

Wake Technical Community College

Fall 2018 • Volume 11 • Number 2

# CareerFocus

## WAKE TECH IS COMING TO THE PARK

PAGE 2

## GETTING A HEAD START ON STEM

PAGE 4

## SHOWCASE YOUR TRANSFERABLE SKILLS

PAGE 5

## "911, WHAT'S YOUR EMERGENCY?"

INSIDE BACK COVER







# 10 Years of Wake Tech Sports



basketball, men's and women's golf, men's and women's soccer, women's softball, and women's volleyball. The college also offers a non-competitive cheerleading and mascot team.

Students have the opportunity to compete in open tryouts throughout the year. For more information on upcoming tryouts, or to request more information about our athletics program visit **waketechsports.com**

## Athletics Highlights:

- Men's basketball 2014 NJCAA Final Four, fourth place finisher
- Men's basketball 2013-2014 regional champion
- Men's basketball 2012-2013 regional runner-up
- Men's soccer 2010 regional runner-up
- Men's golf 2010 regional champion
- Men's golf 2010 national championship tournament



Competitive athletics at Wake Tech, which features nine National Junior College Athletic Association (NJCAA) sanctioned sports, hits a major milestone this year. When the Eagles take the field, hit the court, and tee off this fall, the college will officially celebrate the 10<sup>th</sup> anniversary of Wake Tech Athletics.



Barry Street, Athletic Director, is proud of what the program has accomplished in a short amount of time, "Not only have several of our teams played for a national championship, but our students have excelled in competitive play and in the classroom." Nearly 100 student athletes have continued their academic and playing careers at four-year institutions.

Sports at Wake Tech include men's baseball, men's and women's



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- Computer Skills

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Career Focus is published by Wake Technical Community College to encourage Wake County residents to enrich their lives through lifelong learning, to provide information about careers and Wake Tech's programs of study, and to promote workforce training and economic development. Questions about the Wake Tech programs and services described in this publication should be directed to 919-866-5000. To inquire about advertising in Career Focus, or for questions and comments about this publication, call 919-866-5929.

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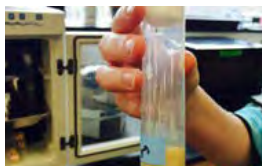
# CareerFocus

## FEATURES

### COVER STORY

- 2 Wake Tech Comes to The Park**  
New Campus Enhances  
Training in Western Wake County

- 4 Getting a Head START on STEM**



- 5 Showcase Your Transferable Skills,  
Stand Out in the Crowd**

- 6 Scott Scholars:  
Where Are They Now?**

- 8 Support Beyond the Classroom**

- 9 REGISTRATION  
Steps to Enroll at Wake Tech**

## PROGRAMS

- 10 WAKE TECH A TO Z  
Shake on It!**

- 13 "911, What's Your  
Emergency?"**

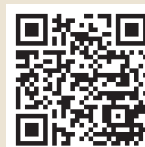


### ON THE COVER

Stephen Luster is enrolled in the Network Management program at Wake Tech. He is working a paid internship at Lenovo and plans to attend classes at the RTP Campus. He will graduate in 2019.

## On the go?

Read CareerFocus anytime on your mobile device, computer or tablet at



waketechnology.mycareerfocus.org

## From the President

Welcome to *CareerFocus*!

Higher education and economic development go hand-in-hand in Wake County, and Wake Tech is proud to play an integral role in both! In this edition of Career Focus, you'll learn all about our new RTP Campus opening soon in Morrisville. The RTP Campus brings Wake Tech's acclaimed academic programs and workforce training closer to students and corporations in western Wake County and Research Triangle Park. We call it a "next-generation learning environment" that's designed to prepare students for the jobs of today and tomorrow.

The RTP Campus is our sixth campus, and ninth location throughout Wake County. We offer evening and Saturday classes – as well as a multitude of programs online.

We can help find the path that's right for you!

Dr. Stephen C. Scott  
President







# Wake Tech Comes to The Park

## New Campus Enhances Training in Western Wake County

**Most students in Wake Tech's Computer Technologies programs are employed shortly after graduating. In fact, many have job offers even before they graduate!**

**W**ith so many tech companies in the Triangle, it's no wonder that Wake Tech's Computer Technologies programs are in high demand. Now these sought-after programs are coming to the college's newest location: the RTP Campus in Morrisville. The 94-acre campus opens soon to bring tech training closer to western Wake County and Research Triangle Park.

"The Triangle is a hub for technology companies like Lenovo, Citrix, Cisco, and Net App," says Dr. Matt Zullo, Department Head for Network

and Computer Technologies. "Our students are trained to meet their needs, and the companies know they can count on our graduates to be well-prepared."

Academic programs at the RTP Campus have been designed to engage high-tech professionals with specializations in Cybersecurity, Business Analytics, IT Storage and Virtualization, Network Management, and more.

"This campus brings higher education and economic development together," says RTP's Chief Campus Officer, Wake Tech Senior Vice President Dr. Rita Jerman. "Our 'next-generation' learning environment prepares students and our region's workers for the highly-specialized workforce the future demands."

# Programs at the RTP Campus

## College/University Transfer

Associate in Arts, Associate in Science, Associate in Engineering

## Career Programs

Accounting, Business Administration, Business Analytics, IT Storage and Virtualization, IT Technical Support, Operations Management, Project Management, Supply Chain Management

## CCP (Career and College Promise)

High school students can earn college credit, tuition free!

## Corporate and Business Solutions

Customized Training, Project Management, Lean Six Sigma



Stephen Luster

Network Management student Stephen Luster is looking forward to taking classes at RTP. "I've been driving 30 minutes to class at the Northern Wake Campus," he says. "This will save time and cut down on the stress of traveling back and forth to class!"

Luster also had the opportunity to work as a paid intern at Lenovo. Work-based learning, a component of many Wake Tech programs, allows students to work in the field while learning and earning college credit. "Internships can be essential for breaking into a career field," says Kathryn Frederick, Wake Tech Coordinator of Work-Based Learning, "Not only do students get real work experience, earn money and

college credit, internships can lead to full-time employment."

Most students in Wake Tech's Computer Technologies programs are employed shortly after graduating. In fact, many have job offers even before they graduate!

"We've developed close relationships with technology companies in the Triangle," says Zullo. "This new campus positions our graduates for the jobs of today and tomorrow."

For students wishing to get their start at Wake Tech and transfer to a university, the RTP Campus offers the Associate in Arts, Associate in Science, and Associate in Engineering. Students complete the first two years

of coursework and earn an associate's degree, and then transfer to pursue an advanced degree. Many of Wake Tech's technical programs – Associate in Applied Science degrees – also has opportunities for transfer.

The RTP Campus also houses Wake Tech's Corporate and Business Solutions division, which provides companies – both large and small — with customized employee training in a variety of formats, from portable learning modules and one-day workshops to more extensive instruction and industry credentialing. Corporate and Business Solutions also offers Project Management and Lean Six Sigma.

The RTP Campus opens this summer with a limited number of general education courses; it will offer technical courses this fall. Phase one includes a 109,000-square-foot classroom building. Ultimately, the campus will have the capacity to serve 7,000 students, with nine buildings and a full array of student resources and services. It is located at 10908 Chapel Hill Road, Morrisville.

 Learn more at [rtp.waketech.edu](https://rtp.waketech.edu)  
#WakeTechRTP



# Getting a Head START on STEM

What do a hydroponic garden, tipsy fruit flies, and a high altitude balloon have in common? Everything, when it comes to STEM! These are just a few of the research projects happening at Wake Tech. They're part of START, the STEM (Science, Technology, Engineering, and Math) Academic Research and Training program. The program encourages students studying different subjects to work together, use their brain power, and communicate with each other – all skills needed in STEM fields!

"Chemists, biologists, engineers, and others in STEM careers aren't always in a lab," says Jackie Swanik, Associate Dean of Mathematics, Sciences & Engineering. "They share research and collaborate on new ideas and innovations. We want our students to be well rounded!"

The students are catching on! The hydroponic herb garden, located in the STEM Lab on the Northern Wake Campus, was truly a team effort. Students assembled the garden, which uses water instead of soil, in a plastic container. They built a motor to keep the water flowing and a wooden box to hold everything. They also met with other students and instructors in the culinary department to discuss what kind of herbs would work best for the project. The communication was vital because the organic herbs are now being used in the kitchens!

Another experiment involves fruit flies. Students are using the insects to study genetic factors that might cause a predisposition to alcoholism in humans.

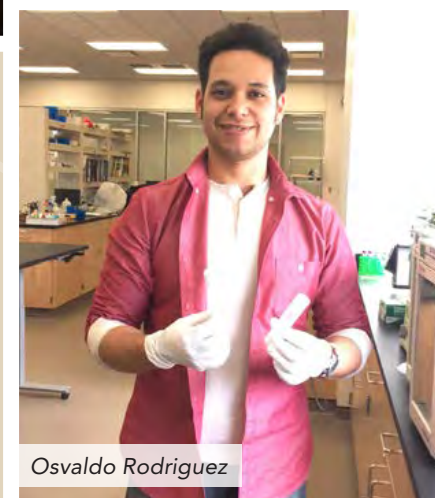
Outdoors, students are planting two pollinator gardens on the Northern Wake Campus that will contain a variety of flowers and plants that attract monarch butterflies. Others are taking their research to new heights. They designed an experiment that was carried into the earth's upper atmosphere by a helium balloon. The cargo was equipped with GPS that allowed students to find it and collect

data after the balloon popped and fell to the ground.

These research projects demonstrate how important it is to work as a team and require students to use what they've learned in their classes. "We want to show them how important general education courses, like calculus, are to a successful STEM career," says Swanik. The projects are diverse and fun, and that's intentional, she says. "We have several different projects to capture a variety of interests. We want students to get excited about STEM!"

Budding scientists like Osvaldo Rodriguez are definitely excited! He and other STEM students showcased their impressive work at the annual meeting of the NC Association of Science held at Wake Tech. Osvaldo says the experience was invaluable. "This was the first time I presented my work to a scientific community outside the classroom. I gained new insight into my strengths and weaknesses as a presenter and I learned how I could improve my research – it was really eye opening!"


That enthusiasm is just what Swanik wants to hear. "We want these



Osvaldo Rodriguez

projects to ignite a spark – one that carries the students through their education and into a career!"

No doubt, there is enthusiasm for STEM at Wake Tech, thanks in part to research that is giving students a head START!

 For more information on STEM education at Wake Tech visit **[STEM.waketech.edu](https://www.waketech.edu)**.

# Showcase Your Transferable Skills, Stand Out in the Crowd




**T**ransferable skills are talents and abilities you acquire that are relevant and essential to future job interests. Identifying transferable skills can assist you in marketing yourself more effectively, and in highlighting your potential contributions to employers.

Here are six key elements to transferable skills:

- Your skills are born out of a combination of things including your **knowledge** (e.g. operating heavy equipment, childcare, skincare), **strengths** (e.g. mathematical intelligence, leadership, public speaking), **attitude** (enthusiasm, professionalism, courtesy), and **experience**.
- Skills become transferable when you can utilize them effectively to serve you in multiple settings. These skills can develop from work experience, internships, class lessons, school organizations, volunteer opportunities, and even from your everyday life roles.
- You can identify your transferable skills by choosing one of your experiences to examine. For example, write down the position you held and your responsibilities. From each of your responsibilities, write down one skill you learned or developed that will benefit your future employer. Reviewing job postings can assist you in identifying these necessary skills.
- The more transferable skills you have to offer, such as attention to detail, customer service, and critical thinking, the more you will be able to present yourself as adaptable and diverse; giving you the opportunity to set yourself apart from other applicants.
- Showcase your transferable skills on your resume through bulleted, action statements describing past jobs. Elaborate on these skills in your cover letter to effectively convey your achievements and abilities.
- Research transferable skills within your career field through websites such as the *Occupational Outlook Handbook* and *O\*Net*.

Life and work experiences shape each one of us uniquely. Explore your skills, research your industry, and stand out in the crowd.

 Learn more at [careers.waketech.edu](https://careers.waketech.edu)

# Scott Scholars: Where Are They Now?

Every year, one deserving student is honored with Wake Tech's most prestigious distinction — the Stephen C. Scott Presidential Scholarship. The program, named in honor of President Stephen Scott, is a merit-based scholarship, providing leadership development opportunities plus up to \$3,500 for tuition, fees and books, a laptop computer, a summer internship placement, and a mentor from senior administration. The program launched in 2012 with an endowment from Wake Tech alumni Mark and Rachel Selisker.

We decided to check in with the first six Wake Tech Scott Scholars. Here's where they are now:



**Candis Parker, 2012 Scott Scholar**

*"Wake Tech helped me figure what I wanted to do!"*

Candis was an event planner and interior designer when she came to Wake Tech to explore her interests. She was drawn to the field of construction, earning a degree in Construction Management. A summer internship at Balfour Beatty turned into a job offer and she's been there ever since! Candis now works in Preconstruction Services, developing business strategies and developing relationships with clients.



**Dana Elhertani, 2013 Scott Scholar**

*"Having the mentorship of Wake Tech's president was a real gift."*

After graduating in 2014, Dana transferred to UNC Chapel Hill to pursue a degree in Computer Science. While at UNC, she interned at SAS and was offered employment upon graduation. She is now an Associate Technical Consultant and works with a variety of clients to assess their technical needs.



**Latesha Sharpe, 2014 Scott Scholar**

*"Being a Scott Scholar taught me many things, including how to network, make connections, and make good decisions to benefit my career."*

Latesha was a stay-at-home mom when she decided to go back to school to pursue her dream of becoming a nurse. An internship helped get her foot in the door at UNC Rex Healthcare, where she now works as a Clinical Support Technician. She has recently been accepted to UNC's School of Nursing, and plans to continue her studies with the goal of earning her PhD.






### Rye Robinson, 2015 Scott Scholar

*"Wake Tech changed my life."*

Rye graduated from Wake Tech with two associate degrees and transferred to NC State University, where he earned a Bachelor of Business Administration/Information Technology. His first job out of college took him to New York, where he now works as an Associate Solutions Architect at Amazon Web Services. He credits Wake Tech with opening his eyes to the world of IT.



### Hannah Moyles, 2016 Scott Scholar




*"My mentor provided an added layer of support that really made a difference."*

A high school valedictorian, Hannah went to Duke University to study neuroscience but quickly realized that wasn't for her. She came to Wake Tech to pursue her true passion: cooking! While earning degrees in Culinary Arts and Baking and Pastry Arts, the Scott Scholarship program helped her land a coveted internship at the Angus Barn in Raleigh. She now plans to attend East Carolina University to pursue a bachelor's degree in hospitality management, possibly an MBA, and one day own her own food service business.



### Aaron Ruff, 2017 Scott Scholar



*"The Scott Scholarship program helped relieve the financial burdens that come with investing in my future."*

Aaron was trying to settle on a major at UNC Greensboro when he realized he wanted to work on cars. He came to Wake Tech and earned a degree in Automotive Technology. Aaron also works part-time as a services officer for the Garner Police Department. He plans to enroll in Basic Law Enforcement Training and become a sworn officer.



You can support the Stephen C. Scott Presidential Scholarship program. Visit [scottscholars.waketech.edu](https://scottscholars.waketech.edu).



# Support Beyond the Classroom



Going to college can be a challenge, but for some students, the hard part is not in the classroom. Hunger and homelessness are serious threats for many as they try to get an education.

In a recent survey, **41%** of Wake Tech students fit the definition of “food insecure” – lacking reliable access to affordable, nutritious food – and **29%** said hunger or housing problems were affecting their academic performance.

Wake Tech is actively engaged in trying to alleviate these problems, on campus and in the community. The Student

Advocacy & Support office was created to address obstacles many students face – barriers that often cause them to stop taking classes or drop out altogether. The office provides assistance with housing and homelessness issues, food insecurity, transportation, and emergency funding needs.

One resource available to students is The Nest, the college food pantry at four Wake Tech locations. The Nest has been a life-saving resource for hundreds of students who stop by for groceries and household essentials as needed. Since it first opened in 2014, **more than 1,300 students** have received vital food assistance. The Nest operates on the Southern Wake Campus, the Northern Wake Campus, the Perry Health Sciences Campus, and at the Beltline Education Center.

The Student Advocacy and Support staff also connects students with resources in the community. Staff members work to build relationships with community partners who have services to offer. After talking with students to understand their situation and specific needs, staff members connect them with community agencies and non-profit organizations, and assist with any paperwork required to apply for services or benefits.

Student Lisa Clymer is very appreciative. “These kinds of resources can make a huge difference in people’s lives.”

For more information, visit [sas.waketech.edu](https://sas.waketech.edu).

## SKILLED TRADES

**SPARK** your interest in a hands-on career!

- Plumbing
- HVAC
- Welding
- Electrical
- Construction Management

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WAKE TECH



# Steps to Enroll at Wake Tech

## 1 Visit [apply.waketech.edu](https://apply.waketech.edu)

- ★ Complete the NC Residency Determination
- ★ Submit online application

## 2 Visit [admissions.waketech.edu](https://admissions.waketech.edu)

- ★ Request financial aid and veterans benefits
- ★ Send transcript(s)
- ★ Schedule a placement test
- ★ Meet with an advisor
- ★ Attend New Student Orientation



## NOW YOU'RE READY TO REGISTER FOR CLASSES!

Browse class offerings and plan your schedule: Visit [webadvisor.waketech.edu](https://webadvisor.waketech.edu), click Future Students, then Search for Curriculum Sections (Step-by-step instructions are available at [wainfo.waketech.edu](https://wainfo.waketech.edu))

Take the Online Learning Readiness Assessment if taking an online course. Visit [eli.waketech.edu](https://eli.waketech.edu)

A graphic with a blue and white geometric background. It features a photo of three students (two men and one woman) smiling. The text "Enroll Now!" is in large white letters. Below it, text reads: "WAKE TECH offers degree programs, training and career credentials to help you land your dream job! Get started today... on a journey that can change your life." At the bottom, it says "CLASSES FILL QUICKLY, SO ACT NOW!" and "apply.waketech.edu | 919.866.5500". The Wake Tech logo is in the bottom right corner.

**Enroll Now!**

WAKE TECH offers degree programs, training and career credentials to help you land your dream job!

Get started today...  
on a journey that can change your life.

**CLASSES FILL QUICKLY,  
SO ACT NOW!**

[apply.waketech.edu](https://apply.waketech.edu) | 919.866.5500

WAKE TECH

## WAKE TECH NOW OFFERS A TUITION PAYMENT PLAN!

### Questions?

#### Admissions

Phone: 919-866-5500  
Email: [admissions@waketech.edu](mailto:admissions@waketech.edu)  
Website: [admissions.waketech.edu](https://admissions.waketech.edu)

#### Advising

Phone: 919-866-5500  
Email: [advising@waketech.edu](mailto:advising@waketech.edu)  
Website: [advising.waketech.edu](https://advising.waketech.edu)

#### Registration

Phone: 919-866-5700  
Email: [registrar@waketech.edu](mailto:registrar@waketech.edu)  
Website: [registrar.waketech.edu](https://registrar.waketech.edu)

# SHAKE On It!

**R**eady to take a bold step that can change your life? Explore the programs below and make a commitment to do it! Wake Tech has more than 200 programs to prepare you for a rewarding career or further study at a university. Welcome to Wake Tech!



## College Transfer

Associate in Arts (AA)

Associate in Science (AS)

Associate in Engineering (AE)

Associate in Fine Arts (AFA)

## Career Programs

### Credentials Key:

AAS = Associate in Applied Science

D = Diploma

C = Certificate

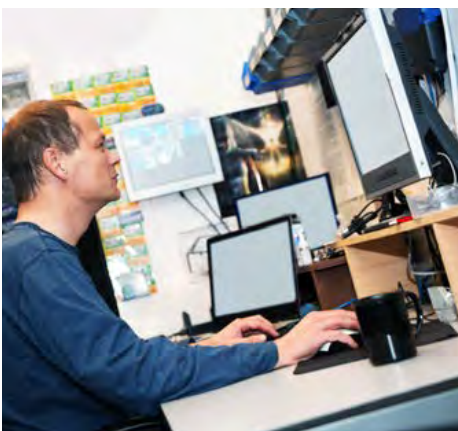
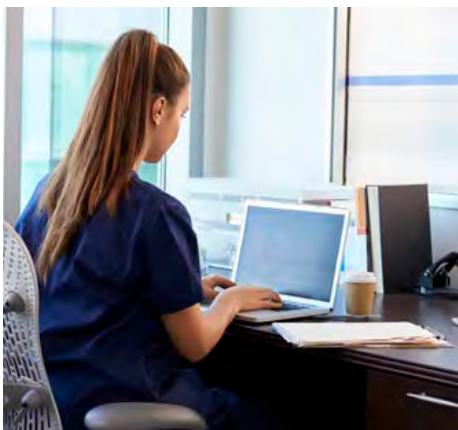


## APPLIED ENGINEERING AND TECHNOLOGIES

Career Path	National Median Salary
Agricultural Systems Technology (AAS, D)	\$24,645-\$47,598
Air Conditioning, Heating & Refrigeration Technology (AAS, D, C)	\$29,472-\$46,964
Architectural Technology (AAS, C)	\$26,434-\$47,319
Automotive Systems Technology (AAS)	\$27,740-\$50,980
Biopharmaceutical Technology (AAS, C)	\$24,568-\$45,082
Civil Engineering Technology (AAS, C)	\$26,892-\$59,321
Collision Repair and Refinishing Technology (AAS, C)	\$32,020-\$54,660
Construction Equipment Systems Technology (AAS, D, C)	\$25,000-\$45,000
Construction Management Technology (AAS, C)	\$34,253-\$43,210
Diesel and Heavy Equipment Technology (AAS, D, C)	\$29,261-\$54,105
Electrical Systems Technology (AAS, D, C)	\$28,000-\$49,282
Electronics Engineering Technology (AAS, C)	\$32,500-\$66,470
Facility Maintenance Technology (AAS, C)	\$30,427-\$41,854
Geomatics Technology (AAS, C)	\$33,483-\$48,913
Heavy Equipment Operator, Management, and Service (AAS, D, C)	\$34,750-\$48,480
Interior Design (AAS)	\$23,691-\$44,862
Mechanical Engineering Technology (AAS, C)	\$34,155-\$47,036
Mission Critical Operations (AAS, C)	\$36,700-\$51,000
Plumbing (D, C)	\$29,076-\$48,682
Welding Technology (AAS, D, C)	\$30,447-\$80,050

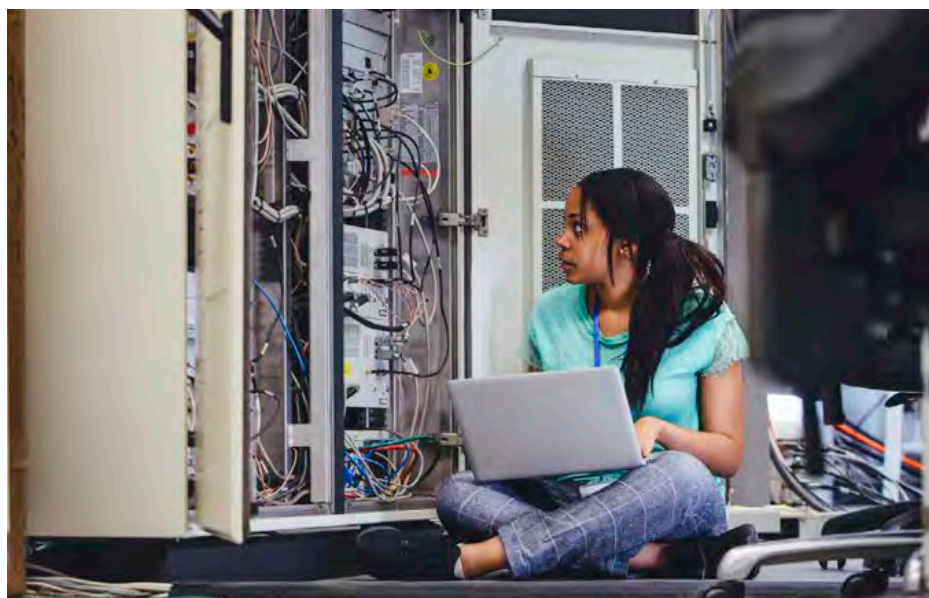
Sources: U.S. Department of Labor [www.bls.gov](http://www.bls.gov), [www.salary.com](http://www.salary.com), [www.nacweb.org](http://www.nacweb.org), and employer surveys. Salaries may vary based on experience, education, and location.





## COMPUTER TECHNOLOGIES

Career Path	National Median Salary
Advertising and Graphic Design (AAS, C)	\$26,100-\$74,700
Information Technology - Cyber Security (AAS, D)	\$43,113-\$100,510
Information Technology - Computer Engineering (AAS)	\$44,000-\$112,000
Information Technology - Computer Programming and Development (AAS, C)	\$50,000-\$107,000
Information Technology - Data Science and Programming Support Services (AAS, C)	\$60,000-\$129,000
Information Technology - Healthcare Business Informatics (AAS)	\$33,087-\$68,680
Information Technology - Mobile Applications Developer (AAS, C)	\$43,000-\$94,000
Information Technology - Network Management (AAS,D, C)	\$36,318-\$77,935
Information Technology - Storage & Virtualization (AAS)	\$33,906-\$74,643
Information Technology - Technical Support (AAS, C)	\$35,000-\$68,680
Information Technology - Web Designer (AAS, C)	\$50,000-\$70,000
Information Technology - Web Developer (AAS, C)	\$50,000-\$85,000
Medical Office Administration - Medical Office Professional (AAS, D, C)	\$32,000-\$45,000
Medical Office Administration - Medical Billing and Coding (AAS)	\$38,000-\$55,000
Medical Office Administration - Healthcare Administration (AAS)	\$38,000-\$55,000
Office Administration - Legal Office (AAS, C)	\$35,000-\$60,000
Office Administration - Office Finance (AAS)	\$32,000-\$50,000
Office Administration - Office Professional (AAS, D, C)	\$30,000-\$45,000
Office Administration - Office Software (AAS, C)	\$32,000-\$50,000
Simulation and Game Development (AAS, C)	\$40,100-\$78,000



Sources: U.S. Department of Labor [www.bls.gov](http://www.bls.gov), [www.salary.com](http://www.salary.com), [www.naceweb.org](http://www.naceweb.org), and employer surveys. Salaries may vary based on experience, education, and location.



## BUSINESS AND PUBLIC SERVICES TECHNOLOGIES

Career Path	National Median Salary
Accounting (AAS, D, C)	\$30,250-\$44,000
Baking & Pastry Arts (AAS, D, C)	\$29,472-\$46,964
Business Administration (AAS, C)	\$37,000-\$83,700
Business Administration/ Global Business Management (AAS, C)	\$37,000-\$85,400
Business Administration/ Human Resources Management (AAS, C)	\$38,040-\$57,400
Business Administration/ Marketing (AAS, C)	\$31,200- \$55,680
Business Analytics (AAS, C)	\$35,000-\$60,000
Cosmetology (AAS, D)	\$15,962-\$47,383
Criminal Justice Technology (AAS, C)	\$32,508-\$56,319
Criminal Justice Technology/Forensic Science (AAS, C)	\$34,410-\$56,360
Culinary Arts (AAS, D, C)	\$23,000-\$55,000
Early Childhood Education (AAS, D, C)	\$20,300-\$45,300
Emergency Medical Science (AAS)	\$21,240-\$56,300
Esthetics (C)	\$24,300-\$36,000
Fire Protection Technology (AAS, C)	\$30,000-\$40,000
Hospitality Management (AAS, D, C)	\$28,640-\$51,030
Supply Chain Management/ Distribution Management (AAS, C)	\$31,000-\$50,000
Supply Chain Management/ Global Logistics Technology (AAS, C)	\$31,000-\$50,000



## HEALTH SCIENCES

Career Path	National Median Salary
Computed Tomography - CT (C)	\$61,317-\$74,110
Dental Assisting (D)	\$37,630-\$53,130
Dental Hygiene (AAS)	\$57,200-\$74,526
Emergency Medical Science (AAS)	\$33,380-\$56,990
Health and Fitness Science (AAS, C)	\$24,130-\$59,830
Healthcare Simulation (AAS)	\$22,734-\$45,011
Human Services Technology (AAS)	\$25,140-\$34,750
Human Services Technology/Mental Health (AAS, C)	\$28,850-\$38,520
Human Services Technology/Substance Abuse (AAS, C)	\$25,140-\$40,400
Magnetic Resonance Imaging (MRI) (D)	\$66,801-\$80,441
Medical Assisting (AAS, D)	\$27,580-\$38,340
Medical Laboratory Technology (AAS)	\$35,692-\$57,720
Nursing, Associate Degree (AAS)	\$61,330-\$79,000
Pharmacy Technology (AAS, D)	\$20,580-\$42,400
Phlebotomy (C)	\$27,350-\$38,800
Radiography (AAS)	\$40,684-\$60,944
Therapeutic Massage (D)	\$27,640-\$57,280

Sources: U.S. Department of Labor [www.bls.gov](http://www.bls.gov), [www.salary.com](http://www.salary.com), [www.nacweb.org](http://www.nacweb.org), and employer surveys. Salaries may vary based on experience, education, and location.





**T**hinking of answering the call to become a 911 Operator? Wake Tech has a class for that.

### What is a Telecommunicator?

Telecommunicators are not sworn officers, but not your typical clerical/administrative worker either. They are a mix, and must be able to comprehend the basics of law and crime, multitask with phones, radios, and computer systems, and act as

a "lifeline" in emergency and crisis situations to officers and the public.

### Why take this class?

Learn the telecommunicator's code of ethics, and how to cope with this high-stress job. Identify crucial terminology, and handle call center equipment. Practice call prioritization, resource allocation, and how each emergency response organization operates.

### Get certified!

The NC Sheriff's Office requires its dispatch center telecommunicators to be certified within one year of

employment. Employees of other law enforcement agency are encouraged to take the class to build skills. Training is free for currently employed telecommunicators. Those seeking employment with an agency may also attend, however, class pre-requisites include: Must be 21 years old, and must provide and meet the NC Sheriffs' Education and Training Standards requirements, which include a documented medical physical and medical history, and criminal background check.

 Learn more at [lawenforcement.waketech.edu](http://lawenforcement.waketech.edu)





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