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| jscc logo | **Goal Progress Report** |
| **Program:** | **Workforce Education**  | **Report period:** | **2019-2020** |

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| **What has your unit accomplished from the goals you proposed in the first year of your most recent Strategic Plan?**  |
| **Goals** | **Request & Justification/Resources** | **Goal Progress** | **Strategies Implemented & Follow-up** |
| Goal #1: Provide non-credit, short-term skills training and retraining through high quality, Career Programs that supply the local business community with a skilled workforce while offering citizens access to high-demand, entry-level careers. | Expand IT offerings to create an “IT Academy.”Create a Patient Care Technician program.Create and deliver a Lineworker training program.Evaluate the need to resurrect Sterile Processing Technician and Mental Health Technician training programs. | The following career programs were added to the non-credit portfolio in 2020: IT Helpdesk, Cybersecurity, Sterile Processing Technician, Patient Care Technician. Workforce needs for Mental Health Technician are in continued discussions. A grant for lineworker training was approved by ACCS. Construction on the training area and equipment purchases have begun. The first class start date of June 2020 is paused due to COVID-19 closures. | Non-credit training needed to be split into separate academies by sector, including IT Academy. Our website now advertises classes by academies.Strategic paid social media posts began in 2019 to promote fast-track academies. Continued promotion of IT Academy as a stackable credential academy is needed. Continued social media and community promotion is needed to increase awareness of career programs. Lineworker program will launch as soon as we are able to resume in-person instruction.  |
| Goal #2: Improve access to instructional delivery. | Identify downtown location in Birmingham to deliver non-credit instruction Expand welding to Shelby County through a new welding lab Implement Elevate software  | Partnerships with Salvation Army downtown and Woodlawn Foundation created through grant funding offered AMA and CMA classes downtown. A vacant building of St. Vincent’s is being pursued for future partnership and downtown class offerings for non-creditWelding lab is under construction on Shelby campus. Elevate software was not compatible on an ACCS system level.  | Pursuing building partnership with St. Vincent’s – building has been assessed by architect and conversations are ongoing. Non-credit welding classes will take place when construction on the lab is done and the space is available. Online registration is still not available for non-credit enrollment. Transitioned online registration plan to Self-Service Banner and currently on Non-Credit Naming Committee to implement Summer 2020 |
| Goal #3: Increase awareness of the training offerings of the Center to also increase enrollment and revenue. | Create marketing plan that includes postcard and brochure and corporate training brochure for Part-Time Business Liaison Complete Elevate Training Continue with Full Measure to reach students  | To date we have served x number of students. COVID-19 closures have affected enrollment and revenue. The Part-Time Business Liaison was evaluated after the 6 mos. period and determined not to continue with the role and to focus on career program classes.Our office continues to use Full Measure to reach students.  | Continue to pivot and offer online courses for foreseeable future and respond to quickly changing workforce needs. Robust marketing is needed to promote courses during current climate as the economy and workforce needs are rapidly changing. A cost analysis of Full Measure is needed to determine if the department can continue to carry the cost of a contract.   |
| Goal #4: Seek new scholarship funding sources for Career Programs. | Create a partnership with St. Vincent’s Jeremiah’s Hope Aggressively seek corporate scholarship requests through the proposed capital campaign. | A partnership between St. Vincent’s Health system began in January 2020 for scholarships for Jeremiah’s Hope program. MOU Executed in January. Four additional programs have been added to the WIOA eligible trainers list. Non-credit scholarships are included in capital campaign  | SVHS partnership will continue but in-person healthcare lab and clinical based classes have been affected by COVID-19 closures and will resume when classes can take place on campus again. Additional scholarships are needed for access to delivery of fast-track programs, specifically for online courses and healthcare courses. Pursual of non-credit scholarships is ongoing through both grants and private funding.  |
| **Submission date: April 30, 2020**  | **Submitted by: Leah Bigbee** |