

**Tennessee Higher Education Commission - Division of Postsecondary State Authorization**  
**Annual Performance Report, Reporting Year 2019-2020**  
**Goodwill Industries-Knoxville, Inc., Knoxville, TN (1283)**

	Overall	Certified Nursing Assistant Training, Certificate of Completion	Clerical Skills Training, Certificate of Completion	GoodTech Customer Service Core Training, Certificate of Completion	GoodTech Customer Service Technical Training, Certificate of Completion	Self-Paced Applications in the Computer Environment (Advanced), Certificate of Completion
Program Enrollment	76	50	0	20	3	0
Number Still Enrolled	8	5	0	3	0	0
Percent Still Enrolled	10.5%	10.0%	N/A	15.0%	0.0%	N/A
<b>WITHDRAWAL SUMMARY</b>						
Special Circumstance Withdrawals	2	2	0	0	0	0
Number of Withdrawals	4	4	0	0	0	0
Withdrawal Rate	2.6%	4.0%	N/A	0.0%	0.0%	N/A
<b>COMPLETION SUMMARY</b>						
Number Not Currently Enrolled	68	45	0	17	3	0
Number of Completions	64	41	0	17	3	0
Completion Rate	97.0%	95.3%	N/A	100.0%	100.0%	N/A
<b>PLACEMENT SUMMARY</b>						
Special Circumstance Non-Placements	31	14	0	13	3	0
Placed In-Field Withdrawals	0	0	0	0	0	0
Number Placeable	33	27	0	4	0	0
Total Placed In-Field	25	20	0	3	0	0
In-Field Placement Rate	75.8%	74.1%	N/A	75.0%	N/A	N/A
Number Placed	29	24	0	3	0	0
Placement Rate	87.9%	88.9%	N/A	75.0%	N/A	N/A
<b>STUDENT DEMOGRAPHICS</b>						
<b>Race</b>						
Caucasian	44	25	N/A	14	N/A	N/A
Percent Caucasian	57.9%	50.0%	N/A	70.0%	N/A	N/A
African-American	27	23	N/A	4	N/A	N/A
Percent African-American	35.5%	46.0%	N/A	20.0%	N/A	N/A
Hispanic	3	1	N/A	1	N/A	N/A
Percent Hispanic	3.9%	2.0%	N/A	5.0%	N/A	N/A
Other/Unknown	2	1	N/A	1	N/A	N/A
Percent Other/Unknown	2.6%	2.0%	N/A	5.0%	N/A	N/A
Subtotal Race	76	50	N/A	20	N/A	N/A
<b>Gender</b>						
Male	11	4	N/A	4	N/A	N/A
Percent Male	14.5%	8.0%	N/A	20.0%	N/A	N/A
Female	65	46	N/A	16	N/A	N/A
Percent Female	85.5%	92.0%	N/A	80.0%	N/A	N/A
Subtotal Gender	76	50	N/A	20	N/A	N/A
<b>Age</b>						
Under 25	12	10	N/A	2	N/A	N/A
Percent Under 25	15.8%	20.0%	N/A	10.0%	N/A	N/A
25 and Over	64	40	N/A	18	N/A	N/A
Percent 25 and Over	84.2%	80.0%	N/A	90.0%	N/A	N/A
Subtotal Age	76	50	N/A	20	N/A	N/A

NOTE: Reporting year spans July 1, 2019 thru June 30, 2020. N/A: Not applicable for less than 10 students enrolled in program.

Report Date: 1/15/2021

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	<b>Self-Paced Applications in the Computer Environment (Basic), Certificate of Completion</b>
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Program Enrollment	3
Number Still Enrolled	0
Percent Still Enrolled	0.0%

**WITHDRAWAL SUMMARY**

Special Circumstance Withdrawals	0
Number of Withdrawals	0
Withdrawal Rate	0.0%

**COMPLETION SUMMARY**

Number Not Currently Enrolled	3
Number of Completions	3
Completion Rate	100.0%

**PLACEMENT SUMMARY**

Special Circumstance Non-Placements	1
Placed In-Field Withdrawals	0
Number Placeable	2
Total Placed In-Field	2
In-Field Placement Rate	100.0%
Number Placed	2
Placement Rate	100.0%

**STUDENT DEMOGRAPHICS**

<b>Race</b>	
Caucasian	N/A
Percent Caucasian	N/A
African-American	N/A
Percent African-American	N/A
Hispanic	N/A
Percent Hispanic	N/A
Other/Unknown	N/A
Percent Other/Unknown	N/A
Subtotal Race	N/A

<b>Gender</b>	
Male	N/A
Percent Male	N/A
Female	N/A
Percent Female	N/A
Subtotal Gender	N/A

<b>Age</b>	
Under 25	N/A
Percent Under 25	N/A
25 and Over	N/A
Percent 25 and Over	N/A
Subtotal Age	N/A

NOTE: Reporting year spans July 1, 2019 thru June 30, 2020. N/A: Not applicable for less than 10 students enrolled in program.  
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