

**End-of-Year Report**  
**NCCCS Critical Success Factors – Performance Measures and Standards**  
**Reported June 2009 (for 2007-2008)**

<b>A. Progress of Basic Skills Students</b>	<b>FTCC MET this standard.</b>
<b>NCCCS Standard:</b> At least seventy-five percent (75%) of all students will have either (1) progressed within a level of literacy, (2) completed a level or a predetermined goal, and (3) completed a level and advanced to a higher level. <i>(Continuing Education)</i>	
<b>FTCC Results:</b> <i>The composite measure of Basic Skills students shows that a total of ninety-one percent (91%) of students have accomplished these requirements. Data show that sixty-six percent (66%) are progressing within the same level, two percent (2%) have completed the level entered, and twenty-four percent (24%) have completed a level and have advanced to a higher level.</i>	
<b>B. Passing Rates on Licensure and Certification Examinations</b>	<b>FTCC MET this standard</b>
<b>NCCCS Standard:</b> The aggregate institutional passing rate for first-time test takers on all licensure and certification exams will be at least eighty percent (80%). To be rated EIP (Exceptional Institutional Performance), exams (for which the college controlled) will be at least seventy percent (70%) or greater. <i>(Curriculum Programs and Continuing Education)</i>	
<b>FTCC Results:</b> <i>FTCC showed an aggregate passing rate of ninety percent (90%) for first-time test takers on all licensure and certification exams. All programs showed at least a seventy percent (70%) pass rate.</i>	
<b>C. Performance of College Transfer Students</b>	<b>FTCC MET this standard.</b>
<b>NCCCS Standard:</b> Eighty-three percent (83%) of students in both associate degrees and students who transferred with 24 or more semester hours must have a GPA equal to or greater than 2.0 after two semesters at a university. To be rated EIP (Exceptional Institutional Performance), the performance of FTCC transfer students must be equivalent to the performance of native UNC sophomores and juniors which was eighty-seven percent (87%). <i>(Curriculum Programs)</i>	
<b>FTCC Results:</b> <i>Eighty-eight percent (88%) of FTCC students who transferred to a UNC institution with an associate degree or 24 hours of credit had a 2.0 or higher average after one academic year.</i>	
<b>D. Passing Rates of Students in Developmental Courses</b>	<b>FTCC did not meet this standard</b>
<b>NCCCS Standard:</b> Seventy-five (75%) of students who complete a developmental course in English, Reading or Math will have a grade of “C” or better. <i>(Curriculum Programs and Student Services)</i>	
<b>FTCC Results:</b> <i>The aggregate passing rate for all courses coded as developmental was sixty-six percent (66%).</i>	
<b>E. Success of Developmental Students in Subsequent College Level Courses</b>	<b>FTCC MET this standard.</b>

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<b>NCCCS Standard:</b> Eighty percent (80%) of students who completed a developmental course in 2006-2007 and completed subsequent college level course in 2007-2008 will have a passing grade for the college level courses. <i>(Curriculum Programs and Student Services)</i>	
<b>FTCC Results:</b> <i>Eighty-one percent (81%) of developmental students had passing grade for the college level course.</i>	
<b>F. Satisfaction of Program Completers and Non-Completers</b>	<b>FTCC MET this standard.</b>
<b>NCCCS Standard:</b> At least ninety percent (90%) of responding completers (graduates) and non-completers will indicate satisfaction with the quality of college programs and services. <i>(Curriculum Programs and Office of Institutional Effectiveness and Assessment)</i>	
<b>FTCC Results:</b> <i>Ninety-seven percent (97%) of completers and eighty-eight (88%) of non-completers were satisfied with the quality of the College's programs and services, with an aggregate average of ninety-five percent (95%).</i>	
<b>G. Curriculum Student Retention, Graduation, and Transfer</b>	<b>FTCC MET this standard.</b>
<b>NCCCS Standard:</b> At least sixty-five percent (65%) of the students who enrolled in a curriculum program in the fall of a given year will have completed their program, still be enrolled the following fall, or transferred to another community college or university. <i>(Curriculum Programs)</i>	
<b>FTCC Results:</b> <i>Sixty-seven percent (67%) graduated, returned, or transferred. (nine percent (9%) of the students who enrolled in a curriculum program in the previous fall graduated with a degree, diploma, or certificate, fifty-one percent (51%) enrolled the next fall in a curriculum or extension program, and seven percent (7%) transferred to another community college or university.)</i>	
<b>H. Client Satisfaction with Customized Training</b>	<b>FTCC MET this standard.</b>
<b>NCCCS Standard:</b> At least ninety percent (90%) of businesses/industries surveyed will report satisfaction with customized training. <i>(Continuing Education)</i>	
<b>FTCC Results:</b> <i>Ninety-six percent (96%) of businesses/industries reported satisfaction with customized training received by FTCC students.</i>	

Prepared by Carl Mitchell, July 15, 2009,

Source: North Carolina Community College System Report Critical Success Factors Report June 2009