

## Performance Measures

In February 1999, the North Carolina State Board of Community Colleges adopted 12 performance measures for accountability. This action was taken in response to a mandate from the North Carolina General Assembly to review past performance measures and define standards of performance to ensure programs and services offered by community colleges in North Carolina were of sufficient quality. In the 2007 Session, the General Assembly approved modification to the North Carolina Performance Measures and Standards as adopted by the State Board of Community Colleges on March 16, 2007. As a result, the number of performance measures was reduced to 8.

Piedmont Community College  
 Summary Report of **2011 Performance Measures**  
 (Data collected from Fiscal Year 2009-2010)

Measure	Standard	2009-2010
1. Progress of basic skills students.	75% of students will progress in level, complete level, advance in level or complete goal.	Met Standard 88%
2. Performance of college transfer students at UNC institutions.	83% of students completing the college transfer associate degree of 24 hours will have an overall GPA of 2.0 or higher after completing one academic year at UNC.	Standard Not Met 66%
3. Passing rates for licensure & certification exams.	An aggregate institutional pass rate of 80% for all first-time takers, plus no passing rate falling below 70% for any single exam	Standard Not Met 76%
4. Passing rates of students in developmental courses.	75% student pass rate for developmental courses.	Met Standard 77%
5. Success rate of developmental students in subsequent college-level courses.	No statistically significant difference in the proportion of developmental students compared to non-developmental students who obtain cumulative GPAs of 2.0 or higher in subsequent college-level courses.	Met Standard 96%
6. Satisfaction of former students who did not complete their program.	90% of respondents to the survey will report satisfaction with the college's programs and services (Met Standard 100%)	Met Standard 98%
Satisfaction of graduates.	95% of respondents to the survey will report achievement of goals (Met Standard 98%)	
7. Curriculum student retention, graduation and transfer.	65% of cohort will graduate or be enrolled (curriculum or extension) the following Fall Semester.	Met Standard 66%
8. Business/Industry Satisfaction with Services Provided	90% of Business and Industry surveyed will report satisfaction with services provided	Met Standard 93%