

Scott Ralls, Ph.D.

EXPERIENCE:

President

North Carolina Community College System

May 2008 to present

Raleigh, NC

- Statewide CEO of third-largest community college system in the United States serving over 800,000 students annually through 58 comprehensive community colleges.
- Initial emphases include expansion of health care programs, reenergizing technical education, strengthening the connection between economic and workforce development and furthering strong partnerships between public schools, community colleges and the University of North Carolina System to promote seamless education pathways.

President

Craven Community College

August 2002 to April 2008

New Bern and Havelock, N.C.

- Led efforts to support significant college enrollment growth (27% overall; 42% in workforce continuing education) in the face of significant impacts of deployment in a military community.
- Led efforts enabling the college to achieve reaffirmation of its accreditation through the SACS Commission on Colleges.
- Reorganized the college to create a seamless structure for management of curriculum degree and workforce continuing education programs and reduced senior level administrative positions by approximately 50% while increasing number of full-time faculty positions by over 25%.
- Fostered initiatives to enhance strategic workforce development programs in targeted industry sectors:
 - *Information Technology* -- Supported the Craven CC-sponsored statewide curriculum improvement project that aligned NC information systems curriculum to national skill standards. Initiated first college or university-based Red Hat Linux Academy in U.S. and furthered college outreach as a Cisco Regional Academy.
 - *Manufacturing Technology* – Led successful efforts to attract funding for significant expansion of Machining Center and construction of the Bosch-Siemens Advanced Manufacturing Center. Supported training efforts that led to Craven CC and B/S/H Home Appliances to receive first *Distinguished Partnership Award of Excellence* from NCCCS, and statewide apprenticeship award from NC Department of Labor.
 - *Aviation Technology* – Led the implementation and FAA certification of the aviation technology program and opening of the Institute of Aeronautical Technology.
 - *Health Care* – Led significant expansion of nursing program that ranked the 11th largest community college program in the state. Initiated a medical assisting program, expanded and health continuing education offerings, and initiated a community task force to plan for future health care education programs
- Led efforts to create Craven Early College, a model “Learn and Earn” high school initiative providing high school students a focused curriculum in six areas: engineering, information technology, advanced manufacturing, health care, education, and science. Successfully solicited funding to provide laptop computers to all Early College students.
- Initiated *University Connections* program with support of the UNC System to foster on-site and on-line degree completion opportunities in 17 different degree areas. Collaborated closely with East Carolina University to further degree completion opportunities for military

students, and to further the teacher education partnership efforts through our college's role as the Coastal Hub for *Wachovia Partnership*.

- Fostered development of Undergraduate Engineering Education partnership with N.C. State College of Engineering resulting in 2+2 transfer program, delivery of B.S in Engineering at the Havelock Campus, and engineering outreach efforts to public school students.
- Led and supported efforts to enhance service to students including new and improved campus amenities, creation of an International Center, revitalized Student Government and student activity programs, and development of new models to provide student advising and enhance student goal setting and engagement.
- Led strategic planning and initiated reorganization efforts to enhance annual fundraising and create *Lifetime Learning Center* to strategically connect to new senior residents. Increased annual fundraising by over 300% through strategic fundraising efforts.
- Led college efforts to engage support with the community including catalyst efforts in urban development and facilitation of planning efforts for county tourism plan and for the city of Havelock. Recognized by the Craven County NAACP for "efforts to actively identify and incorporate the true needs of the community into the mission of Craven Community College."
- Reorganized the college's technology infrastructure, including the organizational support network to foster and support technology advances. Facilitated efforts to provide advanced distance education support, wireless campus access, implementation of a new College Information System and fiber-optic infrastructure, and initiation of Voice-Over-Internet Protocol (VOIP) telecommunications systems..
- Consulted with the British Government in their review of community college equivalent Further Education (FE) colleges, resulting in the White Paper, *Further Education: Raising Skills, Improving Life Chances* sponsored by the Secretary of State for Education and Skills. Developed a strategic collaborative between Craven Community College and Warwickshire College, one of the largest FE colleges in England and a British leader in workforce development programs, to foster collaborative college and economic initiatives.

Vice President, Economic & Workforce Development October 1999 to August, 2002
North Carolina Community College System Raleigh, N.C.

- Led the Economic & Workforce Development Division, one of four divisions of the North Carolina Community College System Office, responsible for Workforce Continuing Education, New and Expanding Industry Training, Focused Industrial Training, Human Resources Development, Workforce Development and Training Initiatives, and the Small Business Center Network.
- During tenure, North Carolina's customized training programs were the only statewide programs to receive top five national ranking by *Expansion Management* magazine.
- Led the development and implementation of the *North Carolina Manufacturing Certification Program* and *BioWork*, competency-based statewide training initiatives to support manufacturing and biotechnology workforce development.
- Catalyst in the creation of the *Partnership for Biotechnology Workforce Training*, a statewide collaboration with the North Carolina Biotechnology Center, and in the creation of the *Information Technology Training Collaborative*, a partnership with the North Carolina Electronics and Information Technology Association (now NC Technology Association).
- Elected by national peers to be the President of the National Association of Industry-Specific Training Directors.

**Director of Economic Development
North Carolina Community College System**

**January 1997 to October, 1999
Raleigh, N.C.**

- Led a state task force responsible for creating new policies and procedures for the New and Expanding Industry Training Program, the first state-sponsored customized job training program of its type in the nation. One year after implementation, there was a 16% reduction in expenditures and 11% increase in total training projects.
- Through the New and Expanding Industry Training Program, oversaw training programs for approximately 200 new and expanding companies per year, providing training to 20,000 North Carolina citizens annually.
- Initiated a business-led state advisory committee and development of new program and evaluation guidelines for the Small Business Center Network, which provides business counseling, seminars and referrals to small businesses at 58 locations statewide.
- Developed policies to administer the North Carolina Worker Training Tax Credit program.
- Chaired a state task force on workplace safety training, as appointed by the Lt. Governor.

**Director, Division of Employment and Training
North Carolina Department of Commerce**

**August 1995 to December 1996
Raleigh, N.C.**

- Led the state agency responsible for administration of job training programs for disadvantaged citizens and workers impacted by plant closings and layoffs in North Carolina.
- Supervised staff of 25 and more than \$30 million in annual budget appropriations.
- Initiated an organizational downsizing and overhead reductions resulting in cost savings of approximately 25% of annual agency operating budget within the first ten months on the job.
- Helped attract more than \$500,000 in federal grants to the state for special training projects with North Carolina's hosiery and manufactured housing industries.

**Manager of Workforce Programs
Manufacturing Extension Partnership
National Institute of Standards and Technology
U.S. Department of Commerce**

**February 1995 to August 1995
Gaithersburg, MD**

- Managed national projects to enhance the capability of local manufacturing extension centers to provide workforce training and organizational development assistance to small and mid-sized manufacturers.
- Wrote the resource paper for a White House meeting between private and public-sector leaders on "Technology and the Organization," hosted by Laura D'Andrea Tyson, former Assistant to the President for Economic Policy and Chair of the National Economic Council, Ron Brown, former Secretary of Commerce, and John Gibbons, former Assistant to the President for Science and Technology Policy.
- Developed a national working group of manufacturing workforce specialists.

**Policy Specialist
Office of the American Workplace**

**May 1993 to February 1995
Washington, DC**

U.S. Department of Labor (DOL)

- Authored the DOL report, *Integrating Technology with Workers in the New American Workplace*.
- Developed and implemented public policy, specializing in workplace and technology policy issues.
- Created the *Best Practices Clearinghouse*, a database featuring profiles of innovative, high-performance work organizations across the nation.
- Selected and coordinated panelists for the *Conference on the Future of the American Workplace* moderated by President Bill Clinton, Secretary of Commerce Ron Brown, and Secretary of Labor Robert Reich.

EDUCATION:

University of Maryland - College Park, MD

Ph.D., Industrial and Organizational Psychology, 1997.

Dissertation: *"Aging and Computer Training Performance: Training Enhancement Through Cognitive Practice."*

Masters of Arts, Industrial/Organizational Psychology, 1990.

Thesis: *"The Effect of Trainee Characteristics on the Acquisition of Computer Skills."*

University of North Carolina - Chapel Hill, NC

Bachelor of Science with highest distinction, Industrial Relations and Psychology, 1986. Phi Beta Kappa

International Education:

Cooperative Japanese Business and Society Program, 1986.

- Five month post-graduate study program in Tokyo, Japan sponsored by the Council of International Educational Exchange.

Six years of study in spoken and written Japanese

AWARDS/HONORS:

- 2007-2008 Impact Business Leader, *Charlotte Business Leader Magazine*
- Honorary Fellow, Warwickshire College, Leamington, England (Elected by Warwickshire College Board of Governors, 2007)
- 2006 Freedom Fund Award, Craven County NAACP
- Certificate of Appreciation, Five Points Rising (New Bern urban development efforts), 2006.
- Elected Emeritus Member, National Association of Industry-Specific Training Directors
- Certificate of Appreciation, Participation on Steering Committee, N.C. Rural Prosperity Task Force, 2000.
- Secretary's Exceptional Achievement Award (1994) presented by U.S. Secretary of Labor, Robert Reich.
- Certificate of Appreciation, U.S. Department of Commerce, 1995.
- Phi Beta Kappa - University of North Carolina, 1984

- Psi Chi (undergraduate academic performance)
- Phi Kappa Phi (graduate academic performance)

BOARDS AND COMMITTEES

NC Education Cabinet
 N. C. Economic Development Board
 N. C. Board of Science and Technology
 N.C. Biotechnology Center Board
 N. C. New Schools Project Board
 N. C. Global Transpark Board
 N. C. Partnership for Children Board
 N. C. Public School Forum Board
 N. C. Rural Center Board
 NCSU Emerging Issues Forum Board
 UNC Center for Public Television Board
 Governor's Workforce Preparedness Commission
 Duke Energy Community College Grant Program Advisory Committee
 National Council of State Directors of Community Colleges (NCSDDCC)
 N.C. Agency for Public Telecommunications Board

PUBLICATIONS

- Ralls, R.Scott. (2008). *Facing the Brutal Realities: North Carolina Community Colleges in the New Economic Landscape*. North Carolina Insight. Publication of the North Carolina Center for Public Policy Research
- Klein, Katherine J., Ralls, R. Scott, Smith-Major, Virginia, and Doulas, Christina (2000). *Power and Participation in the Workplace: Implications for Empowerment Theory, Research, and Practice*. In Julian Rappaport and Edward Seidman (Eds.), Handbook of Community Psychology. New York: Springer.
- Klein, Katherine J., Smith-Major, Virginia L., & Ralls, R. Scott (1999). *Worker Participation: Current Promise, Future Practice*. In Allen I. Kraut and Abraham K. Korman (Eds.), Evolving Practices in Human Resource Management: Responses to a Changing World of Work. San Francisco: Jossey-Bass Publishers.
- Klein, Katherine J. and Ralls, R. Scott (1997). *An Exploration of the Unintended Organizational Consequences of Technology Training: Implications of Practice for Training Theory and Research*. In J. Kevin Ford (Ed.), Improving Training Effectiveness in Work Organizations. Mahwah, NJ: Lawrence Earlbaum Associates
- Klein, Katherine J. and Ralls, R. Scott (1995). *The Organizational Dynamics of Computerized Technology Implementation*. Advances in Global High-Technology Management, Vol. 5, Part A, pages 31-79. JAI Press Inc.
- Donahue, Steve and Ralls, Scott (1995). *Supplier Certification and Partnership Programs*. International Productivity Journal, 1994, vol. 1, pp. 75-87. Washington, DC: International Productivity Service.

Ralls, R. Scott (1994). Integrating Technology with Workers in the New American Workplace.
Washington, D.C.: United States Department of Labor.