

## CLIENT SATISFIED WITH CUSTOMIZED TRAINING 2007-2008

Institution	FTE	Number of Survey Respondents	% Excellent & Very Good
Alamance CC	3,871	482	95%
Asheville-Buncombe TCC	6,186	1,259	94%
Beaufort County CC	1,821	334	96%
Bladen CC	1,399	131	99%
Blue Ridge CC	2,105	715	93%
Brunswick CC	1,548	231	92%
Caldwell CC & TI	4,135	945	95%
Cape Fear CC	7,259	489	94%
Carteret CC	1,751	354	88%
Catawba Valley CC	4,733	1,094	95%
Central Carolina CC	5,118	1,191	96%
Central Piedmont CC	14,459	607	93%
Cleveland CC	2,944	723	96%
Coastal Carolina CC	4,348	852	93%
College of The Albemarle	2,351	1,463	90%
Craven CC	2,751	757	100%
Davidson County CC	3,663	377	91%
Durham TCC	4,622	502	90%
Edgecombe CC	2,122	1,805	98%
Fayetteville TCC	10,252	1,261	96%
Forsyth TCC	6,661	1,120	96%
Gaston College	4,691	860	98%
Guilford TCC	9,882	1,210	80%
Halifax CC	1,557	1,561	96%
Haywood CC	1,903	491	93%
Isothermal CC	2,094	281	86%
James Sprunt CC	1,348	990	99%
Johnston CC	4,158	642	98%
Lenoir CC	3,335	837	95%
Martin CC	899	803	93%
Mayland CC	1,925	371	96%
McDowell TCC	1,176	135	100%
Mitchell CC	2,367	521	93%
Montgomery CC	1,027	444	93%
Nash CC	2,655	506	96%
Pamlico CC	543	126	87%
Piedmont CC	2,714	526	93%
Pitt CC	5,876	703	92%
Randolph CC	2,468	1,113	97%
Richmond CC	2,110	756	89%
Roanoke-Chowan CC	876	276	93%
Robeson CC	3,693	1,339	96%
Rockingham CC	2,043	418	92%
Rowan-Cabarrus CC	5,137	135	93%
Sampson CC	1,696	474	96%
Sandhills CC	3,732	983	94%
South Piedmont CC	2,220	437	94%
Southeastern CC	2,373	2,685	92%
Southwestern CC	2,248	222	100%
Stanly CC	2,435	317	95%
Surry CC	3,281	362	97%
Tri-County CC	1,168	390	94%
Vance-Granville CC	4,237	668	98%
Wake TCC	12,296	1,916	97%
Wayne CC	3,517	651	92%
Western Piedmont CC	3,118	219	94%
Wilkes CC	2,831	284	98%
Wilson CC	2,082	408	95%
<b>System Total</b>	<b>205,803</b>	<b>41,752</b>	<b>94%</b>

## 8. 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: 2007-2008

Number of Survey Respondents	Percent Satisfied
1,916	97%

(Performance Standard: 90%)