

**North Carolina
Community College System**

**Economic and Workforce Development
Annual Report 2005
(2004-2005)**



Economic and Workforce Development Training



Preparing North Carolina's World-Class Workforce



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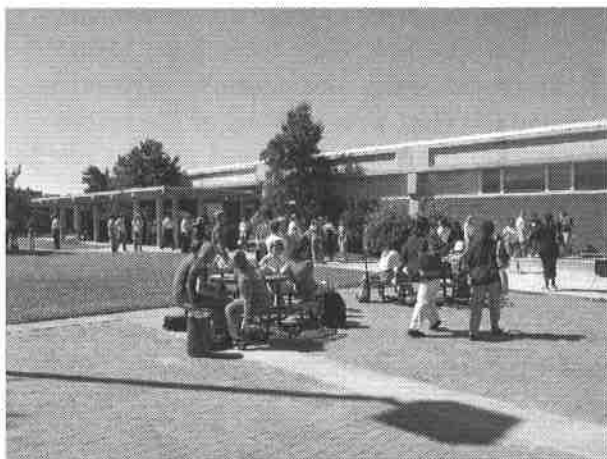
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Economic & Workforce Development Update 2004-2005

Opportunity, recovery, collaboration and expansion into new arenas have been the themes that proved vital to the North Carolina economy and the quality workforce required by existing and potential industrial, business and entrepreneurial leaders statewide. The economy continued its evolution in a variety of areas and demanded a workforce with the skills to accommodate the newer demands at higher levels for the workforce throughout the state's economic structures. The North Carolina Community College System (NCCCS), with all of its 58 community colleges, continued the march to this new economy while at the same time ensuring the continued access and service to the existing industries in our state.

The **Workforce Initiatives** Program has expanded opportunities in terms of the new "North Carolina Career Readiness Certificate" which will yield a transportable credential

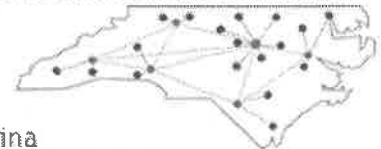


with a common business language to the business and industrial communities. The tool provides both the individual worker and the companies for which they work, or will apply, to have a clearer reflection of the skills required for the jobs and the levels of the individuals who possess or seek the jobs. The portable credential provides a guidepost for which the prospective and incumbent workers prepare for the workforce and, in addition, continue to develop skills required for a rapidly changing economy. The collaboration with the North Carolina Workforce Commission, North Carolina

Division of Employment and Training, North Carolina Employment Security Commission and many local Workforce Development Boards has expanded sites to 18 pilot sites and will soon grow to statewide coverage. Visit the NCCCS website at [www.nccommunitycolleges.edu/Business and Industry/CareerReadinessCertification.htm](http://www.nccommunitycolleges.edu/Business_and_Industry/CareerReadinessCertification.htm) to obtain more detailed information about this important initiative.

BioNetwork continued to establish itself with value added services across a new network of the System's community colleges that have yielded impressive results in just over the past year. Services provided to the BioTech and Pharmaceutical communities in the areas of manufacturing have been enhanced because of the aggressive addition of new curricula, staff with industrial credentials at the local competitiveness centers, and the ongoing collaboration with the University System (*refer to page 16 for annual statistics*). The work of the past year and the forecast results have already demonstrated the efforts have enjoyed rapid increases in program access and services at the local communities. New relationships and

BioNetwork
PREPARING A WORLD-CLASS BIOTECH WORKFORCE



North Carolina
Community College System

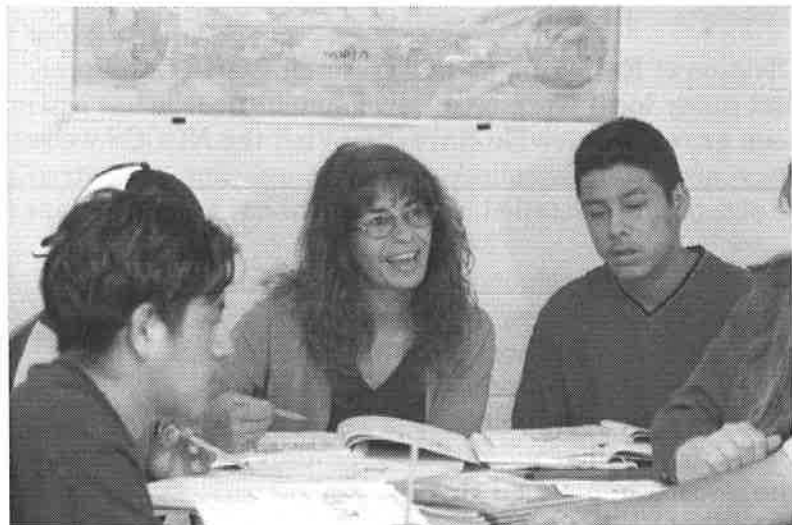
collaborations with the International Society of Pharmaceutical Engineers (ISPE) have been forged and are creating programs that will be the only services of their type provided anywhere in the world. Finally, the foresight of the Golden LEAF Foundation and the “seed capital” they provided for the BioNetwork has transitioned to recurring state appropriations due to the leadership and commitment of the General Assembly and Governor to ensure that North Carolina continues to provide resources, intellect and value added workforce resources to fuel the engines of commerce in this important economic opportunity.



The **Small Business Center Network (SBCN)** has continued to enhance and expand its outreach to both the aspiring entrepreneurs and existing small business owners throughout North Carolina in the rural and metropolitan areas of the state (*refer to page 15 for annual statistics*). New tools have been

created and applied to improve service at the state and local areas and promise to provide even greater service in the future. The new interactive CD that provides all of the latest information, tools for business plans and local information that is customized per the needs of the local community holds great promise for the future. The enhanced levels of collaborative leadership exercised by the SBCN Regional Leaders and state leadership have stimulated a new era of service to a wider variety of North Carolinians. The collaboration with the North Carolina Rural Center for Economic Development, North Carolina State University Agricultural Extension Service, and the many other collaborators have ensured collective services to enhance business development that drives economic prosperity for the state’s economy and entrepreneurial opportunities.

The ability for people of all interests and desires to retool or re-skill themselves to practice their respective skills more effectively or to learn new ones in preparation for different careers is an important element provided by the **Continuing Education** units statewide. They are respected nationally for their success, and their ability to identify and respond to new demands, as well as to fulfill the needs of existing training and educational



requirements related to occupational needs of the economy, continues to be exceptional (*refer to page 14 for annual statistics*). The ability of electricians, plumbers, health care professionals and a host of others to gain initial certification to practice their respective crafts and subsequently to re-certify in those same job categories is necessary to ensure the systems continue to operate at peak effectiveness. In addition, the public and private

requirements for those who provide the fire rescue, law enforcement, emergency medical services and a host of other services are critical to the vitality of local, regional and state government resources.

The **Human Resources Development (HRD)** Program has yielded another year of record breaking service to the increased number of North Carolinians who have been dislocated from a job and are seeking assistance in learning new skills (*refer to page 15 for annual statistics*). In addition, the Career Start Program, which provides individuals on Food Stamps with access, information and opportunity to gain newer skills that could lead to greater economic opportunity, is in its second year of operation and has seen an increase in service. Currently, 32 community colleges offer the program to their constituents and have served more than 17,295 economically disadvantaged individuals. On average, more than 200 Career Start participants each month complete their educational training at local community colleges. Finally, Project Health has proven effective for many individuals who have been dislocated; yet they have the desire and willingness to invest their talents learning about and pursuing healthcare opportunities. The commitment of the NCCCS and collaboration with other state agencies, such as the NC Workforce Development Commission, Division of Employment and Training and the NC Department of Social Services, have provided the resources and insights that collectively contribute to the fulfillment of services that have made a difference in the lives of so many this year.

The **New and Expanding Industry Training (NEIT)** Program had another year of increased services to train new employees of both existing companies who expanded their operations and new companies attracted to North Carolina (*refer to page 13 for performance ratings and annual statistics*). The economies recovery and expanded inquiries continued



to be manifested by new business announcements in both the rural and metropolitan areas statewide. In addition to the industrial announcements there have been a variety of announcements in areas that are within the information industry, financial sector and others that continue to redefine the economy and the services we provide. NEIT continues to be an important element of the team that has gained national and international acclaim for the quality and focus by the NCCCS in the fulfillment of the

needs of the state's economy.

The **Focused Industry Training (FIT)** Program also grew this year in its service to existing industries in North Carolina and its incumbent workforce, although the program suffered the retirements of Mr. Rick Kimrey, Senior Regional Training Director, and his assistant of many years, Mrs. Gladys Fulcher. Their collective expertise, insights, and dedication created the ongoing impetus to have another banner year. The growth in the services to the incumbent workforce, and the retraining due to new technologies and procedures required to keep North Carolina companies competitive, continued to be factors in the retention within the state's boundaries. Additional investments in capital and the subsequent retention of jobs in North Carolina have received the benefit in part due to the retraining available by this program (*refer to page 13 for annual statistics*).

Overall, the demands of the economy and the workforce have placed new requirements for innovation, creativity and collaborative approaches required to address many different opportunities, challenges and changes for the NCCCS and its partners. The success that has been enjoyed over many years continues, but perhaps the methods and tools necessary for success have been modified to reflect the new demands of the day. It is clear that our ability to fulfill the needs placed before us will continue to challenge our resources, demand new approaches for deployment and, at the same time provide new opportunities for greater constituent access, world-class training and educational services to sustain and enhance the economic prosperity and workforce preparation in North Carolina. We are dedicated to those goals and this year we advanced our services in the fulfillment of those missions for the NCCCS and North Carolina's companies and people.



Economic and Workforce Development Training



Preparing North Carolina's World-Class Workforce



*Larry Keen, Vice President
Economic & Workforce Development*

Economic & Workforce Development Training

International/Global Initiatives

❖ *Entrepreneurship Training in Thailand*

The North Carolina Community College System (NCCCS) and Kenan Institute Asia (KIASIA) entered into an agreement in May 2004, to develop and deliver entrepreneurship training to the Thai Community College System. The second phase, known as the Boomerang Institute, took place on May 2-6, 2005, in Ranong Province at a Thai community college. The training for 29 students was quite successful.



(Front Row) Left to Right: Junya Arjchomphoo, Director of the Ranong Community College; Local Minister of Economic Development; Kessara Amonrvuthivorn, Manager, Human Capacity Development Division, Kenan Institute Asia; Sarit Sanguanwongse, Deputy Manager, Business Advisory Center for Kenan Institute Asia.

(Back Row) Left to Right: Dean Kanipe, SBC Director, McDowell TCC; Milele Archibald, SBC Director, Alamance CC; and Willa Dickens, Associate Vice-President, Economic and Workforce Development for NCCCS.

Another workshop on May 9-10 was held in Bangkok for Thai instructors entitled "Building Entrepreneurial Skills." Milele Archibald, Willa Dickens, and Dean Kanipe traveled to Bangkok and Ranong Province in Thailand and delivered this training.

❖ *Doing Business in Mexico*

Wake Technical Community College's "Doing Business in Mexico" has been in place since the mid-1990's as part of the NC Dept of Commerce International Trade Division Export Ready Program. In March 2005, seventeen (17) individuals traveled to Puebla, Mexico meeting with manufacturers, distributors, buyers, government officials, American Chamber of Commerce officials, and university officials.

❖ *Doing Business in Canada*

The Canadian Consul Louis Boisvert, located in Raleigh, and Wake Tech's Small Business Center developed a working relationship that has blossomed into big opportunities to build economic partnerships between the two countries. To expand economic partnership with Canada, five individuals traveled to Markham, Canada to attend the two-day Radio Frequency Identification Conference (RFID) to pursue potential technical manufacturing opportunities.



❖ *International Training Workshop - Shanghai, China*

Asheville-Buncombe Technical College Small Business Center Director, Russ Yelton, attended the International Training Workshop on Promoting Local Economy through Business Incubation, in Shanghai, China.

The workshop's aim was to promote worldwide cooperation and to strengthen ties between China and other countries.

❖ *Northern Ireland Delegation*

A high-level Northern Ireland delegation spent time with BioNetwork staffers in a series of reciprocal meetings during 2004-2005. A senior official for the country in Washington, First Secretary Michael Gould, said BioNetwork provided a model for Northern Ireland to transition its economy to be more competitive.

Building Partnerships - Accomplishments

❖ *Workforce Development Partnership Conference*

The following are recipients of the 2005 Governor's Awards for Excellence in Workforce Development.

Outstanding Employers	Outstanding Adult Participants	Outstanding Youth Participants
Butler Manufacturing Company Laurinburg, NC	Holly Norris Hayesville, NC	Candinda McCurdy North Wilkesboro, NC
Hickory Springs Metal Complex Hickory, NC	Jerry Oliver Piney Creek, NC	Dustin Roy Lumberton, NC

The recipient of the *2005 Wayne Daves Award for Outstanding Achievement in Workforce Development* was Caleb J. Forbes, Career Consultant, Beaufort County JobLink Career Center, Washington, NC, Region Q Workforce Development Board.

❖ ***Project HEALTH (Helping Employers and Labor Transition to Health Care)***

Project HEALTH is a two-year High Growth Funded Initiative grant which runs from June 1, 2004 to May 31, 2006. The creation of Project Health provided for the expansion of the faculty capacity of NCCCS's Allied Health and Nursing training/education programs.

Outcome Measures for Faculty Capacity Expansion	Outcome Measures for HRD PLUS
<p>Twenty-two registered nurses were awarded educational fellowships to pursue a Master of Science in Nursing (MSN) degree. Each fellowship awarded requires a return commitment to teach in the NC Community College System for a designated time period.</p>	<p>Focus is on dislocated workers' access and retention in education, training, and employment related to careers in healthcare. The colleges selected to participate in the HRD PLUS component are Bladen CC, Lenoir CC, and Mitchell CC.</p>
Year 1 Achievements	Year 1 Achievements
<p>Four RNs have earned their MSN and are currently teaching at local community colleges.</p> <p>Eighteen RNs are currently pursuing the MSN degree and will teach in the Community College System upon graduation.</p>	<p>228 students enrolled. 156 students enrolled in training beyond HRD. 28 students became employed. 19 students became employed in health care jobs.</p>

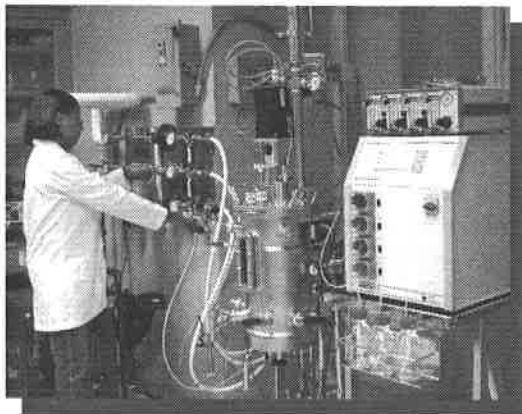
❖ ***Hispanic Latino Project***

The NCCCS received a grant of \$143,365 from the Commission on Workforce Development through the Division of Employment and Training in support of a pilot program, the Hispanic/Latino Initiative at Johnston Community College. These funds are used for the purpose of offering outreach services and training opportunities through a mobile computer lab at Johnston Community College, in collaboration with Brunswick Community College, James Sprunt Community College and Wayne Community College. The goal of this project is to improve the services to this growing population in North Carolina.



BioNetwork Achievements - Preparing a World-Class Biotech Workforce

- ◆ BioNetwork Centers were involved in:
 - curricula/protocol development.
 - sessions for Train-the-Trainer programs for BioNetwork faculty across the state.
 - technical assistance to all BioNetwork Innovation and Equipment grantees.

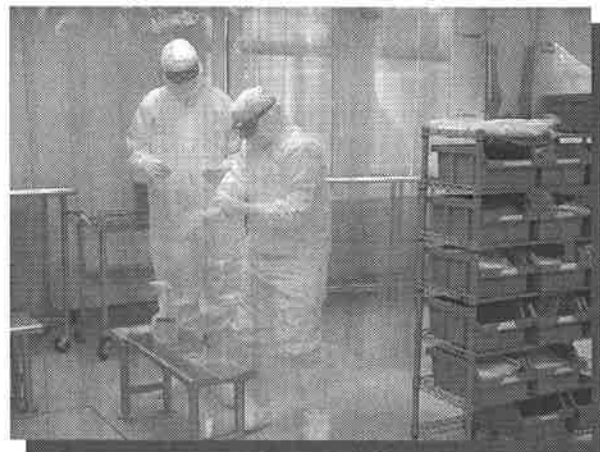


Monitoring, BioFlow 3000 Fermentor Protocol, Elements of Microbial Identification, and Industrial Systems Technology.

- ◆ The custom-designed mobile laboratory (soon to be online) will offer accelerated laboratory-based incumbent worker training for companies on-site.
- ◆ The Capstone Center Interim facility is fully operational and offering training.
- ◆ New courses being offered include Bioprocessing (Overview, Levels I and II), cGMP in BioManufacturing Processes, Aseptic Operations (Levels I and II), Environmental

Image: BioNetwork Capstone Center Aseptic Training

- ◆ Community colleges were awarded 65 grants (over \$6 million) for Center implementation, Innovations, Equipment, Related Facility Enhancement, and Distance Learning.
- ◆ Innovations (to be shared across the Community College System) were funded to accelerate growth and improvement including new/enhanced curricula, new pedagogical options, and learning alliances for benchmarking best practices.



BioNetwork has raised the profile of 21st Century knowledge based jobs - and how people can be reskilled to gain access to new careers in the biopharmaceutical sector through its comprehensive marketing campaign. Its statewide marketing and recruiting campaign in print and on radio and TV has sent thousands of people to its website to find out more about careers and training in biotechnology. The BioNetwork web site can be accessed through the following links: www.ncbionetwork.org or www.nccommunitycolleges.edu/Business and Industry/BioNetwork.htm.

Economic & Workforce Development Programs

Profiles of Success

Tri- County Community College Leads Company to Success

Team Industries has hired 110 previously laid-off employees in its specialty machine parts plant. Tri-County Community College provided advanced machining, team work, and industrial maintenance training through the New and Expanding Industry program. The NEIT project has maintained and grown this company in a competitive niche market. The success of the project is measured in the success of the company. The company anticipates 10-20% growth in sales over the next year, which will translate to a proportional growth in new jobs. The company's emphasis on prototype development, quick change-over, and product diversification require enhanced skill sets for each employee. When automaker BMW awarded Team a production contract, company officials cited Team's access to customized training through the NEIT program as a major factor.

Larry Sweeney

- Owns and operates Limousines R Us with his wife.
- Completed REAL Entrepreneurship program in 2004.
- Utilized the free counseling and information services of the Small Business Center.
- REAL gave him the insight he needed to feel confident in applying for a small business loan; and provided advertising and marketing strategies.
- The business now has seven chauffeurs, four limousines and one sedan.



Amber Andre'

- One of the first graduates from a continuing education dental assisting class at a local community college.
- Single mother of two small children.
- Now taking the Intraoral Radiography course and plans to become x-ray certified.
- Amber states, "This program is a great way to learn the job skills needed to be a professional dental assistant."
- This class opened up a career opportunity for her when an instructor recommended her for a position at a family dentistry in Pinehurst.
- Average entry level dental assisting salary in her area is \$22,000 per year.



McDowell Tech Leads with Columbia Carolina

Columbia Carolina has been operating in McDowell County for over 23 years. The company employs 410 people, manufacturing specialty hardwood plywood for the construction, carpentry, and cabinetry trades. When Columbia Carolina was faced with overseas competition, they knew they would have to restructure their workforce. They turned to McDowell Technical Community College for help. Juanita Doggett, FIT Director for the College, helped them design a leadership and critical thinking program that has assisted them in meeting their production goals. Now employees are coached in making quick decisions and correcting problems before they require expensive shut downs for repair. The company's experience with this training was so positive that they will expand the program next year to include more existing supervisors and department leads.

Profiles of Success

Unique Solutions

In the spring of 2000, a small three employee company called upon the Wilkes Community College Small Business Center for assistance with "How to Grow their Business." After careful planning and assistance from the North Carolina Community College System, this small three employee company has grown into a 38 employee company and has steadily increased employment levels each of the last five years.

Unique Solutions not only provides a great place to work for Information Technology graduates of Wilkes CC, but also provides a unique solution to the retail service industry. Services provided through the WCC SBC has enabled Unique Solutions to expand their business services to provide a true turn-key force automation solution while giving customers the power of information and the reporting information needed to operate efficient businesses.

Recently, Unique Solutions again announced that they will add 12 new jobs to increase their employment to 50. The ongoing support provided by WCC and the SBC is an attribute that is truly unique to a company called Unique Solutions. Today as they continue their national growth, Unique Solutions has entered international markets that would propel their services and business forward into another market sector that could potentially grow their business by another 20 new jobs.

Raemac Transportation named "Small Business of the Year" for Vance County

Several years ago, George Daye started his company, Raemac Transportation, with his own private van. Today, he has 13 employees and 11 vans. He had negotiated a contract with the Vance-Granville Mental Health Department to provide transportation for their patients as well as working with the Department of Social Services. Mr. Daye's primary focus is to improve transportation services to elderly/disabled or disadvantaged individuals in the Vance County service area.. He has a good rapport with his clients and has a very good reputation for being very reliable. In May 2005, Raemac Transportation, Inc was named the "Small Business of the Year" for Vance County by the Henderson-Vance Chamber of Commerce. At which time he praised the VGCC Small Business Center for helping him get started and continuing encouragement.

Machinist Shortage Spurs Innovation - Program Creates Jobs

As the North Carolina economy evolves away from traditional manufacturing to highly automated processes, workers are often caught without the skills required to advance. Companies are prevented from developing new products because they need highly trained workers to operate sophisticated and technically complex industrial machines.

When Team Industries, Moog Components Group, and Sioux Tools needed to add advanced machining processes to their operations, Tri-County Community College created a competitive advantage for Cherokee, Clay and Graham counties by developing a highly skilled machinist workforce for these employers. The Machinist Training Program is based on the recommendations from the National Institute for Metalworking Standards (NIMS), machinist professionals, and local industries. Assessment testing for basic skills and knowledge of machining is followed by three strategically designed instructional components 1) online training leading to NIMS certification, 2) customized classroom instruction, and 3) hands-on machining project experience. The hands-on training consists of actual product development and ensures transferability of skills to the specific machines in local plants.

Since November 2004, 145 students have enrolled in the course. Most of these are incumbent employees seeking advanced skills for immediate application on their current jobs. Based on industry projections, the availability of the skilled machinists will lead to the creation of 230 additional jobs in the area. This is due to the potential for bringing new product lines to the local plants.

Lou Nelson, plant manager at Team Industries, said "The Machinist Training Program contributed to the company receiving a key contract with a supplier of rear differentials for the BMW plant in Spartanburg, SC." Thus, the training program has lead directly to increased revenue for a major employer.

The Advanced Machining Program is possible because of generous support from Duke Energy, the Golden LEAF Foundation, AdvantageWest, NEIT, Continuing Education, Tri-County Community College, Sioux Tools, Team Industries, and Moog Components Group.

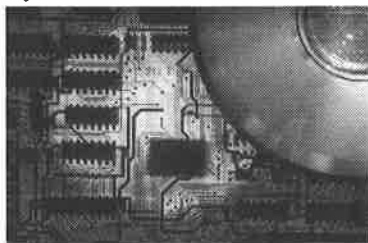
Economic & Workforce Development Programs Programs of Innovation

Anticipating the Need: Mayland Community College Establishes a Skilled Workforce

When ALTEC, the world's leading manufacturer of aerial devices and choppers for utility trucks, announced over 300 new jobs in rural Yancey County, the community was ecstatic. The company knew once the new factory was complete, they would need a large number of trained employees that could begin work immediately. Through the combined programs of Human Resource Development and New and Expanding Industry, Mayland Community College provided a skill-based, customized training program that included industrial paint, welding, and metal fabrication in a pre-hire format. Assisted with funds from the Golden LEAF Foundation for training equipment, the college opened its doors to the many unemployed textile and furniture employees who wanted to learn new skills. To date, over 90 potential employees have been trained. According to Kevin Willsie, Manager of Operations for the Yancey County plant, "When we open our doors, our employees will be ready. I am impressed with the commitment from the State and from Mayland. We know that our new employees will have the skills they need."

Interactive CD: How to Start a Small Business in North Carolina

An exciting new CD, "An Interactive Guide to Starting a Small Business in North Carolina," is now available at your local Small Business Center. Schedule an



appointment with your local SBC Director and ask for a copy of this great business-planning tool. If you follow the indicated steps, you will do the research and gather all of the necessary material to include in the business plan template that is included in the software. This product puts SBC's in the forefront of small business assistance agencies. Schedule your appointment today by accessing the Small Business Center at the college nearest you, on the NCCCS web at, www.ncccommunitycolleges.edu/colleges_map.htm

BRCC Responds to the Community: Violence in the Workplace

After the director of a local government agency was killed by a client, the innocence of the small town community was shattered. In response to this very real tragedy, Blue Ridge Community College hosted a seminar on Violence and Threats of Violence in the Workplace. The college offered employers in the local area an opportunity to review the risks and responsibilities concerned in providing safe work environments. Johnny Lee, Director of Peace @Work in Raleigh, NC, lead the session.

The seminar focused on new laws, such as the workplace restraining order, the civil restraining order, and the employment protection for obtaining a domestic violence order. The interactive session involved group activities, case studies, hands-on guides of threat assessment, security planning, and threat analysis.

North Carolina Military Business Center

The North Carolina Military Business Center is a new initiative launched by the State of North Carolina and the North Carolina Community College System to help businesses increase their business with the government and to improve the quality of life for all.

The MBC is working directly with the Small Business Centers to



provide hands on assistance to find, bid on, win, and successfully execute business opportunities with the government. Small Business Centers are recruiting businesses to register on www.MatchForce.org so that they can automatically be linked to business opportunities that meet their business profile.

Companies can also access other resources by registering on this portal. Daily postings are sent to all SBC's and we are searching for businesses that match these opportunities and assisting them with the process.

Programs of Innovation

Career Readiness Certificate

North Carolina's Career Readiness Certificate (CRC) certifies core employability skills required across multiple industries and occupations. The CRC is a portable credential that promotes career development and skill attainment for the individual, and confirms to employers that an individual possesses basic workplace skills in reading, applied math, and locating information – skills that most jobs require.

North Carolina's Career Readiness Certificate has three levels: Bronze, Silver and Gold. The three levels allow an individual to advance his or her reading, applied math, and locating information skill levels in order to qualify for more jobs.

An individual can receive a Career Readiness Certificate by testing at the appropriate skill levels on the WorkKeys assessments. WorkKeys assessments may be taken at one of the participating community colleges or JobLink Career Centers. For individuals who do not initially achieve the



certificate, assessment results will indicate targeted training needed in order to achieve the skill levels necessary to obtain the certificate. JobLink Career Centers will partner with post secondary education to ensure that training and education opportunities are available to meet targeted training needs based on the WorkKeys assessment.

Thirty proposals were received from the colleges in response to the Request for Proposal that was issued. All 30 proposals were deserving of funding, but funds were only available to support 12 pilot sites. Because the demand was so great and the interest level so high, local workforce boards agreed to fund an additional 5 sites. There are 17 pilot sites funded altogether including Asheville Buncombe TCC, Blue Ridge CC, Brunswick CC, Catawba Valley CC, College of the Albemarle, Davidson CCC, Fayetteville TCC, Guilford TCC, Johnston CC, Lenoir CC, Mitchell CC, Piedmont CC, Randolph CC, Rowan-Cabarrus CC, Southeastern CC, Wilkes CC, and Wilson CC.

NC Legislature Increase Funding for SBC's

An additional million dollars was allocated to Small Business Centers by the North Carolina General Assembly in their 2005 session.



Centers are now able to increase services to businesses by offering more seminars and classes and upgrading their services in other ways. The SBC Network Directors will have much better professional development opportunities and will focus on collecting better data about our clients so that we can follow up with them more effectively. As economic development focuses more and more on small businesses, the state of North Carolina has recognized the importance of our Small Business Centers as an important tool to help start-up companies and existing businesses become more successful.

North Carolina Business Resource Alliance

As members of this network of small business service providers, Small Business Centers are finding ways to become more accessible, recognizable and effective with the help of the Kellogg Entrepreneurial Development System grant.

Providers are meeting all over the State of North Carolina with potential entrepreneurs to see how we can become a seamless network that recognizes each others strengths and helps our businesses find the assistance that they specifically need.

The Alliance went collectively to the North Carolina General Assembly to be sure that legislators realize the value of entrepreneurship to economic development in our state.

BioNetwork Capstone Center

The BioNetwork Capstone Center was singled out for a tour by the President of BIO, Jim Greenwood, during a one-day visit to the Research Triangle Park. BIO is the organization in the US representing the biotechnology industry. Impressed by the operation, he said he had "never seen anything like this anywhere else".

Annual Statistics and Trends

❖ *New and Expanding Industry Training (NEIT)*

Year	Number of New Companies	Number of Expanding Companies	Total Number of Companies (Projects)	Total Expenditures *	Number of Trainees	Average Expenditure Per Trainee
2004-2005	70	94	164	\$ 5,484,063.55	12,398	\$ 442.33
2003-2004	38	83	121	3,841,225.22	10,117	379.68
2002-2003	52	79	131	4,005,104.75	10,610	377.48
2001-2002	65	90	155	5,391,598.35	14,771	365.01
2000-2001	82	121	203	\$ 7,024,819.47	24,068	\$ 291.87

* Total Expenditures do not include other program related expenditures (i.e. Media Development and other special program funds). These additional expenditures are outlined in each NEIT annual report.

NEIT Performance Ratings ~ 2004-2005					
Category	Ratings			Average	Rating Scale
	Excellent %	Very Good %	Acceptable %		
Expectation	54	44	2	4.5	5 = Excellent, no improvement necessary 4 = Very Good, company needs were met at a highly acceptable level 3 = Acceptable, company needs met, but some improvement indicated 2 = Marginal, some needs unsatisfied, item needs substantial improvement 1 = Unacceptable, needs generally not satisfied
Impact	55	36	9	4.4	
Effectiveness	49	44	7	4.4	

❖ *Focused Industrial Training (FIT)*

Year	FIT Centers	Companies/ Industries Served	Trainees	Skills Classes/ Workshops Provided	Instructional Hours Provided
2004-2005	36	797	11,159	1,205	17,060
2003-2004	37	701	10,559	1,071	16,880
2002-2003	40	834	8,438	955	17,946
2001-2002	40	754	10,488	1,100	21,332
2000-2001	40	630	13,404	1,519	20,631

In 2004-2005, five new FIT Consortiums were established to provide training and services in the rural areas of the State. The FIT program now has 36 Centers and 9 Consortiums.

❖ Workforce Continuing Education

Program Areas	Enrollment	% of Total Enrollment	FTE	% of Total FTE
Public Safety	250,721	40%	4,547.60	20%
Health Sciences	154,566	25%	7,180.70	33%
Business	82,037	13%	4,012.50	18%
Employability Skills	67,324	11%	2,393.80	11%
Construction	28,455	5%	2,201.8	10%
Transportation	16,584	3%	496.5	2%
Public Service	16,225	3%	1,325.2	6%
Other	8,059	1%	216.8	1%
Total	623,971*		22,552	

* The total enrollment reflected is a duplicate headcount but represents satisfaction with the program offering due to repeat business.

Program Highlights

- Public safety training generated the highest enrollment during 2004-2005, representing 40 percent of the total enrollment. Community Colleges provided in-service training to over 90 percent of the state's firefighters and more than 80 percent of the state's law enforcement officers.
- Training in Health Science was the largest FTE-producing program (33%) in Workforce Continuing Education, during 2004-2005. This trend mirrors the Employment Security Commission report that ranked health occupations as the highest demand for entry-level workers. The programs most in demand included Nurse Aide (Levels I and II); Emergency Medical Technician (EMT) - Basic, Paramedic, and Intermediate; Pharmacy Technician Training; Medical Billing and Coding; and Phlebotomy.

Short-term Skills Training

Workforce Continuing Education has approximately 1,200 approved courses on the Master Course List which provide individuals pathways to a variety of certification, pre-licensing, license renewal, and skill development programs. Colleges are working to make sure that displaced workers in their area have access to these training courses/programs.

There are over 200 courses that lead to certification and recertification, which are required by external agencies. The courses most in demand during 2004-2005 included Computer Applications; Fire/Rescue; Basic Law Enforcement Training; Auto Safety and Emission Control Inspection; Teacher Recertification; General Contractor's Licenses; Welding; Heating, Ventilation, Air Condition (HVAC); Real Estate; Notary Public; Code Inspection; and National Electric Code License Preparation (this list excludes course offering for Health Sciences - refer to Program Highlights above).

❖ *Small Business Center Network (SBCN)*

SBCN Statistics 2004-2005					
Number of Seminars/ Workshops	Number of Seminar Trainees	Number of Course Trainees	Number of Individuals Counseled (face to face only)	Number of Referrals	Total Number of Consultations
2,931	44,993	15,806	7,205	5,310	14,472

SBCN Seminar Participants Evaluation 2004-2005	
Good - Excellent 99%	Very Good - Excellent 93%

SBCN Trends					
Year	Number of Seminars/ Workshops	Number of Seminar Trainees	Number of Course Trainees	Number of Individuals Counseled*	Number of Referrals
2003-2004	2,979	44,475	12,561	6,517	5,831
2002-2003	3,038	48,791	17,602	6,848	3,113
2001-2002	2,793	47,317	15,215	9,117	6,930
2000-2001	2,945	47,507	16,228	5,462	7,130

*Counseling figures include face-to-face, only.

❖ *Human Resources Development (HRD)*

2004-2005 Enrollment by Course Offering	Courses	Enrollment	Enrollment Trends	
	Employability Skills	15,725	2004-2005	67,694
Employability Lab	18,066	2003-2004	63,573	
Career Planning and Assessment	9,920	2002-2003	52,736	
Career Readiness/Pathways	7,670	2001-2002	46,970	
Introduction to Computers	12,483	2000-2001	33,381	
Employability Motivation and Retention	2,637			
Economic Literacy	1,193			

❖ *Distance Learning (offered through Continuing Education)*

2004-2005 Course Enrollment (by Method of Instruction)	Courses	Enrollment	Course Enrollment Trends	
			Year	Enrollment (duplicated headcount)
	Hybrid	38		
	Internet	22,549	2004-2005	26,548
	Tele-Course	247	2003-2004	18,900
	Tele-Web	101	2002-2003	16,088
	Two-Way Video	114	2001-2002	10,697
	Web-Supported	657	2000-2001	1,353
	Other	2,842		

❖ *BioNetwork - Curriculum and Continuing Education Enrollment Trends*

Curriculum Programs Industry Specific Fields (unduplicated count)	Enrollment		
	2002-2003	2003-2004	2004-2005
Biotechnology	144	297	492
Bioprocess Technology	56	73	43
Industrial Pharmaceutical Technology	92	96	94
Chemical Process Technology	7	6	8
Chemical Technology	29	29	26
Laboratory Technology	3	10	19
Nanotechnology	N/A	N/A	3
Clinical Trials Research Associate	48	70	75
Biomedical Equipment Technology	132	141	114
Annual Total	511	722	874
Continuing Education Program (duplicated count)			
BioWork: Process Technician Training	274	761	559

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