

NAME AND LOCATION OF TRAINING FACILITIES:

Virginia Highlands Community College (VHCC), the Southwest Virginia Higher Education Center (SVHEC) and the Manufacturing Technology Center (MTC). SVHEC provides management/supervisory training, while the MTC provides engineering and management consulting/training for Lean Manufacturing, Workflow Design, ISO Certification among other manufacturing topics.

Virginia Highlands Community College

Rt. 372, off Rt. 140
Abingdon, Virginia 24210.
Contact: Dr. David Wilkin
(276) 739-2421

Southwest Virginia Higher Education Center

One Partnership Circle, VHCC Campus
Abingdon, Virginia 24210
Contact: Dr. Rachel Fowlkes
(276) 619-4305

Manufacturing Technology Center

Main Location in Wytheville
Satellite Location on VHCC campus
Contact: Dr. Jay Tice
(276) 223-4805

GEOGRAPHIC AREA AND POPULATION SERVED BY THE TRAINING CENTERS

Virginia Highlands Community College serves a population of over 100,000 residents in an 800 square mile area. The service area includes the western portion of Smyth County, Washington County and the City of Bristol.

The student profile for Fall 2003 shows an enrollment of 2,377 students, with 33 percent of those full time and 67 percent part time. The average age is 26; 43 percent are male and 57 percent are female. Minorities make up 3 percent of the student population.

The **Southwest Virginia Higher Education Center** serves 13 counties and 3 cities of western Virginia. The SVHEC provides 68 Bachelor's and Master's degree programs from 8 colleges and universities in Virginia. Because the majority of the students are adults, most classes are held after 5:00 p.m. and on weekends. Approximately 1000 students are enrolled. Although the majority live within an hour's drive of Abingdon and come to the Center for class, those who prefer to participate via videoconferencing may do so at one of 45 distance learning sites across the southwest region. This technology enables the SVHEC to serve students in the service areas displayed in gold on the map.

classroom is equipped with state-of-the-art computer hardware and software. All equipment can be removed from the mobile lab and custom configured to meet any company-specific needs.

The **SW VA Higher Education Center** can provide training and degree programs for supervisory personnel, office staff, and management. Through the Center's 8 college partners, undergraduate and graduate classes are available in business, accounting, marketing, computer science, computer applications, engineering, organizational management, and industrial training. Special courses and training programs can be developed upon request. For a complete listing of current courses go to www.swcenter.edu and click on the "Education Center."

EXAMPLES OF INDUSTRY PARTNERSHIPS WITH VIRGINIA HIGHLANDS COMMUNITY COLLEGE:

Scholle Corporation: Mr. Lynn Veasey, Plant Manager at the Chilhowie Scholle Corporation plant, partnered with CBI to implement the WorkKeys System. This vision linked the WorkKeys System to a plan for a "Pay-for-Knowledge" wage incentive program for the plant's hourly employees in manufacturing and maintenance. The goal was to design a multi-skills based assessment system and cross-training program. Job Profiles were completed for Packers, Machine Operators, Quality Inspectors and Maintenance. Over 100 employees completed the WorkKeys skill assessments, received their results and elected to participate in an individualized training plan. This system has allowed Scholle to continuously meet and exceed the plant's manufacturing output targets, as well as achieve continuous improvement in safety and attendance goals.

Boise Cascade: The Center for Business and Industry (CBI) of Virginia Highlands Community College was contracted to perform Call Center Operations pre-employment training for Boise Cascade Office Products Company during a two and a half year period. The college delivered 103 pre-employment classes for 1500 potential employees. Courses were held on campus and on-site at Boise Cascade and were held during the evenings and weekends. Participants received one semester college credit for participating in the pre-employment program.

Bristol Compressors: As the technology for manufacturing compressors for air conditioners and heat pumps has become more complex for Bristol Compressors, the company has used Work Keys job profiling and employee skill assessments to identify specific areas of training needed for machinists and maintenance technicians. VHCC has administered assessments in Applied Math, Observation, Applied Technology, Reading for Information, Locating Information, and Teamwork to approximately 200 maintenance and Computer Numerical Control Operators. KeyTrain software is provided for the employees to use on an individual basis to upgrade skills where a gap is identified.

Kennametal, Incorporated: Customized training in safety and hazardous materials has been conducted for Kennametal, Incorporated. The CBI conducted training in Confined Space, Hazwoper (Hazardous Materials), First Aid/CPR, and Blue Print Reading for Kennametal Inc., located in Chilhowie, Virginia. Instructors met with supervisors to insure that the training was customized for the equipment being used at Kennametal. All training took place on-site.

DANA Corporation: Through a partnership with the Manufacturing Technology Center (MTC), Virginia Highlands Community College custom designed a training program for Employee

Improvement Teams at DANA Corporation. The goal of the training was to prepare team leaders to lead, support, and guide EI Teams in three basic areas. The first area involved reviewing the foundations of team involvement in problem solving which included a variety of interpersonal skills and approaches to effective team relations and activities. The second area focused a variety of quality and problem solving techniques including root cause analysis, goal setting, data collection, and documentation techniques. The third area focused on areas related to understanding and applying plant business procedures at DANA Corporation.

Customized computer training: Available both on campus and off campus, customized computer training using the portable computer lab has been conducted for several companies ranging from manufacturing to banking. Our customized computer training enables organizations to achieve their performance goals by developing learning solutions specific to their organizations. We provide application training in all of today's most popular software products, from the basics of the Microsoft Windows operating system to the advanced features of Excel.

DESCRIPTION OF TRAINING FACILITIES:

Virginia Highlands Community College

The college has a 100-acre campus adjacent to Interstate 81 in Abingdon, about sixteen miles from the Virginia-Tennessee border. Six buildings offer 128,989 square feet of space for instruction and support. The most recent construction was the completion of the Occupational Technology Center in 1993. The earliest buildings were constructed in 1969 and are undergoing extensive renovations during the spring and summer of 2004.

Materials testing and metallurgical labs allow engineering faculty to provide test services to industrial clients. The CAD lab was renovated with new computers and flat screen monitors in December 2003. They are equipped with AutoCad 2002 and 2004 software. First year students in Machine Technology Programs are taught set-up and operation on manual machines such as the Engine Lathe, Milling Machine, Drill Press, Saw, Surface-Grinder, and Cylindrical Grinder. Second year students study Computer Numerical Control Machining. Programming, set-up and operation are taught on the CNC Lathe and CNC Vertical Machining Centers. Some programming methods are G Code, Conversational and Computer Aided Machining (CAM).

Seven computer classrooms are equipped with 132 computer stations for Computer Based Instruction. Each lab has T3 access to the internet and LCD projection systems. One classroom with 20 desks/computer stations is dedicated exclusively for employer training through the Center for Business and Industry. CBI also has 20 portable wireless laptop computers that can be networked and linked to an overhead projector. Through a partnership with the Manufacturing Technology Center, CBI can offer instruction in a Mobile Learning Unit, a classroom in a custom designed semi-trailer. The mobile classroom is equipped with state-of-the-art computer hardware and software. All equipment can be removed from the mobile lab and custom configured to meet any company-specific needs. Other facilities include an auditorium with seating for 230, a learning laboratory with 50 computer stations for one-on-one assessment administration and instruction, and a small conference room available for job interviews and meetings.



Southwest Virginia Higher Education Center

The Southwest Virginia Higher Education Center is 89,000 square feet which include 13,000 square feet in the Grand Hall for conferences.

The SVHEC's computer labs are equipped with 50 sleek Gateway Profile 4 computers. They are configured with 2.8 GHz processors, 1GB Ram, 80 GB Hard Drive, CD-RW Burner/DVD Player, 17" LCD Flat Panel Display, and are loaded with Windows XP, Office 2003, and other popular software packages. Twenty-five classrooms seat 15 to 45. The tiered lecture hall/auditorium seats 110 and the U-shaped classroom seats 65.

The SVHEC website is www.swcenter.edu. Click on the “Conference Center” to take a “Virtual Tour” of the facility.

IN-PLACE (READY-TO-GO) CURRICULUM OR TRAINING PROGRAMS AVAILABLE:

The outline for all programs of study and course descriptions can be reviewed in the college catalog, posted on the VHCC web site at www.vhcc.edu. Click on the Instruction link to review information about each academic department, the schedule of classes, and the catalog. The college offers degree, diploma and certificate programs to support manufacturing and industrial operations in the areas of:

Computer Aided Drafting and Design Technology
Computer and Electronics Technology
General Engineering Technology
Air Conditioning, Refrigeration, and Heating
Electro-Mechanical Maintenance
Machinist
Computer Numerical Control Machining
Electricity

The Technical Studies Associate in Applied Science degree program can be customized to meet company-specific needs. It includes a foundation of general education and a concentration in a technical field, plus work-based learning. Instructional components from the degree programs such as G Code, blueprint reading, gauging and measurements, geometric dimensions and tolerances, safety, Statistical Quality Control, teamwork, and problem-solving can be delivered in separate modules and customized for specific company applications and compressed delivery times.

Center staff is certified as WorkKeys Job Profilers and assessment administrators. Our Workforce Development Coordinator is certified to present the AchieveGlobal programs in Learning to Lead, WorkSkills, Quest, Facilitation for Results, FrontLine Leadership, Working, Team Effectiveness, Team Leaderships, and Making Training Pay Off. AchieveGlobal is the world’s leading resource for achieving organizational results through performance skills training and consulting.

Through partnership efforts with three community colleges, an Industry Pre-employment Certificate program was created to aid business and industry in hiring decisions and new-hire training. There are six days of intense industry basics including topics in business ethics, teambuilding, technical math, computer skills, interviewing skills, quality, and WorkKey assessments. Program completion can serve as a prescreening.

Southwest Virginia Higher Education Center

For a complete listing of current courses go to www.swcenter.edu and click on the “Education Center.”