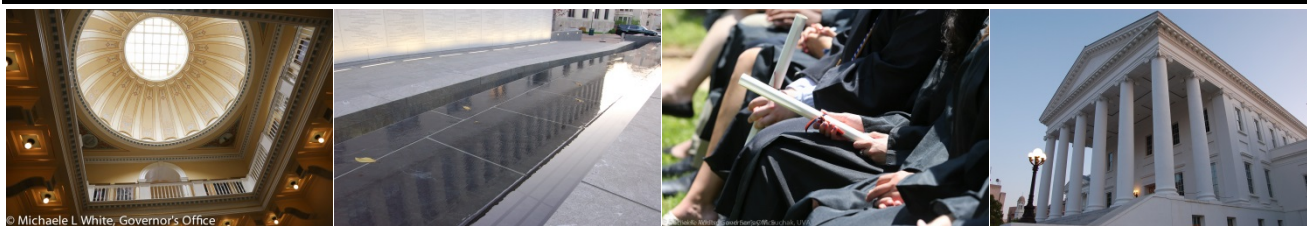


BIENNIAL REPORT: COORDINATION OF WORKFORCE DEVELOPMENT



In addition to the 2015 VCCS Annual Report and in accordance with Item 213 of the Appropriations Act, Workforce Development Services is offering a more in-depth look at the year in review. Learn more about what our colleges offer to students, job seekers, and employers in the Commonwealth.

Introduction

Virginia's Community Colleges provide a variety of activities to support employers, incumbent workers, and the emerging workforce. These activities include career pathway programs that assist individuals in transitioning to employment after career and workplace training are provided, open enrollment courses (offered to the general public) that allow employees or potential employees to upgrade their skills, and customized training, which provides the opportunity for employers to develop a course of study that meets their specific training needs.

Fiscal Year 2015 marked the final year for *Achieve 2015*, a six-year strategic plan for Virginia's Community Colleges that included workforce services and programs in the student access and success measurements. The access goal focused on increasing the number of individuals enrolled or receiving services through the colleges to 423,000, while the success goal aimed to increase the number of students graduating, transferring, or completing a workforce credential by 50 percent. Both goals also emphasized growth in services to traditionally underserved populations.

In July 2015, Virginia's Community Colleges began a new strategic plan, *Complete 2021*, which focuses on tripling the number of credentials awarded to community college students. Future versions of this report will address progress made toward completion of this goal through efforts to focus on activities supporting credential attainment. These credentials will include degrees, diplomas, and certificates awarded as the result of credit coursework, as well as industry certifications and professional licensures awarded as the result of either credit or noncredit coursework offered by Virginia's Community Colleges.

Supporting Workforce and Noncredit Instruction at Community Colleges

The Joint Legislative Audit and Review Committee produced a report to the Governor and General Assembly of Virginia noting that the VCCS receives approximately \$4.8 million dollars in support of noncredit training and instruction. Colleges use these funds to design and offer training programs that meet the current workforce needs through delivery of noncredit open enrollment and customized training. During FY 2015, colleges provided more than 65,000 individuals with noncredit workforce training. The types of instruction related to workforce can include courses that provide skills upgrades, such as training in information technology, leadership and supervision, and project management. In addition, workforce departments offer instruction that prepares individuals to earn an industry recognized credential or state licensure. Preparation coursework

focuses on health technologies fields, such as training for Certified Nursing Assistants, Pharmacy Technicians, and Medical Coding and Billing Specialists; trades related occupations, such as General Contractors, HVAC Technicians, and Welders; advanced manufacturing, such as the Manufacturing Technician 1; and information technology, including cybersecurity and information technology certifications. In total, colleges offered over 102,000 in noncredit course enrollments related to workforce during FY 2015.

Employers are another key customer of community college workforce services, whether through direct contracts or through partnerships with economic development and community agencies that assist existing or potential employers. Last year, colleges served over 11,000 employers. In addition, workforce staff partnered with economic development agencies on 230 projects to recruit employers to the region and worked with community agencies on 288 projects to provide training services to dislocated workers.

Workforce coordinators at Virginia's Community Colleges consist of administrative and professional faculty, as well as classified staff. Each coordinator is evaluated annually using established Virginia Community College System and Virginia Department of Human Resources performance plans and procedures.

Improving Employment Attainment and Services to Employers through Institutes of Excellence, FY 2015

Community colleges received funding through the Institutes of Excellence program to develop and improve workforce training programs targeted at high-demand, high-growth workforce needs as recognized by today's employers. The focus of these projects was on preparing workers for satisfactory completion of industry recognized certifications and licensures, including the Career Readiness Certificate. The colleges used these funds and additional resources from community partners to develop and improve programs in advanced manufacturing, allied health, construction trades, entrepreneurship, high technology, and hospitality/tourism. Colleges developed 44 new courses and served 194 employers and 1,300 program participants.

Colleges received support from community partners including employers in the development and/or implementation of the Institutes of Excellence project. The role of the partners included planning; accreditation; curriculum development, advice or review; staff/facilities support, and financial support. The value of this support was \$111,800.

Students received training to earn professional certifications or licensure including Advanced Manufacturing, American Welding Society (AWS) certification, Career Readiness Certificate (CRC), Certified Dental Assistant, Construction Trades, CPR and First Aid, Electrocardiogram Technician, Project Management, and Robotics. Colleges worked closely with local One-Stop Centers, Workforce Investment Boards, Chambers of Commerce, Goodwill Industries, and other community partners to build the success of their programs.

Lastly, through the Institutes of Excellence showcase at the annual Hire Ed conference, colleges set up display booths and deliver presentations on each of their projects, including curriculums developed, marketing materials, and program outcomes. This provided the opportunity for over 400 attendees representing economic development, workforce, and education to share and learn from their experiences.

Expanding Services through Specialized Workforce Centers

In addition to the Institutes of Excellence, close to 13,000 individuals were served in FY 2015 by the four specialty workforce centers located at Central Virginia, Danville, Paul D. Camp, and Thomas Nelson Community

Colleges. These colleges improved and expanded training and developed new programs through noncredit workforce related instruction. Workforce projects at these centers are described below. The allocation of state funds to these specialized workforce centers requires a 25 percent match from each college. Matching funds were provided by local and county governments, regional foundations, and federal grants showing the investment these groups have in the workforce services provided by these centers.

Central Virginia Community College (CVCC) was able to increase services to employers related to CVCC strategic plan and annual goals, including:

- Increased the total number of contact hours with students by 139 percent to 45,086;
- Increased the number of employers served by more than 100;
- Increased Career Readiness Certificates awarded by 9 percent;
- Increased the number of employers who paid to have employees participate in open enrollment classes by 9 percent; and,
- Increased division revenue by over \$185,000 (119 percent of goal; 58 percent increase over FY 2014)

Online Society of Human Resource Managers (SHRM) training was in demand, with students joining the class from across the state and the country. CVCC began a Commercial Driver's License (CDL) training program in December 2014 and by the end of the fiscal year had served 75 students. The development of the Central Virginia Academy for Non-Profit Excellence stemmed from a strong collaboration with local non-profit organizations and offered numerous classes to support the development of professionals in that area. A partnership with Rivermont Schools (designed to address the emotional and learning difficulties that have hindered students from success in traditional academic and social environments) allowed CVCC to expose their students to (Science, Technology, Engineering, and Mathematics) STEM career pathways and opportunities.

Danville Community College (DCC) continues to respond to workforce needs in the college service region. This past year, the Precision Machining program was expanded to accommodate 50 individuals in the freshman and 50 individuals in the sophomore classes. Alliances for vocational education were made with the Pittsylvania County Public Schools and the Halifax County Public Schools. Pittsylvania County Public Schools have 25 students dual enrolled in the first year of the Precision Machining program and an additional 25 students in the Integrated Systems Technology program. Halifax County has 12 students dual enrolled in the first year of the Integrated Systems Technology program. Discussions are underway with the Danville City Public Schools to begin these dual enrollment programs in the near future.

Paul D. Camp Community College (PDCCC) focused on the following noncredit training programs leading to employment and employee promotion: designed and delivered a Train-the-4 Trainer Certification Course for a large non-profit organization; implemented the Certified Production Technician Program as a pipeline to entry level manufacturing positions; completed a 4-week Fast Track Welding Course with AWS Certification; completed an 18-month Project Management Professional Certification Preparation Course for engineers at a Fortune 200 food processing company; developed and delivered a Meeting Management and Supervisor Course for a furniture manufacturer; provided Fork/Clamp/Reach Truck Train-the-Trainer Certification Courses for lumber and webbing manufacturers; delivered Respect in the Workplace modules for a local municipality; expanded certification preparation courses and certification exams in A+, Network+, Security+, and Customer Service; and graduated seven certified truck drivers.

Thomas Nelson Community College's (TNCC) Welding Center, housed at the Peninsula Workforce Development Center (PWDC) in Hampton, was approved as an American Welding Society (AWS) Accredited Testing Facility. This is the first approved center in the Tidewater Virginia area. Annually more than 100 students and incumbent workers rotate through the welding center, achieving skill levels from basic to advance in several welding courses.

The Peninsula Workforce Development Center (PWDC) also hosts Thomas Nelson's annual Regional Cyber Security Conference that draws approximately 200 participants from Hampton Roads businesses, government agencies, military organizations, locality personnel and educational institutions. This conference supports the college's Center for Academic Excellence (CAE2Y) initiative and five noncredit cyber security certification programs, from A+ to Certified Information Systems Security Professional (CISSP).

This year, PWDC signed a Memorandum of Understanding to begin hosting week-long advanced safety classes for the Chesapeake Regional Safety Council. Twenty-four students have completed requirements for advanced OSHA safety credentials.

Increased demand for trades training conducted at the PWDC resulted in the addition of the Thomas Nelson Center for Building and Construction Trades (CBCT) at the regional Goodwill Center in Hampton. An extension of successful HVAC and electrical courses at the PWDC, the expanded capacity allows for adding Facilities Maintenance certification and other trades in partnership with Goodwill of Central and Coastal Virginia and the Peninsula Housing and Builders Association.