Planning Council Review
Licensure and Certification Passing Rate Performance Measure
2024 Performance Measures for Student Success Reports
2021-2024 Action Item Results and 2025-2028 Action Items Identified

Performance Measure: Licensure and Certification Passing Rate (PM6)

Purpose: To ensure programmatic coursework prepares students to competently practice in their chosen profession.

Description: Index score based on the percentage of first-time test-takers passing licensure and certification exams within each exam. Exams included in this measure are state mandated exams which candidates must pass before becoming active practitioners.

Calculation:
Success Rate
Denominator: All licensure and certification exams taken for the first-time during the licensure agency's most recent reporting year. Only includes state mandated exams which candidates must pass before becoming active practitioners.

Numerator: Of those in the denominator, the number passing the exam on their first attempt during the licensure agency's most recent reporting year.

Index Score:
License Index Score (LIS): College license success rate divided by the statewide license success rate on same exam.

License Denominator (LD): Number of first-time test-takers within each exam.

Total Numerator: Sum of the product of each License Index Score and their License Denominator [(LIS1 × LD1) + (LIS2 × LD2) + …)]

Total Denominator: Sum of License Denominators across all exams (LD1 + LD2 + LD3 +…)

Total Index Score: Total Numerator divided by Total Denominator

Additional Details:
The number of first-time test-takers and the number passing were provided to the System Office by agencies issuing the license or certification. Depending on the exam, data may be provided on a fiscal or calendar year. Exams are listed above in italics. Selection of exams based on:
- Requirement to pass in order to practice in North Carolina
- Strong association with an occupation (not part of a job)
- At least 50 test-takers statewide in 2017-18
- At least 5 colleges with test-takers in 2017-18

Excellence: 1.073
Avg Band Max: 1.029
Avg Band Min: 0.942
Baseline: 0.811

(2024 NCCCS Performance Measures for Student Success Report)

2021-2024 Action / Strategy Item Results:

Item	Action item identified in the 2021-2024 performance measures year-end reports	Results / Use of Results: *(Provide results of the action item identified. Was the action item successful? If not, did you want to continue this action item going forward? If so, please include this action item in the 2025-2028 action items table below.)*

1	Test preparation	1. Review course and requirements for all licensure/certification exams.
		   a. Dental Department implemented guided tutoring for any unsuccessful student on a first attempt for the instrumentation practical. The department purchased the manikin that students use for clinical boards to use for a "Mock Board Exam". Students who didn't have a patient in the clinic were asked to practice on a manikin.
		   b. Nursing Department - Practical and Associate Degree Nursing programs take an ATI predictor assessment in the last month of their program. This assessment allows faculty to assess areas of weakness in preparing students to be successful on the NCLEX-PN and NCLEXRN. Once students complete the ATI Comprehensive Predictor, ATI provides focused assessments of weak areas. Students who score below 90% on their first attempt are required to retake the assessment, after completing the focused assessment
		   c. BLET – Continued conducting post exam review in preparation for state comprehensive exam.
		   d. EMT – Continued conducting post exam review in preparation for state comprehensive exam.
		   e. Detention Officer - Continued conducting post exam review in preparation for state comprehensive exam.
		   f. Nurse Aide – Students must pass all the starred skills listed on Appendix A that is provided as part of the mandated curriculum from NC DHSR. These required skills coincide with the testing done by the certifying agency.

| 2 | | | Students must also be able to demonstrate and pass 15 of these skills in the clinical setting. A mock skills exam is done at the end of the course to assess the student's ability to pass the state NA exam. Module tests reflect content required by NCDHSR. Students who are able to pass these tests assesses the student's ability to pass the state written exam.

g. Real Estate – Students must pass final exam with 75% or higher score. Exam Re-take: Only students that score between 70% and 74% on final exam. No retakes allowed for students scoring 69% and below. The names of the students that have satisfactorily passed the final exam will be submitted to the North Carolina Real Estate Commission.

h. Fire Inspection - Continued conducting post exam review in preparation for state comprehensive exam.

2. BLET - add five additional days to last day of classes specifically for review of state exam.

    a. Continued conducting post exam review in preparation for state comprehensive exam.

3. Nurse Aide – focus on skills lab and coursework.

    a. A mock skills exam is done at the end of the course to assess the student's ability to pass the state NA exam. Module tests reflect content required by NCDHSR. Students who are able to pass these tests assesses the student's ability to pass the state written exam.

4. EMT – build-in post exam reviews

    a. Continued conducting post exam review in preparation for state comprehensive exam.

5. Real Estate – stress the importance of the exam and how it affects the institution's performance.

    a. Time management is stressed at the beginning and throughout the course to the students. |
| 2 | Share results with faculty | Implement changes and/or improvements within course to help focus on those deficiencies. |

		1. Dental - The faculty discussed the results at the most recent curriculum management minutes on June 17, 2024, minutes are available for review. 2. Nursing - Faculty review an itemized analysis of areas of weakness. Test exemplars that scored below 60% are identified by faculty. Then faculty will go and review modules and make adjustments as needed in class and lab content. 3. BLET – Results provided specifics about the students' deficiencies in the comprehensive exam. The instructor enhance their focus on those programmatic areas. 4. EMT – The two instructors receive the overall results and review them together. 5. Detention Officer – Results provided specifics about the students' deficiencies in the comprehensive exam. The instructor enhance their focus on those programmatic areas. 6. Nurse Aide – Results from the credentialing agency is discussed each semester for students who have tested from previous classes. Students have to schedule their own exams so a look at first time test takers is reviewed. Faculty is provided an itemized list of areas of weakness. NA students must take a written and skills exam to become certified. Each report is reviewed by the coordinator and discussed at staff meetings. Adjustments are made in class and lab as needed. 7. Real Estate – A plan has been put together to have tutoring sessions available for the most heavily weighted topics. 8. Fire Inspection – Overall results are received and reviewed by instructors.
3	Meet with Licensure/Certification program coordinators	a) Schedule individual discussions with program coordinators. b) Discussion of the measures and performance results. c) Implement measures to increase the results for those measures. 1. Dental - Coordinators met on August 29, 2024, to discuss measures and performance results. • 2021-82% pass rate on the first attempt on CDCA/WREB/CITA clinical exam

		• 2022-95 % pass rate on the first attempt on CDCA/WREB/CITA clinical exam
		• 2023-88% pass rate on the first attempt on CDCA/WREB/CITA clinical exam
		• 2024-100% pass rate on the first attempt on CDCA/WREB/CITA clinical exam
		2. Nursing - Implemented ATI resources for Practical Nursing program 2022-2023 school year. NCLEX-PN pass rates were 93% (2021) and 92.86% (2022). After implementing ATI resources, NCLEX-PN pass rate was 100% (2023). Next Generation NCLEX was launched in April 2023. Implemented online testing to closely resemble Next Generation NCLEX. Students test using ExamSoft. This resource allows faculty to create questions that closely resemble Next Generation NCLEX questions using the same format and processes as NCLEX. ExamSoft was implemented in school year 2022-2023.

Practical Nursing

- 2021-93% pass rate, first-time testing NCLEX-PN
- 2022-92.86% pass rate, first-time testing NCLEX-PN
- 2023-100% pass rate on NCLEX-PN
- 2024- Results not available until end of Q4

Associate Degree Nursing

- 2021-89.47% pass rate first-time test takers NCLE-RN
- 2022-94.87% pass rate first-time test takers NCLEX-RN
- 2023- 97.3% pass rate first-time test takers NCLEX-RN
- 2024-92.11% pass rate first-time test takers NCLEX-RN

3. BLET – The instructor uses the results of the students deficiencies to enhance their focus on those instructional areas. Results of first-time test takers are:

- 2021 – 78% pass rate, index score 0.91
- 2022 – index score 1.18
- 2023 – index score 0.97
- 2024 – index score 0.99

4. EMT – The instructor uses the results of the students deficiencies to enhance their focus on those instructional areas. Results of first-time test takers are: (Exams include Basic and Paramedic)

EMT - Basic:

- 2021 – 90% pass rate, index score 1.10
- 2022 – 84% pass rate, index score 1.17
- 2023 – index score 1.31
- 2024 – index score 1.26

EMT – Paramedic:

- 2021 – 100% pass rate, index score 1.10
- 2022 –index score unknown, exams fewer than 10 test-takers are suppressed
- 2023 – index score 1.24
- 2024 – index score 1.00

5. Detention Officer – The instructor uses the results of the students deficiencies to enhance their focus on those instructional areas. Results of first-time test takers are:
   - 2021 – 100% pass rate, index score 1.09
   - 2022 – index score 1.11
   - 2023 – index score 1.04
   - 2024 – index score 1.04

6. Nurse Aide – The coordinator meets with faculty after each semester ends and discuss results from test takers discussed. Last staff meeting in May 2024. Results of testing first time takers:
   - 2021 –94.4% written passed/76.88% skills passed
   - 2022 –93.8% written passed/74.8% skills passed
   - 2023-92.4% written passed/77.78% skills passed
   - 2024 to date: 95.9% written passed/78.62 % skills passed

7. Real Estate – Results of first-time test takers are:
   - 2021 – 43% pass rate, index score 0.87
   - 2022 – index score 0.89
   - 2023 – index score unknown, exams fewer than 10 test-takers are suppressed
   - 2024 – index score 0.24

8. Fire Inspection – The instructor uses the results of the students deficiencies to enhance their focus on those instructional areas. Results of first-time test takers are:
   - 2021 – 64% pass rate, index score 1.05
   - 2022 – 43% pass rate, index score 0.72
   - 2023 – index score 0.99
   - 2024 – index score unknown, exams fewer than 10 test-takers are suppressed

Licensure and Certification Passing Rate – Performance Data

Year	Test Takers	Weighted Test Takers	Passers	Weighted Passers	Weighted Index Score
2017-18 2019 NCCCS Report	255	277	199	219	1.00
2018-19 2020 NCCCS Report	301	325	230	253	0.98
2019-20 2021 NCCCS Report	215	236	185	205	1.04

Source: NCCCS Performance Measures for Student Success Report.

Year	Test Takers	Weighted Index Score
2020-21 2022 NCCCS Report	263	1.004
2021-22 2023 NCCCS Report	245	1.099
2022-23 2024 NCCCS Report	265	0.979

Individual licensure and certification exam passing rate results are provided in the pages that follow in alphabetical order by exam title.

- BLET
- Dental Hygiene
- Detention Officer
- EMT-Basic
- EMT-Paramedic
- EMT-Advanced
- Fire Inspection
- Nurse Aide
- Practical Nursing
- Real Estate
- Registered Nursing

Overall assessment of Performance Measure: *(Based on the performance measure data, provide a narrative of your analysis of the results. State any changes you plan to make for continuous improvement.)*

WCC is currently 35th out of 58 colleges in this measure, with an index score of 0.979 (color indicator, yellow; $\geq$Average Band Min, <Average Band Max). WCC's 2022-2023 cohort totaled 265 which resulted in 19% of students were non-successful versus 81% of student successful in meeting the performance measure.

Exam Indices and Percent Pass by College:
EMT: Basic = Index Score: 1.26, Institution Percent Pass: 91%
Practical Nurse = Index Score: 1.06, Institution Percent Pass: $\geq$95%
Registered Nurse = Index Score: 1.04, Institution Percent Pass: $\geq$95%
Detention Officer = Index Score: 1.04, Institution Percent Pass: 91%
EMT: Paramedic = Index Score: 1.00, Institution Percent Pass: 77%
BLET = Index Score: 0.99, Institution Percent Pass: 85%
Dental Hygiene = Index Score: 0.94, Institution Percent Pass: 88%
Nurse Aide = Index Score: 0.93, Institution Percent Pass: 71%
Real Estate = Index Score: 0.24, Institution Percent Pass: 10%

2025-2028 Action / Strategy Items:
(Identify and address measure assessments resulting from the review of the data. Targets are established on a three-year cycle to provide ample time to address the action and achieve measurable results.)

Item	Action / Strategy Items *(Identify action items as a result of measure assessment.)*	Assessment of Action Items *(How will you assess the results of action items?)*
1	Dental - The dental department will continue to use manikins for the following activities: no patient treatment days in the clinic, preclinical teaching, and guided tutoring. Guided tutoring will be utilized for instrument competencies and lab practicals for any unsuccessful student. Rigor will increase as clinic levels increase. Mock board exams will be completed on the actual model used for the clinical board exam. Calculus removal percentages on completed patients in clinical courses. These percentages increase based on clinical level and calculus level.	Assessment will be based on student success on the clinical board exam. Tal-eval is utilized to analyze board readiness based on calculus removal percentages during patient care. The mock board exam will assess clinical preparedness before the clinical board exam. Guided tutoring will be offered to any student when indicated.
2	Nursing - The nursing department will continue to use ATI Comprehensive Predictors for both PN and ADN cohort. In addition, ExamSoft is continuing so faculty can continue to help students prepare for the NCLEX testing environment. Simulation will be utilized with all cohorts. Faculty will collaborate to assist the Simulation Coordinator in creating scenarios that support weak areas identified in the comprehensive predictor. In addition, Virtual Reality equipment will be utilized to provide a safe learning environment that mimics real-life	Assessment will be evaluated by ATI Comprehensive Predictor scores as well as NCLEX-PN and NCLEX-RN performances.

	clinical scenarios. Debriefing will occur and allow students to make practice clinical judgement strategies.	
3	Nurse Aide – The nurse aide department will continue to do mock skills testing at the end of each course to assure the students can pass the state NA 1 test. Mock testing is skills in 30 minutes like the state exam. Written exams from each module are given. Weak areas identified while testing the students will be identified and changes or re-education done as needed.	Assessment will be evaluated by passing rates of student(s) taking the state exams given by Credential Management for the both written and skills exams.
4	Real Estate – The coordinator will communicate closely with the instructor to discuss the student's progress. There will be continued discussion about time management and dedication to completing assignments consistently and not falling behind.	Assessment will be based on the final exam passing rate. Continue to offer tutoring to students.
5	Public Safety (BLET, Detention Officer, EMT, Fire Inspection) – Continued conducting post exam review in preparation for state comprehensive exam	Assessment will be based on the results of the post exam. The instructor will use the specific about the deficiencies to enhance their focus on those programmatic areas.

BLET

NCCCS Report	Exam Year	# Tested	# Passed	% Passing	Index Score
2017	2015-16	27	25	93%	
2018	2016-17	27	25	93%	
2019	2017-18	23	19	83%	1.11
2020	2018-19	33	21	64%	0.68
2021	2019-20	18	14	78%	0.91
2022	2020-21	11	*	*	1.18
2023	2021-22	unknown	*	*	0.97
2024	2022-23	unknown	unknown	unknown	0.99

Dental Hygiene

NCCCS Report	Exam Year	# Tested	# Passed	% Passing	Index Score
2017	2015-16	25	22	88%	
2018	2016-17	28	23	82%	
2019	2017-18	17	14	82%	0.95
2020	2018-19	27	23	85%	0.95
2021	2019-20	26	26	100%	1.03
2022	2020-21	26	26	100%	1.03
2023	2021-22	unknown	unknown	unknown	1.04
2024	2022-23	unknown	unknown	unknown	0.94

Detention Officer

NCCCS Report	Exam Year	# Tested	# Passed	% Passing	Index Score
2017	2015-16	29	28	97%	
2018	2016-17	18	17	94%	
2019	2017-18	16	14	88%	0.97
2020	2018-19	14	14	100%	1.08
2021	2019-20	14	14	100%	1.09
2022	2020-21	14	*	*	1.11
2023	2021-22	unknown	*	*	1.04
2024	2022-23	unknown	unknown	unknown	1.04

EMR

NCCCS Report	Exam Year	# Tested	# Passed	% Passing	Index Score
2020	2018-19	11	5	45%	1.00
2021	2019-20	10	8	80%	1.12
2022		Exam not included in state mandated exams for performance measures.			

EMT-Basic

NCCCS Report	Exam Year	# Tested	# Passed	% Passing	Index Score
2017	2015-16	57	49	86%	
2018	2016-17	57	49	86%	
2019	2017-18	36	27	75%	1.05
2020	2018-19	44	36	82%	1.22
2021	2019-20	29	26	90%	1.10
2022	2020-21	37	31	84%	1.17
2023	2021-22	unknown	unknown	unknown	1.31
2024	2022-23	unknown	unknown	unknown	1.26

EMT-Paramedic

NCCCS Report	Exam Year	# Tested	# Passed	% Passing	Index Score
2013	2011-12	11	10	91%	
2014	2012-13	3	3	100%	
2015	2013-14	7	7	100%	
2016	2014-15	7	7	100%	
2017	2015-16	3	0	0%	
2018	2016-17	4	2	50%	
2019	2017-18	6	3	50%	0.66
2020	2018-19	7	4	57%	0.80
2021	2019-20	10	10	100%	1.10
2022	2020-21	9	*Exams with fewer than 10 test-takers have been suppressed.		
2023	2021-22	Unknown	*	*	1.24
2024	2022-23	unknown	unknown	unknown	1.00

Fire Inspection

NCCCS Report	Exam Year	# Tested	# Passed	% Passing	Index Score
2019	2017-18	15	9	60%	1.19
2020	2018-19	20	13	65%	1.10
2021	2019-20	14	9	64%	1.05
2022	2020-21	21	9	43%	0.72
2023	2021-22	Unknown	Unknown	Unknown	0.99
2024	2022-23	*Exams with fewer than 10 test-takers have been suppressed.			

Nurse Aide

NCCCS Report	Exam Year	# Tested	# Passed	% Passing	Index Score
2019	2017-18	83	56	67%	0.91
2020	2018-19	82	56	68%	0.88
2021	2019-20	43	33	77%	1.00
2022	2020-21	78	60	77%	0.97
2023	2021-22	unknown	unknown	unknown	1.00
2024	2022-23	unknown	unknown	unknown	0.93

Practical Nursing

NCCCS Report	Exam Year	# Tested	# Passed	% Passing	Index Score
2017	2015-16	15	15	100%	
2018	2016-17	17	17	100%	
2019	2017-18	20	20	100%	0.15
2020	2018-19	15	13	87%	0.91
2021	2019-20	15	13	87%	0.95
2022	2020-21	15	*	*	1.03
2023	2021-22	unknown	*	*	1.03
2024	2022-23	unknown	unknown	unknown	1.06

Registered Nursing

NCCCS Report	Exam Year	# Tested	# Passed	% Passing	Index Score
2017	2015-16	33	33	100%	
2018	2016-17	27	25	93%	
2019	2017-18	37	34	92%	1.02
2020	2018-19	39	39	100%	1.1
2021	2019-20	29	29	100%	1.10
2022	2020-21	38	33	89%	1.03
2023	2021-22	unknown	unknown	unknown	1.11
2024	2022-23	unknown	unknown	unknown	1.04

Real Estate Sales

NCCCS Report	Exam Year	# Tested	# Passed	% Passing	Index Score
2017	2015-16	4	1	25%	
2018	2016-17	1	0	0%	
2019	2017-18	4	4	100%	1.5
2020	2018-19	9	6	67%	1.13
2021	2019-20	7	3	43%	0.87
2022	2020-21	14	*	*	0.89
2023	2021-22	*Exams with fewer than 10 test-takers have been suppressed			
2024	2022-23	unknown	unknown	unknown	0.24