

First Friday Noncredit Webinars

A Noncredit Community of Practice Activity

**Brought
to you by:**

Academic Senate for California Community Colleges (ASCCC)

Association of Community and Continuing Education (ACCE)

Chancellor's Office (CCCCO)

Career Ladders Project (CLP)

California Community Colleges Success Network (3CSN)

Overview

Welcome

Introductions

Featured Presentations

- **Mt. San Antonio College - *Noncredit Pathways and VESL Career Paths***
- **Santa Barbara City College - *Career Skills Institute***
- **North Orange CCD School of Continuing Education - *Waltzing with WIOA and Boogying with Business Information Worker***

Questions

Closing/Wrap-up

Evaluation Feedback Survey

Noncredit Pathways

VESL Career Paths Program

Noncredit Webinar
July 7, 2017

Dana Miho, ESL Professor
Mt. San Antonio College

VESL Career Paths Program at Mt. SAC

- Two semester program
- Designed for advanced level ESL students
- Bridge program to facilitate transition into credit and noncredit academic and vocational courses



Package
Deal of
Classes

Cohort-
based
approach

Learning
Community

VESL is for Students Who...



Want to pursue a college degree
or a vocational certificate



Want to utilize their existing
knowledge/training in the U.S.



Want to obtain a job or career
promotion



Want to be more involved
in the community

College & Career Readiness



Communication Skills



Collaboration & Teamwork



Critical Thinking



Use of Technology

VESL Courses

VESL 1

- VESL Advanced Writing
- VESL Advanced Speaking
- Career & Life Planning
- Computer Keyboarding

VESL 2

- Microcomputer Applications (Excel, Word, PowerPoint, Access)
- English for Special Uses (ESU)*
- Credit ESL or Career Elective*

*Not required but highly recommended

VESL Certificate



**Further
Education and
Career
Opportunities**

VESL Advanced Writing (VESL 1 - required)



- Explore various types of writing styles
- Practice the process of writing (brainstorming, organizing information, and draft revisions)
- Improve grammar & mechanics through the editing of drafts
- Advance from paragraph writing to essay writing
- Improve reading comprehension skills
- Build and expand academic vocabulary

VESL Advanced Speaking (VESL 1 - required)



- Improve fluency and critical thinking skills by discussing a variety of topics including current events, academic subjects, career matters, and cultural issues
- Build confidence in speaking by giving informal and formal class presentations
- Improve listening skills for note-taking and identifying main ideas & detail

Career & Life Planning (VESL 1 - required)

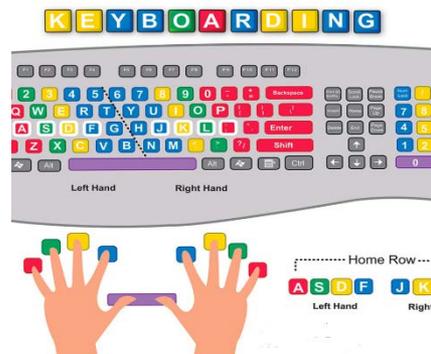


- Learn study skills & time management for academic success
- Research careers that match students' interests and experience
- Develop an education plan to follow for the future
- Create a useful resume and practice interviewing skills
- Taught by ESL counselors

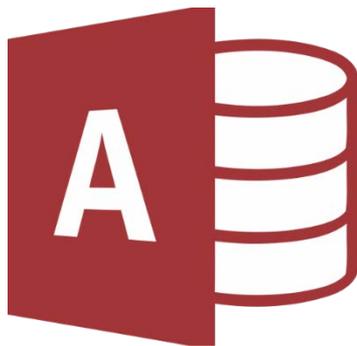
Computer Keyboarding (VESL 1 - required)



- Learn the keyboard-by-touch method
- Practice a variety of computer skills
- Format letters, memos, reports, and tables
- Learn how to format essays
- Improve typing speed & accuracy
- Timed Writings: 30 wpm for 3 minutes with 1 error or less



Microcomputer Applications (VESL 2 - required)



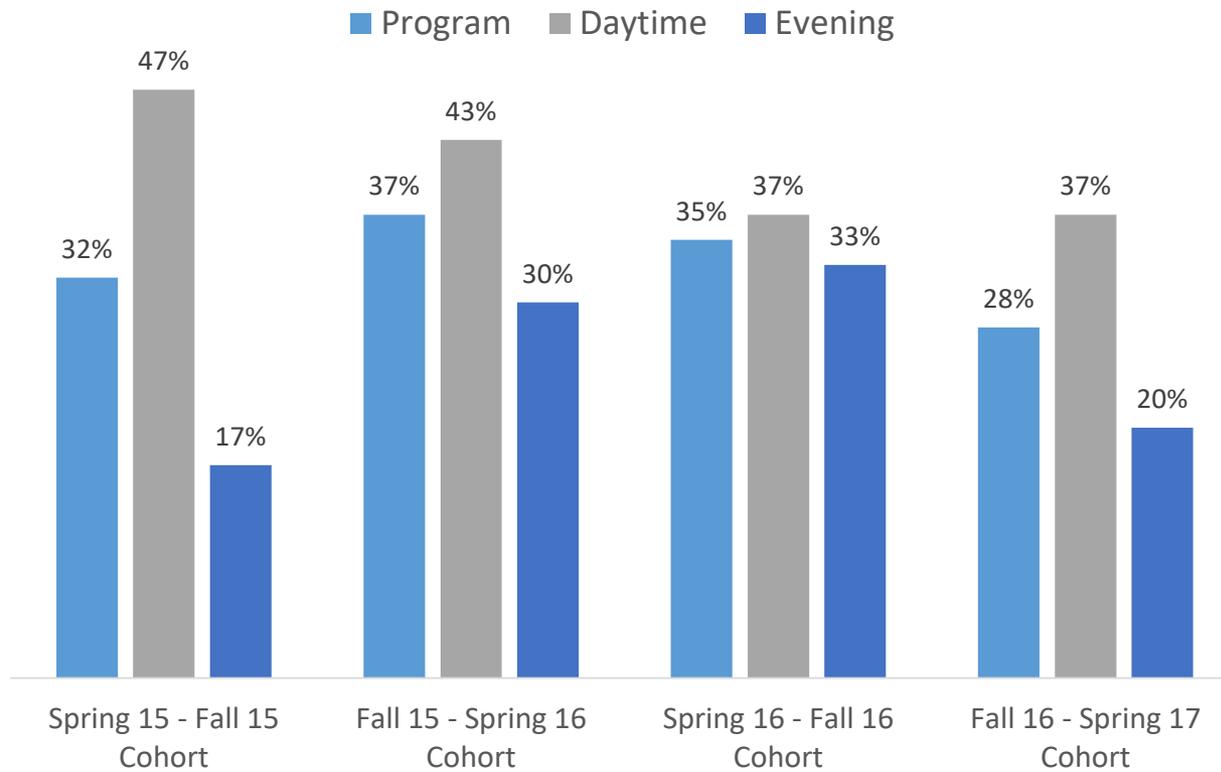
- Essential computer concepts including hardware/software
- Word: create and edit documents
- Excel: use spreadsheet software for business applications
- Access: create, maintain and query information using a database management system
- PowerPoint: produce professional presentations using presentation software

Recommended Electives (VESL 2 - optional)

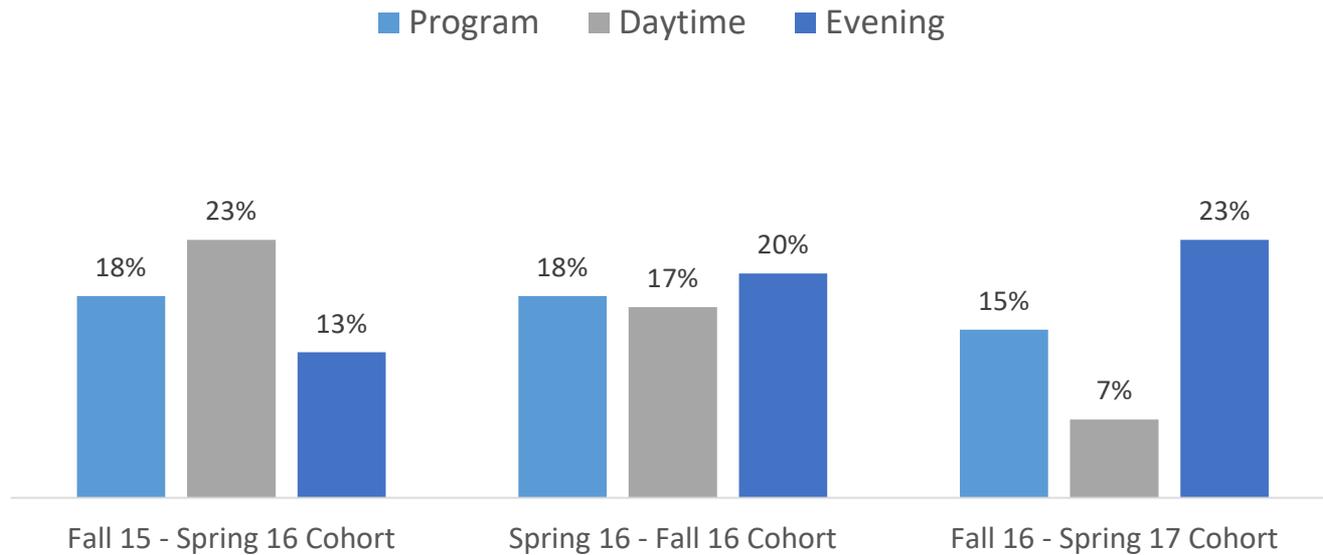


- Credit ESL/English: continue to improve English proficiency
- English for Special Uses (noncredit)
- Intermediate Keyboarding (noncredit)
- Other courses that may lead to a college degree or vocational certificate (credit or noncredit)

Transition to Credit



Transition to Other Noncredit Courses/Programs (CTE & ABE)



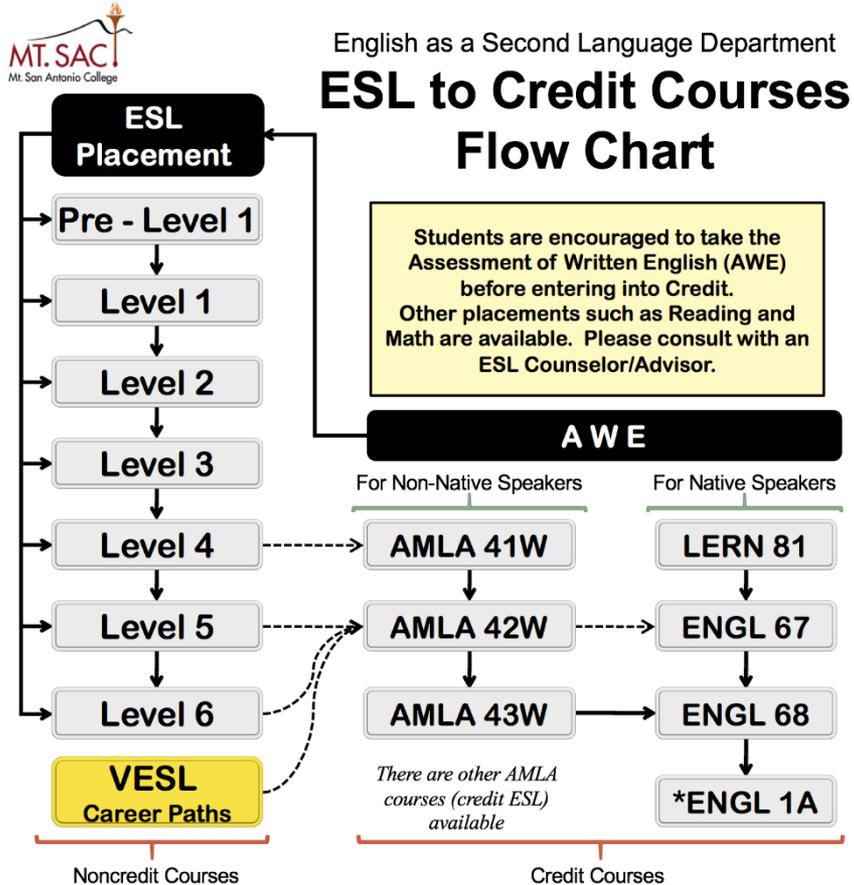
Noncredit Courses/Programs

Business Management
Finance
Accounting

Home Electronic System
Welding
Photography
Interior Design

In-Home Support Services
CNA
GED Prep

Articulation Agreement with Credit ESL



Student Support Services for VESL Students

- VESL Tutoring (daytime & evening)*
- VESL Open Lab (daytime & evening)
- VESL 2 Ed Plan Follow-up
- Writing Center Workshops
- Conversation Circle
- Extensive Reading Program*
- Self Directed Learning Activity (SDLA) Program*

*BSI funded programs



Contact Information

- Dana Miho
- Professor, English as a Second Language
- Mt. San Antonio College
- dmiho@mtsac.edu



TRAINING for Today! TRAINING for Today! TRAINING for Today!

**SB
CC** SANTA BARBARA
CITY COLLEGE

**CAREER
SKILLS
INSTITUTE**

Business • Design • Technology

LinkedIn

Presenters



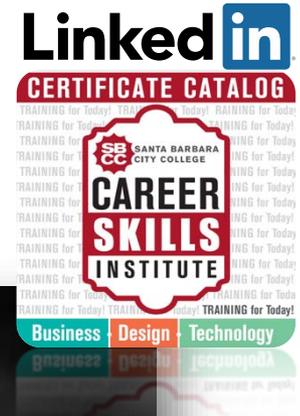
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CONCEPT



LinkedIn

CERTIFICATE CATALOG

The logo for the Career Skills Institute at Santa Barbara City College (SBCC) is a red shield-shaped emblem with a white border. Inside the shield, the text "SBCC" is in a small red box, "SANTA BARBARA CITY COLLEGE" is in a smaller font, and "CAREER SKILLS INSTITUTE" is in large, bold, white letters. Below the logo is a navigation menu with three colored buttons: "Business" (teal), "Design" (orange), and "Technology" (green). The text on the buttons is mirrored below them. The background of the entire graphic is a repeating pattern of the phrase "TRAINING for Today!" in a light gray font.

AWARD WINNING!



LinkedIn

CERTIFICATE CATALOG

The logo for Santa Barbara City College (SBCC) Career Skills Institute is displayed. It features a red and white shield with 'SBCC' and 'SANTA BARBARA CITY COLLEGE' at the top, and 'CAREER SKILLS INSTITUTE' in large, bold letters in the center. Below the logo is a navigation bar with three colored buttons: 'Business' (blue), 'Design' (orange), and 'Technology' (green). The background of the right side of the slide is a repeating pattern of the text 'TRAINING for Today!' in a light gray font.

FUNDING SOURCES



LinkedIn

CERTIFICATE CATALOG



NEEDS ASSESSMENT

WE UNDERSTAND
YOUR NEEDS

LinkedIn

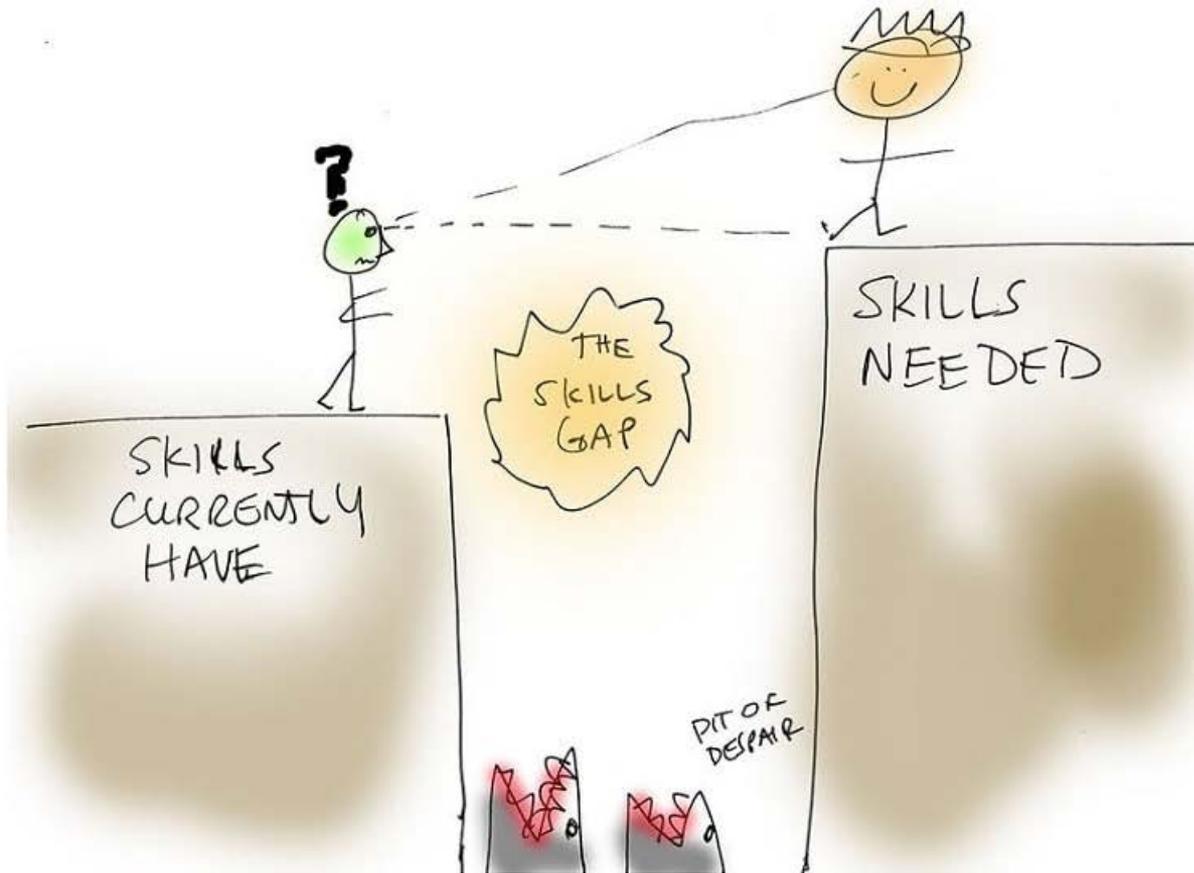
CERTIFICATE CATALOG



Business · Design · Technology

Business · Design · Technology

SKILLS GAP IS REAL



LinkedIn

CERTIFICATE CATALOG



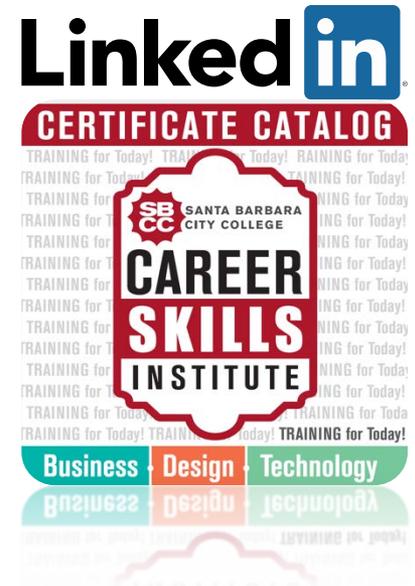
Business Design Technology

Business Design Technology

SKILLS GAP IS REAL

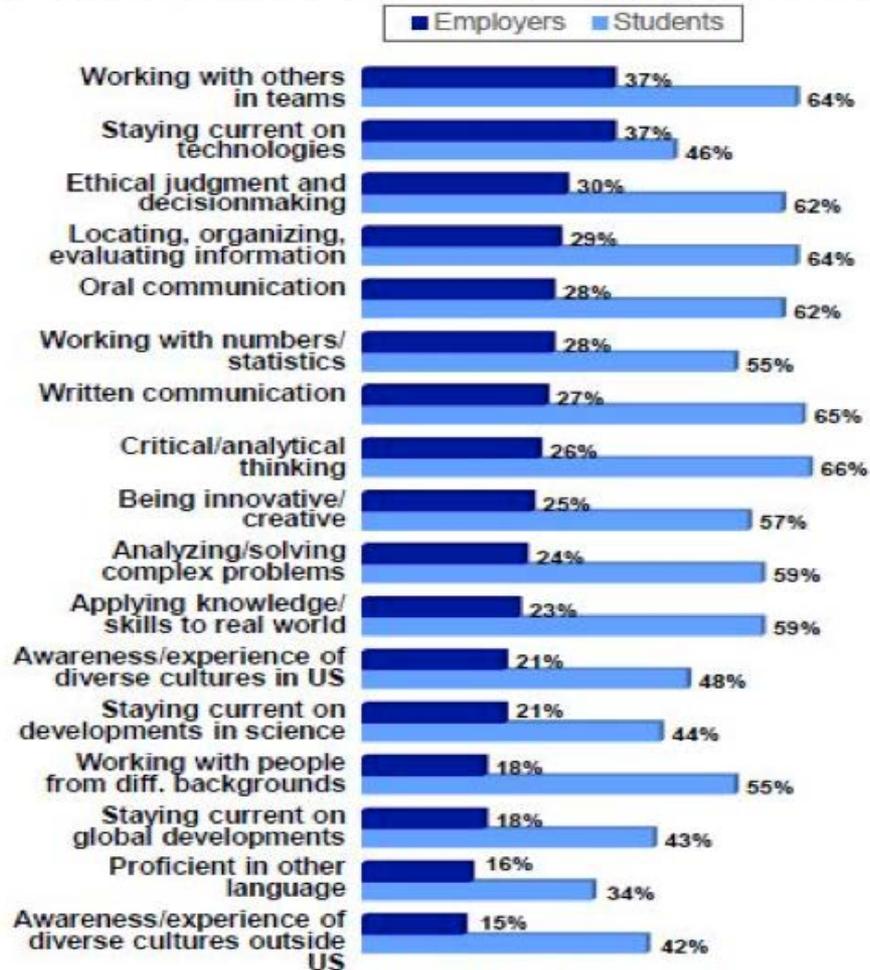
*Large majorities of employers do **not** feel that recent college graduates are well prepared. This is particularly the case for **applying knowledge and employability skills in real-world settings, critical thinking skills, and written and oral communication skills.***

Excerpt from 2015 AACU Study



Employers give college graduates low scores for preparedness across learning outcomes; students think they are better prepared.

Proportions saying they/recent college graduates are well prepared in each area*



*8-10 ratings on zero-to-ten scale



CERTIFICATE CATALOG

SBCC SANTA BARBARA CITY COLLEGE
CAREER SKILLS INSTITUTE
 Business | Design | Technology

CSI RESULTS



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CERTIFICATE CATALOG

The logo for the Career Skills Institute at Santa Barbara City College. It features a shield-shaped emblem with 'SB CC' in a red circle on the left and 'SANTA BARBARA CITY COLLEGE' in black text on the right. Below this, the words 'CAREER SKILLS INSTITUTE' are written in large, bold, black letters. Underneath the shield is a horizontal banner with three colored sections: 'Business' (teal), 'Design' (orange), and 'Technology' (green). The entire logo is set against a background of repeating 'TRAINING for Today!' text in a light gray font.



CUSTOMER RELATIONS

Students develop customer relationship skills by dissecting the anatomy of a complaint. Emphasis is on self-assessment and collaborating with customers and practicing active listening and solution-oriented communication to defuse angry customers.

The Art of Negotiating and Collaborating

PRO NC036 | 8 Hours

Participants learn to enhance collaboration skills by building high-trust relationships to create mutually beneficial outcomes. Use reframing, neutralize language, uncover interests, summarize agreement areas and leverage innovative solutions.

Best Practices in Customer Service

PRO NC050 | 8 Hours

Apply strategies that retain your valuable customer base and earn repeat business. Topics include resolving complaints, managing verbal and nonverbal communication and steps for defusing angry customers.

Personality Styles and Difficult Relationships

PRO NC019 | 8 Hours

Exploration of participants' own behaviors and personality styles, while learning to adapt one's behavior to be effective with other personality styles in a variety of work situations.



EFFECTIVE MARKETING COMMUNICATION MANAGEMENT

Students acquire skills in marketing communication management. Participants demonstrate a strong understanding of marketing campaign creation, learn to effectively communicate marketing messages across multiple mediums, and implement marketing communication techniques to enhance personal and professional development.

Creating Effective Communication in Promotional Marketing

MKT NC005 | 16 Hours

Participants focus on the promotional aspect of marketing and the different communication techniques used to raise customer awareness and interest.

Managing a Marketing Campaign Project

MKT NC006 | 16 Hours

This course focuses on the research, planning, execution and evaluation of a marketing campaign.

Self-Management and Development

MKT NC007 | 16 Hours

Harnessing the position of products or companies in the mental mind map of a customer creates immediate recognition and purchases by target market customers.



ENTERPRISE COMMUNICATION

Students develop the oral and written communication techniques and skills needed to open up additional work and advancement opportunities.

Business Writing in the Technology Age

PRO NCO02 | 8 Hours

Students develop effective and professional business writing skills for electronic and hard-copy communication using business tone, organization and formatting, word choice and persuasion.

Communication Strategies for the Workplace

PRO NCO04 | 8 Hours

Participants optimize current communication skills. Students learn to differentiate content, emotions and intentions in a conversation. Students illustrate congruent verbal and nonverbal messages tailored to the context, the personalities and desired outcomes.

Difficult Conversations

PRO NCO32 | 8 Hours

Students develop techniques for difficult conversations based on intentions, optimal outcome and assumptions. Students craft and deliver scripts customized to the scenario and personality styles involved.



HIGH PERFORMANCE TEAMS

Students develop key team building skills that apply to anyone who leads a team or works within one. Students learn sources of power and influence, explore how teams move through stages, and learn how to deal with organizational change. Students practice tools for critical problem solving and decision making. Practical application within a team structure is emphasized.

Building High Performance Teams

PRO NCO15 | 8 Hours

Apply key team building skills needed in the workplace. Topics include, stages of team development, team roles, supportive communication climate, meeting strategies, collaboration and critical problem solving.

Change is the New Constant

PRO NCO17 | 8 Hours

Develop and apply change management techniques based on contemporary change models and change lifecycle.

Personality Styles and Difficult Relationships

PRO NCO19 | 8 Hours

Exploration of participants' own behaviors and personality styles, while learning to adapt one's behavior to be effective with other personality styles in a variety of work situations.



MANAGEMENT TOOLBOX

Students develop the delegation, communication, time management and motivation techniques and skills to open up additional work and advancement opportunities.

Communication Strategies for the Workplace

PRO NC004 | 8 Hours

Participants optimize current communication skills. Differentiate content, emotions, intentions in a conversation. Illustrate congruent verbal and nonverbal messages tailored to the context, the personalities and desired outcomes.

Successfully Managing and Developing People

PRO NC033 | 16 Hours

Learn and apply the communication, delegation and motivational skills needed to be an effective manager or supervisor.



MANAGING TO MAXIMIZE PERFORMANCE

Students develop the coaching and management collaboration techniques and skills needed to open up additional work and advancement opportunities.

The Art of Negotiating and Collaborating

PRO NC036 | 8 Hours

Participants learn to enhance collaboration skills by building high-trust relationships to create mutually beneficial outcomes. Use reframing, neutral language, uncover interests, summarize agreement areas and leverage innovative solutions.

Coaching Skills

PRO NC021 | 8 Hours

Apply behavioral change models and coaching techniques to close the gap between actual and desired employee performance and motivation.

Difficult Conversations

PRO NC032 | 8 Hours

Develop techniques for difficult conversations based on intentions, optimal outcome and assumptions. Craft and deliver scripts customized to the scenario and personality styles involved.

EMPLOYER | INDUSTRY PARTNERS

- Cottage Health Systems
- Yardi
- City of Santa Barbara
- UCSB
- County of Santa Barbara
- Towbes Group
- Maravilla
- Santa Barbara Zoo
- Procore
- Other Nonprofits
- Acclaim
- synED & Web Master



BEST PRACTICE MODEL: INDUSTRY PARTNERS



LinkedIn

CERTIFICATE CATALOG



Business | **Design** | **Technology**

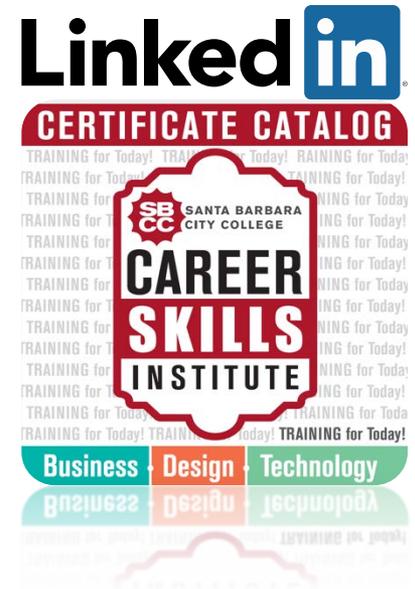
Business | Design | Technology

Regional Pilot:



“Career Strategist” Badge

- Three noncredit short courses
- Bridge to credit or bridge to job
- Pilot for 200 Credit CTE Students at 3 Colleges
- LinkedIn Subscription for Students
- Employment Data Reports

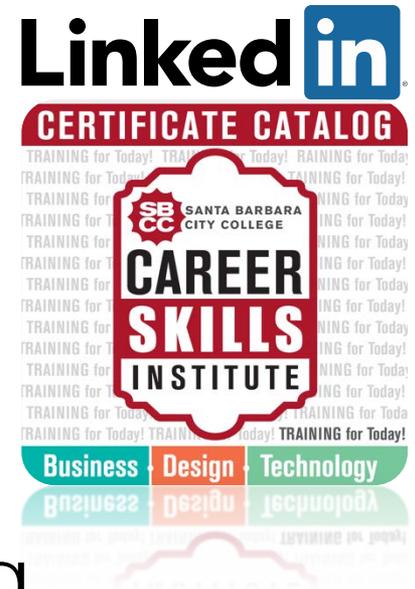


Curriculum

Three Noncredit Short Courses

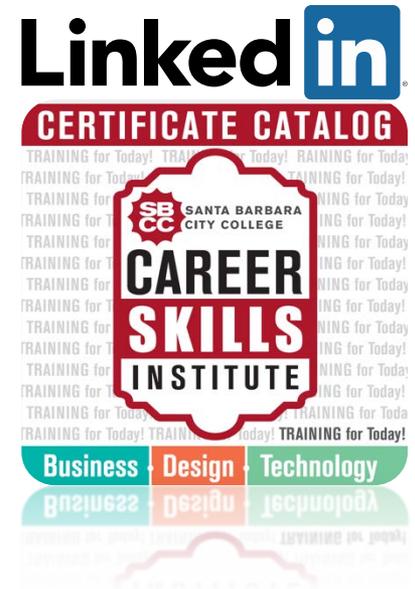
- LinkedIn for Business
- Personalized Career Planning
- Strategic Job Search

Noncredit Certificate of
Completion



Employer Testimonials

Personal and professional development in our employees is critical in a restricted job market. Career Skills Institute provides an array of blended learning Badges that help our employees develop new skills to stay engaged and happy.



Employer Testimonials

Badges are a symbol of achievement and celebrated by our company. This builds morale and pride in our employees bringing quality to their work.

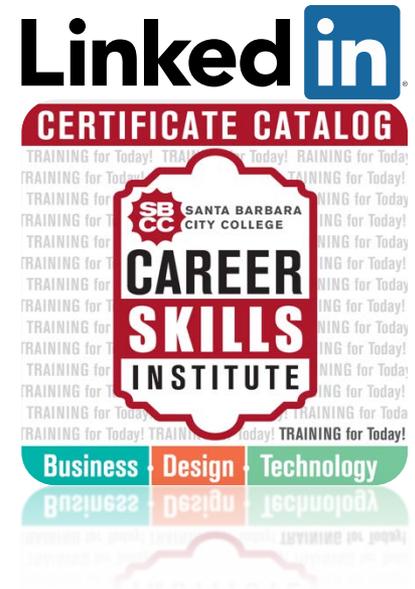


Employer Testimonials

Participating in the Badge courses helps our employees to expand their vision by learning along side others from different disciplines and industries.



Employer Testimonials



After participating in the Management Tool Box Certificate, we noticed an immediate and significant improvement in our employees internal communication and communication with our customers.

Questions?



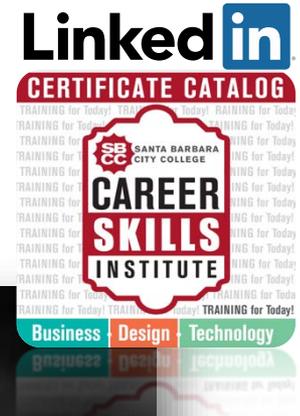
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The Steps
Garden Grove One-Stop Center

- Entry-level Strategy
- CDEP approved curriculum: Fundamental Computer Concepts & Skills Certificate
- Matching the "right" instructor to create a community of care for students to learn
- New delivery methods and timing
- Built in his time



Why the Dance?

- Collaboration between Adult Education and Workforce.
- Access to workforce training for Adult Education students.
- Access to Community College and lifelong learning opportunities.



Choosing the Right Partner
School of Continuing Education CTE/NOCCRC & Garden Grove One-Stop/OC Workforce Development Board



Adult Education + WIOA Title I

A Different Kind of Dance
Boogying with Business Information Worker (BIW) 2+2

- State-wide transfer pathway to access for students that has been vetted by business.
- Industry Recognized Certifications
- Meets WIOA Title 14 AEEG Accountability Measures



A Variety of Steps
BIW Certificates



For more information about our dances...

Contact: Jesse Crete, Director of Continuing Education and Workforce Development
 Phone: 714.941.1234
 Email: jcrete@noccrc.org
 Website: www.noccrc.org



Why We Should All Boogie

- The path to a career
- Meets WIOA & AEEG Accountability Measures
- Meets CDEP/CTE/NOCCRC Standards
- Career Development
- Industry Recognized Certifications
- Collaborates between Adult Education and Continuing College
- Community and Workforce Development



Expanding the Dance
Adding New Steps...

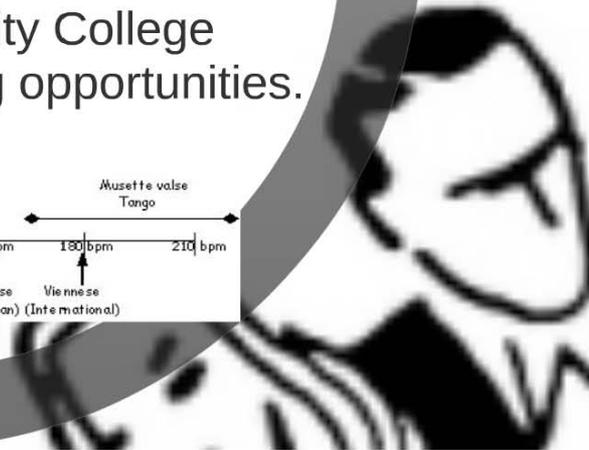
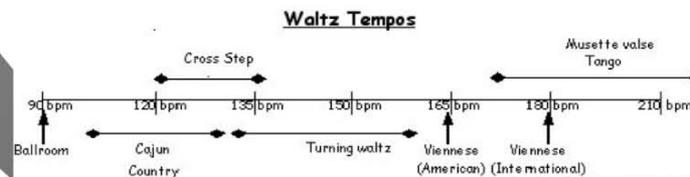
- Increase partnerships with WIOA funded programs to offer all our CTE courses
- Increase types of classes and certificates offered to meet student learning needs
- Student access to learning materials such as MyITLab
- Using certification practice exams to curriculum
- Offering certification exams




Waltzing With WIOA & Boogying With BIW
 Jesse Crete, AEBG Special Projects Director
 Raine Hamby, NOCCCD, School of Continuing Education Director Career Technical Education

Why the Dance?

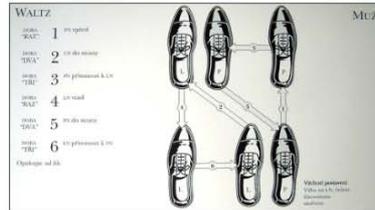
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- Access to Community College and lifelong learning opportunities.



Choosing the Right Partner

School of Continuing Education CTE/NOCRC &

Garden Grove One-Stop/OC Workforce Development Board



Adult Education + WIOA Title I

The Steps

Garden Grove One-Stop Center

- Entry/Re-entry Strategy
- CDCP approved curriculum: Fundamental Computer Concepts & Skills Certificate
- Matching the "right" instructor to create a community of care for students to learn
- New delivery methods and timing
- Built in lab time



glide and make the second turn same as the glide turn to the right.

Having stepped this off so far, try it to some waltz music and count 1-2-3-4; 1-2-3 and 1-2-3 and 1-2-3 and 1-2-3 and () and you will find you have made two revolutions.

Now the gentleman takes four steps back; lady walks four forward; count 1-2-3-4 and 1-2-3 and 1-2-3 and 1-2-3 and 1-2-3 and you have made two turns to the left (25-26-28). [102]





PLDM'S BARBECUE

PLDM BARBECUE MENU CHILDREN FOOD AND FUN DESSERTS GELATO CONTACT/LOCATION



MENU:

Chicken Platter.....	\$12.99
Barbecue Ribs Plate.....	\$15.99
Brisket Sandwich.....	\$8.99
Hot Dog w/one side.....	\$6.95
Barbecue Hamburger w/one side.....	\$7.95



Three Mastro Steaks
Our specialty is making the most savory Philly CheesSteaks & Hoagies



Celebrate the Joy of Aging !!
Community Services

Our mission
is to have the best tasting Philly Cheese-steak for the cu
value in a 4oz steak which will make *happy faces and happy*

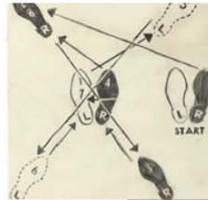


Active Aging
To encompass life as a full Active Aging
Individual: dance, walk, giggle, tell jokes, live,
life, everyday enjoy everybody.
Below are some useful links:
[Exercise](#)
[Bird Watching](#)
[Diet](#)
[Nutrition & Health: Mediterranean Diet](#)

A Different Kind of Dance

Boogying with Business Information Worker (BIW 1 & 2)

- State-wide branded pathway to success for students that has been vetted by business
- Industry Recognized Certifications
- Meets WIOA Title I & AEBG Accountability Measures

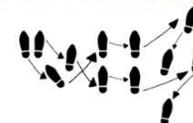


A Variety of Steps

Flexible



Offer for Credit or Noncredit



BIW Certificates

BIW I - Basic Skills:

Keyboarding, Microsoft Windows, Microsoft Word, Microsoft Excel, Microsoft Excel, Information Systems, Business Communications, and Human Relations/ Customer Service

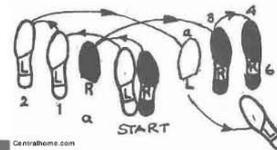
BIW II - Add Skills:

Microsoft PowerPoint, Microsoft Excel, Intermediate, Microsoft Access or Introduction to SharePoint, Quickbooks, Electronic Records Management, and Customer Relationship Management



Why We Should All Boogy

- Fills gaps in the Labor Market
- Alignment with WIOA & AEBG Accountability
- Meets Entry/Re-Entry Training Needs
- State-wide Recognition
- Increases Noncredit to Credit Transition Pathways
- Collaboration between Adult Education and Community Colleges
- Certificate and Certification Attainment



Expanding the Dance

Adding New Steps...

- Increase partnerships with WIOA funded programs to offer off-site CTE courses
- Increase types of classes and certificates offered to meet student training needs
- Student access to learning materials such as MyITLab
- Tying certification practice exams to curriculum
- Offering certification exams



For more information about our dances...

Please contact:

Jesse Crete
AEBG Special Projects Director
jcrete@sce.edu ✨ 714.462.9579

Raine Hambly
NOCCCD, School of Continuing Education Director Career
Technical Education
rhambly@sce.edu ✨ 714.808.4915

Rethinking & Redesigning Adult Education... ..Together





The Steps
Garden Grove One-Stop Center

- Entry-level Strategy
- CDEP approved curriculum: Fundamental Computer Concepts & Skills Certificate
- Matching the "right" instructor to create a community of care for students to learn
- New delivery methods and timing
- Built in his time



Why the Dance?

- Collaboration between Adult Education and Workforce.
- Access to workforce training for Adult Education students.
- Access to Community College and lifelong learning opportunities.



Choosing the Right Partner
School of Continuing Education CTE/NOCCRC & Garden Grove One-Stop/OC Workforce Development Board



Adult Education + WIOA Title I

A Different Kind of Dance
Boogying with Business Information Worker (BIW) (2+2)

- State-wide transfer pathway to access for students that has been vetted by business.
- Industry Recognized Certifications
- Meets WIOA Title 14 AEEG Accountability Measures



A Variety of Steps
BIW Certificates



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Why We Should All Boogie

- The path to a career
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- Meets CDEP/CTE/NOCCRC standards
- Statewide transfer pathway
- Industry Recognized Certifications
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Expanding the Dance
Adding New Steps...

- Increase partnerships with WIOA funded programs to offer all our CTE courses
- Increase types of classes and certificates offered to meet student learning needs
- Student access to learning materials such as MyITLab
- Using certification practice exams to curriculum
- Offering certification exams




Waltzing With WIOA & Boogying With BIW
 Jesse Crete, AEBG Special Projects Director
 Raine Hamby, NOCCCD, School of Continuing Education Director Career Technical Education

Questions?

A Special Thanks to Our Guest Presenters



Presenter	Presentation Title	Organization
Dana Miho	Noncredit Pathways: VESL Career Paths Program	English as a Second Language Professor Mt. San Antonio College
Dr. Melissa V. Moreno	Career Skills Institute	Interim Vice President School of Extended Learning Santa Barbara City College
Linda Croyle	Career Skills Institute	Adjunct Faculty School of Extended Learning Santa Barbara City College
Jesse Crete	Waltzing with WIOA and Boogying with Business Information Worker	AEBG Special Projects Director School of Continuing Education North Orange Community College District
Raine Hambly	Waltzing with WIOA and Boogying with Business Information Worker	Director of Career Technical Education School of Continuing Education North Orange Community College District

What's next for Noncredit First Friday Webinars?

➤ **No August 2017 Noncredit webinar**

➤ **Return with the webinars in September 2017**

➤ **Possible webinars:**

- **Guided pathways and noncredit**
- **Noncredit policies and regulations**
- **Curriculum development**
- **Student Support (SSSP)**

- **Regional Initiatives (AEBG, SWP)**
- **Developing a noncredit program, logistics**
- **Advocacy**

...and more

Thank you and see you again in September!!!!

Evaluation Survey

Help us improve the monthly Noncredit Webinars by filling out a short anonymous online feedback survey at the following URL:

<http://www.surveygizmo.com/s3/3607336/Noncredit-Monthly-Webinar-Evaluation-Form>

