

# North Carolina Community College System

## Economic and Workforce Development



*“Explore the State of Our Training”*

# Annual Report 2007

**H. Martin Lancaster, President**  
**Willa Dickens, Vice President for Economic & Workforce Development**

**Published March 2008**





# Contents

<b>Economic &amp; Workforce Development Update 2006-2007</b>	<b>1</b>
<b>Economic &amp; Workforce Development Training</b> <ul style="list-style-type: none"><li>- International/Global Initiatives</li><li>- Building Partnerships - Accomplishments</li><li>- World-Class BioTech Workforce</li></ul>	<b>4</b>
<b>Profiles of Success</b>	<b>10</b>
<b>Programs of Innovation</b>	<b>11</b>
<b>Annual Statistics and Trends</b>	<b>12</b>
<b>Division Staff Directory</b>	<b>16</b>



# Economic & Workforce Development Programs

## "Explore the State of our Training"

### 2006-2007 Update

The Economic and Workforce Development 2006-2007 Annual Report is intended to provide information to North Carolina's elected leaders, citizens, and business enterprises regarding the results of the North Carolina Community College System's Economic and Workforce Development efforts during fiscal year 2006-2007. New programs, growth of existing programs to a higher level of service and the creative expansion of international/global initiatives for entrepreneurs and existing small businesses are reflected in the annual report (*refer to pages 4 through 9*). In addition, the Profiles of Success and Innovative Programs that have been initiated in concert with our collaborators are highlighted in the report (*refer to pages 10 through 11 for examples*).

Systematic focus, flexibility in meeting new demands for economic development and workforce development continue to be a hallmark of the support provided by the North Carolina Community College System. The support of the Governor and General Assembly and local officials provides the foundation necessary for the implementation of expertise required to effectively compete in the new global economy. We are committed to the purpose of creating a workforce and stimulating economic growth and development as a full partner in the process in each geographic area of our State. To that pledge we are dedicated.

The **Workforce Initiatives Program** staff members have worked tirelessly to provide the liaison services to a variety of local, state and federal organizations that result in the full and effective utilization of the Workforce Investment Act (WIA) resources. In addition, other state and federal resources necessary for the development of the various elements of North Carolina's workforce continued to provide significant services, which are highlighted throughout this report (*refer to pages 5 through 7 for annual accomplishments*).

The **New and Expanding Industry Training (NEIT) Program** continued to support the expansion of existing businesses and the attraction of new industry enterprise to North Carolina. The number of expanding companies grew during the year and the support provided to these existing companies was a strong demonstration of the value of the program. The performance ratings exceeded the standards and maintained a strong showing of support for the value of services provided. Continuing the tradition, the NEIT program supported the Media Development Office (now located at Wilkes CC) which produced video, print and computer-based media (CBT) training programs for new and expanding industry projects throughout the state (*refer to page 12 for annual statistics*).





The ***Focused Industry Training (FIT) Program*** responded to a wide variety of training needs with a significant number of the state's business or industrial firms. The program provided targeted opportunities for the incumbent workforce to be retrained to meet the demands of new technologies or procedures required for existing companies to be more competitive and productive (*refer to page 13 for annual statistics*).

The ***Customized Industry Training (CIT) Program***, now in its second year of implementation, offered programs and training services as new options for assisting business and industry to remain productive, profitable, and within the State. The program provided the flexibility to meet the retraining needs for existing business organizations in North Carolina's communities (*refer to page 13 for annual statistics*).

The ***Workforce Continuing Education Program*** continued to provide significant services to those who sought additional skills for a changing economy or those citizens displaced who could take advantage of training resources to retrain for new jobs. The



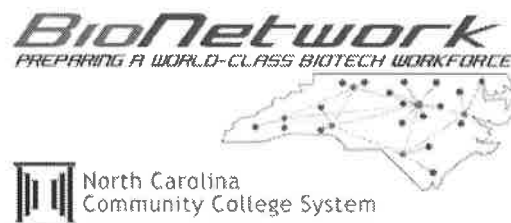
commitment to the public health and public safety requirements of North Carolina citizens continued to be one of the most important elements in providing training for fire and rescue teams, law enforcement officers, and emergency medical personnel (*refer to page 13 for annual statistics*).

The ***Small Business Center Network (SBCN)*** continued to enhance and expand its outreach to both aspiring entrepreneurs and existing small business owners throughout North Carolina in the rural and metropolitan areas. Continuing and building upon increased professionalism throughout the network, the SBCN is making strides to increase measurability and accountability of its efforts through the implementation of a new Client Management System (CMS). At the same time, the SBCN is undergoing an internal review of policies and procedures to ensure that the SBCN is responsive to business needs throughout the state. Targeted industry specific assistance, such as that offered in response to requests by the Motorsports Industry, reflects the quick reaction time of the Network and the Community College System as a whole (*refer to page 14 for annual statistics*).

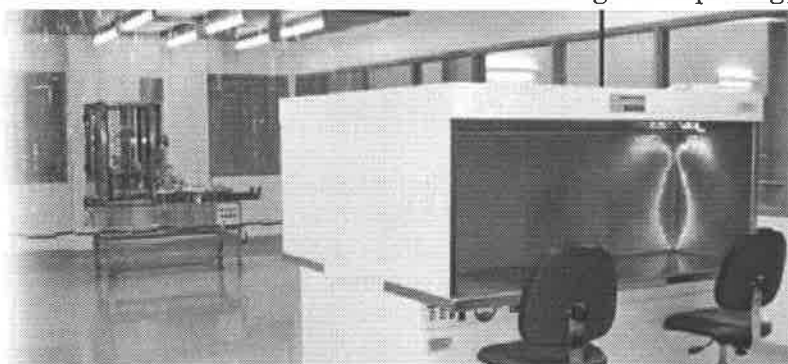
The ***Human Resources Development (HRD) Program*** continued its efforts to respond to the changing needs and demographics of individuals seeking workforce development training. The program provided counseling and training assistance to the unemployed and underemployed citizens of North Carolina to improve their ability to get a job or continue

their education to enhance their preparation for greater employment opportunities (*refer to page 14 for annual statistics*).

The **BioNetwork Program** began the year by developing a three year strategic plan. The plan separates BioNetwork's mission into three main goal areas, Workforce Development, Economic Development and Infrastructure Development, and identifies key goals in each area. The goals are focused on growing BioNetwork's capabilities and insuring a high level of quality of the training and education provided by the organization.



The BioNetwork's Capstone Center moved into the Golden LEAF Biomanufacturing Education and Training Center (BTEC). With the opening of BTEC, BioNetwork is finally fully implemented relative to the original design proposed in the 2004 grant to the Golden LEAF Foundation. Prior to BTEC's official grand opening, BioNetwork trained 3,971



students through BioWork and Capstone Center course offerings since 2004. An independent evaluation company hired to assess the effectiveness of the BioNetwork Centers and grantees over the past three years, noted that one of the 3-year milestone observations of the initiative is that, "the

numbers of students and faculty participants in BioNetwork supported projects are very impressive. BioNetwork, with a very small staff, has built a very large program" (*refer to page 15 for annual statistics*).

*Willa Dickens, Vice President  
Economic & Workforce Development*



# Economic & Workforce Development Training

## International/Global Initiatives

### Small Business Exporting Opportunities in China

The Small Business Center at Lenoir Community College partnered with the US Small Business Administration and the NC Department of Commerce in hosting an Export Ready workshop. Mr. William Chu, Trade Representative for North Carolina's Asia/Pacific office, and Mr. Dan Holt, International Finance Specialist for the US Small Business Administration, provided an overview of the various cultural situations, business strategies, benefits and risks associated with trade opportunities in China.

### Expanding Partnerships World Wide

During fy 2006-2007, the Asheville-Buncombe Technical Community College Small Business Center continued to strengthen its partnerships with Incubators around the world. During this time, the A-B Tech Small Business Center had Memorandums of Understanding (MOUs) with three international incubators in China, Mexico and South Africa. Oftentimes, these international incubators are affiliated with a university and allows for a variety of collaborations in respect to students conducting research for western North Carolina companies.

A-B Tech Small Business Center provided assistance to a local manufacturing company, SMP Data Products, in expanding the distribution of its' physical layer telecommunications products in the Mexican market. The SBC turned to the Incubadora de Empresas located on the campus of Tecnológico de Monterrey. The SBC already had a signed MOU with the Incubadora de Empresas to provide assistance to each other's companies who wished to enter the other's market. The Incubadora de Empresas made available to the SBC and SMP a graduate Mexican business class who chose the assignment as their semester project. The students researched the physical layer telecommunications market, economic growth in the Mexican state of Jalisco, competitors and potential partners for the company.



The result for SMP was an almost 60 page review of their business industry and strategies to capture greater market share of the Mexican market. The students final presentation to SMP relayed their findings in regards to the market conditions, requirements and regulations, a competition analysis and most importantly information on the Mexican distribution channel for their products. SMP learned the importance of having a small warehouse in the region, their competition's strengths and weaknesses and even parts of the state to avoid. The information provided to SMP also suggested they partner with other Mexican companies to offer more of a complete product solution and also contained an analysis of the potential partnerships and several different ways the partnerships could be structured.



# Building Partnerships - Accomplishments

## Workforce Development Partnership Conference

The Workforce Initiatives Unit is an integral partner in the annual state-sponsored Workforce Development Partnership Conference. The Partnership Conference is the single largest state conference that focuses on workforce development. The 2007 conference attracted 1,000 individuals from across the state engaged in state and local workforce development activities.

The following are recipients of the 2007 Governor's Awards for Excellence in Workforce Development.

Outstanding Employers	Outstanding Adult Participants	Outstanding Youth Participants
<b>Century Furniture Company</b> Hickory, NC	<b>Randy Barker</b> Asheboro, NC	<b>Aren Doolin</b> Spruce Pine, NC
<b>Impressions Marketing Group</b> Washington, NC	<b>Belinda Washington</b> Sanford, NC	<b>Charlie McAllister</b> St. Pauls, NC

### *Special Award*

The 2007 *Wayne Daves Award for Outstanding Achievement in Workforce Development* was presented to **Natallie Castro**. Natallie is a Lead Employment Specialist at the Beaufort County JobLink Career Center.

## Building Partnerships - Accomplishments Base Realignment and Closure Commission (BRAC) Project

The NCCCS received \$200,000 from the NC Department of Commerce, Division of Workforce Development to fund a Base Realignment and Closure Commission (BRAC) project at four community colleges: Coastal Carolina Community College, Craven Community College, Fayetteville Technical Community College and Wayne Community College.

The grant funds assisted the four community colleges to respond to the needs of their local communities impacted by the Base Realignment and Closure (BRAC) action. These activities were primarily provided to the realignment of military installations and focused on direct services to primary and secondarily affected civilian workers.

## Building Partnerships - Accomplishments

### Project HEALTH



The NCCCS received funds from the NC Department of Commerce, Division of Workforce Development for Project HEALTH for the purpose of providing capacity expansion through faculty development. More qualified faculty are needed in the North Carolina Community College System in order to respond to the market needs for qualified nurses and other direct health-care workers.

For the 2006-07 year, ninety thousand dollars (\$90,000) of the Project HEALTH grant funds were used to provide fellowships for individuals enrolled in UNC nursing master's programs who agree to serve as North Carolina community college nursing instructors for specified periods of time. Each annual fellowship is for tuition, fees, and supplies, for a total of \$20,000 per year, or \$10,000 for one-half year.

## Building Partnerships - Accomplishments

### Career Readiness Certification (CRC) *Preparing and Showcasing our World-Class Workforce*

With 41 of our colleges as Career Readiness Certification (CRC) sites, and the other agencies also partnering to issue CRCs, North Carolina is definitely ***“Going for the Gold”*** in Economic and Workforce Development.

North Carolina's CRC initiative continued the process of statewide implementation with the website ([www.crcnc.org](http://www.crcnc.org)) and the statewide database in full operation. The 41 sites have issued over 11,000 certificates which were signed by Governor Easley. The successful implementation was accomplished as a partnership between the 24 local Workforce Development Boards, the local JobLink Career Centers, the local community colleges and the North Carolina Department of Commerce, Division of Workforce Development. Other partners included the NC Employment Security Commission and the Division of Vocational Rehabilitation. Five additional sites will be added to the CRC initiative January 1, 2008.

### NORTH CAROLINA CAREER READINESS CERTIFICATE



#### *Partnerships with Workforce Development Boards:*

The success of the CRC is due to the strong partnerships that have been forged with our partner agencies, business and industry, and the community colleges. The Workforce Development Boards provide WorkKeys Profiling Services, along with additional funding and support; the JobLink Career Centers conduct the initial pre-assessment and refer individuals to the community colleges; the community colleges provide the WorkKeys assessments, skills upgrade training services, and issue the Career Readiness Certificates; and the Employment Security Commission maintains the CRC website and database.

## Building Partnerships - Accomplishments

### Career Readiness Certification

#### Industry Spotlights

Two of our largest companies, **Campbell Soup** in Scotland County-working with Robeson Community College and Richmond Community College, and **Energizer Battery** in Randolph County-working with Randolph Community College, have partnered with the Career Readiness Certification (CRC) initiative to provide for future employment needs by "growing their own." Not only do they use the WorkKeys System for high-stakes decisions such as selection and promotion, but they have partnered with the public schools and the community to promote the CRC as the standard for employment. Considering today's changing workplace, Bernadette Young, Human Resources for Energizer Battery, states *"Our vitality depends on a workforce that is able to adapt to change and operate in a manufacturing environment that thrives on lean leadership principles. The Career Readiness Certificate allows us to do just that."*

**PGT Industries** in Rowan County has embraced the WorkKeys System and the CRC to provide training and recognition to their employees. According to Stacy Smith, Training Generalist, *"Individuals with the CRC and required WorkKeys scores walk in our door with more relevant, everyday skills. Because they have the foundational skills, they are easily trained and move quickly through our career progression path, resulting in higher morale, lower turnover, increased productivity and decreased quality issues. The Career Readiness Certificate is the key to creating a highly trainable workforce to compete in the global economy".*

**GETRAG Corporation** is a Maiden, NC based axle maker which was an area pilot project for the WorkKeys System with Catawba Valley CC. Janet Robbins, GETRAG's Training Coordinator, said *"We're in the success business here and our turnover rate is very low considering that we're hiring this many people in this short time. The WorkKeys process helps ensure that our employees will be successful as well as our company."*

#### College Highlights

**Rowan-Cabarrus Community College** is using the CRC as a pre-requisite for various technology programs. The Pharmacy Technician Program at Rowan-Cabarrus has experienced a 90% reduction in the attrition rate since beginning the CRC requirement.

**Wayne Community College** has developed the Wayne Occupational Readiness Keys for Success (WORKS), a partnership for economic and workforce development whose mission is to create and market a skilled workforce in Wayne County. They have a pilot CRC project in place with the Wayne County Public Schools to test students in three high schools in the county in 2008. Partners in the WORKS initiative are the Chamber of Commerce, Wayne Community College, Wayne County Public Schools, County of Wayne, JobLink/ESC, City of Goldsboro, and the Eastern Carolina WDB.

**Caldwell Community College and Technical Institute**, in partnership with Google Inc., AMP Technologies and other local industries developed the curriculum for the IT Institute that provides specialized training for entry-level information technology positions. The hands-on institute prepares students for a variety of jobs, such as data technicians, technical assistants, etc. A Career Readiness Certificate at the gold level is required to register for the IT Institute. *Refer to page 11 for more information about the institute.*

**Many other community colleges** are coordinating internally between departments, as well as externally with agency partners to provide CRC services to all students to upgrade the skill levels of the workforce in their service areas, and to prove that North Carolina has the skilled workforce required for the industry of today and in the future.

NORTH CAROLINA  
CAREER READINESS  
CERTIFICATE



## **Building Partnerships- Accomplishments**

### **2007 HRD Career Start Training Academy**

The 2007 HRD-Career Start Training Academy provided training for 220 staff from three separate agencies: the North Carolina Community College System, the Department of Health and Human Services Food and Nutrition Services Division, and the North Carolina Employment Security Commission.

As part of the Academy's highlight, the HRD and Career Start programs presented the 2007 Outstanding Student Awards to the following recipients.

<b>HRD Program Recipients</b>	<b>Career Start Program Recipients</b>
Shenik Lindsay- Halifax CC Terra Pearson- Central Carolina CC Christy Schenck- Caldwell CC & TI	John Batchelder- Robeson CC Michelle Robbins- Caldwell CC & TI

## **Building Partnerships - Accomplishments**

### **HRD and FIT - Partnering to Offer a Complete Training Package**

When HRD partners with FIT projects, employers win. HRD offers the essential skills training sought by employers while specific skills training is offered through continuing education coursework. One example is the unique partnership found at McDowell Technical Community College (MTCC).

In her words, the local HR manager for Collins & Aikman (C&A) was looking for assistance in reducing turnover because, "what they were doing was not working."

Through a unique partnership initiated by the FIT/NEIT director at MTCC and her relationship with C&A, the McDowell County JobLink, HRD and FIT/NEIT programs at MTCC were able to offer a specific skills training program for the mold-line operator position and a pre-hire class designed to address the company's concerns over absenteeism and turnover. The training package included a WorkKeys profile provided through FIT/NEIT funds, a 20 hour course offered through HRD to address factors associated with high turnover, and WorkKeys assessment, drug screening, and hiring recommendations provided to the company through the McDowell County JobLink.

Since the implementation of training, the company reports that turnover has decreased by approximately 20 percent and now requires all applicants for the mold-line operator position to complete the HRD Pre-Hire course prior to being hired. The course covers topics such as attitude, motivation, initiative, punctuality, teamwork, and attendance; the essential skills sought after by employers. Students/potential employees also learn about personality and working with various personalities successfully. A great deal of time is spent on teamwork, and as a result, a true team spirit develops within the class which is carried to the workplace.

The industry is also involved with the training. The HR Manager leads off the class placing emphasis on the importance of the training and company expectations of the potential employees. Also included in the company's classroom participation are safety, environmental safety/chemical management, lean manufacturing, and Kiazan.

## World-Class Biotech Workforce

- ◆ During 2006-2007, BioNetwork Centers were involved in:
  - curricula/protocol development
  - numerous sessions for Train-the-Trainer programs for BioNetwork faculty across the state
  - technical assistance to all BioNetwork grantees
  - over 100 economic development presentations to new industry prospects, potential expansions, and community groups

- ◆ The custom-designed mobile laboratory trained 201 students through on-site training and workshops at industry and community colleges in just four months. The mobile lab was without a dedicated instructor for 8 of the 12 months in 2006-2007.



- ◆ Community colleges were awarded 42 grants (\$3,042,005) for Innovations, Equipment, and Distance Learning. As of June 30, 2007, community colleges received 136 non-center grants totaling \$9,528,253 since BioNetwork's inception in 2004. Six centers received \$3,095,817 in 2006-2007 for total funding of \$8,365,446 since 2004.
- ◆ 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 continued to meet the needs of the biopharmaceutical sector through its collaborative approach to customizing, developing and implementing comprehensive training programs at company or community college sites. BioNetwork's statewide marketing and recruiting campaign in print, on radio, and TV has sent an average of 300,000 visitors to its website per month to find out more about careers and training in biotechnology.



The BioNetwork web site can be accessed through the following link:  
[www.ncbionetwork.org](http://www.ncbionetwork.org)



# Profiles of Success

## "Going Green" Alpine Powder

After years of owning contracting and accounting businesses, David and Amy Collins stepped away and became chemistry geniuses. Neither of them had any manufacturing experience, but one day a new business was launched in a very old-fashioned way.

They do not remember the exact day it happened; they just know there was an accident in a North Carolina laboratory. A chemist spilled chemicals which mixed together and, voila, a new laundry detergent was born. This laundry detergent has since been named, **"Alpine Powder."** A product can be considered "green" if it is both environmentally and socially responsible; Alpine Powder qualifies.

Amy Collins came to Rockingham Community College's Small Business Center (SBC) as a seasoned business owner. Amy stated that she had accidentally stumbled onto a new product that she hoped to patent and have ready for the market in a year. By September 1, 2006, David and Amy Collins had begun shipping out phone orders.

With so many positive variables the Small Business Center found it easy to identify and predict that Alpine Soap Products, LLC would be a very successful business venture.

In July 2006, the business was officially born. Directed by RCC's Small Business Center, the couple also established a website ([www.alpinesoap.com](http://www.alpinesoap.com)). In September 2006, Alpine Soap Products, LLC was shipping phone orders as sales started coming in.

In an interview conducted by Rockingham Community College's Public Relations Department, the couple reported that, *"The Small Business Center has been our cheerleader, provided the resources we needed, confirmed ideas we had and led us in the right direction. I have sent people to the SBC for years. It is, by far, one of the greatest resources in this county."*

## "Lift Off for Project Propel" Turbomeca

The Economic & Workforce Development Division began meeting with representatives from Project Propel in late 2006. After intense discussions and meetings, **Turbomeca** announced their decision to locate a \$46 million manufacturing facility in Monroe, NC.

Turbomeca is a leading helicopter engine manufacturer on the international market. The Union County site manufactures precision parts for assembly of turbine engines used in helicopters. The company anticipates the creation of 180 to 200 jobs over the next three years. Many of these jobs will be operating CNC lathes and machining centers, TIG welders, laser machining, as well as quality testing of the products throughout the process.

In October 2007, six orientation sessions were conducted at South Piedmont CC to introduce prospective employees to Turbomeca and its opportunities. Three hundred eighty-four (384) interested people attended one of the six sessions.

In November 2007, fifty-five applicants were invited to a pre-employment workshop conducted by SPCC. From that group, select applicants were interviewed and more than 20 were offered employment with Turbomeca. Those employees attended a 3-day Train-the-Trainer class conducted by the college. The following week, that first group of employees traveled to France to begin training for 12 weeks. They will return to the Monroe facility in early April to begin start up of the new plant, and will also be trainers for new employees hired after their return.

A Duke Energy Grant was awarded to SPCC to begin an Advanced Manufacturing Program. Customized training will be offered to companies in the service area, as well as blended learning opportunities for those people who are working shift schedules that will not permit them to attend traditional classes.

# Programs of Innovation

## IT Institute

Caldwell Community College and Technical Institute, in partnership with Google Inc. and other local industries, developed the **IT Institute** which provides specialized training for entry-level information technology positions. The hands-on institute prepares students for a variety of jobs such as data technicians and technical assistants.



### Participants:

- gain knowledge of current trends and skills recommended for IT jobs
- develop a resume in a format recognized and shared by the IT industry partners
- produce a portfolio to share with prospective employers
- learn valuable "soft skills" required in the IT field, including communication, team building and self-management
- provide an opportunity to refresh their IT skills if they have graduated with an IT related associate's degree

It is too early to determine the impact the institute will have on the service area, but anticipate it will meet the need for entry-level employees, provide employers with a well qualified candidate who is a good fit for the company, reduce employee turnover, and increase the placement of associate degree graduates. To date, ten of the forty-eight IT Institute graduates have indicated that they have either entered new careers in the IT field or have received promotions in their current position.

## Project Skill-UP

As tobacco industries reorganize, streamline, and automate their functions to remain competitive, workers often found themselves not only unemployed but unemployable. In 2006, the North Carolina Community College System (NCCCS) received funding from the North Carolina Tobacco Trust Fund to pilot a training initiative called **Project Skill-UP**. The goal of the initiative was to help individuals "update" their current skills and provide them with additional marketable skills reflective of fast-growing occupations and/or new industries within their local communities. The objectives of the project were to 1) develop and implement outreach and recruitment activities to individuals, communities, businesses, and/or agencies that have been adversely impacted by the changes in the tobacco industry; 2) provide skills assessment and short-term occupational skills training to affected workers; and 3) when applicable, provide financial assistance to students to meet their educational goals.

Four colleges participated in the pilot --- Forsyth TCC, Lenoir CC, Southeastern CC and Vance-Granville CC. Collectively they served 372 students who received counseling and financial assistance to enroll in one or more of the following programs: Certified Nursing Assistant, Medical Terminology, Medical Front Office, Medical Billing and Coding, Phlebotomy Special Needs Technician, Truck Driving Training, Basic Law Enforcement Training, Early Childhood Credential, Emergency Medical Technician, Computers, Office Skills Training, and Hospitality Skills Certification.

Project Skill-UP had a significant impact on the individuals who participated in the project. Given its success, the North Carolina Tobacco Trust Fund Commission awarded NCCCS another grant in the amount of \$242,000 to maintain program activities at the four current sites and expand Project Skill-UP to three additional sites.



# 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
2006-2007	97	111	208	\$8,980,238.63	19,380	\$463.38
2005-2006	92	105	197	8,382,557.35	23,799	352.22
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

\* Total Expenditures do not include other program related expenditures (i.e. Media Development). See Media Development Office table below.

### NEIT Performance Ratings ~ 2006-2007

Ratings		Rating Scale
Category	Average	5 = Excellent, no improvement necessary
Expectation	4.6	4 = Very Good, company needs were met at a highly acceptable level
Impact	4.6	3 = Acceptable, company needs met, but some improvement indicated
Effectiveness	4.5	2 = Marginal, some needs unsatisfied, item needs substantial improvement
		1 = Unacceptable, needs generally not satisfied

### Media Development Office 2006-2007

Number of Videos	Minutes of Finished Video	Average Cost per Minute	Number of Print Projects	Total Media Development Expenditures
28	359	\$624.24	11	\$494,154.58

❖ *Focused Industry Training (FIT)*

FIT Year	FIT Centers	Companies/ Industries Served	Trainees	Skills Classes/ Workshops Provided	Instructional Hours Provided
2006-2007	36	563	10,728	603	19,400
2005-2006	36	623	10,557	1,074	15,289
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

❖ *Customized Industry Training (CIT)*

Year	Number of Projects	Total Expenditures	Number of Trainees	Average Expenditure Per Trainee
2006-2007	19	\$1,113,155.66	1,253	\$888.39

❖ *Workforce Continuing Education*

Number of Courses on Master Course List	Enrollment 2006-2007 duplicated headcount	Annualized FTE	Total Membership Hours
over 1,200	726,260	24,517	16,867,622

**Program Highlights:**

- The NCCCS Continuing Education System Office partnered with 70 state-regulated agencies/boards/commissions to ensure that courses and programs offered by colleges met the requirements for initial training, continuing education, renewal, in-service training or examination preparation for 250+ state-regulated occupational credentials.
- Continuing Education had the highest percentage growth in FTE (4%) in relation to Curriculum and Basic Skills.
- Public safety training programs (Fire, EMS, Law) generated the highest enrollment. Health-related training programs generated the highest FTE.

**Short-term Skills Training:**

Workforce Continuing Education courses provide individuals pathways to a variety of certification, pre-licensing, license renewal, and skill development programs. Colleges work 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.

❖ *Small Business Center Network (SBCN)*

SBCN Statistics 2006-2007				
Number of Seminars/Workshops	Number of Seminar Attendees	Number of Course Trainees	Number of Individuals Counseled	Number of Referrals
3,521	55,526	14,922	5,333	4,365

SBCN Seminar Participants Evaluation 2006-2007
Good - Excellent 99%

SBCN Trends					
Year	Number of Seminars/Workshops	Number of Seminar Attendees	Number of Course Trainees	Number of Individuals Counseled	Number of Referrals
2006-2007	3,521	55,526	14,922	5,333	4,365
2005-2006	2,219	51,312	14,591	6,117	4,873
2004-2005	2,931	44,993	15,806	7,205	5,310
2003-2004	2,979	44,475	12,561	6,517	5,831
2002-2003	3,038	48,791	17,602	6,848	3,113

❖ *Human Resources Development (HRD)*

HRD Courses		HRD Enrollment Trends (total courses)	
	HRD Enrollment by Course Offering 2006-2007		
Employability Skills	21,224	2006-2007	84,310
Employability Lab	21,600	2005-2006	80,766
Career Planning and Assessment	14,702	2004-2005	67,694
Career Readiness/Pathways	8,589	2003-2004	63,573
Introduction to Computers	13,374	2002-2003	52,736
Employability Motivation and Retention	3,407		
Economic Literacy	1,414		
Career Start Workshop Participants	11,242		
Division of Social Services (DSS) referrals	31,518		

❖ *Distance Learning Enrollment Trends (offered through Continuing Education)*

DL Courses (by Method of Instruction)	DL Course Enrollment 2006-2007	DL Course Enrollment Trends (total courses)	
Hybrid (online and face-to-face)	1,292	Year	Enrollment (duplicated headcount)
Internet	27,768	2006-2007	31,791
Tele-Course	0	2005-2006	25,950
Tele-Web	1	2004-2005	26,548
Two-Way Video	950	2003-2004	18,900
Web-Supported	1,254	2002-2003	16,088
Other	526		

❖ *BioNetwork - Curriculum and Continuing Education Enrollment Trends*

Biotechnology/Pharmaceutical - Related Industry Specific Fields (unduplicated count)	Enrollment Trends			
	2003-2004	2004-2005	2005-2006	2006-2007
Biotechnology	297	492	514	536
Bioprocess Technology	73	43	111	124
Industrial Pharmaceutical Technology	96	94	88	86
Chemical Process Technology	6	8	7	8
Chemical Technology	29	26	29	22
Laboratory Technology	10	19	39	43
Nanotechnology	N/A	3	6	11
Clinical Trials Research Associate	70	75	75	72
Biomedical Equipment Technology	141	114	72	92
Agriculture Biotechnology	N/A	N/A	N/A	15
<b>Annual Total</b>	<b>722</b>	<b>874</b>	<b>941</b>	<b>1,009</b>
<b>BioWork: Process Technician Training</b>	<b>761</b>	<b>559</b>	<b>903</b>	<b>1,085</b>
<b>BioNetwork Capstone Center</b>	<b>0</b>	<b>0</b>	<b>253</b>	<b>367</b>



**Economic and Workforce Development Division Staff Directory**  
**Willia Dickens, Vice President**  
**(919) 807-7150 ~ [dickensw@nccommunitycolleges.edu](mailto:dickensw@nccommunitycolleges.edu)**

Chuck Barham, Interim  
Associate Vice President  
[barhamc@nccommunitycolleges.edu](mailto:barhamc@nccommunitycolleges.edu)  
(919) 807-7152

Kristine Allsbury, Associate Director  
BioNetwork  
[allsburyk@nccommunitycolleges.edu](mailto:allsburyk@nccommunitycolleges.edu)  
(919) 807-7180

Barbara Boyce, Director  
Continuing Education  
[boyceb@nccommunitycolleges.edu](mailto:boyceb@nccommunitycolleges.edu)  
(919) 807-7158

Scott Bullard, Director  
Emergency Services  
[bullards@nccommunitycolleges.edu](mailto:bullards@nccommunitycolleges.edu)  
(919) 807-7228

Robin Coates, State Director  
Human Resources Development  
[coatesr@nccommunitycolleges.edu](mailto:coatesr@nccommunitycolleges.edu)  
(919) 807-7182

Stephanie Deese, Director  
Workforce Initiatives  
[deeses@nccommunitycolleges.edu](mailto:deeses@nccommunitycolleges.edu)  
(919) 807-7159

Jerrie Farmer  
BioNetwork Program Assistant  
[farmerj@nccommunitycolleges.edu](mailto:farmerj@nccommunitycolleges.edu)  
(919) 807-7183

Pam Gobel, Director  
Career Readiness Certification  
[gobelp@nccommunitycolleges.edu](mailto:gobelp@nccommunitycolleges.edu)  
(919) 807-7215

Janice L. Hastings  
Career Start Program Coordinator  
[hastingsj@nccommunitycolleges.edu](mailto:hastingsj@nccommunitycolleges.edu)  
(919) 807-7145

Temeka Hester,  
Career Start Program Assistant  
[hestert@nccommunitycolleges.edu](mailto:hestert@nccommunitycolleges.edu)  
(919) 807-7127

Joann Ingoglia  
Continuing Education Office Assistant  
[ingogliaj@nccommunitycolleges.edu](mailto:ingogliaj@nccommunitycolleges.edu)  
(919) 807-7223

Bill Joyner, Director  
Media Development  
[bill.joyner@wilkescc.edu](mailto:bill.joyner@wilkescc.edu)  
(336) 838-6505

Bobbie Lancaster, Office Assistant  
[bobbie1@nccommunitycolleges.edu](mailto:bobbie1@nccommunitycolleges.edu)  
(919) 807-7160

Matthew Meyer  
BioNetwork Director  
[meyerm@nccommunitycolleges.edu](mailto:meyerm@nccommunitycolleges.edu)  
(919) 807-7155

Donna C. Miller  
Executive Assistant  
[millerd@nccommunitycolleges.edu](mailto:millerd@nccommunitycolleges.edu)  
(919) 807-7151

George Millsaps, Director  
Small Business Center Network  
[millsapsg@nccommunitycolleges.edu](mailto:millsapsg@nccommunitycolleges.edu)  
(919) 807-7217

Terry Satterwhite, Program Assistant  
[satterwhitet@nccommunitycolleges.edu](mailto:satterwhitet@nccommunitycolleges.edu)  
(919) 807-7153

Phillip Sheridan  
BioNetwork Corporate Liaison  
[sheridanp@nccommunitycolleges.edu](mailto:sheridanp@nccommunitycolleges.edu)  
(919) 807-7232

Diane Steinbeiser  
Career Start Program Coordinator  
[steinbeiserd@nccommunitycolleges.edu](mailto:steinbeiserd@nccommunitycolleges.edu)  
(919) 807-7157

Libby Stucky, BioNetwork Grants  
Management Associate  
[stuckyl@nccommunitycolleges.edu](mailto:stuckyl@nccommunitycolleges.edu)  
(919) 807-7156

Lynda Wilkins  
Information & Research Manager  
[wilkinsl@nccommunitycolleges.edu](mailto:wilkinsl@nccommunitycolleges.edu)  
(919) 807-7154

Vacant, Director, BioNetwork  
Marketing & Recruitment

**NEIT**  
**Regional Training Directors**

Mark Council  
Southeast Region  
[mcouncil@bladencc.edu](mailto:mcouncil@bladencc.edu)  
(910) 879-5589

Lynn Creech  
Northeast Region  
[lynn@beaufortccc.edu](mailto:lynn@beaufortccc.edu)  
(252) 940-6468

Don Huneycutt  
Piedmont/Triad Region  
[dlhuneycutt@gtcc.edu](mailto:dlhuneycutt@gtcc.edu)  
(336) 334-4822, ext. 2515

Cleveland Lewis  
Research Triangle Region  
[lewisc@nccommunitycolleges.edu](mailto:lewisc@nccommunitycolleges.edu)  
(919) 807-7184

Maureen Little  
Senior Regional Training Director  
Charlotte Region  
[m-little@spcc.edu](mailto:m-little@spcc.edu)  
(704) 290-5218

Betty Silver  
Western Region  
[bsilver@mayland.edu](mailto:bsilver@mayland.edu)  
(828) 467-4250

Jim Whitley  
Global TransPark Region  
[jwhitley@nashcc.edu](mailto:jwhitley@nashcc.edu)  
(252) 451-8349

Published March 2008  
North Carolina Community College System  
250 copies of this public document were printed at a cost of \$62.50 or .25 cents per copy.  
~ Equal Opportunity Employer ~



