

Wake Technical Community College
2008 Critical Success Factors
Eight Performance Measures for Accountability
<http://planningandresearch.waketech.edu/ie/rccsf.php>

1. Progress of Basic Skills Students: (Performance Standard: 75%) (2006-2007)

Total FTE	Total Served in Literacy	Completed a Level or Goal	Progressing Same Level
11,166	7,762	5%	53%
Exit Non-Completers	Moved to a Higher Level	Composite Progress Percent	
15%	27%	85%	

2. Passing Rates on Licensure and Certification Examinations (Performance Standard: 80% Aggregate Passing Rate) (2006-2007)

Total Number of Test Takers	Total Number Passing	Aggregate Institutional Rate	Number of Exams with a Passing Rate Less Than 70%
366	320	87%	1

	Number Tested	Percent Passed
Basic Law Enforcement Training	53	87%
Dental Hygiene	20	100%
Emergency Medical Technician (EMT)		
EMT	127	94%
EMT-I	14	79%
EMT -P	16	100%
Nursing (Registered Nursing)	71	83%
Radiography	32	100%
Real Estate (Sales)	33	52%

3. Performance of College Transfer Students (Performance Standard: 83% ≥ 2.0) Percent of 2005-2006 College Transfer Students with a GPA of greater than or equal to 2.0 after two semesters at a UNC Institution

24 or More Semester Hours		Associate Degree Recipients		Total	
Number	% ≥ 2.0	Number	% ≥ 2.0	Number	% ≥ 2.0
272	80.5%	145	91%	417	84.2%

4. Passing Rates of Students in Developmental Courses (Performance Standard: 75%) (2006-2007)

	# Completed	% Passed
Reading	695	87%
Math	3,400	68%
English	1,456	72%
Total	5,551	71%

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) (2006-2007)

English		Math		Total	
Number	% Passed	Number	% Passed	Number	% Passed
222	85%	378	89%	600	88%

6. **Satisfaction of Program Completers and Non-Completers (Performance Standard: 90%) (2006-2007)**

	Number	Percent Satisfied
Non-Completers	453	93%
Completers	632	98%
Total	1085	96%

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) (2006-2007)**

Total Cohort	% Graduated	% Return	% Transfer	% Graduate, Return, or Transfer
10,268	10%	52%	7%	69%

8. **Business/Industry Satisfaction with Services Provided (Performance Standard: 90%) (2006-2007)**

Number of Survey Respondents	Percent Satisfied
1,805	97%