

Wake Technical Community College
2010 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%) (2008-2009)

Total FTE	Total Served in Literacy	Completed a Level or Goal	Progressing Same Level
13,650	8,751	6%	47%
Exit Non-Completers	Moved to a Higher Level	Composite Progress Percent	
13%	34%	87%	

2. Passing Rates on Licensure and Certification Examinations (Performance Standard: 80% Aggregate Passing Rate) (2008-2009)

Total Number of Test Takers	Total Number Passing	Aggregate Institutional Rate	Number of Exams with a Passing Rate Less Than 70%
367	338	92%	0

	Number Tested	Percent Passed
Basic Law Enforcement Training	56	88%
Dental Hygiene	12	100%
Emergency Medical Technician (EMT)		
EMT	141	96%
EMT-I	19	79%
Nursing (Registered Nursing)	105	92%
Radiography	26	100%

3. Performance of College Transfer Students (Performance Standard: 83% ≥ 2.0) Percent of 2007-2008 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
13,650	323	83%	127	88%	450	84%

4. **Passing Rates of Students in Developmental Courses (Performance Standard: 75%) (2008-2009)**

	# Completed	% Passed
Reading	995	84%
Math	3,922	71%
English	2,007	72%
Total	6,924	73%

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) (2008-2009)**

FTE	English		Math		Total	
	Number	% Passed	Number	% Passed	Number	% Passed
13,650	512	78%	658	89%	1,170	84%

6. **Satisfaction of Program Completers and Non-Completers (Performance Standard: 90%) (2008-2009)**

FTE		Number	Percent Satisfied
13,650	Non-Completers	343	93%
	Completers	535	94%
	Total	878	94%

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) (2008-2009)**

FTE	Total Cohort	% Graduated	% Return	% Transfer	% Graduate, Return, or Transfer
13,650	13,277	8%	52%	10%	70%

8. **Business/Industry Satisfaction with Services Provided (Performance Standard: 90%) (2008-2009)**

FTE	Number of Survey Respondents	Percent Satisfied
13,650	2,183	97%