

Tennessee Higher Education Commission - Division of Postsecondary State Authorization
Annual Performance Report, Reporting Year 2018-2019
Lab Four Professional Development Center, Memphis, TN (1405)

	Overall	Business Customer Service, Certificate of Completion	Certified Billing and Coding Specialist, Certificate of Completion	Certified IT Project Management Expert: ITIL Foundation, Certificate of Completion	Certified IT Project Management Expert: PMP/CAPM Project Management Professional, Certificate of Completion
Program Enrollment	321	0	0	63	3
Number Still Enrolled	36	0	0	1	1
Percent Still Enrolled	11.2%	N/A	N/A	1.6%	33.3%
WITHDRAWAL SUMMARY					
Special Circumstance Withdrawals	0	0	0	0	0
Number of Withdrawals	41	0	0	2	1
Withdrawal Rate	12.8%	0%	0%	3.2%	33.3%
COMPLETION SUMMARY					
Number Not Currently Enrolled	285	0	0	62	2
Number of Completions	244	0	0	60	1
Completion Rate	85.6%	N/A	N/A	96.8%	50.0%
PLACEMENT SUMMARY					
Special Circumstance Non-Placements	0	0	0	0	0
Placed In-Field Withdrawals	14	0	0	0	1
Number Placeable	258	0	0	60	2
Total Placed In-Field	174	0	0	41	2
In-Field Placement Rate	67.4%	N/A	N/A	68.3%	100.0%
Number Placed	205	0	0	48	2
Placement Rate	79.5%	N/A	N/A	80.0%	100.0%
STUDENT DEMOGRAPHICS					
Race					
Caucasian	39	N/A	N/A	8	N/A
Percent Caucasian	12.1%	N/A	N/A	12.7%	N/A
African-American	261	N/A	N/A	49	N/A
Percent African-American	81.3%	N/A	N/A	77.8%	N/A
Hispanic	13	N/A	N/A	4	N/A
Percent Hispanic	4.0%	N/A	N/A	6.3%	N/A
Other/Unknown	8	N/A	N/A	2	N/A
Percent Other/Unknown	2.5%	N/A	N/A	3.2%	N/A
Subtotal Race	321	N/A	N/A	63	N/A
Gender					
Male	169	N/A	N/A	31	N/A
Percent Male	52.6%	N/A	N/A	49.2%	N/A
Female	152	N/A	N/A	32	N/A
Percent Female	47.4%	N/A	N/A	50.8%	N/A
Subtotal Gender	321	N/A	N/A	63	N/A
Age					
Under 25	47	N/A	N/A	7	N/A
Percent Under 25	14.6%	N/A	N/A	11.1%	N/A
25 and Over	274	N/A	N/A	56	N/A
Percent 25 and Over	85.4%	N/A	N/A	88.9%	N/A
Subtotal Age	321	N/A	N/A	63	N/A

NOTE: Reporting year spans July 1, 2018 thru June 30, 2019. N/A: Not applicable for less than 10 students enrolled in program.
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	Certified IT Project Management Expert: Six Sigma Green Belt Certification, Certificate of Completion	Certified Production Technician (CPT), Certificate of Completion	Childcare Development Professional, Certificate of Completion	Cisco Certified Expert: CCDA, Certificate of Completion	Cisco Certified Expert: CCDP, Certificate of Completion	Cisco Certified Expert: CCNA, Certificate of Completion
Program Enrollment	10	0	0	0	0	31
Number Still Enrolled	1	0	0	0	0	9
Percent Still Enrolled	10.0%	N/A	N/A	N/A	N/A	29.0%
WITHDRAWAL SUMMARY						
Special Circumstance Withdrawals	0	0	0	0	0	0
Number of Withdrawals	1	0	0	0	0	3
Withdrawal Rate	10.0%	0%	0%	0%	0%	9.7%
COMPLETION SUMMARY						
Number Not Currently Enrolled	9	0	0	0	0	22
Number of Completions	8	0	0	0	0	19
Completion Rate	88.9%	N/A	N/A	N/A	N/A	86.4%
PLACEMENT SUMMARY						
Special Circumstance Non-Placements	0	0	0	0	0	0
Placed In-Field Withdrawals	1	0	0	0	0	2
Number Placeable	9	0	0	0	0	21
Total Placed In-Field	4	0	0	0	0	17
In-Field Placement Rate	44.4%	N/A	N/A	N/A	N/A	81.0%
Number Placed	5	0	0	0	0	21
Placement Rate	55.6%	N/A	N/A	N/A	N/A	100.0%
STUDENT DEMOGRAPHICS						
Race						
Caucasian	2	N/A	N/A	N/A	N/A	5
Percent Caucasian	20.0%	N/A	N/A	N/A	N/A	16.1%
African-American	8	N/A	N/A	N/A	N/A	23
Percent African-American	80.0%	N/A	N/A	N/A	N/A	74.2%
Hispanic	0	N/A	N/A	N/A	N/A	2
Percent Hispanic	0.0%	N/A	N/A	N/A	N/A	6.5%
Other/Unknown	0	N/A	N/A	N/A	N/A	1
Percent Other/Unknown	0.0%	N/A	N/A	N/A	N/A	3.2%
Subtotal Race	10	N/A	N/A	N/A	N/A	31
Gender						
Male	3	N/A	N/A	N/A	N/A	21
Percent Male	30.0%	N/A	N/A	N/A	N/A	67.7%
Female	7	N/A	N/A	N/A	N/A	10
Percent Female	70.0%	N/A	N/A	N/A	N/A	32.3%
Subtotal Gender	10	N/A	N/A	N/A	N/A	31
Age						
Under 25	1	N/A	N/A	N/A	N/A	2
Percent Under 25	10.0%	N/A	N/A	N/A	N/A	6.5%
25 and Over	9	N/A	N/A	N/A	N/A	29
Percent 25 and Over	90.0%	N/A	N/A	N/A	N/A	93.5%
Subtotal Age	10	N/A	N/A	N/A	N/A	31

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	Cisco Certified Expert: CCNA Collaboration, Certificate of Completion	Cisco Certified Expert: CCNA Security, Certificate of Completion	Cisco Certified Expert: CCNA Wireless, Certificate of Completion	Cisco Certified Expert: CCNP, Certificate of Completion	Cisco Certified Expert: CCNP Collaboration, Certificate of Completion	Cisco Certified Expert: CCNP Security, Certificate of Completion
Program Enrollment	0	0	0	0	0	0
Number Still Enrolled	0	0	0	0	0	0
Percent Still Enrolled	N/A	N/A	N/A	N/A	N/A	N/A
WITHDRAWAL SUMMARY						
Special Circumstance Withdrawals	0	0	0	0	0	0
Number of Withdrawals	0	0	0	0	0	0
Withdrawal Rate	0%	0%	0%	0%	0%	0%
COMPLETION SUMMARY						
Number Not Currently Enrolled	0	0	0	0	0	0
Number of Completions	0	0	0	0	0	0
Completion Rate	N/A	N/A	N/A	N/A	N/A	N/A
PLACEMENT SUMMARY						
Special Circumstance Non-Placements	0	0	0	0	0	0
Placed In-Field Withdrawals	0	0	0	0	0	0
Number Placeable	0	0	0	0	0	0
Total Placed In-Field	0	0	0	0	0	0
In-Field Placement Rate	N/A	N/A	N/A	N/A	N/A	N/A
Number Placed	0	0	0	0	0	0
Placement Rate	N/A	N/A	N/A	N/A	N/A	N/A
STUDENT DEMOGRAPHICS						
Race						
Caucasian	N/A	N/A	N/A	N/A	N/A	N/A
Percent Caucasian	N/A	N/A	N/A	N/A	N/A	N/A
African-American	N/A	N/A	N/A	N/A	N/A	N/A
Percent African-American	N/A	N/A	N/A	N/A	N/A	N/A
Hispanic	N/A	N/A	N/A	N/A	N/A	N/A
Percent Hispanic	N/A	N/A	N/A	N/A	N/A	N/A
Other/Unknown	N/A	N/A	N/A	N/A	N/A	N/A
Percent Other/Unknown	N/A	N/A	N/A	N/A	N/A	N/A
Subtotal Race	N/A	N/A	N/A	N/A	N/A	N/A
Gender						
Male	N/A	N/A	N/A	N/A	N/A	N/A
Percent Male	N/A	N/A	N/A	N/A	N/A	N/A
Female	N/A	N/A	N/A	N/A	N/A	N/A
Percent Female	N/A	N/A	N/A	N/A	N/A	N/A
Subtotal Gender	N/A	N/A	N/A	N/A	N/A	N/A
Age						
Under 25	N/A	N/A	N/A	N/A	N/A	N/A
Percent Under 25	N/A	N/A	N/A	N/A	N/A	N/A
25 and Over	N/A	N/A	N/A	N/A	N/A	N/A
Percent 25 and Over	N/A	N/A	N/A	N/A	N/A	N/A
Subtotal Age	N/A	N/A	N/A	N/A	N/A	N/A

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	Cisco Certified Expert: CCNP Wireless, Certificate of Completion	CompTIA Certified Expert: A+, Certificate of Completion	CompTIA Certified Expert: Data Cabling Installer, Certificate of Completion	CompTIA Certified Expert: Linux+, Certificate of Completion	CompTIA Certified Expert: Network+, Certificate of Completion	CompTIA Certified Expert: Security+, Certificate of Completion
Program Enrollment	0	3	0	0	2	7
Number Still Enrolled	0	0	0	0	0	1
Percent Still Enrolled	N/A	0.0%	N/A	N/A	0.0%	14.3%
WITHDRAWAL SUMMARY						
Special Circumstance Withdrawals	0	0	0	0	0	0
Number of Withdrawals	0	0	0	0	0	1
Withdrawal Rate	0%	0.0%	0%	0%	0.0%	14.3%
COMPLETION SUMMARY						
Number Not Currently Enrolled	0	3	0	0	2	6
Number of Completions	0	3	0	0	2	5
Completion Rate	N/A	100.0%	N/A	N/A	100.0%	83.3%
PLACEMENT SUMMARY						
Special Circumstance Non-Placements	0	0	0	0	0	0
Placed In-Field Withdrawals	0	0	0	0	0	1
Number Placeable	0	3	0	0	2	6
Total Placed In-Field	0	1	0	0	1	4
In-Field Placement Rate	N/A	33.3%	N/A	N/A	50.0%	66.7%
Number Placed	0	3	0	0	1	4
Placement Rate	N/A	100.0%	N/A	N/A	50.0%	66.7%
STUDENT DEMOGRAPHICS						
Race						
Caucasian	N/A	N/A	N/A	N/A	N/A	N/A
Percent Caucasian	N/A	N/A	N/A	N/A	N/A	N/A
African-American	N/A	N/A	N/A	N/A	N/A	N/A
Percent African-American	N/A	N/A	N/A	N/A	N/A	N/A
Hispanic	N/A	N/A	N/A	N/A	N/A	N/A
Percent Hispanic	N/A	N/A	N/A	N/A	N/A	N/A
Other/Unknown	N/A	N/A	N/A	N/A	N/A	N/A
Percent Other/Unknown	N/A	N/A	N/A	N/A	N/A	N/A
Subtotal Race	N/A	N/A	N/A	N/A	N/A	N/A
Gender						
Male	N/A	N/A	N/A	N/A	N/A	N/A
Percent Male	N/A	N/A	N/A	N/A	N/A	N/A
Female	N/A	N/A	N/A	N/A	N/A	N/A
Percent Female	N/A	N/A	N/A	N/A	N/A	N/A
Subtotal Gender	N/A	N/A	N/A	N/A	N/A	N/A
Age						
Under 25	N/A	N/A	N/A	N/A	N/A	N/A
Percent Under 25	N/A	N/A	N/A	N/A	N/A	N/A
25 and Over	N/A	N/A	N/A	N/A	N/A	N/A
Percent 25 and Over	N/A	N/A	N/A	N/A	N/A	N/A
Subtotal Age	N/A	N/A	N/A	N/A	N/A	N/A

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	Cybersecurity Certified Associate, Certificate of Completion	Cybersecurity Certified Expert: Certified Ethical Hacker (CEH), Certificate of Completion	Cybersecurity Certified Expert: Certified Information Systems Security Professional (CISSP), Certificate of Completion	Cybersecurity Certified Manager, Certificate of Completion	Cybersecurity Certified Professional, Certificate of Completion
Program Enrollment	0	0	0	0	0
Number Still Enrolled	0	0	0	0	0
Percent Still Enrolled	N/A	N/A	N/A	N/A	N/A
WITHDRAWAL SUMMARY					
Special Circumstance Withdrawals	0	0	0	0	0
Number of Withdrawals	0	0	0	0	0
Withdrawal Rate	0%	0%	0%	0%	0%
COMPLETION SUMMARY					
Number Not Currently Enrolled	0	0	0	0	0
Number of Completions	0	0	0	0	0
Completion Rate	N/A	N/A	N/A	N/A	N/A
PLACEMENT SUMMARY					
Special Circumstance Non-Placements	0	0	0	0	0
Placed In-Field Withdrawals	0	0	0	0	0
Number Placeable	0	0	0	0	0
Total Placed In-Field	0	0	0	0	0
In-Field Placement Rate	N/A	N/A	N/A	N/A	N/A
Number Placed	0	0	0	0	0
Placement Rate	N/A	N/A	N/A	N/A	N/A
STUDENT DEMOGRAPHICS					
Race					
Caucasian	N/A	N/A	N/A	N/A	N/A
Percent Caucasian	N/A	N/A	N/A	N/A	N/A
African-American	N/A	N/A	N/A	N/A	N/A
Percent African-American	N/A	N/A	N/A	N/A	N/A
Hispanic	N/A	N/A	N/A	N/A	N/A
Percent Hispanic	N/A	N/A	N/A	N/A	N/A
Other/Unknown	N/A	N/A	N/A	N/A	N/A
Percent Other/Unknown	N/A	N/A	N/A	N/A	N/A
Subtotal Race	N/A	N/A	N/A	N/A	N/A
Gender					
Male	N/A	N/A	N/A	N/A	N/A
Percent Male	N/A	N/A	N/A	N/A	N/A
Female	N/A	N/A	N/A	N/A	N/A
Percent Female	N/A	N/A	N/A	N/A	N/A
Subtotal Gender	N/A	N/A	N/A	N/A	N/A
Age					
Under 25	N/A	N/A	N/A	N/A	N/A
Percent Under 25	N/A	N/A	N/A	N/A	N/A
25 and Over	N/A	N/A	N/A	N/A	N/A
Percent 25 and Over	N/A	N/A	N/A	N/A	N/A
Subtotal Age	N/A	N/A	N/A	N/A	N/A

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	Front-End Web Designer/Developer, Certificate of Completion	Introduction to Business Computing, Certificate of Completion	Introduction to Medical Terminology, Certificate of Completion	Medical Information Professional, Certificate of Completion	Medical Office Assistant, Certificate of Completion	Microsoft Certified Expert: Microsoft 365 Certified Modern Desktop Administrator Associate, Certificate of Completion
Program Enrollment	0	0	0	0	0	0
Number Still Enrolled	0	0	0	0	0	0
Percent Still Enrolled	N/A	N/A	N/A	N/A	N/A	N/A
WITHDRAWAL SUMMARY						
Special Circumstance Withdrawals	0	0	0	0	0	0
Number of Withdrawals	0	0	0	0	0	0
Withdrawal Rate	0%	0%	0%	0%	0%	0%
COMPLETION SUMMARY						
Number Not Currently Enrolled	0	0	0	0	0	0
Number of Completions	0	0	0	0	0	0
Completion Rate	N/A	N/A	N/A	N/A	N/A	N/A
PLACEMENT SUMMARY						
Special Circumstance Non-Placements	0	0	0	0	0	0
Placed In-Field Withdrawals	0	0	0	0	0	0
Number Placeable	0	0	0	0	0	0
Total Placed In-Field	0	0	0	0	0	0
In-Field Placement Rate	N/A	N/A	N/A	N/A	N/A	N/A
Number Placed	0	0	0	0	0	0
Placement Rate	N/A	N/A	N/A	N/A	N/A	N/A
STUDENT DEMOGRAPHICS						
Race						
Caucasian	N/A	N/A	N/A	N/A	N/A	N/A
Percent Caucasian	N/A	N/A	N/A	N/A	N/A	N/A
African-American	N/A	N/A	N/A	N/A	N/A	N/A
Percent African-American	N/A	N/A	N/A	N/A	N/A	N/A
Hispanic	N/A	N/A	N/A	N/A	N/A	N/A
Percent Hispanic	N/A	N/A	N/A	N/A	N/A	N/A
Other/Unknown	N/A	N/A	N/A	N/A	N/A	N/A
Percent Other/Unknown	N/A	N/A	N/A	N/A	N/A	N/A
Subtotal Race	N/A	N/A	N/A	N/A	N/A	N/A
Gender						
Male	N/A	N/A	N/A	N/A	N/A	N/A
Percent Male	N/A	N/A	N/A	N/A	N/A	N/A
Female	N/A	N/A	N/A	N/A	N/A	N/A
Percent Female	N/A	N/A	N/A	N/A	N/A	N/A
Subtotal Gender	N/A	N/A	N/A	N/A	N/A	N/A
Age						
Under 25	N/A	N/A	N/A	N/A	N/A	N/A
Percent Under 25	N/A	N/A	N/A	N/A	N/A	N/A
25 and Over	N/A	N/A	N/A	N/A	N/A	N/A
Percent 25 and Over	N/A	N/A	N/A	N/A	N/A	N/A
Subtotal Age	N/A	N/A	N/A	N/A	N/A	N/A

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	Microsoft Certified Expert: Microsoft 365 Certified Security Administrator Associate, Certificate of Completion	Microsoft Certified Expert: Microsoft Certified Azure Administrator Associate, Certificate of Completion	Microsoft Certified Expert: Microsoft Certified Cloud Developer (C# and .NET), Certificate of Completion	Microsoft Certified Expert: Microsoft Certified SQL Server, Certificate of Completion
Program Enrollment	0	159	1	2
Number Still Enrolled	0	22	1	0
Percent Still Enrolled	N/A	13.8%	100.0%	0.0%
WITHDRAWAL SUMMARY				
Special Circumstance Withdrawals	0	0	0	0
Number of Withdrawals	0	26	0	2
Withdrawal Rate	0%	16.4%	0.0%	100.0%
COMPLETION SUMMARY				
Number Not Currently Enrolled	0	137	0	2
Number of Completions	0	111	0	0
Completion Rate	N/A	81.0%	N/A	0.0%
PLACEMENT SUMMARY				
Special Circumstance Non-Placements	0	0	0	0
Placed In-Field Withdrawals	0	6	0	2
Number Placeable	0	117	0	2
Total Placed In-Field	0	78	0	2
In-Field Placement Rate	N/A	66.7%	N/A	100.0%
Number Placed	0	94	0	2
Placement Rate	N/A	80.3%	N/A	100.0%
STUDENT DEMOGRAPHICS				
Race				
Caucasian	N/A	16	N/A	N/A
Percent Caucasian	N/A	10.1%	N/A	N/A
African-American	N/A	136	N/A	N/A
Percent African-American	N/A	85.5%	N/A	N/A
Hispanic	N/A	5	N/A	N/A
Percent Hispanic	N/A	3.1%	N/A	N/A
Other/Unknown	N/A	2	N/A	N/A
Percent Other/Unknown	N/A	1.3%	N/A	N/A
Subtotal Race	N/A	159	N/A	N/A
Gender				
Male	N/A	90	N/A	N/A
Percent Male	N/A	56.6%	N/A	N/A
Female	N/A	69	N/A	N/A
Percent Female	N/A	43.4%	N/A	N/A
Subtotal Gender	N/A	159	N/A	N/A
Age				
Under 25	N/A	28	N/A	N/A
Percent Under 25	N/A	17.6%	N/A	N/A
25 and Over	N/A	131	N/A	N/A
Percent 25 and Over	N/A	82.4%	N/A	N/A
Subtotal Age	N/A	159	N/A	N/A

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	Microsoft Certified Expert: Microsoft Certified Windows Server, Certificate of Completion	Microsoft Certified Expert: VMware Certified Associate, Certificate of Completion	Microsoft Office Specialist (MOS), Certificate of Completion	Solar Photovoltaic Installer, Certificate of Completion	Weatherization Auditor, Certificate of Completion
Program Enrollment	1	0	39	0	0
Number Still Enrolled	0	0	0	0	0
Percent Still Enrolled	0.0%	N/A	0.0%	N/A	N/A
WITHDRAWAL SUMMARY					
Special Circumstance Withdrawals	0	0	0	0	0
Number of Withdrawals	1	0	4	0	0
Withdrawal Rate	100.0%	0%	10.3%	0%	0%
COMPLETION SUMMARY					
Number Not Currently Enrolled	1	0	39	0	0
Number of Completions	0	0	35	0	0
Completion Rate	0.0%	N/A	89.7%	N/A	N/A
PLACEMENT SUMMARY					
Special Circumstance Non-Placements	0	0	0	0	0
Placed In-Field Withdrawals	1	0	0	0	0
Number Placeable	1	0	35	0	0
Total Placed In-Field	1	0	23	0	0
In-Field Placement Rate	100.0%	N/A	65.7%	N/A	N/A
Number Placed	1	0	24	0	0
Placement Rate	100.0%	N/A	68.6%	N/A	N/A
STUDENT DEMOGRAPHICS					
Race					
Caucasian	N/A	N/A	4	N/A	N/A
Percent Caucasian	N/A	N/A	10.3%	N/A	N/A
African-American	N/A	N/A	33	N/A	N/A
Percent African-American	N/A	N/A	84.6%	N/A	N/A
Hispanic	N/A	N/A	1	N/A	N/A
Percent Hispanic	N/A	N/A	2.6%	N/A	N/A
Other/Unknown	N/A	N/A	1	N/A	N/A
Percent Other/Unknown	N/A	N/A	2.6%	N/A	N/A
Subtotal Race	N/A	N/A	39	N/A	N/A
Gender					
Male	N/A	N/A	8	N/A	N/A
Percent Male	N/A	N/A	20.5%	N/A	N/A
Female	N/A	N/A	31	N/A	N/A
Percent Female	N/A	N/A	79.5%	N/A	N/A
Subtotal Gender	N/A	N/A	39	N/A	N/A
Age					
Under 25	N/A	N/A	8	N/A	N/A
Percent Under 25	N/A	N/A	20.5%	N/A	N/A
25 and Over	N/A	N/A	31	N/A	N/A
Percent 25 and Over	N/A	N/A	79.5%	N/A	N/A
Subtotal Age	N/A	N/A	39	N/A	N/A

NOTE: Reporting year spans July 1, 2018 thru June 30, 2019. N/A: Not applicable for less than 10 students enrolled in program.
 Report Date: 1/15/2019