



## NORTH CAROLINA COMMUNITY COLLEGE SYSTEM

*H. Martin Lancaster, President*

July 17, 2007

**RESPONSE DEADLINE: 8/10/07**

### **Memorandum**

To: Select HRD Directors/Career Start Coordinators

From: Robin Coates, HRD Director  
Diane Steinbeiser/Jan Hastings, Career Start Program Coordinators

Subject: Career Start Regional Training Workshops

The 2007 Career Start Regional Training workshops will be held during the months of August and September across North Carolina. The focus is on supplying colleges with the tools and techniques to prepare them for the next phase of the Career Start program. The workshops will be held at the three locations listed below:

Date	Location	Building/Room	Time
Tuesday, August 21, 2007	Fayetteville TCC Fayetteville, NC	Room 118 Continuing Ed. Bldg.	9:30 – 3:30
Wednesday, September 12, 2007	Lenoir CC Kinston, NC	Room 150 1- Bullock Building	9:30 – 3:30
Friday, September 14, 2007	Catawba Valley CC Hickory, NC	Room 1001 East Campus	9:30 – 3:30

Please choose the workshop that is most convenient for you. Workshops are scheduled from 9:30 a.m. – 3:30 p.m. Lunch will be on your own. For planning purposes, we are asking colleges to pre-register by August 10, 2007 using the attached registration form.

Attached you will find the registration form, a tentative agenda, and a survey for information/best practices sharing. You may fax the registration form to (919) 807-7169, or email your registration to Temeka Hester at [hestert@nccommunitycolleges.edu](mailto:hestert@nccommunitycolleges.edu). If you have questions, please contact Diane Steinbeiser at (919) 807-7157 or [steinbeiserd@nccommunitycolleges.edu](mailto:steinbeiserd@nccommunitycolleges.edu) or contact Jan Hastings at (919) 807-7145 or [hastingsj@nccommunitycolleges.edu](mailto:hastingsj@nccommunitycolleges.edu).

Attachments

**S07-028**  
**Email Copy**

MAILING ADDRESS: 5003 MAIL SERVICE CENTER ~ RALEIGH, NC 27699-5003

Street Address: 200 West Jones Street ~ Raleigh, NC 27603-1379 ~ 919-807-7100 ~ Fax 919-807-7164

AN EQUAL OPPORTUNITY EMPLOYER

**CAREER START  
2007 REGIONAL TRAINING**

*Tentative Agenda*

- 9:30 a.m. – 10:00 a.m. Welcome & Introduction
- 10:00 a.m. – 12:00 p.m. Operational Guidelines  
(We'll have a break, honest)
- 12:00 p.m. – 1:15 p.m. LUNCH \*\*\*On Your Own\*\*\***
- 1:15 p.m. – 2:15 p.m. Idea Exchange / Best Practices / Networking
- 2:15 p.m. - 2:30 p.m. **BREAK**
- 2:30 p.m. – 3:30 p.m. Using Training Pathways for Job Success
- 3:30 p.m. **ADJOURN**

**Human Resources Development  
Career Start Regional Training**

**Registration Information**

Please indicate number of people attending from college

\*\*\*Please print names as you want them to appear on your name tag.\*\*\*

**Name / Email Address:**

**College:**

**Phone:**

**Fax:**

*For scheduling purposes, you must pre-register for this training.  
Please indicate the location that you want to attend.*

Please Check Preference		Location *	Building/Room	Time
	Tuesday, August 21, 2007	Fayetteville TCC Fayetteville, NC	Room 118 Continuing Ed. Bldg.	9:30 – 3:30
	Wednesday, September 12, 2007	Lenoir CC Kinston, NC	Room 150 1- Bullock Building	9:30 – 3:30
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**\*Directions to the above locations will be sent with your confirmation notice.**

**Please email or fax this form to:**

**Temeka Hester**

hestert@nccommunitycolleges.edu

Fax: (919) 807-7169

5003 Mail Service Center

Raleigh, NC 27699-5003

**S07-028  
Email Copy**

# Career Start Regional Training

## Central Region

**Please select the training that is most convenient for you.**

<u>Community College</u>	<u>County</u>
Rockingham CC	Rockingham
Stanly CC	Stanly
Wake TCC	Wake

## Southeastern Region

**August 21, 2007**

**Fayetteville Tech CC: Continuing Ed. Bldg. Room 118**

<u>Community College</u>	<u>County</u>
Bladen CC	Bladen
Cape Fear CC	New Hanover
Fayetteville TCC	Cumberland
Richmond CC	Scotland
Robeson CC	Robeson
Southeastern CC	Columbus

## Northeastern Region

**September 12, 2007**

**Lenoir CC: 1- Bullock Building Room 150**

<u>Community College</u>	<u>County</u>
Craven CC	Craven
Edgecombe CC	Edgecombe
Lenoir CC	Lenoir
Nash CC	Nash
Roanoke-Chowan CC	Hertford
Vance-Granville CC	Franklin
Wayne CC	Wayne

## Western Region

**September 14, 2007**

**Catawba Valley CC: East Campus Room 1001**

<u>Community College</u>	<u>County</u>
Asheville-Buncombe TCC	Buncombe
Blue Ridge CC	Henderson
Caldwell CC/TI	Caldwell
Catawba Valley CC	Catawba
Cleveland CC	Cleveland
Isothermal CC	Rutherford
McDowell TCC	McDowell
Mitchell CC	Iredell
South Piedmont CC	Union
Wilkes CC	Wilkes

**2007 CAREER Start (CS) Regional Training Challenge/ Face-Off  
Best Practice Survey**

During the afternoon session, participants will divide into one of the small groups listed below. Should you serve in more than one capacity, please choose the role in which you feel most comfortable and/or helps the groups to be more evenly divided. This means some participants may need to be flexible and will want to consider bringing more than one best practice to share!

Small Groups:

- HRD directors/coordinators and/or DSS supervisors, State partner staff
- Career Start/HRD Instructors, Specialists, State partner staff
- Community College (CC) Case Managers and /or Specialist, Administrative Support, DSS Food Stamp Case Managers, State partner staff

Each participant, (in concert with ideas from their local DSS and ESC partners - when possible) will contribute to the small group session. Everyone comes prepared to briefly “Show and Tell” or share a best practice. In preparation, please decide as a staff what each person will present. Please make this a team and individual effort.

The format for sharing may be varied and needs to reflect the best practice featured. Please bring 40 copies to share. Be prepared to show, demonstrate, or discuss the process or idea. Most important, please share the reason for choosing the particular best practice.

The survey below includes an array of best practice topics and Career Start Guideline categories. To assist with organizing individual ideas for small group contributions, please complete the survey as a team - with your staff.

- **Self-assess your county/site efforts**, as a whole, according to the rating scale. You may rate as many subcategory items as you like. Feel free to add your own categories.
- Once the survey is complete, **have each person choose a different topic** and subcategory. Some topics to consider would be: teaching methods/activities, assessments, administrative or guideline/process or procedures **or** things/tasks that your site would like to or needs to improve upon and have an idea/solution to suggest.
- **Please** be sure that what is shared is presented in the spirit of collaboration, reinforces Career Start participant learning; contributes to strong employment skills/habits of Career Start participants and to the overall improvement of the program.
- **Remember** this is a challenge to see which contribution is best. You will vote among your group for the best strategy, method, and practice - remembering that all contributions are valuable and useful, so please come prepared!

## 2007 CAREER Start Best Practice Survey

Review the subcategory items and record a letter(s) in the box(s) below.  
Rating Scale: **E**= Exceeds **M**= Meets Standards **N**= Needs Improvement

### 1. Participant Referral and Local Partner Process (Relationship Building/Maintenance)

Marketing Career Start to local partner agencies and participants- Opportunities to assist:

- Meet with partners monthly, quarterly, or regularly to discuss concerns and solutions
- DSS - lowering disqualification statistics, participant compliance/follow-up, good cause/transportation alternatives and opportunities
- ESC- employment placements
- Timely form completion, transmittal, follow-up response

### 2. Participant Folders/Records

- Information/Data Tracking System
  - Internal college program tracking; CS as a portal - FTE generation
- Career Start Monthly Reports
- Attendance monitoring
- Good Cause notations

### 3. Orientation and Workshop Scheduling and Learning/Teaching Strategies

- Marketing Career Start through user friendly forms/ letters of invitation
  - Brochures, Posters, Other: public/private opportunities to assist participants

#### 3a. Assessment (all forms)

- Basic Skills
  - Literacy, GED
  - Career Readiness Certificate (CRC)
- Barriers to Learning
  - ESL
  - Special learning needs
- Workplace Skills and Learning Techniques/Strategies that Promote Understanding/Good use of:
  - Interview, Resume, Application, Basic Technical/Computer Skills
  - Work Search, Hard to Employ-Work Search, Application Completion/Process & Networking Procedures/Processes
  - Job Keeping Skills & Beyond - Mentoring and Networking support for participants
  - Best Fit Job/Careers (quick prep jobs) Identifying Interest, work traits/personality factors, work values and experiences that match regional/local labor market information and job opportunities/local employers
- Learning/Teaching Format and Strategies
  - Orientation
  - IRA Workshop

## 2007 CAREER Start Best Practice Survey

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### 4. Educational/Employment Development Plans

Marketing the program through CC internal networking

- HRD class scheduling/room availability
- Education Component-Exit Interview and Goal Setting/Next (Action) Steps
  - Marketing the program through use of participant success stories
  - Career Lattice/Ladder-mini certificate which stand alone or lead to vocational training
    - Self-design - participant builds with assistance
    - College designs - with labor market information and participant in mind
    - Financial resources to assist HRD & Career Start participant
      - Individual or program or unique opportunities

### 5. Referral to ESC and Other Community Programs

- Referral between ESC and CC
  - Tracking employment anywhere in the process

### 6. Follow-up Survey

- 2- 4 and/or 6 months
- Evaluating the follow-up information
  - Using follow-up information to improve learning strategies/procedures

### 7. Other Career Start Topics and Categories

Please add categories/subcategories that may not have been included and rate your performance.

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