

In accordance with Item 213 of the Appropriations Act, the Virginia Community College System offers the following in-depth summary of workforce development and noncredit instruction during FY 2016.

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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 training is 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 for employees that meets specific training needs.

Fiscal Year 2016 marked the beginning of a new strategic plan for Virginia's Community Colleges. This plan, titled *Complete 2021*, focuses on tripling the number of credentials awarded to community college students. These credentials include degrees, diplomas, and certificates awarded as the result of credit coursework, as well as industry certifications and professional licensures awarded by third-party entities as the result of either credit or noncredit coursework provided 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 2016, colleges provided more than 55,000 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 such as a certification or 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 CompTIA certifications. During FY 2016, the first year of *Complete 2021*, Virginia's Community Colleges provided training for over 15,000 industry-recognized credentials like these. More than 47 percent of these were awarded as the result of noncredit instruction.

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 5,700 employers through noncredit instruction and workforce services. In addition, workforce staff partnered with

economic development agencies on 169 projects to recruit employers to the region and worked with community agencies on 345 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 2016

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 completion of industry certifications and licensures. Community colleges used these state general funds and additional resources from their college and community partners to develop and improve programs in advanced manufacturing; health sciences including Medical Assistant, Pharmacy Technician, and Certified Nurse Assistant training, as well as dental health and anesthesia and pain management; customer service; cyber security; fiber optic cabling; trades, crafts, and construction; information technology; and viticulture. Colleges developed 28 programs and served 592 program participants. To build the success of their programs, colleges received support from community partners including local one-stop centers, workforce development boards, chambers of commerce, Goodwill Industries and employers. 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 \$443,050.

Students received training to earn industry certifications or licensures including Backflow Prevention, Certified Nurse Assistant, CompTIA Security, EETC Certified Engine Technician – 2 and 4 stroke, NCCER Core Crafts, Project Management, NIMS Machining Skills, Siemens Mechatronics, and Viticulture.

Lastly, through the Institutes of Excellence showcase at the annual Hire Ed conference, colleges set up display booths and delivered 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, individuals and employers were served in FY 2016 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, demonstrating the investment that these groups have in the workforce services provided by the centers.

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

- Providing over 43,250 contact hours of training.

- Exceeding Career Readiness Certificate goals by more than 130 percent.
- Far exceeding the division's credential goal of 153, by awarding 395 industry-recognized credentials.

Beyond these numbers, CVCC had great success with its career camps for middle- and high-school students, not only doubling last year's participation with over 260 campers, but also reaching an all-time high level of participation in the 21 camps that provide youth with pipeline experiences in science, math, engineering, technology, and health careers.

Danville Community College (DCC) continues to respond to workforce needs for individuals and business and industry partners in the college service region. The DCC Regional Center for Advanced Training and Technology (RCATT) hosts the majority of workforce services and contributes to economic development by featuring polymers, electronics, and industrial maintenance laboratories in three high bay classrooms. Halifax County continues to strongly support the technology programs, especially with new and fully operational labs in the county. On-campus programs in Precision Machining and Integrated Systems Technology remain vibrant with enrollment topping 150 students and with strong support from several companies in Pittsylvania County. DCC is currently engaged in an initiative to implement competency-based education into the Welding and Integrated Systems Technology programs to enhance learning.

Paul D. Camp Community College (PDCCC) focused on the following noncredit training programs leading to employment and employee promotion: designed and delivered a Respect in the Workplace course for a food distribution company, city government organization, and large non-profit organization; implemented the MT-1 Machine Technician program as a pipeline to entry level manufacturing positions; completed a 4-week fast track welding course with American Welding Society certification; developed and delivered a supervisor course for a custom bus manufacturer; provided multiple Fork/Clamp/Reach Truck classes to service the burgeoning warehouse and distribution industry; expanded certification preparation courses and certification exams in Project+, Project Management Professional, and Certified Ethical Hacker; trained and graduated five certified truck drivers; began planning for an industrial maintenance electrical and instrumentation certification program; and began to implement an asphalt training program.

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 accredited testing facility (ATF). This is the first ATF in Hampton Roads. Annually, more than 100 students and incumbent workers rotate through the welding center, achieving skill levels from basic to advanced in all welding disciplines, including pipe welding.

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 Occupational Safety and Health Administration (OSHA) safety credentials.

Increased demand for trades training originally conducted at the PWDC resulted in the acquisition, development, and September 2015 opening of the 4,500 square foot Thomas Nelson Center for Building and Construction Trades (CBCT) at the regional Goodwill Industries Center in Hampton. An extension of successful HVAC training at the PWDC, the expanded capacity at the CBCT allows for adding Apartment Maintenance Technician and expanded HVAC Technician certification courses. Additional trades for residential electrician and plumber will be added in 2017. The launch of this center is the result of a partnership with Goodwill Industries of Central and Coastal Virginia, the Peninsula Housing and Builders Association, the Virginia Apartment Managers Association, and Ferguson Enterprises.