



# Performance Monitoring Report: Business and Industry Services

November 17, 2020

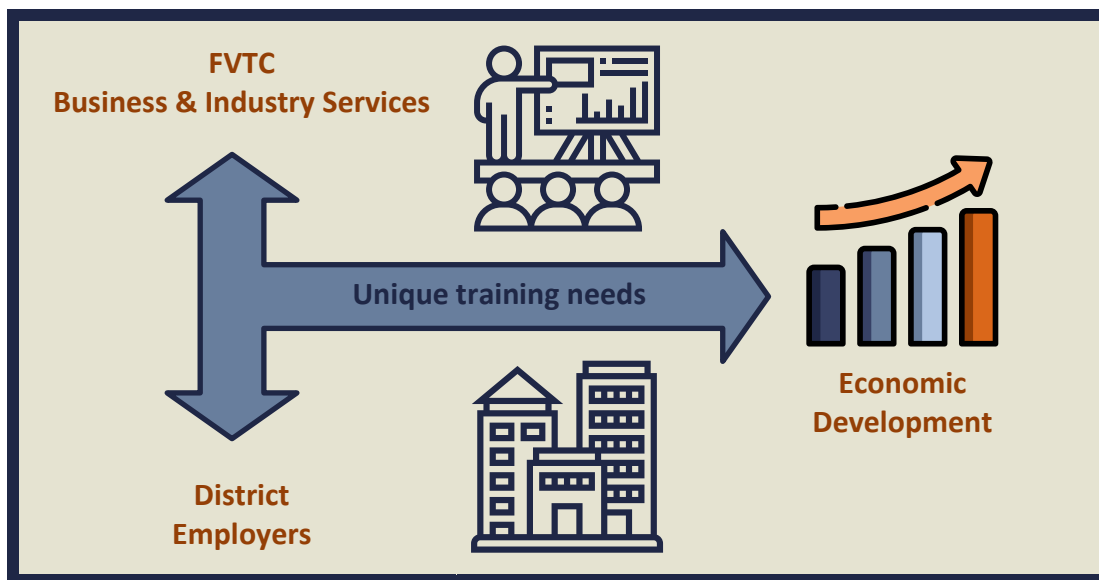
## Business and Industry Services Purpose

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

# Business and Industry Services Report Details

## 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. BIS data also includes contracted educational services provided through high school dual credit courses and a curriculum partnership with the Department of Corrections.



## 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 BIS assignments are able to 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.



### Training & Technical Assistance Categories

- ASCM (APICS) & Supply Chain Solutions
- Employee Assessments
- Business, Management & Finance
- Communication Skills
- Computer Technologies
- Construction
- Customer Service, Sales & Marketing
- Engineering Technology
- Environmental Health & Safety
- Global Education & Services
- Healthcare & Human Services
- Horticulture, Agriculture & Natural Resources
- Human Resources & Workplace Skills
- Lean & Six Sigma
- Learning & Training Technologies
- Manufacturing
- Printing Technologies
- Public Safety & Corporate Security
- Small Business & Entrepreneurship
- Transportation

## Types of Business & Industry Services



### Customized Training

Courses

Seminars and workshops

Professional development

High school dual credit contracts

Educational services in correctional facilities



### Technical Assistance

Consulting

Facilitation

Training plan development

Strategic planning

Assessments

Prototyping

Digital content creation

Curriculum development



### Other Services

Facility rentals  
(rooms & equipment)

Alternative High School  
(for at-risk students)

One department at FVTC that provides unique Business and Industry Services solutions is Learning Innovations. The goal of Learning Innovations is to provide custom educational/training technology and multimedia content to support WTCS collegiate initiatives, business and industry partnerships, and FVTC instructional services.



**Learning Innovations Capabilities:**

- Training Management Systems
- eLearning
- Instructional design
- Custom Video
- Augmented Reality
- Videography
- Photography
- 3D modeling and design
- Voiceover narration and voice acting
- Graphic design
- Script writing and editing
- XR - Virtual Reality & Augmented Reality



**Highlighted Project Portfolio**

**Miller Electric Manufacturing**

Miller® OpenBook is a free learning management system (LMS) used to plan, implement, offer and assess learning processes, exclusively for remote learners. With Miller® OpenBook, welding instructors can assign and deliver welding content, create quizzes, welding labs, monitor student participation, and assess and report student progress and performance, no matter their learner’s location. This type of Learning Innovations application enables welding instructors to adapt classroom and lab techniques for a technology-savvy generation of learners.

**AriensCo**

Projects developed under the AriensCo and FVTC Learning Innovations Partnership include:

- VR Zero Turn Simulator
- Feature & Benefits Videos
- Operator Safety Training Videos
- RapidCare Training Modules
- Paint & Assembly Operator Safety Training Videos
- General Data Protection Regulation (GDPR) Modules

These simulation and training modules are used extensively by AriensCo and ensure required compliance, training and brand awareness initiatives.

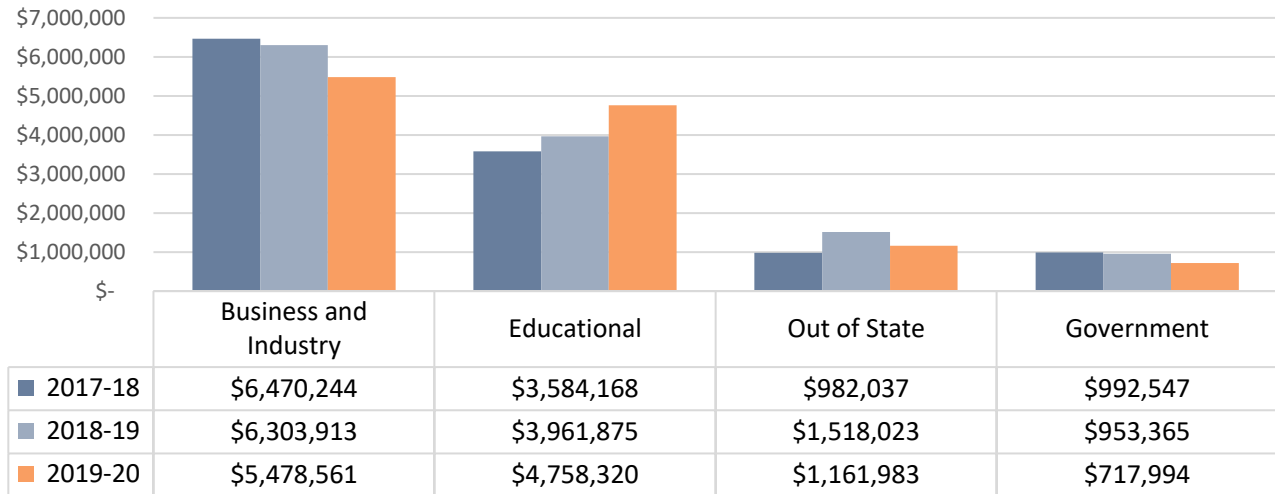
*“As far as the videos that we did the past couple years, they are used **A LOT** here at Ariens. Every new hire that comes into the company is seeing some portion of the videos. As a company we have seen a nice trend for Safety improvement, and our Safety Leaders have commented that the videos are one of the tools we use that has contributed to that.”*

Dan Barker, Training and Development Manager, AriensCo

## For Whom

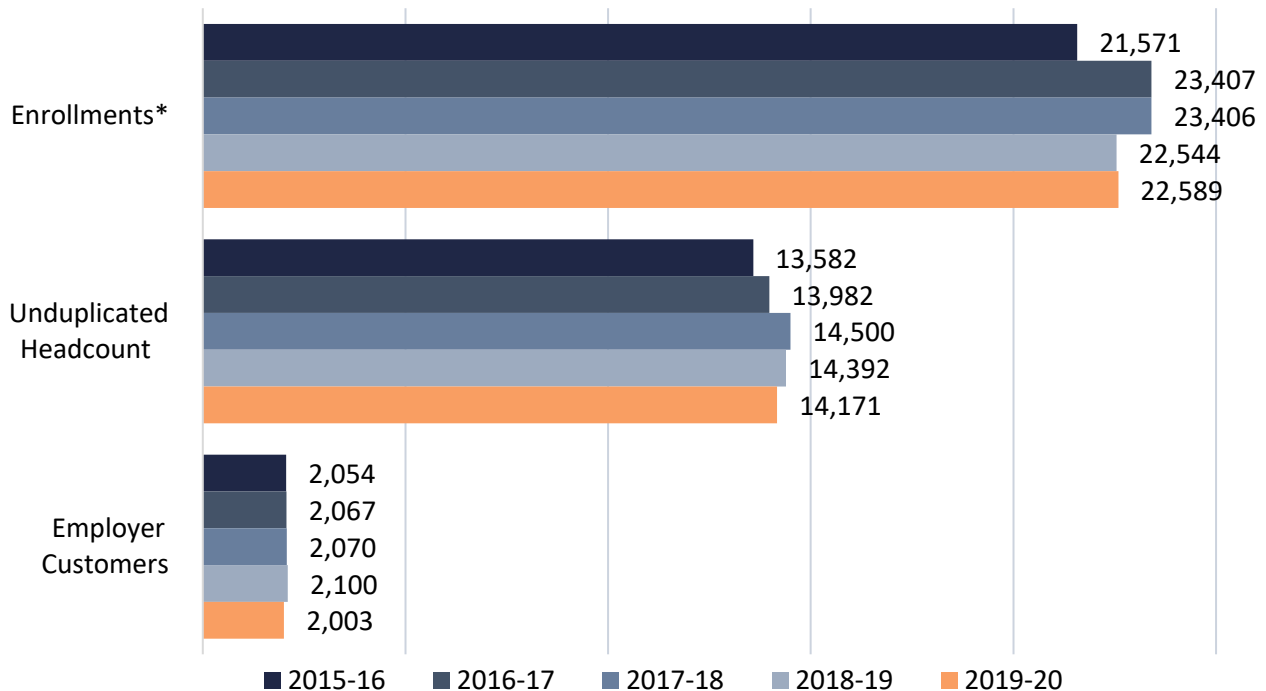
FVTC's Business and Industry Services serves companies, individual workers, K-12 dual credit students, alternative high school students, and incarcerated students. In recent years, the greatest contracted services growth has been in the educational category with the increase in dual credit.

### Revenue Profile by Organizational Category



Source: FVTC PeopleSoft Finance (9/1/2020); Includes state and non-state reportable revenue, as well as State funding for WAT grants, but excludes internal transfers for support. Unaudited 2019-20 data.

### Business and Industry Services by Year



Source: Data warehouse query as of September 1, 2020 and FVTC Strategic Plan 2019-20 year-end

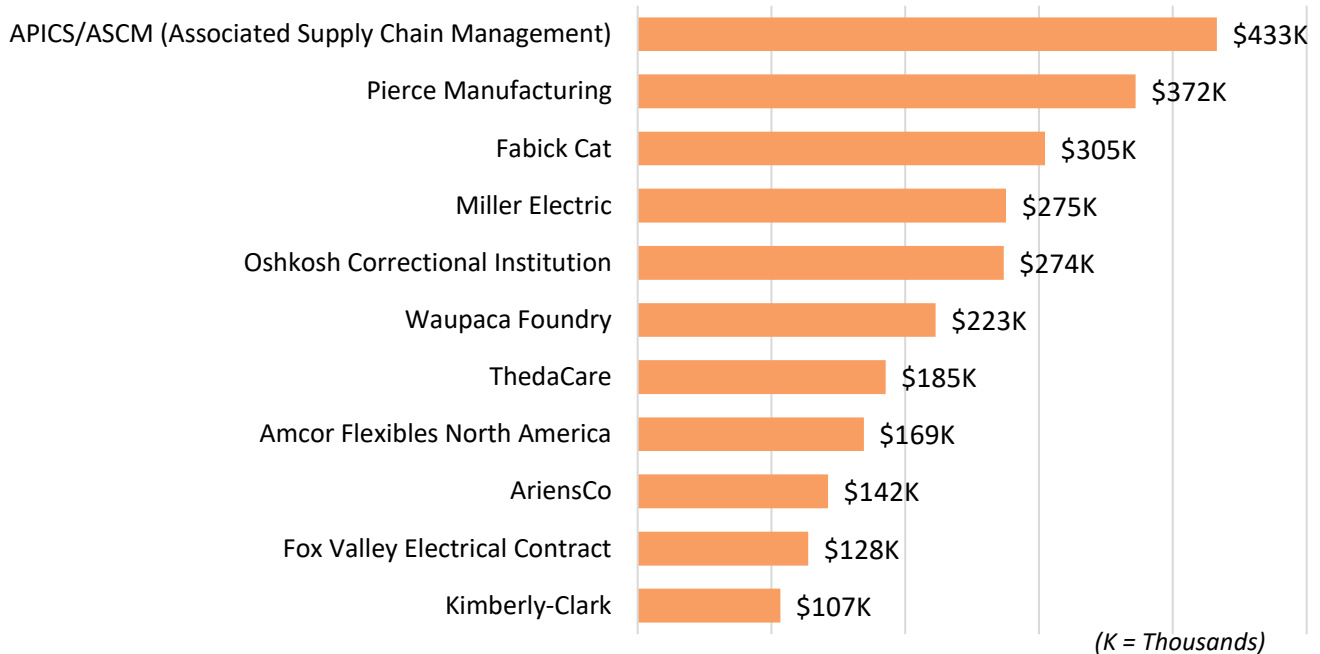
\*Technical assistance contracts, although significant, do not contribute to enrollments and headcount.



## Profile of Organizations Served

Through long-term workforce and process improvement partnerships, FVTC is a preferred provider of business solutions to employers and organizations in the College district and beyond. A continuing need for skilled labor and improved processes is evident in many industry clusters including manufacturing, supply chain, and healthcare.

### **2019-20 Top Contracting Clients: Revenue Greater Than \$100,000**



Source: FVTC PeopleSoft Finance (9/1/2020); Includes state and non-state reportable revenue, as well as State funding for WAT grants, but excludes internal transfers for support. Unaudited 2019-20 data.

## 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 or not the employer would employ the College again for future training.

“We have been partnering with FVTC for many years now and have reaped the benefits of a long standing relationship with an excellent academic institution. We have better trained employees and stronger candidates, and I attribute this to the help we receive from FVTC. The team at FVTC are true business partners and we value their inputs and advice.” – Hoffmaster Group Inc

### **2019-20 Satisfaction Results**

**4,558**

participant evaluations

**4.64**

average rating from participants

**4.82**

average rating from employers



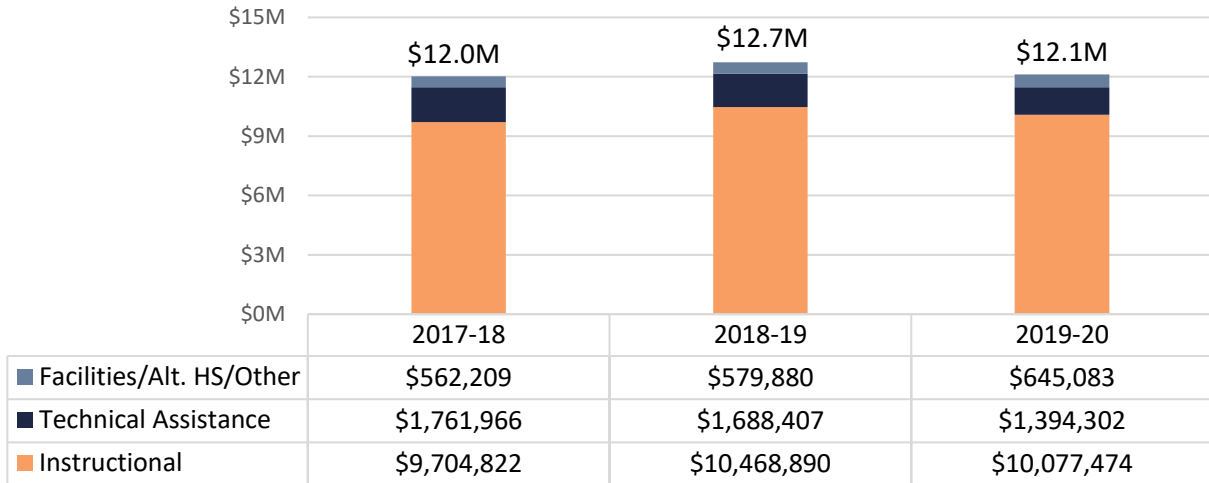
(5-point scale)

# At What Cost

## Revenue Generated

In 2019-20, revenue from contract training, technical assistance, professional development seminars, Workforce Advancement Training (WAT) grants, facility rentals, and Alternative High School decreased to \$12,116,858.

### Revenue by Contract Type



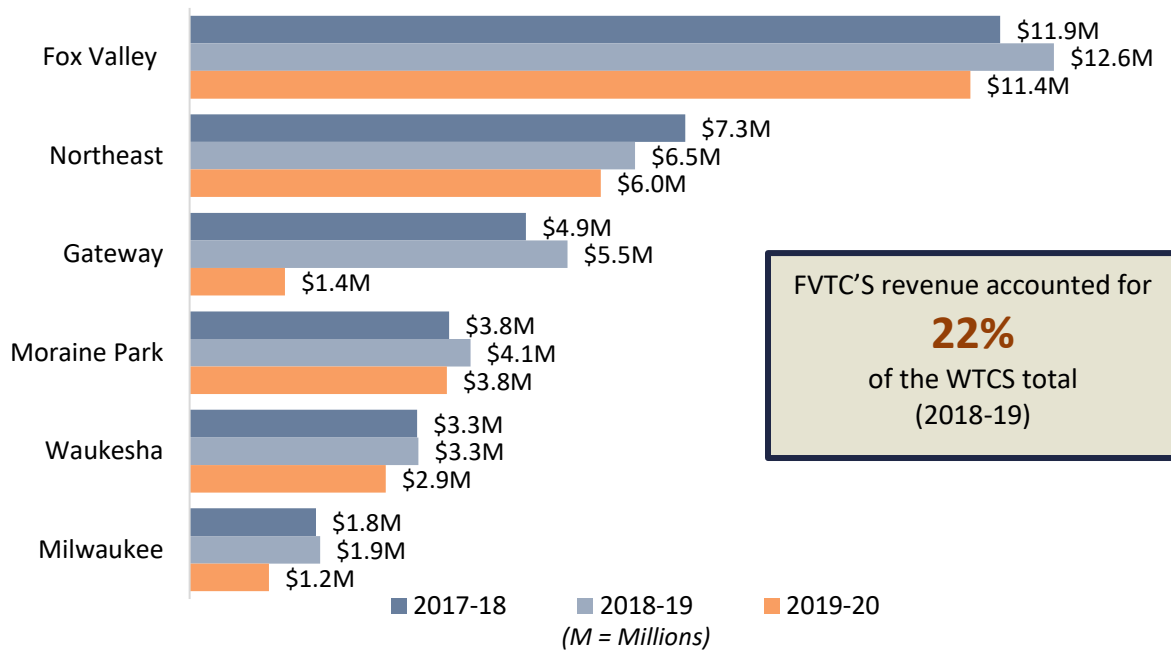
Source: FVTC PeopleSoft Finance (9/1/2020); Includes state and non-state reportable revenue, as well as State funding for WAT grants, but excludes internal transfers for support. Unaudited 2019-20 data.

## Benchmark Comparisons

FVTC maintains its lead position in the WTCS in contracted services as measured by revenue. The chart below shows how Fox Valley Technical College compares to other select WTCS colleges.

### WTCS Benchmark Comparisons by Revenue Generated

(State Reportable Contracts and Professional Development Seminars)



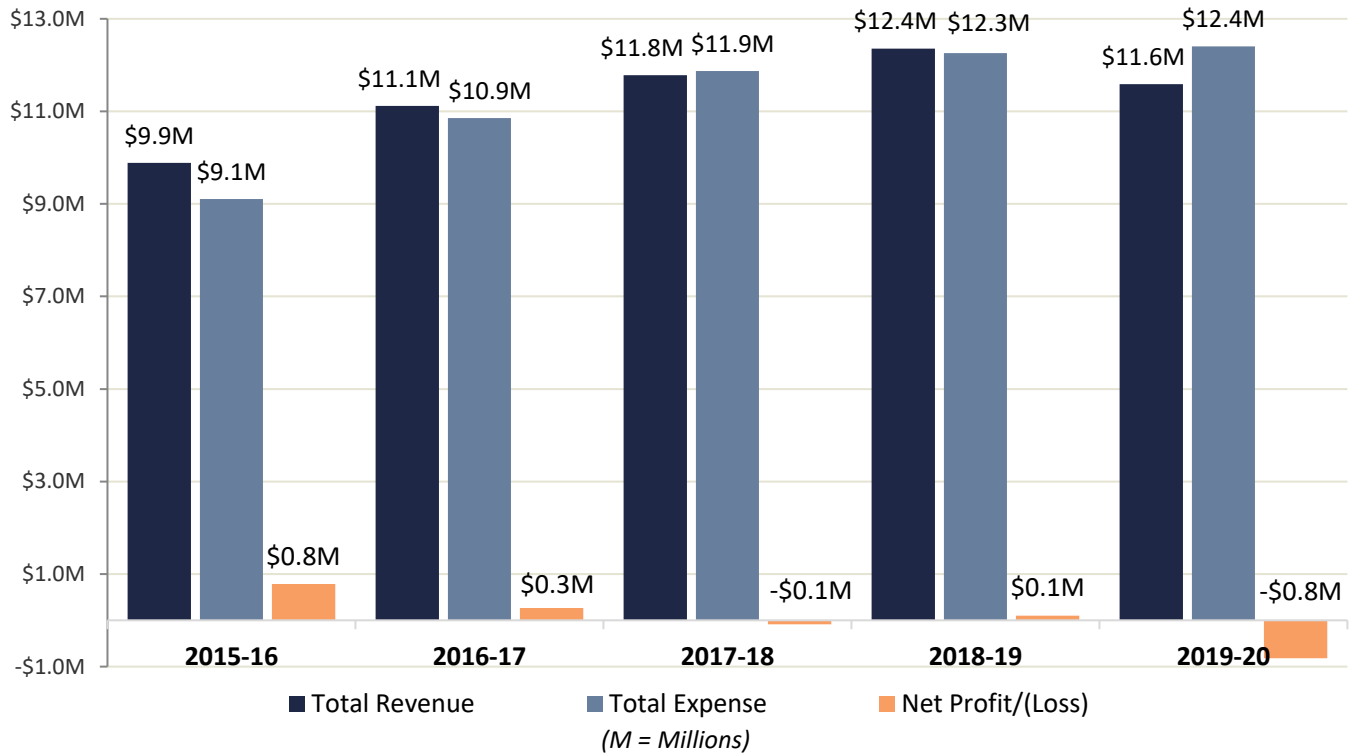
Sources: 2019 WTCS CNT310 Report; WTCS Report Contract vs PDS 2019; 2019-20 unaudited totals self-reported by each college. Includes customized instruction, technical assistance, and professional development account 4588. Includes WAT grants. Excludes facilities, alternative high school, other, and program & material fees from professional development.

**Contracting Financial Results**

Revenue earned by delivering training and technical assistance fell slightly in 2019-20. Noteworthy financial impacts for the year included:

- K-12 Partnerships revenue grew \$698 over the prior year. These are equal-exchange contracts with area high schools and have no impact on the net profit or loss for the funds.
- The Transportation Division is down \$1 million in revenue due to the loss of major contracts, primarily in Trucking, making it impossible to fully cover the cost of staff.
- Printing Technologies contracts caused unexpected net losses in this department that are unrelated to the campus closure caused by COVID-19.
- Health Division revenue more than doubled compared to last year due to expanded contracts with ThedaCare.
- The campus closure caused by COVID-19 caused many contracts to be cancelled from March-June.

**Multi-year Financial Results**



Source: FVTC PeopleSoft Finance (9/1/2020). Data is based on fiscal year. Total activity includes all contracting, professional development, and internal transfers from fund 100. Results do not include WAT grant revenue. Unaudited 2019-20

