

# **Joint Appropriations Subcommittee on Education**

## **Information Requested by Committee Members**

**Education Sector:** Community Colleges

**Committee Question:** The committee asked two questions related to Customized Training:

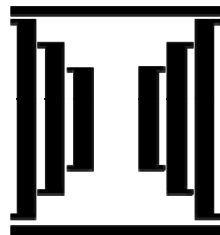
1. How much do companies contribute to the training?
2. Is there any outcomes data on the Customized Training program?

**Answer:**

Question 1: Companies do not contribute any funds to the training; however the use of Customized Training funds requires that trainees are paid by the company for all time during training hours.

Question 2: The Community Colleges System Office provided the attached report in response to the Committee's question.

## Customized Training Program



# Trends & Statistics 2009-2010

**Dr. R. Scott Ralls, President**



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## **EXECUTIVE SUMMARY**

The Customized Training Program supports the economic development efforts of the State by providing education and training opportunities for eligible businesses and industries. Amended in 2008, this program combines the New and Expanding Industry Training Program and the Customized Industry Training Program to more effectively respond to business and industry [G.S. 115D-5.1(e)(f)(f1)(f2)(f3)]. The Customized Training Program also includes the former Focused Industry Training Program and shall offer programs and training services to assist new and existing business and industry to remain productive, profitable, and within the State.

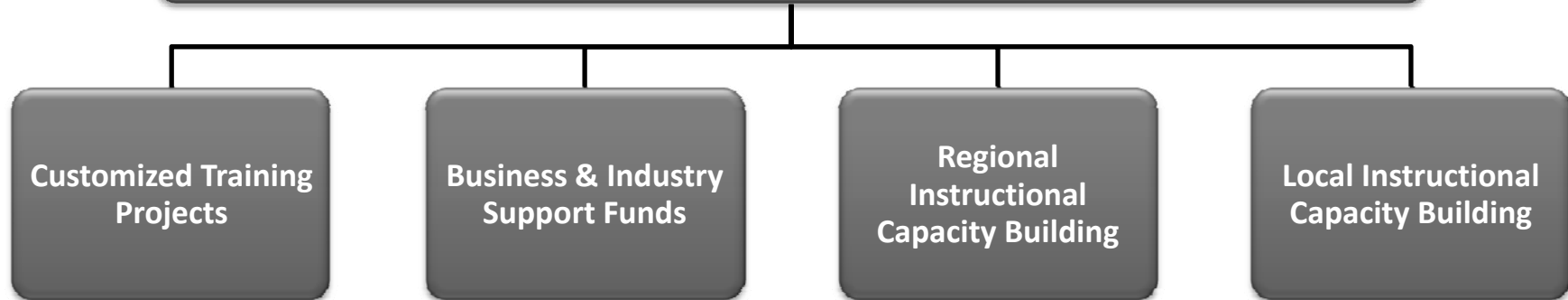
The program was developed in recognition of the fact that one of the most important factors for a business or industry considering locating, expanding, or remaining in North Carolina is the ability of the State to ensure the presence of a well-trained workforce. The program is designed to react quickly to the needs of businesses and to respect the confidential nature of proprietary processes and information within those businesses.

The Customized Training Program provides customized training assistance in support of full-time production and direct customer service positions created in the State of North Carolina, thereby enhancing the growth potential of companies located in the state while simultaneously preparing North Carolina's workforce with the skills essential to successful employment in emerging industries.

This document represents a **summary** of training activities and expenditures provided in the *Customized Training Program Expenditures 2009 -2010 Report*, as submitted to the State Board of Community Colleges and Joint Legislative Education Oversight Committee in August 2010. This document also highlights program performance evaluation and training trends.

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# Customized Training Program Components



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# Customized Training Program by Region

## Customized Training

Maureen Little, Associate Vice President  
Customized Training  
5003 Mail Service Center  
Raleigh, NC  
(919) 807-7150  
(704) 290-5218

Cleveland Lewis, Regional Director  
Alamance Community College  
PO Box 8000  
Graham, NC 27253-8000  
(336) 506-4155

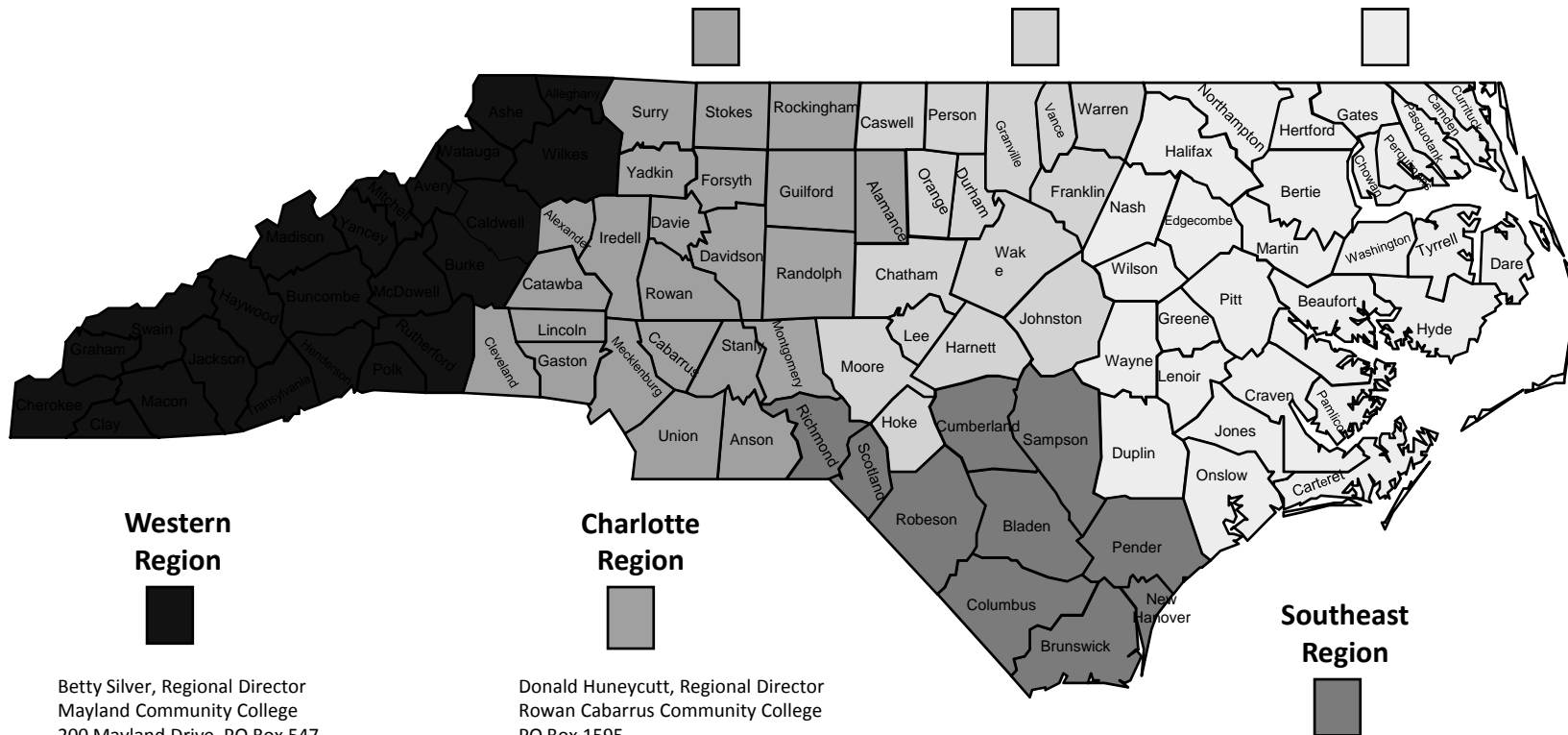
Jim Whitley, Regional Director  
Vance-Granville Community College  
Franklin County Campus  
PO Box 777  
Louisburg, NC 27549  
(252) 738-3627

Lynn Creech, Regional Director  
Pitt Community College  
PO Drawer 7007  
Greenville, NC 27835-7007  
(252) 493-7782

### Piedmont/Triad Region

### Research Triangle Region

### East/Northeast Region



### Western Region

### Charlotte Region

### Southeast Region

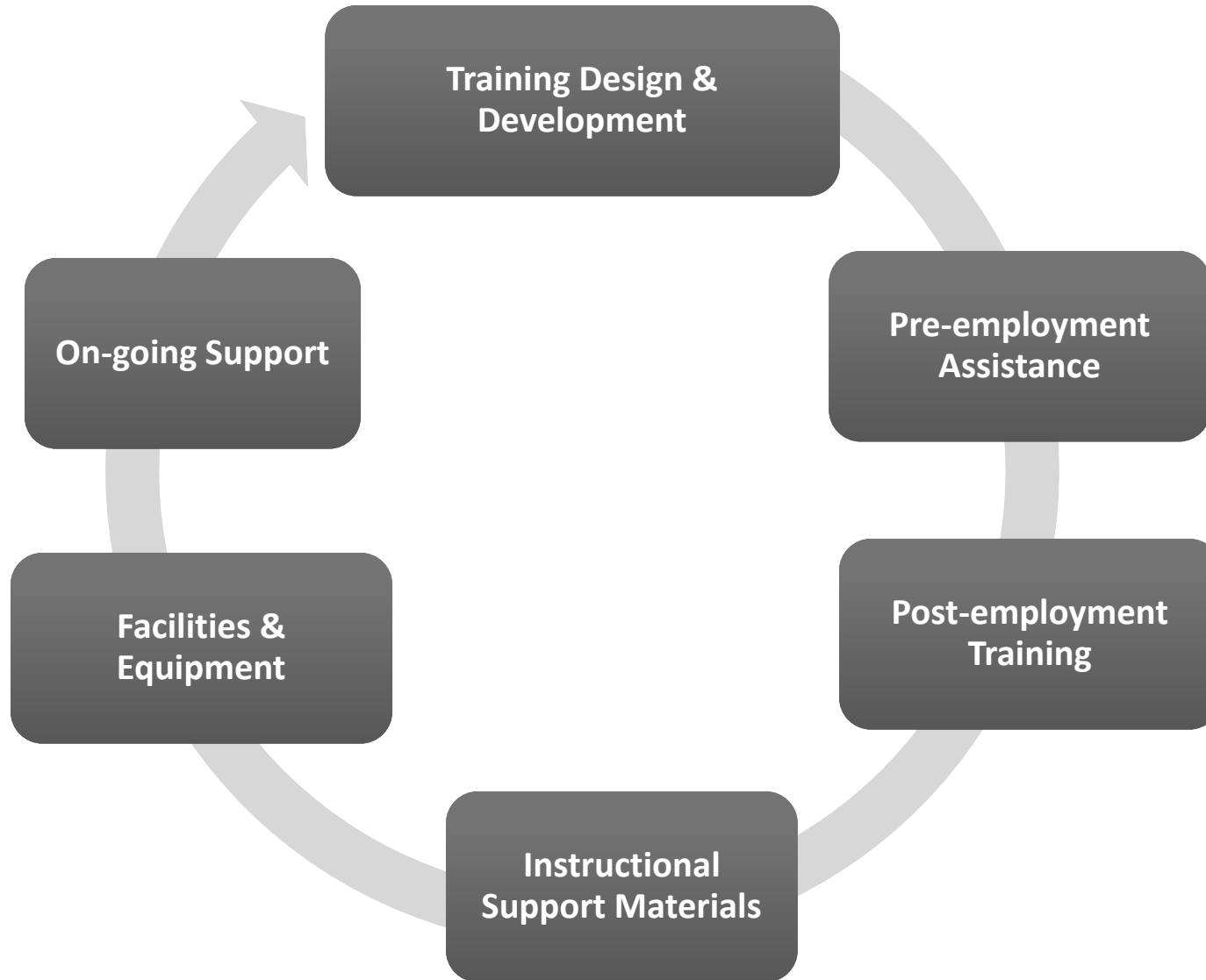
Betty Silver, Regional Director  
Mayland Community College  
200 Mayland Drive, PO Box 547  
Spruce Pine, NC 28777  
(828) 765-7351, Ext. 416

Donald Huneycutt, Regional Director  
Rowan Cabarrus Community College  
PO Box 1595  
Salisbury, NC 28145-1595  
(704) 216-3526

Mark Council, Regional Director  
Southeastern Community College  
PO Box 151  
Whiteville, NC 28472  
(910) 642-7141 ext. 224

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# Customized Training Services



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## Customized Training Projects

**Number of  
Projects  
183 \***

- Job Growth – 78
- Productivity Enhancement - 87
- Technology Investment - 18

**Number of  
Project  
Trainees  
10,199**

- Job Growth - 4,743
- Productivity Enhancement – 4,229
- Technology Investment – 1,227

**Project  
Expenditures  
\$3,910,091.81**

- Job Growth - \$2,697,215.55
- Productivity Enhancement - \$848,874.38
- Technology Investment - \$364,001.88

**Media Development Center Expenditures - \$346,641.80**

**Total Expenditures - \$4,256,733.64**

*Number of Projects not inclusive of Customized Training projects that did not incur expenditures during fy '09-10.*

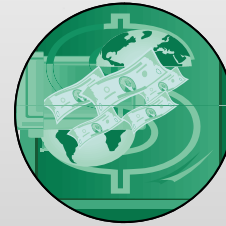
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## **Regional Instructional Capacity Building**



**Number of Design/Development  
and Instructional Hours**

**4,134**



**Total  
Expenditures**

**\$714,575.22**



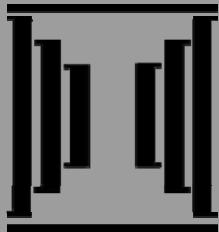
## **Local Instructional Capacity Building**



# **Business and Industry Support Funds**



# Program Expenditures



**Customized  
Training Program  
Total Expenditures  
\$8,020,044.36**

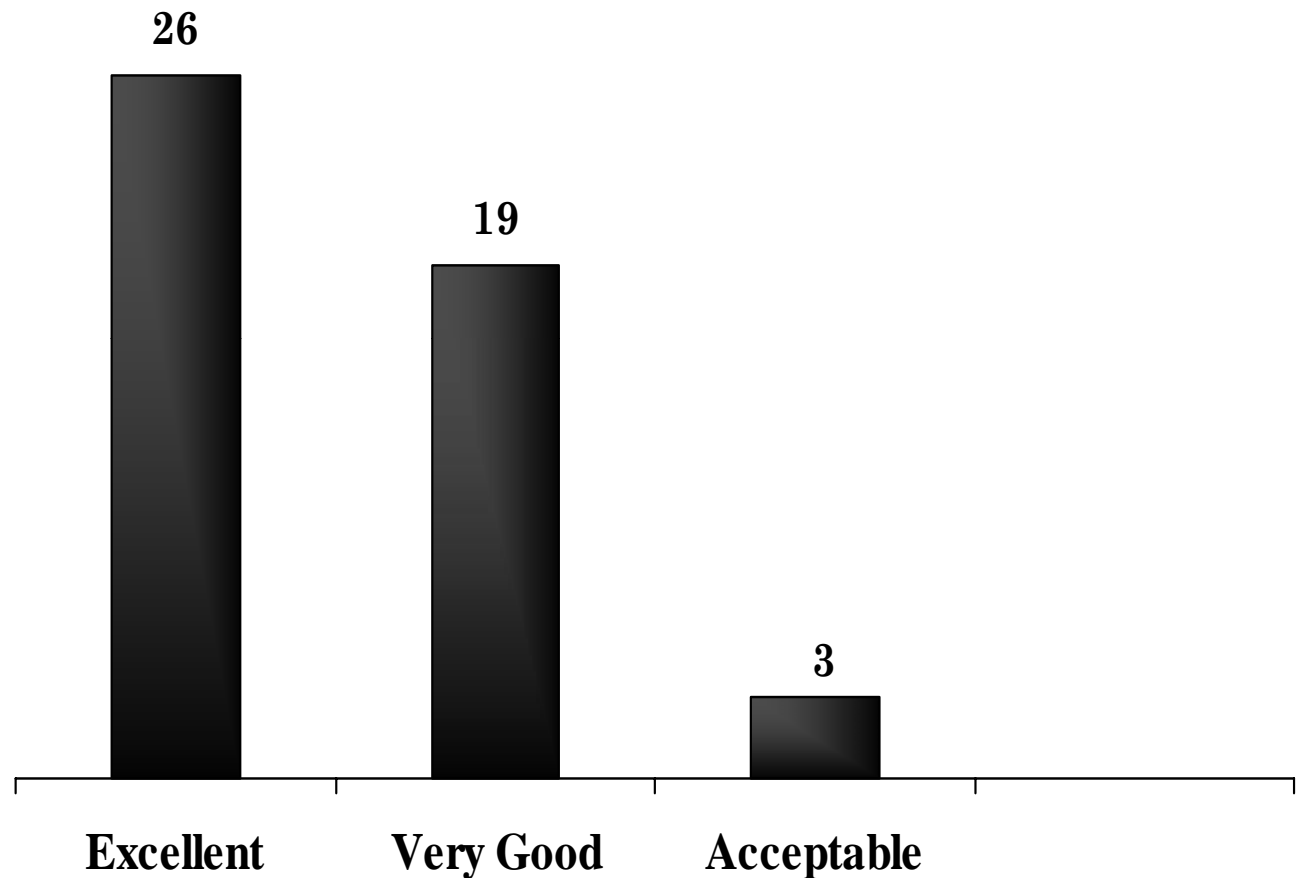
- **Customized Training Projects**  
**\$3,910,091.81**
- **Media Development Center**  
**\$346,641.83**
- **Business & Industry Support Funds**  
**\$2,879,095.00**
- **Regional Instructional Capacity Building**  
**\$714,575.22**
- **Local Instructional Capacity Building**  
**\$169,640.50**

**Impact**

Overall impact of the  
Customized Training  
Program on the company's  
operations.

**94% of clients rated  
the training  
excellent or  
very good**

**Average  
Rating = 4.48**  
**Rating Scale:**  
5 - excellent (highest)  
1 - unacceptable (lowest)



*Ratings based on a total of 48 completed evaluations in the training "Impact" category.*

**Expectations**

Extent to which the  
Customized Training  
Program met the company's  
expectations.

**92% of clients rated  
the training  
excellent or  
very good**

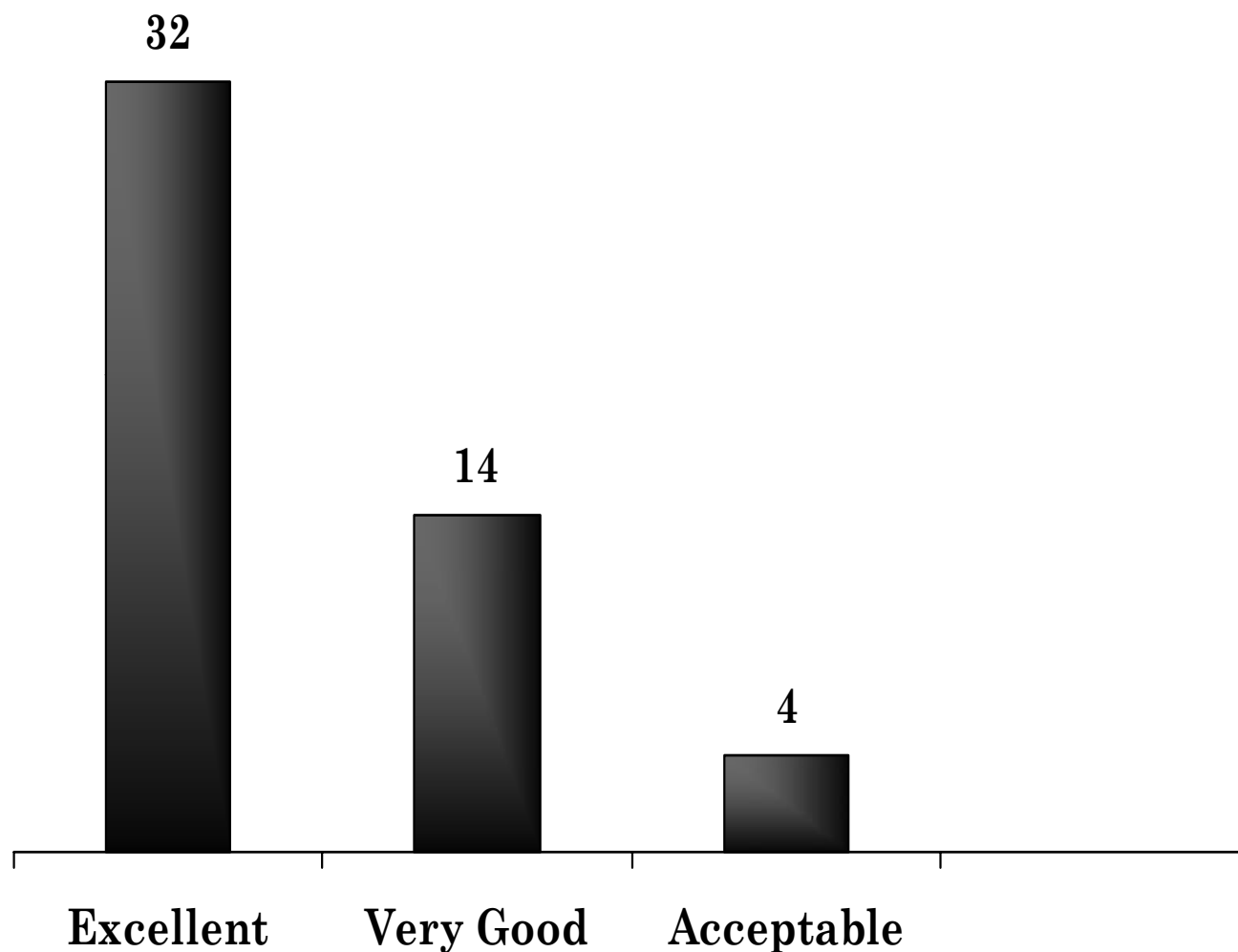
**Average**

**Rating = 4.56**

**Rating Scale:**

**5 - excellent (highest)**

**1 - unacceptable (lowest)**



*Ratings based on a total of 50 completed evaluations in the "Expectations" category.*

**Effectiveness**

Overall effectiveness of the Customized Training Program in preparing the company's employees for productivity.

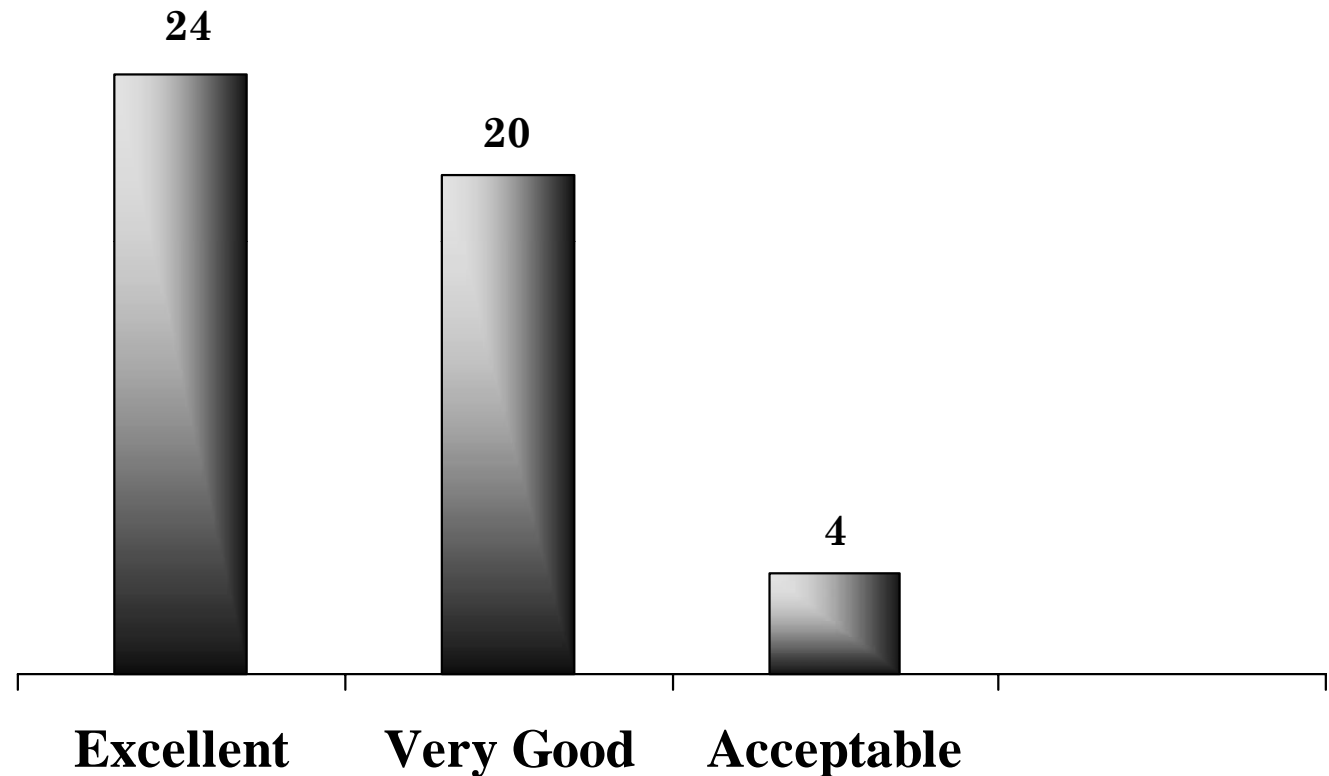
**92% of clients rated the training excellent or very good**

**Average Rating = 4.42**

**Rating Scale:**

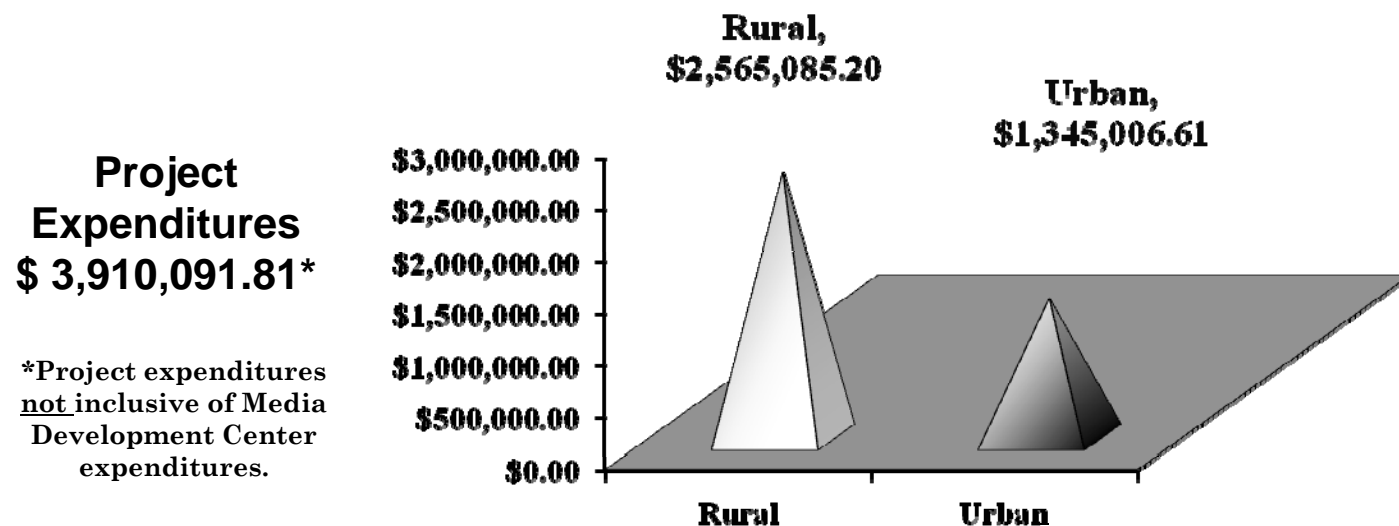
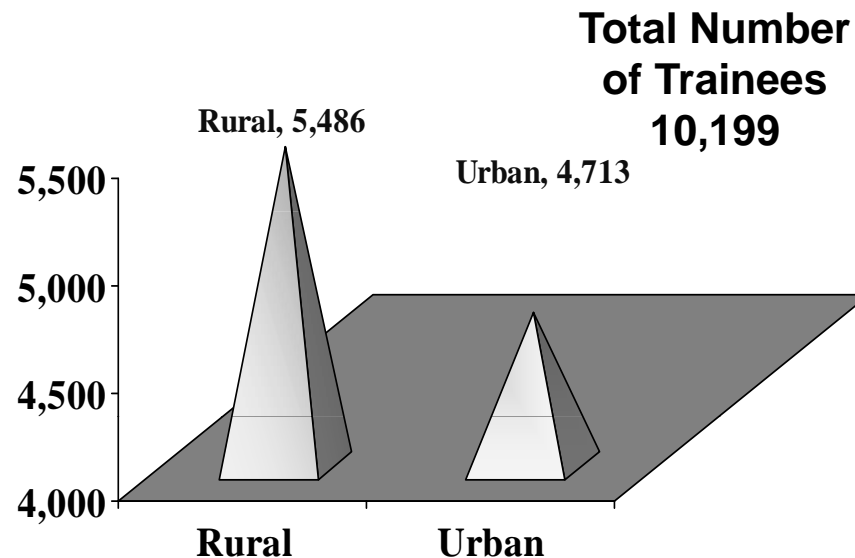
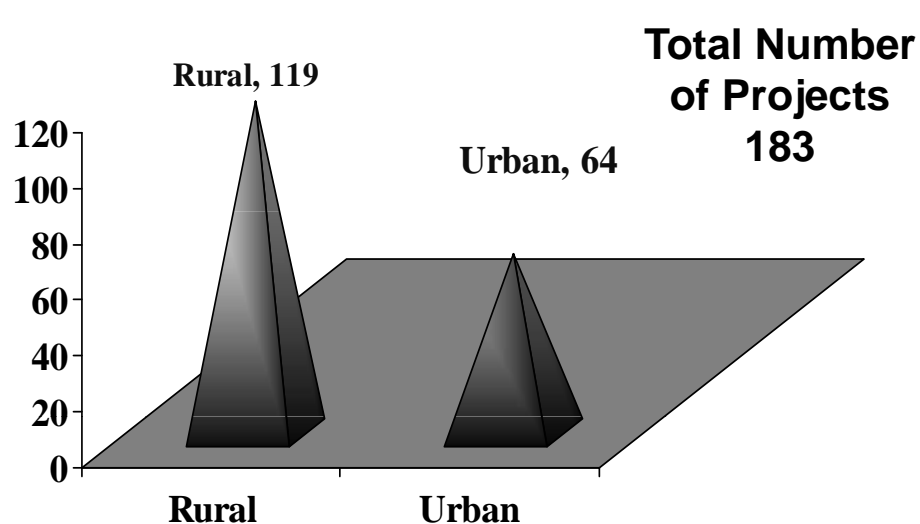
5 - excellent (highest)

1 - unacceptable (lowest)



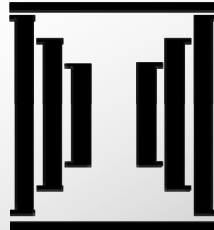
*Ratings based on a total of 48 completed evaluations in the "Effectiveness" category.*

Annual Training Statistics 2009-2010  
**Customized Training by Rural and Urban Counties**



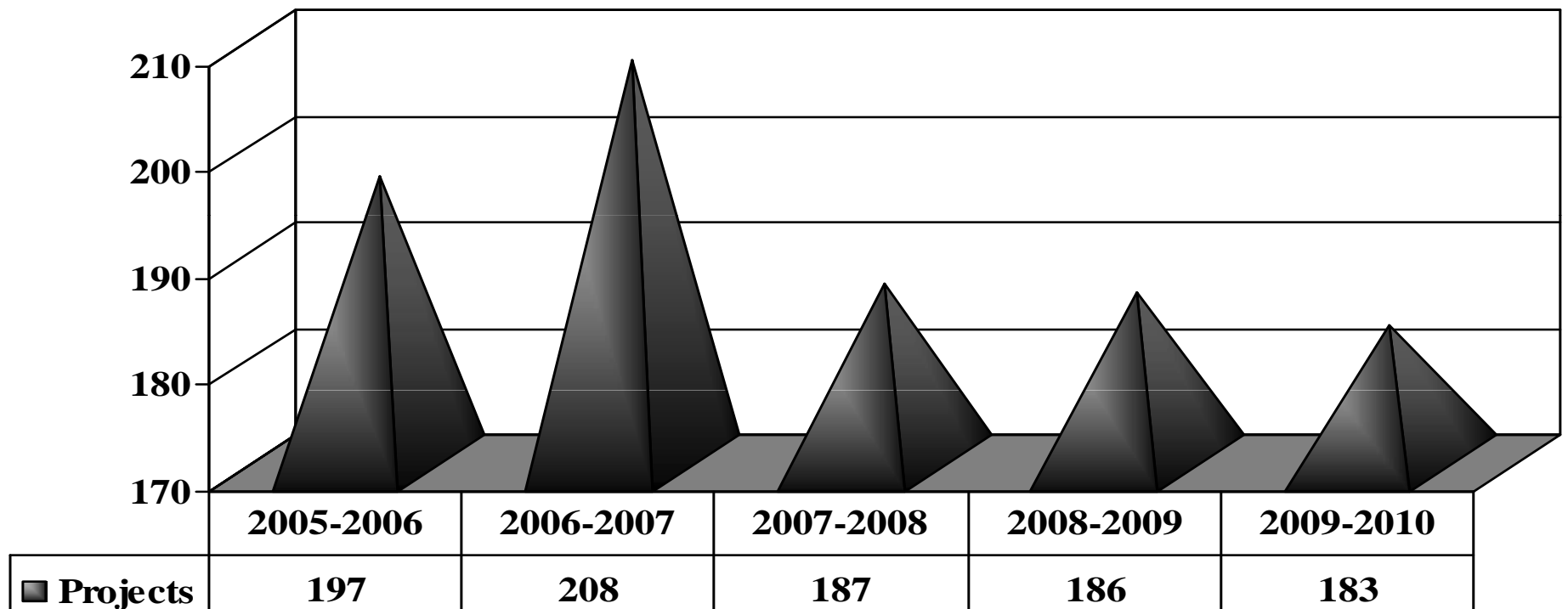
# **Customized Training Program**

## **Five –Year Training Trends**



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## Number of Customized Training Projects

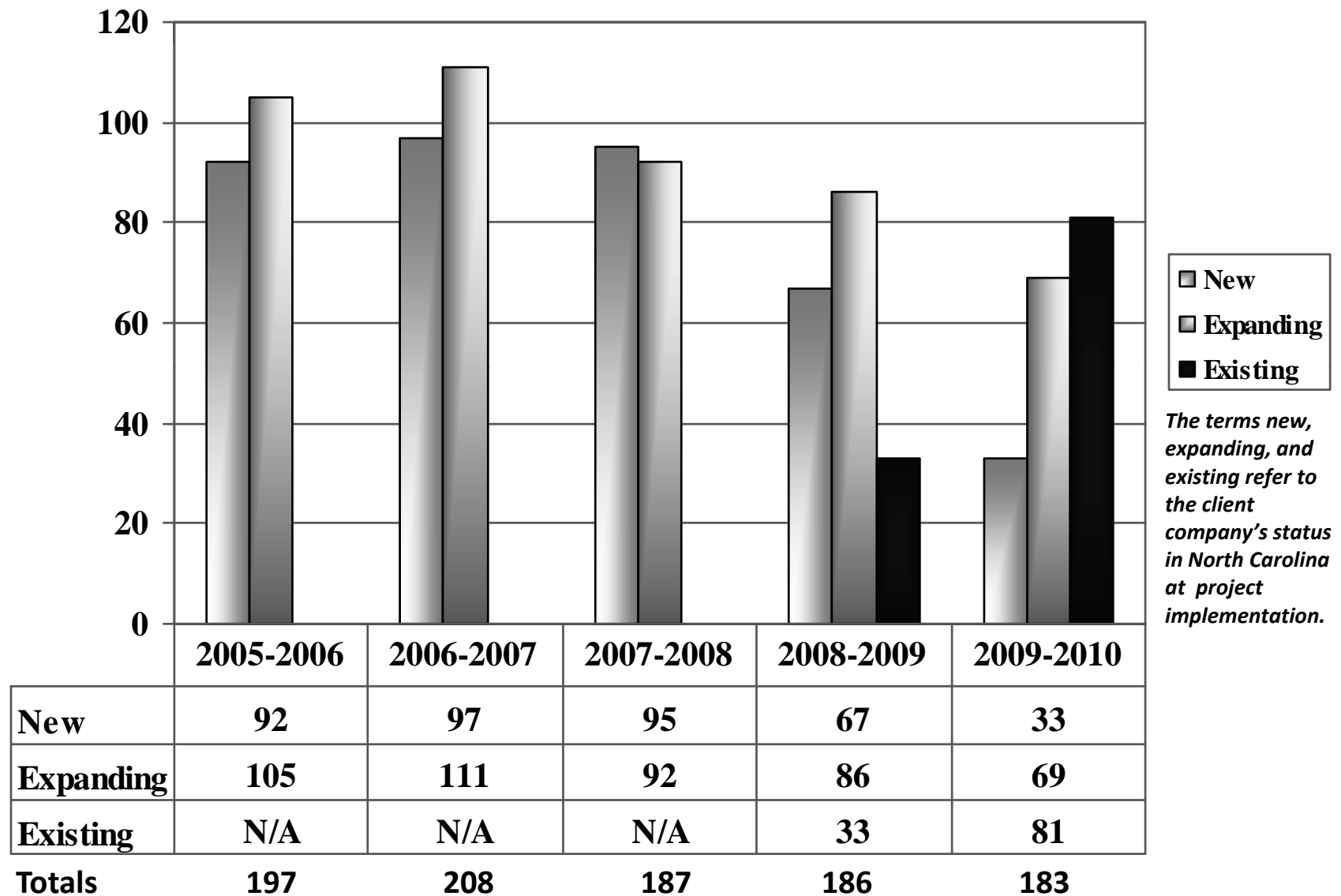


**Five -Year Average - 192**

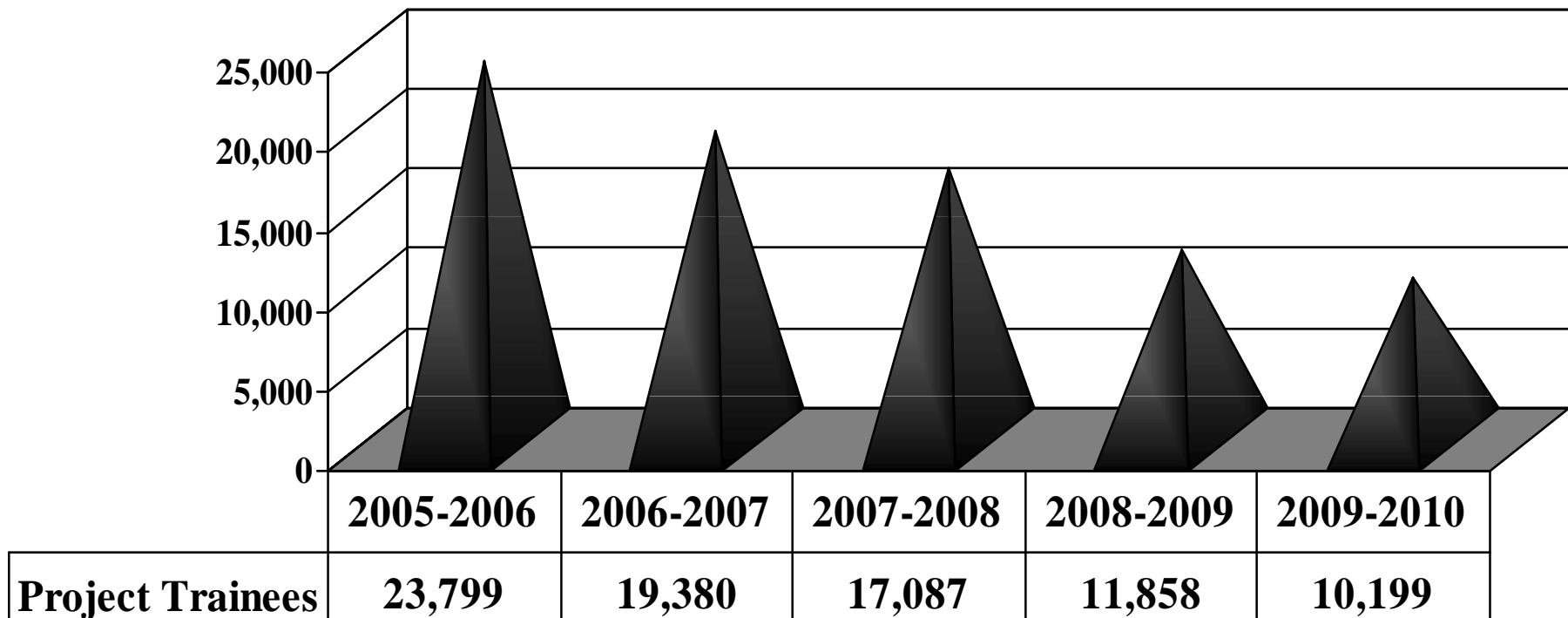
*Projects that did not incur expenditures during a fiscal year are not included in the total count.*

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## New, Expanding and Existing Companies



## Total Number of Project Trainees

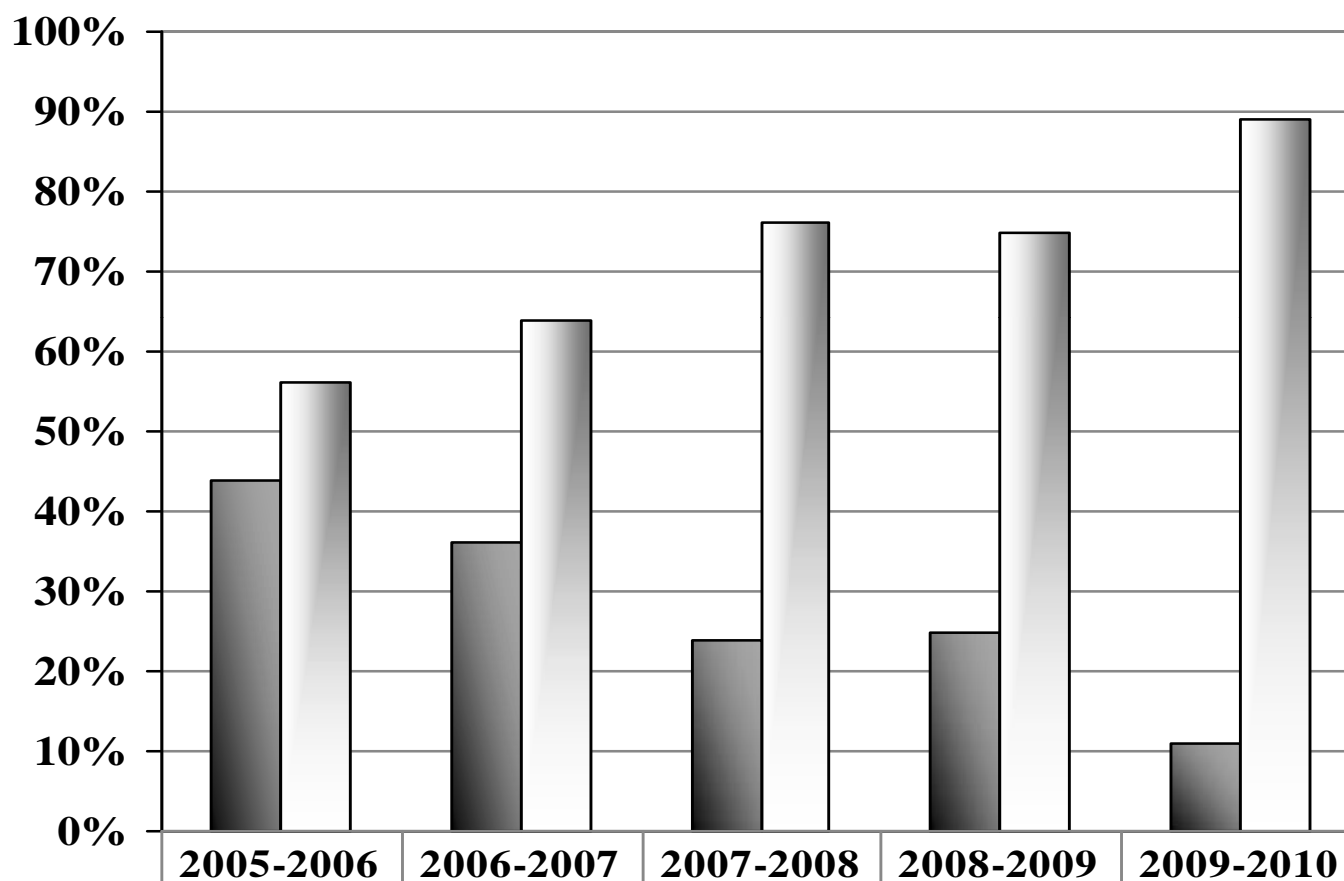




**Five-Year Average – 16,465**

*The number of project trainees reflects an unduplicated headcount.*

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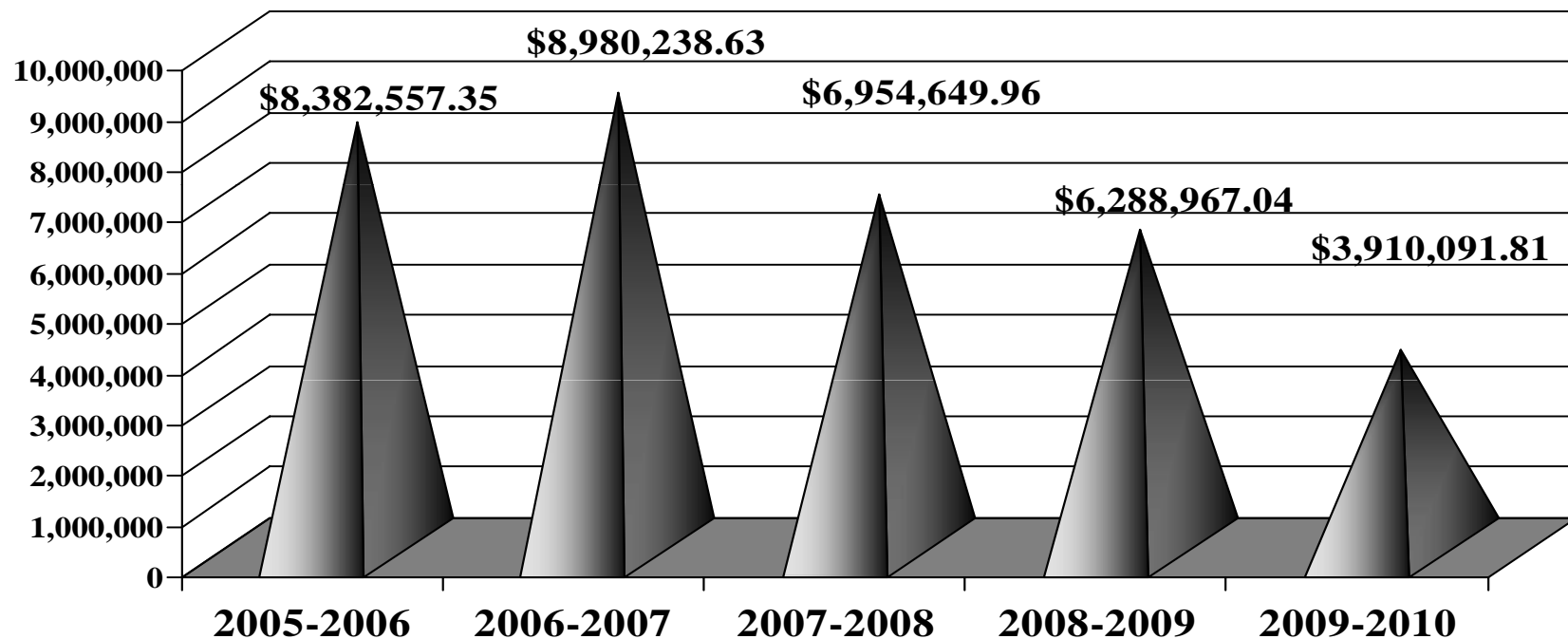
## Percentage of Project Expenditures by Company Instructors and College Instructors



 % Company Expenditures	44%	36%	24%	25%	11%
 % College Expenditures	56%	64%	76%	75%	89%

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## Project Expenditures

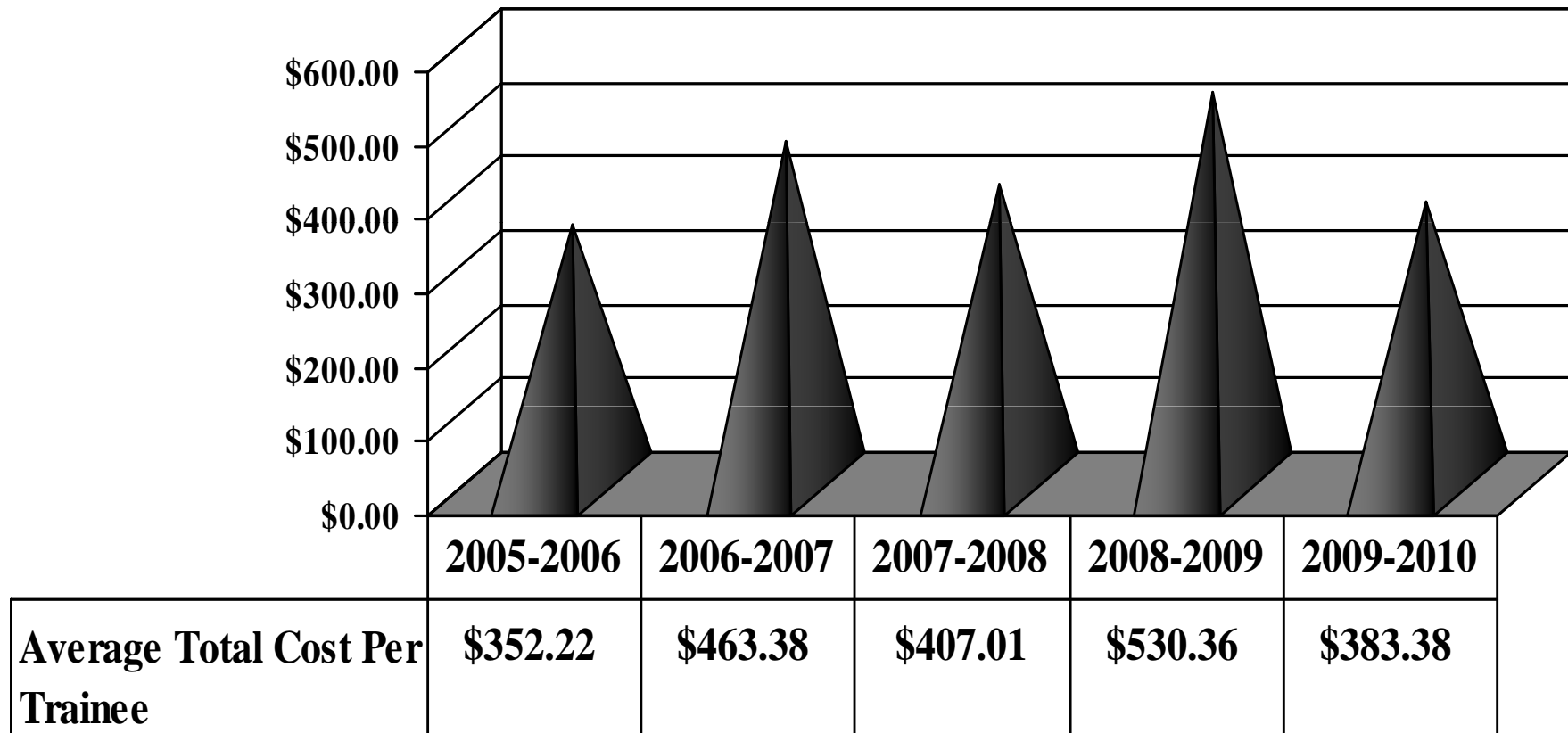


**Five-Year Average - \$6,121,283**

*Total project expenditures not inclusive of Media Development Center expenditures and other program components.*

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**Customized Training Projects**  
**Average Total Cost Per Trainee**



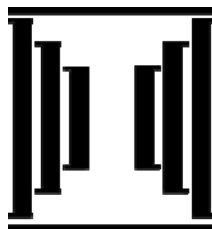
**Five-Year Average - \$427.27**

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**North Carolina Community College System  
Office of the President  
Customized Training  
5003 Mail Service Center ~ Raleigh, NC 27699  
(919) 807-7100**

**Dr. R. Scott Ralls, President**



**August 2010**

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