

End-of-Year Report
NCCCS Critical Success Factors – Performance Measures and Standards
Reported July 2010 (for 2008-2009)

A. Progress of Basic Skills Students	FTCC MET this standard.
<p>NCCCS Standard: 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></p>	
<p>FTCC Results: <i>The composite measure of Basic Skills students shows that a total of ninety-three percent (93%) of students have accomplished these requirements. Data show that sixty-eight percent (68%) are progressing within the same level, three percent (3%) have completed the level entered, and twenty-three percent (23%) have completed a level and have advanced to a higher level.</i></p>	
B. Passing Rates on Licensure and Certification Examinations	FTCC MET this standard
<p>NCCCS Standard: 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></p>	
<p>FTCC Results: <i>FTCC showed an aggregate passing rate of ninety-four percent (94%) for first-time test takers on all licensure and certification exams. All programs showed at least a seventy percent (70%) pass rate.</i></p>	
C. Performance of College Transfer Students	FTCC did not meet this standard.
<p>NCCCS Standard: 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-six percent (86%). <i>(Curriculum Programs)</i></p>	
<p>FTCC Results: <i>Eighty-two percent (82%) 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></p>	
D. Passing Rates of Students in Developmental Courses	FTCC did not meet this standard
<p>NCCCS Standard: 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></p>	
<p>FTCC Results: <i>The aggregate passing rate for all courses coded as developmental was seventy percent (70%).</i></p>	

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E. Success of Developmental Students in Subsequent College Level Courses	FTCC MET this standard.
NCCCS Standard: Eighty percent (80%) of students who completed a developmental course in 2007-2008 and completed subsequent college level course in 2008-2009 will have a passing grade for the college level courses. <i>(Curriculum Programs and Student Services)</i>	
FTCC Results: <i>Eighty-three percent (83%) of developmental students had passing grade for the college level course.</i>	
F. Satisfaction of Program Completers and Non-Completers	FTCC MET this standard.
NCCCS Standard: 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>	
FTCC Results: <i>Ninety-nine percent (99%) of completers and ninety-two (92%) of non-completers were satisfied with the quality of the College's programs and services, with an aggregate average of ninety-seven percent (97%).</i>	
G. Curriculum Student Retention, Graduation, and Transfer	FTCC MET this standard.
NCCCS Standard: 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>	
FTCC Results: <i>Seventy-one percent (71%) graduated, returned, or transferred. (eleven percent (11%) of the students who enrolled in a curriculum program in the previous fall graduated with a degree, diploma, or certificate, fifty-two percent (52%) enrolled the next fall in a curriculum or extension program, and eight percent (8%) transferred to another community college or university.)</i>	
H. Client Satisfaction with Customized Training	FTCC MET this standard.
NCCCS Standard: At least ninety percent (90%) of businesses/industries surveyed will report satisfaction with customized training. <i>(Continuing Education)</i>	
FTCC Results: <i>Ninety-three percent (93%) of businesses/industries reported satisfaction with customized training received by FTCC students.</i>	