

Institutional Data for 2011 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 2011 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 2011 Percentage Average | BRCC's 2011 Percentage Rate | Did BRCC meet the standard in 2010? |
|----|---|---------------------|-------------------------------------|-----------------------------|-------------------------------------|
| 1. | PROGRESS OF BASIC SKILLS STUDENTS | 75% | 81% | 75% | ✓ |
| 2. | PASSING RATES ON LICENSING AND CERTIFICATION EXAMINATIONS (AGGREGATE) | 80% | 86% | 81% | ✓ |
| | BASIC LAW ENFORCEMENT TRAINING | 70% | 87% | 89% | ✓ |
| | COSMETIC ARTS | | | | |
| | APPRENTICE | 70% | 96% | 100% | ✓ |
| | COSMETOLOGY | 70% | 95% | * | |
| | ESTHETICS | 70% | 84% | * | |
| | MANICURIST | 70% | 79% | * | |
| | EMERGENCY MEDICAL TECHNICIAN (EMT) | | | | |
| | EMT | 70% | 85% | 92% | ✓ |
| | EMT-I | 70% | 67% | 61% | ✓ |
| | EMT-P | 70% | 80% | * | |
| | NURSING | 70% | 87% | 71% | ✓ |
| | REAL ESTATE | 70% | 80% | * | ✓ |
| 3. | PERCENT OF COLLEGE TRANSFER STUDENTS WITH A GPA OF > = 2.0 AFTER TWO SEMESTERS AT A UNC INSTITUTION (2008-09) | 83% | 87% | 97% | ✓ |
| 4. | PASSING RATES OF STUDENTS IN DEVELOPMENTAL COURSES 2009-2010 | 75% | 78% | 79% | ✓ |
| 5. | SUCCESS RATE OF DEVELOPMENTAL STUDENTS IN SUBSEQUENT COLLEGE-LEVEL COURSES 2009-2010 | 80% | 88% | 86% | ✓ |
| 6. | SATISFACTION OF PROGRAM COMPLETERS AND NON-COMPLETERS, 2009-2010 | 90% | 96% | 98% | ✓ |
| 7. | CURRICULUM STUDENT RETENTION AND GRADUATION, 2009-2010 | 65% | 68% | 66% | ✓ |
| 8. | CLIENT SATISFACTION WITH CUSTOMIZED TRAINING 2009-2010 | 90% | 95% | 97% | ✓ |

* 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>