



Human Resources Development Quarterly

January 2008

Volume 1, Issue 3

Welcome to the HRD Quarterly

The **HRD Quarterly** is a newsletter produced by you and for you. It will be arriving via e-mail four times a year: January, March, June, and September. Our goal with each issue is to keep you informed as to what is happening in HRD programs across the state and to provide a vehicle for the HRD family to stay connected.

HRD has been the best kept secret in the North Carolina Community College System (NCCCS), and it is time for it to break out of its hiding place. The **HRD Quarterly** will provide a venue for learning, sharing, and bragging. So, if you have a success story or tips to share, please forward them to Temeka Hester at hestert@ncccommunitycolleges.edu.

INSIDE THIS ISSUE

Welcome to the HRD Quarterly	1
HRD Highlights and Updates	1-2
Outstanding Student Awards	2-5
Career Start Highlights and Updates	6-7
The Director's Corner	8
Kudos & Accolades	9
Welcome Dr. Scott Ralls	10
Extra Extra - Read All About It	11

Thank you and enjoy the newsletter.

Points of Interest

- Outstanding Student Awards pages 2-5
- Career Start new Learning Objectives - page 6
- Dr. Scott Ralls named as seventh president of the NCCCS - page 10

HRD Highlights and Updates

Three numbered memos have been sent out since the last newsletter. One referenced the 2007 HRD Course Offerings Survey, one referenced the new HRD Tuition and Fee Waiver Guidelines for 2008, and the third referenced the HRD Advisory Board elections.

The 2007 HRD Course Offerings Survey will be compiled and sent out to the colleges. The 2008 HRD Tuition and Fee Waiver Guidelines should be implemented immediately upon receipt. Please contact your local college HRD coordinator/director for a copy of the new guidelines. If you are interested in serving on the 2008-2009 HRD Advisory Board, please be sure to return the nomination form by February 21, 2008.

Spring HRD Regional Staff Development workshops will be held on the following dates:

- ❖ March 14, 2008 - Eastern Region
- ❖ April 16, 2008 - Western Region
- ❖ April 18, 2008 - Central Region

Your regional chairperson serving on the HRD Advisory Board will be contacting you soon with more information.

See *HRD Highlights* Page 2

HRD Highlights from Page 1

Other Upcoming Professional Development Opportunities:

- Economic and Workforce Development New Staff Orientation- Raleigh, NC- February 20-21, 2008
- Southeastern Employment and Training Association (SETA)- Myrtle Beach, SC- March 9-12, 2008
- Program Management Institute- Raleigh, NC- March 3-7, 2008; Contact Sue Marion, 2008 NCCCAEA President & Vice President of Corporate & Continuing Education at Forsyth Technical Community College for more information
- North Carolina Employment and Training Association (NCETA)- Asheville, NC- April 8-11, 2008
- NC Community College Adult Educators Association (NCCCAEA)- Durham, NC- April 30-May 2, 2008
- National WorkKeys Conference- Indianapolis, IN- April 29-May 2, 2008

2007 HRD–Career Start Training Academy Outstanding Student Awards

If you were not able to attend the 2007 HRD Career Start Training Academy, you missed a treat. This year five HRD students were recognized for their outstanding achievements: three representing the three HRD regions and two representing the Career Start program.

Thank you to Dr. Stephanie Deese, Director for Workforce Initiatives with the NCCCS, and Ms. Adonica Hampton, Assistant Chief for Economic Services Section for the NC Division of Social Services (DSS) for handing out the awards.

Dr. Deese in her opening remarks stated, “The greatest gift we can provide others is hope. The HRD and Career Start (CS) programs give people the opportunity to believe that they can be successful in realizing their dreams.”

Thank you for all that you do to restore the shaken self-confidence that many of our students feel when they enter our doors. Thank you for believing in our students when they are unable to believe in themselves. You are to be commended for the parts you play in reestablishing hope in their lives.



From Left to Right: Front Row: Christy Schenck, Michelle Robbins. Back Row: Adonica Hampton with DSS, Shenik Lindsay, Diane Smith with ESC, John Batchelder, Terra Pearson, Robin Coates with NCCCS

Outstanding Student Awards from Page 2

Outstanding Student Award Recipients Read Their Stories

Terra Pearson- Outstanding HRD Student- Central Region

Mom, I want to quit school. This is how the outstanding HRD student for the Central Region's nomination began. How could I tell my son to stay in school and the importance of an education when I did not finish high school myself?

Terra Pearson's educational journey sprang from her desire to be a role model for her 3 children. After numerous manufacturing and customer service positions, many of them low paying due to her lack of education, Terra went back to school 15 years after dropping out.

When asked about the HRD program, Terra said that the program helped her to think more positively about herself. She learned how to be an effective communicator, be better prepared for the workforce and how to set goals for herself. Before enrolling in the HRD program at Central Carolina Community College, her goals were to improve her computer skills and to learn about working in an office. Now, she is working toward her associate's degree in Medical Office Administration.

Terra's accomplishments include graduating this past year with honors from the Adult High School program at Central Carolina Community College and being selected as one of the speakers at the college's graduation ceremony. Due to her outstanding academic achievements, Terra received a scholarship to pursue her educational goals. Her story has been featured in the local newspaper, *The Dunn Daily Record* and Terra is also highlighted in the 2007 Central Carolina Community College course booklet. As wonderful as these achievements are, her greatest accomplishment has been conquering her own fear of computers and believing in herself.

Terra has been such an inspiration to her family that her husband is now taking college classes.

Shenik Lindsay- Outstanding HRD Student- Eastern Region

The outstanding HRD student from the Eastern Region had what may be described as a less than perfect childhood. Although life was difficult and school was challenging, Shenik Lindsay persevered and successfully completed high school. In 2001, Ms. Lindsay decided to relocate from the New York area to Roanoke Rapids, NC.

In North Carolina, Shenik, a single mother of two, found it difficult to maintain steady employment due to babysitting and transportation problems.

Desiring a career and not just a job, Shenik called Halifax Community College. That phone call began a new chapter in Shenik's life. She attended an HRD course called *Job Builder*, located at the Employment Security Commission which addressed interviewing techniques, job seeking and keeping skills, the importance of developing and maintaining a positive attitude on the job, and the importance of on-going job skill development. Shenik entered an on the job training course called *PCB Piezotronics Job Skills* which is a course that resulted from a partnership between PCB Piezotronics and Halifax Community College. This 8-week course provides students an opportunity to learn skills that prepare them for employment opportunities at the company. Students who successfully complete the course are guaranteed an interview with the PCB Piezotronics.

Ms. Lindsay has been employed with PCB Piezotronics as a sensor technician for over 5 months. She earns \$8.00 per hour and has a benefits package. She has set goals for the future which include achieving a job promotion, restoring her credit and acquiring a more dependable means of transportation.

Outstanding Student Awards from Page 3

Christy Schenck- Outstanding HRD Student- Western Region

After more than 20 years of marriage the outstanding HRD student for the Western Region was ill prepared for the workforce. As many women, Christy Schenck worked part-time while raising her daughter. She worked as an interviewer with the Employment Security Commission, as a substitute teacher, and as a life skills trainer for an individual with physical and developmental delays. However, when her marriage ended in 2004, Christy found that the workforce had changed dramatically. Even though she had a four year degree, she lacked the basic computer skills needed to work in today's workplace.

After moving several times to find work, Christy settled in Lenoir. While attending a job fair sponsored by Caldwell Community College and Technical Institute, Christy was directed to the HRD program.

Christy began her adventure with the HRD program by taking a course called Developing a Budget. From there she took courses such as Introduction to Computers, Introduction to Excel, and Introduction to Word. She works diligently in the Computer Literacy Lab to improve her keyboarding skills and to work toward earning a gold level Career Readiness Certificate.

Through her trials and tribulations, Christy has maintained a positive attitude and her sense of humor. Currently Christy is pursuing further training options at the college and has applied for several employment opportunities that have come her way, including a position at Caldwell Community College and Technical Institute. As stated by the OE coordinator/instructor, Brandy Dunlap, who nominated Christy for the Outstanding HRD Student Award for the Western Region, the employer who hires Christy will find her to be a gold mine in regards to skills and personality. She always has a smile on her face and is a true pleasure to be around!

Michelle Robbins- Outstanding Career Start Student

When Michelle was laid off in August of 2005, she joined the ranks of many residents of Caldwell County who had lost their jobs due to the trend in furniture to take the work overseas. More devastating to Michelle and her family was the fact that she now also joined her husband in being unemployed. He was laid off from his job in May of 2005.

While her husband looked for work, Michelle enrolled in classes at Caldwell Community College and Technical Institute. After adjusting to the changes in her life and that of her kids, Michelle settled into the life of a student. She obtained her diploma as a Medical Office Assistant and began looking for employment.

Michelle was referred to the Career Start program in August 2007. Michelle took advantage of the skills she learned in the Orientation IRA workshop. She soon discovered that other things were holding her back from reaching her goals. She needed to work on her interviewing skills and needed to brush up her resume. She enrolled in HRD classes which helped build her confidence and her employability skills. Michelle completed Introduction to Computers, Introduction to Word, Introduction to Excel, and Economic Literacy.

Since completing the Career Start and HRD classes, Michelle has had two successful interviews with employers in her chosen career field. Both interviews have led to her being contacted for further interviews and now she is waiting to hear from both companies. Meanwhile, she is working part time to help support her family.

Michelle made the decision to use part of her time in the program to enhance her employability and computer application skills. She decided to enroll in four additional courses through the college. Upon successful completion of each of the courses, she acquired new skill sets that have enabled her to make better career decisions for herself and her family. Michelle is truly an outstanding Career Start student.

Outstanding Student Awards from Page 4

John Batchelder- Outstanding Career Start Student

Mr. Batchelder came through the three-day Career Start Orientation offered by Robeson Community College (RCC), Robeson County DSS, and Robeson County ESC in May 2007.

After completing the Orientation/IRA workshop Mr. Batchelder chose to enroll in further training. He enrolled in the KeyTrain Lab where he scored high levels in seven of the nine KeyTrain testing areas. After approximately 115 hours of studying, he was tested and earned a Gold Career Readiness Certificate.

Mr. Batchelder has overcome many barriers and hardships to get where he is today. In 2003, he hurt his back while at work. This disability forced him to quit work. He went through rehabilitation under Workman's Compensation, but in 2006 he ended up having to have back surgery. This forced him and his family to apply for Food Stamps. His case worker referred him to the Career Start Program at Robeson Community College. He stated, "Attending the three day Career Start Orientation opened up many opportunities for me. It helped me realize how much I needed a career change."

Since Mr. Batchelder was no longer able to do the type of work he was trained to do, it was time to think about what he could do to help support his family. While on RCC's campus he began to explore his options. Being on campus for the first time sparked an interest for him to enroll in curriculum. He had never taken college courses before so this was a new adventure for him.

Mr. Batchelder is currently enrolled in the Computer Information Technology program at Robeson Community College. He is taking six classes this semester and has a 3.8 GPA.

Although, he still has to deal with back pain on a daily basis, he remains focused on completing his studies so that he can gain employment in the Computer Information Technology field. He knows this will provide a sustainable income to support his family.

John Batchelder is an outgoing, disciplined individual who works diligently at whatever he does. These qualities will enable him to succeed in school and earn his associate's degree in Computer Information Technology. He possesses an enormous amount of determination and motivation. He is focused in the right direction and is most deserving of recognition as an outstanding Career Start student.

Career Start Highlights and Updates

Career Start Orientation/IRA Workshop Uniformity Committee Update

The Department of Social Services asked that the community colleges work toward a more uniform Career Start Orientation/IRA workshop. In response, a committee of volunteers was formed representing HRD-Career Start staff from each of the three regions. The committee met on September 27 and October 23 at the System Office.

Understanding that there will never be total uniformity in Orientation/IRA workshops due to the geographic, demographic and Career Start program differences (number of DSS referrals, college size, relationships with ESC and DSS partners, etc.), the committee agreed upon the following:

- To determine a set of learning objectives which meets the contractual obligations with DSS, provides consistency across the state for Career Start clients and satisfies the core objectives of HRD programming which allows each college to meet the needs of students and hopefully increase FTE production.

The committee decided to use the length of the Orientation/IRA workshops as a basis to determine which learning objectives to apply. The timeframes used were: 3-5 hours, 6-11 hours, 12-16 hours, and 17+ hours.

Committee members contacted colleges in their regions for input and suggestions on the draft copies of the learning objectives for Orientation/IRA workshops. Those suggestions were brought back to the committee, considered and then incorporated when appropriate.

NCCCS presented and subsequently received approval of the learning objectives and course content at the Career Start Partners' meeting on January 18, 2008. The new learning objectives will become effective July 1, 2008. This will allow time for schools to begin incorporating and implementing changes to their Orientation/IRA workshops as soon as possible. The state level Career Start coordinators, Diane Steinbeiser and Janice Hastings, will present a workshop on the learning objectives at the NCCCAEA Spring Conference in Durham.

Many thanks to committee members: Ada Chatman, Teresa Triplett, Karen Holding-Jordan, Brenda Bost, Donna Littleton, Carolyn Loftis, Janice Hastings and Diane Steinbeiser for their work on this project!

Please look for the Career Start Orientation/IRA Workshop on Learning Objectives and Course Content to be presented at NCCCAEA this spring.

Career Start Highlights and Updates from Page 6

Career Start Basics Training Update

In a continuing effort to strengthen our partnership, the state level Career Start coordinators representing NCCCS, DSS and ESC, presented the Career Start Basics Training on January 25, 2008 at the Workforce Development Training Center in Raleigh. The five - hour training was broken into morning and afternoon sessions.

The morning session, presented by Diane Steinbeiser with discussion and input from Vernor Tukes and Kathy Evans, covered:

- Brief summary of CC-CS Program statistics
- CC Service Delivery Process
- Revisions to the 2007 Career Start Guidelines and forms
- Importance of continued and improved interagency communication
- Review of the ESC -Job Search Component
- DSS/CS policy and guideline clarification

The afternoon session offered breakout sessions for ESC and NCCCS. The breakout sessions for ESC were facilitated by Floriece Davis-Jones and Vernor Tukes. The topics covered were:

- Overview of the Who, What, Why, How, Goals, Benefits and Successful Program Operation Strategies for the FNS E&T program
- Overview of Career Start contractual commitment and accountability, current perspectives and monitoring reviews

The breakout session for the NCCCS was presented by Janice Hastings with discussion and input from Kathy Evans and Diane Steinbeiser. The topics covered were:

- CS Time Frames and Procedures
- New Orientation/IRA Learning Objectives and corresponding course content
- Four Education Component Participant Placement Options
- Overview of the CC course repetition policy
- Learning Styles and Summary of 4MAT Cycle of Instruction
- Assessment Types used by CS sites
- Teaching Resources and Sources
- CS Program Performance Measures
- DSS Monitoring Summary and forms
- Definition of an array of DSS/CS program terms with examples

The Director's Corner

Fall and winter are such busy times of the year for everyone. This year October, November, and December seemed especially busy for me, as I know it was for you as well. I visited six college campuses and had the opportunity to speak with 8 of the new college presidents about HRD. September began with the planning of the HRD-Career Start Training Academy with the conference planning committee, attending the 3 Career Start Regional Trainings as well as the Eastern HRD Regional Staff Development workshop. October brought conferences: NCCCAEA Fall Conference, Workforce Development Partnership Conference, and the National Council for Workforce Education Conference in Savannah, GA, with a 2 day pre-conference on the Breaking Through Initiative. November brought more travel for me beginning with both the Western and Central HRD Regional Staff Development Workshops and ending with an opportunity to present with Pam Gobel at the FIT Conference on HRD, WorkKeys, and the CRC: Breaking Down Silos. And then there was December. December was all about the 2007 HRD-Career Start Training Academy, the highlight of which for me was the awarding of the Outstanding Student Awards. I was reminded as to why I joined the North Carolina Community College System nearly 20 years ago. As Stephanie Deese stated in her address to the audience, "The greatest gift we can provide others is hope."

And that is what you give every day to the lives you touch. Thank you for what you do.

Robin

State Level Contact Information

Robin Coates, HRD State Director
coatesr@ncccommunitycolleges.edu
(919) 807-7182

Jan Hastings, Career Start Program Coordinator
hastingsj@ncccommunitycolleges.edu
(919) 807-7145

Diane Steinbeiser, Career Start Program Coordinator
steinbeiserd@ncccommunitycolleges.edu
(919) 807-7157

Temeka Hester, Career Start Program Assistant
hestert@ncccommunitycolleges.edu
(919) 807-7127

Visit us on the web:
www.ncccs.cc.nc.us
Business & Industry



Kudos & Accolades



Please join me in welcoming **Lori Winstead** to the HRD family. Lori was named the HRD coordinator at Edgecombe Community College in October. She may be contacted by phone at (252) 823-5166 or by e-mail at winsteadl@edgecombe.edu.

Also, since our last publication, the North Carolina Community College System State Board approved the following five new college presidents:

Dr. Molly A. Parkhill as the third president of Blue Ridge Community College in Flat Rock.

Dr. Deborah Friedman as the fifth president of Surry Community College in Dobson.

Dr. Donna Tipton-Rogers as the fifth president of Tri-County Community College in Murphy.

Dr. Bill Ingram as the fourth president of Durham Technical Community College in Durham.

Dr. Sharon Morrissey as the sixth president of Richmond Community College in Rockingham.



Welcome Dr. Scott Ralls

Dr. Scott Ralls named as seventh president of the North Carolina Community College System!!!

On December 6, 2007, the State Board of Community Colleges voted unanimously to select Dr. Scott Ralls to succeed H. Martin Lancaster as president of the North Carolina Community College System. Ralls reports to work in Raleigh as president-elect April 1, 2008 and takes over as president when H. Martin Lancaster retires May 1, 2008.

Ralls, who is 43, has served as president of Craven Community College (CCC) for the past five years. Prior to becoming president at CCC, Dr. Ralls was the vice president for Economic and Workforce Development as well as the director of Economic Development, both positions for the NCCCS Office. Before coming to the NCCCS, Dr. Ralls worked as a director for the North Carolina Department of Commerce. He obtained a Ph.D. in Industrial and Organizational Psychology and a Master of Arts, Industrial /Organizational Psychology, both from the University of Maryland. He received his B.S. in Industrial Relations and Psychology from the University of North Carolina at Chapel Hill. He and his wife, Lisa, have two sons, ages 8 and 6.

On January 18, 2008, Dr. Ralls addressed the State Board concerning his first 100 days in office. During his address Dr. Ralls stated that "community" is the most important word in the name of the North Carolina Community College System. What is right for one community might not be right for all. He also stated that collaboration and connection are important because we must learn from each other, and that the willingness to change is a factor of overriding importance due to the rapid shifts in the state, its economy, and the competition it faces.

Dr. Ralls also listed three areas of urgency for the North Carolina Community College System.

- First, he said the System must step back and take a hard look at the level of complexity in process and procedures that has developed over the years.
- Second, he underlined the need for greater resources for community colleges as baby-boomers retire, workforce needs escalate and demand grows for more students to complete degrees on time.
- Third, he emphasized the need for collaboration among educational agencies, saying, "There is a lot already in progress, thanks to Martin Lancaster and (UNC System President) Erskine Bowles."



Extra Extra Read All About It!!!



Older Women Workers

Population and Labor Force

- There were 34.9 million women aged 55 and over in the U.S. in 2004. This represented 55 percent of persons in this age group.
- Of those 34.9 million women, 10.7 million were in the labor force (working or looking for work).
- Labor force participation rates for women over 55 years of age continue to increase. Their labor force participation rate was 24.0 percent in 1994, 25.6 percent in 1999, as compared with 30.5 percent in 2004.
- Women aged 55 and over accounted for 15.6 percent of the total female labor force and in 2004. They also made up 46 percent of the total 55 and over labor force (men and women).

Employment

- There were 10.3 million employed women aged 55 and over in the U.S. in 2004.
- These women were most frequently employed in management, professional and related occupations (3.9 million) and sales and office occupations (3.8 million).
- The remainder were employed in service occupations (1.8 million); production, transportation, and material moving occupations (674,000); and natural resources, construction, and maintenance occupations (78,000).
- The 10 leading occupations for women aged 55 and over in 2004 were secretaries and administrative assistants (720,000); elementary and middle school teachers (371,000); registered nurses (353,000); bookkeeping, accounting, and auditing clerks (339,000); nursing, psychiatric, and home health aides (251,000); cashiers (240,000); maids and housekeeping cleaners (230,000); first-line supervisors/managers of retail sales workers (228,000); managers, all other (207,000); and first-line supervisors/managers of office and administrative support workers (204,000).

Source: U.S. Department of Labor, Bureau of Labor Statistics, Employment and Earnings, January 2005.