

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 **2012 Performance Measures**
 (Data collected from Fiscal Year 2010-2011)

Measure	Standard	2010-2011
1. Performance of college transfer students at UNC institutions	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.	Met Standard 90%
2. Passing rates for licensure & certification exams	80% of first-time test takers will pass examinations required for North Carolina licensure or certification.	Standard Not Met 78%
3. Passing rates of students in developmental courses	75% of developmental course completers in English, reading or mathematics will complete with a grade "C" or better.	Met Standard 77%
4. Developmental Student Success Rate in College-Level Courses	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.	Met Standard 87%
5. Satisfaction of program completers and non-completers	90% of exiting students (completers and non-completers) will be "very satisfied" or "satisfied" with the overall quality of the college.	Met Standard 98%
6. Curriculum Student Retention, Graduation, and Transfer	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.	Met Standard 65%
7. Business/Industry Satisfaction with Services Provided	90% of clients receiving specialized training programs and services through Customized Training and Small Business Centers will be satisfied with training.	Met Standard 94%