

Tennessee Workforce Investment Act 2004 Performance Report of Statewide Eligible Training Providers.



Compiled By:



In Conjunction With:

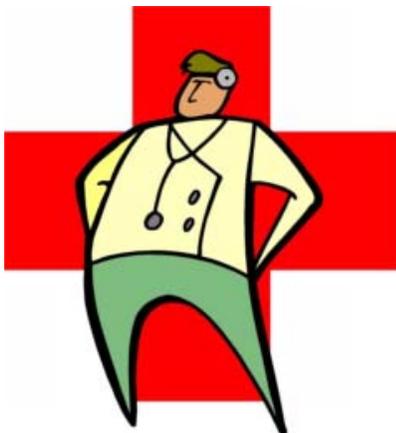


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Note from the Director of WIA with THEC

This is the 3rd edition of the Tennessee Higher Education Commission's (THEC) *Performance Report of Statewide Eligible Training Providers*. The inaugural report received a tremendous amount of attention and accolades, culminating with being listed on the Federal government's WIA website as a *Promising Practice*. In the time since the release of the first report, THEC has made significant improvements in our data infrastructure, policies and procedures, and the WIA quarterly reporting process. All of these changes were made with the intention of lessening the reporting obligation for our training providers while simultaneously ensuring that we obtained the mandated performance data in a standardized and timely fashion.



Rosevelt L. Noble, Ph.D.

Some of the internal changes that we have made since the initial report include:

- ❖ **Development of a Standardized Method of Reporting** – The new method of reporting specified for providers the exact format of the report and the only codes that could appear for each field. Any report not received in the standardized format was returned to the provider and treated as if it was never received. With this change, A) it was easier to detect and correct inaccurate data problems, and B) we were able to generate systematic statistical programming commands to perform various types of analysis.
- ❖ **Changing the Report Submission Medium** – Providers had the option of submitting their quarterly reports electronically beginning April 15, 2003. After realizing the simplicity of new method, we required that all reports be submitted electronically beginning October 15, 2003. Electronic submissions allow for more thorough checking of the accuracy of the data given that less time is spent on tasks such as data entry. In addition, allowing providers to submit their reports electronically has also virtually eliminated the problem of receiving reports late.
- ❖ **More Performance Data Feedback** – THEC provides all of our training institutions with more feedback on their performance information throughout the year. Within 10 business days of submitting their quarterly performance report, all of our providers receive a cleaned copy of their recently submitted report, and a Quarterly Report Summary that details all of their performance data (by quarter) for the current fiscal year.

These are just three of the many improvements made to the THEC data infrastructure, policies and procedures, and quarterly report process. Because of the many enhancements, this report improves on the previous editions in several ways. With each addition of the report, we strive to improve the appearance as well as the level of analysis. The 3rd Edition differs in that the focus was on including more provider based performance measures to give potential WIA students a bigger and better performance picture for each program. These improvements are described in detail below.

- ❖ **More Provider Based Performance Measures** – The 2004 report expands the scope of the individual provider performance measures. In addition to the traditional completion and placement rates, the 2004 report also includes:

- ★ *Average Time to Completion:* For the WIA student population and the ALL of student population (for the non-TBR providers), we have provided a measure of the average amount of time that it took students to complete each training program. This is valuable information for dislocated WIA students who perhaps desire to return to the labor force rather quickly.
- ★ *Long Term Placement Rate Assessment:* Assessment of two placement rates covering a span of two quarters. The first placement rate will reflect the number of participants employed the quarter immediately following completion of a certified training program. The second placement rate will reflect the number of participants employed in the first or second quarter immediately following the completion of a certified training program. The intent of the second option is to reflect a better placement rate for training programs that require an additional license or examination upon completion before a participant can begin to work in that particular field.
- ★ *6-Month Retention Rates:* For each program, this measure provides the percentage of completers who were gainfully employed the first quarter after completion and were still working 6-months later.
- ★ *Average Wage at Completion:* Average wage the quarter following completion for those successfully placed during the first quarter after program completion.
- ★ *6-Month Average Wage:* Average 6-month wage for those successfully placed during the first quarter after program completion.

In sum, the report supplies valuable information to assist state and local WIA officials as well as potential WIA students in making informed choices when selecting training programs. An essential feature of the Workforce Investment Act is the “Customer Choice” orientation of the program. Individuals seeking assistance through WIA funding have the freedom of choice in selecting the training program that best fits their personal and career needs. As such, it is important that customers receive accurate information regarding the performance record of all training providers eligible to participate in the WIA program. Informed customer choice requires a stringent system of accountability for all certified training providers.

We hope you find the information provided in the *2004 Performance Report of Statewide Eligible Training Providers* beneficial and informative. The report is an extension of the Tennessee Higher Education Commission’s responsibility to evaluate all WIA providers based on performance data to determine their subsequent eligibility to the *Statewide List*.

Sincerely,

Rosevelt L. Noble

Rosevelt L. Noble, Ph.D.

Executive Summary – General Provisions of WIA

On August 7, 1998, President Clinton signed the Workforce Investment Act of 1998 (WIA)-comprehensive reform legislation that superseded the Job Training Partnership Act (JTPA) and amended the Wagner-Peyser Act. The WIA reformed Federal job training programs and created a new, comprehensive workforce investment system. The reformed system was intended to be customer-focused, to help Americans access the tools they need to manage their careers through information and high quality services, and to help U.S. companies find skilled workers.

Specifically, the Workforce Investment Act embodies seven key principles:

1. Streamlined Services Through the One-Stop Delivery System:

Programs and providers co-locate, coordinate, and integrate activities and information, so that the system as a whole is coherent and accessible for individuals and businesses alike.

2. Empowering Individuals:

WIA provides financial power through Individual Training Accounts, while simultaneously offering greater levels of information and guidance, through the one-stop delivery system.

3. Universal Access:

All individuals have access to the one-stop system and to core employment-related services. At the one-stop, students have universal access to information about job vacancies, career options, student financial aid, and instructions on how to conduct a job search, write a resume, or interview with an employer.

4. Increased Accountability:

The goal of WIA is to increase employment, retention, and earnings of participants, and in doing so, improve the quality of the workforce to sustain economic growth, enhance productivity and competitiveness, and reduce welfare dependency.

5. Strong Role for Local Workforce Investment Boards and the Private Sector:

In a coordinated effort, business-led boards act as "boards of directors," focusing on strategic planning, policy development, and oversight of the local workforce investment system.

6. State and Local Flexibility:

States and localities have increased flexibility, with significant authority reserved for the Governor and chief elected officials, to build on existing reforms in order to implement innovative and comprehensive workforce investment systems tailored to meet the particular needs of local and regional labor markets.

7. Improved Youth Programs:

Youth programs are linked more closely to local labor market needs and community youth programs and services, and with strong connections between academic and occupational learning.

Executive Summary - Eligible Training Providers & Performance Data

The Workforce Investment Act establishes requirements that a provider of a training program must meet in order to remain eligible to receive adult or dislocated worker funds under this title. There are two sets of requirements -- the first set relating to a providers **initial eligibility** and the second set relating to a provider maintaining **subsequent eligibility**.

Initial Eligibility

Presently, the local WIA boards certify all applications for initial eligibility to the statewide list. Following their decision, the local board submits the applications to the Tennessee Higher Education Commission (THEC) and THEC distributes a single list of providers identified from all local areas, making it available through the One-Stop System. Subsequent to the initial eligibility period, all providers (including those that were automatically eligible) must meet performance criteria established by the Governor to maintain eligibility.

Subsequent Eligibility

The performance criteria include levels of performance for all individuals participating in the provider's program relating to: the rate of completion; the percentage of all such individuals who obtain unsubsidized employment (which also may include the percentage of those who obtained such employment in occupations related to the program); and the wages at placement of such individuals. The criteria also include levels of performance relating only to students receiving WIA funds who participated in the provider's program. These criteria include the percentage of those participants who completed the program and obtained unsubsidized employment, the retention rate in such employment and the wage rate of those participants who completed the applicable program 6 months after employment; and the rate of licensure or certification as appropriate of those who completed. Each provider also must submit information relating to the costs of the program. The local boards may modify the performance criteria for programs of providers in the local areas by increasing the levels of performance above the minimum levels established by the Governor.

The performance information for each eligible program of a provider relating to these criteria are provided annually to the local boards. The Governor or the local boards may require providers to submit other additional program-specific information. The local boards or the Governor also may accept performance information consistent with the requirements of the Higher Education Act to fulfill these requirements. On-the-job training (OJT) and customized training are not subject to these requirements; however, the Governor may require such institutions to provide performance information to the one-stop operator and may establish performance criteria.

Along with the goal of informed customer choice, analysis of performance data is also necessary to ensure the integrity of the Workforce Investment Act. To protect the WIA program from saturation with fraudulent or ineffective training providers, the Workforce Investment Act requires subsequent eligibility decisions based on annual performance standards. Only those programs compliant with mandated performance standards are eligible for continued placement onto the *Statewide List of Eligible Training Providers*.

The current report provides a performance assessment of completion and job placement rates for all WIA certified training providers in the state of Tennessee. Specifically, the report details performance data for the period covering July 1, 2003 through June 30, 2004.

Executive Summary - THEC and the Workforce Investment Act

During the implementation stage of the Workforce Investment Act in Tennessee, then Governor Don Sundquist designated the Tennessee Higher Education Commission (THEC) as the state agency responsible for maintaining the *Statewide List of Eligible Training Providers*. The Commission's experience as the state-authorizing body for Postsecondary School Authorization well positioned the agency for developing and maintaining a statewide list of WIA certified providers and programs.

As part of developing and maintaining the list, THEC is responsible for coordinating five functional components of the WIA program. These components include:

- ❖ ***Development of Applications and Standard Operating Procedures*** – THEC is charged with developing the initial eligibility application and other important documents in the WIA process such as quarterly performance report forms. In addition, the Commission is also responsible for developing policies and guidelines in alignment with federal legislation.
- ❖ ***Application Confirmation*** – THEC confirms that all institutions applying for WIA certification in the state of Tennessee have the necessary state approval for legal operation. Thus, THEC is responsible for verifying with authorizing agencies, such as the Barbering and Nursing Board, that all providers and programs certified by a local workforce investment board have the necessary approval for state operation.
- ❖ ***Management and Dissemination of Statewide List*** – THEC maintains the *Statewide List of Eligible Training Providers* and disseminates this list through the THEC web site. Although the federal legislation does not require the list to be in the form of a web site, this is the national model and preferred mechanism for distribution. In addition, the list must be 100 percent accurate concerning program and performance information and the list must be available to all prospective students in a manner that is easily accessible and widely utilized.
- ❖ ***Evaluation and Appeals*** – THEC oversees three activities associated with evaluation and appeals: 1) the evaluation of performance data, 2) the investigation of complaints on behalf of the students, and 3) the investigation of formal appeals filed by providers denied entrance onto the statewide list. When necessary, THEC conducts appeal hearings in coordination with the Department of Labor and Workforce Development and representatives from the Local Workforce Investment Boards.
- ❖ ***Removal Procedures*** – THEC is responsible for removing providers from the statewide list when the provider: 1) fails to submit quarterly performance data, 2) loses the necessary approval for operation in the State of Tennessee, 3) requests removal from the statewide list, or 4) for any other reason deemed just cause for removal by THEC.

The current report is an extension of the THEC's responsibility to manage and disseminate the *Statewide List of Eligible Training Providers*. The report's findings are intended to assist state and local officials, as well as potential WIA participants in the effective utilization of WIA funds.

The WIA Quarterly Performance Reports provided the vast majority of the performance information on the WIA and ALL of student populations. However, giving the difficulty in obtaining information for the ALL of student population by program, certain providers received exemptions from reporting this information to the Tennessee Higher Education Commission. Those granted exemptions are the Tennessee public 4-Year Universities, the Community Colleges, and the Technology Centers. These providers submit performance data for their WIA students only, and THEC receives performance data for their ALL of student populations from the *Tennessee Board of Regents*.

In all, six data sources were utilized in compiling the current report:

- ❖ WIA Quarterly Performance Reports – Covering July 1, 2003 through June 30, 2004.
- ❖ Tennessee Board of Regents – *Regular and Supplemental Enrollment Reports* for Summer 2003, Fall 2003, and Spring 2004.
- ❖ Tennessee Board of Regents – *2003-2004 Annual Report of Graduates* for 4-year universities and community colleges.
- ❖ Tennessee Board of Regents – *Tennessee Technology Centers Student Information System 2003-2004 Enrollment Report*.
- ❖ Tennessee Department of Labor and Workforce Development (TDOL & WD), Division of Employment Security – Tennessee Unemployment Insurance Wage Records (TUIWR) from January 1, 2003 through June 30, 2005.
- ❖ Wage Record Interchange System (WRIS) – National Unemployment Insurance Wage Records for each participant by quarter from January 1, 2003 through June 30, 2005.

WIA Quarterly Performance Reports – Description

All WIA certified training providers are required to submit quarterly reports detailing program progress for both WIA and ALL of students. “ALL of students” refer to the total number of students, and not just to the number of non-WIA students. Statistically, WIA students are a component of the figures describing the ALL of student population.

In each report, the certified provider documents the number of newly enrolled students, dropouts, completers, still enrolled, etc. In addition, when a student successfully completes a certified training program, THEC submits the student’s social security number to both TUIWR and to the WRIS at the conclusion of the fiscal year to check for wages the quarter following completion. Consequently, effective evaluation of each training program requires that providers submit all of the above information for both the WIA and ALL of student populations.

The quarterly performance reports are due at THEC on the 15th day following each quarter. Specifically, the report periods and due dates are as follows:

Table 1 – Quarterly Report Schedule

Quarter	Time Period			Due Date
1 st	July 1	Through	September 30	October 15
2 nd	October 1	Through	December 31	January 15
3 rd	January 1	Through	March 31	April 15
4 th	April 1	Through	June 30	July 15

Providers who fail to submit a performance report are subject to the *Schedule of Consequences* designed to address such issues. The *Schedule of Consequences* involves two levels of action beginning at level one, where the provider is temporarily suspended from the *Statewide List of Eligible Training Providers* and all 13 of the local workforce investment boards and the Department of Labor and Workforce Development are informed of the provider’s suspension status. At level two of the *Schedule of Consequences*, the provider is permanently removed from the Statewide List for a period of two consecutive quarters.

The current report may not include 4 quarters of performance data for all providers. In some cases a provider may not have become WIA certified until the last 2 or 3 quarters of the report period. There are two types of providers who are exempt from submitting quarterly reports and thus do not appear in the current report.

1. Any provider whose initial application into WIA was certified between July 1, 2003 and June 30, 2004 and who did not receive a WIA student during that time is not required to begin submitting WIA quarterly reports to THEC until receiving a minimum of one WIA student. However, if the minimum of one WIA student was enrolled during the time after certification, the provider is required to submit a performance report.
2. Any provider that has **NEVER** received a WIA student (from their inception into WIA) does not have to complete a quarterly performance report until they receive their first WIA student. This exemption does not refer to the quarter of the report, but rather the period that covers the provider’s initial inception into WIA up through June 30, 2004. Subsequently, after one WIA student is received, the provider is required to forever report on that particular program.

Thus, not all of the providers who appear on the *Statewide List of Eligible Training Providers* will appear in the current report. Furthermore, the report is also limited to only those providers who enrolled a minimum of 10 WIA students during the 2003-04 fiscal year.

TBR Regular and Supplemental Enrollment Reports – Description

The enrollment reports consist of a record on each student attending the institution on the census date. The census date is the 14th calendar day from the beginning of classes each term. A record is generated for each student attending the institution, regardless of his/her courses. The data files include continuing education and co-op students, as well as regular resident students. The report from each institution is submitted through the reporting institutions governing board to the Tennessee Board of Regents.

General Guidelines of the TBR Enrollment Data Files:

-  Courses are reported in the term in which the ending date of the course falls. The only exception to this rule is when a course, which is in progress on the 14th day of a term

has an ending date in the succeeding term prior to the 14th day of the succeeding term. In these cases the course is reported in the regular report of the first term.

- ❖ Only those courses actually in progress on the 14th day census date are reported in the regular report. All other courses are reported in the supplemental report of the term in which the ending date of the course falls.
- ❖ Short courses are reported in the supplemental report even if they are in progress on the 14th day census date.
- ❖ Students enrolled exclusively in continuing education units are reported in the supplemental report. In addition, reporting on continuing education units was optional.
- ❖ Students who are permitted to enter a course after the 14th day are reported in the supplemental report.

TBR Annual Report of Graduates – Description

The Annual Report of Graduates consists of information on each student who completed academic programs during the 2003-2004 year. The year is defined as all of the academic terms from summer 2003 term through spring 2004 term. All 4-year universities and community colleges submitted the reports to the TBR no later than August 5, 2004.

TBR TTC Student Information System 2003-2004 Enrollment Report – Description

The student information report is due in the TBR office no later than 15 calendar days after the completion of each term. The term dates are the same as those for the WIA Quarterly Performance Reports.

The enrollment report consists of a record for each student who attended the institution during a term. If a student enrolls in more than one program in a term, then a separate record is generated for each program. In the case of satellite sites, the lead institutions submit the report electronically.

The enrollment report for the technology centers includes all of the graduate information, thus there is no need for a separate graduates report.

Tennessee Unemployment Insurance Wage Records (TUIWR) – Description

The Workforce Investment Act creates a performance accountability system to assess the effectiveness of states and local areas in achieving continuous improvement of workforce investment activities. The system requires that each state and local area, as part of a regular performance accountability assessment, consider the impact of workforce investment services upon wages of the recipients of those services.

Utilizing Tennessee Unemployment Insurance Wage Records (TUIWR) provided by the Tennessee Department of Labor and Workforce Development, THEC checked for reported wages across the state of Tennessee. TUIWR data provided wage information for eight consecutive quarters spanning from January 1, 2003 through June 30, 2005. In all, 247,678 wage records from Tennessee were analyzed in computing placement the rates. The 247,678 records reflected wage data for 41,013 students who completed training programs in the state of Tennessee.

In a secured file from the Division of Employment Security, THEC received the 10 quarters of wage information for each completer. Only those individuals with a reported wage amount during the quarter immediately following the completion of a WIA certified training program are classified as a job placement. The obtained wage amount does not have to be in the individual's particular field of study, and THEC does not know nature of the business conducted by the employer who submitted each particular wage.

Wage Record Interchange System (WRIS) - Description

The Wage Record Interchange System (WRIS) is an important element in the effort of states to comply with the program assessment and reporting requirements of the Workforce Investment Act. In order to realistically measure the benefits derived from workforce investment services, wages earned outside the state where the services were provided must be measured in addition to those earned locally.

Through WRIS, requesting states can obtain access to other states' confidential Unemployment Insurance (UI) wage data for individuals to whom the requesting states have provided workforce investment services. All states participating in the WRIS have entered into Data Sharing Agreements with one another, thereby agreeing that their employees, contractors and/or agents will handle WRIS data in a manner that will protect its confidentiality to the greatest extent possible. Individuals at THEC with access to WRIS data have signed a form acknowledging their understanding of the confidential nature of the WRIS data and their obligation to follow prescribed standards for its proper handling.

Complementing the information obtained from TUIWR, the WRIS was designed to obtain wage data for the following individuals in WIA certified programs:

- Individuals who received services in a WIA program and who subsequently relocated to another state for employment.
- Individuals who reside in the state where they received services in a WIA program but who obtained their primary employment in another state.
- Individuals who reside in the state where they received services in a WIA program and who obtained employment in their resident state as well as secondary employment in another state.

Figure 1 shows all of the states currently participating in the WRIS. With Tennessee bordering eight states, it is important that we check for wages beyond the Tennessee state line.

In the current report, the WRIS provided wage information for 10 consecutive quarters for the time period spanning from January 1, 2003 through June 30, 2005. In all, the WRIS supplied 58,256 wage records that were analyzed computing placement rates. The 58,256 wage records were extracted from Unemployment Insurance Wage data in 49 states. The only state that did not respond to the THEC WRIS query was Hawaii. Thus, the current report does not include wage information for any participant who completed a WIA certified program in the state of Tennessee and obtained gainful employment in Hawaii. All of the states directly bordering Tennessee supplied wage records. Table 2 presents a breakdown of the top 20 states supplying wage records for inclusion in the current report. Not surprisingly, all eight of the states that directly border Tennessee appear among the top 20 (**bold states**).

Figure 1 – States Participating in WRIS

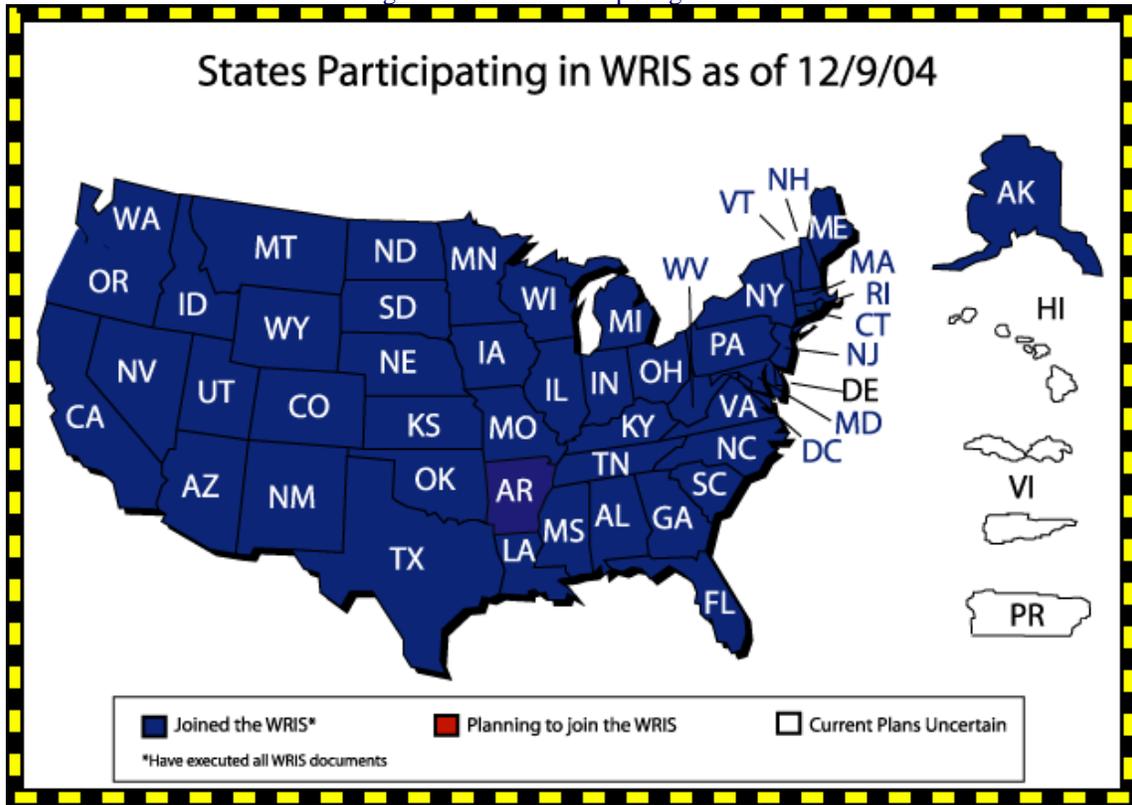


Table 2

State	Number of Wage Records Submitted
Kentucky	5,258
Georgia	4,522
Florida	4,348
Mississippi	4,087
North Carolina	4,055
Virginia	3,951
Arkansas	3,245
Texas	2,985
Alabama	2,786
Illinois	2,141
Nebraska	1,700
Michigan	1,698
South Carolina	1,574
Ohio	1,411
Louisiana	1,269
California	1,224
Missouri	1,005
Maryland	910
Pennsylvania	888
Oklahoma	747

TBR Regular and Supplemental Enrollment Reports – Limitations

1. No Continuing Education Indicator – The TBR data are divided into two files. One has all of the information for the Technology Centers, while the other has the 4-year universities and 2-year Community Colleges. The Technology Center files have a variable indicating whether a student is continuing education (i.e. at the time of reporting the student had not completed but was still enrolled). The university and community college file however does not have a still enrolled indicator.

2. Proxy ALL of Student Completion Rate – Because of the lack of a still enrolled indicator, the ALL of student completion rate for 4-year universities and community colleges is not comparable to the remaining WIA providers. THEC calculates completion rates by subtracting the number of students still enrolled from the total population of enrollments (See page 14). However, in the case of the 4-year universities and the community colleges, THEC had to determine the total population of eligible completers, and then compute the ALL of student completion rate based on how many of these individuals were recorded in the *Annual Report of Graduates*.

TUIWR & WRIS - Limitations

1. Unfound Social Security Numbers – Some certified programs train students for self-employment (i.e. barbering), in which case their wage amounts would not show up in the Tennessee Unemployment Insurance Wage Records or in the WRIS. The same would occur for deceased individuals or those who joined the military. In which case, an unfound social security number does not necessarily mean an individual did not have gainful employment; it just means the social security number was not matched in either of the two sources utilized for wage information (TUIWR and WRIS).

2. Failure to Submit ALL of Student Social Security Numbers – Providers are generally exceptional in submitting social security numbers for WIA completers; however, many neglect to do so for their ALL of student completers (in this case non-WIA completers). As a result, their ALL of student placement rates may not reflect their true rate of placement. Each provider is aware of the importance of submitting social security numbers for ALL completers and the failure to submit this information does not exempt the provider from meeting this performance standard.

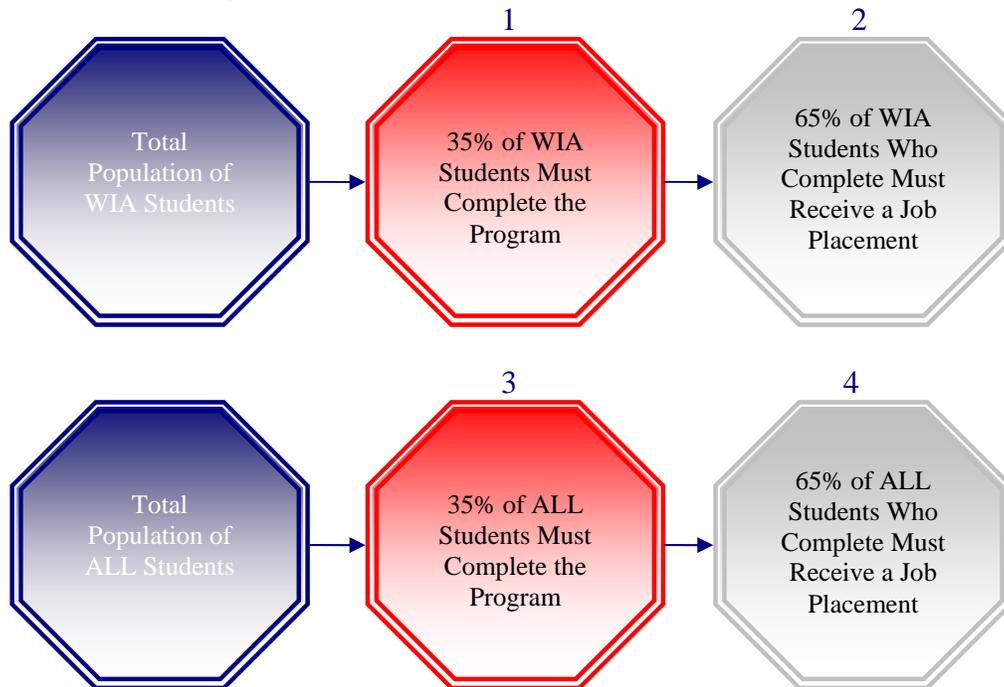
The current report includes performance analysis for all certified programs that enrolled a **minimum of 10** WIA students from July 1, 2003 through June 30, 2004. Thus, only those programs with a minimum of 10 WIA students enrolled during this time are considered in subsequent eligibility decisions. To remain subsequently eligible to receive WIA funds, each certified program **must meet one of four performance standards**.

Any program receiving at least 10 WIA students and failing to meet at least one of the four performance measures is subsequently ineligible to receive WIA students. Those programs removed from the list are eligible for reinstatement at the end of the suspension period, which expires at the conclusion of each fiscal year.

Performance Standards – Text Description

- ❖ The **WIA completion rate** for each program must be equal to or greater than 35 percent.
- ❖ The **ALL of student completion rate** for each program must be equal to or greater than 35 percent.
- ❖ The **WIA placement rate** for each program must be equal to or greater than the 65 percent.
- ❖ The **ALL of student placement rate** for each program must be equal to or greater than 65 percent.

Figure 2 – Illustration of the Four Performance Standards



Calculation of Performance Standards

THEC calculates the performance standards for WIA training providers as follows:

Completion Rate

$$\frac{\text{Total Number of Completers During the Fiscal Year}}{(\text{Total Number Enrolled During the Fiscal Year}) - (\text{Total Number Still Enrolled at End of Year})} * 100$$

The ALL of student completion rates for the 4-year universities and the community colleges were calculated using a slightly different equation given the absence of an indicator for the number of students still enrolled. The first step in computing the ALL of student completion rate for this subset of providers was to find the total population of eligible completers.

The total population of eligible completers at the 4-year universities was established by extracting from the *TBR Regular and Supplemental Enrollment Reports* only those students classified as a “Senior or a Fifth Year Undergraduate.”

Note: According to the Data Dictionary for the *TBR Regular and Supplemental Enrollment Report*, a fifth-year undergraduate is a student enrolled in a program, which normally takes five years to complete, e.g. some engineering programs or medical technology degrees. The term does not describe students who take five years to complete a four-year degree.

For the community colleges, the total population of eligible completers was established by extracting from the *TBR Regular and Supplemental Enrollment Reports* only those students classified as a “Sophomore” or those classified as “Undergraduate Special.”

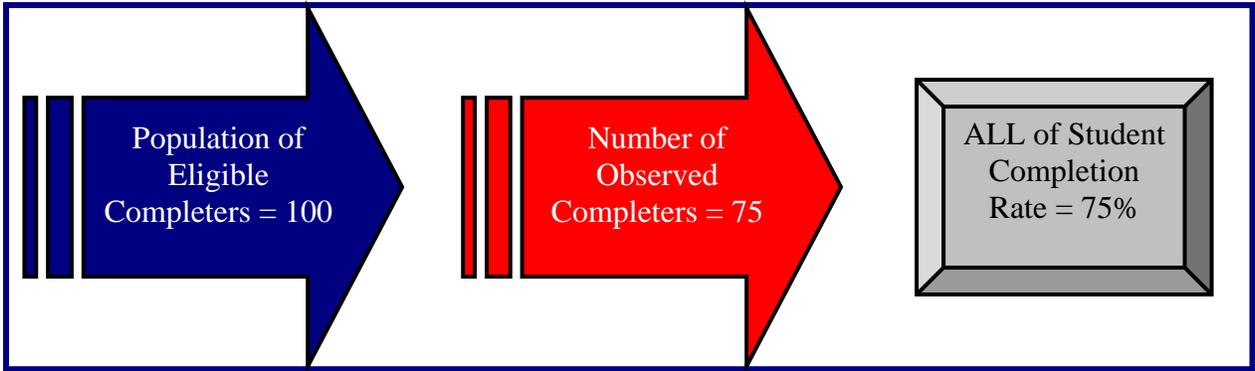
Note: According to the Data Dictionary for the *TBR Regular and Supplemental Enrollment Report*, an Undergraduate Special student is classified as one who is 1) non-degree seeking and holds no degree or certificate; or 2) non-degree seeking, holding any level degree, but taking only courses for undergraduate credit; or 3) non-degree seeking, holding no bachelor’s degree, and taking courses for both graduate and undergraduate credit; or 4) one seeking a Technical Certificate or Credit.

The community college ALL of student performance rates include undergraduate special students, because a significant proportion of WIA students fall into this category (particularly condition 4).

The ALL of student completion rate for the 4-year universities and community colleges was estimated by computing the percentage of population of eligible completers that were found in the *2003-2004 Annual Report of Graduates* (see Figure 3). The percentages were computed by program.

For example, assume that Middle Tennessee State University (MTSU) has 100 students enrolled in their psychology program that are classified as a senior according to the *TBR Regular and Supplemental Enrollment Reports* for the 2003-04 academic year. If 75 of these students are reported in the *2004 Annual Report of Graduates*, then MTSU’s annual completion rate for their psychology program is figured as 75%.

Figure 3 – Illustration of ALL of Student Completion Rate for 4–Year Universities & Community Colleges

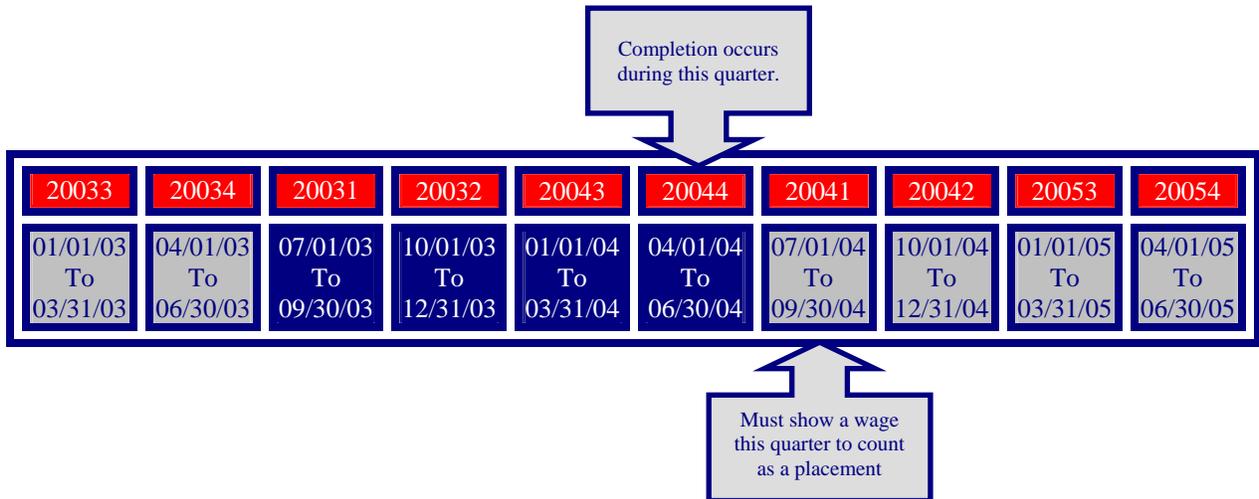


Placement Rate

$$\left\{ \frac{\text{Total Number of Placements Based on WRIS \& UIWR Matches}}{\text{(Total Number of Completers During the Fiscal Year)}} \right\} * 100$$

What is Considered a Placement?

Figure 4 – Illustration of Placement Indicator



The blue cells indicate the quarters included in the current annual report. For every social security number submitted in the WRIS and TUIWR queries, THEC receives any reported wage amount for the specified 10 quarters. Both of the WRIS and TUIWR data files are combined into one database. This process adds the wages were earned outside of Tennessee, to the participants’ in-state earnings. If an individual was unemployed for one quarter, then the returned file would only contain seven reported wage amounts. In addition to combining the two wage sources, the reported wage amounts are aggregated by quarter, i.e. if an individual was working for two different employers for any particular quarter, the two wage amounts are added together to reflect one quarterly earnings indicator. In determining job placements, THEC

considers when the individual completed their respective program. For instance, if an individual completed a WIA program during the fourth quarter of 2004, in order for the provider to receive credit for this individual as a job placement, the completer must show a wage during the first quarter of 2004 (see Figure 4).

Abbreviations Guide & Description

Throughout the individual provider summary pages, there appears a series of abbreviations denoting the following:

- NC NO COMPLETERS - The program in consideration did not have a completer during the report period and therefore, they did not qualify to have a corresponding placement rate or a measure reflecting the average time to completion for the WIA student population.
- NA NOT APPLICABLE – As of the report conclusion date (06/30/04), the total number of students enrolled in the certified program during the fiscal year is exactly equal to the number of students listed as “still enrolled.” Therefore, since these individuals have not yet completed, it is not possible to calculate the program completion rate. This abbreviation most frequently appears in the WIA completion and placement columns.
- NP NO PLACEMENTS – The program in question did not have any completers who were successfully placed within the first quarter following program completion. In such cases, the placements rates and wage information will be limited.
- ND NO DATA - The provider failed to submit performance data for a certain segment of their student population. Failure to report performance data occurs most frequently on the ALL of student population, particularly for the larger providers. However, failure to submit the information does not exempt the provider from meeting the performance measure. Consequently, providers who fail to meet both WIA performance measure and neglect to submit ALL of student information face an increased risk of removal from the statewide list.
- ID INACCURATE DATA – In some cases, providers has submitted performance values that are mathematically impossible. All providers were granted the opportunity to correct this information in January 2004. Some either neglected to re-submit the data or re-submitted without corrections.
- UD UNFOUND DATA – Some of the ALL of student performance data for the TBR schools was unfound for two reasons. 1) In some cases, the TBR institutions may offer temporary or specialty programs that are WIA approved but are not reported in the TBR *Regular and Supplemental Enrollment Reports* or the *Annual Report of Graduates*. Thus, the provider may submit performance data to THEC concerning the WIA student population; however, the ALL of student performance data is unfound in these particular cases. This was primarily a problem among the community colleges. 2) In a few cases, WIA students were classified as being in programs designated for graduate students. Since these were such rare occasions and typically involving only one random WIA student, no ALL of student performance data was extracted for graduate programs. This was primarily a problem among the 4-year universities. In either case, when unfound data was the problem for the ALL of student population, the WIA figures were used as a proxy.

Table 4 lists those institutions added to the *Statewide List of Eligible Training Providers* during the 2003-04 fiscal year. There were 10 new providers added to the statewide list.

Table 4 – 2003-04 Statewide List Additions

Provider	LWIA
Belmont University	9
Buchanan Beauty College	6
First Class Trucking School	11
High-Tech Institute - Memphis	13
Institute of Therapeutic Massage and Movement	9
Medical Institute of Technology	9
Remington College – Nashville Campus	9
Smokey Mountain Trucking Institute	2
University of Memphis	13
Virginia Highlands Community College	1

Table 5 provides a list of those institutions deleted from the *Statewide List of Eligible Training Providers* during the 2003-04 fiscal year. In all, there were 15 providers deleted from the statewide list. The providers were removed for various reasons as indicated by the table. Specifically, 9 providers requested removal, 2 were removed for failing to submit quarterly performance data, 3 were removed for school closures, and 1 lost their state approval for operation in the state.

Table 5 – 2003-04 Statewide List Removals

Provider	LWIA	Reason
Alternate Visions	5	PRR
Athena - Nashville	9	RPA
Baptist College of Health Sciences	13	PRR
Bryan College	5	PRR
CompUSA – Knoxville	3	PRR
Covenant Transport Training Center	5	PRR
Electronic Computer Programming College	5	PRR
Heartland Truck Driving Institute - Henderson	11	RSC
International Barber and Style	9	PRR
Methodist Hospital	13	PRR
Natural Touch Institute	5	PRR
Tennessee State Blacksmith	7	RSC
Transport Training Group	2	RSC
Tullahoma Beauty School	6	RQD
World Class University	9	RQD

- PRR = Provider requested removal
- RPA = Removed for failure to renew Postsecondary School Authorization
- RQD = Removed because the provider failed to submit a quarterly performance report
- RSC = Removed as a result of the school closing

Terminated Providers and Programs

Some of the providers and programs presented in the report were removed from the *Statewide List of Eligible Training Providers* during the fiscal year. For a variety of reasons, i.e. failure to submit performance data or provider request for removal, several providers no longer participate in the Workforce Investment Act program. However, any provider that has ever received a WIA student is included in the report, regardless of their status on the statewide list. Table 3 presents a list of those providers included in this report that have been deleted from the Statewide List.

Table 3 – Deleted Providers that Appear in the Report

Provider Name
Transport Training Group

Inaccurate Data Statement

In January 2004, all providers received an *Annual Review Summary* detailing the figures that would appear in the current annual report, and were granted the opportunity to provide corrections. In the memo accompanying the *Annual Review Summary*, the providers received notice that programs with inaccurate data problems would be treated as failing to meet that particular performance standard. Thus, those institutions that neglected to re-submit annual corrections are still subject to removal from the statewide list for failing to meet one of four performance standards.

Exceptional Training Providers



Exceptional Training Providers

Exceptional Training Providers (ETP) are those three institutions with the highest combined probability of WIA student completion and placement. For each institution, THEC computed a Success Score that reflects the aggregated probability of a WIA student completing a program multiplied by the probability of being placed after completion. Aggregated probability involves the summation of all of the individual program performance data for any particular institution to reflect one overall WIA completion and placement rate for the school collectively. Thus, ETP must have strong performance measures in all of their WIA programs, as any program with weak performance numbers will likely reduce their overall Success Score.



Probability of WIA Student Completing

*



Probability of WIA Student Placing

= Success Score

For an interpretation of an estimated Success Score, consider the following example. If ABC Computing has a WIA student completion rate of 95% and a WIA student placement rate of 75%, then the Success Score for ABC Computing equals 0.7125 (0.95 * 0.75). Interpreted statistically, we would say that the likelihood that a WIA student completes a program at ABC Computing and later receives a job placement is 71.25%.

There are four categories of Exceptional Training Provider Awards, and only the top three success scores in each category classified as ETP. In the case of a tie, the award goes to the institution that serviced the greatest number of WIA students. Twenty-five is the minimum number of WIA students that must enroll at an institution during the fiscal year in order for the provider to be considered for an Exceptional Training Provider Award. After computing the Success Score for each provider included in the report, the institutions were assigned to one of four tiers according to the number of WIA students enrolled during the 2004 fiscal year.

	Number of WIA Students Enrolled
Tier 1	150+
Tier 2	100 – 149
Tier 3	50 – 99
Tier 4	25 – 49

Those institutions receiving this honor will receive individual recognition at the annual THEC performance workshop.

2004 WIA Exceptional Training Providers

Congratulations!



Congratulations!

Congratulations!

Congratulations!

Tier 1 – Exceptional Training Providers

Provider	# of Programs	# of WIA Students	Success Score
TENNESSEE TECHNOLOGY CENTER AT MORRISTOWN	16	237	69.48%
TENNESSEE TECHNOLOGY CENTER AT MCKENZIE	10	155	68.75%
TENNESSEE TECHNOLOGY CENTER AT ELIZABETHTON	10	174	68.48%

Tier 2 – Exceptional Training Providers

Provider	# of Programs	# of WIA Students	Success Score
TENNESSEE TECHNOLOGY CENTER AT ATHENS	9	116	78.26%
TENNESSEE TECHNOLOGY CENTER AT JACKSON	17	121	75.49%
CONCORDE CAREER COLLEGE	8	108	69.23%

Tier 3 – Exceptional Training Providers

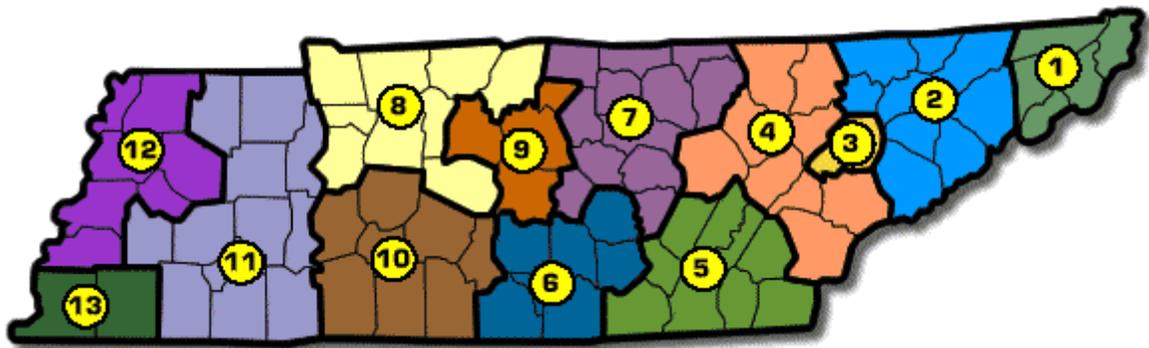
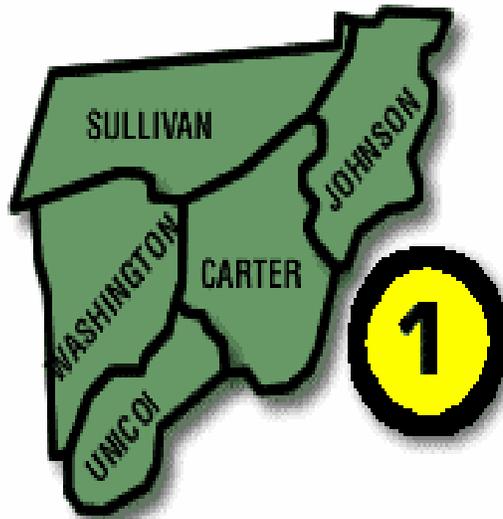
Provider	# of Programs	# of WIA Students	Success Score
HEARTLAND TRUCK DRIVING INSTITUTE - DYERSBURG	1	50	82.00%
WEST TENNESSEE BUSINESS COLLEGE	5	63	81.48%
TENNESSEE TECHNOLOGY CENTER AT NASHVILLE	13	58	80.49%

Tier 4 – Exceptional Training Providers

Provider	# of Programs	# of WIA Students	Success Score
AMERICAN RED CROSS – HIWASSEE CHAPTER	1	36	100%
BLOUNT MEMORIAL HOSPITAL INC.	2	46	91.67%
HIGH-TECH INSTITUTE - NASHVILLE	7	35	84.62%

Local Workforce Investment Area

1



2003-04 Annual Performance Report Individual Provider Summaries

COMMERCIAL CARRIER SERVICES

WIA CERTIFIED PROGRAM NAME	COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION		
	Total Enrollment	Total Completers	Stated Completion Time (Days) ^A	Actual Completion Time (Days) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H	
WIA STUDENTS	PROFESSIONAL DRIVER TRAINING	38	37	22.5	21.0	100.00	30	81.08	94.59	100.00	\$4,876	\$10,972
ALL STUDENTS	PROFESSIONAL DRIVER TRAINING	195	186	22.5	21.6	98.94	158	84.95	93.55	90.51	\$4,747	\$10,178
 <p>The programs listed to the right were removed from the <i>WIA Statewide List of Eligible Training Providers</i> for failure to meet the minimum performance standards. WIA students may not enroll in these courses until notification is issued by the Tennessee Higher Education Commission.</p>												

NOTATION KEY:

A	The time period specified by the provider regarding how long it takes to complete the program
B	Average time that it actually took those students listed as completers to complete the program
C	Please see page 16 of the report for a description of how the completion rates are calculated
D	Percentage of completers who were gainfully employed the first quarter after program completion
E	Percentage of completers who were gainfully employed during the first or second quarter following program completion
F	Percentage of completers who were gainfully employed the first quarter after completion and were still working 6-months later
G	Average wage the quarter following completion for those successfully placed during the first quarter after program completion
H	Average 6-month wage for those successfully placed during the first quarter after program completion

NORTHEAST STATE TECHNICAL COMMUNITY COLLEGE

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	OFFICE ADMINISTRATION TECHNOLOGY	30	8	24	19.1	80.00	2	25.00	37.50	100.00	\$1,628	\$5,634
	BUSINESS MANAGEMENT TECHNOLOGY	28	17	24	21.3	89.47	9	52.94	58.82	100.00	\$2,726	\$5,976
	COMPUTER & INFORMATION SCIENCES TECHNOLOGY	14	5	24	22.1	55.56	2	40.00	60.00	100.00	\$2,316	\$7,751
	MEDICAL ASSISTING	11	1	24	8.5	33.33	1	100.00	100.00	100.00	\$695	\$4,290
	ELECTRICAL TECHNOLOGY	10	1	24	23.4	50.00	0	0.00	0.00	NP	NP	NP
ALL STUDENTS	OFFICE ADMINISTRATION TECHNOLOGY	108	31	—	—	28.70	16	51.61	58.06	93.75	\$3,020	\$7,183
	BUSINESS MANAGEMENT TECHNOLOGY	176	42	—	—	22.16	25	59.52	66.67	96.00	\$4,401	\$9,045
	COMPUTER & INFORMATION SCIENCES TECHNOLOGY	134	43	—	—	32.09	32	74.42	81.40	90.63	\$5,240	\$10,585
	MEDICAL ASSISTING	29	7	—	—	24.14	5	71.43	85.71	100.00	\$1,267	\$4,869
	ELECTRICAL TECHNOLOGY	79	30	—	—	37.97	19	63.33	86.96	100.00	\$5,573	\$13,161
 The programs listed to the right were removed from the <i>WIA Statewide List of Eligible Training Providers</i> for failure to meet the minimum performance standards. WIA students may not enroll in these courses until notification is issued by the Tennessee Higher Education Commission.												

NOTATION KEY:

A	The time period specified by the provider regarding how long it takes to complete the program
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E	Percentage of completers who were gainfully employed during the first or second quarter following program completion
F	Percentage of completers who were gainfully employed the first quarter after completion and were still working 6-months later
G	Average wage the quarter following completion for those successfully placed during the first quarter after program completion
H	Average 6-month wage for those successfully placed during the first quarter after program completion



TENNESSEE TECHNOLOGY CENTER AT ELIZABETHTON

WIA CERTIFIED PROGRAM NAME	COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION		
	Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H	
WIA STUDENTS	BUSINESS SYSTEMS TECHNOLOGY	20	10	15	15.1	90.91	9	90.00	100.00	77.78	\$3,010	\$5,518
	COMPUTER OPERATIONS TECHNOLOGY	15	5	15	15.4	83.33	4	80.00	80.00	100.00	\$2,267	\$4,642
	ELECTRICAL AND ELECTRONIC EQUIPMENT REPAIR	18	6	18	11.3	85.71	4	66.67	100.00	100.00	\$3,963	\$8,202
	PRACTICAL NURSING	103	43	12	11.1	74.14	41	95.35	95.35	97.56	\$4,733	\$10,034
ALL STUDENTS	BUSINESS SYSTEMS TECHNOLOGY	96	48	—	—	80.00	31	64.58	72.92	87.10	\$2,535	\$4,966
	COMPUTER OPERATIONS TECHNOLOGY	53	28	—	—	75.68	19	67.86	75.00	89.47	\$2,635	\$5,185
	ELECTRICAL AND ELECTRONIC EQUIPMENT REPAIR	37	20	—	—	100.00	11	55.00	75.00	100.00	\$3,134	\$6,816
	PRACTICAL NURSING	359	160	—	—	67.51	148	92.50	94.38	98.65	\$4,928	\$10,640
	The programs listed to the right were removed from the <i>WIA Statewide List of Eligible Training Providers</i> for failure to meet the minimum performance standards. WIA students may not enroll in these courses until notification is issued by the Tennessee Higher Education Commission.											

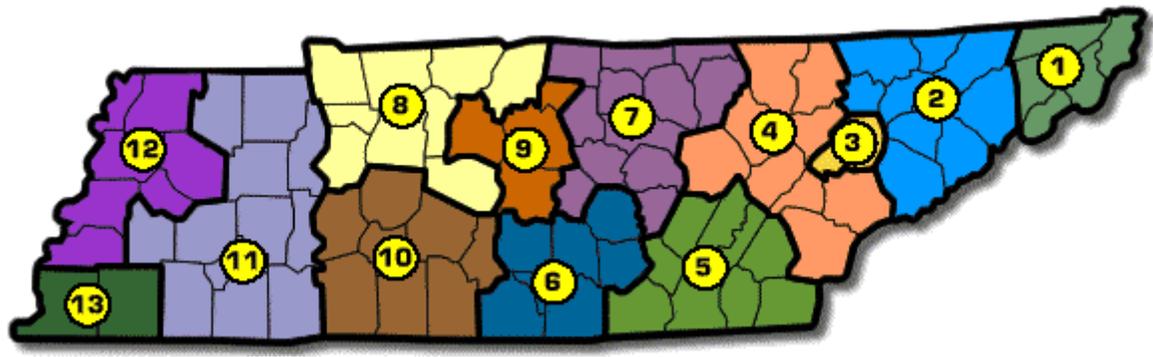
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F	Percentage of completers who were gainfully employed the first quarter after completion and were still working 6-months later
G	Average wage the quarter following completion for those successfully placed during the first quarter after program completion
H	Average 6-month wage for those successfully placed during the first quarter after program completion



Local Workforce Investment Area

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2003-04 Annual Performance Report

Individual Provider Summaries



LINCOLN MEMORIAL UNIVERSITY

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Week) ^A	Actual Completion Time (Week) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	NURSING	20	8	60	103	80.00	8	100.00	100.00	100.00	\$10,309	\$21,935
ALL STUDENTS	NURSING	215	70	60	91.5	59.83	65	92.86	97.14	93.85	\$8,855	\$18,320
 <p>The programs listed to the right were removed from the <i>WIA Statewide List of Eligible Training Providers</i> for failure to meet the minimum performance standards. WIA students may not enroll in these courses until notification is issued by the Tennessee Higher Education Commission.</p>												

NOTATION KEY:

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H	Average 6-month wage for those successfully placed during the first quarter after program completion

TENNESSEE TECHNOLOGY CENTER AT MORRISTOWN

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	BUSINESS SYSTEMS TECHNOLOGY	39	22	15	12.9	95.65	22	100.00	100.00	90.91	\$3,064	\$6,764
	INDUSTRIAL MAINTENANCE	12	8	15	15.1	90.91	7	87.50	87.50	85.71	\$6,193	\$12,660
	PRACTICAL NURSING	138	59	12	13.0	71.08	55	93.22	96.61	96.36	\$5,203	\$11,111
ALL STUDENTS	BUSINESS SYSTEMS TECHNOLOGY	188	74	—	—	64.60	55	74.32	77.03	87.27	\$2,698	\$5,743
	INDUSTRIAL MAINTENANCE	225	137	—	—	86.88	127	92.70	93.43	96.06	\$7,476	\$15,769
	PRACTICAL NURSING	213	89	—	—	68.46	83	93.26	96.63	97.59	\$5,123	\$11,044
 The programs listed to the right were removed from the <i>WIA Statewide List of Eligible Training Providers</i> for failure to meet the minimum performance standards. WIA students may not enroll in these courses until notification is issued by the Tennessee Higher Education Commission.												

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G	Average wage the quarter following completion for those successfully placed during the first quarter after program completion
H	Average 6-month wage for those successfully placed during the first quarter after program completion



TRANSPORT TRAINING GROUP

WIA CERTIFIED PROGRAM NAME	COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION		
	Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H	
WIA STUDENTS	BASIC TRUCK DRIVER PROGRAM	21	19	15	17.1	95.00	13	68.42	68.42	100.00	\$5,042	\$10,576
ALL STUDENTS	BASIC TRUCK DRIVER PROGRAM	55	51	15	17.1	96.23	41	80.39	80.39	97.56	\$5,796	\$11,652
 <p>The programs listed to the right were removed from the <i>WIA Statewide List of Eligible Training Providers</i> for failure to meet the minimum performance standards. WIA students may not enroll in these courses until notification is issued by the Tennessee Higher Education Commission.</p>												

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G	Average wage the quarter following completion for those successfully placed during the first quarter after program completion
H	Average 6-month wage for those successfully placed during the first quarter after program completion

UNITED TRUCK DRIVING SCHOOL, INC.

WIA CERTIFIED PROGRAM NAME	COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
	Total Enrollment	Total Completers	Stated Completion Time (Week) ^A	Actual Completion Time (Week) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS COMMERCIAL DRIVERS LICENSE: CLASS A	43	39	3	2.6	100.00	31	79.49	89.74	96.77	\$4,803	\$10,389
ALL STUDENTS COMMERCIAL DRIVERS LICENSE: CLASS A	136	126	3	3.0	99.21	100	79.37	84.92	89.00	\$5,206	\$11,227
 <p>The programs listed to the right were removed from the <i>WIA Statewide List of Eligible Training Providers</i> for failure to meet the minimum performance standards. WIA students may not enroll in these courses until notification is issued by the Tennessee Higher Education Commission.</p>											

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WALTERS STATE COMMUNITY COLLEGE

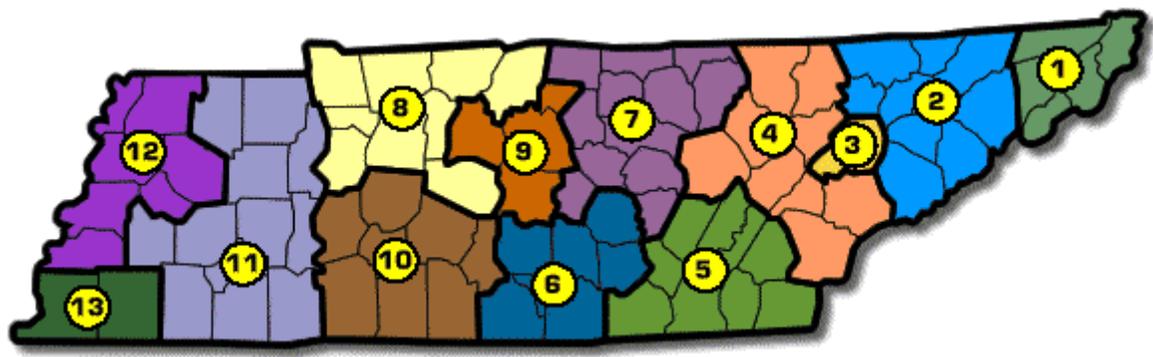
WIA CERTIFIED PROGRAM NAME	COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION		
	Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H	
WIA STUDENTS	MANAGEMENT TECHNOLOGY	14	6	24	27.3	66.67	4	66.67	66.67	100.00	\$3,547	\$6,990
	PROFESSIONAL ADMINISTRATIVE ASSISTANT	13	7	4	3.9	100.00	6	85.71	85.71	100.00	\$2,698	\$6,565
	NURSING	10	3	16	12.4	60.00	3	100.00	100.00	100.00	\$3,790	\$15,117
ALL STUDENTS	MANAGEMENT TECHNOLOGY	254	57	—	—	22.83	41	71.93	75.44	95.12	\$4,233	\$8,674
	PROFESSIONAL ADMINISTRATIVE ASSISTANT (UD)	13	7	—	—	100.00	6	85.71	85.71	100.00	\$2,698	\$6,565
	NURSING	278	116	—	—	41.73	110	94.83	98.28	99.09	\$4,403	\$14,198
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Local Workforce Investment Area 3



2003-04 Annual Performance Report Individual Provider Summaries

AMERICAN RED CROSS – KNOXVILLE CHAPTER

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Week) ^A	Actual Completion Time (Week) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	CERTIFIED NURSING ASSISTANT	26	22	5	4.6	84.62	18	81.82	86.36	83.33	\$2,958	\$6,013
ALL STUDENTS	CERTIFIED NURSING ASSISTANT	242	209	5	5.4	87.08	172	82.30	87.08	93.02	\$3,063	\$6,535
 <p>The programs listed to the right were removed from the <i>WIA Statewide List of Eligible Training Providers</i> for failure to meet the minimum performance standards. WIA students may not enroll in these courses until notification is issued by the Tennessee Higher Education Commission.</p>												

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TENNESSEE TECHNOLOGY CENTER AT KNOXVILLE

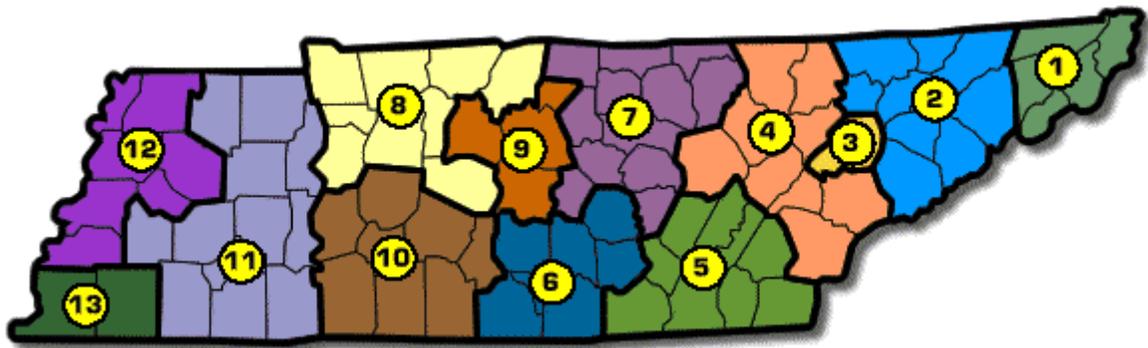
WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	BUSINESS SYSTEMS TECHNOLOGY	10	9	15	17.7	100.00	7	77.78	77.78	100.00	\$4,576	\$9,430
	PRACTICAL NURSING	11	7	12	11.6	70.00	4	57.14	100.00	100.00	\$3,745	\$11,553
ALL STUDENTS	BUSINESS SYSTEMS TECHNOLOGY	272	229	—	—	96.22	188	82.10	86.90	96.28	\$4,977	\$10,014
	PRACTICAL NURSING	208	124	—	—	69.66	108	87.10	89.52	100.00	\$5,687	\$11,713
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Local Workforce Investment Area 4



2003-04 Annual Performance Report

Individual Provider Summaries

BLOUNT MEMORIAL HOSPITAL, INC.

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	LICENSED PRACTICAL NURSING	44	10	11	11.1	100.00	9	90.00	100.00	88.89	\$4,426	\$10,722
ALL STUDENTS	LICENSED PRACTICAL NURSING	65	27	11	11.1	100.00	23	85.19	96.30	91.30	\$4,155	\$10,373
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H	Average 6-month wage for those successfully placed during the first quarter after program completion

EAST TENNESSEE SCHOOL OF COSMETOLOGY

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	COSMETOLOGY	17	10	12	12.1	100.00	5	50.00	50.00	60.00	\$6,977	\$12,931
ALL STUDENTS	COSMETOLOGY	62	26	12	11.0	100.00	9	34.62	42.31	77.78	\$5,717	\$11,241
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OAK RIDGE HOUSING TRAINING CORPORATION

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Week) ^A	Actual Completion Time (Week) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	COMMERCIAL DRIVER LICENSE	59	30	7	13.5	75.00	19	63.33	76.67	100.00	\$4,940	\$9,675
ALL STUDENTS	COMMERCIAL DRIVER LICENSE	67	36	7	12.9	78.26	22	61.11	77.78	100.00	\$5,118	\$9,951
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ROANE STATE COMMUNITY COLLEGE

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	NURSING	14	4	24	17.8	57.14	3	75.00	100.00	100.00	\$2,850	\$12,329
ALL STUDENTS	NURSING	264	81	—	—	30.68	71	87.65	97.53	98.59	\$3,189	\$12,618
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TENNESSEE TECHNOLOGY CENTER AT CROSSVILLE

WIA CERTIFIED PROGRAM NAME	COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION		
	Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H	
WIA STUDENTS	AUTOMOTIVE TECHNOLOGY	10	6	24	18.5	100.00	5	83.33	83.33	100.00	\$4,050	\$7,953
	BUSINESS SYSTEMS TECHNOLOGY	33	15	15	12.6	65.22	12	80.00	93.33	100.00	\$2,857	\$6,480
	COMPUTER OPERATIONS TECHNOLOGY	15	5	15	13.0	83.33	5	100.00	100.00	80.00	\$3,085	\$6,632
	HVAC	11	7	18	17.9	100.00	3	42.86	42.86	100.00	\$3,276	\$8,302
	INDUSTRIAL MAINTENANCE	20	11	24	15.7	84.62	8	72.73	81.82	87.50	\$2,869	\$7,033
	PRACTICAL NURSING	28	13	12	11.4	65.00	12	92.31	92.31	100.00	\$3,560	\$8,609
ALL STUDENTS	AUTOMOTIVE TECHNOLOGY	28	15	—	—	78.95	11	73.33	86.67	72.73	\$2,648	\$5,110
	BUSINESS SYSTEMS TECHNOLOGY	56	23	—	—	54.76	18	78.26	91.30	94.44	\$2,556	\$5,843
	COMPUTER OPERATIONS TECHNOLOGY	30	8	—	—	66.67	7	87.50	87.50	71.43	\$2,714	\$5,837
	HVAC	33	21	—	—	80.77	13	61.90	61.90	100.00	\$6,665	\$13,926
	INDUSTRIAL MAINTENANCE	53	28	—	—	84.85	24	85.71	89.66	95.83	\$8,025	\$15,677
	PRACTICAL NURSING	80	30	—	—	46.87	15	50.00	93.75	93.33	\$3,448	\$8,164
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TENNESSEE TECHNOLOGY CENTER AT HARRIMAN

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	AUTOMOTIVE TECHNOLOGY	11	6	24	12.8	85.71	6	100.00	100.00	100.00	\$4,088	\$8,251
	BUSINESS SYSTEMS TECHNOLOGY	33	11	15	8.7	68.75	6	54.55	54.55	83.33	\$5,326	\$9,825
	CERTIFIED NURSE ASSISTANT	14	13	3	2.2	92.86	7	53.85	53.85	100.00	\$2,813	\$6,252
	COMPUTER OPERATIONS TECHNOLOGY	13	5	18	18.1	71.43	3	60.00	60.00	100.00	\$3,365	\$6,766
	PRACTICAL NURSING	24	23	12	12.1	95.83	22	95.65	100.00	95.45	\$5,437	\$11,782
ALL STUDENTS	AUTOMOTIVE TECHNOLOGY	26	13	—	—	92.86	11	84.62	84.62	90.91	\$3,186	\$6,432
	BUSINESS SYSTEMS TECHNOLOGY	96	60	—	—	89.55	45	75.00	75.00	93.33	\$4,358	\$8,487
	CERTIFIED NURSE ASSISTANT	26	23	—	—	95.83	13	56.52	66.67	100.00	\$2,290	\$5,196
	COMPUTER OPERATIONS TECHNOLOGY	25	6	—	—	66.67	4	66.67	62.50	100.00	\$2,818	\$6,071
	PRACTICAL NURSING	69	54	—	—	78.26	49	90.74	94.44	95.92	\$4,846	\$11,446
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TENNESSEE TECHNOLOGY CENTER AT JACKSBORO

WIA CERTIFIED PROGRAM NAME	COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION		
	Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H	
WIA STUDENTS	BUSINESS SYSTEMS TECHNOLOGY	35	30	15	12.8	100.00	24	80.00	80.00	83.33	\$95	\$2,550
	COMPUTER OPERATIONS TECHNOLOGY	15	10	15	18.1	83.33	8	80.00	90.00	87.50	\$2,177	\$4,700
	DRAFTING AND C.A.D. TECHNOLOGY	10	8	18	12.0	100.00	6	75.00	75.00	100.00	\$3,298	\$8,400
	PRACTICAL NURSING	11	9	12	10.8	81.82	8	88.89	100.00	100.00	\$4,341	\$10,765
ALL STUDENTS	BUSINESS SYSTEMS TECHNOLOGY	76	56	—	—	90.32	35	62.50	66.07	94.29	\$3,348	\$7,480
	COMPUTER OPERATIONS TECHNOLOGY	35	18	—	—	69.23	16	88.89	94.44	87.50	\$2,892	\$6,244
	DRAFTING AND C.A.D. TECHNOLOGY	29	18	—	—	94.74	12	66.67	72.22	83.33	\$4,945	\$9,634
	PRACTICAL NURSING	67	56	—	—	83.58	48	85.71	92.86	93.75	\$3,804	\$7,973
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TENNESSEE TECHNOLOGY CENTER AT ONEIDA/HUNTSVILLE

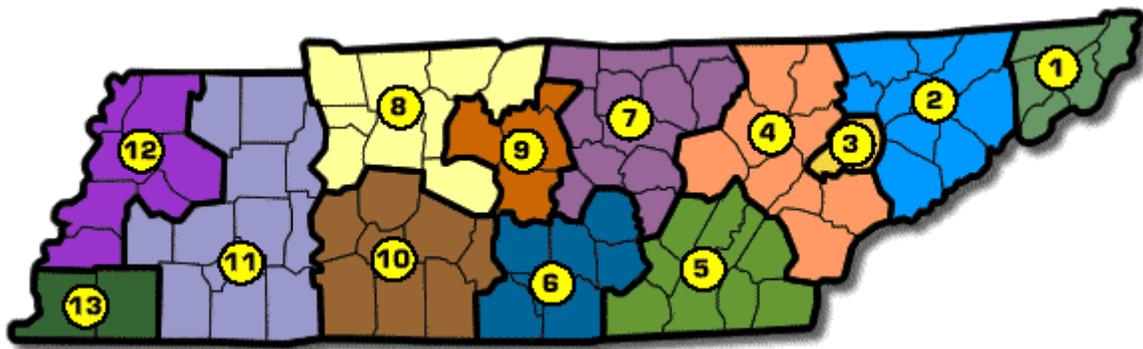
WIA CERTIFIED PROGRAM NAME	COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION		
	Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H	
WIA STUDENTS	AUTOMOTIVE TECHNOLOGY	12	7	18	15.4	100.00	3	42.86	57.14	100.00	\$5,262	\$10,615
	BUSINESS SYSTEMS TECHNOLOGY	45	34	15	12.2	91.89	26	76.47	79.41	100.00	\$3,080	\$7,196
	PRACTICAL NURSING	27	13	12	11.2	72.22	10	76.92	90.91	100.00	\$5,816	\$11,630
ALL STUDENTS	AUTOMOTIVE TECHNOLOGY	85	23	—	—	29.87	17	73.91	78.26	88.24	\$3,787	\$7,997
	BUSINESS SYSTEMS TECHNOLOGY	60	41	—	—	80.39	30	73.17	75.61	100.00	\$2,978	\$6,925
	PRACTICAL NURSING	39	14	—	—	53.85	12	85.71	85.71	100.00	\$5,861	\$11,829
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Local Workforce Investment Area 5



2003-04 Annual Performance Report Individual Provider Summaries

ACADEMY OF ALLIED HEALTH

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Week) ^A	Actual Completion Time (Week) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	CLINICAL MEDICAL ASSISTANT	10	9	16	17.4	90.00	9	100.00	100.00	100.00	\$3,296	\$6,778
ALL STUDENTS	CLINICAL MEDICAL ASSISTANT	79	65	16	17.7	94.20	49	75.38	84.62	95.92	\$3,427	\$7,211
 <p>The programs listed to the right were removed from the <i>WIA Statewide List of Eligible Training Providers</i> for failure to meet the minimum performance standards. WIA students may not enroll in these courses until notification is issued by the Tennessee Higher Education Commission.</p>												

NOTATION KEY:

A	The time period specified by the provider regarding how long it takes to complete the program
B	Average time that it actually took those students listed as completers to complete the program
C	Please see page 16 of the report for a description of how the completion rates are calculated
D	Percentage of completers who were gainfully employed the first quarter after program completion
E	Percentage of completers who were gainfully employed during the first or second quarter following program completion
F	Percentage of completers who were gainfully employed the first quarter after completion and were still working 6-months later
G	Average wage the quarter following completion for those successfully placed during the first quarter after program completion
H	Average 6-month wage for those successfully placed during the first quarter after program completion



AMERICAN RED CROSS – HIWASSEE CHAPTER

WIA CERTIFIED PROGRAM NAME	COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION		
	Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H	
WIA STUDENTS	CERTIFIED NURSING ASSISTANT	36	33	3	5.2	100.00	33	100.00	100.00	96.97	\$2,659	\$5,715
ALL STUDENTS	CERTIFIED NURSING ASSISTANT	98	88	3	5.4	98.88	75	85.23	89.77	94.67	\$3,002	\$6,362
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CHATTANOOGA STATE TECHNICAL COMMUNITY COLLEGE

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	APPLIED TECHNOLOGY	11	9	24	14.5	81.82	7	77.78	77.78	100.00	\$6,825	\$14,210
	COMMERCIAL TRUCK DRIVING	21	20	12	2.6	100.00	17	85.00	85.00	88.24	\$3,958	\$7,913
	PRACTICAL NURSING	27	6	12	8.2	42.86	6	100.00	100.00	100.00	\$4,957	\$11,395
ALL STUDENTS	APPLIED TECHNOLOGY	14	12	—	—	85.71	7	58.33	58.33	100.00	\$6,825	\$14,210
	COMMERCIAL TRUCK DRIVING	21	20	—	—	100.00	17	85.00	85.00	88.24	\$3,958	\$7,913
	PRACTICAL NURSING	27	6	—	—	42.86	6	100.00	100.00	100.00	\$4,957	\$11,395
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CLEVELAND STATE COMMUNITY COLLEGE

CLEVELAND STATE COMMUNITY COLLEGE												
WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	OFFICE SYSTEMS ADMINISTRATION	12	7	24	12.0	87.50	3	42.86	100.00	100.00	\$2,848	\$6,977
	WORKFORCE PREPAREDNESS - TECHNOLOGY	12	3	18	15.2	50.00	2	66.67	100.00	100.00	\$7,402	\$14,841
ALL STUDENTS	OFFICE SYSTEMS ADMINISTRATION	36	14	—	—	38.89	8	57.14	85.71	100.00	\$2,623	\$6,350
	WORKFORCE PREPAREDNESS - TECHNOLOGY	12	5	—	—	41.67	4	80.00	100.00	75.00	\$10,423	\$16,493
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NEW HORIZONS COMPUTER LEARNING CENTER - CHATTANOOGA

WIA CERTIFIED PROGRAM NAME	COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION		
	Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H	
WIA STUDENTS	MICROSOFT CERTIFIED SYSTEMS ADMINISTRATOR	19	9	12	10.7	81.82	8	88.89	88.89	87.50	\$6,093	\$11,767
	MICROSOFT OFFICE USER SPECIALIST	29	10	12	10.2	71.43	10	100.00	100.00	90.00	\$5,796	\$11,255
ALL STUDENTS	MICROSOFT CERTIFIED SYSTEMS ADMINISTRATOR	31	11	12	11.1	64.71	9	81.82	90.91	88.89	\$5,890	\$11,578
	MICROSOFT OFFICE USER SPECIALIST	29	10	12	10.2	71.43	10	100.00	100.00	90.00	\$5,796	\$11,255
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TENNESSEE TECHNOLOGY CENTER AT ATHENS

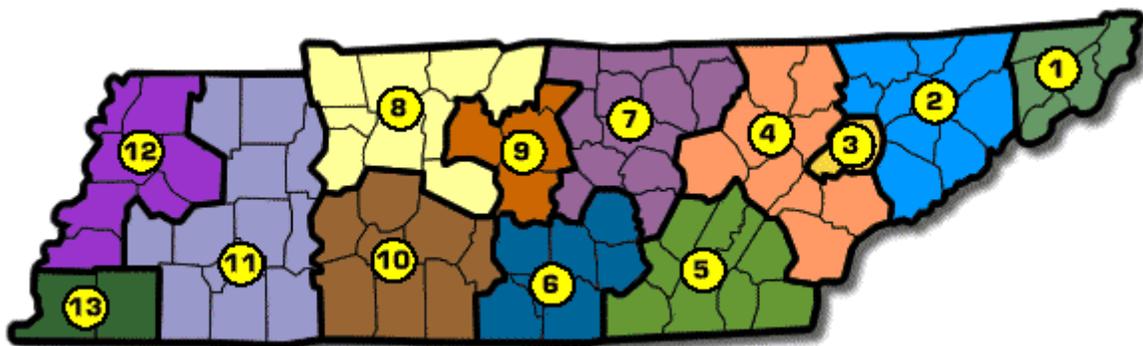
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	Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H	
WIA STUDENTS	BUSINESS SYSTEMS TECHNOLOGY	27	22	15	11.9	100.00	19	86.36	82.61	94.74	\$3,362	\$7,156
	PRACTICAL NURSING	62	24	12	12.5	75.00	24	100.00	100.00	95.83	\$5,794	\$11,381
ALL STUDENTS	BUSINESS SYSTEMS TECHNOLOGY	48	40	—	—	95.00	34	85.00	85.00	91.18	\$3,741	\$7,411
	PRACTICAL NURSING	82	37	—	—	82.22	37	100.00	100.00	97.30	\$5,937	\$11,693
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Local Workforce Investment Area

6



2003-04 Annual Performance Report

Individual Provider Summaries

GEORGIA CAREER INSTITUTE MCMINNVILLE CAMPUS

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	COSMETOLOGY	12	3	12	10.8	75.00	2	66.67	66.67	50.00	\$1,428	\$4,671
ALL STUDENTS	COSMETOLOGY	108	29	12	11.1	52.73	13	44.83	55.17	84.62	\$3,193	\$6,377
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MOTLOW STATE COMMUNITY COLLEGE

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	BUSINESS TECHNOLOGY	19	1	24	24.1	33.33	0.00	0.00	0.00	NP	NP	NP
ALL STUDENTS	BUSINESS TECHNOLOGY	132	27	—	—	20.45	17	62.96	62.96	88.24	\$4,607	\$9,270
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TENNESSEE TECHNOLOGY CENTER AT MCMINNVILLE

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WIA STUDENTS	BUSINESS SYSTEMS TECHNOLOGY	10	4	12	14.2	66.67	4	100.00	100.00	100.00	\$1,932	\$4,188
	MEDICAL OFFICE ASSISTANT	10	4	12	11.6	50.00	4	100.00	100.00	100.00	\$2,838	\$7,397
	PRACTICAL NURSING	14	6	12	12.8	60.00	6	100.00	100.00	100.00	\$4,195	\$11,309
ALL STUDENTS	BUSINESS SYSTEMS TECHNOLOGY	103	83	—	—	91.21	77	92.77	92.77	100.00	\$6,850	\$13,947
	MEDICAL OFFICE ASSISTANT	35	11	—	—	45.83	10	90.91	100.00	100.00	\$2,844	\$7,133
	PRACTICAL NURSING	93	30	—	—	54.55	27	90.00	90.00	96.30	\$4,395	\$10,368
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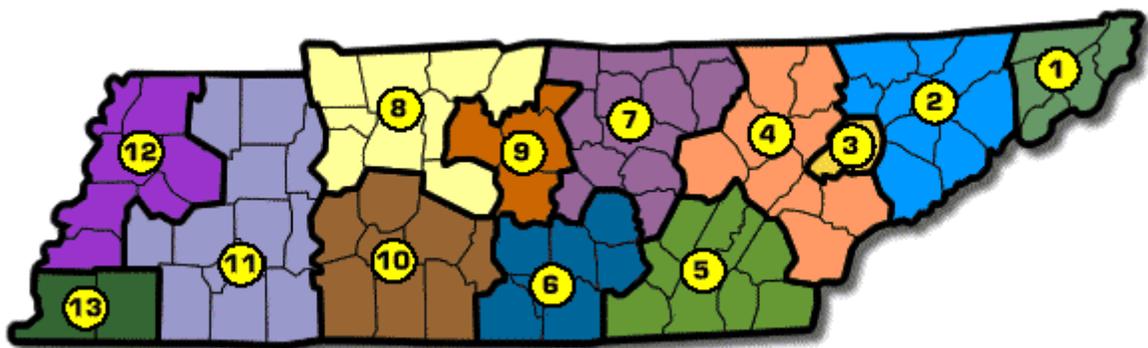
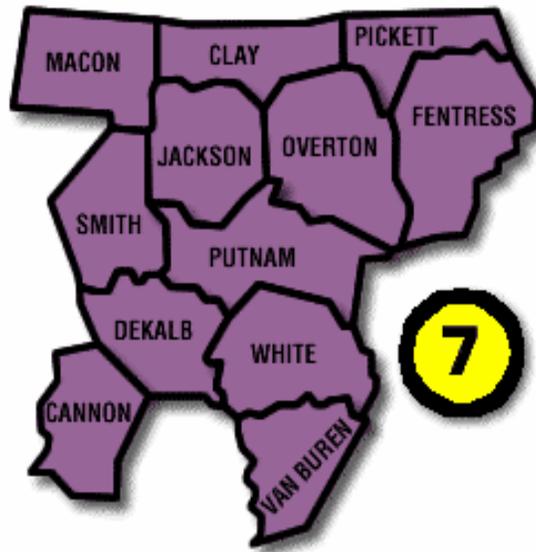
TENNESSEE TECHNOLOGY CENTER AT SHELBYVILLE

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	COMPUTER OPERATIONS TECHNOLOGY	21	11	15	12.4	84.62	11	100.00	100.00	90.91	\$2,402	\$6,537
ALL STUDENTS	COMPUTER OPERATIONS TECHNOLOGY	97	49	—	—	84.48	38	77.55	81.63	89.47	\$3,841	\$8,396
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Local Workforce Investment Area 7



2003-04 Annual Performance Report Individual Provider Summaries

NASHVILLE STATE COMMUNITY COLLEGE - COOKEVILLE

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	ELECTRONIC ENGINEERING TECHNOLOGY	32	21	9.5	12.5	77.78	15	71.43	71.43	100.00	\$2,976	\$5,696
	MEDICAL CODING	18	12	12	10.3	80.00	9	75.00	83.33	88.89	\$4,060	\$7,574
ALL STUDENTS	ELECTRONIC ENGINEERING TECHNOLOGY	44	21	—	—	53.85	15	71.43	71.43	100.00	\$2,976	\$5,696
	MEDICAL CODING	18	12	—	—	80.00	9	75.00	83.33	88.89	\$4,060	\$7,574
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TENNESSEE TECHNOLOGY CENTER AT LIVINGSTON

WIA CERTIFIED PROGRAM NAME	COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION		
	Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H	
WIA STUDENTS	BUSINESS SYSTEMS TECHNOLOGY	20	10	15	15.8	83.33	7	70.00	88.89	100.00	\$2,662	\$6,163
	PRACTICAL NURSING	69	26	12	11.5	66.67	22	84.62	84.62	100.00	\$4,742	\$10,320
ALL STUDENTS	BUSINESS SYSTEMS TECHNOLOGY	109	47	—	—	77.05	29	61.70	65.96	93.10	\$2,892	\$6,024
	PRACTICAL NURSING	620	386	—	—	72.69	371	96.11	96.63	98.92	\$9,131	\$18,231
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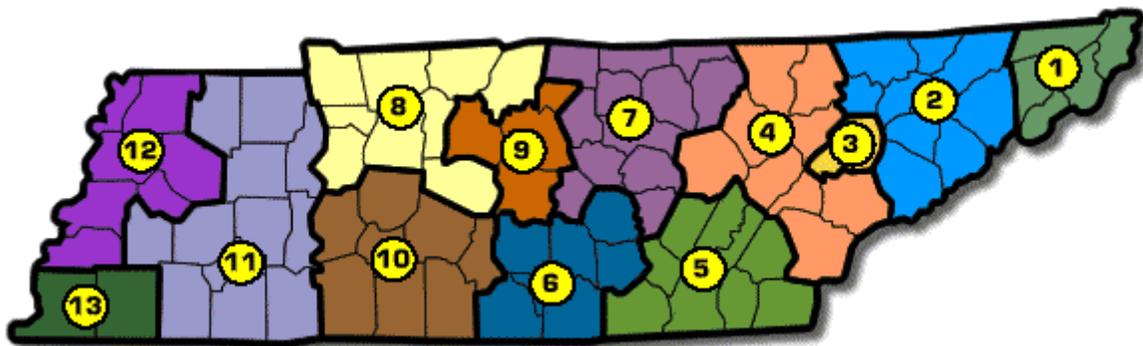
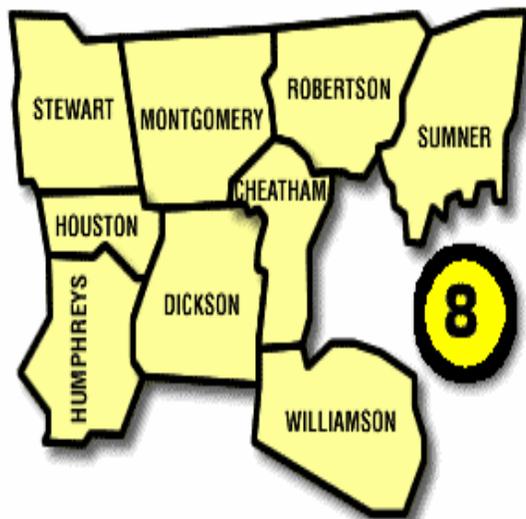
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Local Workforce Investment Area

8



2003-04 Annual Performance Report

Individual Provider Summaries

AUSTIN PEAY STATE UNIVERSITY

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Year) ^A	Actual Completion Time (Year) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	GENERAL BUSINESS	11	6	4	8.5	66.67	2	33.33	100.00	100.00	\$1,130	\$3,417
	NURSING	27	21	4	6.8	100.00	13	61.90	75.00	100.00	\$5,310	\$13,666
ALL STUDENTS	GENERAL BUSINESS	291	129	—	—	44.64	81	62.79	72.80	96.30	\$4,196	\$9,030
	NURSING	194	52	—	—	27.66	31	59.62	82.69	100.00	\$4,585	\$12,871
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DRAUGHONS JUNIOR COLLEGE - CLARKSVILLE

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Week) ^A	Actual Completion Time (Week) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	MEDICAL ASSISTING	31	8	45	51.2	36.36	NP	NP	NP	NP	NP	NP
ALL STUDENTS	MEDICAL ASSISTING	228	3	45	67.7	2.33	3	100.00	100.00	100.00	\$4,984	\$9,704
 <p>The programs listed to the right were removed from the <i>WIA Statewide List of Eligible Training Providers</i> for failure to meet the minimum performance standards. WIA students may not enroll in these courses until notification is issued by the Tennessee Higher Education Commission.</p>												

NOTATION KEY:

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B	Average time that it actually took those students listed as completers to complete the program
C	Please see page 16 of the report for a description of how the completion rates are calculated
D	Percentage of completers who were gainfully employed the first quarter after program completion
E	Percentage of completers who were gainfully employed during the first or second quarter following program completion
F	Percentage of completers who were gainfully employed the first quarter after completion and were still working 6-months later
G	Average wage the quarter following completion for those successfully placed during the first quarter after program completion
H	Average 6-month wage for those successfully placed during the first quarter after program completion



NORTH CENTRAL INSTITUTE

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	AVIATION MAINTENANCE TECHNOLOGY PART 147	109	15	15	15.3	35.71	12	80.00	93.33	91.67	\$7,403	\$15,381
	AVIATION MAINTENANCE TECHNOLOGY PART 65 - MINI	106	105	0.3	0.3	99.06	50	47.62	55.24	86.00	\$10,465	\$21,160
	AVIATION MAINTENANCE TECHNOLOGY PART 65	26	26	1	0.6	100.00	14	53.85	53.85	100.00	\$8,222	\$22,616
	AVIATION TECHNOLOGY	84	46	24	4.1	100.00	16	34.78	39.13	93.75	\$8,943	\$18,620
	FEDERAL COMMUNICATION COMMISSION	50	50	0.1	0.1	100.00	16	32.00	40.00	93.75	\$7,665	\$16,079
ALL STUDENTS	AVIATION MAINTENANCE TECHNOLOGY PART 147	109	15	15	15.3	35.71	12	80.00	93.33	91.67	\$7,403	\$15,381
	AVIATION MAINTENANCE TECHNOLOGY PART 65 - MINI	106	105	0.3	0.3	99.06	50	47.62	55.24	86.00	\$10,465	\$21,160
	AVIATION MAINTENANCE TECHNOLOGY PART 65	26	26	1	0.6	100.00	14	53.85	53.85	100.00	\$8,222	\$22,616
	AVIATION TECHNOLOGY	85	46	24	4.1	100.00	16	34.78	39.13	93.75	\$8,943	\$18,620
	FEDERAL COMMUNICATION COMMISSION	50	50	0.1	0.1	100.00	16	32.00	40.00	93.75	\$7,665	\$16,079
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D	Percentage of completers who were gainfully employed the first quarter after program completion
E	Percentage of completers who were gainfully employed during the first or second quarter following program completion
F	Percentage of completers who were gainfully employed the first quarter after completion and were still working 6-months later
G	Average wage the quarter following completion for those successfully placed during the first quarter after program completion
H	Average 6-month wage for those successfully placed during the first quarter after program completion



PROFESSIONAL TRUCK DRIVING SCHOOL

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Days) ^A	Actual Completion Time (Days) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	TRACTOR - TRAILER TRAINING	44	41	16	16.5	93.18	37	90.24	92.68	91.89	\$5,572	\$10,910
ALL STUDENTS	TRACTOR - TRAILER TRAINING	378	334	16	16.1	88.36	263	78.74	86.23	89.73	\$4,585	\$9,496
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F	Percentage of completers who were gainfully employed the first quarter after completion and were still working 6-months later
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H	Average 6-month wage for those successfully placed during the first quarter after program completion



SUMNER COUNTY PRACTICAL NURSING

WIA CERTIFIED PROGRAM NAME	COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION		
	Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H	
WIA STUDENTS	SUMNER COUNTY PRACTICAL NURSING PROGRAM	26	18	12	11.3	69.23	10	55.56	52.63	100.00	\$2,818	\$4,706
ALL STUDENTS	SUMNER COUNTY PRACTICAL NURSING PROGRAM	38	23	12	11.3	60.53	11	47.83	47.83	100.00	\$2,656	\$4,473
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F	Percentage of completers who were gainfully employed the first quarter after completion and were still working 6-months
G	Average wage the quarter following completion for those successfully placed during the first quarter after program
H	Average 6-month wage for those successfully placed during the first quarter after program completion



TENNESSEE TECHNOLOGY CENTER AT DICKSON

TENNESSEE TECHNOLOGY CENTER AT DICKSON												
WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	BUSINESS SYSTEMS TECHNOLOGY	33	6	15	11.4	27.27	2	33.33	50.00	100.00	\$1,513	\$2,967
	HVAC	15	4	18	13.7	50.00	3	75.00	75.00	66.67	\$6,283	\$11,296
	INDUSTRIAL MAINTENANCE	11	2	24	21.0	25.00	2	100.00	100.00	100.00	\$2,998	\$11,375
	PRACTICAL NURSING	80	40	12	11.9	72.73	31	77.50	87.50	100.00	\$4,300	\$10,914
	SURGICAL TECHNOLOGY	15	5	12	10.2	55.56	5	100.00	100.00	80.00	\$4,597	\$9,103
ALL STUDENTS	BUSINESS SYSTEMS TECHNOLOGY	140	80	—	—	77.67	55	68.75	77.50	92.73	\$4,013	\$7,931
	HVAC	81	43	—	—	71.67	33	76.74	83.72	96.97	\$8,542	\$17,207
	INDUSTRIAL MAINTENANCE	146	93	—	—	75.61	80	86.02	88.17	100.00	\$8,746	\$18,036
	PRACTICAL NURSING	155	57	—	—	63.33	45	78.95	87.72	97.78	\$4,411	\$10,690
	SURGICAL TECHNOLOGY	31	14	—	—	70.00	13	92.86	100.00	76.92	\$3,707	\$7,258
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VOLUNTEER STATE COMMUNITY COLLEGE

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	GENERAL BUSINESS ADMINISTRATION	17	1	24	23.4	50.00	1	100.00	100.00	100.00	\$2,710	\$5,536
ALL STUDENTS	GENERAL BUSINESS ADMINISTRATION	379	78	—	—	20.58	60	76.92	80.77	96.67	\$4,936	\$10,053
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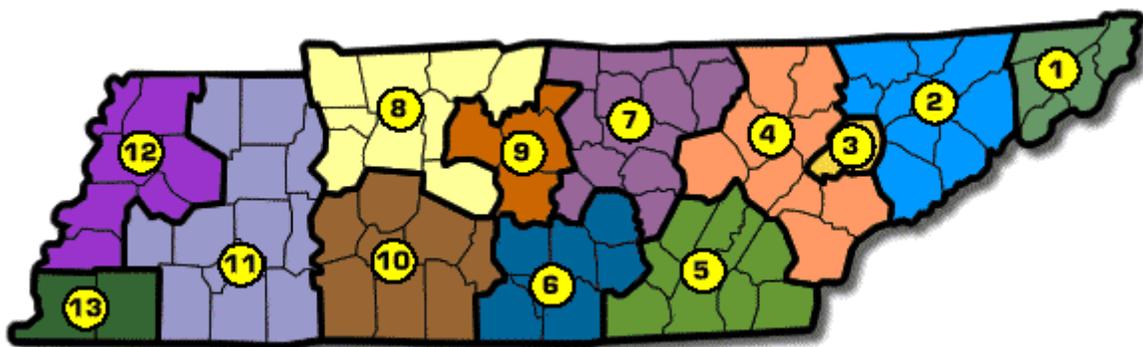
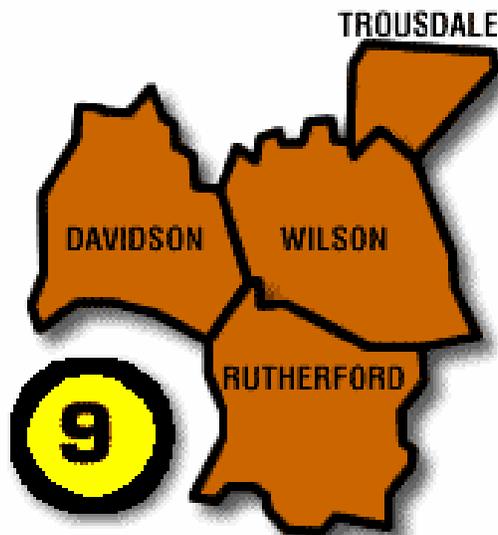
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Local Workforce Investment Area

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2003-04 Annual Performance Report

COMMERCIAL DRIVER INSTITUTE, INC.

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Day) ^A	Actual Completion Time (Day) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	SEMI-TRACTOR - TRAILER DRIVER TRAINING	25	17	15	20.6	68.00	16	94.12	94.12	100.00	\$4,246	\$8,758
ALL STUDENTS	SEMI-TRACTOR - TRAILER DRIVER TRAINING	33	24	15	19.8	72.73	18	75.00	75.00	100.00	\$4,444	\$9,151
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GOODWILL INDUSTRIES OF MIDDLE TENNESSEE

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Day) ^A	Actual Completion Time (Day) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	ASSESSMENT AND PREREGISTRATION	10	10	15	60.2	100.00	2	20.00	50.00	50.00	\$2,944	\$5,657
	COMPUTER HARDWARE TRAINING	10	10	5	63.7	100.00	0	0.00	0.00	NP	NP	NP
	COMPUTER LABORATORY ACCESS - SELF-DIRECTED	14	13	18	109	92.86	2	15.38	15.38	100.00	\$2,447	\$5,144
	SOFTWARE TRAINING	14	13	27	109	92.86	0	0.00	0.00	NP	NP	NP
ALL STUDENTS	ASSESSMENT AND PREREGISTRATION	14	14	15	57.9	100.00	3	21.43	42.86	66.67	\$3,620	\$7,313
	COMPUTER HARDWARE TRAINING	14	14	5	61.9	100.00	0	0.00	0.00	NP	NP	NP
	COMPUTER LABORATORY ACCESS - SELF-DIRECTED	18	15	18	113	83.33	2	13.33	13.33	100.00	\$2,447	\$5,144
	SOFTWARE TRAINING	18	15	27	113	83.33	0	0.00	0.00	NP	NP	NP
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HIGH-TECH INSTITUTE – NASHVILLE

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Week) ^A	Actual Completion Time (Week) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	MEDICAL ASSISTANT	10	4	63	79.3	100.00	4	100.00	100.00	100.00	\$3,520	\$6,959
	X - RAY TECHNOLOGIST	10	4	62	88.8	100.00	4	100.00	100.00	100.00	\$4,460	\$9,021
ALL STUDENTS	MEDICAL ASSISTANT	432	131	63	76.7	51.17	115	87.79	91.60	92.17	\$4,210	\$8,768
	X - RAY TECHNOLOGIST	393	87	62	76.2	46.03	74	85.06	94.25	93.24	\$4,521	\$9,095
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NASHVILLE COLLEGE OF MEDICAL CAREERS

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Week) ^A	Actual Completion Time (Week) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	MEDICAL ASSISTANT - DAYS	28	12	36	40.0	100.00	9	75.00	83.33	100.00	\$3,221	\$7,204
ALL STUDENTS	MEDICAL ASSISTANT - DAYS	284	135	36	39.7	78.03	108	80.00	87.41	93.52	\$3,530	\$7,526
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NASHVILLE STATE TECHNICAL INSTITUTE – NASHVILLE CENTER

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	BUSINESS MANAGEMENT	10	1	24	28.9	33.33	NP	NP	NP	NP	NP	NP
ALL STUDENTS	BUSINESS MANAGEMENT	316	44	—	—	13.92	27	61.36	70.45	96.30	\$4,885	\$10,119
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NEW HORIZONS COMPUTER LEARNING CENTER - NASHVILLE

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	APPLICATION	135	85	12	12.7	100.00	70	82.35	84.71	92.86	\$6,249	\$12,561
	CERTIFIED INTERNET WEBMASTER	11	5	3	14.6	100.00	1	20.00	20.00	100.00	\$15,078	\$30,018
	COMPTIA	39	26	2	12.1	96.30	6	23.08	23.08	83.33	\$6,709	\$13,639
	MICROSOFT	25	10	12	13.4	100.00	8	80.00	80.00	87.50	\$11,758	\$22,684
ALL STUDENTS	APPLICATION	228	119	12	12.6	99.17	90	75.63	78.15	93.33	\$7,108	\$14,029
	CERTIFIED INTERNET WEBMASTER	30	22	3	13.7	100	7	31.82	31.82	100.00	\$10,528	\$22,038
	COMPTIA	113	47	2	12.6	97.92	12	25.53	25.53	91.67	\$7,869	\$16,032
	MICROSOFT	86	34	12	13.1	100	12	35.29	38.24	91.67	\$10,290	\$20,763
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ROOTS BARBER ACADEMY

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	MASTER BARBER	13	6	9	14.0	50.00	0	0.00	0.00	NP	NP	NP
ALL STUDENTS	MASTER BARBER	34	8	9	14.4	47.06	0	0.00	0.00	NP	NP	NP
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TECHSKILLS - NASHVILLE

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Week) ^A	Actual Completion Time (Week) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	A + CERTIFICATION	69	56	7	34	96.55	37	66.07	73.68	91.89	\$5,811	\$11,947
	MICROSOFT CERTIFIED SYSTEMS ENGINEER	15	10	24	28.7	90.91	3	30.00	30.00	100.00	\$4,789	\$10,864
	MICROSOFT OFFICE USER SPECIALIST	46	38	26	44.4	92.68	20	52.63	53.85	100.00	\$5,119	\$10,516
	NETWORK + CERTIFICATION	23	18	24	14.5	95.00	1	5.56	5.56	100.00	\$5,067	\$8,447
ALL STUDENTS	A + CERTIFICATION	216	178	7	38.0	94.68	138	77.53	80.56	93.48	\$6,929	\$14,157
	MICROSOFT CERTIFIED SYSTEMS ENGINEER	53	36	24	44.3	86.05	20	55.56	58.33	90.00	\$7,627	\$16,117
	MICROSOFT OFFICE USER SPECIALIST	69	58	26	38.7	95.08	27	46.55	48.28	100.00	\$6,361	\$12,803
	NETWORK + CERTIFICATION	74	62	24	21.9	95.45	19	30.65	33.87	100.00	\$8,324	\$16,536
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F	Percentage of completers who were gainfully employed the first quarter after completion and were still working 6-months later
G	Average wage the quarter following completion for those successfully placed during the first quarter after program completion
H	Average 6-month wage for those successfully placed during the first quarter after program completion

TENNESSEE CAREER COLLEGE

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	MEDICAL TRANSCRIPTION - DAY	11	7	9	9.8	100.00	5	71.43	71.43	80.00	\$4,589	\$11,531
	PARALEGAL - DAY	16	6	10	10.8	100.00	3	50.00	66.67	66.67	\$4,324	\$7,829
ALL STUDENTS	MEDICAL TRANSCRIPTION - DAY	74	34	9	9.4	79.07	28	82.35	88.24	82.14	\$3,870	\$7,887
	PARALEGAL - DAY	50	20	10	10.6	83.33	16	80.00	85.00	93.75	\$5,302	\$10,780
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TENNESSEE TECHNOLOGY CENTER AT HARTSVILLE

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	BUSINESS SYSTEMS TECHNOLOGY	15	9	12	14.2	90.00	8	88.89	88.89	100.00	\$3,083	\$6,419
	INDUSTRIAL MAINTENANCE	12	1	24	11.6	33.33	1	100.00	100.00	100.00	\$58	\$174
	PATIENT CARE TECHNICIAN	15	14	6	5.5	93.33	12	85.71	92.86	100.00	\$2,134	\$6,083
	PRACTICAL NURSING	12	10	12	11.6	83.33	10	100.00	100.00	100.00	\$4,662	\$12,541
ALL STUDENTS	BUSINESS SYSTEMS TECHNOLOGY	62	36	—	—	81.82	18	50.00	86.36	100.00	\$3,482	\$7,632
	INDUSTRIAL MAINTENANCE	165	133	—	—	92.36	124	93.23	93.98	93.55	\$8,582	\$17,922
	PATIENT CARE TECHNICIAN	59	41	—	—	93.18	34	82.93	87.80	100.00	\$4,503	\$9,964
	PRACTICAL NURSING	29	18	—	—	62.07	18	100.00	100.00	100.00	\$4,444	\$11,897
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TENNESSEE TECHNOLOGY CENTER AT MURFREESBORO

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	PRACTICAL NURSING	44	15	12	11.1	68.18	12	80.00	86.67	100.00	\$4,066	\$11,244
ALL STUDENTS	PRACTICAL NURSING	55	26	—	—	83.87	16	61.54	89.47	100.00	\$4,218	\$10,908
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TENNESSEE TECHNOLOGY CENTER AT NASHVILLE

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	HVAC	13	6	18	13.0	85.71	5	83.33	83.33	80.00	\$9,125	\$18,017
	TRUCK DRIVING	15	15	3	2.6	100.00	13	86.67	93.33	100.00	\$3,501	\$8,392
ALL STUDENTS	HVAC	124	73	—	—	70.19	63	86.30	87.84	95.24	\$7,857	\$15,920
	TRUCK DRIVING	49	48	—	—	97.96	41	85.42	91.67	97.56	\$4,240	\$9,619
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TRANSPORTATION TRAINING CENTER

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Day) ^A	Actual Completion Time (Day) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	TRUCK DRIVER TRAINING 162.5 HOUR PROGRAM	20	16	13	16.7	88.89	16	100.00	100.00	100.00	\$4,903	\$11,662
ALL STUDENTS	TRUCK DRIVER TRAINING 162.5 HOUR PROGRAM	168	155	13	18.9	94.51	124	80.00	83.87	94.35	\$5,145	\$11,102
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VOLUNTEER TRAINING CENTER, INC. - MURFREESBORO

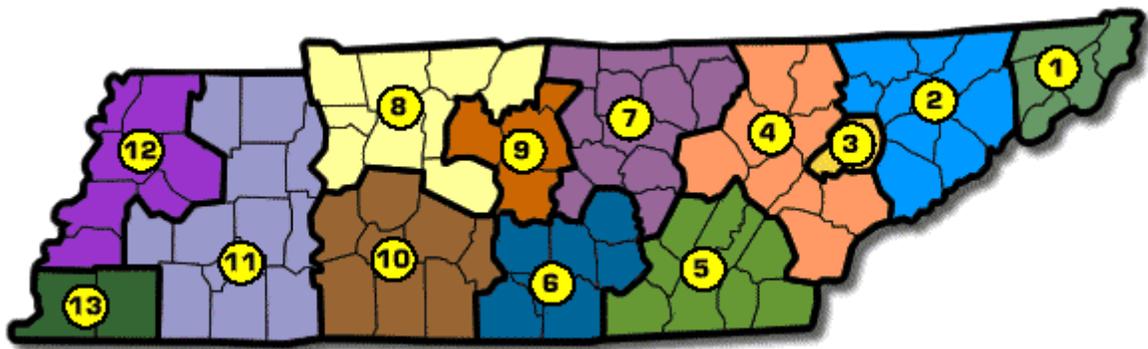
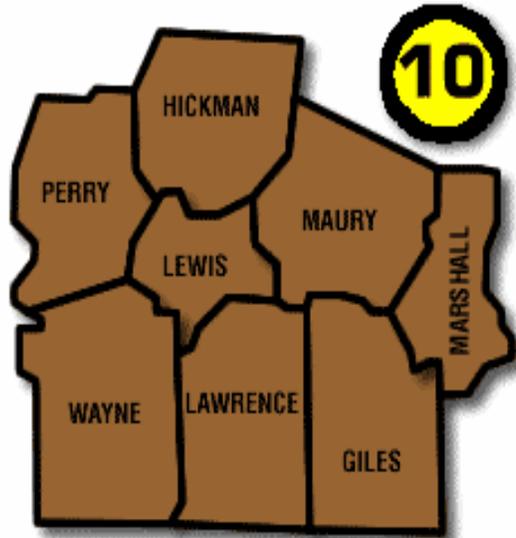
WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Week) ^A	Actual Completion Time (Week) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	COMMERCIAL DRIVERS LICENSE CLASS A TRAINING	29	27	3	2.6	93.10	24	88.89	92.59	87.50	\$4,022	\$8,205
ALL STUDENTS	COMMERCIAL DRIVERS LICENSE CLASS A TRAINING	337	303	3	2.6	89.91	257	84.82	89.11	93.00	\$5,161	\$11,195
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Local Workforce Investment Area 10



2003-04 Annual Performance Report Individual Provider Summaries

COLUMBIA STATE COMMUNITY COLLEGE

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	BUSINESS TECHNOLOGY	33	4	15	13.4	33.33	3	75.00	75.00	100.00	\$3,361	\$5,644
	COMPUTER FUNDAMENTALS FOR THE WORKPLACE I AND II	43	43	1.5	2.1	100.00	29	67.44	74.42	89.66	\$5,270	\$10,145
	COMPUTER INFORMATION SYSTEMS TECHNOLOGY	12	1	15	21.4	20.00	1	100.00	100.00	100.00	\$3,329	\$10,315
	GENERAL TECHNOLOGY	21	6	15	14.1	50.00	5	83.33	83.33	100.00	\$6,713	\$14,701
	NURSING	22	8	6	20.9	66.67	8	100.00	100.00	100.00	\$3,943	\$12,417
ALL STUDENTS	BUSINESS TECHNOLOGY	93	25	—	—	32.47	15	60.00	68.00	100.00	\$3,703	\$7,914
	COMPUTER FUNDAMENTALS FOR THE WORKPLACE I AND II	43	43	—	—	100.00	29	67.44	74.42	89.66	\$5,270	\$10,145
	COMPUTER INFORMATION SYSTEMS TECHNOLOGY	48	7	—	—	17.07	6	85.71	100.00	100.00	\$2,460	\$6,292
	GENERAL TECHNOLOGY	56	25	—	—	52.08	13	52.00	92.86	92.31	\$6,322	\$13,069
	NURSING	290	88	—	—	31.43	79	88.77	96.63	97.47	\$6,728	\$15,368
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TENNESSEE TECHNOLOGY CENTER AT HOHENWALD

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	AUTOMOTIVE TECHNOLOGY	26	14	18	12.4	63.64	7	50.00	57.14	85.71	\$2,096	\$4,906
	PRACTICAL NURSING	50	42	12	12.0	97.67	38	90.48	97.62	100.00	\$4,537	\$10,318
ALL STUDENTS	AUTOMOTIVE TECHNOLOGY	58	22	—	—	66.67	17	77.27	81.82	88.24	\$1,953	\$4,432
	PRACTICAL NURSING	121	63	—	—	92.65	58	92.06	95.24	100.00	\$5,204	\$11,016
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TENNESSEE TECHNOLOGY CENTER AT PULASKI

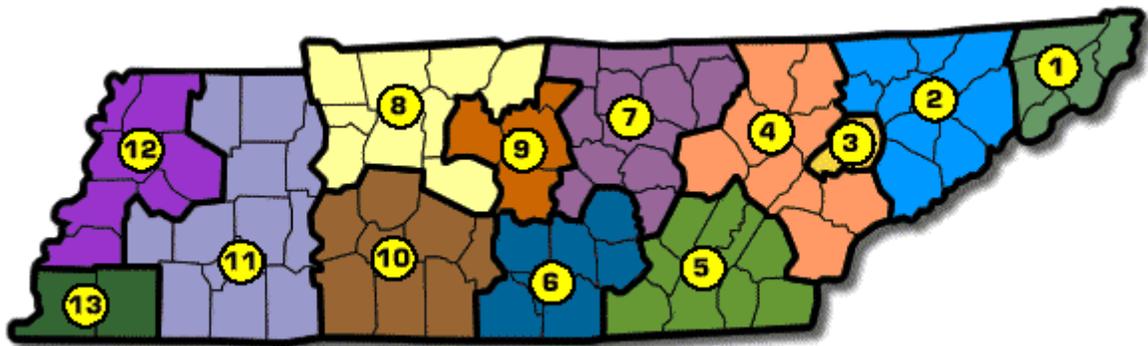
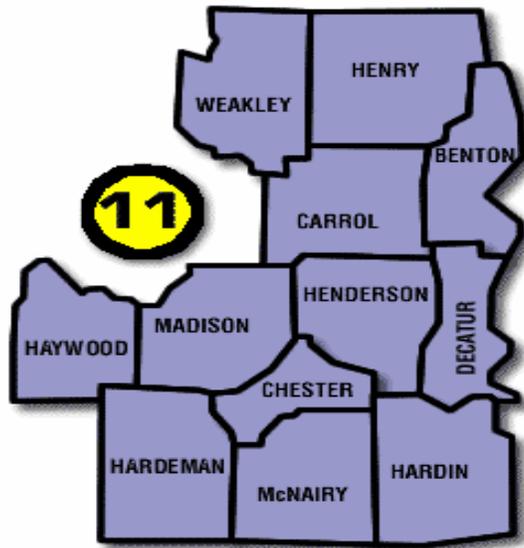
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	Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H	
WIA STUDENTS	BUSINESS SYSTEMS TECHNOLOGY	51	11	15	13.1	78.57	8	72.73	81.82	100.00	\$3,402	\$7,086
	COMPUTER ELECTRONICS	11	3	18	14	60.00	2	66.67	66.67	100.00	\$2,893	\$7,973
	HVAC	46	18	18	17.1	90.00	14	77.78	83.33	92.86	\$6,954	\$13,849
	INDUSTRIAL ELECTRICITY	12	3	15	17.5	100.00	2	66.67	66.67	50.00	\$1,483	\$4,638
	INDUSTRIAL MAINTENANCE	25	8	15	14.7	72.73	8	100.00	100.00	100.00	\$4,596	\$10,192
	PRACTICAL NURSING	71	26	12	6.3	54.17	18	69.23	69.23	94.44	\$5,136	\$9,927
	WELDING	15	10	6	5.2	66.67	8	80.00	80.00	75.00	\$4,722	\$8,172
ALL STUDENTS	BUSINESS SYSTEMS TECHNOLOGY	89	26	—	—	65.00	20	76.92	84.62	90.00	\$3,020	\$6,062
	COMPUTER ELECTRONICS	11	3	—	—	60.00	2	66.67	66.67	100.00	\$2,893	\$7,973
	HVAC	68	22	—	—	64.71	17	77.27	81.82	94.12	\$6,621	\$13,091
	INDUSTRIAL ELECTRICITY	12	3	—	—	100.00	2	66.67	66.67	50.00	\$1,483	\$4,638
	INDUSTRIAL MAINTENANCE	112	76	—	—	90.48	45	59.21	68.00	91.11	\$3,745	\$8,090
	PRACTICAL NURSING	145	71	—	—	71.72	44	61.97	61.97	95.45	\$5,268	\$10,257
	WELDING	49	44	—	—	89.80	42	95.45	95.45	95.24	\$7,349	\$11,884
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Local Workforce Investment Area 11



2003-04 Annual Performance Report Individual Provider Summaries

BETHEL COLLEGE

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
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WIA STUDENTS	SUCCESS PROGRAM	15	8	14	15.4	100.00	7	87.50	87.50	100.00	\$6,921	\$12,843
ALL STUDENTS	SUCCESS PROGRAM	856	332	14	12.6	90.46	287	86.45	89.16	98.95	\$9,674	\$19,597
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DRIVER TRAINING CENTER, LLC DBA DRIVE TRAIN

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Day) ^A	Actual Completion Time (Day) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	TRACTOR TRAILER TRAINING	54	46	14	13.5	90.20	39	84.78	89.13	97.44	\$4,948	\$10,446
ALL STUDENTS	TRACTOR TRAILER TRAINING	157	143	14	13.2	94.08	125	87.41	89.51	93.60	\$5,654	\$11,586
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H	Average 6-month wage for those successfully placed during the first quarter after program completion

JACKSON STATE COMMUNITY COLLEGE

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	BUSINESS MANAGEMENT TECHNOLOGY	17	7	24	22.5	50.00	5	71.43	71.43	100.00	\$4,526	\$10,392
	COMPUTER INFORMATION SYSTEMS	31	6	24	16.4	35.29	4	66.67	66.67	100.00	\$1,860	\$5,911
	NURSING	55	14	24	25.8	51.85	13	92.86	92.86	100.00	\$7,704	\$17,027
	RADIOGRAPHY	30	5	24	22.5	41.67	5	100.00	100.00	100.00	\$7,675	\$15,770
ALL STUDENTS	BUSINESS MANAGEMENT TECHNOLOGY	76	21	—	—	27.63	15	71.43	71.43	100.00	\$4,275	\$8,872
	COMPUTER INFORMATION SYSTEMS	135	42	—	—	31.11	26	61.90	78.57	92.31	\$3,696	\$7,609
	NURSING	279	73	—	—	26.16	50	68.49	74.32	100.00	\$7,631	\$17,089
	RADIOGRAPHY	85	22	—	—	25.88	21	95.45	95.45	100.00	\$8,548	\$16,852
	The programs listed to the right were removed from the <i>WIA Statewide List of Eligible Training Providers</i> for failure to meet the minimum performance standards. WIA students may not enroll in these courses until notification is issued by the Tennessee Higher Education Commission.											

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C	Please see page 16 of the report for a description of how the completion rates are calculated
D	Percentage of completers who were gainfully employed the first quarter after program completion
E	Percentage of completers who were gainfully employed during the first or second quarter following program completion
F	Percentage of completers who were gainfully employed the first quarter after completion and were still working 6-months later
G	Average wage the quarter following completion for those successfully placed during the first quarter after program completion
H	Average 6-month wage for those successfully placed during the first quarter after program completion



TENNESSEE TECHNOLOGY CENTER AT CRUMP

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	BUSINESS SYSTEMS TECHNOLOGY	16	8	9	14.2	88.89	6	75.00	75.00	100.00	\$2,895	\$6,495
ALL STUDENTS	BUSINESS SYSTEMS TECHNOLOGY	55	13	—	—	34.21	11	84.62	84.62	100.00	\$2,584	\$5,689
 <p>The programs listed to the right were removed from the <i>WIA Statewide List of Eligible Training Providers</i> for failure to meet the minimum performance standards. WIA students may not enroll in these courses until notification is issued by the Tennessee Higher Education Commission.</p>												

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TENNESSEE TECHNOLOGY CENTER AT JACKSON

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	BUSINESS SYSTEMS TECHNOLOGY	10	9	12	13.9	100.00	7	77.78	77.78	85.71	\$2,554	\$5,028
	COMPUTER OPERATIONS TECHNOLOGY	17	13	15	19.6	86.67	9	69.23	69.23	100.00	\$3,733	\$7,580
	PHARMACY TECHNICIAN	10	8	12	11.9	100.00	8	100.00	100.00	100.00	\$3,702	\$7,501
	PRACTICAL NURSING	21	12	12	11.2	80.00	12	100.00	100.00	100.00	\$6,474	\$13,141
	SURGICAL TECHNOLOGY	17	12	12	11.6	80.00	10	83.33	83.33	100.00	\$3,893	\$9,338
ALL STUDENTS	BUSINESS SYSTEMS TECHNOLOGY	69	25	—	—	51.02	20	80.00	84.00	85.00	\$2,917	\$6,126
	COMPUTER OPERATIONS TECHNOLOGY	82	36	—	—	73.47	27	75.00	75.00	92.59	\$3,876	\$8,116
	PHARMACY TECHNICIAN	28	15	—	—	93.75	14	93.33	93.33	100.00	\$4,174	\$8,402
	PRACTICAL NURSING	144	48	—	—	60.00	44	91.67	97.92	100.00	\$5,785	\$12,220
	SURGICAL TECHNOLOGY	39	12	—	—	42.86	10	83.33	83.33	100.00	\$3,893	\$9,338
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H	Average 6-month wage for those successfully placed during the first quarter after program completion



TENNESSEE TECHNOLOGY CENTER AT MCKENZIE

WIA CERTIFIED PROGRAM NAME	COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION		
	Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H	
WIA STUDENTS	AUTOMOTIVE TECHNOLOGY	10	7	18	16.1	87.50	7	100.00	100.00	100.00	\$7,033	\$13,412
	BUSINESS SYSTEMS TECHNOLOGY	25	6	15	14.1	60.00	6	100.00	100.00	100.00	\$7,841	\$14,531
	HVAC	29	14	18	15.8	63.64	12	85.71	100.00	75.00	\$3,381	\$6,228
	INDUSTRIAL MAINTENANCE	21	10	15	12.7	90.91	10	100.00	100.00	100.00	\$5,540	\$12,191
	MACHINE TOOL TECHNOLOGY	11	7	18	10.6	100.00	7	100.00	100.00	71.43	\$5,205	\$11,315
	PRACTICAL NURSING	36	17	12	11.5	80.95	15	88.24	94.12	100.00	\$2,624	\$9,507
	WELDING, BRAZING, AND SOLDERING	10	8	12	7.8	88.89	6	75.00	75.00	66.67	\$4,237	\$7,794
ALL STUDENTS	AUTOMOTIVE TECHNOLOGY	32	20	—	—	79.17	16	80.00	85.00	93.75	\$4,917	\$9,569
	BUSINESS SYSTEMS TECHNOLOGY	124	53	—	—	61.63	28	52.83	58.49	96.43	\$3,755	\$7,238
	HVAC	50	17	—	—	39.53	15	88.24	100.00	80.00	\$3,809	\$7,415
	INDUSTRIAL MAINTENANCE	52	26	—	—	86.67	25	96.15	96.15	96.00	\$6,153	\$12,605
	MACHINE TOOL TECHNOLOGY	30	13	—	—	76.47	12	92.31	92.31	75.00	\$6,061	\$11,640
	PRACTICAL NURSING	37	17	—	—	77.27	15	88.24	94.12	100.00	\$2,624	\$9,507
	WELDING, BRAZING, AND SOLDERING	46	37	—	—	90.24	30	81.08	83.78	90.00	\$5,150	\$10,755
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TENNESSEE TECHNOLOGY CENTER AT PARIS

WIA CERTIFIED PROGRAM NAME	COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION		
	Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H	
WIA STUDENTS	BUSINESS SYSTEMS TECHNOLOGY	17	9	15	15.7	100.00	6	66.67	66.67	83.33	\$2,713	\$5,104
	COMPUTER OPERATIONS TECHNOLOGY	12	6	15	13.4	100.00	3	50.00	50.00	100.00	\$2,286	\$5,433
	INDUSTRIAL MAINTENANCE	24	15	12	11.5	78.95	12	80.00	86.67	91.67	\$3,556	\$7,416
	MACHINE TOOL TECHNOLOGY	11	7	18	18.4	77.78	7	100.00	100.00	100.00	\$5,705	\$12,543
	PRACTICAL NURSING	45	18	12	11.4	66.67	15	83.33	88.89	100.00	\$5,503	\$11,477
ALL STUDENTS	BUSINESS SYSTEMS TECHNOLOGY	70	36	—	—	80.00	22	61.11	61.11	86.36	\$2,697	\$5,316
	COMPUTER OPERATIONS TECHNOLOGY	75	38	—	—	62.90	19	50.00	57.89	94.74	\$4,702	\$9,653
	INDUSTRIAL MAINTENANCE	59	41	—	—	93.18	34	82.93	90.24	91.18	\$5,409	\$11,046
	MACHINE TOOL TECHNOLOGY	20	16	—	—	94.12	14	87.50	93.75	100.00	\$4,665	\$10,324
	PRACTICAL NURSING	96	29	—	—	50.00	25	86.21	89.66	96.00	\$4,552	\$10,343
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TENNESSEE TECHNOLOGY CENTER AT WHITEVILLE

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	PRACTICAL NURSING	47	28	12	11.8	93.33	26	92.86	96.43	100.00	\$4,799	\$10,786
ALL STUDENTS	PRACTICAL NURSING	89	39	—	—	79.59	37	94.87	97.44	100.00	\$5,257	\$11,373
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WEST TENNESSEE BUSINESS COLLEGE

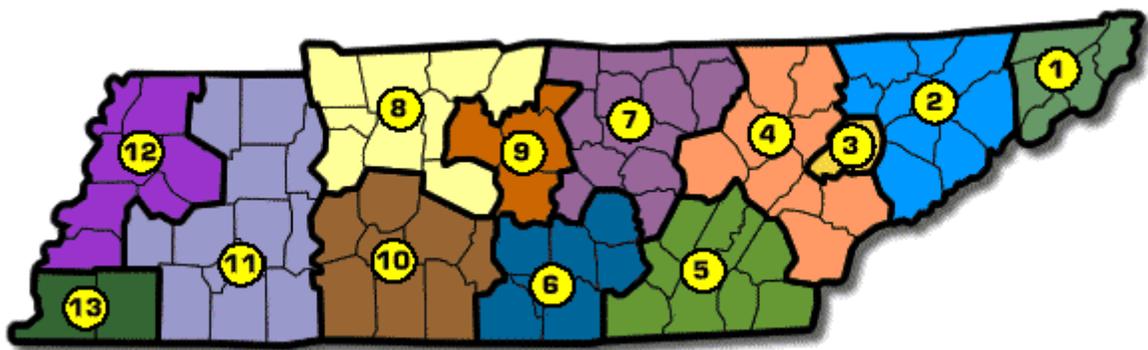
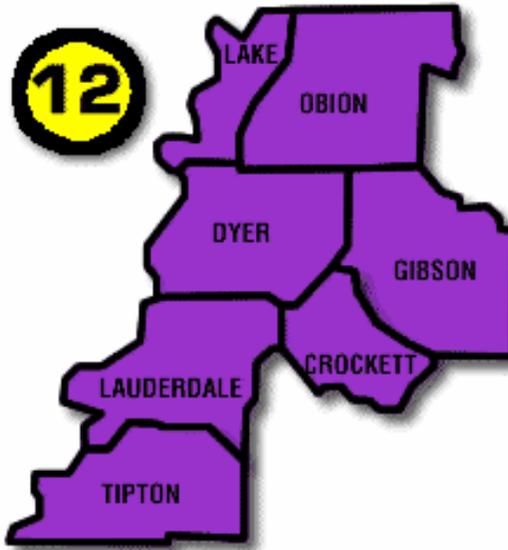
WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Week) ^A	Actual Completion Time (Week) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	ADMINISTRATIVE ASSISTANT	14	12	60	67.8	92.31	12	100.00	100.00	100.00	\$4,182	\$8,217
	MEDICAL ASSISTING	38	28	60	65.9	90.32	23	82.14	85.71	100.00	\$3,683	\$7,762
ALL STUDENTS	ADMINISTRATIVE ASSISTANT	116	40	60	66.0	60.61	34	85.00	95.00	97.06	\$3,883	\$7,859
	MEDICAL ASSISTING	239	102	60	68.5	62.96	83	81.37	86.27	97.59	\$3,581	\$7,401
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Local Workforce Investment Area 12



2003-04 Annual Performance Report Individual Provider Summaries

DYERSBURG STATE COMMUNITY COLLEGE

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Year) ^A	Actual Completion Time (Year) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	BUSINESS RELATED TECHNOLOGY	16	2	2	10.1	50.00	2	100.00	100.00	50.00	\$7,141	\$10,212
	HEALTH INFORMATION TECHNOLOGY	14	1	2	8.4	100.00	1	100.00	100.00	100.00	\$633	\$3,058
	NURSING	30	1	2	3.7	50.00	1	100.00	100.00	100.00	\$7,271	\$16,225
ALL STUDENTS	BUSINESS RELATED TECHNOLOGY	141	24	—	—	17.02	19	79.17	83.33	89.47	\$4,118	\$8,351
	HEALTH INFORMATION TECHNOLOGY	39	9	—	—	23.08	6	75.00	87.50	100.00	\$6,687	\$13,256
	NURSING	276	22	—	—	7.97	19	86.36	95.45	100.00	\$4,023	\$13,460
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HEARTLAND TRUCK DRIVING INSTITUTE - DYERSBURG

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	COMMERCIAL DRIVING COURSE	50	49	1	0.8	98.00	41	83.67	85.71	90.24	\$5,070	\$10,847
ALL STUDENTS	COMMERCIAL DRIVING COURSE	53	52	1	0.8	98.11	44	84.62	86.54	90.91	\$5,062	\$10,896
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TENNESSEE TECHNOLOGY CENTER AT COVINGTON

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	PRACTICAL NURSING	29	21	12	14.9	80.77	18	85.71	95.24	100.00	\$3,780	\$10,473
ALL STUDENTS	PRACTICAL NURSING	38	21	—	—	55.26	18	85.71	95.24	100.00	\$3,780	\$10,473
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TENNESSEE TECHNOLOGY CENTER AT NEWBERN

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	BUSINESS SYSTEMS TECHNOLOGY	14	6	15	10.7	75.00	6	100.00	100.00	100.00	\$5,364	\$12,734
	HVAC	15	7	18	7.8	70.00	7	100.00	100.00	100.00	\$5,943	\$10,761
	INDUSTRIAL MAINTENANCE	10	3	18	11.4	100.00	2	66.67	66.67	100.00	\$9,630	\$22,422
	PRACTICAL NURSING	23	17	12	11.8	73.91	14	82.35	94.12	92.86	\$3,085	\$9,325
ALL STUDENTS	BUSINESS SYSTEMS TECHNOLOGY	58	15	—	—	37.50	14	93.33	93.33	92.86	\$3,575	\$8,134
	HVAC	42	14	—	—	63.64	14	100.00	100.00	100.00	\$7,261	\$13,855
	INDUSTRIAL MAINTENANCE	72	36	—	—	81.82	32	88.89	88.89	90.63	\$8,512	\$17,237
	PRACTICAL NURSING	70	21	—	—	42.00	17	80.95	95.24	94.12	\$3,336	\$9,558
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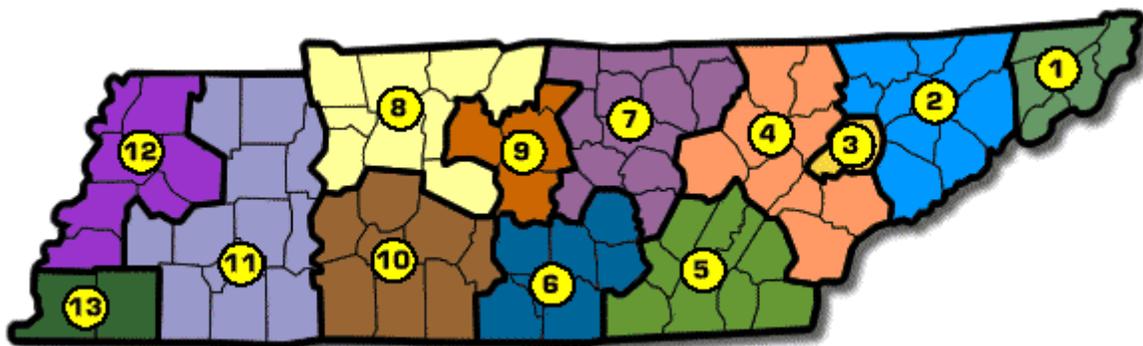
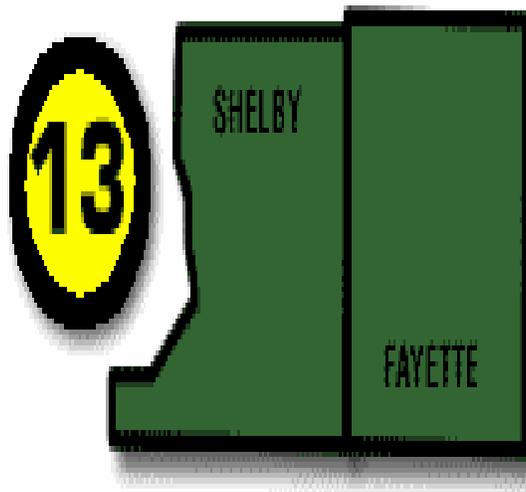
TENNESSEE TECHNOLOGY CENTER AT RIPLEY

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	BUSINESS SYSTEMS TECHNOLOGY	22	5	12	15.3	71.43	4	80.00	80.00	75.00	\$2,135	\$4,644
	COMPUTER OPERATIONS TECHNOLOGY	14	6	20	14.5	85.71	3	50.00	50.00	100.00	\$5,998	\$12,135
	INDUSTRIAL ELECTRONICS	10	4	16	8.4	80.00	3	75.00	75.00	100.00	\$5,351	\$10,096
	PATIENT CARE TECHNICIAN	20	13	6	5.7	100.00	12	92.31	92.31	100.00	\$3,034	\$6,228
	PRACTICAL NURSING	31	9	12	11.7	64.29	8	88.89	88.89	87.50	\$5,461	\$12,151
ALL STUDENTS	BUSINESS SYSTEMS TECHNOLOGY	62	32	—	—	76.19	15	46.88	62.50	86.67	\$4,802	\$9,994
	COMPUTER OPERATIONS TECHNOLOGY	59	44	—	—	91.67	29	65.91	70.45	100.00	\$5,903	\$12,360
	INDUSTRIAL ELECTRONICS	25	8	—	—	61.54	6	75.00	75.00	100.00	\$6,464	\$12,716
	PATIENT CARE TECHNICIAN	57	35	—	—	87.50	26	74.29	77.14	92.31	\$3,032	\$6,247
	PRACTICAL NURSING	86	31	—	—	68.18	27	87.10	93.55	96.30	\$5,219	\$11,308
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NOTATION KEY:

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B	Average time that it actually took those students listed as completers to complete the program
C	Please see page 16 of the report for a description of how the completion rates are calculated
D	Percentage of completers who were gainfully employed the first quarter after program completion
E	Percentage of completers who were gainfully employed during the first or second quarter following program completion
F	Percentage of completers who were gainfully employed the first quarter after completion and were still working 6-months later
G	Average wage the quarter following completion for those successfully placed during the first quarter after program completion
H	Average 6-month wage for those successfully placed during the first quarter after program completion

Local Workforce Investment Area 13



2003-04 Annual Performance Report Individual Provider Summaries

CONCORDE CAREER COLLEGE

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Week) ^A	Actual Completion Time (Week) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	MEDICAL ASSISTANT	35	19	30	35.7	86.36	17	89.47	94.74	94.12	\$3,542	\$7,720
	MEDICAL OFFICE PROFESSIONAL	26	15	32	41.7	93.75	13	86.67	86.67	100.00	\$3,948	\$8,625
	PHARMACY TECHNICIAN	14	8	99	52.4	72.73	6	75.00	87.50	100.00	\$5,238	\$11,111
	RESPIRATORY THERAPY	14	3	15	83.9	60.00	2	66.67	100.00	100.00	\$5,939	\$14,940
	DENTAL ASSISTANT	11	6	80	43.1	75.00	5	83.33	83.33	100.00	\$3,802	\$8,041
ALL STUDENTS	MEDICAL ASSISTANT	598	248	30	39.5	64.24	166	66.94	77.42	89.76	\$3,206	\$6,953
	MEDICAL OFFICE PROFESSIONAL	474	210	32	40.3	66.04	149	70.95	80.48	95.30	\$3,945	\$8,196
	PHARMACY TECHNICIAN	301	90	99	54.1	42.86	73	81.11	84.44	93.15	\$4,036	\$8,574
	RESPIRATORY THERAPY	221	55	15	77.3	42.31	37	67.27	72.73	97.30	\$5,849	\$12,848
	DENTAL ASSISTANT	291	132	80	41.7	77.65	106	80.30	90.15	94.34	\$3,979	\$8,176
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F	Percentage of completers who were gainfully employed the first quarter after completion and were still working 6-months later
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H	Average 6-month wage for those successfully placed during the first quarter after program completion

HEALTH TECH INSTITUTE OF MEMPHIS

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Week) ^A	Actual Completion Time (Week) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	MEDICAL BILLING	17	10	20	6.8	66.67	7	70.00	80.00	85.71	\$4,255	\$8,766
ALL STUDENTS	MEDICAL BILLING	18	11	20	6.4	68.75	8	72.73	81.82	87.50	\$5,614	\$11,403
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INSTITUTE OF ALLIED HEALTH AND COMMERCE

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Week) ^A	Actual Completion Time (Week) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	CERTIFIED NURSING ASSISTANT	13	12	5	5.7	100.00	8	66.67	75.00	100.00	\$2,246	\$5,325
	MEDICAL ASSISTANT PROGRAM	39	34	8	8.5	97.14	21	61.76	79.41	100.00	\$3,722	\$7,816
ALL STUDENTS	CERTIFIED NURSING ASSISTANT	22	21	5	5.4	100.00	13	61.90	71.43	100.00	\$3,019	\$6,998
	MEDICAL ASSISTANT PROGRAM	54	47	8	8.3	95.92	30	63.83	80.85	93.33	\$3,451	\$7,313
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H	Average 6-month wage for those successfully placed during the first quarter after program completion



JETT BARBER COLLEGE

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	BARBERING	59	19	12	21.8	73.08	11	57.89	63.16	72.73	\$4,212	\$8,181
ALL STUDENTS	BARBERING	106	22	12	22.3	57.89	12	54.55	59.09	75.00	\$4,223	\$8,305
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LAST MINUTE CUTS SCHOOL OF BARBERING

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	BARBERING	25	9	10	8.0	64.29	1	11.11	33.33	0.00	\$220	\$220
ALL STUDENTS	BARBERING	41	15	10	8.3	75.00	3	20.00	40.00	33.33	\$1,647	\$2,937
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LOWENSTEIN HOUSE

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Week) ^A	Actual Completion Time (Week) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	FOOD SERVICES	10	7	14	13.0	77.78	4	57.14	57.14	100.00	\$1,019	\$2,070
ALL STUDENTS	FOOD SERVICES	12	9	14	12.4	81.82	5	55.56	66.67	100.00	\$932	\$2,006
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MAGNIFICENT BARBER SCHOOL OF KNOWLEDGE

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	MASTER BARBER	12	1	10	6.6	100.00	0	0.00	0.00	NP	NP	NP
ALL STUDENTS	MASTER BARBER	27	5	10	10.3	100.00	4	80.00	80.00	100.00	\$5,744	\$11,427
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MEMPHIS ACADEMY OF BARBERING

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	MASTER BARBER	19	8	10	10.8	88.89	3	37.50	50.00	100.00	\$3,395	\$7,656
ALL STUDENTS	MASTER BARBER	31	9	10	11.2	81.82	4	44.44	55.56	100.00	\$3,804	\$7,228
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MEMPHIS CITY SCHOOLS

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Week) ^A	Actual Completion Time (Week) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	MICROSOFT EXCEL	12	12	5	5.9	100.00	1	8.33	8.33	100.00	\$4,254	\$8,106
ALL STUDENTS	MICROSOFT EXCEL	62	60	5	5.4	96.77	18	30.00	33.33	100.00	\$5,329	\$11,365
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MEMPHIS URBAN LEAGUE, INC

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Week) ^A	Actual Completion Time (Week) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	MEDICAL OFFICE TECHNOLOGY	15	12	10	10.5	100.00	7	58.33	75.00	71.43	\$2,722	\$5,676
ALL STUDENTS	MEDICAL OFFICE TECHNOLOGY	33	24	10	10.5	88.89	18	75.00	87.50	83.33	\$2,781	\$6,052
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NATIONAL EDUCATIONAL TRAINING CENTERS, LLC

WIA CERTIFIED PROGRAM NAME	COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION		
	Total Enrollment	Total Completers	Stated Completion Time (Week) ^A	Actual Completion Time (Week) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H	
WIA STUDENTS	VITAL NURSING ASSISTANT TRAINING PROGRAM	29	27	4	2.1	100.00	20	74.07	88.89	85.00	\$2,194	\$4,734
ALL STUDENTS	VITAL NURSING ASSISTANT TRAINING PROGRAM	188	167	4	2.8	95.98	131	78.44	84.43	91.60	\$3,243	\$6,825
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NEW HORIZONS COMPUTER LEARNING CENTER - MEMPHIS

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Day) ^A	Actual Completion Time (Day) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	A + COMPUTER TRAINING	19	19	10	22.5	100.00	15	78.95	78.95	93.33	\$5,092	\$9,979
	MICROSOFT OFFICE USER SPECIALIST	15	5	365	369	100.00	4	80.00	100.00	100.00	\$3,359	\$7,759
ALL STUDENTS	A + COMPUTER TRAINING	64	64	10	22.8	100.00	48	75.00	81.25	89.58	\$5,264	\$10,950
	MICROSOFT OFFICE USER SPECIALIST	18	5	365	369	100.00	4	80.00	100.00	100.00	\$3,359	\$7,759
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PYRAMID BEAUTY AND BARBER SCHOOL

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Week) ^A	Actual Completion Time (Week) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	MASTER BARBER	20	2	39.5	48.5	50.00	2	100.00	100.00	100.00	\$2,386	\$4,260
	NAIL TECHNICIAN	17	9	17	26.5	100.00	2	22.22	22.22	100.00	\$2,903	\$6,183
ALL STUDENTS	MASTER BARBER	24	3	39.5	49.5	60.00	2	66.67	66.67	100.00	\$2,386	\$4,260
	NAIL TECHNICIAN	36	23	17	21.2	95.83	6	26.09	30.43	83.33	\$3,048	\$5,968
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SOUTHWEST TENNESSEE COMMUNITY COLLEGE

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Week) ^A	Actual Completion Time (Week) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	BUSINESS AND COMMERCE TECHNOLOGY	14	1	68	11.8	16.67	1	100.00	100.00	100.00	\$9,384	\$18,872
	NURSING	19	1	15	20.6	20.00	1	100.00	100.00	100.00	\$8,892	\$17,724
	RADIOLOGIC TECHNOLOGY	11	0	15	NC	0.00	NP	NP	NP	NP	NP	NP
ALL STUDENTS	BUSINESS AND COMMERCE TECHNOLOGY	360	43	—	—	11.94	29	67.44	69.77	96.55	\$7,083	\$14,284
	NURSING	280	81	—	—	28.93	70	86.42	93.83	98.57	\$7,824	\$18,763
	RADIOLOGIC TECHNOLOGY	83	28	—	—	33.73	NP	NP	NP	NP	NP	NP
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NOTATION KEY:

A	The time period specified by the provider regarding how long it takes to complete the program
B	Average time that it actually took those students listed as completers to complete the program
C	Please see page 16 of the report for a description of how the completion rates are calculated
D	Percentage of completers who were gainfully employed the first quarter after program completion
E	Percentage of completers who were gainfully employed during the first or second quarter following program completion
F	Percentage of completers who were gainfully employed the first quarter after completion and were still working 6-months later
G	Average wage the quarter following completion for those successfully placed during the first quarter after program completion
H	Average 6-month wage for those successfully placed during the first quarter after program completion

SUPPLEMENTAL SERVICES, INC. OF TENNESSEE – MEMPHIS

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Week) ^A	Actual Completion Time (Week) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	SUPPLEMENTAL NURSING ASSISTANT PROGRAM	60	54	5	5.3	90.00	42	77.78	81.48	92.86	\$3,284	\$7,200
ALL STUDENTS	SUPPLEMENTAL NURSING ASSISTANT PROGRAM	64	58	5	5.3	90.63	45	77.59	82.76	93.33	\$3,236	\$7,237
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SWIFT PROFESSIONAL DRIVING ACADEMY

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Day) ^A	Actual Completion Time (Day) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	TRUCK DRIVING	23	17	23	27.9	73.91	12	70.59	76.47	100.00	\$4,573	\$9,827
ALL STUDENTS	TRUCK DRIVING	3922	2414	23	30.5	65.85	1576	65.29	76.84	90.04	\$4,671	\$9,664
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TECHSKILLS - MEMPHIS

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	MICROSOFT CERTIFIED SYSTEMS ENGINEER	17	12	12	16.2	100.00	10	83.33	83.33	100.00	\$6,225	\$12,711
ALL STUDENTS	MICROSOFT CERTIFIED SYSTEMS ENGINEER	44	35	12	14.1	97.22	22	62.86	62.86	100.00	\$10,830	\$19,696
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TENNESSEE TECHNOLOGY CENTER AT MEMPHIS

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Month) ^A	Actual Completion Time (Month) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	BUSINESS SYSTEMS TECHNOLOGY	24	20	15	5.0	90.91	8	40.00	45.00	75.00	\$2,518	\$5,217
	COSMETOLOGY	17	10	15	13.3	90.91	6	60.00	80.00	83.33	\$3,390	\$5,536
	BARBERING	10	5	15	17.2	83.33	1	20.00	20.00	100.00	\$2,316	\$3,467
	HVAC	10	4	18	6.9	57.14	2	50.00	50.00	50.00	\$3,266	\$6,126
ALL STUDENTS	BUSINESS SYSTEMS TECHNOLOGY	78	38	—	—	67.86	33	86.84	76.74	90.91	\$3,140	\$6,338
	COSMETOLOGY	55	24	—	—	80.00	13	54.17	69.23	92.31	\$3,365	\$6,010
	BARBERING	55	34	—	—	82.93	16	47.06	48.57	100.00	\$3,786	\$8,143
	HVAC	56	15	—	—	42.86	12	80.00	76.47	91.67	\$9,218	\$18,396
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THE BARBERING SCHOOL

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
		Total Enrollment	Total Completers	Stated Completion Time (Week) ^A	Actual Completion Time (Week) ^B	Completion Rate (Percentage) ^C	Total Placements	Placement Rate 1 (Percentage) ^D	Placement Rate 2 (Percentage) ^E	Retention Rate (Percentage) ^F	Average Wage: Completion ^G	Average Wage: 6-Months ^H
WIA STUDENTS	MASTER BARBER COURSE	35	7	75	14.3	77.78	5	71.43	85.71	100.00	\$3,158	\$6,584
ALL STUDENTS	MASTER BARBER COURSE	47	10	75	16.1	76.92	7	70.00	80.00	100.00	\$3,247	\$6,515
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THE WORKPLACE INC./BRIDGES

WIA CERTIFIED PROGRAM NAME	COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION		
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WIA STUDENTS	CERTIFIED NURSE ASSISTANT TRAINING PROGRAM	22	19	4	3.7	95.00	15	78.95	84.21	93.33	\$2,098	\$4,879
ALL STUDENTS	CERTIFIED NURSE ASSISTANT TRAINING PROGRAM	33	28	4	3.7	96.55	21	75.00	78.57	95.24	\$2,586	\$5,666
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UCP MEMPHIS WORKS

WIA CERTIFIED PROGRAM NAME		COMPLETION INFORMATION					PLACEMENT INFORMATION				WAGE INFORMATION	
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WIA STUDENTS	A + COMPUTER SUPPORT	15	15	16	14.3	100.00	5	33.33	46.67	80.00	\$1,622	\$3,761
	CARPENTRY SKILLS	11	10	12	13.4	90.91	6	60.00	70.00	66.67	\$1,095	\$2,576
	NURSING ASSISTANT	39	38	8	7.8	97.44	33	86.84	92.11	87.88	\$2,408	\$5,137
	OFFICE TECHNOLOGY	16	15	10	9.8	93.75	10	66.67	66.67	90.00	\$1,959	\$3,766
ALL STUDENTS	A + COMPUTER SUPPORT	29	28	16	14.6	96.55	6	21.43	35.71	83.33	\$1,663	\$3,757
	CARPENTRY SKILLS	12	11	12	13.1	91.67	6	54.55	63.64	66.67	\$1,095	\$2,576
	NURSING ASSISTANT	52	51	8	8.7	98.08	40	78.43	84.31	90.00	\$2,535	\$5,209
	OFFICE TECHNOLOGY	37	34	10	10.7	94.44	16	47.06	50.00	87.50	\$2,556	\$4,306
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