



# Workforce Development Center



## FY2020 Annual Report

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STCC Ranked  
the #4  
Community College  
in the US

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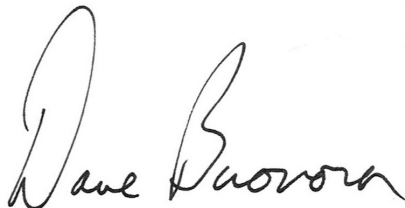
# Welcome

2020 was a year like none other, and every person and organization had to modify how to go about day-to-day activities. The college pivoted quickly to continue to serve our community. This was particularly challenging in workforce development and adult education because so many of our classes are hands on and are best delivered in the classroom. Nevertheless, we adjusted many of our offerings to be delivered remotely and also moved swiftly to offer a handful of low-density, socially distanced classes on campus.

This annual report reflects enrollment data from FY 2020, which is difficult to compare to previous years due to the college moving to remote operations in March 2020. It also provides a short treatment of activities undertaken during the pandemic, as well as an optimistic outlook for programs and activities workforce development and adult education is looking to implement or create in FY 2022.

Community colleges provide great value to their communities and students. The role of the college is particularly important during a time of economic crisis. Springfield Technical Community College is in a unique position to serve as the only technical community college in the Commonwealth of Massachusetts. The Workforce Development Center provides an avenue to serve adults at diverse stages of their lives: from those needing a high school diploma, to improving their English skills, to earning sought after industry recognized credentials, and also for students to secure their first internships or jobs as they begin to find their way in our community.

The Workforce Development Center is comprised of four major components: the delivery of workforce training programs, the delivery of adult education and ESOL programs, the running of the Authorized Testing Center, and new in 2020, the operation of the Career Services Office serving the entire college community. Over 1,700 students put their trust in our programs in FY 20 to get education, training, supports, or credentials to help provide for themselves or their families. The team of dedicated professionals in the Workforce Development Center have worked hard to provide services during the pandemic. We give you that same commitment in 2021 and beyond.



Dave Buonora, EdD  
*Assistant Vice President  
STCC Workforce Development Center*

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# Executive Summary

The Workforce Development Center at Springfield Technical Community College stays on the cutting edge of workforce development in the region through its partnerships with MassHire, community groups, non-profits, and individual businesses. As the pandemic dramatically changed our work and personal lives, the Workforce Development Center modified its course offerings to provide instruction remotely. When face to face instruction was required for students to successfully complete their classes, especially in health care related fields, low-density lab classes were safely brought on campus.

The WDC is organized into four areas: Workforce Development, Adult Education, the Career Services Office, and the Authorized Testing Center.

The **Workforce Development** unit offers open enrollment programs to help individuals get the skills they need to have fulfilling careers. Workforce development prioritizes critical industry areas like health care, information technology, and skilled trades among others and adds programs based on community need. It also emphasizes the importance of licensure and certification programs and their value in moving into a career field. In FY 20 the WDC provided workforce education and training that leads to a license or certificate in 25 areas.

**Adult Basic Education** and English for Speakers of Other Languages (ESOL) is provided through the Springfield Adult Learning Center (SALC). These programs are offered at no cost to students and are predominantly funded by state or local grants. Adult education classes prepare students to take the HiSET/GED Test, enhance technology skills, and provide college and career preparation. The Hampden Prep Program, funded by the Massachusetts Gaming Commission Community Mitigation Grant, helps students improve their academic, digital literacy, and job ready skills with the opportunity to earn industry certifications so they can enter the workforce. The Transitions to College Program is targeted at students who have earned their HiSET/GED and desire to enroll in a STCC degree program. Finally, ESOL classes,

in partnership with Holyoke Community College, provide English speaking, listening, reading, and writing classes from beginner to advanced levels.

The **Authorized Testing Center** partners with many of the leading high stakes computerized testing organizations, delivering professional, industry, federal, and state certification and licensure exams. Individuals schedule their exams through these national vendors and then take the exams, overseen by STCC's professional proctors in our 23 seat authorized testing center. Thousands of students come through our center each year to complete their certification and licensure exams so they can enter the workforce.

In 2020, the **Career Services Office** was placed under the umbrella of the Workforce Development Center. This was done to better align the shared business outreach mission of career services functions with the business outreach mission of workforce development. The center staff provides job search strategies, techniques and information, and utilizes best practices while encouraging and promoting career awareness. The Center also utilizes the Career Coach portal which provides detailed job and salary trends for hundreds of in-demand jobs in the greater Springfield area and beyond. The site connects job data to programs offered by STCC so individuals can see the education and training offered at STCC that will help prepare for those careers. This superior online platform is viewed as a supplement to the individualized services the Career Services Center provides for students and alumni.

This annual report highlights some of the steps and success the WDC took in each of these four areas to continue to provide education, training, and supports during the pandemic. It also lays out goals for FY 2022, when we hope that we will be able to return to a more traditional method of instruction. With vaccinations starting and states and localities lifting restrictions, the staff and instructors of the Workforce Development Center will continue to expand our connections to the community, both remotely and in person.

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# Impact of the Local Economy

To be successful, the Workforce Development Center must stay closely connected to the local community. Our participation with MassHire and the local career centers allows STCC to be knowledgeable of local workforce trends as well as participate in local planning involving education and training. MassHire is an excellent partner to help STCC connect to students who are interested in adult basic education, English for speakers of other languages, and workforce development programs. STCC has dozens of programs eligible to receive students from MassHire whose training is funded through the Workforce Innovation and Opportunity Act. We were also pleased to participate in the development and implementation of the Pioneer Valley Labor Market Blueprint and to provide programming and supports in key areas such as health care and social assistance, advanced manufacturing and information technology.

We also extend our partnership with governmental and local entities through other opportunities including:

- The Department of Transitional Assistance to support Supplemental Nutrition Assistance Program (SNAP) students enrolled in the Certified Nursing Assistant program
- The SALC Transitions to College Program has developed Memoranda of Agreement to recruit and support students with the Literacy Project, Center for New Americans, Holyoke Adult Learning Center, Ludlow Area Adult Learning Center, Hampden and Hampshire County Sheriff's Departments, the Community Education Project, the International Language Institute of Massachusetts, Training Resources of America, the Valley Opportunity Council, and Opportunity Academy
- The Massachusetts Gaming Commission Community Mitigation Grant Funding in partnership with Holyoke Community College, Springfield Public Schools, and MGM to provide education and training in job readiness skills, digital literacy, and basic reading and math

- Monthly participation with Springfield Works to stay connected to the non-profit community
- Referring appropriate adult education students to Read Write Now
- The Springfield Housing Authority to provide preparation for students for the HiSET exam

The unemployment rate in the Springfield metropolitan area was 8.1% in December 2020. With the economy still impacted by COVID, STCC will continue to leverage the resources and support of our partners as well as develop programs independently for our evolving economy. Thousands of people are still unsure what each week will bring and this is causing a hesitation for people to enter the labor force or engage in employment or training. Our anecdotal evidence does not point to any one factor, but various reasons why individuals still seem to be waiting out the pandemic. For some it is the fear of getting sick, for others it is the uncertainty of a child's day care or school situation, for others it is the inability to afford training or facing food or housing insecurity. Most recently, others are waiting and hoping for a viable COVID vaccine and a return to a more traditional economy.

This is the challenge we face moving forward. The Workforce Development Center is proud to partner with our community to provide programs to help individuals get the education and training they need to support themselves and their families. We will continue to offer as many programs as we can remotely and in low density labs. Once the economy emerges from COVID we will be prepared to provide a robust slate of education and training to help spur the economic development of our community.

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# Workforce Development

A major success for workforce development in FY 2020 was the development and implementation of a series of courses targeted to the Commonwealth's water distribution and management workforce. STCC has partnered with the Massachusetts Water Works Association (MWWA) and the Springfield Water & Sewer Commission to offer this unique consortium based online certificate training. As an added incentive to encourage new people to consider careers in the water industry, the training is offered free of charge to any student currently enrolled at a Massachusetts community college. Trainings have been developed and offered in Concepts and Practices of Drinking Water Distribution as well as Concepts and Practices of Drinking Water Treatment. The skills and certifications earned allow individuals to work in such positions as water system manager, water treatment operator and water quality technician. The basic treatment program has been offered 3 times and completed by 42 individuals and the distribution course has been offered once and completed by 15 individuals.

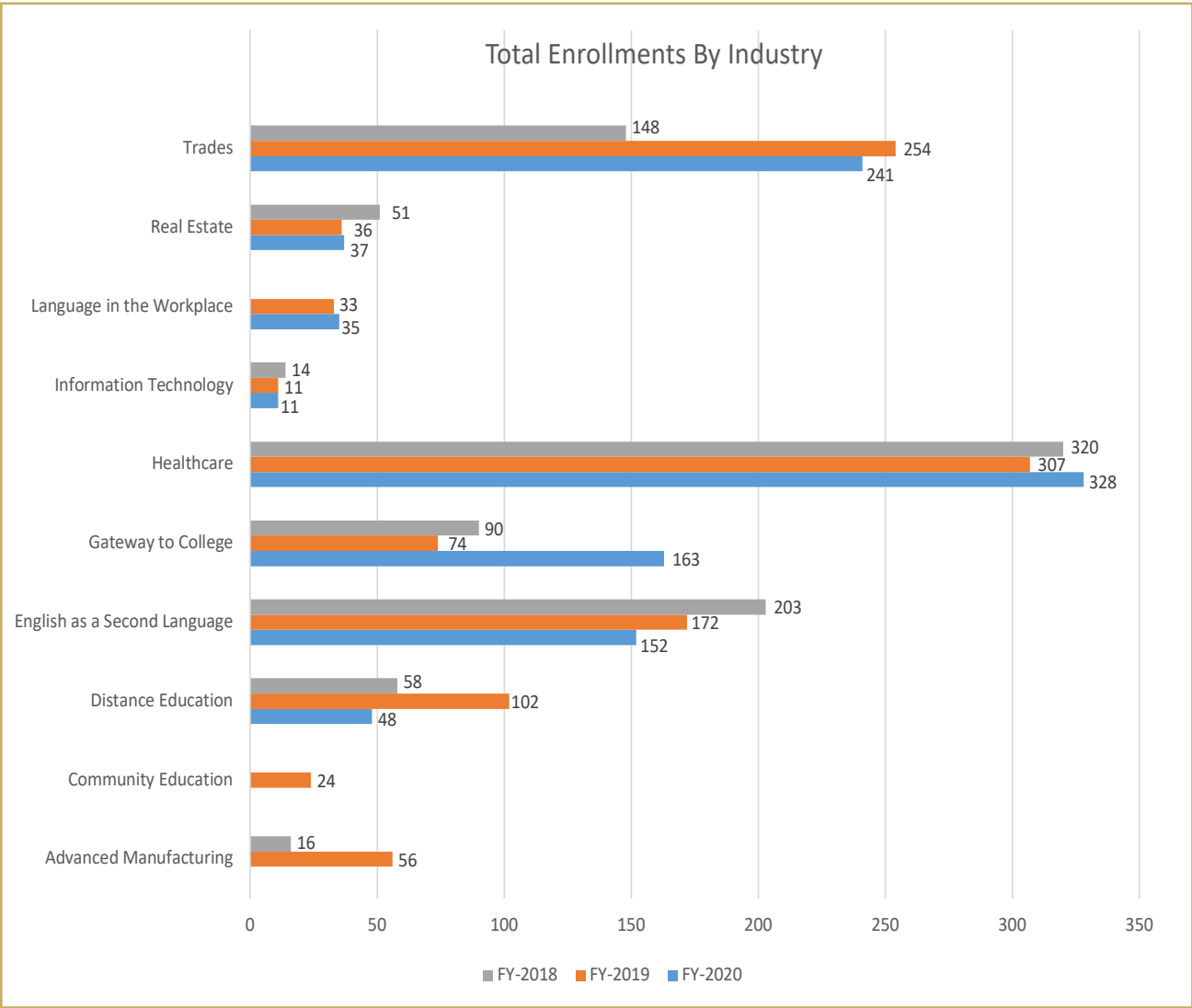
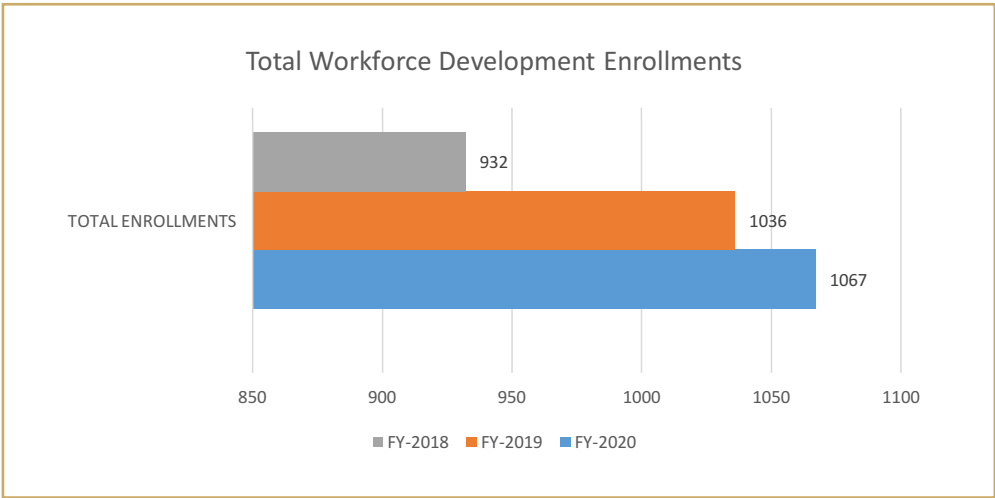
Delivering programming to support the health care system is another key priority for workforce development. Certified Nursing Assistant (CNA), Phlebotomy, and Emergency Medical Technician (EMT) are regularly offered. The challenge in 2020 was how to deliver the classes.

When lockdown came in March, CNA and phlebotomy classes were put on hold while strategies were developed to determine how to complete the programs safely. The suspended programs were restarted in the summer in a low density lab format which allowed 9 students to complete CNA, and 18 to complete phlebotomy.

With this experience behind us, we then offered new sections of CNA and phlebotomy starting in October. As a result, 9 more students were able to complete CNA and 15 students completed phlebotomy.

In addition to these health care classes running in a low density lab format, workforce development was able to run two more classes on campus during the height of the pandemic. PC/Network Technician, another class suspended in March, was set up in a low density lab format that allowed six students to complete the course and earn Microsoft and COMPTIA certifications. To provide another health care option to students, one section of dental radiology was set up to run in low density format which allowed 8 students to complete.

To maintain access to other programs workforce development ran classes in a remote format. This included classes in certified personal trainer, medical interpreting, legal interpreting, electrical apprenticeship, plumbing, and real estate sales exam prep.



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# Licensure and Certification

The 21st century workforce thrives on having a highly skilled workforce. WFD has put an emphasis on offering programs that lead to an industry recognized license or certificate. These credentials ensure that our program completers have the skills our Pioneer Valley businesses need to thrive.

The list below represents the facilitated education and training STCC provides that will lead to licensure and certification and good jobs.

A full listing of workforce development offerings can be found at [www.stcc.edu/wdc](http://www.stcc.edu/wdc).

## Healthcare

- CPR Basic Life Support
- CPR Life Support Refresher
- Heart Saver First Aid
- Certified Nursing Assistant I
- Certified Nursing Assistant II with Home Health Aid, Alzheimer's and Neurological Disorders Training

## Phlebotomy

- Phlebotomy for Health Care Workers
- Dental Radiology

## Skilled Trades

- Electrical 1, 2, 3 and 4
- Massachusetts Construction Supervisor's Exam Preparation
- Plumbing Tier 1

## Language

- Medical Interpreting
- Legal Interpreting

## Information Technology Certifications

- PC/Network Technician
- Certified Wireless Technician CWT Certification
- COMPTIA A+ Certification
- Microsoft Technology Associate MTA Networking Certification
- Microsoft Technology Associate MTA Operating Systems Certification

## Certification and Licensing Prep

- Auto Damage Appraiser Exam Preparation
- MA Real Estate Exam Preparation
- Personal Trainer Certificate
- Basic Water Treatment
- Basic Water Distribution

## Online Education

- Ed2Go Web-based Education
- MindEdge Web-based Education



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# Springfield Adult Learning Center (SALC)

The Springfield Adult Learning Center is funded primarily by a competitive grant awarded by the Commonwealth of Massachusetts through the Department of Elementary and Secondary Education (DESE). STCC delivers free programs to adults through the Adult Basic Education Program and English for Speakers of Other Languages.

## HiSET/GED Classes

The goal of HiSET/GED classes is to prepare students interested in college for the academic challenges of college-level courses and for the challenges of entering employment by offering the Preparation for the High School Equivalency Test Classes (HiSET/GED), Technology Classes (Technology, Digital Literacy, and Computer Use), and College and Career Workshops (Advising and Workforce Readiness Preparation). These programs are funded by a \$499,360 grant over five years, expiring in 2022.

### Key successes this year include:

Due to the pandemic, SALC moved all of its instruction to remote in March and for the remainder of 2020 and will continue remotely in 2021 until students can safely return to campus. To help in this transition and to maintain access for students, SALC distributed 47 Chromebooks to students.

To help students continue to learn and help one another through the process, reading groups were established in the English Language Arts course.

A science and health care class was added to the Hi-SET to begin to develop a career pathway approach to get HiSET students prepared to enroll in non-credit or credit health care classes.

### **ABE ENROLLMENTS AND OUTCOMES**

<i>Fiscal Year</i>	<i>Total Enrolled</i>	<i>Total Earning HiSET</i>	<i>Total with Educational Functioning Level (EFL) Gain</i>
18	217	22	49
19	231	32	56
20*	281	20	34

\*Pandemic forced change to remote classes starting March 2020

## Hampden Prep

Community Mitigation Grant funding provides \$75,000 to allow STCC to offer this program. Students work to improve their academics, computer, and job-ready skills as well as earn a Manager's ServSafe certificate. Hampden Prep prepares students for careers by providing instruction in technology, computer skills, and digital literacy. More specifically, this includes:

- computer literacy: keyboarding, email, Microsoft Office Suite, and Google Suite
- workforce readiness skills: resume development support, job-interviewing skills, completing online job applications
- career exploration: designing a pathway to a career
- financial literacy: understanding budgeting, credit reports, money management, credit, and retirement planning

### HAMPDEN PREP OUTCOMES

	<i>Completers</i>	<i>Continued to HiSET Classes</i>	<i>OSHA 10 Certificates Earned</i>	<i>ServSafe Certificates Earned</i>	<i>HiSET Earned</i>	<i>Post - Secondary Education Enrollment</i>
<i>FY 18*</i>	30	30	<i>Not offered</i>	<i>Not offered</i>	5	2
<i>FY 19</i>	93	<i>Data not available</i>	23	<i>Not offered</i>	31	23
<i>FY 20**</i>	57	24	<i>Not offered</i>	8	0	0

*\*program began in March of fiscal year*

*\*\*majority of students enrolled in ABE Level 1 and thus not ready for HiSET exam*

## Transition to College (T2C)

SALC applied for funding for the Transitions to College Program from DESE to support this initiative and was awarded \$82,400 which is matched 30% by STCC funds. Adult learners who have completed their high school equivalency (HiSET/GED) through a DESE funded program like SALC become STCC college students and have access to the following resources:

- STCC One-Year Program for eligible adult learners who have obtained a High School Equivalency diploma;
- College credits, developmental courses, academic support, and advising
- Preparation classes and activities for college (technology, math, writing, and reading)
- Workshops to discover career interests, complete college applications, complete financial aid applications
- STCC programs, scholarships, clubs, and activities
- Help with the specific needs of first-generation college students and adult high school equivalence earners

**TRANSITION TO COLLEGE OUTCOMES**

	<i>Students Enrolled</i>	<i>Students Completed</i>	<i>College Credits Completed</i>	<i>Developmental/Non-Credit Completed</i>
<i>FY 18</i>	13	11	30	91
<i>FY 19</i>	11	6	39	68
<i>FY 20</i>	15	11	91	84

**English for Speakers of Other Languages (ESOL)**

In partnership with Holyoke Community College, STCC administers the ESOL program which provides English speaking, listening, reading, and writing classes from beginner to advanced levels. This program is funded at \$352,743.

SALC offered 8 sections of English for Speakers of Other Languages in FY20: 4 daytime and 4 evening levels from Beginning Literacy to Advanced Literacy. ESOL classes focus on language and academic skills, digital literacy, advancement into college and career next steps, and civic/community integration. The ESOL program served 149 students (unduplicated) over the course of the year.

DESE funds SALC for 96 ESOL seats, and the program remained over-enrolled throughout the year. On average 109 students were enrolled each month of the year, or 114% of the enrollment target. Students engaged in an average of 144 hours of instruction over the course of the year.

The ESOL program retained most students while transitioning to remote instruction. 104 students were enrolled in March 2020, pre-transition. 96 remained engaged with the program in the second half of March, and 85 remained enrolled through the end of the trimester in late May.

In addition to our core ESOL program, SALC offered ESOL culinary training in partnership with Putnam Vocational Technical Academy. Language learners trained for 15 weeks on culinary and hospitality fundamentals and earned the following credentials: ServSafe Food Handler, OSHA10, Guest Service Gold, and ServSafe Alcohol. 11 students enrolled in ESOL Culinary, and 10 completed the program. A highlight were the mock video interviews students completed using MGM’s HireVue software.

**ESOL OUTCOMES**

	<i>Total Participants</i>	<i>Total with Educational Functioning Level Gains</i>	<i>Educational Functioning Gains Percentage</i>	<i>Entered Training</i>	<i>Entered College</i>	<i>Entered STCC Training</i>	<i>Entered STCC College</i>
<i>FY 18</i>	82	58	71%	**	**	**	**
<i>FY 19</i>	148	101	68%	3	7	0	2
<i>FY 20</i>	160	77	48%*	6	4	1	2

\* unable to administer final testing round in FY 20 due to pandemic, so EFL gains represent mid year tests only

\*\* data not tracked in FY 18

For more information about programs and services in SALC go to: [www.stcc.edu/explore/communityed/adult-learning-ged/](http://www.stcc.edu/explore/communityed/adult-learning-ged/)

# Authorized Testing Center

The Workforce Development Center Authorized Testing Center (ATC) continues its partnership with many of the leading high stakes computerized testing organizations, delivering professional, industry, federal, and state certification and licensure exams. Individuals schedule their exams through these national vendors and then take the exams, overseen by STCC’s professional proctors in our 23 seat authorized testing center.

When the pandemic began and face to face operations at the college were suspended, the ATC went dark for several months. In the Fall, the center sprang back to life, both remotely and then using safe social distance practices to bring individuals back on campus to take exams. Although never tried at STCC before, the TEAS exam moved to an online format in July with STCC staff proctoring the exam remotely. This exam is needed by individuals who are applying for admittance to nursing programs. On campus operations of the ATC began again in September. To comply with social distancing requirements, the center was opened

Mondays-Thursdays from 9:00 am until 2:00 pm with a maximum accommodation of no more than 9 test takers per day. Nevertheless, between July and February the center has provided 1037 exams, both remote and in person. It has also opened periodically on Fridays to provide testing for STCC health care program completers and during the pandemic has provided exams for STCC surgical technology and phlebotomy students.

The following table show the number of exams proctored both at the center and remotely. The fluctuation in data from year to year is a result of two key factors. The HiSET exam was offered in the Authorized Testing Center until December 2018, when its administration was moved to the Testing and Assessment Center in the Student Learning Commons. This change created a precipitous drop in the total number of tests proctored and in overall revenue. The drop in test takers beginning in March 2020 is the result of the pandemic shut down in March and low density and remote capacity beginning in July.

<b>Total Tests Proctored</b>				
	<b>2017-2018</b>	<b>2018-2019</b>	<b>2019-2020</b>	<b>2020-2021</b>
<i>July</i>	398	335	305	62
<i>August</i>	529	466	305	68
<i>September</i>	491	444	215	104
<i>October</i>	455	378	263	138
<i>November</i>	446	574	297	140
<i>December</i>	546	574	319	171
<i>January</i>	698	722	539	354
<i>February</i>	451	*407	353	
<i>March</i>	516	320	119	
<i>April</i>	511	342	** 0	
<i>May</i>	678	354	0	
<i>June</i>	489	344	0	
<b>TOTAL</b>	<b>6208</b>	<b>5260</b>	<b>2751</b>	<b>1037</b>

Notes: \*HiSET Exam moved from ATC to Testing and Assessment Center in January 2019

\*\*Pandemic shut down ATC Mid-March – July 2020; low density opening started July 2020

# Career Services

In August 2020, the Career Services Office was moved from the Student Services area of the college and placed under the umbrella of the Workforce Development Center. This was done to better align the shared business outreach mission of career services functions with the business outreach mission of workforce development and to build on the success workforce development has had over the last several years of placing STCC students in internships. The Career Services Office provides information and resources to credit and non-credit students as well as alumni to help them through the process of career and life goal setting. The center staff assists in aligning their skills, values, and interests to the career that is suitable to them, provides job search strategies techniques and information, and utilizes best practices while encouraging and promoting career awareness.

The online Career Coach portal offers detailed job and salary trends for hundreds of in-demand jobs in the greater Springfield area and beyond. The site connects job data to programs offered by STCC so individuals can see the education and training

offered at STCC that will help prepare for those careers. In addition, Career Coach allows individuals to fill-out a career assessment to see where their personality and skills align to careers, browse STCC programs, see live job listings and average salaries of careers in the area, and find civilian careers related to military service. Career Coach is a user friendly tool that students and alumni can use with STCC staff or on their own. Having this superior online platform is viewed as a supplement to the individualized services the Career Services Center provides.

The human touch will continue to be emphasized as Career Services helps students understand their career options. To help maintain that human touch, Career Services works closely with local and regional employers in presenting qualified students and alumni employment and internship opportunities. Career Services staff meet with individual businesses to understand the job or internship opportunity available so that the best match can be made for both the student and the business.

## **STUDENTS SEEN BY CAREER SERVICES STAFF**

<i>July</i>	<i>August</i>	<i>September</i>	<i>October</i>	<i>November</i>	<i>December</i>	<i>January</i>
<i>11</i>	<i>15</i>	<i>10</i>	<i>50</i>	<i>45</i>	<i>14</i>	<i>12</i>

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# Workforce Development Center in 2021

## Continuing and New Areas of Emphasis in Workforce Development

In addition to continuing to offer what have become staples in the WDC portfolio: certified nursing assistant, phlebotomy, emergency medical technician, medical interpreting, real estate exam prep, information technology certifications, electrical, plumbing, and the entire core of Springfield Adult Learning Center programs, the WDC is planning other offerings and emphasis for 2021.

### Advanced Water Treatment Course

In 2021 a new class will be developed to complement the two water classes already offered by STCC in collaboration with the Massachusetts Water Works Association.

*FY 2022 Goal: Develop an Advanced Water Treatment course in the summer of 2021 and offer the course in Fall 2021 using the same remote format the previous water courses have used.*

### Asphalt Quality Control Analyst

This partnership with area businesses was launched in January 2020, but had to be suspended because of the pandemic. The successful completion of this 280 hour three-part pre-apprenticeship program will qualify individuals for a 2000 hour paid on-the-job Training Apprenticeship program with a member of the Massachusetts Aggregate and Asphalt Pavement Association (MAAPA). The class also includes the New England Transportation Technician Certification Program (NETTCP) Hot Mix Asphalt Plant Technician Certification course and exam at the STCC Asphalt Academy and Asphalt Laboratory. This training is possible through collaborative efforts with the Commonwealth of Massachusetts Department of Transportation, Massachusetts Asphalt Aggregate and Asphalt Association (MAAPA), and the New England Transportation Technician Certification Program (NETTCP).

*FY 2022 Goal: Work with MAAPA and NETTCP to see if industry interest is strong enough to offer this course or other courses for the asphalt industry in Fall 2021.*

### Bookkeeping

The National Certification on Bookkeeping course requires that people must have accounting experience and some work in the accounting field to enroll. This course will prepare individuals to prepare for the certification endorsed by the American Institute of Professional Bookkeepers.

*FY 2022 Goal: Offer initial course online in Fall 2021.*

### Cannabis Industry

STCC staff have restarted work with community and industry partners to consider classes related to cannabis growing and retail to potentially be offered in 2021. A draft curriculum is currently under development.

*FY 2022 Goal: Determine viability to offer course in Fall 2021*

### Craft Brewing

Initially offered in 2019, interest in this course waned. However, given the changes in the economy, conversations have restarted with our industry partner about offering the class again in 2021.

*FY 2022 Goal: Determine if there is enough interest to offer course in Fall 2021*

### Drone Classes

In Spring 2021 three drone classes were offered: Introduction to Drones for Commercial Users, Drone Test Prep Course, and Drone Video Production. Enrollment for these courses was very low.

*FY 2022 Goal: Based on demand exhibited by Spring offerings, we will investigate re-marketing these programs to see if they can be offered again in Fall 2021 or Winter 2022.*

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### **Hazardous Material Abatement Technician Training Certification**

This class is already prepared but must be offered in a face-to-face environment.

*FY 2022 Goal: Work with industry partner who prepared the class to be ready to offer when we are back in a face-to-face environment in either Fall 2021 or Winter 2022.*

### **High School of Commerce Partnership**

In late 2020, STCC began discussions to give the opportunity for High School of Commerce dual enrolled students to take non-credit classes at STCC. Students were offered opportunities in CNA, Phlebotomy and Emergency Medical Technician. The hope is that these non-credit offerings will just be the beginning for our partnership with High School of Commerce and that going forward we will be able to offer more non-credit workforce opportunities to these students. In Spring 2021 one student enrolled in CNA and one student enrolled in Emergency Medical Technician.

*FY 2022 Goal: Provide a longer runway to prepare students to complete the rigorous pre-enrollment screenings for medical classes and increase enrollments in courses offered in Fall 2021. Work with High School of Commerce to identify other, non-medical courses in which students could enroll in Fall 2021 or Winter 2022.*

### **House Flipping**

To capitalize on interest in individuals acting as entrepreneurs in the real estate market, a class on understanding the process of obtaining, improving and selling real estate was developed. All twenty seats in the online course offered Spring 2021 sold out in less than two weeks.

*FY 2022 Goal: Based on the early strong interest in this course, develop a schedule when the course can be*

*offered on a regular basis. Determine if on-line, in-person, or some combination of the two is the best way to offer the course to ensure maximum enrollments and student success.*

### **Hydroponics/Lawn and Garden**

To take advantage of the recently refurbished greenhouse on the STCC campus, WDC is looking at adding classes to focus on hydroponics and home lawn and garden maintenance. Discussions are underway with a local company to develop the hydroponics course and obtain needed equipment.

*FY 2022 Goal: Offer hydroponics course in Winter/Spring 2022.*

### **Manufacturing**

WDC is working with an outside vendor to offer an online introduction to manufacturing class in the summer or fall. The goal is to prepare students for entry level jobs in the manufacturing sector and/or encourage students to gain an interest in the field and then consider STCC certificate and/or degree manufacturing programs. In addition, short-term CNC courses are already developed and can be prepared to be offered if space is available in the CNC lab in Tech Park.

*FY 2022 Goal: Depending on the success of the on-line course, WDC will work with credit faculty and the business community to determine how to make an on campus introduction to manufacturing class viable.*

### **Veterinary Technician**

This course has been developed but was put on hold because it must be delivered primarily face to face.

*FY 2022 Goal: Offer course face to face when we can return to campus.*

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## **Continuing and New Areas of Emphasis in SALC**

### **Career Pathways from SALC to Credit**

The WDC is committed to making a more concerted effort to encourage SALC completers to enroll in STCC credit programs or WDC workforce development/career preparation programs. Outreach with student services recruitment and advising staff into the SALC classrooms and connecting with SALC professional staff is ongoing and will continue. With the Career Services Center now under the umbrella of WDC, a closer connection between career services opportunities, including internships and job placement, will be forged with the SALC team.

*FY 2022 Goal: Continue to strengthen these on campus partnerships to provide more pathways for SALC students.*

### **HiSET to Medical Sciences**

These classes introduced in 2019/2020 include a module in human body systems so students who are enrolled in HiSET preparation classes can be better exposed to health-related education and or career possibilities.

*FY 2022 Goal: This will continue to be an area of emphasis given the strong job market in CNA and other health related fields.*

### **Book Club**

This classwork, added during the pandemic, allows students to improve reading skills while reading in small groups; helping with comprehension, retention, and a sense of belonging. This has been a particularly positive strategy to keep students engaged while we have been in the remote learning environment.

*FY 2022 Goal: Based on the early positive impact of this model, SALC will investigate how best to continue to incorporate this concept into course delivery*

### **Certificate Training**

Adult education classes will emphasize the ability to prepare students for industry sought after certifications. Areas that have been offered in the past based on industry need and could be offered again include: Microsoft Office Suite Specialist Certificate, Food Handler ServSafe, OSHA10, CPR, and the National Career Readiness Certificate.

*FY 2022 Goal: Work with internal and external partners, especially Workforce Development Career Services to identify certifications in demand and how best to create a pathway for SALC students to enroll in credit or non-credit programs that lead to licensure or certification.*



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# Workforce Development Team

## Management Team

**Dave Buonora, Ed.D.**

*Assistant Vice President Workforce Development*

**Kitty Doolittle**

*Director Springfield Adult Learning Center (SALC)*

**Elliot Levy**

*Senior Director Workforce Development  
and Career Services*

**Yaritza Robar**

*Administrator/Proctor Authorized Testing Center*

## Staff and Instructors

**Cindy Agruso**

*ABE Level 2B and 3 Instructor (SALC)*

**Betty Bak**

*Office Assistant (SALC)*

**Pesha Black**

*Director ESOL Program  
(Holyoke CCC/STCC ESOL Partnership- SALC)*

**Patricia Bulat**

*Math/Science Instructor (SALC)*

**Christian Carde-Guzman**

*Hampden Prep Instructor (SALC)*

**Gloryvee Diaz**

*Internship Coordinator (SALC)*

**Karen Davis**

*Tutor, Substitute (SALC)*

**Melinda Elwell**

*ABE Level 1 and 2A Instructor (SALC)*

**Mike Gatano**

*ABE Level 4 Instructor (SALC)*

**Kathryn Guggino**

*ABE Level 1/2A instructor (SALC)*

**Thomas Hegarty**

*ABE Level 1 Instructor (SALC)*

**Jennifer Jacobson**

*ABE Level 4, HiSET to Science/Healthcare  
and General Science Instructor (SALC)*

**Deb Krawiec**

*Hampden Prep Advisor (SALC)*

**Jennifer Mason**

*ABE Technology Instructor (SALC)*

**Iris Matta**

*Proctor Authorized Testing Center*

**Ruth McCormick**

*Hampden Prep Instructor (SALC)*

**Clarensa McCreary**

*Administrative Assistant I*

**Sunita Mudgett**

*Hampden Prep Advisor (SALC)*

**Susan Johnson**

*Clerk IV Workforce Development*

**Serap Pala**

*Data Assistant (SALC)*

**Kristy Peterson**

*ABE Level 2B and 3 Instructor (SALC)*

**Ilesha Ramos**

*Transition to College Academic Counselor (SALC)*

**Mike Scanlon**

*College and Career Advisor (SALC)*

**Thane Thomsen**

*ELA Literacy Specialist (SALC)*

**Christopher Trevethan**

*ABE Instructor (SALC)*

**Miguel Velez**

*Intake Specialist (SALC)*





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