

## Institutional Data for 2009 Critical Success Factors

The State Board of Community Colleges has established standards of performance for measures that have been identified as being critical to ensure public accountability for programs and services at Blue Ridge Community College. These core indicators are listed below along with current data about the success of the College's students and/or services. The complete 2009 Critical Success Factors Report is available on the NC Community College System Web page at: <http://www.nccommunitycolleges.edu/Publications/index.html>. The report is filled with comprehensive information about the Community College System in several areas including workforce development statistics, diverse population learning needs, technology, and system resources.

	PERFORMANCE MEASURE	Standard Percentage	NC System's 2009 Percentage Average	BRCC's 2009 Percentage Rate	Did BRCC meet the standard in 2008?
1.	PROGRESS OF BASIC SKILLS STUDENTS	75%	82%	83%	✓
2.	PASSING RATES ON LICENSING AND CERTIFICATION EXAMINATIONS (AGGREGATE)	80%	86%	90%	✓
	BASIC LAW ENFORCEMENT TRAINING	70%	86%	94%	✓
	COSMETIC ARTS				
	APPRENTICE	70%	90%	100%	✓
	COSMETOLOGY	70%	89%	No Testers	
	COSMETOLOGY INSTRUCTOR	70%	50%	No Testers	
	ESTHETICS	70%	83%	100%	✓
	MANICURIST	70%	84%	No Testers	
	EMERGENCY MEDICAL TECHNICIAN (EMT)				
	EMT	70%	85%	84%	✓
	EMD	70%	81%	No Testers	
	EMT-I	70%	65%	80%	✓
	EMT-P	70%	75%	No Testers	
	NURSING	70%	90%	87%	✓
	REAL ESTATE	70%	63%	82%	✓
3.	PERCENT OF COLLEGE TRANSFER STUDENTS WITH A GPA OF > = 2.0 AFTER TWO SEMESTERS AT A UNC INSTITUTION (2005-06)	83%	88%	88%	✓
4.	PASSING RATES OF STUDENTS IN DEVELOPMENTAL COURSES 2006-2007	75%	77%	76%	✓
5.	SUCCESS RATE OF DEVELOPMENTAL STUDENTS IN SUBSEQUENT COLLEGE-LEVEL COURSES 2006-2007	80%	89%	91%	✓
6.	SATISFACTION OF PROGRAM COMPLETERS AND NON-COMPLETERS, 2006-2007	90%	96%	99%	✓
7.	CURRICULUM STUDENT RETENTION AND GRADUATION, 2006-2007	65%	69%	67%	✓
8.	CLIENT SATISFACTION WITH CUSTOMIZED TRAINING 2006-2007	90%	94%	93%	✓

\* Number too small to report without violating students' privacy.

**You can view the entire Critical Success Factors report at the following website:**

<http://www.nccommunitycolleges.edu/Publications/index.html>