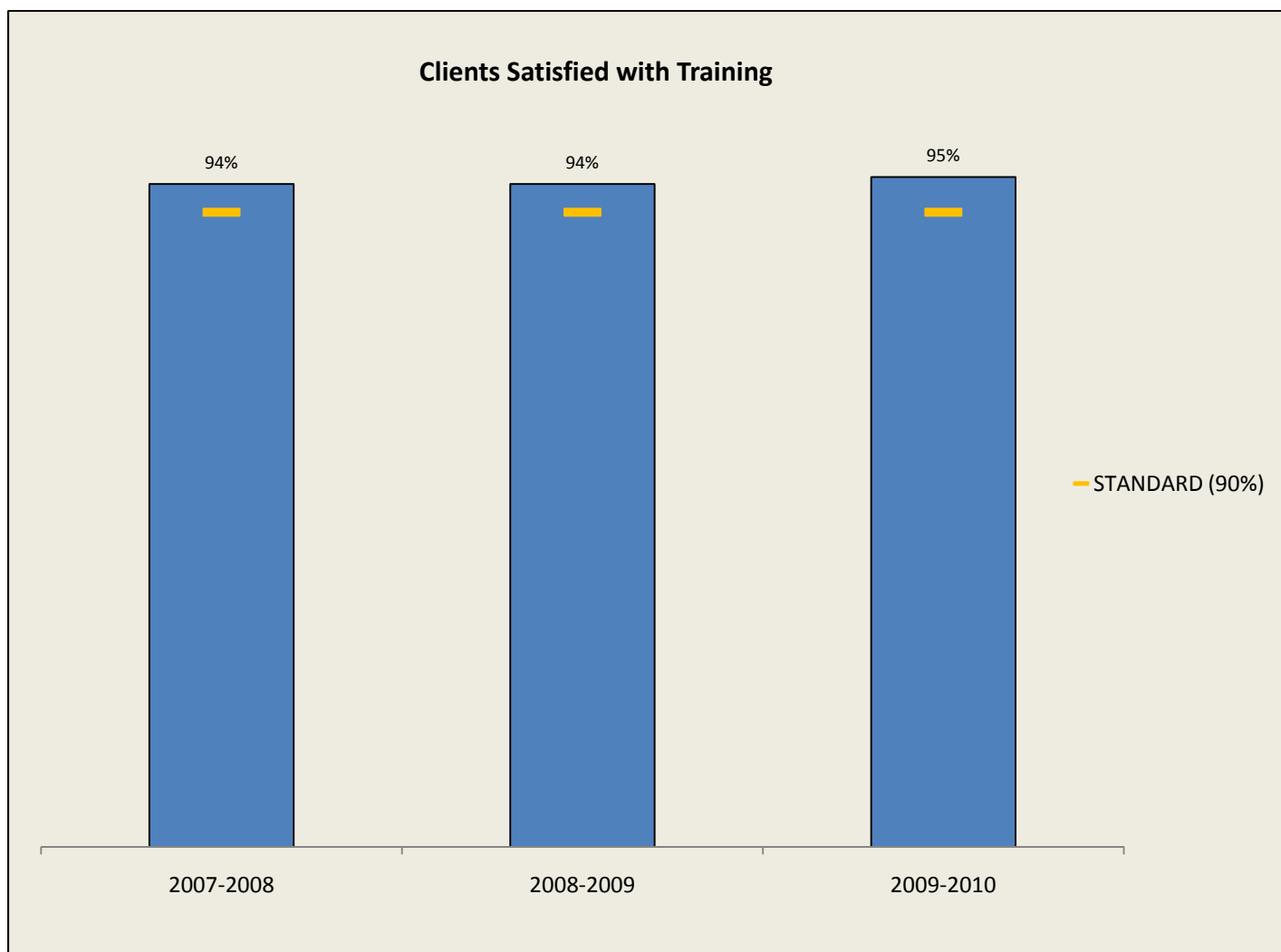
Surveys administered to clients receiving services through Customized Training Program projects and Business & Industry Support training activities, and from Small Business Centers were administered by colleges to determine level of satisfaction with training. The data is submitted annually to the System Office at the end of the fiscal year. Satisfaction for each of these surveys are based on a five point scale with satisfaction being based on the highest two points.

Performance Standard

90% of clients receiving specialized training programs and services through Customized Training and Small Business Centers will be satisfied with training.

Results

For 2009-10, all 58 community colleges met this standard. The college results ranged from a low of 90% to a high of 100%. The aggregate result for the system was 95%.



H. CLIENT SATISFIED WITH CUSTOMIZED TRAINING, 2009-2010

	SMALL BUSINESS CENTERS		CUSTOMIZED TRAINING AND BUSINESS & INDUSTRY SUPPORT		AGGREGATE % EXCELLENT & VERY GOOD*		
	RESPONDENTS	% EXCELLENT & VERY GOOD	RESPONDENTS	% EXCELLENT & VERY GOOD	2009-2010	2008-2009	2007-2008
System Totals	49,547	95%	645	99%	95%	94%	94%
Alamance CC	537	95%	32	91%	95%	94%	95%
Asheville-Buncombe TCC	748	93%	20	100%	93%	93%	94%
Beaufort County CC	479	94%	4	100%	94%	96%	96%
Bladen CC	183	98%	5	100%	98%	99%	99%
Blue Ridge CC	7,598	97%	5	100%	97%	93%	93%
Brunswick CC	331	96%	6	100%	96%	95%	92%
Caldwell CC & TI	1,495	91%	6	100%	91%	92%	95%
Cape Fear CC	1,802	95%	8	100%	95%	93%	94%
Carteret CC	618	93%			93%	87%	88%
Catawba Valley CC	964	96%	13	100%	96%	92%	95%
Central Carolina CC	822	97%	16	100%	97%	96%	96%
Central Piedmont CC	1,738	90%	23	100%	91%	93%	93%
Cleveland CC	391	92%	6	83%	92%	94%	96%
Coastal Carolina CC	871	95%	2	100%	95%	94%	93%
College of The Albemarle	1,302	92%	3	100%	92%	92%	90%
Craven CC	1,023	97%	4	100%	97%	96%	100%
Davidson County CC	269	93%	2	100%	93%	93%	91%
Durham TCC	698	94%	12	100%	94%	93%	90%
Edgecombe CC	363	97%	6	83%	96%	95%	98%
Fayetteville TCC	1,583	91%	8	100%	92%	93%	96%
Forsyth TCC	1,218	95%	13	92%	95%	96%	96%
Gaston College	668	97%	16	100%	97%	93%	98%
Guilford TCC	637	94%	8	100%	94%	95%	80%
Halifax CC	1,198	100%	5	100%	100%	94%	96%
Haywood CC	462	93%	3	100%	93%	95%	93%
Isothermal CC	228	95%	9	100%	95%	96%	86%
James Sprunt CC	1,473	100%	27	100%	100%	100%	99%
Johnston CC	1,804	94%	25	96%	94%	95%	98%
Lenoir CC	876	95%	12	100%	95%	94%	95%
Martin CC	594	94%	3	100%	94%	95%	93%
Mayland CC	382	95%	2	100%	95%	96%	96%
McDowell TCC	475	100%	8	100%	100%	100%	100%
Mitchell CC	411	96%	17	100%	96%	93%	93%
Montgomery CC	525	97%	2	100%	97%	93%	93%
Nash CC	950	96%	4	100%	96%	92%	96%
Pamlico CC **	73	99%			99%	92%	87%
Piedmont CC	462	92%	6	100%	93%	92%	93%
Pitt CC	931	95%	15	100%	95%	90%	92%
Randolph CC	460	92%	3	100%	92%	94%	97%
Richmond CC	193	99%	47	100%	100%	96%	89%
Roanoke-Chowan CC	354	95%	4	100%	95%	95%	93%
Robeson CC	1,258	94%	19	100%	94%	95%	96%
Rockingham CC	386	94%	16	100%	94%	91%	92%
Rowan-Cabarrus CC	564	92%	16	100%	92%	90%	93%
Sampson CC	577	93%	5	100%	93%	83%	96%
Sandhills CC	1,164	93%	8	100%	93%	96%	94%
South Piedmont CC	270	93%	7	100%	94%	93%	94%
Southeastern CC	1,440	94%	3	100%	94%	91%	92%
Southwestern CC	93	94%	13	100%	94%	100%	100%
Stanly CC	689	92%	21	100%	93%	92%	95%
Surry CC	158	99%	12	100%	99%	98%	97%
Tri-County CC	231	94%	3	100%	94%	98%	94%
Vance-Granville CC	414	94%	25	100%	94%	93%	98%
Wake TCC	2,916	96%	31	94%	96%	97%	97%
Wayne CC	429	95%	9	100%	95%	95%	92%
Western Piedmont CC	166	99%	29	100%	99%	97%	94%
Wilkes CC	325	90%	6	100%	90%	96%	98%
Wilson TCC	278	96%	12	100%	97%	95%	95%

* Did not include Customized Training and Business & Industry Support prior to 2009-10

** For customized training, Pamlico is in consortium with Craven CC