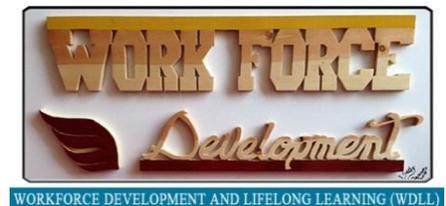


American Institute for Contemporary German Studies  
Johns Hopkins University

Round table

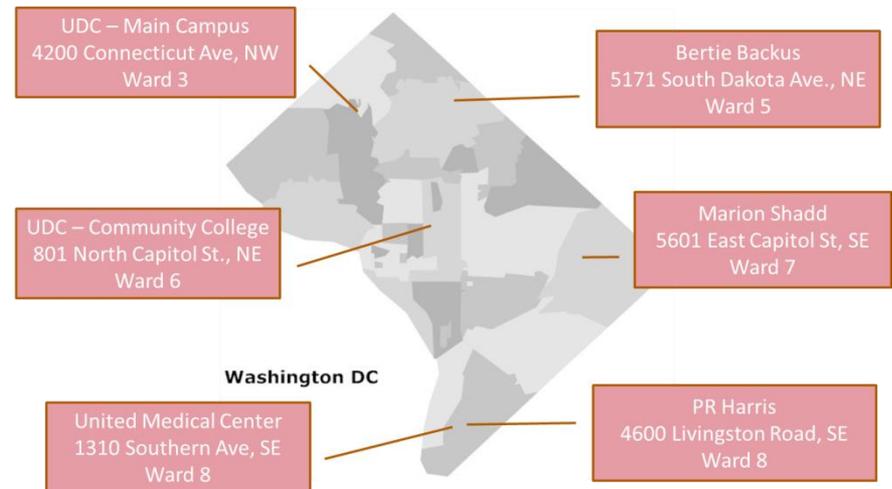
May 5, 2015



# UDC-CC Workforce Development

**Mission:** *The UDC-CC Workforce Development & Lifelong Learning Division's mission is to reduce unemployment and underemployment in the District of Columbia by enhancing the skills of its residents.*

**Overview:** The Division pursues this mission by offering courses at no cost to DC residents in high-demand, high-wage industries that are hiring in the Washington, DC Metropolitan region. The programming is offered in the most economically disadvantaged Wards in the city Wards 5, 7 and 8.



**Uniqueness of Program:** Unlike any other job training provider in the city, being a part of the University allows students to gain stackable credentials through credit and non-credit programs that are rigorous and meet the requirements of local employers.

# Who are WDLL students?

	Enrolled	Completing*	% Completing
FY2011	1,670	975	58%
FY2012	2,359	1,457	62%
FY2013	2,878	1,907	66%
FY2014	2,424	1,774	73%
FY2015	1,775	1,204	70%
<b>(as of Fall2014 complete)</b>			

- Average Age: 37 (up from 35)
- 56% Female
- 97% DC Residents
  - Of the DC Students, 76% are from Wards 5, 7 and 8
- 52% Unemployed at start of program
  - 40% have wages in the second quarter after program completion
  - For all participants, total annualized post program employment totals over \$17.8 million
- 30% have college credits

[http://cc.udc.edu/workforce\\_development/wdll\\_reporting\\_data\\_statistics](http://cc.udc.edu/workforce_development/wdll_reporting_data_statistics)

# Program Features

- Average of 114 **direct** contact hours.
- Does not include
  - Required practicums/internships of 40-80 hours
  - Self-study time
- Directly aligns to independent third-party assessment.
- Competency-based – students both “know” and “do”

# UDC-CC Workforce Development



## Healthcare (Direct Care and Healthcare Administration)

Certified Nursing, Home Health Aide, Dialysis Technician, Direct Support Professional, Patient Care Technician, Phlebotomy/EKG, Pharmacy Technician



## Construction & Property Management

Building Maintenance, Property Management, HVAC, Plumbing, Electrical, Carpentry



## Information Technology & Office Administration

A+, Network +, Security +, Project Management, Digital Literacy, Medical Billing and Coding, Medical Office Administrative Assistant, Medical Assistant, Electronic Health Records



## Hospitality & Tourism

Customer Service (Retail and Hotel), Food Service Management, Food Handling



## Transportation

HVAC 608 Refrigerant Recovery, Electronics I, Automotive Technician



## Skill Development

Mathematic, Language Arts and Reading Improvement Courses, Spanish in the Workplace, GED & ACCUPLACER Preparation, Basic Driver's Education, Remediation

# Career Pathways: Stackable Credentials



Computer Science (MS)

Computer Science (BS)

Computer Science (AAS)

Security +

Network +

A+

Microsoft Technology Associate

Microsoft IT Academy

Digital Literacy



# Certificates vs. Certifications and Licensures

- Programs align directly to independent third-party assessment bodies and the local labor market
- Third-party certifications
  - Rigorous
  - Independently developed and proctored
- Competency-based – students both “know” and “do”
- Faculty hold the highest level credential in their professional field and have numerous years of experience



# Student Success Initiative

The Student Success Initiative has three pillars emerged:

- 1) Building Community – build community at each campus and across the campuses through direct interaction with our students
- 2) Promoting Feedback Loops – develop and establish a variety of mechanisms for students to communicate with the staff and administration
- 3) Facilitating Student Transitions – help students take the next step, whether it is to a job, an Associate's or Bachelor's program or both



# Facilitating Student Transitions

Successful endings are the product of successful beginnings

#1) – Placed intentional focus on moving students forward from outset of program

- Revamped Intake process
- Connect every step in the path to the ultimate goal/dream



Phase 1

Information Session

- Plan
- Information Session
- Evaluate
- Follow up

Assessment

- Prepare
- Assess

Data Collection

- Contact Info
- Demographics
- Assessment Scores

Phase 2

Advising

- Appointment
- Meet one-on-one
- Create a Plan

Registration

- Document Collection
- Enroll in Course

Data Collection

- Eligibility Docs
- Policies & Approvals

#2) – Asked students to commit to completing the goal they have identified

- Assign a Student Success Specialist to each student
- Constantly reinforce the connection between this phase and their overall dream

# Facilitating Student Transitions

Reorganized the Division's structure and hired people to come on board as Transitions Coordinators and Career Counselors.

Our Transitions Coordinators assists students with the college application process, choosing a major or program of study, preparing financial aid packages, degree audits and other college access and success functions.

This effort began in August 2013, several hundred students have met with a Transitions Coordinator and over **160** students have transitioned into the degree programs.



Biggest barriers for our students:

1. Financial
2. Prior Academic Standing

*\*we are currently working with the city government and the University to obtain loan forgiveness and academic forgiveness*

# Facilitating Student Transitions

Reorganized the Division's structure and hired people to come on board as Transitions Coordinators and Career Counselors.

Our Career Counselors assist students with their resumes, cover letters and interview skills. They also coordinate career fairs and employer workshops.

Our students are currently working at:

- Marriott Hotels (Marquis, Courtyard)
- DC United
- Washington Nationals
- Various Property Management Firms
- Cambria Suites
- Hospitals and Healthcare facilities



# More Information

- If you would like more information about our Division, please check out our new advertisements below, which are running on News Channel 8.
  - 5 minute video – <https://vimeo.com/115651178>
  - :90 second video – <http://vimeo.com/115169265>
  - :30 second video – <http://vimeo.com/115170649>
- We are enrolling now for our Summer semester. Prospective students can:
  - call 202-274-7181
  - visit our website at <http://cc.udc.edu/wd>
  - email us at [workforce@udc.edu](mailto:workforce@udc.edu).