

# Anoka-Ramsey Community College

## Best Practices for Student Success

### **Workforce Retraining Initiative –**

- The troubled economy and record-high unemployment rates, prompted Anoka-Ramsey Community College to respond to the unemployed workforce by offering reduced-cost access to a college education and training programs. With the support of its various stakeholder groups, the college announced its Workforce Retraining Initiative, featuring a 50% tuition grant, just before the start of spring semester of 2009, nearly a year ago, and decided to continue the program in summer and fall semesters of 2009.

### **The Numbers of Past/Present Participating Students**

- Overall, looking at all students participating in the workforce retraining program in spring 2009, summer 2009 or fall 2009, there were 786 total students who participated with 203 students taking non-credit courses.
- Fall semester of 2009: 423 students were taking credit courses; 78 students were taking non-credit courses, 5 students were taking both credit and non-credit ( NOTE: Numbers are shifting daily.)

### **The development of certificate and fast track programs to meet the needs of dislocated workers.**

- Anoka-Ramsey Community College has developed a strong relationship with the Anoka County Workforce Center. When the unemployment rate began to rise, we contacted the workforce center to see what could be done to meet the training needs of dislocated workers. In response to their feedback, we developed 10 new accelerated certificate programs: Administrative Professional, Customer Service, Essential Oils, Web Development, Print Design, Virtual Infrastructure Architecture, Project Management, Product Development and Project Management, Acupressure and Lean Healthcare. The courses are offered at multiple times throughout the year.
- We also meet with Workforce Counselors on a regular basis to increase awareness of the programs and certificates that we offer to their clients.
- Fast track courses were developed in the IT field. Cisco Certified Network Administrator (CCNA) and CompTIA Security+ include online work. Week long bootcamps were created for the CompTIA Network+, Cisco Security+ and Cisco CCNA courses.
- We continued to offer an Introductory Medical Device Certificate for New Employees and Workers in Transition, an Advanced Medical Device Certificate and Lean for the Medical Device Industry Certificate. The new Product Development and Project Management Certificate also meets the needs of engineers, scientists, project team leaders and researchers.
- Anoka County Workforce Center- Steps to Success Partnership is our third partnership managed by the workforce center. It has training services provided by Anoka-Ramsey Community College and Anoka Technical College. Training is focused on providing computer and customer service certificates to participants as a means of increasing employment opportunities. Grant funding totaled \$200,000.

**Partnerships with cities and chambers to provide training for individuals and area businesses.**

- Anoka-Ramsey Community College hosted 6 breakfast meetings for the Metro North Chamber where presentations were made on a wide variety of topics (Innovation in Sales and Marketing, Guerilla Marketing Strategies, Human Resource Decisions, Employment Law, Multi-Generational Workforce, Resilience for Businesses During Tough Times, etc.). We continue to be involved with the MetroNorth Chamber through various educational activities.
- Anoka-Ramsey Community College is currently offering 3 workshops in partnership with the Cambridge Chamber of Commerce to provide training to local businesses in the areas of marketing, reducing waste, and saving money.
- The Anoka Area Chamber offers a Leadership Academy in partnership with Anoka Technical College and Anoka-Ramsey Community College. The 6 month program provides training to community and business leaders.
- The City of Blaine and Anoka-Ramsey Community College assist businesses in the Blaine area by providing an annual training series. Each year a new topic area is presented. Topics have included project management, supervisory training and customer service.

# Anoka-Ramsey Community College

## Innovation for the Workforce

### **Upgrade of Computer facilities to meet the needs of students**

- A new state-of-the-art computer lab hosts the new SolidWorks Training, a 3-D computer-aided design (CAD) application. Many of our other professional training programs are taught in a newly remodeled lab with 20 computer stations.

### **The development of leadership and integrative health and healing programs in the fields of nursing and geriatric care.**

- Due to the success of our Charge Nurse Leadership program, we have developed leadership programs for all nurses. The Essentials of Nursing Leadership, Managing Conflict and Preventing Crisis, Developing Resilience and Understanding and Healing the Effects of Trauma courses are designed to meet the challenges that nurses face on a daily basis.
- Essential Oil Therapies for Senior Care Environments and The Understanding the Healing Effects of Trauma courses assist individuals working in geriatric care facilities by using alternative medicine and energy healing .
- Fairview-Red Wing Health Services is committed to implementing a new approach to patient care which returns focus to care giving. This will lead to total healing as the driving force of their healthcare system. They set a goal of creating this new more responsive healthcare environment for patients and personnel by 2015. Both non-credit and credit certificate programs focusing on Integrative Health and Healing will be developed for this partnership. The new credit certificate programs include: Holistic Hospice and Palliative Care, Geriatric Health and Wellness Promotion, and Oncology Certificates. Anoka-Ramsey Community College will be working collaboratively with South East Technical College to develop the new curriculum which will increase the capacity of both colleges.

### **The Center for Lean**

- Anoka-Ramsey Community College is a leader in the development of Lean training for a wide variety of industries including Healthcare, Medical Device and Pharmaceutical and Manufacturing. A new focus on Lean/Green has incorporated environmental and green considerations into value stream mapping.
- Gyrus Medical, Inc. is a medical device original equipment manufacturer located in Maple Grove. The company manufactures electronically powered surgical tools that cauterize and cut tissue, called their "See and Treat" surgical solutions. North Hennepin Community College and Anoka-Ramsey Community College are working collaboratively to provide an array of technical

training designed to transition Gyrus from a hand-assembly production to an automated operation. Training will focus on Lean principles and continuous-improvement as Gyrus transitions to automation. The grant will benefit ARCC by developing new programs for the Center for Lean.

- Accellent, Inc. is a manufacturer of precision parts and assemblies for the medical device industry. Working together, North Hennepin Community College and Anoka-Ramsey Community College will provide comprehensive advanced training to all Accellent employees in the state of Minnesota. This will create a platform for growth the company needs to compete in the changing world of the medical device and health industries. Training goals include a leadership transformation of the Accellent workplace that incorporates Training Within Industry (TWI), a dynamic program using a learn-by-doing approach for teaching essential skills to supervisors and team leaders. Accellent will also undergo a truly integrated Lean operation using process improvement methodologies and the practices of Six Sigma.