Building Non-Credit Remote Programs for the Adult Learner

Torrie Costantino & Arlette Stratton
11.09.2023

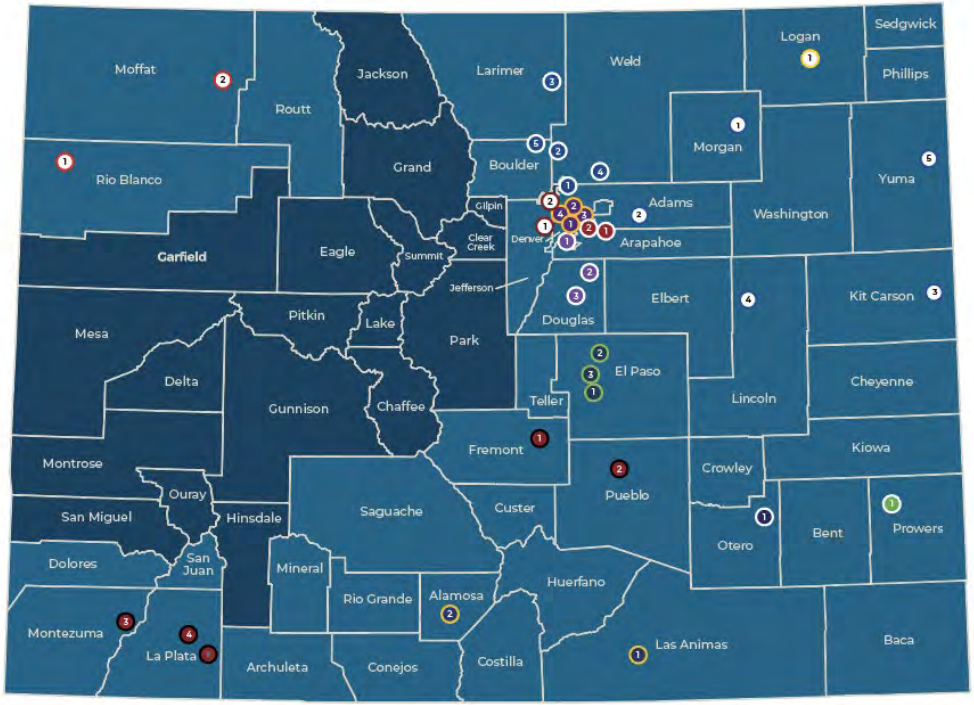
COLORADO
COMMUNITY COLLEGE SYSTEM
www.cccs.edu

Who is CCCS?

- The Colorado Community College System is the largest higher education and workforce training provider in the State of Colorado
- 13 colleges across the state
- Provide leadership and support to our colleges

COLORADO
COMMUNITY COLLEGE SYSTEM

13 Colleges. 35 Locations. Online Everywhere.



ARAPAHOE COMMUNITY COLLEGE
- LITTLETON CAMPUS
- LEGACY CAMPUS
- CASTLE ROCK - STURM COLLAB CAMPUS

COLORADO NORTHWESTERN COMMUNITY COLLEGE
- RANGELY CAMPUS
- CRAIG CAMPUS

COMMUNITY COLLEGE OF AURORA
- CENTRETECH CAMPUS
- LOWRY CAMPUS

COMMUNITY COLLEGE OF DENVER
- AURARIA CAMPUS
- ADVANCED MANFACTURING CTR
- LOWRY CAMPUS
- CEC EARLY COLLEGE

FRONT RANGE COMMUNITY COLLEGE
- WESTMINSTER CAMPUS
- BOULDER COUNTY CAMPUS
- LARIMER CAMPUS
- CENTER FOR INTEGRATED MANUFACTURING

LAMAR COMMUNITY COLLEGE
- LAMAR CAMPUS

MORGAN COMMUNITY COLLEGE
- FORT MORGAN CAMPUS
- BENNETT CENTER
- BURLINGTON CENTER
- LIMON CENTER
- WRAY CENTER

NORTHEASTERN JUNIOR COLLEGE
- STERLING CAMPUS

OTERO COLLEGE
- LA JUNTA CAMPUS

PIKES PEAK STATE COLLEGE
- CENTENNIAL CAMPUS
- RAMPART RANGE CAMPUS
- DOWNTOWN STUDIO CAMPUS

PUEBLO COMMUNITY COLLEGE
- PUEBLO CAMPUS
- FREMONT CAMPUS
- SOUTHWEST CAMPUS - MANCOS
- SOUTHWEST SITE - DURANGO
- SOUTHWEST SITE - BAYFIELD

RED ROCKS COMMUNITY COLLEGE
- LAKEWOOD CAMPUS
- ARVADA CAMPUS

TRINIDAD STATE COLLEGE
- TRINIDAD CAMPUS
- VALLEY CAMPUS

THE RITEI PROGRAM

Rapid IT Training and Employment Initiative (H1-B DOL Grant)

Entry-level IT training: CompTIA A+ & 7 Google Career Certificates

Entirely Remote with wrap-around services

FREE

Launched in July 2022

Enrolled 212 Learners to date, 54 completed training, 39 earning at least 1 certificate

To learn more visit: https://info.jff.org/rapid-it-training-and-employment-initiative

COLORADO
COMMUNITY COLLEGE SYSTEM

Goal

Build an entirely remote, learner focused, non-credit program, that provides support and practical skills to launch a career in the IT industry.

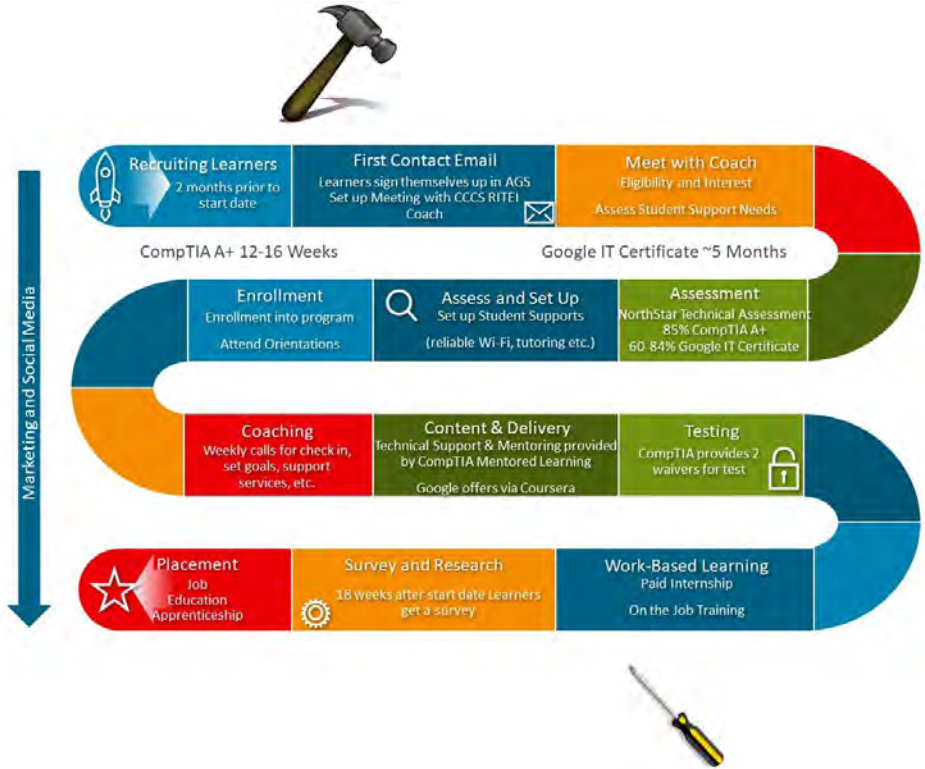
How Did We Build It?

Building The Program

Hire Staff

Collect Stakeholders

Build a Learner Process Flow that is constantly under construction



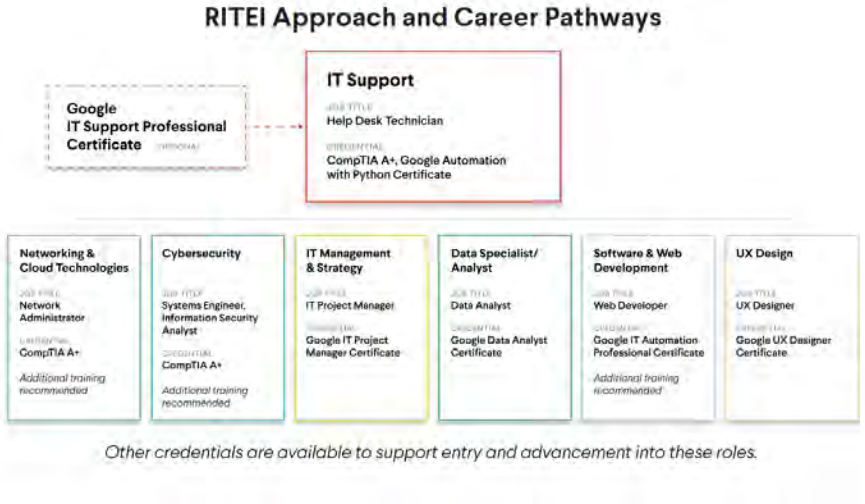
COLORADO
COMMUNITY COLLEGE SYSTEM

Stackable Credentials

"Short-term credentials are acting as an on-ramp to a degree for many students in community colleges."

https://www.insidehighered.com/opinion/blogs/beyond-transfer/2023/08/03/stacking-certificates-and-degrees-lessons-learned-so-far#:~:text=Stackable%20credential%20pathways%20allow%20individuals,as%20well%20as%20course%E2%80%94requirements

"Low-income certificate-earners earned multiple credentials (i.e., stacked credentials) and went on to earn longer-term credentials (i.e., stacked vertically) at higher rates than middle- and high-income certificate-earners."
https://www.rand.org/pubs/research_reports/RRA2484-1.html



Stacking IT Certifications

- CCCS has worked with the 13 colleges to create a Prior Learning Assessment Matrix with approved courses
- Consistency across the state
- Creates pathways at all institutions
- Building cleaner processes

COLORADO
COMMUNITY COLLEGE SYSTEM

Learner Profiles

Non-traditional Adult Learners

Employed/Unemployed

Underemployed

Single Parent/Two Parent Household

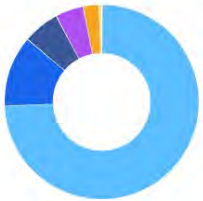
Low-income

Diversity in Race and Ethnicity

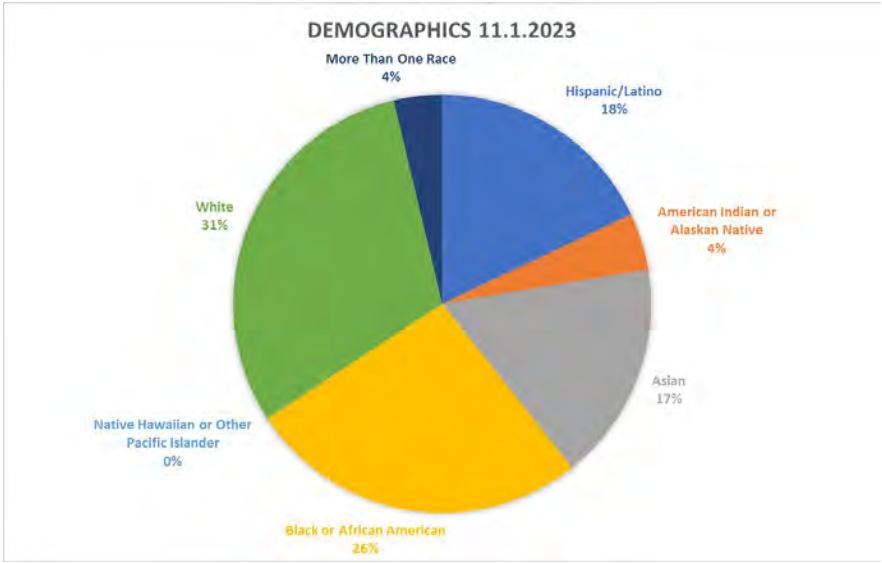
Veterans/Military-Connected

COLORADO
COMMUNITY COLLEGE SYSTEM

Occupation Race/Ethnicity Breakdown



	% of Jobs	Jobs
White	74.3%	2,359
Hispanic or Latino	11.8%	375
Asian	6.1%	193
Black or African American	4.7%	149
Two or More Races	2.7%	85
American Indian or Alaska Native	0.3%	11
Native Hawaiian or Other Pacific Islander	0.2%	5



"The Rapid IT Training and Employment program has been a huge help in starting my IT career. I like that we get personal support, and the online courses have been convenient to complete with my busy schedule. Anyone interested in IT should enroll today!"

Kalpana S
RITEI Learner

CHALLENGES

Difficult Spaces

Communication avenues

Maintaining flexibility

Retention

- Financial responsibilities: aka "battling the economy"
- Increased family responsibilities
- Increased work hours
- Health issues

Completion

- Fear/anxiety of failing
- Underestimating the level of training
- Need for additional help outside of the training environments
- Lack of stable equipment/service

Employer Engagement & Work Based Learning

Disconnect on entry-level talent

Job Posting Activity

985 Unique Job Postings

The number of unique postings for this job from Jan 2022 to Sep 2023.

341 Employers Competing

All employers in the region who posted for this job from Jan 2022 to Sep 2023.

30 Day Median Duration

Posting duration is 1 day longer than what's typical in the region.

Tier 1 Support Technician

GOLFTEC ★★★★☆ 94 reviews

67 Inverness Drive East, Englewood, CO 80112

$50,000 - $55,000 a year

Apply now

Position Summary:

GOLFTEC is looking for a Tier 1 Support Technician to join our growing team. The Support Technician will travel to install networks and technology at new training centers and provide ongoing support for internally developed products as well as products from industry standard technology partners between travel. The successful candidate will be a responsible self-motivated problem solver, willing to accept multiple challenges in a fast-paced, team atmosphere.

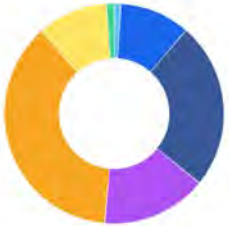
Key Responsibilities:

- On-site installations of technology systems for new Learning Center locations requiring approximately 50% travel
- Provide on-call emergency tech support on nights and weekends as part of a rotation within the team
- Provide hardware and software technical support to GOLFTEC Enterprises employees
- Assist the customer service team with escalated technical issues
- Perform routine PC and LAN Maintenance
- Follow software installation procedures and perform software upgrades

Requirements:

- Bachelor's Degree in Computer Science or equivalent certification in the area of hardware, software or networking
- Driver's license and ability to rent a car
- Experience troubleshooting Windows 10/11, Android, and iOS issues
- Understanding of basic networking concepts (Ethernet, WiFi, and how to diagnose and troubleshoot basic issues)
- Experience building PC's from hardware components
- Experience troubleshooting web applications is a plus
- Experience with MySQL is a plus
- Understanding and experience with VoIP a plus
- Advanced understanding of networking concepts a plus

National Educational Attainment



	% of Jobs
Less than high school diploma	0.9%
High school diploma or equivalent	10.4%
Some college, no degree	24.5%
Associate's degree	15.5%
Bachelor's degree	37.1%
Master's degree	10.4%
Doctoral or professional degree	1.2%

IT Specialist

Nucentric Solutions ★★★☆☆ 11 reviews

130 S Village Ln Ste A, Davidson, NC 28036

Apply now

engaged to respond as on-site support is required at the retirement community site.

The ITC will track work with regular written notes in a ticketing system (Connectwise) as well as technical documentation such as network diagrams, configuration documents, and documentation of standard processes.

Low Voltage Systems Support

The ITC will act as primary support resource and administrator for the retirement community's low voltage systems including; Emergency Response (SARA), Nurse Call (TekTone), Access Control & Video Surveillance (Lenel OnGuard), Phone System (Mitel), Premise wiring, and Audio/Visual support.

Project Coordination

The ITC will be responsible for tracking status and coordinating designated IT projects and low voltage projects at the retirement community. This includes maintaining project schedules, milestones. During projects, ITC will work as part of a team along with Nucentric's project team and other vendor partners. ITC will regularly report to Nucentric and retirement community's management on project statuses.

The ITC will report to the retirement community's office in Davidson during normal business hours (Monday through Friday, 8:00a-5:00p).

Job Requirements:

- Strong proficiency in supporting Windows desktop OS's (Windows 10)
- Intermediate knowledge of small business networking concepts is required (Active Directory, VPN's, firewall, routers, TCP/IP, etc)
- Completed industry training is a plus (MCSA, MCSE, MCP, CCNA, CCNP, A+, Net+, etc.)
- Previous experience supporting desktop pc users in a Help Desk role is preferred.
- Previous hands-on experience with small business networking.

Benefits include:

- Employer paid health insurance
- Retirement plan with employer matching contributions

SUCCESSES

Innovations

Virtual peer group meetings

Multi-step intake process

Coaching check-in electronic form

Exam prep sessions

1:1 Tutoring sessions

Learner feedback survey

Career Readiness course

Recruitment

Marketing Campaign to bring in diverse learners

Enrollment

IT is a booming industry sector needing diverse talent

Supportive Services

Program specific learner supportive services

This is an AWESOME program and I hope many people experience success with it. Also, Arlette Stratton was a wonderful coach and is a true asset to your program.

-Chris D RITEI Learner

LESSONS LEARNED

- Work Based Learning in Colorado for adult learners is difficult in the IT industry.
- Adult learners lead busy lives. Flexible training opportunities address the concerns around the accessibility of IT skills training.
- Having one primary point-of-contact alleviates the added stress of having to talk to multiple people for information/questions.
- Flexibility is key when working with students in this non-credit, remote space (appointment availability, scheduling student group sessions, etc.)
- Continuous evaluation of program processes is beneficial to program administrators and program participants.

Questions?

Contact Us:

Torrie Costantino
IT Pathway Program Manager

Torrie.Costantino@cccs.edu

720-858-2422

Arlette Stratton
IT Success Coach

Arlette.Stratton@cccs.edu

720-858-2423

Follow CCCS on Social!

facebook.com/gocccs

@gocccs

Linkedin.com/school/colorado-community-college-system