

Request for Proposals for New FY19 – TRAIN Grant Projects



MASSACHUSETTS
Department of
Higher Education

COVER PAGE

Applicant Information			
Lead Applicant: North Shore Community College Name of Project/Project Title: Computer User Support Specialist Noncredit Certificate training and articulation to credit Computer Networking Certificate and Computer Applications, Computer Networking and Computer Information Systems Associates degree programs. Program Partners (list all): MassHire North Shore Workforce Board, MassHire North Shore Career Center, WIOA partners, GraVoc, Sperling Interactive, Eastern Bank and Salem Five.		Grant Focus (check): <input checked="" type="checkbox"/> Long-term unemployed, underemployed and new entrant adult workers Type of Grant (check): <input checked="" type="checkbox"/> Workforce Development	
Grant Administrator: Name: <u>Dianne Palter Gill</u> Title: <u>Dean of Corporate and Professional Education</u> Telephone: <u>978-236-1225</u> E-mail: <u>dpalterg@northshore.edu</u>		Institution: <u>North Shore Community College</u> Mailing Address: <u>One Ferncroft Road</u> <u>Danvers, MA 01923</u>	
Program Information			
Total Number of Students Served Upon Implementation:	28	Target Population:	Under and Unemployed Adult Learners
Brief Summary of Project Outcomes: New short-term training in high demand computer skills and evaluation of training materials by faculty for articulation into credit bearing Computer Certificate and Associates degree programs.			
Budget			
Total Funds Requested: \$168,583	Total Matching Funds: \$28,623 (Not Required)	Total Project Cost: \$197,206	
Authorizing/Fiscal Agent: Name: <u>Patricia A. Gentile, Ed.D</u> Title: <u>President</u> Phone: <u>978-762-4250</u> Email: pgentile@northshore.edu		For DHE Office Use:	

I certify that the information reported herein is accurate and complete.

Authorized Agent Signature:  Date: September 20, 2019

A. Project Abstract

Lead Applicant: North Shore Community College. **Contact:** Dr. Dianne Palter Gill, Dean of Professional and Corporate Education; (978) 236-1225; dpaltermg@northshore.edu.

Names and Roles of Other Committed Partner Organization: MassHire North Shore Workforce Board/Career Center (MHNSWB/CC) will provide WIOA partner and client referrals, workplace readiness training, experiential learning and job placement assistance. GraVoc, Sperling Interactive, Eastern Bank, and Salem Five are the project employer partners who will provide experiential learning opportunities.

Project Summary: The project creates a new Information Technology (IT) noncredit pipeline training program - *Help Desk Support Certificate*. The training involves two cohorts of 14 students each with one training at the college's Lynn campus and the other at the Danvers campus.

Academic Training: The program targets long-term unemployed, underemployed and new entrant adult workers and includes 100 hours of training in four course modules: *COMPTIA IT Fundamentals* (introduction to basic IT skills); *COMPTIA A+ Certification* (foundational IT skills); *CyberSafe* (computer security/data safety and compliance); and a newly developed course, *Service Desk Support Analyst* (computer service customer support). The training program will prepare students for entry-level Service Desk Support Analyst positions. Two of the modules will prepare students to take exams leading to industry certifications. NSCC Computer Information Systems Department faculty will evaluate program materials for alignment with credit-bearing IT coursework and noncredit to credit IT Certificate and Associate degree articulation resulting in a clear, guided pathway for students.

Workplace Readiness/Experiential Learning: The MHNSWB/CC will participate in outreach and recruitment with WIOA partners and Career Center clients, assist with workplace skills training including resume writing, career exploration, job search, and interview techniques, and work with employers to arrange experiential learning opportunities for students.

Targeted outcomes: Eighty (80%/22) of students will successfully complete the training; 80%/18 will receive industry certificates and a minimum of 75%/17 will participate in experiential learning placements.

Project Timeline: Program recruitment will begin upon notification of the grant award, and training will occur between January and June 2019. Experiential placements will occur during and post training.

Key Project Personnel: Project Oversight Dean Palter Gill; Project Manager, Dr. Judith Nast; Workforce Engagement Mary Sarris and Edward O'Sullivan, MHNSWB; Mark Whitmore, MSHNSCC.

Project Budget: \$197,206 of which \$28,623 is In Kind Employer/Campus Matching Funds and \$168,583 is the grant request. See Budget and Budget Narrative on page 10.

B. Project Narrative

The project will support the development and implementation of an Information Technology (IT) Pipeline Program aligned with workforce needs identified in the 2018 Northeast Regional Labor Market Blueprint. Through this TRAIN project, our partners are committed to implementing a program design that opens the world of IT careers, including jobs and future education, leading to degrees for unemployed and underemployed people from the Gateway City of Lynn and surrounding North Shore communities.

1. Recruiting: The target population for the training program is long-term unemployed, underemployed and new entrant adult workers in the North Shore region seeking training for entry into the IT field. The Career Center will determine eligibility based on English and Math proficiencies. Student recruitment will occur through a variety of methods. NSCC will market to alumni and business partners. The MassHire North Shore Workforce Board/Career Center will outreach to their WIOA partners and Career Center clients to make them aware of the program and recruit students. In addition to WIOA partners, potential training recruits include members of the 50+ Networking Group and Talent Connect whose members represent long-term unemployed and/or clients seeking a career change. Staff will promote the training opportunity through flyers, partner websites, referral and an Open House.

2. Academic, Work Place Readiness and Industry Skills Training

The program will include 100 hours of training delivered in four course modules. The modules include *COMPTIA IT Fundamentals* (introduction to basic IT skills), *COMPTIA A+ Certification* (foundational IT skills), *CyberSafe* (computer security/data safety and compliance) and *Service Desk Support Analyst* (customer service in computer service/support desk environment). The training program will prepare students for entry-level Service Desk Support/Technical Analyst positions.

a. Training Objectives:

The 2018 Northeast Labor Market Blueprint categorizes professional, scientific and technical services as one of the top three priority industries due to its role in serving other industries within the regional economy and high earnings potential (p. 13). More specifically, computer related and IT support occupations were identified as key positions due to the demand for IT fluency across all sectors, high hourly wages (average of \$47.30) and high replacement demand. However, while the sector is one of the three priority industries in the region, it is facing challenges because the number of young people pursuing STEM degrees is not keeping pace with job openings and employer demand (p. 8). The objective of the proposed training program is to create a new, short-term noncredit IT training program to prepare students for entry-level but well paying Service Desk Support Analyst positions. Twenty-eight

(28) students will be enrolled in the program and participate in experiential learning to reinforce the coursework and job skills training they receive. Proper training in IT provides opportunity for employment in many different regional sectors at varying skill levels along with the potential for increased earnings (p. 9). The training will also meet employer identified workforce training needs discussed in focus group sessions conducted during the development of the Northeast Blueprint “... with the exception of health care, the region lacks education programming sufficient to meet this demand” (p. 12). A formalized process for establishing apprenticeship opportunities will be pursued under this project benefitting business partners and the employees who train through the program.

b. Instructional Format:

Each course module will be taught in a classroom by NSCC Computer Information Systems faculty with students learning hands-on under close supervision. Classrooms are outfitted with the required technology and equipment. *CyberSafe* is an online course, and the credit IT course being developed under this grant will be a hybrid model.

Table 1 Program Courses		
Course	Hours	Certification
<i>COMPTIA IT Fundamentals</i>	25	Yes
<i>COMPTIA A+</i>	25	Yes
<i>CyberSafe</i>	25	No
<i>Service Desk Support Analyst</i>	25	N/A
Total Training Hours	100	

c. Adult Student Learning Needs/Experiential Learning: The Career Center will assess student needs and work with each participant to develop a case plan including career objectives and personal goals. Expanded assessment, work readiness goals, resume development, interview preparation and integration of the professional skills sought by employers are all components of the case management approach to addressing adult learner needs and preparing students for experiential learning opportunities. Staff and instructors will reinforce case plan components in the classroom and throughout the training process.

d. Program Schedule: Student recruitment will begin upon grant award notification expected in October 2018. The training program including course work and experiential learning will begin in early January and run through June 30, 2019 at both the Lynn campus and Danvers campus. Faculty will work on program articulation evaluations from January through May, and the overall program evaluation will

occur in June with a final report submitted to the Department of Higher Education on or before September 28, 2019. Post grant, any required program changes will be made and program articulation into credit Computer Certificate and Associate degree programs will be finalized between September and December for implementation in January 2020.

Table 2	
Training Program Overall Schedule	
Student Recruitment	
October - December 2018	Student Recruitment
Training Program Delivery (January through June 2019)	
January 15 – June 15	Course Delivery
May 15 - June 15	Career Skills and Experiential Learning Placement/Activities
June 15 - June 31	Project Closeout and Evaluation
Program Faculty Evaluation (January through May 2019)	
January through May	Computer Information Systems Department faculty evaluation of program materials for alignment with credit bearing IT coursework and noncredit to credit IT certificate and/or Associate degree articulation.
Program Evaluation (June through September 2019)	
June 15 - June 30	Project Closeout and Evaluation
September 28	Final Status Report
Program Modifications and Articulations (September through December 2019)	

Table 3				
Training Program Course Schedule (concurrently at Lynn and Danvers campus)				
Course	Dates	Days of Week	Hours/Week	Total Hours
COMPTIA Fundamentals	January 15 - February 14	M/T	6.25	25
COMPTIA A+	February 15 - March 14	M/T	6.25	25
CyberSpace	March 15 - April 14	M/T	6.25	25
Service Desk Support Analyst	April 15 - May 14	M/T	6.25	25

e. Credit, noncredit training or a combination of both: The program is a noncredit training program that will provide a pipeline to IT Credit Certificate and Associate programs. As noted, NSCC Computer Information Systems faculty will evaluate the program materials for alignment with credit bearing IT coursework and noncredit to credit IT Certificate and/or Associate degree articulation. Program students, who successfully complete the *Help Desk Support Certificate* program and matriculate into an IT credit certificate or degree program, will be able to submit their transcript, showing they successfully

completed the program training, to NSCC's Center for Alternative Studies to request the credits be awarded. This pathway from noncredit to credit supports the long-term viability of the training program. The industry certifications will also be equated to college credit, so others in the field with industry credentials could use this pathway to move along a career ladder.

f. Credentials earned upon training completion: Students who successfully complete the program will receive a NSCC Help Desk Support Certificate (XPC). The program will prepare students to take exams for two industry certifications, *COMPTIA IT Fundamentals* and *COMPTIA A+*.

g. Certification testing as a prerequisite for employment: While not necessarily required to secure entry level Help Desk Support employment, students will be prepared to take the *COMPTIA A+ 220-901* or *220-902* certification exam and the *COMPTIA Fundamentals FCO-U51* or *FCO-Z51* certification exam.

h. Role of Partners, if any, in delivering of training: North Shore Community College is the Program Lead and will retain a Program Manager to oversee the training and evaluation. The Project Manager will work under the Dean of Professional and Corporate Education and assist in the delivery of the noncredit pathway, work with faculty to evaluate the program for noncredit to credit articulation and assist the External and Public Relations and Marketing Departments to promote the program. The Project Manager will work with MassHire staff to monitor all phases of the project and student progress. The MassHire North Shore Workforce Board/Career Center will work with its WIOA partners including Massachusetts Rehabilitation Commission, Massachusetts Commission for the Blind, Project ABLE, North Shore Community Action, Pathways, Inc., Training Resources of America, and Department of Transitional Assistance and Career Center unemployed and underemployed clients to identify and recruit students for the program. The Career Center will assist in connecting students to wrap-around services such as childcare. MHNSWB/CC will also assist with workplace skills training including resume writing, career exploration, job search, interview techniques, social media as a resource, and follow-up. MHNSWB/CC has identified local employers to host internships, tours/speaking events, mock interviews and job recruitment and placement opportunities will provide student assessment, enrollment, and provide case management for the 28 trainees. Finally, MHNSCC will provide NSCC with assessment data and report on how many training participants are interviewed and/or placed in jobs within six months of program completion.

Table 4 Partner Roles and Responsibilities			
Name	Title	Organization	Role & Responsibilities
Dianne Palter Gill	Dean Professional and Corporate Education	North Shore Community College	Project Oversight/Academic Coursework & Training/Noncredit to Credit Pathways
Mary Sarris	Executive Director	MHNSWB	Employer Engagement/ Experiential Learning Placements
Ed O’Sullivan	Director, Programs and Operations	MHNSWB	Employer Engagement/ Experiential Learning
Mark Whitmore	Executive Director	MHNSCC	Student Recruitment & Assessment, Professional Skills Training, Employer Engagement

i. Sustainable capabilities and capacities developed and maintained in the region because of the project:

The training program will provide an IT pipeline for long-term unemployed, underemployed and new entrant adult workers seeking training that provides entry into the IT field. Data from the Massachusetts Career Information Systems indicates an almost 10% growth in the state and 6.8% regionally in Computer User Support Specialists positions over the next ten years. The noncredit to credit pathway that will be developed and implemented ensures a smooth transition from the certification preparation courses into credit programming.

Quick Facts: Computer user support specialist/Help Desk Support Analyst	
Computer user support specialists help people solve problems with their computer hardware and software.	
Median level wages	\$49,390-\$61,470
10 year projected growth	Massachusetts: 9.9% North Shore: 6.8%

3. Wrap-around Support Services

- a. **Housing:** Referrals through WIOA Partners
- b. **Child Care:** Referrals through WIOA partners
- c. **Transportation:** Discounted UBER rides are available for travel to the NSCC Danvers campus; the Lynn campus is across from an MBTA transit hub.

d. Financial Literacy: MassHire North Shore Career Center offers a financial literacy workshop through partnership with Salem Five. Topics include developing a savings plan; saving and financing for education; household budgeting; debt relief; asset accumulation and management; retirement planning; avoiding scams and investing your money. NSCC also provides access to financial literacy material through Student Financial Services, online programming and workshops.

e. Life Skills Training: N/A

f. SORU/CORI checks: N/A

g. Case Management: MHNSCC will provide case management and liaison with the MHSNWB and NSCC to support student success and completion as they progress through the IT training program, earn credentials and enter the workplace and/or continue their education.

h. Tutoring/Mentoring: All program students will have access to NSCC's tutoring and mentoring programs provided by the Student Support Services Division including full access to academic advising, career counseling, tutoring, computer labs, library resources and accessibility services. Students will also receive a North Shore Community College student ID.

i. Job Search Assistance: MHNSCC will assist participants in creating a vision board to capture their individual career interests, priorities and goals and support development of positive thinking skills, stress management techniques and maintaining momentum. MHNSCC will also offer two LinkedIn Workshops – how to present on the internet, creating a profile, account settings, skills endorsement, groups, recommendations and strategic moves. MHNSCC also offers workshops on Occupational Skills, Interests and Values, Resume Writing, Salary Negotiation and Communication and provides access to online occupational skills/job match tools – O'Net and TORQ.

j. Job and Career Advising: The Career Center offers workshops on interview skills to increase effectiveness and confidence including preparation, presenting key skills, responding to challenging questions, and behavioral interview questions, asking questions, follow up and practice interviews. Employer partners will also provide input into workplace expectations in the field.

k. Certification Preparation: Two of the courses will prepare students for industry certifications.

l. Certification/Initial Licensing Fees: The cost of exams will be covered through grant funding.

4. Internships, Apprenticeships, Experiential Learning

a. Alignment of Experiential Learning with Program Workforce Readiness and Skills Training

Programs: As discussed previously, the project partners will collaborate on integrating the professional and workforce readiness skills required for the IT sector through coursework, technical skills development and case management. Employers are committed to actively engage students in

experiences that prepare them for entering the workforce and developing their skills in accordance with job requirements for the IT profession. The case management model ensures that program participants are supported throughout the training and education process.

b. Student, Employer and Community Colleges Benefits from Experiential Learning: The new Information Technology (IT) noncredit pipeline training program benefits students through entry into a high demand industry, attainment of industry recognized credentials, access to career and work readiness, experiential learning and connection to a credit IT pathway. Employers benefit by engaging in the training process, providing input into potential employee recruitment and placement, and providing opportunities for internship placement that bring new perspectives into the workplace. By providing a pipeline of certified technicians, the employers are assured of a high quality candidate, one who has the demonstrated persistence, drive and motivation to complete the rigor of these courses. Finally, community college staff benefit by strengthening training program offerings and potential enrollment in other noncredit and/or credit programming. By cementing the pathway from noncredit to credit that formerly we have not had the resources to be able to do, NSCC will be able to offer a clear guided pathway in IT. All partners benefit from collaborating in workforce education and training that strengthens existing relationships and forges new ones for future projects.

c. Role of Mentors and Supervisors in Guiding Intern Trainees, Assessing Performance and Providing Feedback: The Program Manager, Career Center Staff and employer representatives will be actively involved in providing guidance and modeling professional skills. The initial assessment of students and the academic coursework will be augmented by professional skills development including building teamwork capacity in individuals, conflict resolution in a work environment, decision-making, self-motivation, time management, adaptability and communication. The instructors will provide daily feedback to the students and weekly reports to the NSCC Dean. There is continuous improvement and feedback among the instructors, the College, the Career Center and the students. In addition, the College will convene meetings to discuss progress made in the classroom and subsequently the employer environment.

d. Length of Experiential Learning Opportunity: The experiential learning opportunities will occur during and after the training period.

e. Potential for Employment upon Completion of Internship: Students who complete an internship through the IT training program will be in a stronger position for employment upon completion. There is opportunity for the potential employee to decide on fit. Experiential learning allows student to assess the culture and job skills of business where they are placed. For the employer, this low risk arrangement

provides the opportunity to “test out” potential new employees whom they get to know without the demands of total onboarding.

5. Program Measures and Outcomes

- a. The number of participants who will begin the program:** The program will enroll 28 students.
- b. The number of program completers including certifications attained:** NSCC expects that 80% of the enrolled students will successfully complete the program and of those, 75% will receive one or more industry certifications.
- c. The projected and committed number of students to be placed in experiential learning opportunities:** The program intends on placing all enrolled students.
- d. The number of businesses providing experiential learning opportunities to participants, the number of student placements and a description of the training received by participants through these placements:** Four businesses; all students enrolled will participate in experiential learning activities, and we expect 75% or 17 to be placed and receive training in alignment with the needs of the business and the qualifications of the participant.
- e. The number of participants who received full-time employment within 6 months of completing the program:** 17-20 participants
- f. The cost per participant reflecting the services provided for Long-Term Unemployed workers, Under-Employed workers and Prospective Adult workers:** \$6,000 (This cost includes start-up costs for equipment; going forward, cost per participant would decrease.)

6. Evaluation and Reporting

A third party Program Evaluator will be retained to review the program outcomes and assist in the preparation of Draft and Final status reports. The Evaluation will review the program’s effectiveness in attaining the stated outcomes through data review and interviews with program training faculty, program partners, students and faculty conducting program review for articulation to other IT programs. Based on the analysis and interviews, the Evaluator will propose suggested program modifications to the training program. The Evaluator will assist the Project Manager in preparing a Final Report that describes the program implementation including facets of the program that went well, unanticipated challenges and resolution thereof. The program’s effectiveness in relation to achieving stated outcomes and an assessment of best practices including partner relationships, course delivery and student experience/support services will be included. The report will also include an expense analysis of the proposed and actual expended program budget.

C. North Shore Community College MA DHE TRAIN Budget and Budget Narrative Worksheet

Expense	Requested Funds	Matching Funds	Total Funds (Requested & Matching)	Budget Narrative
Salaries	24,500	26,360	\$50,860	
Administrative		6,180	\$6,180	Dean Professional & Corporate Education (\$55/hr x 2hrs x 26 wks) project oversight; Dean STEM & Education (\$50/hr x 2hrs x 26 wks) faculty coordination; Director of Center for Alternative Studies/Educational Testing (\$45/hr x 2hrs x 8wks); review non-credit to credit articulation
Support Staff	0	2,500	\$2,500	100 hours staff time -meeting & training coordination
Instructional/Profess.	10,000		\$10,000	Two instructors for two cohorts- 100 hours @\$50
Other (Describe)	10,500		\$10,500	Faculty Stipends program articulation 2@150 hrs@\$35
Other (Describe)	4,000		\$4,000	Faculty Stipends-develop Hybrid CPS122 operating system (OS) technology, 4 credit course for noncredit to credit pathway
Employer Match		\$17,680		4 Senior Staff @\$100/hr x 1hr x 26; 4 Junior Staff @\$35/hr x 2 hr x 26 wks
Payroll Tax*/Fringe		2,263	\$2,263	FT Fringe @\$ 36.62% x \$6,180
Indirect**	16,183		\$16,183	10% of requested funds
Travel	500		\$500	Staff travel to training sites.
Supplies/Materials	23,400	0	\$23,400	
Curriculum Books			\$0	
Class Supplements	22,400		\$22,400	Exams, books, materials for 28 participants @ \$800
Other (Describe)	1,000		\$1,000	Materials to recruit and advertise program
Subcontracts	0	0	\$0	
Faculty			\$0	
Consultants	28,000		\$28,000	
	18,000		\$18,000	Coordinator for recruitment, program management, evaluation, coaching, reports to state, travel to meetings with Career Center 240 hours @ \$75
	5,000		\$5,000	North Shore WIB/Career Center services
	5,000		\$5,000	Third Party Program Evaluator
Tuition and Fees	56,000		\$56,000	Education Assistance/Tuition
Equipment	20,000	0	\$20,000	
Tablets, Computers	20,000		\$20,000	Network \$6,000, cabinets & equipment \$4,000; tear down machines \$7,500, Comcast service \$2,400 and misc (cables etc.)
Trade Tools			\$0	
Food	1,000		\$1,000	Recruiting meetings, completion ceremony, snacks
Transportation			\$0	
Other	0	0	\$0	
TOTALS:	\$168,583	\$28,623	\$197,206	
* Any state entity applying for these grants is expected to submit payroll tax costs in alignment with the rates set by the Massachusetts State Comptroller. The FY19 payroll tax rate is 1.73%.				
** This program is funded by state appropriation. Indirect costs are allowed up to 10%. If funds are transferred to awardees via a child account in MMARS, applicants should plan to charge overhead expenses to this funding source up to the dollar value that is equivalent to the cost calculated by applying the indirect rate.				
Authorizing Signatur			Date:	September 20, 2019