

Performance Measures

1. Progress of Basic Skills Students

75% of Basic Skills students progressing within level, completing the level entered or a predetermined goal, or completing the level entered and advancing to a higher level.

2. Passing Rates for Licensure & Certification Exams

At least an 80% aggregate institutional passage rate for all first-time takers on qualified Licensure & Certification exams (No passing rate on any exam for which 10 or more students sit below 70%)

3. Performance of students who Transfer to a four-year institution

83% of both associate degree recipients and the students who transferred with 24 or more semester hours at community colleges will have a GPA equal to or greater than 2.0 after two semesters at a university (exception performance is a rate equal to or greater than the performance of native UNC sophomores and juniors: 87% for 2006-07)

4. Passing Rates of Students in Developmental Courses

At least (75%) of students who complete a developmental course in English, reading or mathematics will have a grade of "C" or better for that course.

5. Success Rate of Developmental Students in Subsequent College-Level Courses

At least 80% of students who complete a developmental course and complete a subsequent college level course in the following year will have a passing grade for the college level course.

6. Student Satisfaction: Completers & Non-Completers

At least 90% of the combined respondents will report to be satisfied with the quality of the college's programs and services (The greater of 25 or 10% of non-completers must respond to survey) Collected by *College*

7. Curriculum Student Retention and Graduation

At least 65% of the fall cohort will have completed their program, still be enrolled the following fall, or transferred to another community college or 4-year college/university. *Collected by College*

8. Client Satisfaction with Customized Training

At least 90% of businesses/industries will report being satisfied with the services provided by Mayland. *State Level Survey*