

Wake Technical Community College
2009 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%) (2007-2008)

Total FTE	Total Served in Literacy	Completed a Level or Goal	Progressing Same Level
12,296	7,984	5%	54%
Exit Non-Completers	Moved to a Higher Level	Composite Progress Percent	
15%	26%	85%	

2. Passing Rates on Licensure and Certification Examinations (Performance Standard: 80% Aggregate Passing Rate) (2007-2008)

Total Number of Test Takers	Total Number Passing	Aggregate Institutional Rate	Number of Exams with a Passing Rate Less Than 70%
417	374	90%	0

	Number Tested	Percent Passed
Basic Law Enforcement Training	48	90%
Dental Hygiene	15	100%
Emergency Medical Technician (EMT)		
EMT	160	96%
EMT-I	28	71%
EMT –P	10	90%
Nursing (Registered Nursing)	120	89%
Radiography	28	93%
Real Estate (Sales)	23	65%

3. Performance of College Transfer Students (Performance Standard: 83% ≥ 2.0) Percent of 2006-2007 College Transfer 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
12,296	313	87%	134	94%	447	89%

4. **Passing Rates of Students in Developmental Courses (Performance Standard: 75%) (2007-2008)**

	# Completed	% Passed
Reading	820	88%
Math	3,475	72%
English	1,791	77%
Total	6,086	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) (2007-2008)**

FTE	English		Math		Total	
	Number	% Passed	Number	% Passed	Number	% Passed
12,296	209	83%	191	91%	400	87%

6. **Satisfaction of Program Completers and Non-Completers (Performance Standard: 90%) (2007-2008)**

FTE		Number	Percent Satisfied
12.296	Non-Completers	231	96%
	Completers	289	95%
	Total	520	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) (2007-2008)**

FTE	Total Cohort	% Graduated	% Return	% Transfer	% Graduate, Return, or Transfer
12,296	11,691	9%	51%	9%	69%

8. **Business/Industry Satisfaction with Services Provided (Performance Standard: 90%) (2007-2008)**

FTE	Number of Survey Respondents	Percent Satisfied
12,296	1,916	97%