

REPORT CARD

STUDY YEAR 2003-2004



WAKE TECHNICAL COMMUNITY COLLEGE

Office of Institutional Effectiveness and Research

October 2005

This publication is Wake Technical Community College's report card on the college's performance in meeting these prescribed twelve standards established by the state.

INTRODUCTION

In 1999, the North Carolina State Board of Community Colleges and the North Carolina General Assembly adopted a set of twelve performance measures. Beginning with the 2000-2001 academic year these twelve performance standards will be used to measure the accountability level of each of the fifty-eight institutions in the North Carolina Community College System (NCCCS) and a portion (two percent) of their operating budgets (58 community colleges) will be directly linked to six (measures one through five are permanently set by the General Assembly, the sixth measure is identified by each college) of these benchmark measures (Progress of basic skills students; Passing rates for licensure and certification examinations; Goal completion of program completers; Employment status of graduates; Performance of college transfer students; and Employer satisfaction with graduates).

- 1. Progress of basic skills students*
- 2. Passing rates for licensure and certification examinations*
- 3. Goal completion of program completers*
- 4. Employment status of graduates*
- 5. Performance of college transfer students*
- 6. Developmental course passing rates*
- 7. Success of developmental students in college level courses*
- 8. Satisfaction of program completers and non-completers*
- 9. Curriculum student retention and graduation*
- 10. Employer satisfaction with graduates*
- 11. Client satisfaction with customized training*
- 12. Program unduplicated headcount enrollment*

Wake Technical Community College has adopted a new goal matrix which is identical to the Critical Success Factors matrix developed for the North Carolina Community College System. The first goal in the matrix (Core Indicators of Student Success) encompasses the twelve performance standards established by the North Carolina General Assembly. The next four goals (Workforce Development; Diverse Populations Learning Needs; Resources; and Technology)

were specifically established to gauge the System's progress in meeting the objectives in the North Carolina Community College System's 1999-2003 Strategic Plans. The specific data related to these goals will be released in the Critical Success Factor Report 2005 published by the North Carolina Community College System's office.

Goal 1 Core Indicators of Student Success

1. Progress of Basic Skills Students

Description/definition: Basic skills students include all adult literacy students. The percentage of students who progress is based on three measures: (1) progressing within level, (2) completing the level entered or a predetermined goal, and (3) completing the level entered and advancing to a higher level.

Methodology and data source: The indicator measures the progress of basic skills students through the basic skills program. All of the data on literacy students are entered at the college level. Data on the progression of students through the basic skills programs are collected and analyzed using the Literacy Education Information System (LEIS) at the North Carolina Community College System Office.

Standard: A fixed standard of 75%. This measure is a required performance funding measure.

Rationale: The standard is based on data from the last five years for the system.

WAKE TECH DATA:

Wake Tech basic skills students are progressing at 77%. Wake Tech served 7,367 in its Literacy Program in 2003-2004.

2. Passing Rates for Licensure and Certification Examinations

Description/definition: The percentage of first-time test-takers from community college graduates passing an examination required for North Carolina licensure or certification prior to practicing the profession. A licensure requirement for an occupation is one that is required by state statute for an individual to work in that occupation. Certification is generally voluntary but may be required by employers or an outside accrediting agency. Purely voluntary examinations will not be reported.

Methodology and data source: The examination pass rates for each college are reported on a program by program basis. The pass rate for a particular college program will be calculated by dividing the number of first-time test-takers passing the examination by the number of first-time test-takers sitting for the examination. Data are collected by the Planning and Research section of the North Carolina Community Colleges System Office from the agencies issuing the license or certification. The data are collected and analyzed during the fall and reported in the spring.

PROGRESS OF BASIC SKILLS STUDENTS, 2003-2004

INSTITUTIONS	SYSTEM	TOTAL SERVED IN LITERACY	COMPLETED A LEVEL	PROGRESSING SAME LEVEL	MOVED TO A HIGHER LEVEL	EXIT NON- COMPLETER	COMPOSITE PROGRESS
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								MEASURE
Alamance CC	3,676	3,255	9%	58%	20%	13%	87%	
Asheville-Buncombe TCC	5,373	3,908	6%	58%	19%	16%	84%	
Beaufort County CC	1,830	1,087	6%	50%	24%	21%	79%	
Bladen CC	1,533	726	11%	40%	25%	24%	76%	
Blue Ridge CC	2,438	1,409	13%	45%	21%	21%	79%	
Brunswick CC	1,321	900	9%	61%	24%	6%	94%	
Caldwell CC & TI	3,625	2,377	10%	52%	14%	24%	76%	
Cape Fear CC	6,518	3,243	3%	52%	23%	22%	78%	
Carteret CC	1,722	892	15%	43%	20%	21%	79%	
Catawba Valley CC	4,485	3,125	9%	57%	17%	17%	83%	
Central Carolina CC	5,174	4,801	12%	62%	16%	10%	90%	
Central Piedmont CC	12,113	10,952	13%	40%	26%	21%	79%	
Cleveland CC	2,693	694	23%	39%	22%	16%	84%	
Coastal Carolina CC	4,170	3,987	9%	50%	27%	15%	85%	
College of The Albemarle	2,236	2,747	11%	56%	11%	22%	78%	
Craven CC	2,688	1,759	6%	54%	22%	18%	82%	
Davidson County CC	3,339	3,256	10%	40%	36%	14%	86%	
Durham TCC	4,441	4,333	4%	52%	19%	24%	76%	
Edgecombe CC	2,459	1,955	6%	57%	14%	23%	77%	
Fayetteville TCC	10,076	6,604	4%	47%	29%	20%	80%	
Forsyth TCC	6,319	5,080	7%	40%	29%	24%	76%	
Gaston College	4,407	2,617	13%	37%	28%	22%	78%	
Guilford TCC	7,864	5,842	6%	50%	21%	22%	78%	
Halifax CC	1,783	1,168	8%	49%	24%	19%	81%	
Haywood CC	1,853	954	11%	52%	18%	19%	81%	
Isothermal CC	2,196	1,727	8%	64%	19%	10%	90%	
James Sprunt CC	1,446	890	12%	57%	12%	19%	81%	
Johnston CC	3,606	1,950	12%	50%	13%	26%	74%	
Lenoir CC	3,048	2,351	6%	58%	18%	18%	82%	
Martin CC	1,080	811	8%	61%	24%	7%	81%	
Mayland CC	1,458	1,197	12%	45%	27%	16%	84%	
McDowell TCC	1,319	894	9%	42%	24%	25%	77%	
Mitchell CC	2,218	2,212	14%	46%	16%	24%	76%	
Montgomery CC	900	546	3%	40%	21%	37%	63%	
Nash CC	2,357	1,722	3%	55%	22%	20%	80%	
Pamlico CC	487	352		36%	34%	24%	76%	
Piedmont CC	2,222	1,100	15%	46%	17%	22%	78%	
PittCC	5,227	2,613	7%	50%	18%	25%	75%	
Randolph CC	2,544	2,235	5%	67%	18%	10%	92%	
Richmond CC	1,973	1,913	6%	51%	21%	21%	79%	
Roanoke-Chowan CC	996	714	6%	59%	8%	26%	74%	
Robeson CC	1,480	3,071	5%	53%	23%	19%	81%	
Rockingham CC	2,162	1,019	11%	38%	37%	15%	85%	
Rowan-Cabarrus CC	4,854	3,862	11%	47%	22%	21%	79%	
Salisbury CC	1,722	1,025	11%	47%	18%	24%	76%	
Sandhills CC	3,808	1,763	6%	47%	23%	24%	76%	
Southeastern CC	1,910	1,462	12%	43%	21%	24%	76%	
South Piedmont CC	2,429	2,467			22%	17%	83%	
Stallins CC			9%	41%	26%	24%	76%	
Stanly CC	2,230	1,441	10%	47%	21%	22%	78%	
Swain CC		1,902	8%	50%	19%	24%	76%	
Tarboro CC								
Tarleton CC								
Taylorsville CC	1,255	536	11%	49%	23%	17%	83%	
Vance-Granville CC	4,240		15%	39%	21%	25%	75%	
Wake TCC	10,047		8%	51%	18%	23%	77%	
Yancey CC	3,503	3,101	14%	38%	24%	24%	76%	
Western Piedmont CC	2,992	2,823	10%	51%	14%	25%	75%	
Wilkes CC	3,083	1,865	4%	58%	17%	22%	78%	
Wilson TCC	2,186	1,857	6%	49%			75%	
System Totals	192,693	140,922	9%	49%	22%		80%	

Standard: An aggregate institutional passing rate of 80% is required for all first-time takers of licensure/certification examinations, plus no passing rate must fall below 70% for any single examination. This measure is a required performance funding measure.

WAKE TECH DATA:

Wake Tech passing rate on licensure and certification exams: 2003-2004

	CURRICULUM	NUMBER TESTED	PERCENT PASSED
Nursing		33	94%
Nursing Assisting		48	100%
BLET		47	98%
Dental Assisting		19	100%
Medical Laboratory Technology American Society for Clinical Pathology		4	100%
National Certification Agency for Laboratory Personnel		2	100%
Phlebotomy American Society for Clinical Pathology		6	100%
National Certification Agency for Phlebotomy		4	100%
Radiography Technology		16	100%
Medical Assisting		19	89.4%
Emergency Medical Science EMT		116	94%
EMT-I		27	93%
EMT-P		12	75%
Real Estate Sales		45	73%

3. Goal Completion of Program Completers

Description/ definition: The proportion of graduates of certificate, diploma, and degree programs who report that their primary goal in attending has been met.

Methodology and data source: The data are collected by survey, with each college using a standard set of questions. A response rate of 50% is suggested, and a minimum of 15 respondents will be required to report the data at the institutional level.

Standard: 95% of program completers will report goal completion. This measure is a required performance funding measure.

WAKE TECH DATA:

99% of Wake Tech program completers (580 surveys returned) reported goal completion (2003-2004)

4. Employment Status of Graduates

Description/definition: The proportion of identified community college completers who are employed within one year of last attendance.

Methodology and data sources: With the North Carolina Common Follow-up System (CFS), we are now able to accurately track students' employment status after they leave the colleges.

The common Follow-up System (CFS) is a cooperative venture of the participating state agencies under the auspices of the North Carolina State Occupational Information Coordinating Committee (NC SOICC). The CFS provides a highly efficient and cost effective method for collecting follow-up information for education, employment, and training program participants statewide. CFS is maintained by the Employment Security Commission (ESC).

Each year the agencies involved in the CFS submit unit record data on participants to the ESC. Among the agencies included in this process are the public high schools, community colleges, and the four-year public universities. Each agency's database containing information on employment, employer, quarterly wages, receipt of unemployment benefits, and participation in other agencies' programs is returned to each submitting agency. The database each agency receives is limited to the participants that the agency submits for the data match. This is to say, the database received by community colleges has information only on community college students.

Once the CFS data base is received, it is matched against the Curriculum Student Progress Information System (CSPIS) database and the following year curriculum student registration database. This matching is conducted to determine demographic characteristics of the participants, such as students' completion status at the end of the academic year and whether they re-enroll the following year. Students who obtain an associate degree, certificate, or

PERCENT OF COMPLETERS WHO REPORT MEETING THEIR GOAL FOR ATTENDING A COMMUNITY COLLEGE, 2003-2004

INSTITUTION	TOTAL HE	NUMBER OF RESPONSES	PERCENT COMPLETED GOAL
Alamance CC	3,676	222	100%
Asheville-Buncombe TCC	5,373	529	100%
Beaufort County CC	1,830	139	98%
Bladen CC	1,533	88	100%
Blue Ridee CC	2,438	201	100%
Brunswick CC	1,321	173	94%
CaldwelJ CC & TI	3,625	263	99%
Cape Fear CC	6,518	1,085	98%
Carteret CC	1,722	123	98%
Catawba ValJev CC	4,485	760	100%
Central Carolina CC	5,174	326	99%
Central Piedmont CC	12,113	382	99%
Cleveland CC	2,693	218	99%
Coastal Carolina CC	4,170	615	100%
ColJege of The Albemarle	2,236	234	99%
Craven CC	2,688	65	100%
Davidson County CC	3,339	211	99%
Durham TCC	4,441	203	100%
Edgecombe CC	2,459	120	100%
Fayetteville TCC	10,076	652	100%
Forsyth TCC	6,319	465	100%
Gaston ColJeee	4,407	585	100%
Guilford TCC	7,864	646	99%
Halifax CC	1,783	151	99%
Havwood CC	1,853	173	100%
Isothermal CC	2,196	189	99%
James Sprunt CC	1,446	111	100%
Johnston CC	3,606	103	100%
Lenoir CC	3,048	237	99%
Martin CC	1,080	45	98%
Mayland CC	1,458	153	100%
McDowelJ TCC	1,319	133	100%
MitchelJ CC	2,218	150	99%
Monteomerv CC	900	100	99%
Nash CC	2,357	99	100%
Pamlico CC	487	58	100%
Piedmont CC	2,222	137	100%
Pitt CC	5,227	274	99%
Randolph CC	2,544	224	96%
Richmond CC	1,973	226	100%
Roanoke-Chowan CC	996	103	100%
Robeson CC	3,460	209	99%
Rockingham CC	2,162	202	100%
Rowan-Cabarrus CC	4,854	305	100%
Sampson CC	1,722	126	99%
Sandhills CC	3,808	282	99%
South Piedmont	1,910	122	95%
Southeastern CC	2,429	222	100%
Southwestern CC	2,130	177	100%
Stanly CC	2,230	211	94%
SUTTY CC	3,263	296	96%
Tn-County CC	1,255	147	99%
Vance-Granville CC	4,440	245	99%
Wake TCC	10,047	580	99%
Wayne CC	3,503	378	100%
Western Piedmont CC	2,994	312	99%
Wilkes CC	3,083	367	100%
Wilson TCC	2,186	202	99%
System Totals	192,693	15,354	99%

diploma in the year given and do not re-enroll in any of the colleges the following year are defined as “exit completers.”

Standard: 95% is the standard. The percentage will be corrected for the average annual unemployment rate in the service area of each college in the following way: compute the difference between the state’s average annual unemployment rate and that of the service area and divide by 2. This amount will be deducted from (for colleges with unemployment rates **higher** than the state average) or added to (for colleges with unemployment rates **lower** than the state average) the 90 percent. This measure is a required performance funding measure.

WAKE TECH DATA: 99.66% of 2002-2003 Wake Tech Graduates were employed within one year of graduating

5. Performance of College Transfer Students

Description/definition: College transfer programs provide educational experiences that will enable transfer students to make the transition to a baccalaureate program and perform as well as the students who enroll as first-time freshmen at universities. The purpose of this measure is to compare the performance of community college associate degree students who transfer to public North Carolina universities with students native to the four-year institution.

Methodology and data source: The cohorts consist of college transfer students entering the public universities each fall. One cohort analysis compares the performance of college transfer degree recipients (AA, AS, AFA) at the end of two semesters at the public university to the performance of native juniors. The other cohort analysis compares the performance of college transfer students completing at least 24 hours or more but not completing the degree at a community college to the performance of native sophomores. The two cohorts will be combined for this analysis. There must be at least ten students for a community college to have this measure reported for accountability purposes. Performance data on students who transfer to a four-year institution are provided by the University of North Carolina General Administration and include only those students who transferred to one of the 16 constituent institutions of the UNC System. No data are available from the private colleges and universities in North Carolina.

Standard: Performance of community college transfer students will be equivalent to the performance of native UNC sophomores and juniors: 86.8 percent of the community college transfer students identified in the two cohorts will have a GPA greater than or equal to 2.0 after two semesters at a UNC institution. This measure is a required performance funding measure.

Rationale: For students who completed an AA, AS, or AFA degree in 2002-2003 and transferred to a UNC institution within one year, 87.2 percent had a GPA equal to or greater than 2.0 after two semesters at a university. For those students who completed 24 or more semester hours in community colleges and transferred to a UNC institution, 81.0 percent had a GPA equal to or greater than 2.0 after two semesters at a university. When the data for both groups are combined, 83.1 percent of the transfers had a GPA equal to or greater than 2.0 after two semesters at a UNC institution or private institutions.

WAKE TECH DATA:

86.4% of Wake Tech college transfer students (2002-2003) attained an overall GPA of 2.0 or higher after completing one academic year at a UNC system institution.

PERCENT OF 2002-03 GRADUATES EMPLOYED WITHIN ONE YEAR OF COMPLETION

INSTITUTION	FTE	PERFORMANCE STANDARD ADJUSTED FOR LOCAL UNEMPLOYMENT*	NUMBER OF GRADUATES (MINUS INMATES AND MISSING STUDENTS)	PERCENT OF 2002-03 GRADUATES EMPLOYED WITHIN ONE YEAR OF GRADUATING
Alamance CC	3,676	95.00%	360	100.00"/0
Asheville-Buncombe TCC	5373	96.00%	594	99.83%
Beaufort County CC	1830	94.00%	158	98.73%
Bladen CC	1,533	94.00%	78	100.00"/0
Blue Ridge CC	2438	95.00%	124	98.39%
Brunswick CC	1,321	94.00%	120	98.33%
Caldwell CC & TI	3,625	96.00%	127	100.00"/0
Cape Fear CC	6518	94.00%	841	99.52%
Carteret CC	1722	95.00%	187	100.00"/0
Catawba Vallev CC	4485	96.00%	204	99.51%
Central Carolina CC	5174	95.00%	458	98.69%
Central Piedmont CC	12113	96.00%	420	99.52%
Cleveland CC	2693	94.00%	238	99.58%
Coastal Carolina CC	4,170	95.00%	359	99.16%
College of The Albemarle	2236	94.00%	246	99.19%
Craven CC	2688	95.00%	201	97.01%
Davidson County CC	3339	95.00%	475	100.00"/.
Durham TCC	4,441	96.00%	347	100.00"/0
Edgecombe CC	2,459	94.00%	174	100.00"/0
Fayetteville TCC	10,076	95.00%	748	98.93%
Forsyth TCC	6,319	96.00%	446	99.10"/0
Gaston College	4,407	95.00%	287	99.65%
Guilford TCC	7,864	95.00%	195	99.49%
Halifax CC	1,783	95.00%	119	99.16%
Havwood CC	1,853	94.00%	151	100.00"/0
Isothermal CC	2,196	94.00%	259	99.61%
James Sprunt CC	1,446	95.00%	255	99.22%
Johnston CC	3,606	96.00%	543	98.90"/0
Lenoir CC	3,048	94.00%	239	99.58%
Martin CC	1,080	93.00%	103	100.00"/0
Mavland CC	1,458	94.00%	149	100.00"/.
McDowell TCC	1,319	95.00%	133	100.00"/0
Mitchell CC	2,218	95.00%	210	99.52%
Montgomery CC	900	95.00%	120	100.00"/0
NashCC	2,357	94.00%	80	100.00"/.
Pamlico CC	487	95.00%	46	89.13%
Piedmont CC	2,222	94.00%	89	94.38%
PittCC	5,227	94.00%	408	99.75%
Randoloh CC	2,544	95.00"/0	250	99.20"/.
Richmond CC	1,973	95.00%	210	100.00"/0
Roanoke-Chowan CC	996	94.00%	83	100.00"/0
Robeson CC	3,460	95.00%	298	100.00"/0
Rockingham CC	2162	94.00%	240	100.00"/0
Rowan-Cabarrus CC	4854	96.00%	377	99.20"/0
Sampson CC	1,722	94.00%	201	99.00"/0
Sandhills CC	3808	95.00%	195	99.49%
South Piedmont	1910	95.00%	124	100.00"/0
Southeastern CC	2,429	95.00%	218	99.08%
Southwestern CC	2130	94.00%	206	99.51%
Stanlv CC	2230	95.00%	256	98.83%
Surry CC	3263	95.00%	188	100.00"/0
Tri-Countv CC	1255	93.00%	126	100.00"/.
Vance-Granville CC	4440	94.00%	299	99.33%
Wake TCC	10 047	96.00%	891	99.66%
Wayne CC	3503	95.00%	302	99.67%
Western Piedmont CC	2994	95.00%	313	99.68%
Wilkes CC	3083	94.00%	368	100.00"/0
Wilson TCC	2,186	95.00%	218	100.00"/0
Svstem Totals	192,693	95.00"/0	15654	99.43%

*College!>" mUSI meet or eX"eed this adjusted sianard

PERCENT OF 2002-03 COLLEGE TRANSFER STUDENTS WITH A GPA OF > = 2.0 AFTER
TWO SEMESTERS AT A UNC INSTITUTION

INSTITUTION	TOTAL FTE	24 or More Semester Hours		Associate Degree Recipient		Total	
		Number	Percent >=2.0	Number	Percent >=2.0	Number	Percent >=2.0
Alamance CC	3,676	53	86.8%	10	90.0%	63	87.3%
Asheville-Buncombe TCC	5,373	53	90.6%	54	88.9%	107	89.7%
Beaufort County CC	1,830	21	76.2%	9	88.9%	30	80.0%
Bladen CC	1,533	28	78.6%	4	75.0%	32	78.2%
Blue Ridge CC	2,438	17	82.4%	●●	●●	17	82.4%
Brunswick CC	1,321	11	54.6%	20	95.0%	31	80.7%
Caldwell CC & TI	3,625	89	86.5%	14	100.0%	103	88.3%
Cape Fear CC	6,518	159	82.4%	186	85.0%	345	83.8%
Carteret CC	1,722	26	92.3%	16	87.5%	42	90.5%
Catawba Valley CC	4,485	54	70.4%	13	84.6%	67	73.2%
Central Carolina CC	5,174	30	83.3%	25	92.0%	55	87.3%
Central Piedmont CC'	12,113	285	79.0%	89	83.2%	374	80.0%
Cleveland CC	2,693	13	38.5%	3	66.7%	16	43.8%
Coastal Carolina CC	4,170	48	87.5%	41	95.1%	89	91.0%
College of The Albemarle	2,236	24	79.2%	31	90.3%	55	85.5%
Craven CC	2,688	28	78.6%	18	83.3%	46	80.4%
Davidson County CC'	3,339	35	85.7%	16	100.0% ¹⁰	51	90.2%
Durham TCC	4,441	65	81.5%	36	94.4%	101	86.1%
Edinboro CC	2,459	4	100.0%	3	66.7%	7	85.7%
Fayetteville TCC	10,076	87	86.2%	39	82.1%	126	84.9%
Forsyth TCC'	6,319	92	77.2%	29	89.7%	121	80.2%
Gaston College'	4,407	81	84.0%	39	94.9%	120	87.5%
Guilford TCC	7,864	139	84.2%	4	75.0%	143	83.9%
Halifax CC'	1,783	●●	●●	13	84.6%	13	84.6%
Haywood CC	1,853	11	81.8%	15	73.3%	26	76.9%
Isothermal CC	2,196	15	66.7%	23	87.0%	38	79.0%
James Sprunt CC'	1,446	20	95.0%	12	91.7%	32	93.8%
Johnston CC	3,606	26	69.2%	13	76.9%	39	71.8%
Lenoir CC	3,048	19	57.9%	29	75.9%	48	68.8%
Martin CC	1,080	11	90.9%	4	100.0%	15	93.3%
Mayland CC	1,458	6	50.0%	4	100.0%	10	70.0%
McDowell TCC	1,319	10	50.0%	17	76.5%	27	66.7%
Mitchell CC	2,218	25	84.0%	16	81.3%	41	82.9%
Montgomery CC	900			"	●●	"	"
Nash CC	2,357	26	84.6%	6	83.3%	32	84.4%
Pamlico CC	487	●●	"			"	●●
Piedmont CC	2,222	16	68.8%	4	100.0% ¹⁰	20	75.0%
PittCC	5,227	84	79.8%	33	93.9%	117	83.8%
Randolph CC	2,544	23	91.3%	12	83.3%	35	88.6%
Richmond CC	1,973	18	77.8%	12	91.7%	30	83.4%
Roanoke-Chowan CC	996	9	55.6%	3	100.0%	12	66.7%
Robeson CC	3,460	11	90.9%	3	66.7%	14	85.7%
Rockingham CC	2,162	18	72.2%	22	90.9%	40	82.5%
Rowan-Cabarrus CC	4,854	70	75.7%	23	82.6%	93	77.4%
Sampson CC	1,722	22	86.4%	5	100.0%	27	88.9%
Sandhills CC'	3,808	26	92.3%	6	100.0%	32	93.7%
South Piedmont'	1,910	18	77.8%	"	"	18	77.8%
Southeastern CC	2,429	31	74.2%	27	85.2%	58	79.3%
Southwestern CC	2,130	26	69.2%	23	78.3%	49	73.5%
Stanly CC'	2,230	9	88.9%	12	91.7%	21	90.5%
Surry CC'	3,263	85	83.6%	54	96.3%	139	88.5%
Tn-County CC	1,255	18	88.9%	11	100.0%	29	93.1%
Vance-Granville CC	4,440	23	95.7%	10	90.0%	33	94.0%
Wake TCC	10,047	261	84.7%	113	90.3%	374	86.4%
Wayne CC	3,503	64	71.9%	25	96.0%	89	78.7%
Western Piedmont CC'	2,994	37	83.8%	22	95.5%	59	88.2%
Wilkes CC	3,083	35	77.1%	37	83.8%	72	80.5%
Wilson TCC	2,186	11	81.8%	●●	"	11	81.8%
System Totals	192,693	2,526	81.0%	1,308	87.2%	3,834	83.1%

•Includes data from private colleges and universities.
••Number too small to report without violating students' privacy.

Wake Tech had 90.3% of their 113 College Transfer Associate Degree Recipients (2002-2003) attain an overall GPA of 2.0 or higher after completing two semesters at a UNC institution.

84.7% of the 261 Wake Tech students who completed 24 or more semester hours (2002-2003) (but did not earn an associate degree) and transferred to a UNC system institution attained an overall GPA of 2.0 or higher after completing two semesters at a UNC institution.

6. Developmental Course Passing Rates

Description/definition: The developmental course passing rates for all developmental English, mathematics, and reading.

Methodology and data source: The North Carolina Community Colleges System Office has developed a computer program to identify developmental courses, identify students who are enrolled in these courses, and calculate passing rates for these courses. The number and percent of students completing these courses with a grade of “C” or better will be calculated.

Standard: 70% passing rate for all developmental courses.

WAKE TECH DATA:

During the 2003-2004 academic year Wake Tech had an overall passing rate of 86% (out of 4,575 students) (grades of "C" or better).

7. Success of Developmental Students in College-Level Courses

Description/definition: The performance of developmental students in subsequent college level courses will be compared with the performance of non-developmental students in those courses. Specifically, performance of students in English 111 will be used to assess developmental english; performance in the first college-level mathematics course will be used to assess developmental mathematics; and performance in the first social science course after completion of developmental reading will be used to assess developmental reading.

Issues: The purpose of this measure is to provide evidence that the high standard may encourage imposing entry requirements for certain curricula and have the effect of reducing access for students.

Standard: No statistically significant differences in the performance of developmental students as compared to non-developmental students. The expectation is that developmental students who complete successfully the prescribed sequence of courses will be as successful as non-developmental students in their programs of study.

WAKE TECH DATA:

The developmental student-passing rate was 80% out of 752 students. The non-developmental student-passing rate was 85% out of 3,412 students.

PASSING RATES OF STUDENTS IN DEVELOPMENTAL COURSES,
2003-2004

INSTITUTION	HE	ENGLISH		MATH		READING		TOTAL	
		# Completed	% Passed	# Completed	% Passed	# Completed	% Passed	# Completed	% Passed
Alamance CC	3,676	770	90% ¹⁰	1,247	83%			2,017	86%
Asheville-Buncombe TCC	5,373	472	93%	1,110	86%	358	94%	1,940	89%
Beaufort County CC	1,830	155	78%	332	76%	177	70%	664	75%
Bladen CC	1,533	313	77%	475	88%	110	81%	898	83%
Blue Ridge CC	2,438	310	85%	623	78%	195	76%	1,128	80%
Brunswick CC	1,321	230	47%	481	65%			711	59%
Caldwell CC & TI	3,625	378	87%	1,032	78%	392	86%	1,802	82%
Cape Fear CC	6,518	1,130	74%	1,884	69%			3,014	71%
Carteret CC	1,722	182	76%	566	83%	157	81%	905	81%
Catawba Valley CC	4,485	727	88%	1,729	80%	740	87%	3,196	83%
Central Carolina CC	5,174	236	92%	536	79%	375	89%	1,447	85%
Central Piedmont CC	12,113	2,820	85%	4,377	74%	1,844	85%	9,041	80%
Cleveland CC	2,693	231	95%	863	87%	244	94%	1,338	90%
Coastal Carolina CC	4,170	488	91%	1,610	70%	359	86%	2,457	77%
College of The Albemarle	2,236	242	90% ¹⁰	740	87%	212	81%	1,194	87%
Craven CC	2,688	419	90% ¹⁰	1,076	80%	112	91%	1,607	83%
Davidson County CC	3,339	347	85%	900	83%	349	90%	1,596	85%
Durham TCC	4,441	1,108	81%	1,983	71%	953	69%	4,044	73%
Edgecombe CC	2,459	690	84%	831	74%			1,521	79%
Fayetteville TCC	10,076	1,428	75%	4,019	72%	981	77%	6,428	73%
Forsyth TCC	6,319	565	95%	1,449	87%	560	90%	2,574	89%
Gaston College	4,407	466	78%	1,737	75%	365	83%	2,568	77%
Guilford TCC	7,864	1,022	87%	2,708	83%	742	91%	4,472	85%
Halifax CC	1,783	307	87%	678	75%	79	87%	1,064	79%
Haywood CC	1,853	114	74%	416	68%	82	94%	612	73%
Isothermal CC	2,196	266	87%	828	62%	176	81%	1,270	70%
James Sprunt CC	1,446	218	85%	341	77%	185	95%	744	84%
Johnston CC	3,606	263	94%	625	90%	260	82%	1,148	89%
Lenoir CC	3,048	349	95%	781	89%	315	91%	1,445	91%
Martin CC	1,080	166	70% ¹⁰	225	77%	111	87%	502	77%
Mavland CC	1,458	106	72%	239	59%	140	73%	485	66%
McDowell TCC	1,319	196	99%	302	99%	73	99%	571	99%
Mitchell CC	2,218	379	79%	664	80%	328	92%	1,371	83%
Montgomery CC	900	127	87%	251	77%	68	85%	446	81%
NashCC	2,357	557	86%	812	62%	267	86%	1,636	74%
Pamlico CC	487	42	93%	93	94%			135	94%
Piedmont CC	2,222	289	82%	420	88%	203	94%	912	87%
PittCC	5,227	1,337	84%	2,451	73%			3,788	77%
Randolph CC	2,544	187	75%	625	88%	67	85%	879	85%
Richmond CC	1,973	262	83%	383	88%	305	87%	950	86%
Roanoke-Chowan CC	996	313	76%	504	78%	221	82%	1,038	78%
Robeson CC	3,460	594	87%	1,057	79%	590	84%	2,241	82%
Rockingham CC	2,162	342	89%	798	91%	240	71%	1,380	87%
Rowan-Cabarrus CC	4,854	915	89%	1,869	84%	509	93%	3,293	87%
Samoson CC	1,722	302	91%	495	73%	265	93%	1,062	83%
Sandhills CC	3,808	840	90% ¹⁰	1,028	83%	334	94%	2,202	87%
South Piedmont	1,910	186	82%	348	77%			534	79%
Southeastern CC	2,429	274	81%	764	72%	374	86%	1,412	77%
Southwestern CC	2,130	179	88%	519	90%	88	98%	786	90%
Stanly CC	2,230	225	91%	283	94%			508	93%
Surry CC	3,263	225	84%	998	73%	282	82%	1,505	76%
Tri-County CC	1,255	107	94%	259	92%	3	100%	369	93%
Vance-Granville CC	4,440	868	74%	1,525	68%	511	72%	2,904	71%
Wake TCC	10,047	1,067	86%	2,773	84%	735	92%	4,575	86%
Wayne CC	3,503	498	86%	1,139	84%	363	96%	2,000	87%
Western Piedmont CC	2,994	523	98%	1,022	80%	9	67%	1,554	86%
Wilkes CC	3,083	390	82%	557	82%	160	86%	1,107	83%
Wilson TCC	2,186	481	92%	626	77%	363	89%	1,470	85%
System Totals	192,693	28,223	85%	59,006	78%	16,931	85%	104,160	81%

¹⁰Number too small to report without violating students' privacy.

INSTITUTION	DEVELOPMENTAL			NON-DEVELOPMENTAL	
	FTE	# TOOK	% PASSED	# TOOK	% PASSED
Alamance CC	3,676	324	93%	1,067	94%
Asheville-Buncombe TCC	5,373	376	86%	1,463	84%
Beaufort County CC	1,830	126	91%	473	88%
Bladen CC	1,533	118	91%	506	82%
Blue Ridge CC	2,438	239	92%	485	91%
Brunswick CC	1,321	123	87%	292	79%
Caldwell CC & TI	3,625	n/a	n/a	n/a	n/a
Cane Fear CC	6,518	534	81%	2,545	77%
Carteret CC	1,722	152	92%	543	90%
Catawba Valley CC	4,485	n/a	n/a	n/a	n/a
Central Carolina CC	5,174	185	93%	1,224	95%
Central Piedmont CC	12,113	2,009	81%	4,533	82%
Cleveland CC	2,693	259	88%	835	88%
Coastal Carolina CC	4,170	446	95%	1,541	93%
College of The Albemarle	2,236	225	96%	634	96%
Craven CC	2,688	329	93%	1,030	94%
Davidson County CC	3,339	325	88%	1,005	93%
Durham TCC	4,441	431	87%	963	84%
Edinboro CC	2,459	338	88%	419	86%
Fayetteville TCC	10,076	779	82%	3,281	83%
Forsyth TCC	6,319	436	90%	1,768	93%
Gaston College	4,407	549	88%	1,785	88%
Guilford TCC	7,864	n/a	n/a	n/a	n/a
Halifax CC	1,783	178	81%	352	93%
Hawwood CC	1,853	149	91%	546	95%
Isothermal CC	2,196	187	93%	508	90%
James Sprunt CC	1,446	120	90%	590	95%
Johnston CC	3,606	244	87%	1,021	83%
Lenoir CC	3,048	244	96%	684	95%
Martin CC	1,080	58	83%	224	79%
Martinsville CC	1,458	n/a	n/a	n/a	n/a
McDowell TCC	1,319	89	91%	375	96%
Mitchell CC	2,218	243	86%	668	88%
Montgomery CC	900	102	92%	211	89%
Nash CC	2,357	342	87%	500	82%
Pamlico CC	487	48	92%	109	91%
Piedmont CC	2,222	161	89%	487	91%
Pitt CC	5,227	n/a	n/a	n/a	n/a
Randolph CC	2,544	147	88%	988	83%
Richmond CC	1,973	232	88%	527	90%
Roanoke-Chowan CC	996	177	73%	238	86%
Robeson CC	3,460	447	75%	496	77%
Rockingham CC	2,162	233	82%	481	87%
Rowan-Cabarrus CC	4,854	520	90%	1,823	91%
Samson CC	1,722	221	96%	309	96%
Sandhills CC	3,808	376	86%	1,051	90%
South Piedmont	1,910	n/a	n/a	n/a	n/a
Southeastern CC	2,429	265	91%	411	87%
Southwestern CC	2,130	245	78%	525	81%
Stanly CC	2,230	253	98%	670	98%
Surry CC	3,263	340	93%	1,095	95%
Tri-County CC	1,255	130	88%	336	90%
Vance-Granville CC	4,440	301	66%	993	81%
Wake TCC	10,047	752	80%	3,412	85%
Wayne CC	3,503	n/a	n/a	n/a	n/a
Western Piedmont CC	2,994	442	97%	694	98%
Wilkes CC	3,083	192	91%	763	90%
Wilson TCC	2,186	228	79%	436	81%
System Totals	192,693	15,969	86%	47,915	87%

n/a: Data not available due to CIS issue. Table will be revised once data become available.

SA TISF ACTION OF PROGRAM COMPLETERS AND NON-COMPLETERS, 2003-2004

INSTITUTION	NON-COMPLETERS		COMPLETERS			TOTAL	
	TOTAL FTE	NUMBER	PERCENT	NUMBER	PERCENT	NUMBER	PERCENT
			SATISFIED		SATISFIED		
Alamance CC	3,676	164	93%	178	99%	342	96%
Asheville-Buncombe TCC	5,373	129	92%	531	98%	660	97%
Beaufort County CC	1,830	60	95%	136	99%	196	98%
Bladen CC	1,533	352	97%	89	94%	441	96%
Blue Ridge CC	2,438	66	97%	170	95%	236	96%
Brunswick CC	1,321	118	96%	155	99%	273	98%
Caldwell CC & TI	3,625	98	96%	269	99%	367	98%
Cane Fear CC	6,518	164	98%	993	97%	1157	97%
Carteret CC	1,722	104	95%	122	98%	226	97%
Catawba Vallev CC	4,485	129	95%	758	99%	887	98%
Central Carolina CC	5,174	119	97%	333	98%	452	98%
Central Piedmont CC	12,113	302	96%	397	97%	699	97%
Cleveland CC	2,693	44	98%	218	99%	262	99%
Coastal Carolina CC	4,170	243	92%	615	96%	858	95%
College of The Albemarle	2,236	33	97%	266	94%	299	94%
Craven CC	2,688	164	95%	65	100%	229	96%
Davidson County CC	3,339	20	85%	211	99%	231	98%
Durham TCC	4,441	49	92%	199	98%	248	97%
Ed!ecombe CC	2,459	66	92%	137	98%	203	96%
Fayetteville TCC	10,076	136	91%	652	99%	788	98%
Forsyth TCC	6,319	49	87%	462	97%	511	96%
Gaston Colle!le	4,407	126	94%	609	97%	735	96%
Guilford TCC	7,864	121	86%	646	97%	767	95%
Halifax CC	1,783	47	100%	160	98%	207	98%
Havwood CC	1,853	83	95%	173	98%	256	97%
Isothermal CC	2,196	120	92%	188	96%	308	94%
James Srrunt CC	1,446	47	96%	111	96%	158	96%
Johnston CC	3,606	62	92%	100	100%	162	97%
Lenoir CC	3,048	206	98%	235	98%	441	98%
Martin CC	1,080	72	90%	45	91%	117	90%
Mavland CC •	1,458	20	80%	154	98%	174	96%
McDowell TCC	1,319	40	95%	148	97%	188	97%
Mitchell CC	2,218	85	88%	151	99%	236	95%
Mont!omerv CC	900	79	96%	101	99%	180	98%
Nash CC	2,357	324	100%	101	95%	425	99%
Pamlico CC	487	15	100%	58	100%	73	100%
Piedmont CC	2,222	43	93%	137	99%	180	98%
PittCC	5,227	223	98%	264	98%	487	98%
Randolnh CC	2,544	247	98%	197	97%	444	98%
Richmond CC	1,973	66	89%	225	98%	291	96%
Roanoke-Chowan CC	996	73	90%	117	96%	190	94%
Robeson CC	3,460	62	84%	200	95%	262	92%
Rockin!lham CC	2,162	46	89%	205	98%	251	96%
Rowan-Cabarrus CC	4,854	202	91%	293	99%	495	96%
Samnson CC	1,722	146	99%	108	99%	254	99%
Sandhills CC	3,808	112	96%	276	100%	388	99%
South Piedmont	1,910	73	85%	122	98%	195	93%
Southeastern CC	2,429	18	82%	222	98%	240	97%
Southwestern CC	2,130	46	95%	177	100%	223	99%
Stanlv CC	2,230	51	94%	176	99%	227	98%
SurrY CC	3,263	212	98%	291	98%	503	98%
Tn-Countv CC	1,255	48	92%	136	100%	184	98%
Vance-Granville CC	4,440	105	96%	224	100%	329	99%
Wake TCC	10,047	471	94%	580	98%	1051	96%
Wavne CC	3,503	153	99%	374	99%	527	99%
Western Piedmont CC	2,994	22	100%	309	98%	331	98%
Wilkes CC	3,083	35	97%	360	98%	395	98%
Wilson TCC	2,186	67	97%	202	99%	269	99%
System T olals	192,693	6,577	95%	15,131	99%	21,708	98%

• Statistically invalid sample size to be eligible for performance funding.

8. Satisfaction of Program Completers and Non-Completers

Description/definition: This indicator reports the proportion of graduates and early-leavers who indicate that the quality of the college programs and services met or exceeded their expectations.

Methodology and data source: The data are collected by survey, with each college using a standard set of questions. A response rate of 50% for completers is suggested, and a minimum of 15 respondents (total) will be required to report the data at the institutional level. No minimum response rate is proposed for non-completers.

Standard: 90% of the combined respondents will report being satisfied with quality of college's programs and services.

WAKE TECH DATA:

Wake Tech's Program Completers (graduates) had a 98% satisfaction rate (580 returned). (2003-2004)

**Wake Tech's Non-Completers had a 94% satisfaction rate (471 returned) (2003-2004)
The combined satisfaction rate of Completers and Non-Completers was 96%.**

9. Curriculum Student Retention and Graduation

Description/definition: This measure consists of:

1. Number of individuals completing a curriculum program with a certificate, diploma, or degree; and
2. Number of individuals who have not completed a program but who are continuing enrollment in either curriculum or occupational extension programs

The sum of the two measures will be divided by the total number of curriculum students in the cohort to compute an indicator of curriculum student progress and success.

Methodology and data source: Cohorts will be defined each fall based upon their enrollment in degree granting curriculum programs (associate degree, certificate, and diploma). The cohort (students) will be tracked from fall to fall to using software developed by the North Carolina Community College System Office to determine those who have graduated and those who have continued to be enrolled. This number, divided by the initial cohort, is the percentage reported.

Standard: The performance standard for this measure is 60% of the fall cohort will either have completed their program or still be enrolled the following fall at the community college.

WAKE TECH DATA:

2003-2004

<u>Total Cohort</u>	<u>Percent Graduate</u>	<u>Percent Return</u>	<u>Percent Graduate or Return</u>
11,688	9%	68%	77%

10. Employer Satisfaction with Graduates

Description/definition: The percentage of a sample of businesses who employ community college students indicating that their expectations of graduate performance have been met. This measure is intended primarily to determine the satisfaction of organizations whose employees have been trained through a community college.

Methodology and data source: A state level survey will be conducted each year to determine employer satisfaction. Employers will be divided into three categories based on historic enrollment of community college students and Standard Industrial classification (SIC) code. Each category of employers will be surveyed every three years on an alternating basis.

Standard: 85% of employers surveyed will report satisfaction with the skills of employees trained or educated by community colleges.

WAKE TECH DATA: 95% of employers satisfied with the quality of program completers (graduates) from Wake Tech.

CURRICULUM STUDENT RETENTION AND GRADUATON, 2003-2004

INSTITUTION	FTE	TOTAL COHORT	PERCENT GRADUATE	PERCENT RETURN	PERCENT GRADUATE OR RETURN
Alamance CC	3,676	3,527	12%	52%	64%
Asheville-Buncombe TCC	5,373	3,742	16%	49%	65%
Beaufort County CC	1,830	1,306	13%	51%	64%
Bladen CC	1,533	1,247	11%	53%	64%
Blue Ridge CC	2,438	1,735	14%	49%	63%
Brunswick CC	1,321	966	19%	41%	60%
Caldwell CC & TI	3,625	2,949	10%	47%	57%
Cape Fear CC	6,518	6,262	16%	54%	70%
Carteret CC	1,722	1,474	18%	47%	65%
Catawba Valley CC	4,485	3,929	13%	48%	61%
Central Carolina CC	5,174	3,796	17%	47%	64%
Central Piedmont CC	12,113	10,205	10%	46%	56%
Cleveland CC	2,693	1,888	16%	51%	67%
Coastal Carolina CC	4,170	3,902	15%	48%	63%
College of The Albemarle	2,236	1,832	15%	50%	65%
Craven CC	2,688	2,650	12%	49%	61%
Davidson County CC	3,339	2,729	19%	49%	68%
Durham TCC	4,441	3,545	12%	58%	70%
Edgecombe CC	2,459	2,002	11%	49%	60%
Fayetteville TCC	10,076	7,317	13%	50%	63%
Forsyth TCC	6,319	6,661	12%	53%	65%
Gaston College	4,407	4,325	15%	50%	65%
Guilford TCC	7,864	7,657	11%	44%	55%
Halifax CC	1,783	1,516	14%	53%	67%
Haywood CC	1,853	1,419	19%	60%	79%
Isothermal CC	2,196	1,735	15%	57%	72%
James Sprunt CC	1,446	1,078	23%	46%	69%
Johnston CC	3,606	2,595	20%	46%	66%
Lenoir CC	3,048	2,064	15%	55%	70%
Martin CC	1,080	672	13%	50%	63%
Mayland CC	1,458	975	19%	36%	55%
McDowell TCC	1,319	975	16%	52%	68%
Mitchell CC	2,218	1,992	13%	49%	62%
Montgomery CC	900	682	27%	45%	72%
Nash CC	2,357	2,064	10%	55%	65%
Pamlico CC	487	280	22%	45%	67%
Piedmont CC	2,222	1,419	16%	55%	71%
Pitt CC	5,227	4,865	11%	47%	58%
Randolph CC	2,544	1,919	12%	53%	65%
Richmond CC	1,973	1,559	16%	51%	67%
Roanoke-Chowan ce	996	833	15%	50%	65%
Robeson CC	3,460	2,065	14%	52%	66%
Rockingham CC	2,162	1,822	14%	59%	73%
Rowan-Cabarrus CC	4,854	4,624	11%	48%	59%
Sampson CC	1,722	1,322	15%	58%	73%
Sandhills CC	3,808	3,145	16%	47%	63%
South Piedmont	1,910	1,351	18%	43%	61%
Southeastern CC	2,429	1,557	19%	50%	69%
Southwestern ce	2,130	1,582	19%	46%	65%
Stanly CC	2,230	1,494	20%	50%	70%
Surry CC	3,263	2,705	16%	55%	71%
Tri-County ce	1,255	971	20%	50%	70%
Vance-Granville ce	4,440	3,629	12%	55%	67%
Wake TeC	10,047	11,688	9%	68%	77%
Wayne CC	3,503	2,746	14%	53%	67%
Western Piedmont CC	2,994	2,382	17%	53%	70%
Wilkes CC	3,083	2,286	23%	51%	74%
Wilson TCC	2,186	1,694	15%	46%	61%
System Totals	192,693	161,351	14%	51%	65%

11. Client Satisfaction with Customized Training

Description/definition: The proportion of a sample of businesses for whom the college had provided a service through the New and Expanding Industry program and the Small Business Centers indicating that their expectations have been met will be reported. This indicator is intended primarily to measure the satisfaction of organizations that received services from a community college.

Standard: 90% of businesses/industries surveyed will report being satisfied with the services provided by community colleges.

WAKE TECH DATA:

2003-2004

Number of Survey Respondents

1,908

Percent Satisfied

100%

12. Program Unduplicated Headcount Enrollment

Description/definition: A minimum three-year average annual unduplicated headcount enrollment in a curriculum program

Standard: The performance standard for this measure is a three-year average annual head count minimum of ten students.

Rationale: The current standard was acceptable as a minimum for program viability.

Wake Tech Curriculum Enrollment 2003-2004

Program Unduplicated headcount Enrollment (Performance Standard: three year average annual enrollment must not be less than ten students)

Number of Programs with a three-year average annual enrollment of less than ten students (2001-2002; 2002-2003; 2003-2004)

Program Name	2001-2002	2002-2003	2003-2004	3-Year Average
Manufacturing Engineering Tech	12	6	3	7
Scientific Graphics Tech	4	2		2

PERCENT OF EMPLOYERS SATISFIED WITH THE QUALITY OF PROGRAM COMPLETERS (PERFORMANCE STANDARD:
PERCENT SATISFIED = 85%)

INSTITUTION	TOTAL FTE	NUMBER OF EMPLOYERS SURVEYED	RESPONSE RATE	PERCENT SATISFIED
Alamance CC	3,676	116	33%	94%
Asheville-Buncombe TCC	5,373	100	36%	97%
Beaufort County CC	1,830	46	43%	95%
Bladen CC	1,533	26	58%	92%
Blue Ridge CC	2,438	37	48%	96%
Brunswick CC	1,321	36	34%	94%
Caldwell CC & TI	3,625	101	32%	96%
Cape Fear CC	6,518	144	35%	97%
Carteret CC	1,722	46	46%	96%
Catawba Valley CC	4,485	83	35%	96%
Central Carolina CC	5,174	171	26%	97%
Central Piedmont CC	12,113	134	29%	97%
Cleveland CC	2,693	76	41%	96%
Coastal Carolina CC	4,170	122	45%	96%
College of The Albemarle	2,236	79	36%	97%
Craven CC	2,688	84	40%	96%
Davidson County CC	3,339	83	37%	97%
Durham TCC	4,441	78	31%	94%
Edgecombe CC	2,459	28	51%	94%
Fayetteville TCC	10,076	199	29%	96%
Forsyth TCC	6,319	134	24%	96%
Gaston College	4,407	103	31%	94%
Guilford TCC	7,864	131	33%	94%
Halifax CC	1,783	58	46%	92%
Haywood CC	1,853	45	45%	94%
Isothermal CC	2,196	49	36%	94%
James Sprunt CC	1,446	67	30%	93%
Johnston CC	3,606	199	37%	94%
Lenoir CC	3,048	61	37%	95%
Martin CC	1,080	28	55%	96%
Mayland CC	1,458	46	49%	96%
McDowell TCC	1,319	33	53%	94%
Mitchell CC	2,218	50	46%	95%
Montgomery CC	900	29	56%	93%
NashCC	2,357	48	42%	96%
Pamlico CC	487	19	57%	95%
Piedmont CC	2,222	89	36%	95%
PittCC	5,227	103	40%	96%
Randolph CC	2,544	60	30%	94%
Richmond CC	1,973	53	29%	95%
Roanoke-Chowan CC	996	31	46%	92%
Robeson CC	3,460	77	38%	93%
Rockingham CC	2,162	45	44%	94%
Rowan-Cabarrus CC	4,854	77	36%	96%
Sampson CC	1,722	40	41%	96%
Sandhills CC	3,808	62	36%	97%
South Piedmont	1,910	43	39%	94%
Southeastern CC	2,429	53	37%	94%
Southwestern CC	2,130	48	46%	96%
Stanly CC	2,230	67	35%	97%
Surry CC	3,263	96	39%	93%
Tri-County CC	1,255	26	59%	95%
Vance-Granville CC	4,440	92	28%	94%
Wake TCC	10,047	197	30%	95%
Wayne CC	3,503	64	33%	94%
Western Piedmont CC	2,994	56	36%	96%
Wilkes CC	3,083	61	41%	94%
Wilson TCC	2,186	56	41%	92%
System Totals	192,693	4,383	36%	95%

SUMMARY REPORT ON PERFORMANCE MEASURES, 2003-2004 NORTH CAROLINA COMMUNITY COLLEGE SYSTEM

MEASURE	STANDARD	SYSTEM AVERAGE	# COLLEGES MEETING STANDARD	# COLLEGES MADE SIGNIFICANT IMPROVEMENT
Progress of Basic Skills Students	75%	80%	55	I
Passing Rates on Licensure/ Certification Exams for First-Time Test Takers	Aggregate = 80% Exams = 70%	85%	50 30 28	4
Goal Completion of Completers	95%	99%	56	
Employment of Graduates	95% (adjusted)	99.43%	57	
Performance of College Transfer Students	Equivalent to Native UNC Sophomores and Juniors (86.8%)	83.1%	18	4
Passing Rates in Developmental Courses	70%	81%	56	
Success Rate of Developmental Students in Subsequent College-Level Courses	No Statistically Significant Difference Between Developmental and Non-Developmental Students	Dev: 86% Nondev.: 87%	46**	NA
Student Satisfaction of Completers and Non-Completers	90%	98%	58	
Curriculum Student Retention & Graduation	60%	65%	52	
Employer Satisfaction With Graduates	85%	95%	58	
Business/Industry Satisfaction With Services Provided	90%	100%	58	
Program Enrollment	Three-Year Average Annual Enrollment of Less Than 10	NA	36	NA

- 50 colleges met the 80% standard; 30 colleges had no exam with a passing rate < 70%; 28 colleges met both standards.

** Data not available on seven (7) colleges due to CIS issues.

STATUS OF NORTH CAROLINA COMMUNITY COLLEGES
MEETING PERFORMANCE STANDARDS, 2003-2004 (M =
Met Standard; SI=Significant Improvement)

College	Progress of Basic Skills Students	Passing Rates on Licensure Certif. Exams	Goal Completion for Completer.	Employment Rate of Graduates	Performance of College Transfer Students	Passing Rates in Develop. Courses	Success Rate of Develop. Students in College Level Courses	Student I Satisfaction of Completer. & NonCom.	Curriculum I Student Retention & Graduation	Employer I Satisfaction Provided	Business & Satisfaction With Services Provided
Alamance CC	M	M	M	M	M	M	M	M'th	M	M	M
Asheville-Buncombe TCC	M		M	M	M	M'th	M	M	M	M	M

Beaufort County CC	M	M	M	M	M	M	M	M	M	M	M
Bladen CC	M	M	M	M	M	M	M	M	M	M	M
Blue Ridge CC	M	M	M	M	M	M	M	M	M	M	M
Brunswick CC	M	SI		M	SI		M	M	M	M	M
Caldwell CC & TI	M	M	M	M	M	M	nl	M		M	M
Cane Fear CC	M	M	M	M	M	M	M	M	M	M	M
Carteret CC	M		M	M	M	M	M	M	M	M	M
Catawba Valley CC	M	M	M	M		M	nl	M	M	M	M
Central Carolina CC	M		M	M	M	M	M	M	M	M	M
Central Piedmont CC	M	M	M	M		M	M	M		M	M
Cleveland CC	M	M	M	M		M	M	M	M	M	M
Coastal Carolina CC	M	M	M	M	M	M	M	M	M	M	M
College of The Albemarle	M		M	M		M	M	M	M	M	M
Craven CC	M	M	M	M		M	M	M	M	M	M
Davidson County/ CC	M		M	M	M	M	M	M	M	M	M
Durham TCC	M		M	M		M	M	M	M	M	M
Edgecombe CC	M	M	M	M	SI	M	M	M	M	M	M
Etterville TCC	M	M	M	M		M	M	M	M	M	M
Forsyth TCC	M	M	M	M		M	M	M	M	M	M
Gaston College	M	M	M	M	M	M	M	M	M	M	M
Guilford TCC	M	M	M	M		M	nl	M		M	M
Halifax CC	M	SI	M	M		M		M	M	M	M
Havwood CC	M		M	M		M	M	M	M	M	M
Isothermal CC	M		M	M		M	M	M	M	M	M
Jonesboro CC	M	M	M	M	M	M	M	M	M	M	M
Johnston CC			M	M		M	M	M	M	M	M
Lenoir CC	M		M	M		M	M	M	M	M	M
Martin CC	M		M	M	M	M	M	M	M	M	M
Martinsville CC	M		M	M			nl	nl		M	M
McDowell TCC	M	M	M	M		M	M		M	M	M

STATUS
OF NORTH
CAROLINA
COMMUNI
TY
COLLEGES
MEETING
PERFORM
ANCE
STANDAR
DS, 2003-
2004 (M =
Met
Standard;
SI=Significa
nt
Improvement)

	Progress of Basic	Passing Rates on Licensure	Goal Completion	Employment	Perfonance of College	Passing Rates in	~ccess Rate of Develop. Students in College	Student Satisfaction of Completers	Curriculum Student
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College	Skills Students	Certif. Exams	for Completers	Rate of Graduates	Transfer Students	Develop. Courses	Level Courses	& NonComp.	Retention & Graduation
Mitchell CC	M		M	M	SI	M	M	M	M
Montgomery CC		M	M	M		M	M	Ntt	M
NashCC	M		M	M		M	M ^{6th}	M	M
Pamlieo CC	M	SI	M			M	M	M	M
Piedmont CC	M		M	M		M	M	M	M
PittCC	M		M	M		M	n/a*	M	
Randolnh CC	M		M	M	M	M	M	M ^{6th}	M
Richmond CC	M	M	M	M		M	M	M	M
Roanoke-Chowan CC	SI	M	M	M		M		M	M
Robeson CC	M		M	M	SI	M	M	M	M
Rockingham CC	M		M	M		Ntth		M	M
Rowan-Cabarrus CC	M	M	M	M		M	M	M	
Sampson CC	M		M	M	M	M	M	Ntth	M
Sandhills CC	M	M	M	M	M	M	M	M	M
South Piedmont	M		M	M		M	n/a*	MOth	M
Southeastern CC	M	M	M	M		M	M	M	M
Southwestern CC	M		M	M		M	M	MOth	M
Stanly CC	M	M		M	M	M	M	M	M
SurrY CC	M		M	M	M	M	M	Ntth	M
Tri-County CC	M	SI	M	M	M	M	M	Ntth	M
Vance-Granville CC	M		M	M	M	M		M	M
Wake TCC	M	M	M	M		M		M	M
Wayne CC	M	M	M	M		M	n/a*	Ntth	M
Western Piedmont CC	M		M	M	M	M	M	MOth	M
Wilkes CC	M		M	M		M	M	M	M
Wilson TCC	M	M	M	M		M	M	M	M

Community Services

A. Total Number of courses and students enrolled through community service (avocational, practical skills, academic and recreational).

Number of Courses Number of Students

1997-1998	677	5714
1998-1999	568	6245
1999-2000	517	3683
2000-2001	512	4,891
2001-2002	444	3,594
2002-2003	512	4,166
2003-2004	330	4,073

2004-2005	504	4,697
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B. Enrollment of Senior Citizens

	Curriculum	Continuing Education
1997-1998	22	1763
1998-1999	18	894
1999-2000	37	938
2000-2001	29	1075
2001-2002	23	994
2002-2003	37	885
2003-2004	24	852
2004-2005	56	963

C. Wake Tech Facilities used for 2004-2005

ACT, Inc.	NC Assistive Technologists
AGCO Product Reliability	NC Dept. of Corrections
American Association of Medical Assistants	NC Dept. of Motor Vehicles Safety
Applied Measurements Professionals	NC State Hearing Aid Board
Castle Worldwide	NCPPI Child Nutrition Services
Chauncey Group	NCRA Hospitality Education Foundation
College Transfer Program Association	NICET
Digital Game Expo	Professional Testing Corporation
Eastern NC Plastics Tech	Smart Start
Employment Security Commission	Triangle Chefs Association
ENCPTC	Triangle Linux Users Group
Job Skills Human Resources Development	Triangle Reg. of Interpreters
Law School Administrative Council	UNC-Greensboro
N4CSGA	Wake AHEC

A Total of 2,441 individuals from "non-college groups" used Wake Tech's facilities.

D. Overcome perceived isolation among certain college groups.

Using survey information from both the QEP faculty and staff survey and the QEP student survey the following observations were made associated with “overcoming received isolation among certain college groups”

SA=Strongly Agree, A=Agree, N=Neutral, D=Disagree, SD=Strongly Disagree

Questions From Survey	SA	A	N	D	SD
A spirit of collaboration is evident within my division	36%	42%	11%	8%	3%
A spirit of collaboration is evident across college divisions.	10%	39%	30%	18%	3%
Good communication is demonstrated within my division	30%	40%	28%	20%	5%
Good communication is demonstrated across college divisions	7%	40%	28%	20%	5%
The college makes an effort to communicate helpful information to me	21%	47	21%	8%	3%
I am given opportunity to practice oral and written skills in my classes	49%	44%	5%	1%	0%
The college has helped me to gain confidence in my ability to speak before a group	26%	39%	26%	7%	3%

E. Improve services to the community

This is a list of businesses that have established partnerships with Wake Technical Community College during the 2003-2004 academic year in an effort to improve and broaden the college's services in Wake County.

PARTNERSHIPS

Continuing Education Basic Skills

The Arc of Wake County

Autism Services, Inc.
Bob Barker
Brentwood Elementary School
Building Together Ministries
Capital Area JobLink Career Center
Capital Area JobLink Career Center-
Swinburne
Capital Area Workforce Dev. Board

Capital Area Youth Council
Capital Community Action Network
Carolina Correctional Services, Inc.
Carolina Legal Assistance
CDS/Copymatic (United Cerebral Palsy)
Christ Episcopal Church/St. Saviour's
Center
Christian Life Home
Church of Christ
City of Raleigh
Community Partnerships, Inc.
Community Service Work Program
Dorothea Dix Hospital
DuBois Center
Duke University
East Coast Migrant Headstart
Eastern Wake Migrant Council
El Pueblo, Inc.
Employment Security Commission
First Presbyterian Church
Fred Smith Elementary School
Fuquay First United Methodist Church
Garner United Methodist Church
Girls Club of Wake County
Governor's Council for Hispanic Affairs
Governor's Office of Citizen Affairs
Greenwood Forest Baptist Church
Highland United Methodist Church
Hispanic Family Center
Iglesia Bautista del Reyes
International Festival

International Visitors Council
Jobs Partnership of Raleigh
Life Experiences
Literacy Council of Wake County
Lutheran Family Services
Mayor's Committee for Persons with
Developmental Disabilities
Meredith College
Motheread, Inc.
MR/DD Services
NBC - 17 TV
NC Correctional Center for Women
NC Department of Corrections
NC Division of Services to the Blind
NC Literacy Resource Center
NC Society of Hispanic Professionals
NC State University
New Life Community Church
News & Observer/Newspapers in
Education
Project TEAACH
Raleigh Correctional Center for Women
Raleigh Rescue Mission
Raleigh Vocational Center
Rex Hospital
Rotary: Wake Forest, West Raleigh
SACS Institute Inc.
Tammy Lynn Center
The Healing Place
Time Warner, Inc.
Triangle United Way
UNC Law School
Vocational Rehabilitation
Volunteer Match
Wake AHEC
Wake Association of Volunteer Admin.
Wake Chapel Christian Church
Wake Correctional Center
Wake County Adult Probation & Parole
Wake County Detention Annex

Wake County Fire Department
Wake County Human Services
 Eastern Regional Center
 Senior Corps
 Single Portal
 Southern Regional Center
Wake County Job Developers Assoc.
Wake County Medical Center
Wake County Migrant Council
Wake County Police Department
Wake County Public Health Dept.
Wake County Public Libraries
Wake County Public Safety Center
Wake County Public Schools –
 Transition Program

Community Schools
Career Academy
Wake Enterprises – Fuquay-Varina
Wake Enterprises – Raleigh
Wake Enterprises East-Zebulon, Raleigh
Wake Forest Baptist Church
Wake Forest Baptist Church
Wake Medical Center
West Raleigh Rotary Club
Western Wake Medical Center
White Plains United Methodist Church
Wiley Elementary School - Work First
YMCA: Garner Road
YMCA: Hargett Street
Zebulon United Methodist Church

Evening Division

Baker Roofing
Eastern NC Plastics Technology Center
Education to Go
Euro-Matic Plastics Inc
Forestry Mutual Insurance
GE Mortgage
Invensys/Powerware
Motorcycle Safety Foundation
National Alternative Fuels Training
NC Appraisal Board
NC Banking Commission
NC Department of Transportation
NC Division of Air Quality
NC Division of Motor Vehicles
NC Electrical Board
NC Heating Contractor's Board
NC Home Inspector Licensure Board

NC Motorcycle Safety Education
 Program
NC Plumbing Contractor's Board
NC Real Estate Commission
NC State Board Refrigeration Examiners
NC State University

Progress Energy NC

RDU International Airport
REMAX Realty
Rex Hospital
State Employees Credit Union
Suntrust Bank
Town of Wake Forest
Triangle Apartment Association
Wake County Human Services
Wake County Public Schools

Senior Center Sites
Abbotswood Retirement Center
Atwater Resthomes
Biltmore
Blue Ridge Manor
Brian Center
Brighton Gardens
Brighton Manor
Eastern Wake Senior Center
Eastern Wake Total Life Center

Britthaven
Capitol Towers
Cary Health and Rehab
Cary Rest Home
Cary Senior Center
Cary Total Life Center
Country Living Retirement
Creedmore Road Total Life Center

Edenton St. United Methodist Church
Falls River Assisted Living

Forest Glen
Garner Rest Homes
Glenaire Nursing
Glenaire Retirement
Guardian Care of Zebulon
Hartsfields
Heartfield Assisted Living
Hillhaven Center – Wade Avenue
Hillhaven Center-Sunnybrook
Hillside
Independent Village
Integrated Health service
James Rest Home
Laurals of Forest Glenn
Lawndale Manor
Lichford Falls Health Care

Lichtford Falls Rehabilitation
Magnolia Glen
Manor House – Cary
Manorhouse
Mayview Convalescent
Meadowbrook Terrace
Meadowbrook Terrace North Raleigh
Northern Wake Senior Center
Northridge Center
Outlook Pointe
Parkway
Rex Adult Day Care

Business and Industry

American Eagle
BellSouth
Berk Tec
Biogen-Idec
Canadian Consulate
Cary Chamber of Commerce
Cary Economic Development Comm.
Catalyst Manufacturing Services
Ceridian
Cigna
Coastal Federal Credit Union
Con Agra Foods
Cooper Tools
Credit Suisse First Boston

Rex Convalescent
Robin Wood Apartments
Rose Manor
Sheets Adult Day Care
South East Adult Day Care
Southern Wake Adult Day Care
Spring Arbor
Springmoor
Sunnybrook Healthcare
Sunrise
Unity Church Total Life Center
Universal Health Care
Wake Forest Rest Home
Wellington Nursing
Wendell Total Life Center
West Raleigh Total Life Center
Whitaker Glen
Whitaker Senior Center
Windsor Point
Woodland Terrace
Yaroughborough Villa

American Management Association
American Payroll Association
Apex Chamber of Commerce
Department of Human Services
Economic Development/NCSU
Employment Security Commission
Ericsson
Fuquay-Varina Chamber of Commerce
Garner Chamber of Commerce
GlaxoSmithKline
Governor's Institute on Alcohol &
Substance
Greater Raleigh Chamber of Commerce
Hi Tech Fabrication
Holly Springs Chamber of Commerce
International Brotherhood of Electrical

International Paper
Job Link Center
John Deere C & CE Equipment
John Deere Turf Care
Kellogg's Snacks
Knightdale Chamber of Commerce
Lord Corporation
Lunch & Howard, PA
Morris and Associates
Morrisville Chamber of Commerce
Morton Metalcraft
Mulkey Engineers and Consultants
National Association of Women
 Business Owners
NC Department of Commerce
NC Department of Labor
NC Department of Revenue
NC Department of Transportation
NC Employment Security Commission
NC Hispanic Chamber of Commerce
NC State Industrial Extension Service
New Phoenix Aerospace
Nomaco
Nomacore

North Carolina World Trade Association
Pergo
Professional Construction Estimators
Progress Energy
SchoolDude.com
Siemens
SMT
Solectron
Southbend
Teradata
Town of Cary
Tyco
US Department of Treasury-IRS
US Small Business Administration
Wake County Economic Development
Wake Forest Chamber of Commerce
Wake Medical Center
Wendell Chamber of Commerce
Women Business Owner's Network
Women's Center
World Trade Center of North Carolina
Zebulon Chamber of Commerce

Occupational Education

American Heart Association
Apex EMS
Apex Police Department
Bright Horizons
Carolina Correctional Services
Carolina Express Care
Cary Fire & EMS Department
Cary Police Department
Clayton Area EMS
Dietary Managers Association
Division of Parks & Recreation
Dorothea Dix Hospital
Dubois Center
Durham Fire & EMS Department
Durham Regional Hospital
Fairview Fire Department
Fuquay-Varina Fire Department
Garner Fire & EMS Department
General Service Corp.

I.E.H.A.
Johnston County EMS
Keeter Training
Knightdale Fire & Rescue Department
Mayview Convalescent Center
Morrisville Fire Department
National Swimming Pool Foundation
NC Department of Corrections.
NC Department of Labor
NC Department of Transportation
NC Division of Motor Vehicles
NC Division of Travel & Tourism
NC National Guard
NC State Highway Patrol
Office of the State Fire Marshall
Orange County EMS
Parkwood Fire & EMS
Raleigh Durham International Airport
Raleigh Pediatric Associates

Raleigh Police Department
Red Cross
Rex Hospital ED
Rolesville Fire & EMS Department
Six Forks Fire & EMS Department
Smithfield EMS
State Bureau of Investigations
Stoney Hill Fire Department
Sunnybrook Nursing Home
UNC Hospital Burn Unit

Upper Room Church
Wake County Public Safety
Wake Forest Police Department
Wake Medical Center
WakeMed Cath. Lab, CCU, Peds ED
Wendell Fire & EMS Department
Western Wake Fire Department
Western Wake Medical Hospital
Word of God Church
Zeublun EMS

Office of the President

Apex Chamber of Commerce
Capital Area Workforce Dev. Board
Cary Chamber of Commerce
Committee
Fuquay-Varina Chamber of Commerce
Garner Chamber of Commerce
Holly Springs Chamber of Commerce
Knightdale Chamber of Commerce
Morrisville Chamber of Commerce
NC Citizens for Business & Industry
NC Hispanic Chamber of Commerce

Raleigh Chamber of Commerce
SAS Institute
U.S. Chamber of Commerce
Wake County JobLink Center
Wake County Public Safety
Wake County Public Schools
Wake County SmartStart
Wake County Work First Steering
Wake Forest Chamber of Commerce
Wendell Chamber of Commerce
Zebulon Chamber of Commerce

Human Resources

Human Resources Roundtable Meeting

Curriculum Education

AAA Electrical, Inc.
Accurate Machine and Tool Co.
Adams, Craig (Dr.)
Advanced PC
Aimet Technologies Inc.
American Residential Services
Apex EMS
Apex Fire Department
Apex High School
Applied Software Technologies
Arthur, Kevin (Dr.)

AT&T
Athens High School
Atkins, Kevin (Dr.)
Beavers, Johnathan (Dr.)
BellSouth
Benefield, Randal (Dr.)
Berk-tek
Blue Ridge Medical Group
Blue Ridge OB/GYN
Bob Barker Co.
Brantley, Frank (Dr.)

Bright Horizons
Broughton High School
Brown, Josephine (Dr.)
Brown, Michelle (Dr.)
Bryant Durham Electric Company, Inc.
Buehler Motor Inc.
Capital Family Medicine
Capital Ford
Capital Pediatrics
Capital Physicians Group
Capitol Broadcasting Co.
Capitol ENT
Cardinal Int'l Trucks
Cary Adult Medicine
Cary EMS
Cary Fire Department
Cary Healthcare Associates
Cary High School
Cary MacGregor Rotary Club
Cary Rotary Club
Cary Urology
Cary Woman's Club
Cary-Kildaire Rotary Club
CAT Sanford
CISCO Systems, Inc.
City of Oaks
City of Raleigh
Civitan Club of Garner
Clancy & Theys Construction
Clayton Area Rescue and EMS
Clayton Internal Medicine
Community Memorial Health Center
Consulting Engineers
Cooper Kenworth
Costal Equipment Inc.
Crescent State Bank
Critical Health Care Systems of NC
Custom Brick Company
DBI Automation
Department of Air Quality DAQ
Doctors Urgent Care
Dorothea Dix Hospital
Duke Health - Raleigh
Duke University Health Systems
Durham County EMS
Durham Emergency Communication Ctr

Durham Highway Fire Department
Durham Radiology
East Carolina University
East Wake Fire Department
East Wake High School
Eastern NC Plastics Technology Center
Eastern Wake EMS
Elderkin, Cynthia (Dr.)
Elliot, Robert (Dr.)
Engel Canada
Enloe High School
Environmental Systems Products Inc.
Fairview Fire Department
Faith Pediatrics
Falls Fire Department
Family Medicine Center
Firestone/Bridgestone Tire & Service
First Citizens
Focus
Franklin County EMS
Fred Anderson Toyota
Fuquay Fire Department
Fuquay Varina High School
Gaines, Roy (Dr.)
Garner EMS
Garner Family Physicians
Garner High School
Garner Senior High School Busines
Alliance
General Contractors Association of
Raleigh
Glaxo Smith Kline
Glenaire
Golden Corral
Greenhope High School
Gregory Poole
Gurley, William (Dr.)
Hall, David (Dr.)
Hamby, Mike (Dr.)
Hamrick, Steve (Dr.)
Harris Wholesale
Haygood, Ryan (Dr.)
Henry Wurst Inc.
Hermann, Robert (Dr.)
Homebuilders Association of Raleigh and
Wake County

Horwitz (Dr.)
Howell, Daniel (Dr.)
Hunter Engineering Company
IBM/Tivoli System, Inc
Iglhaut, Jeffrey (Dr.)
Independent Garage Owners (IGO)
Internal Medicine & Pediatrics
International Facility Management
ISA
Jeffries, Thomas (Dr.)
Jelokhani, Saba (Dr.)
John Deere Construction and Forestry
John Deere Turf Care
John R. McAdams Company
Johnson Controls, Inc.
Johnson, Laree (Dr.)
Kazmer, Paul (Dr.)
Kelleher, Brian (Dr.)
Kelly, Tom (Dr.)
Kinlaw, Delmar (Dr.)
Knightdale High School
L&E Research
Land, Herbert (Dr.)
Lawley, Christopher (Dr.)
Leak-Goforth
Leesville High School
Lord Corp.
Lowe's Home Improvement Warehouse
MacCollie (Dr.)
Macon (Dr.)
Mallinckrodt Inc.
Maness, Franklin (Dr.)
Manpower
Manpower Scientific
Martin Marietta Materials
Mayview Convalescent Center
McCutchen (Dr.)
MCI Worldcom
McKim & Creed
McMillian, William (Dr.)
MCNC – Grid Computing and Network
Middle Creek High School
Millbrook High School
Miller, Kim (Dr.)
Moran and Brooks (Drs)
Morgan, Mark (Dr.)

Naran, Paresh (Dr.)
National Association of Catering
Executives
NC Arthritis and Allergy Care
NC Association for Communit Colleges
Instructional Administrators
NC Association of EMS Curriculum
Educators
NC Dept of Environmental Health and
Natural Resources
NC Dept of Transportation
NC Office of EMS
NC State University
Needmore Ruritan Club
Nelson, Chancy (Dr.)
Newcomb & Company
News and Observer
Nomaco
Nortel Networks
Orange County Emergency Management
Oyster, Gary (Dr.)
Parker, Raymond (Dr.)
Parkwood Fire & Rescue
Parrish (Dr.)
Pearce, Brinkley, Cease and Lee
Pepsi Bottling Ventures
Petty, Karen (Dr.)
Piedmont Air Conditioning
Piedmont Internal Medicine
Polhemus, Dave (Dr.)
Precision Machine Fabrication
Pretzer (Dr.)
Progress Energy
R. W. Moore Equipment
Raleigh Fire Department
Raleigh Foot Center
Raleigh Host Lions Club
Raleigh OB/GYN
Raleigh Orthopaedic Clinic
Raleigh Pediatrics Association
Raleigh Police Department
Raleigh Radiology Associates, Inc.
Raleigh Urgent Care
Raleigh-Durham Electrical
Raleigh-Wake Emergency
Communications Center

RBC Centura
Ready Mixed Concrete
Regions Bank
Resources for Seniors, Inc.
Rex Health Care
Ritter, Kelly (Dr.)
Rolesville EMS
Rotary Club of West Raleigh
Rural Plumbing and Heating
SageWorks
Sanderson High School
SAS Institute
Saturn of Cary
Scruggs, Paul (Dr.)
Servies Experts
Sheaffer, Christian (Dr.)
Siegel, Cheryl (Dr.)
Six Forks Rescue
Smith, Wesley (Dr.)
Smithey, Shelby (Dr.)
Smithfield EMS
Southeast Raleigh High School
Southern Piping Company
Square D
Stancil & Company
Sanford White Association of consulting
Engineers
Stanley, Bobbi (Dr.)
State Laboratory of Public health
SunTrust Bank
Swift Creek Fire Department
Tech Electric Company, Inc.
Triangle Gastroenterology
Tyco Electronics
Umstead park
UNC Hospitals
UNC-Charlotte

United Association of Plumbers and
Pipefitters #421
UPS
Upton, Gerald (Dr.)
VeterinarySpecialty Hospital
Village Family Care
Virginia Polytechnic Institute/State
University
Wake County EMS
Wake County Human Services
Wake County Public Safety
Wake County Public School System
Wake County Public Schools – CPET
Leadership
Wake County Public Schools – School
to Career
Wake Faculty of Physicians
Wake Forest High School
Wake Health Services
Wake Internal Medicine
Wake Medical Center
Wake Radiology Diagnostic Imaging
Wakefield High School
WakeMed-Doctors' Family Practice
Warren, Perry & Anthony PLLC
Washington, Otis (Dr.)
Waste Industries
Wayne J. Griffin Electric
Weaver, Greg (Dr.)
Wendell Fire Department
Western Wake Fire Department
Wiggs, Robert (Dr.)
Williamson, Robert (Dr.)
Wooten Company
Worldwide Environmental Products
Zarb, George (Dr.)

Student Services

AAA Carolinas
Action Health Staffing
Advance Auto Parts
Adventure Landing
Airmakers HVAC
Ajinomoto USA
Alfred Williams
Allied Security
Alltel
Alphanumeric Systems
Alpha-Omega Health
American Airlines
American Kennel Club
American Social Health
Angus Barn
Apex Police Department
Apple Gold Inc.
Army National Guard
Ateb Inc.
Atlantic Hydraulics Inc
B&B Companies of NC
Battleground Restaurant Group
BB&T
Bellsouth
Berk-Tek
Biogen
Black & Decker
Black & Veatch
Bland Landscaping
Bobby Murray Chevrolet
Bobcat of Johnston County
Boddi Noell Enterprises
Bolton Corp
Bridgestone/Firestone Operations
Bright Horizons Family Solutions
Burt's Bees Inc.
Capital Ford

Capital Lincoln Mercury of Cary
Capitol Broadcasting
Carolina Coach Company
Carolina Hurricanes
Carolina Sunrock
Carolinas Health Care System
Cary Police Department
CDI Corp
Chapel Hill Police Department
City of Raleigh
City of Wilmington
Coco-Cola Bottling Company
CompuChem
Cooper Kenworth
Cracker Barrel Old Country Stores
Cree Inc.
Dewberry & Davis
Dorothea Dix Hospital
Duke Energy
Duke University Eye Center
Durham County EMS
Durham County Sheriff's Department
Durham Police Department
Durham Regional Hospital
Durham VA Hospital
East Carolina University
EDS
Enterprise Rent-A-Car
Federal Bureau of Prisons
Federal Medical Center
Fidelity Bank
First Citizens Bank
Fred Anderson Toyota
Garner EMS & Rescue
Glaxo Smith Kline
Gregory Poole
Guilford Mills

Hendrick Automotive Group
Herff-Jones
Hertz Equipment
Hillenmeyer Landscaping
Home Health and Hospice Care
IBM Corp
Interact
Interim Health Care
J.W. Burress, Inc
John Deere Turf Care
Johnson Controls
Johnston Memorial Hospital
Kimley Horn & Associates
Kmart Corp
LabCorp
Logistic Leasing
Lowe's Home Improvement
Luck Stone
Maria Parham Hospital
Marriott International
Maxim Healthcare Services
McKim & Creed
Merant
Mitchell Distributing
Modern Woodmen of America
Morton Metalcraft
Mulkey Engineering
National Inst of Environmental Health
NC Automobile Dealers Association
NC Department of Labor
NC Dept. of Corrections
NC Dept. of Public Instruction
NC Dept. of Transportation
NC Division of Prisons
NC State Highway Patrol
NC State University
Nello Teer

Newport News Shipbuilding
News & Observer
Nomacore LLC
Novo Nordisk Pharmaceuticals
Novozymes
Omega World Travel
Oxford University Press
Piedmont Air Conditioning
Precision Steel Erectors
Precision Tune Auto Care
Primrose School
Progress Energy
Qualex
R.W. Moore Equipment
Raleigh Community Hospital
Raleigh East Designs
Raleigh Fire Department
Raleigh Police Department
RBC Centura
Red Hat
Research Triangle Institute
Revels Tractor
Rex Healthcare
RMF Engineering
Ryder Transportation
S & K Menswear
SAIA-Burgess
Sampson Regional Medical Center
SAS Institute
Schlumberger Science
Sears Industrial
Sprint
State Employees Credit Union
Static Control Components
Stock Building Supply
Sunbelt Rentals
Sungate Design Group

Swift Transport
Tekelec
The John R. McAdams Company
The Wooten Company
Thompson Automotive
Time Warner Cable
Tipper Tie
Titan Atlantic Group/Terracon Com.
Town of Garner
Travel Centers of America
Triad Mack Sales
Triangle Care
Triangle Transit Authority
True Blue Performance, Inc.
Tyco Electronics
UNC Health Care System
UNC-TV
Underwriters Labs
United Parcel Service

US Air Force
US Coast Guard
US Geological Survey
US Marine Corp
US Navy
W.E. Garrison Co
Waffle House
Wake County Government
Wake County Human Services
Wake County Public Schools
Wake Forest Police Department
Wake Medical Center
Waste Industries
Weaver Street Market
Whole Foods Market
Wyeth Vaccines
YMCA of the Greater Triangle
Zenith Pumps