

Wake Technical Community College
2012 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%) (2010-2011)

Total FTE	Total Served in Literacy	Completed a Level or Goal	Progressing Same Level
16,653	7,897	8%	31%

Did Not Meet Goal	Moved to a Higher Level	Composite Progress %
23%	26%	77%

2. Passing Rates on Licensure and Certification Examinations (Performance Standard: 80% Aggregate Passing Rate) (2010-2011)

Total Number of Test Takers	Total Number Passing	Aggregate Institutional Rate	Number of Exams with a Passing Rate Less Than 70%
409	383	94%	0

	Number Tested	Percent Passed
Basic Law Enforcement Training	37	95%
Dental Hygiene	10	100%
Emergency Medical Technician (EMT)		
EMT	211	94%
EMT-I	14	86%
EMT-P	23	100%
Nursing (Registered Nursing)	109	90%
Radiography	26	100%
Cosmetology	6	100%
Esthetician	10	100%

3. Performance of College Transfer and AAS Students (Performance Standard: 83% ≥ 2.0). Percent of 2009-2010 College Transfer and AAS Students with a GPA of greater than or equal to 2.0 after two semesters (2010-2011) at a UNC Institution

FTE	24 or More Semester Hours		Associate Degree Recipients		Total	
	Number	% ≥ 2.0	Number	% ≥ 2.0	Number	% ≥ 2.0
16,653	554	89%	185	92%	739	90%

4. **Passing Rates of Students in Developmental Courses (Performance Standard: 75%) (2010-2011)**

	# Attempted	# Completed	% Passed
Reading	1,471	1,238	86%
Math	6,963	5,154	73%
English	3,272	2,550	77%
Total	11,706	8,942	76%

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) (2010-2011)**

	# Attempted	# Completed	% Passed
English	855	672	81%
Math	1,385	1,081	85%
Total	2,240	1,753	84%

6. **Satisfaction of Program Completers and Non-Completers (Performance Standard: 90%) (2010-2011)**

FTE		Number	Percent Satisfied
16,653	Non-Completers	490	90%
	Completers	1,314	97%
	Total	1,804	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) (2010-2011)**

FTE	Total Cohort	% Graduated	% Return	% Transfer	% Graduate, Return, or Transfer
16,653	16,748	11%	49%	8%	68%

8. **Business/Industry Satisfaction with Services Provided (Performance Standard: 90%) (2010-2011)**

FTE	Number of Survey Respondents	Percent Satisfied
16,653	2,292	96%