

2007–2008

Customized Training Summary



DAKOTA COUNTY
TECHNICAL COLLEGE
CUSTOMIZED TRAINING

[make it happen]

2007–2008 CUSTOMIZED TRAINING SUMMARY

PRESIDENT'S MESSAGE



As turbulent economic times continue to present business and industry with new challenges, it is more critical than ever to have employees who are armed with the ability to balance the books, face international competition, keep pace with technological advancements, and take on challenges that arise in the marketplace.

Dakota County Technical College's Customized Training program is designed as an avenue of support for employers to help their staff take on these challenges. Our training instructors have spent the last year working with a wide variety of companies in areas such as manufacturing, business and management, transportation, information technology, and public safety to provide affordable, efficient, custom-designed training that covers the gamut of skills and knowledge employees need to keep their company or organization competitive.

We have also worked hard to carefully watch the marketplace and respond to specific areas of need. This work is exemplified through the Minnesota Jobs Skills Partnership training grants the college has received, as well as programs that have been designed to respond to specific situations. These relationships not only help the companies and organizations involved, but also allow DCTC to learn new information and make adjustments to curriculum so that our graduates are better prepared for the workplace.

Though new challenges are sure to reveal themselves at home and abroad in the next year, DCTC's Customized Training division will remain steadfast in providing customized training tailored to respond to the needs of business and industry in affordable and efficient ways.

Thank you for your interest and support of the DCTC Customized Training division. Best wishes for a prosperous year 2008-2009.

Sincerely,

Dr. Ron Thomas

President, Dakota County Technical College

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Customized Training is designed to meet the individual needs of businesses and organizations. To learn more about the accomplishments of Customized Training in the past year, learn more about each of our divisions on the following pages:

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LOCATIONS

Dakota County Technical College can provide training at your location or one of ours. Should you choose one of the DCTC locations, our facilities are equipped with the technology necessary to replicate your actual environment. Learn more by visiting our Web sites at www.customizedtraining.com or www.dctc.edu.

Dakota County Technical College

1300 145th St. E.
(County Road 42)
Rosemount, MN 55068
651-423-8472

IT Training Center

Eagan Business Center
Suite 230
3140 Neil Armstrong Blvd.
Eagan, MN 55121
651-688-1188

Apple Valley Partners in Higher Education Site

14200 Cedar Ave.
Apple Valley, MN 55124
651-423-8600



"The partnership between Northwest and DCTC is going extraordinarily well thanks to the skill and expertise of the college's facilitators. They deliver initial leadership training in a way that is incredibly effective. The [supervisors and leads] are continuing the learning process in creative ways and are excited about the training, and the airline is already experiencing very positive results."

– **Lisa Todd**
Northwest Airlines Senior Leadership Development Training Specialist

BUSINESS AND MANAGEMENT

PARTNERSHIPS

Partially fueled by a grant from the Minnesota Job Skills Partnership, **Northwest Airlines** is undertaking a massive investment in supervisory and leadership training for more than 1,600 leads and supervisors. DCTC is providing certified instruction using Achieve Global materials and custom built curriculum for this intense 12-hour interactive training program.

Rollx Vans and DCTC have received a Minnesota Job Skills Partnership grant to provide training to meet new challenges in an evolving business environment. Specific training includes integration of a management information system that includes technology, technical, sales, customer service and managerial training, which will better prepare the organization for its anticipated growth.

DCTC successfully delivered Occupational Spanish training for teachers and staff members from **ISD-196: Rosemount-Apple Valley-Eagan Schools**. Participants were able to master specific Spanish phrases they can use daily, and moreover they gained a better understanding of Hispanic cultures.

DCTC, **Health Partners**, and **Lifetrack Resources** established a positive partnership to bring new employment opportunities in customer service careers to the health care industry, providing more than 100 participants with customer service, medical terminology, and computer training

HIGHLIGHTS

Delivered Occupational Spanish to several local police departments, school districts, and realtors. The training was designed to teach Spanish to individuals based on the needs of their specific occupation so that they could begin using the language immediately.

Now offering International certification in management through the Certified Manager program.

Created a multicultural Supervision program that is available either in a credit-based format or through customized training through a grant obtained from the Minnesota State Colleges and Universities system.



"The IT Training Center met our training expectations and objectives. The content and delivery was customized to the needs of our organization, and the instructor was very willing to approach the technology in a way that was consistent with our infrastructure and prepared us for the certification exam."

– **Steven Smith**
Comcast

IT/COMPUTER TECHNOLOGY

PARTNERSHIPS

The IT Training Center (ITTC) became a **Prometric Testing Center** in January 2008. Prometric is the single source provider of Microsoft exam delivery worldwide, offering exam services for Oracle, Sun, CompTIA and other technology vendors. The exam services allow hundreds of employees from companies across the Twin Cities and upper Midwest to pass through the ITTC each month, which results in excellent exposure and training opportunities for DCTC and the ITTC.

Normandale Community College – Continuing Education now provides IT-related course offerings to extend to its constituency through a partnership with the ITTC. The ITTC's class schedule and course information will be included in Normandale's course schedule and Web site, providing Normandale with the opportunity to sell all ITTC tech course offerings in an area prime for all types of technology training.

A partnership with **Unique Software** extends ITTC's reach to Unique Software's customer base. Unique Software will be adding banner ads on its Web site, providing discount coupon for ITTC classes in product shipments, and handing out discount coupons to in-store customers. The partnership also allows ITTC learners to take advantage of price discounts as high as 75% on software.

The sales arm of the ITTC has been extended by a relationship with the **Global Learning Alliance**, which functions as a broker of technology training services for large companies that have international locations. GLA forges a relationship with local training providers to provide excellent training to its clients, and the ITTC benefits by building an extended client base and new training opportunities.

HIGHLIGHTS

Incorporated **hybrid delivery for Microsoft classes and began offering .NET training** again, resulting in an increase in the number of classes offered.

Utilized remote delivery to incorporate Centra, a live e-learning tool, into a number of classes beginning in January 2008.

Overhauled infrastructure in July 2008, including **routing/switching configuration, 24/7 remote lab access for students, and new ghost solutions.**



"Thanks to the DCTC Customized Training Manufacturing division's mechatronics training, our bottom line has improved in our total preventative maintenance area."

– **Rick**
Mechatronics
Maintenance Manager and
Evening Class Student

MANUFACTURING

PARTNERSHIPS

Anderson Windows continues to utilize DCTC's Manufacturing division for PLC training.

DCTC serves as the training center for boiler certification and NEC recertification for **Flint Hills Resources**.

Navy Island Plywood has developed a partnership with DCTC to help cross-train its employees in the various skills necessary within its operation and help better prepare its workforce to face economic, manufacturing industry, and workplace challenges.

Eagan-based **Dakota Communities, Inc.**, will begin offering 'Learning Paths for Health Care Professionals' in conjunction with DCTC through a Minnesota Jobs Skills Partnership Grant.

Urologix and DCTC received a Minnesota Jobs Skills Partnership grant to begin offering a 'Dock to Doctor' program to Urologix employees.

The **Railroad Coalition** and DCTC have completed the first year of railroad conductor training with great success. Industry partners from Class I to local, regional, and short-lines have participated, placed graduates, and will continue to work with DCTC to make sure future industry needs are met.

Safety training was provided for **North Shore Mining Railroad** in Two Harbors, Minn.

HIGHLIGHTS

Offered on-campus open enrollment courses that included **industrial electricity, motor controls, PLC, hydraulics/pneumatics, troubleshooting, boilers, and railroad conductor training.**

Became an **IPC Soldering Certification member** and **a regional training site for Union Pacific Railroad.**

Expanded DCTC's Electrical Lineworker program with the help of **Dakota Electric, Xcel Energy, and the local energy cooperatives.**



“Just wanted to thank you
and your staff for some
excellent training!
Everyone thought it
was excellent, and
they especially liked
the time they had behind
the wheel.”

– **Training Coordinator**
Anonymous Evaluation
Comment

PUBLIC SAFETY

PARTNERSHIPS

Eaton Corporation has contracted with DCTC to provide ‘Driveability and Reliability’ testing for a commercial hybrid truck. Through the use of hydraulic technology, this truck has a fuel saving capability of up to 35%. So far, 1,300 hours of testing have been completed and an agreement has been signed to continue testing through the next year, and the truck is now in limited production and being used in public works departments in cities such as Denver and New York.

The DCTC Public Safety division trained approximately 80 truck drivers in 2007 through a partnership with the **Teamsters Service Bureau** and the **Minnesota Job Skills Partnership**. Companies included in the training were **SuperValu, North Star Foods, USF Holland, and Falk Paper Co.** Incumbent workers from these companies were also given the opportunity to advance from a Class B license to a Class A license. DCTC plans to submit an application to continue this project for another two years.

DCTC, in partnership with the **Minnesota State Patrol**, trained 308 new commercial vehicle inspectors and recertified 575 inspectors at the Apple Valley site. DCTC recruits students from as far away as Duluth and Albert Lea to participate in the program.

HIGHLIGHTS

With fuel costs continuing to rise, the **Motorcycle Safety program trained and endorsed 1,200 motorcycle riders** this past year, an increase of 20% over previous years. In order to keep up with the demand, additional classes continue to be added to the schedule.

Continue to work with law enforcement agencies from across the state – and the country – for training services such as pursuit driving and P.I.T. training. A total of **600 peace officers were trained in emergency vehicle operations, basic and advanced pursuit, and P.I.T. training, and 200 firefighters and emergency medical technicians were trained in emergency response driving proficiency skills.**

A defensive driving course was administered to approximately 250 students of all ages from the general public, school districts, and court referrals.



“...the training provided by DCTC was responsible in a large way [for the reduction in accidents our drivers were in this year]. DCTC’s defensive driving classes were enjoyed by our “D” class drivers, as well as the CDL drivers. I have not heard one comment from our participants that didn’t include “I learned a lot” or “the time spent on the track was very worthwhile. I’m looking forward to a long relationship between the City of St. Paul Public Works Dept. and DCTC for defensive driving training.”

– **Ron Edlund**
City of St. Paul Safety Coordinator

TRANSPORTATION

PARTNERSHIPS

Working with the cities of **Apple Valley** and **Bloomington**, as well as the **Metropolitan Council**, DCTC’s Customized Training Transportation division trained individuals in truck driving and heavy equipment operation.

Working with the cities of **St. Paul, Minneapolis, Bloomington, West St. Paul,** and **Rosemount**, as well as **Ramsey** and **Hennepin counties**, more than 400 individuals were trained on the DCTC road course and skid pad in defensive driving skills in snow plows, cars, small trucks, and a variety of other vehicles. Of the people trained, the largest representation was the contingency of 300 from the City of St. Paul.

HIGHLIGHTS

Provided 153 students with training through 13 different open enrollment truck driver training classes. **Of these 153 students, 151 (98.6%) achieved Class A Commercial Driver’s License (CDL) status** and passed the course.

Accepted for consideration to receive national certification by the Professional Truck Driver Institute (PTDI) based in Virginia.

Continue to maintain a multi-million dollar facility that includes a building solely used by Truck Driver Training containing three classrooms; an observation deck; full communication with all trucks; three truck driving yard exercise areas; and an enclosed, three-mile course. Through use of these facilities, **students are able to reach 1,000 to 1,500 miles of hands-on-the-wheel driving experience on all types of roadways.**

GRANTS

AMERILAB TECHNOLOGIES

\$309,411 • Nov. 2006 – Oct. 2008

Amerilab is participating in a pilot program with DCTC to develop a Multicultural Supervision diploma program that will target Amerilab's frontline supervisors and team leaders. Additionally, the company also has a large multicultural workforce that will benefit from DCTC's customized English Learning Language training by providing individual assessments to determine the employees current level of English proficiency, and then placing them in courses appropriate to their level of understanding.

DAKOTA COMMUNITIES

\$49,953 • Feb. 2008 - Oct. 2009

Dakota Communities Inc. is a long-term care facility that provides comprehensive, round-the-clock residential and direct care service to over 225 individuals. They are currently experiencing a 40 percent staff turnover rate and training is needed to get senior advocate and program coordinator level staff up to speed. DCTC is aiding in this effort by adding curriculum specific to Dakota Communities to the basic industry training offered to staff, and by providing advocacy, teamwork, health care professionalism, facilities management, customer service, and other information training specific to Dakota Communities.

FOLDCRAFT

\$300,000 • Nov. 2006 – Oct. 2008

Foldcraft Company is experiencing significant growth, resulting in a need to expand and prepare its workforce. To handle the growth, the company believes that an extensive training initiative in partnership with DCTC will prepare the incumbent workforce for advancement, as well as offer opportunities and long-term career paths for new employee candidates. Instruction from DCTC will include operational excellence training for manufacturing, IT applications and software, specific technical/workplace skills, ESL, and Spanish for business.

FRONTIER COMMUNICATIONS

\$328,190 • April 2007 – Oct. 2008

After learning that their call center would be expanding, Frontier Communications in Burnsville worked with DCTC and several other state entities to develop a new training program for new employees and a retraining program for current employees. The program focuses on customer service, sales, and leadership training to the call center staff. Additionally, money was allocated to provide appropriate training for frontline supervisors and technicians.

NAVY ISLAND PLYWOOD

\$49,619 • Feb. 2008 - Oct. 2009

Navy Island is a survivor in a manufacturing industry that is facing challenges that include foreign competition, workforce diversity in both person and skills, and an uncertain economy. In order to keep Navy Island competitive, DCTC will aid in cross-training employees in

several modules to accommodate the specific needs of the entry-level production worker, the basic manufacturing operator, and the advanced manufacturing technician in areas such as productivity and quality training, basic manufacturing skills, manufacturing skills, and computers and automation principles.

NORTHWEST AIRLINES

\$263,945 • June 2007 – Oct. 2009

As this Eagan-based carrier emerges from bankruptcy and faces an unprecedented turnover rate, management needs to strengthen their leadership abilities to prepare for new expectations and develop a better employee relations environment. Through MJSP funds, NWA will partner with DCTC to formally train 1,689 leads, supervisors, and frontline managers. Training will ensure that frontline lead employees have a common framework, knowledge, and skills to accomplish their management responsibilities.

PERFORMANCE OFFICE PAPERS

\$49,414 • April 2008 - Feb. 2009

Performance Office Papers is a manufacturer and distributor of a variety of cut sheet paper products designed for operation in high-speed production printers, office copiers, and small offset presses that is located in Lakeville, Minn. Through the MJSP grant, DCTC will provide customized training to manufacturing and warehousing employees to better understand the new, more sophisticated converting equipment and automated palletizing equipment Performance Office Papers has purchased in order to stay competitive in the marketplace.

ROLLX VANS

\$255,701 • June 2007 – Oct. 2009

Rollx Vans, located in Savage, is a leading manufacturer of conversion vans for physically challenged individuals. DCTC will be partnering with James Madison University, VA, to certify their instructors, who will then deliver the Certified Manager (CM) Program to a total of 136 employees. The training and professional development of Rollx employees will provide them with the skills required to achieve their strategic plans of increased growth and profitability, higher customer satisfaction and increased staffing.

ST. JUDE MEDICAL

\$137,729 • Feb. 2007 – Feb. 2009

Today's medical device manufacturers communicate manufacturing procedures that transfer the intent of the engineer into the minds and hands of the production worker. While technical writing is challenging, it is elevated within the diverse Minnesota workforce. In order for employees to execute their responsibilities, they need to fully understand the technical documents that define procedures, specifications, and quality requirements. This grant will help create a system that will monitor, manage, and enhance the efficacy of training engineers to produce documents and measure the knowledge transfer to the production worker.

(continued on next page)

UNIVERSAL HOSPITAL SERVICES

\$350,000 • Nov. 2006 – Oct. 2008

UHS, a leader in the life cycle of medical equipment in hospitals and medical facilities, has been working with DCTC to help revise and update the Biomedical Equipment Technician program with online resources and databases that enhance student understanding of the industry. UHS expanded DCTC's equipment repair inventory to give DCTC students experience with the latest technology, and the research database implementation has broadened the capacity to view the latest industry methods.

UROLOGIX

\$189,000 • Feb. 2008 – June 2011

Urologix is a small but growing bio-medical company with around 100 employees. To manufacture just one of its catheters, more than 25 technical manufacturing procedures are in place. In order to train staff to a point of being competent in all processes used in manufacturing a single device, the company is working with DCTC to initiate a two-pronged training program that includes a pilot program and implementation of a formalized train-the-trainer program. This will enable the company to provide employees with the shortest path to on-the-job competency.

PARTNERS

3M
ALF Ambulance
ACT Test Administration
Access Corporate Event Network
Agel Enterprises
AllFlex, Inc.
Andersen Corporation
Automation Training
BBC of Farmington
Behne Trucking, Inc.
Belle Plaine Fire Dept.
Berger Transfer & Storage
Bravura
City of Rosemount
Children's Hospital
City of Apple Valley
City of Bloomington
City of Coon Rapids
City of Minneapolis Public Works
City of Minneapolis Solid Waste
City of Minnetonka
City of Oakdale Public Works
City of Rosemount
City of St. Paul Public Works
City of St. Paul Fire & Safety Services
City of St. Paul Parks
City of West St. Paul
Classrooms Unlimited
Comcast
Corvettes of Minnesota
Cottage Grove Public Works

Dakota Communities, Inc.
Dakota County
Dakota County CDA
Dakota Electric
Data Centric
Despatch Industries
Eagan Fire Dept.
Eaton Corporation
ExecuTrain of Utah
Faribault Fire Dept.
Flint Hills Resources, LP
Frontier Communications
Fusion Culinary Center
Glacier Lakes Quattro Club
Global Learning Alliance
Gold'n Plump Poultry
Goodrich Sensor Systems Corporation
Great Equalizer, Inc., aka Ascolta
HIRE
Hastings Fire Dept.
Hennepin County Transportation Dept.
ICI Paints
Independent School District 196
Jefferson Lines
Knowledge Development Centers
Liberty Property Trust
Lockheed Martin
MN Dept. of Human Services
MRQ
Manufacturing Alliance

Maplewood Fire Dept.
Marcom Nordic
Maternity House Publishing
Mdewakanton Fire Dept.
Metropolitan Council
Minneapolis Police Dept.
Minnesota Auto Sports Club
Minnesota Teamsters Service Bureau
Minnesota Valley Electric Cooperative
MnDOT
Morrell Transfer
Motors Management Group
Navy Island Plywood
Noodles & Company
North Star BMW Club
Northwest Airlines, Inc.
Oneok
Overbye Transport
Parents in Community Action
Performance Office Papers
Prometric
Quality Career Services
Ramsey County Public Works
Relocate Realty
Richfield Fire Dept.
St. Paul Police Dept.
School Finances.com
Schwans Home Service
Sodexo Healthcare Campus
Springer Exteriors LLC

St. Louis Park Utilities Dept.
St. Paul Fire Dept.
St. Paul Public Schools
Steve Bauman (motorcycle)
Sunrise Results
Sysco Asian Foods
Target
Timberland Partners
UPONOR North America
US Cycling Federation
Union Pacific Railroad
Valmont Industries
Wenger Corporation
Woodbury Fire Dept.



DAKOTA COUNTY

TECHNICAL COLLEGE
CUSTOMIZED TRAINING

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