

Wake Technical Community College
2011 Critical Success Factors
Eight Performance Measures for Accountability
<http://ieandresearch.waketech.edu/index.php?page=publications>

1. Progress of Basic Skills Students: (Performance Standard: 75%) (2009-2010)

Total FTE	Total Served in Literacy	Completed a Level or Goal	Progressing Same Level
14,792	8,019	7%	31%

Did Not Meet Goal	Moved to a Higher Level	Composite Progress %
20%	31%	80%

2. Passing Rates on Licensure and Certification Examinations (Performance Standard: 80% Aggregate Passing Rate) (2009-2010)

Total Number of Test Takers	Total Number Passing	Aggregate Institutional Rate	Number of Exams with a Passing Rate Less Than 70%
441	403	91%	0

	Number Tested	Percent Passed
Basic Law Enforcement Training	58	91%
Dental Hygiene	19	79%
Emergency Medical Technician (EMT)		
EMT	214	92%
EMT-I	24	92%
EMT-P	14	100%
Nursing (Registered Nursing)	75	89%
Radiography	31	97%

3. Performance of College Transfer and AAS Students (Performance Standard: 83% ≥ 2.0). Percent of 2008-2009 College Transfer and AAS Students with a GPA of greater than or equal to 2.0 after two semesters at a UNC Institution

FTE	24 or More Semester Hours		Associate Degree Recipients		Total	
	Number	% ≥ 2.0	Number	% ≥ 2.0	Number	% ≥ 2.0
14,792	571	90%	166	94%	737	90%

4. **Passing Rates of Students in Developmental Courses (Performance Standard: 75%) (2009-2010)**

	# Completed	% Passed
Reading	1,043	84%
Math	4,922	71%
English	2,651	74%
Total	8,616	73%

5. **Success Rate of Developmental Students in Subsequent College-Level Courses (Performance Standard: 80% of students who took developmental courses will pass the “gatekeeper” English and/or Mathematics course for which the developmental course serves as a prerequisite) (2009-2010)**

FTE	English		Math		Total	
	Number	% Passed	Number	% Passed	Number	% Passed
14,792	876	86%	739	90%	1,615	88%

6. **Satisfaction of Program Completers and Non-Completers (Performance Standard: 90%) (2009-2010)**

FTE		Number	Percent Satisfied
14,792	Non-Completers	196	83%
	Completers	868	98%
	Total	1,064	95%

7. **Curriculum Student Retention, Transfer, and Graduation (Performance Standard: 65% of Fall degree seeking students will either re-enroll, transfer, or graduate by the subsequent Fall) (2009-2010)**

FTE	Total Cohort	% Graduated	% Return	% Transfer	% Graduate, Return, or Transfer
14,792	14,774	9%	53%	9%	70%

8. **Business/Industry Satisfaction with Services Provided (Performance Standard: 90%) (2009-2010)**

FTE	Number of Survey Respondents	Percent Satisfied
14,792	2,947	96%