



## Statutory Purpose Monitoring Overview

### Business and Industry Services

### 2022-23 Academic Year Review

#### Business and Industry Services Purpose

To design and deliver customized training, consulting services, and technical assistance in partnership with public and private sector employers to further economic development.

## **College Statutory Purposes**

Fox Valley Technical College, consistent with statutorily mandated purposes, holds to the following purposes:

### ***Focus on our Students***

- Deliver (a) Associate Degree, Diploma, and (b) certificate-level educational programs which provide the skills and knowledge necessary to address occupational competencies from initial job-entry to advanced certification.
- Provide (a) basic skills programming and (b) counseling services necessary to enhance the success of students.
- Offer educational programming and supportive services for special populations to address barriers prohibiting participation in education and employment.

### ***Focus on our Regional Employers***

- Provide training and education to upgrade the occupational skills of individuals and the business and industry work force.
- Design and deliver customized training, consulting services, and technical assistance in partnership with public and private sector employers to further economic development.
- Offer related academic and technical support courses for joint labor/management apprenticeship programs.

### ***Focus on our K-12 & Community Partners***

- Provide community services and avocational or self-enrichment activities.
- Collaborate with secondary schools, colleges, and universities to enable students' smooth passage between educational systems.

Board Policy IV.B

Adopted: 12/13/94

Reviewed: 08/28/98, 08/25/01, 9/19/06, 09/16/08, 09/18/12, 02/17/15, 7/11/16

Revised: 09/15/98, 09/20/11, 09/18/12, 7/11/16

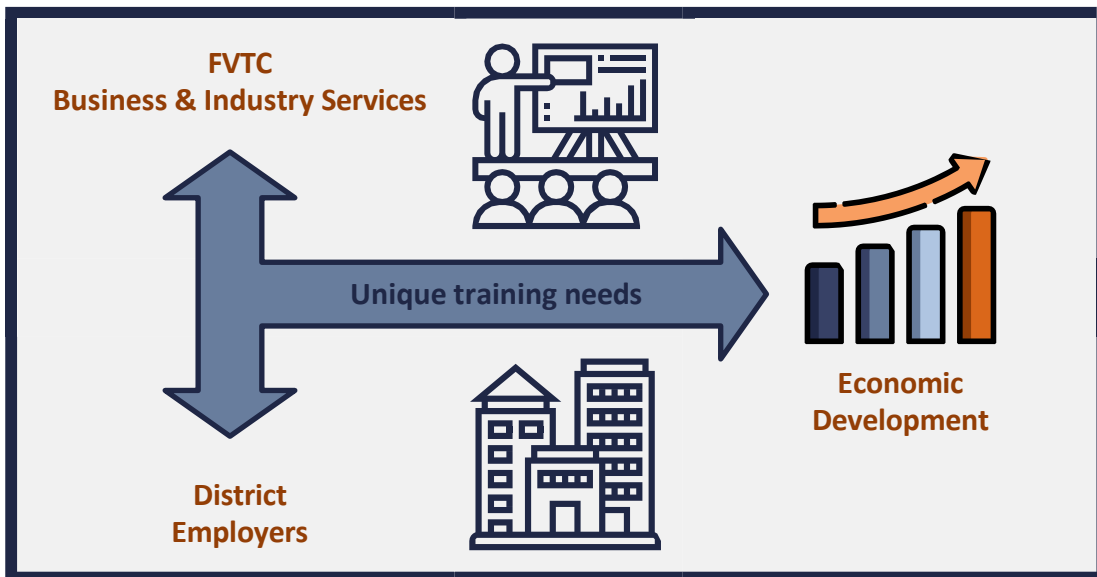
# Focus on our Regional Employers

## **Purpose:**

*Design and deliver customized training, consulting services, and technical assistance in partnership with public and private sector employers to further economic development.*

## **Overview**

The Business and Industry Services (BIS) division of the College works with district employers to align their unique organizational needs for skills development and process improvement with the extensive industry expertise of FVTC faculty. Through a collaborative approach, training and technical assistance solutions target specific areas including technical skill gaps, process improvement, leadership, workplace safety, and communication skills. This approach consistently helps organizations improve profitability, expand organizational capacity, and enhance employee career pathways, which contribute to robust economic development in the College district.



# Focus on our Regional Employers

## What We Do

The design of FVTC's customized training and technical assistance services reflects the client's unique business, cultural, and market-driven requirements. Organizations today face many common challenges including succession planning, operational efficiency, process improvement, and addressing critical skill gaps. Acting as a collaborative partner, the BIS team leverages its web presence through timely response to service requests and face-to-face solution building to ensure the proper design and execution of training.

FVTC utilizes an integrated model of sourcing faculty and staff from its rich variety of degree programs and certificates to deliver customized training and technical assistance services to district organizations, onsite or at college locations. In turn, the staff members involved with training and technical assistance assignments can bring relevant industry experiences, perspectives, and challenges back into the classroom. This shared learning between industry and academic programs offers the rigor of academic instruction to industry while making certain that academic programs reflect current industry practices and technology.



### Customized Training

- Courses
- Seminars and workshops
- Professional development
- Credit-based career pathways



### Technical Assistance

- Consulting
- Facilitation
- Training plan development
- Strategic planning
- Assessments
- Prototyping
- Digital content creation
- Curriculum development



### Other Services

- Facility rentals (rooms and equipment)

## Focus on our Regional Employers

### **For Whom**

Through long-term workforce and process improvement partnerships, FVTC is a preferred provider of business solutions to employers and organizations. Each industry cluster across the College provides some level of customized training and technical assistance to our industry partners. To serve a broad range of employers, the College maintains consistent and coordinated outreach efforts through organized campaigns, using multiple communications platforms and tools. This outreach serves as a continuous contact point with employers, reminding them of training and technical assistance opportunities throughout the year.

### **Participant and Employer Satisfaction**

Participant feedback is requested at the conclusion of each training session. The instructor, instructional content, level of learning experience, and overall satisfaction with the training experience are evaluated. In addition, the employer is polled at the completion of the contracted training event to determine the level of customer service experienced, the overall value of the training, and whether the employer would employ the College again for future training.

### **At What Cost**

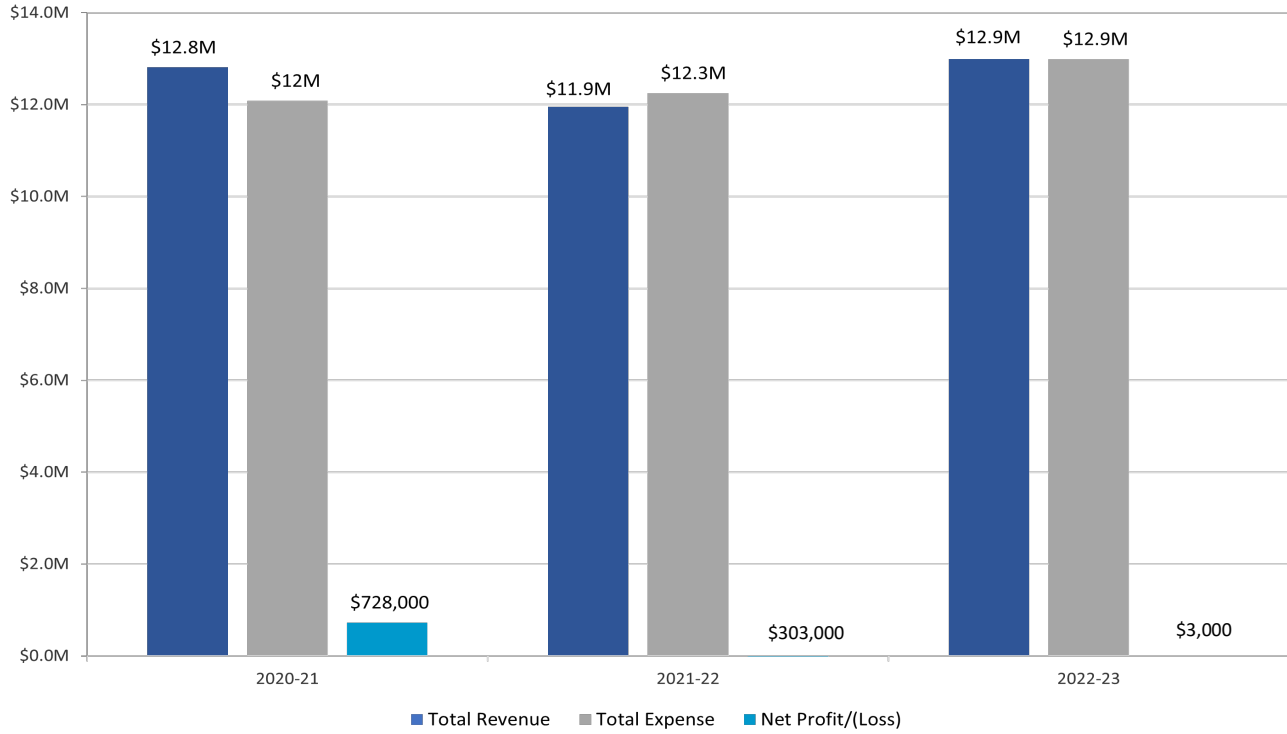
FVTC contract training and technical assistance delivers services to organizations in a way that elevates their workforce while recovering the cost to the College for those services. The College delivers these services on a fee-for-service basis in a way that does not negatively impact college operations, reflects market based rates, and recovers the direct cost of the faculty, equipment and training engagements.

### *Focus on our **Students**:*

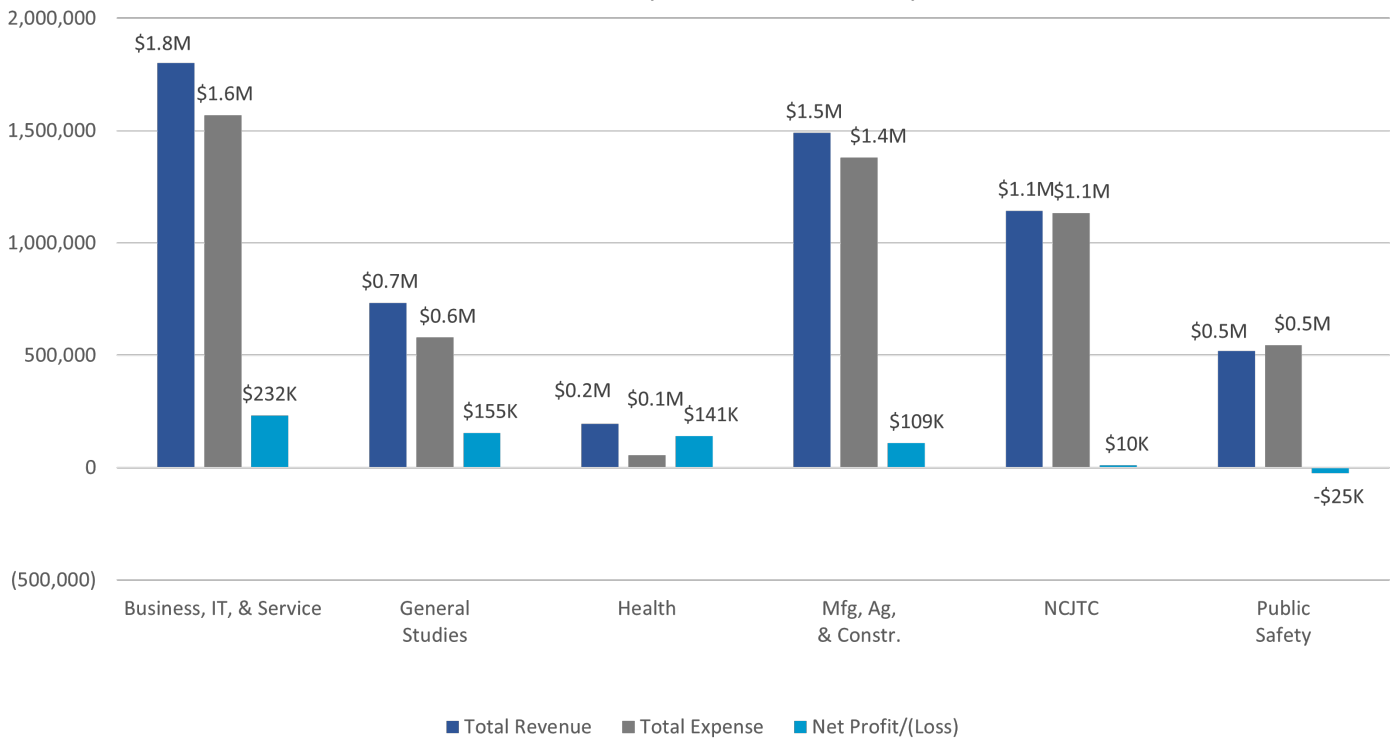
- Demographics:
  - Gender:
    - 64% Male (+11% from 2021-22)
    - 36% Female (-11% from 2021-22)
  - Age:
    - 15-18: 1% (-5% from 2021-22)
    - 19: 1% (-2% from 2021-22)
    - 20-24: 5% (-7% from 2021-22)
    - 25-39: 26% (-13% from 2021-22)
    - 40-61: 28% (-8% from 2021-22)
    - Not Specified: 22% (+18% over 2021-22)
  - Ethnicity:
    - American Indian: 3% (-1% from 2021-22)
    - Asian: 2% (-1% from 2021-22)
    - Black: 5% (no change from 2021-22)
    - Hispanic: 5% (-3% from 2021-22)
    - Pacific Islander: 2% (+1% over 2021-22)
    - White: 66% (-3% from 2021-22)
    - 2 or More Ethnicities: <1% (no change from 2021-22)
    - Not Specified: 17% (+9% over 2021-22)

**Focus on our Teams & Organization:**

## Multi-Year Cost Recovery Financial Results



## 2022-23 Cost Recovery Financial Results by Division



## Fast Facts – Business and Industry Services

### *Focus on our **Regional Employers:***

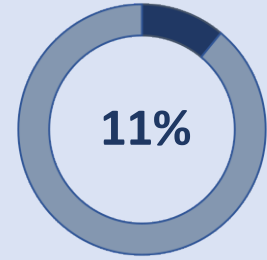
- Overall employer satisfaction: 4.83 out of 5 (-.05 from 2021-22)
- Employer value for services: 4.54 out of 5 (-.05 from 2021-22)

### *Focus on our **K-12 & Community Partners:***

- High school dual credit agreements account for 5% of BIS revenue
- Creation of credit-bearing training opportunities that ladder to FVTC credentials
- Addition of Regional Center BIS contracts to meet training needs for regional employers



# Focus on our Students



Percent of College FTEs Generated in BIS

## Types of Offerings



86%

Customized Training



8%

Technical Assistance



6%

Other Services

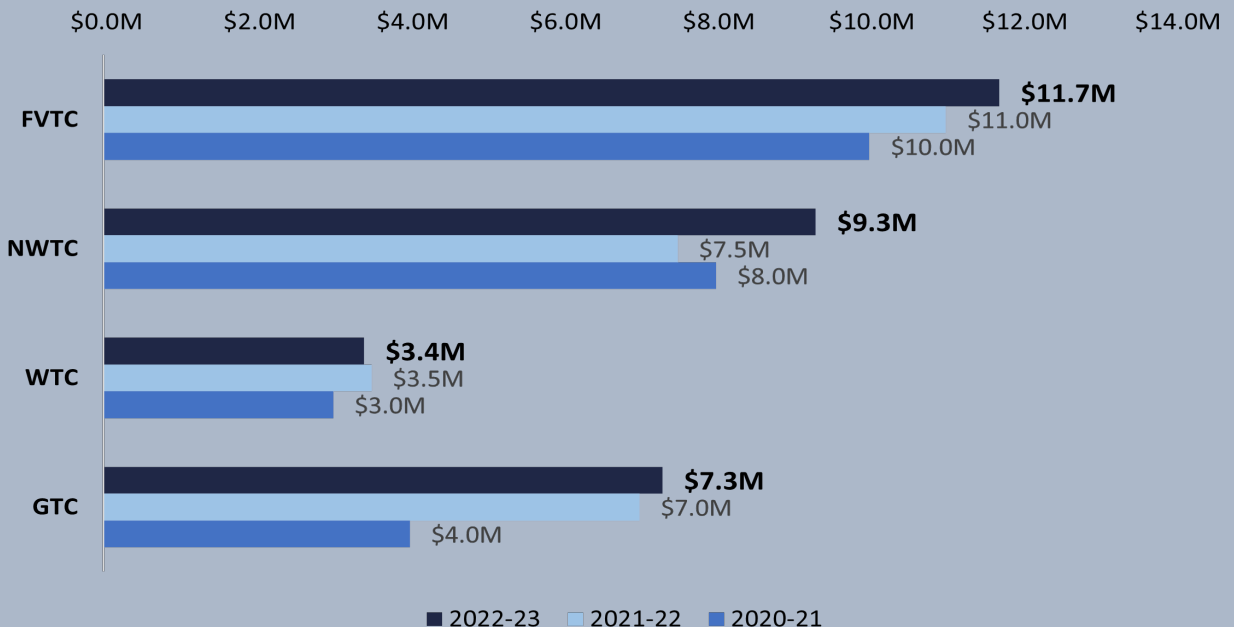
## Student Satisfaction

4.71 out of 5

(+.11 over 2021-22)

## Business and Industry Services 2022-23 Academic Year

**WTCS Benchmark Comparison by Revenue Generated**  
(State Reportable Contracts and Professional Development Seminars)



# Focus on our Regional Employers

## Employer Satisfaction

4.83 out of 5

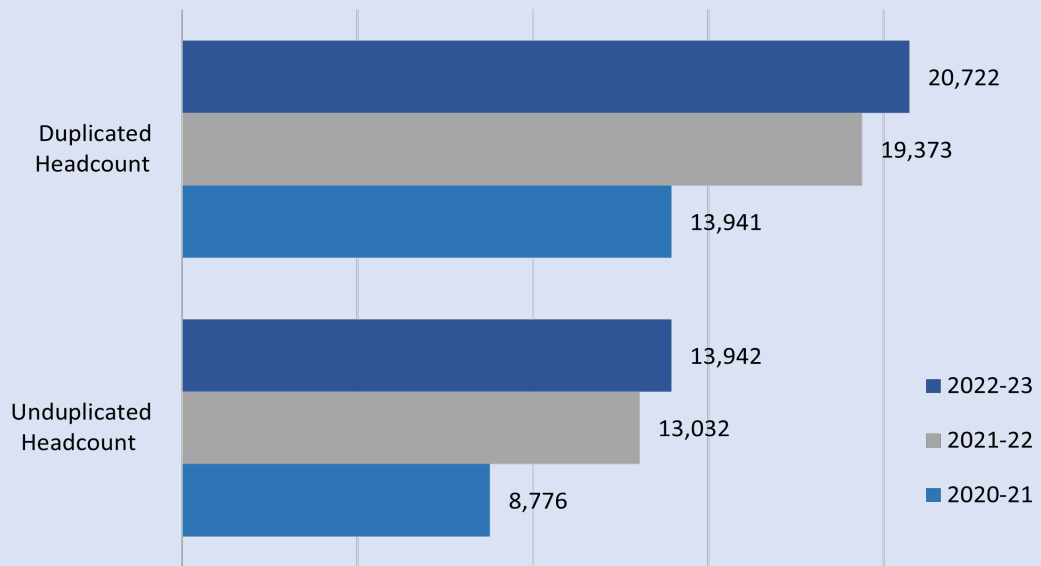
(-.05 from 2021-22)

## Employer Value for Services

4.54 out of 5

(-.05 from 2021-22)

## Business and Industry Services by Year



## Business and Industry Services 2022-23 Academic Year

### Credit-Based Program Pathways

*Automated Manufacturing Systems*

*Management Development*

*Health Sciences*

*Supply Chain*



## Board Monitoring Feedback – Prior Year’s Performance

**Purpose:** Business and Industry Services

**Board Meeting Date:** December 19, 2023

**Instructions:** As you consider the past year’s performance related to this purpose, please rate the prior year’s performance as follows:

[ 1 ]      [ 2 ]      [ 3 ]      [ 4 ]      [ 5 ]

### Rating Descriptions:

- [ 1 ] = The College did not fulfill the statutory requirements of this purpose.
- [ 2 ] = The College somewhat fulfilled the statutory requirements of this purpose.
- [ 3 ] = The College fulfilled the statutory requirements of this purpose.
- [ 4 ] = The College somewhat exceeded the statutory requirements of this purpose.
- [ 5 ] = The College is a best practice leader in this purpose.

**Comments/Observations on prior year’s performance:**

## Board Monitoring Feedback – Strategic Importance

**Purpose:** Business and Industry Services

**Board Meeting Date:** December 19, 2023

**Instructions:** As we consider College strategic efforts in the coming years, please rate the level of effort and resource you feel is needed to successfully meet our communities' needs going forward.

1       2       3       4       5

### Rating Descriptions:

- 1 = There is no further need as described and resources should be completely repurposed.
- 2 = The need could be met if some resources were reallocated to other purposes.
- 3 = The effort and resources dedicated to the purpose are sufficient for meeting the needs.
- 4 = Somewhat more effort and resources should be placed here to meet emerging needs.
- 5 = Significant additional effort and resources should be applied to meet critical needs.

**Comments/Observations on strategic importance:**

## Board Monitoring Feedback – College Strategic Analysis

**Purpose:** Business and Industry Services

**Board Meeting Date:** December 19, 2023

**Instructions:** As we consider the topic discussion and presentation of the associated analysis to fulfill the College Strategic Plan and anticipate future needs, please rate the College's analysis of proposed strategy(ies) for this purpose.

1

2

3

4

5

### Rating Descriptions:

The presentation/panel discussion:

- 1 = did not relate to the purpose or identify anticipated future trends and needs impacting this purpose.
- 2 = related to the purpose but could have more clearly identified anticipated future trends and needs impacting this purpose.
- 3 = identified anticipated future trends, needs, and environmental factors impacting this purpose.
- 4 = adequately identified anticipated future trends and environmental factors impacting this purpose, and possible plans or strategies for addressing these factors.
- 5 = adequately identified anticipated future trends and environmental factors impacting this purpose and possible plans for addressing these factors, which are clearly linked to the College's Strategic Plan.

**Comments/Observations on strategic importance:**