

HCC PERFORMANCE MEASURES REPORT 2009 – 2012

Progress of Basic Skills	NCCCS Performance Standards	*Data 2007-08	*Data 2008-09	*Data 2009-10	*Data 2010-11
		Report Year 2009	Report Year 2010	Report Year 2011	Report Year 2012
<i>Progress of Basic Skills</i>	75% progressed within a level of literacy, completed a level entered or a predetermined goal, or completed the level entered and advanced to a higher level	79% MET	79% MET	86% MET	N/A
<i>Passing Rates on Licensure & Certification Examinations</i>	80% aggregate passing rate; for superior rating, no exams for which the college controlled who was eligible to sit for the exam with a passing rate less than 70%	67% DID NOT MEET	70% DID NOT MEET	76% DID NOT MEET	82% MET
<i>Performance of College Transfer Students</i>	83% with GPA equal to or greater than 2.0 after two semesters; for exceptional performance, percentage equivalent to native UNC sophomores and juniors, 87% for 2008-09 NCCCS students	100% MET	87% MET	77% DID NOT MEET	77% DID NOT MEET
<i>Passing Rates of Students in Developmental Courses</i>	75% completed developmental English, math, or reading with a grade of "C" or better	71% DID NOT MEET	69% DID NOT MEET	73% DID NOT MEET	77% MET
<i>Success Rates of Developmental Students in Subsequent College-Level Courses</i>	80% of college level English or mathematics course completers with previous developmental course work will complete college level English or mathematics course with D or better	88% MET	87% MET	88% MET	90% MET
<i>Student Satisfaction Program Completers and Non-completers</i>	90% indicate that programs and services meet or exceed expectations.	96% MET	98% MET	99% MET	98% MET
<i>Curriculum Student Retention & Graduation</i>	65% of fall cohort completed their program, enrolled the following fall, or transferred.	70% MET	72% MET	67% MET	65% MET
<i>Client Satisfaction with Customized Training</i>	90% of businesses/industries surveyed report satisfaction with services provided.	96% MET	94% MET	100% MET	95% MET