

CLIENT SATISFIED WITH CUSTOMIZED TRAINING, 2009-2010

	SMALL BUSINESS CENTERS		CUSTOMIZED TRAINING AND		AGGREGATE % EXCELLENT & VERY GOOD*		
	RESPONDENTS	% EXCELLENT & VERY GOOD	BUSINESS & INDUSTRY SUPPORT RESPONDENTS	% EXCELLENT & VERY GOOD	2009-2010	2008-2009	2007-2008
System Totals	49,547	95%	645	99%	95%	94%	94%
Alamance CC	537	95%	32	91%	95%	94%	95%
Asheville-Buncombe TCC	748	93%	20	100%	93%	93%	94%
Beaufort County CC	479	94%	4	100%	94%	96%	96%
Bladen CC	183	98%	5	100%	98%	99%	99%
Blue Ridge CC	7,598	97%	5	100%	97%	93%	93%
Brunswick CC	331	96%	6	100%	96%	95%	92%
Caldwell CC & TI	1,495	91%	6	100%	91%	92%	95%
Cape Fear CC	1,802	95%	8	100%	95%	93%	94%
Carteret CC	618	93%			93%	87%	88%
Catawba Valley CC	964	96%	13	100%	96%	92%	95%
Central Carolina CC	822	97%	16	100%	97%	96%	96%
Central Piedmont CC	1,738	90%	23	100%	91%	93%	93%
Cleveland CC	391	92%	6	83%	92%	94%	96%
Coastal Carolina CC	871	95%	2	100%	95%	94%	93%
College of The Albemarle	1,302	92%	3	100%	92%	92%	90%
Craven CC	1,023	97%	4	100%	97%	96%	100%
Davidson County CC	269	93%	2	100%	93%	93%	91%
Durham TCC	698	94%	12	100%	94%	93%	90%
Edgecombe CC	363	97%	6	83%	96%	95%	98%
Fayetteville TCC	1,583	91%	8	100%	92%	93%	96%
Forsyth TCC	1,218	95%	13	92%	95%	96%	96%
Gaston College	668	97%	16	100%	97%	93%	98%
Guilford TCC	637	94%	8	100%	94%	95%	80%
Halifax CC	1,198	100%	5	100%	100%	94%	96%
Haywood CC	462	93%	3	100%	93%	95%	93%
Isothermal CC	228	95%	9	100%	95%	96%	86%
James Sprunt CC	1,473	100%	27	100%	100%	100%	99%
Johnston CC	1,804	94%	25	96%	94%	95%	98%
Lenoir CC	876	95%	12	100%	95%	94%	95%
Martin CC	594	94%	3	100%	94%	95%	93%
Mayland CC	382	95%	2	100%	95%	96%	96%
McDowell TCC	475	100%	8	100%	100%	100%	100%
Mitchell CC	411	96%	17	100%	96%	93%	93%
Montgomery CC	525	97%	2	100%	97%	93%	93%
Nash CC	950	96%	4	100%	96%	92%	96%
Pamlico CC **	73	99%			99%	92%	87%
Piedmont CC	462	92%	6	100%	93%	92%	93%
Pitt CC	931	95%	15	100%	95%	90%	92%
Randolph CC	460	92%	3	100%	92%	94%	97%
Richmond CC	193	99%	47	100%	100%	96%	89%
Roanoke-Chowan CC	354	95%	4	100%	95%	95%	93%
Robeson CC	1,258	94%	19	100%	94%	95%	96%
Rockingham CC	386	94%	16	100%	94%	91%	92%
Rowan-Cabarrus CC	564	92%	16	100%	92%	90%	93%
Sampson CC	577	93%	5	100%	93%	83%	96%
Sandhills CC	1,164	93%	8	100%	93%	96%	94%
South Piedmont CC	1,440	94%	7	100%	94%	93%	94%
Southeastern CC	270	93%	3	100%	93%	91%	92%
Southwestern CC	93	94%	13	100%	94%	100%	100%
Stanly CC	689	92%	21	100%	93%	92%	95%
Surry CC	158	99%	12	100%	99%	98%	97%
Tri-County CC	231	94%	3	100%	94%	98%	94%
Vance-Granville CC	414	94%	25	100%	94%	93%	98%
Wake TCC	2,916	96%	31	94%	96%	97%	97%
Wayne CC	429	95%	9	100%	95%	95%	92%
Western Piedmont CC	166	99%	29	100%	99%	97%	94%
Wilkes CC	325	90%	6	100%	90%	96%	98%
Wilson TCC	278	96%	12	100%	97%	95%	95%

* Did not include Customized Training and Business & Industry Support prior to 2009-10

Client Satisfaction with Customized Training

Description/Definition— The percentage of businesses/industries who have received services from a community college indicating that their expectations have been met. This measure is intended primarily to determine the satisfaction of organizations that received services from a community college.

Methodology and Data Source— A survey for businesses/industries receiving services from New and Expanding Industry Training and the Small Business Centers is administered by colleges to determine level of satisfaction with their customized training. The data are submitted annually to the System Office at the end of the fiscal year.

Performance Standard— Ninety percent (90%) of businesses/industries surveyed will report satisfaction with the services provided by community colleges.

WAKE TECH DATA: 2009-2010

Number of Survey Respondents	Percent Satisfied
2,916	96%