

CareerFocus

A photograph of a smiling Black man with a short beard, wearing a white button-down shirt. He is positioned in the center-right of the frame. Behind him are several flags, including the American flag and a blue flag with a yellow emblem. The background is slightly blurred.

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New Coach is a Big Hit



It's a new era for women's softball at Wake Tech! The team has a new coach with an impressive record as a player. Hawley Ill comes to Wake Tech after finishing her playing career at St. Andrew's University in Laurinburg, NC. As an All-Conference pitcher, she led in strikeouts while hitting .340. Before that, she was All-Conference at the University of Pikeville in Kentucky, where she played second base.



"I'm thrilled!" Ill says. "I'm excited about the returning players and the new recruits, and I believe we will shock a lot of people this season!"

Hawley started coaching at Wake Tech during the 2017 season. Assistant Athletic Director Stephanie Sports says Coach Ill is a game-changer. "We've been hoping for the right coach to come along, to help this program excel," says Sports. "There's no doubt she's the perfect fit!"

Coach Ill is ready for the challenge ahead and says she plans to help her team grow as players and as young women. "My top priority is making sure they graduate and move on to a four-year program, to continue playing the game they love while getting a college education."

Wake Tech home softball games take place at Pleasant Grove Baptist Church on Lake Wheeler Road in Fuquay-Varina.

For the season schedule, visit waketechsports.com.
Go Eagles!



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CareerFocus 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

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wakotech.mycareerfocus.org

From the President

Welcome to *CareerFocus*!

Wake Tech is proud to count veterans and members of the military among its students, and we provide a host of resources designed with their needs in mind.

Whatever your background, Wake Tech can help you set the stage for success. Ready to enter the workforce, advance in your career, or prepare to transfer to a university? Our programs offer a world of options, and our many locations, flexible schedules, and online classes make education accessible to all.

We're proud to serve the education and training needs of our community. We welcome veterans and invite all those who want to learn and improve their lives to join our ranks!

Dr. Stephen C. Scott
 President



SERVING Those Who Serve OUR COUNTRY

Returning to civilian life after serving in the military can be daunting: Daily decision-making often becomes a challenge for servicemen and women used to rigid routines. Some suffer physical and emotional ailments. Many need to learn new skills and “re-tool” for new careers – and Wake Tech is ready to help them do just that. More than 1,600 veterans turn to Wake Tech each year for re-training, and they find a military-friendly institution, committed to serving those who have served our country.

Forty-three-year-old Aaron Ruffin is among the veterans attending Wake Tech; he served in the U.S. Army for three years. Aaron is now working on an associate’s degree in Medical Office Administration and plans to continue on to earn a bachelor’s degree and eventually open his own business. He says a supportive

environment is vital for veterans: “Getting a helping hand as we transition back to the civilian world is extremely important.”

Wake Tech was designated a Military Friendly® School by Victory Media in 2017. The college offers services that help veterans pursue higher education

and other personal and professional goals, and translate their military training and experience into workplace credentials. The Military and Veteran Programs division is staffed by veterans and skilled civilians who serve as liaisons between the college and the U.S. Department of Veterans Affairs (VA), connecting students with



benefits and referring them to campus and community resources. The college is an official Yellow Ribbon School as well, allowing it to provide financial assistance that is matched by the VA.

Services are offered at both the Southern Wake and Northern Wake campuses. The Veterans Resource Center at Northern Wake is a home base for students, with space for socializing as well as computer stations for working on assignments and resumes, searching for employment, or learning about benefits. "The center is a lifeline for me," Aaron says. "It's a place where I can study and talk with other vets. We learn a lot from each other, and the camaraderie is awesome!" The Veteran's Zone at Southern Wake features a computer lab and activity center with access to counseling and other services.

Wake Tech provides special student ID badges for veterans, and offers "Green Zone" training for college employees. "We teach faculty and staff about the difficulties



Aaron Ruffin

veterans face," says Sam Strickland, SVP for Military and Veteran Programs and also a veteran. "The more they understand, the better they are able to help veterans who may be feeling anxious about coming back to school."

Wake Tech also offers workshops for veterans on topics such as social media and financial literacy, and the college hosts an annual Veterans' Summit that includes a job fair.

"We're proud to be military-friendly," says Strickland. "We want veterans to know we appreciate their service and are here to support them in the next chapter of their lives."

For more information, visit veterans.waketech.edu.

Veterans: College and Career

There are nearly **21 MILLION** veterans in the U.S. today, about **2 MILLION** are women.

The unemployment rate for veterans:

2016 **4.3 %**

2013 **6.6 %**

54% of all military veterans attending college are enrolled in associate degree or certificate programs.

20% of veteran students major in STEM fields.

47% of veteran students have a spouse and/or children.

42% of veteran students work full-time while in college.

Source: Bureau of Labor Statistics, American Council on Education





A Veteran's New Mission: **ENTREPRENEURSHIP**

Kenny Ragsdale, a retired U.S. Army Major and accomplished amateur bodybuilder, always had a passion for fitness. "I knew that when my military career was over I would start my own business helping people achieve their fitness goals," Ragsdale says.

He turned to Wake Tech's Veterans Entrepreneurship Advantage (VEA) program to make that dream a reality. This eight-week, non-credit business planning program – tailored for veterans, active-duty military, and their spouses – shows participants how military training and experience make them uniquely prepared for entrepreneurship.

"The VEA program combines the experience of military professionals with a business curriculum, and it's facilitated by a business consultant who's also a veteran," explains Katie Gailles, Director of Entrepreneurship Initiatives at Wake Tech. Participants explore the business resources available to veterans and learn how to conduct market research, find financing, and determine whether they have what it takes to succeed as a business owner.

Ragsdale completed the VEA program and timed the opening of his gym, Front Line Fitness, in Wake Forest, with his retirement from the Army. Using marketing tips



he learned in class and the discipline he developed while serving his country, Ragsdale generated excitement in the community with the opening of his new venture.

"This has been my life-long dream," Ragsdale says, so I was ecstatic when I found the VEA program. It allowed me to think through every detail and truly enjoy the experience of starting my business."

Learn more at entrepreneurship.waketech.edu

STUDENT SPOTLIGHT

David Kirstein, 2017 SGA President

Current standing: SGA President, working toward A.S. and A.A. degrees

Background/Hobbies: 23 year old native of Apex who enjoys rap freestyling. "Nothing seems quite as good to me as a clutch quatrain 'off the dome."

Education/Career plans: Transfer to a university

Advice for students: From Henry Ford: "When everything seems to be going against you, remember that the airplane takes off against the wind, not with it." My experience is that on the other side of the most trying time of my life were blessings that I never could have dreamed of.

Best thing about Wake Tech is... it has afforded me the opportunity to rediscover myself and to grow.



FACULTY SPOTLIGHT

Alison Consol, 2017 Instructor of the Year

Title: Professor/Program Director, Web Technologies and Advertising & Graphic Design

Background: Teaching at Wake Tech since 2001; Certificate in Excellence in Online Teaching from Washington State University; 2017 Wagner + SmarterServices Distance Education Leadership Award; Online Certification Coordinator for EPIC, Wake Tech's Quality Enhancement Plan

Education: BSBE in Information Technologies, and an MS in Vocational

Education: Information Technologies from East Carolina University

Personal/Family: Two daughters, Tori and Marisa Tegan; both attending grad school in the UK

Hobbies: Biking, hiking, traveling, and drinking the occasional craft cider

Advice: Become a lifelong learner. The half-life of knowledge is rapidly diminishing. To stay current, one needs to keep learning.

Best thing about Wake Tech is... the people!



STAFF SPOTLIGHT

Dr. Kai Wang, 2017 Staff Member of the Year

Title: Senior Dean of Strategic Innovations and Chief Campus Officer of Wake Tech Online

Background: I grew up in Jiangsu Province, China. I came here to pursue my PhD at UNC Chapel Hill. I started as an adjunct faculty member at Wake Tech in 2002, then progressed to instructor and department head for computer programming, before becoming Senior Dean of Strategic Innovations.

Education: Bachelor's degree in Physics from Nanjing University; Master's degree in Geophysics from Institute of Geophysics,

Chinese Academy of Sciences; PhD in Geological Science from UNC Chapel Hill.

Personal/Family: I have been blessed to be married to Yaqing Miao for more than 29 years. We have one son, Miao Wang.

Hobbies: Hiking and reading

Advice: Be a life long learner and apply what you learn to your work.

Best thing about Wake Tech is... it truly supports the local community and leads the way with a campus wide Applied Benchmarking framework as an engine for innovation.



Emergency Medical Science: Heeding the Call for EMTs and PARAMEDICS

"911 — What's your emergency?" Every day, paramedics respond to calls from people in life-or-death situations. These highly-specialized technicians must be able to administer emergency medical care under high-stress conditions – and their services are in high demand. The field is growing rapidly in Wake County, and so is Wake Tech's Emergency Medical Science (EMS) program. Courses cover everything from basic emergency care to advanced trauma and include scenario-based instruction and hands-on learning experiences. Using state-of-the-art equipment, students master the technical and critical thinking skills first responders must have to help in emergencies. Graduates of the two-year program are qualified to take the state licensing exam to become paramedics.

"This program is hard-core," says student Jazmin Hooper, "but it's great! The professors allow us to make mistakes now, so that we're proficient when we're out in the real world. That really boosts our confidence."

Jazmin chose emergency medical science because she likes helping people – and the excitement of responding to emergencies. Professor Lee Wittman says that's exactly what it takes: "I always ask students if they want to help people or want an adrenaline rush. Those best suited for this work have a combination of the two."



Jazmin Hooper

Employment prospects for Wake Tech EMS students are good – in fact, many have job offers before they graduate. Wake County's EMS system plans to hire 70-80 paramedics each year for the next three years just to keep up with population growth. "Wake County is growing by 67 people per day," says Jeffrey Hammerstein, Assistant Chief with Wake County EMS. "Our EMS call volume has increased by nearly 13% over the past few years, and that growth fuels the need for more paramedics."

Demand for the program is so great that it's now being offered to high school students at the new North Wake College and Career Academy. Students there can earn an Emergency Medical Science certificate while they complete their high school coursework – and graduate with 17 credit hours towards an Associate in Applied Science degree at Wake Tech.

The importance of top-notch training cannot be overstated, according to Addison Newman, a 2016 graduate. "Wake Tech's EMS program prepared me for what I may face on any given day," he says. Newman and another Wake County paramedic, Linton Wilder, were first on the scene when



Linton Wilder, Edgar Rodriguez, Addison Newman

17-year old Jonathan Rodriguez was hit by a car in September of 2017. They recently met Jonathan's father, Edgar, who says their efforts saved his son's life: "I can't thank them enough."

If you have a desire to help others, and can work well under pressure, consider a career in Emergency Medical Science. Visit ems.waketech.edu.

Facts and Finds



Just Jot It Down

If you're a fast typist, you probably reach for your computer instead of a pen when you need to take notes.

Not so fast!

Studies show that hand-writing notes stimulates learning comprehension in a way that typing doesn't. "The act of typing effectively turns the note-taker into a transcription zombie," as one Dartmouth College professor puts it. Typists get a lot down, but they absorb and remember very little.

Princeton and UCLA researchers confirm that for retention of material, "the pen is mightier than the keyboard." When students are armed with laptops, their "tendency to transcribe lectures verbatim rather than processing information and reframing it in their own words is detrimental to learning."

Writing is slower than typing, forcing you to interpret content and select what is most important. Putting pen to paper encourages critical thinking, making the material stick in the memory better than the "shallower processing" power of auto-pilot typing.

Source: *Psychological Science Journal*, January 2014.

The Power of Persuasion

Persuasion is a skill that can help you nail a job interview. While it comes naturally to a lucky few, others have to work at it! Persuasive people are, first and foremost, good listeners. They exude confidence (but not arrogance!), and express honesty and level-headedness.

Ken Sundheim, CEO of New York City-based recruiting firm KAS Placement, recommends practicing three things before a job interview:



1. Establishing rapport with the interviewer. Hone in on your interviewer's point of view and pick up on their feelings. If they're excited about something, share in that excitement.
2. Integrating compelling verbiage. Don't speak in long, convoluted sentences and avoid using clichés. Be direct.
3. Avoiding patterns of speech that weaken your persuasive ability — those little "kinda," "sorta," "you know," and "I think" qualifiers that unconsciously slip into your speech.

Above all, give your conversation partner — job interviewer or anyone else — your undivided attention. To speak the language of persuasion, you first must listen.

Source: *Personal Branding Blog*, <http://personalbrandingblog.com/the-language-of-persuasive-interviewers/>

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Learn about programs of study and resources available to you!

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e-News: enews.waketech.edu

Build Your Network, Grow Your Career



Networking is the mindset of building and maintaining a community of colleagues with whom you can share information and learn about emerging trends. Steve Blankenship, with Wake Tech's Career and Employment Resources division, says it's an important skill to maintain for anyone who wants to stay in touch with the local market and grow their career. And it's about more than attending a business networking event once or twice a year.

Fortunately, a few fundamental tips can help anyone establish and nurture a community of colleagues.

FIRST, join a professional association that connects people in your field. Most cities have local chapters, and many chapters allow prospective members (especially students) to attend a first meeting at no charge.

SECOND, volunteer on a regular basis with a non-profit group. Such organizations are always in need of people who will donate their time to events such as: organizing monthly meetings for members; creating newsletters and other communications; working on community service projects; and staffing annual fund-raising campaigns. Connections with other volunteers will prove to be mutually beneficial over time.

THIRD, create and maintain a LinkedIn profile. With over 450 million users worldwide, LinkedIn is the largest professional networking social media site. Having a LinkedIn profile is an important way to be visible in the business community, share insights that benefit others, and be contacted about career opportunities. Wake Tech students can access an excellent LinkedIn tutorial, via Lynda.com, that outlines all the fundamentals for using the site.

FOURTH, pay it forward. Become known as someone who actively assists others. Be the person who shares information, offers to facilitate a connection, or helps colleagues to solve a problem. According to Inc. Magazine, people who practice this kind of "reciprocity" can expect others to return the favor in the future.

Whether you're still in school or gainfully employed, it's always a good time to start building your network. You never know when you might need it down the road!



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Steps to Enroll at Wake Tech

1 Visit apply.waketech.edu

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

2 Visit 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, click **Future Students**, then **Search for Curriculum Sections** (Step by step instructions are available at wainfo.waketech.edu)

Take the **Online Learning Readiness Assessment** if taking an online course. Visit eli.waketech.edu

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Questions?

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Website: admissions.waketech.edu

Advising

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Email: advising@waketech.edu
Website: advising.waketech.edu

Registration

Phone: 919 866 5700
Email: registrar@waketech.edu
Website: registrar.waketech.edu

Share the EXCITEMENT!

Wake Tech has more than 200 programs to prepare you for a rewarding career or further study at a university. And our support services provide the resources you need to reach your goals. Take a look and “follow us” on a path that’s right for you!

College Transfer
Associate in Arts (AA)
Associate in Science (AS)
Associate in Engineering (AE)
Associate in Fine Arts (AFA)

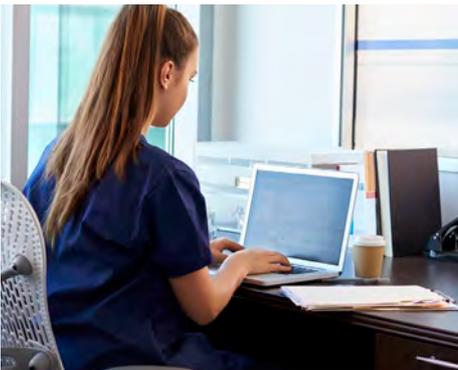
Career Programs		
Credentials Key:		
AAS = Associate in Applied Science	D = Diploma	C = Certificate



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
Geomatics Technology (AAS, C)	\$33,483-\$48,913
Heavy Equipment Operator (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, www.salary.com, 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, C)	\$36,318-\$77,935
Information Technology - Software and Web Development (AAS, C)	\$50,000-\$104,000
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, D, C)	\$40,100-\$78,000



Sources: U.S. Department of Labor www.bls.gov, www.salary.com, 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)	\$54,184-\$67,600
Dental Assisting (D)	\$35,390-\$50,544
Dental Hygiene (AAS)	\$57,200-\$74,526
Health and Fitness Science (AAS, C)	\$24,130-\$59,830
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)	\$54,184-\$67,600
Medical Assisting (AAS, D)	\$25,687-\$35,062
Medical Laboratory Technology (AAS)	\$35,692-\$57,720
Nursing, Associate Degree (AAS)	\$56,000-\$79,000
Pharmacy Technology (AAS, D)	\$20,640-\$54,932
Phlebotomy (C)	\$27,350-\$38,800
Radiography (AAS)	\$40,684-\$60,944
Surgical Technology (D)	\$34,049-\$44,824
Therapeutic Massage (D)	\$30,534-\$54,600

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

Leaving a LEGACY



Leaving a legacy is often a desire to be remembered for what you've contributed to the world or to memorialize a loved one and their contributions. One way to do that is by supporting the people and causes that are important to you – and it's easier than you might think.

For Carol Ann and Richard Theuer, supporting immigrants as they adapt to a new life in the United States is a cause dear to their hearts. Carol Ann and Richard worked for several years in the part of Switzerland where French was the common language. They realized how hard it was to fit in when you don't speak the language. Richard says, "When we arrived, I only spoke four words in French, but by the end of our time there I was able to give a one-hour talk. It was quite an accomplishment for me."

When the Theuers came back to the United States, Carol Ann started teaching English as a Foreign Language, often the first step for immigrants in pursuit of higher education or a career. She taught EFL for eight years at Wake Tech before retiring. "These students are filled with desire and motivation," she says. "It's a rewarding community to work with."

To help EFL students, the Theuers created the Brandecker-Mecca Scholarship in honor of their mothers, who greatly valued education and encouraged their children to pursue post-secondary degrees. Carol Ann's parents were born of

Italian immigrants. Richard's parents were born in Germany and moved to the states as young adults. Richard says "As a child of immigrants, I grew up appreciating how important communication is to success."

"Planned gifts to the Wake Tech Foundation have a tremendous impact"

— Roxanne Miller, Director of Development

Carol Ann has arranged for her IRA to go to Wake Tech in the future, to create EFL scholarships for years to come. "The gift is set up so that we can make adjustments if circumstances change, but we plan to keep funding these scholarships for as long as we can."

"Planned gifts to the Wake Tech Foundation have a tremendous impact," says Roxanne Miller, Director of Development. "Many of these gifts are simple to arrange, reduce your taxable estate, and allow you to retain your assets throughout your lifetime. The flexibility of a planned gift permits you to designate a specific dollar amount, a percentage of your estate, or a piece of property."

There are many ways to give. A few of the simplest to arrange include: designating a gift to the Wake Tech Foundation in your will or living trust, or naming the Foundation as a beneficiary of a retirement plan or life insurance policy. Your planned gift can support an academic program that's important to you, endow a scholarship, or provide for college enhancement through an unrestricted gift.

Share your plans with us! Doing so ensures that your wishes will be followed and helps Wake Tech with long-term planning. Donors are honored on the President's Wall and in the Annual Report, and are invited to join the Legacy Society to be recognized and celebrated as individuals who will have an impact on Wake Tech students for generations to come.

Defining your legacy is one of the most important decisions you will make in your lifetime. To learn more about making a planned gift to the Wake Tech Foundation visit foundation.waketech.edu.

If you've already taken steps to include Wake Tech in your estate plan, thank you! Please let us know so that we can express our gratitude.



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