

**Robeson Community College**  
**“Critical Success Factors”**  
**2010 Report/Results**

**PERFORMANCE MEASURES AND STANDARDS**

In response to a mandate from the North Carolina General Assembly to review past performance measures and define standards of performance at the 58 community colleges within the North Carolina Community System, the State Board of Community Colleges adopted in February 1999, 12 performance measures for accountability. The action was intended to ensure that the programs and services offered by community colleges in North Carolina are of sufficient quality, and to allow for the implementation of performance funding based on a subset of the 12 accountability standards and measures. In 2007 the North Carolina General Assembly approved modifications to the measures as adopted by the State Board of Community Colleges on March 16th, 2007. As a result of this action, the number of performance measures was reduced to eight (8).

The 2010 report on Performance Measures/Standards and Accountability was released in July of this year. All scores are presented in the table that follows. Robeson Community College fell short of achieving the “Exceptional Performance” rating for 2010, having met only six of the eight required performance standards. Full data on each Robeson Community College score, along with other individual college performance scores can be found in the “2010 Critical Success Factors Report”, which may be viewed at <http://www.ncccs.cc.nc.us/publications/docs/Publications/csf2010.pdf>.

Any college not meeting a standard is required to submit to the State Board of Community Colleges, a plan of action for improving their college’s performance. Each college must also publish their performance on the revised eight measures annually, in its electronic catalog or on the Internet, and in its printed catalog each time the catalog is reprinted.

**Sources:** NCCCS Memo July 1, 2010

**Robeson Community College  
Performance Measures & Standards  
2010 Report Card**

**North Carolina Community College System  
"2010 Critical Success Factors Report"**

<b>PERFORMANCE MEASURES</b>	<b>NCCCS STANDARD</b>	<b>RCC'S PERFORMANCE</b>	<b>MET STANDARD</b>
1. Progress of Basic Skills Students	75%	84%	YES
2. Passing Rates on Licensure/Certification Exams for First-Time Test Takers	Aggregate 80% Min/Exam 70%	Agg = 77% Min/Exam = 0<70%	NO
3. Performance of College Transfer Students	83%	76%	NO
4. Passing Rates in Developmental Courses	75%	78%	YES
5. Success Rate of Developmental Students in Subsequent College Level Courses	80%	94%	YES
6. Student Satisfaction of Completers and Non-completer	90%	95%	YES
7. Curriculum Students Retention, Graduation & Transfer	65%	73%	YES
8. Client Satisfaction with Customized Training	90%	95%	YES

**RCC Performance: 2010 CSF Report**

<b>All Measures Required for Bonus Performance Funding &amp; Recognition of "Exceptional Performance"</b>	<b>NCCCS STANDARD</b>	<b>STANDARDS MET or SI</b>	<b>Rating</b>
• Performance Funding Measures Met	Required = 8	6	No