

**STATE BOARD OF COMMUNITY COLLEGES**  
**Strategic Plan KPI Committee Areas of Discussion**

**Student Interest and Access:** Increase the percentage of North Carolinians, particularly within underserved populations, pursuing and easily accessing education or training through North Carolina Community Colleges.

- Dual Enrollment
- High School Graduate Enrollment Rate
- Application Conversion Rate
- Population Attendance Rate
- Target Population Participation
- Enrollment/Unemployment Ratio
- Course Availability
- Student Perception
- Family Perception

**Clear & Supported Pathways for Student Progress and Success:** Provide a continuum of education, training, advising, and support to help students and workers make informed decisions that lead to credentials and careers.

- Incorporate metrics from the Performance Measures Committee

**Economic and Workforce Impact:** Ensure the educational pipeline prepares a workforce possessing the interest, knowledge, skills, and abilities to meet the needs of NC's employers, now and into the future.

- Sector partnerships
- Stakeholder engagement
- Employer engagement
- Employer satisfaction
- Curriculum industry alignment
- Third party credential partnerships
- Work-based learning and apprenticeship
- Customized training
- Small Business Center
- Certified career pathways
- Supply and demand gap analysis

**System Effectiveness:** Advance organizational effectiveness, operations, and decision-making to support a cohesive system of nimble, empowered, and community-driven colleges.

- ERP metrics
- Help desk response
- Cross-college procurement agreements
- Technology needs
- Data access and quality
- Data use
- Academic program improvement
- Faculty credentials
- Professional development
- Personal development
- President turnover
- Faculty turnover
- Staff turnover
- Faculty salary
- Staff salary