

Albert Lea Campus  
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Austin Campus  
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Owatonna College &  
University Center  
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## Workforce Development Resume

Terry Leas, President

Ron Langrell, Vice President of Academic & Student Affairs

Steve Bowron, Dean of Training and Development

### Mission, Vision, and Values

**Mission:** Riverland is a regional comprehensive community college inspiring learning for living through a personalized educational environment.

**Vision:** Riverland will be a regional leader in liberal arts and career-technical higher education and an essential link to economic and social vitality. Riverland will be recognized for excellence in learning through innovation, responsiveness, resourcefulness, and collaboration.

**Values (Institutional Goals):**

- Above all else, we value people.
- We value learning.
- We value personalized services, affordability, and access.
- We value honesty, mutual respect, integrity, and personal responsibility.
- We value diversity and inclusiveness.
- We value a culture of inquiry, assessment, and collaboration.
- We value the provision of technology and equipment that enhances learning and the delivery of services.
- We value fiscal responsibility and the development of new financial resources.
- We value community, workforce, and economic development.

### Information

- Riverland Community College (RCC) was established in July of 1996 as a result of a merger between Austin Community College, Riverland Technical College-Austin and its Owatonna Center, and South Central Technical College, Albert Lea.
- More than 9,400 individuals attended Riverland during the 2005-2006 year (4,825 in credit based courses and 5,732 in hourly-based courses). This equated to 2,421 full-time equivalent students.
- Riverland Training and Development works annually with more than 400 organizations across the region, serving more than 5,000 individuals with training and continuing education.
- 2005-2006 Budget:

<input type="checkbox"/> State Appropriation	\$ 12,379,493
<input type="checkbox"/> Other Fund Sources	\$ 16,057,966
	\$ 28,437,459
- 2005-2006 Faculty:

<input type="checkbox"/> 95 Full-time (8 Doctorate, 50 Masters, 13 Bachelors, 5 Associate of Arts, 17 Certificate/diplomas, and 14 others).
<input type="checkbox"/> 146 Part-time.

- According to Anton, Lubov & Associates, Inc. in July of 2004, the economic impact of the college is estimated at more than \$54.4 million annually or the equivalent of 808 jobs added to the region's economy due to the increase of economic activity.

## Affiliations

### Austin:

- Austin Area Chamber of Commerce
- Development Corporation of Austin
- Leadership Austin
- Society for Human Resource Management – Austin

### Albert Lea:

- Albert Lea-Freeborn County Chamber of Commerce
- Albert Lea Economic Development Agency
- Albert Lea Business Development Center
- Stateline Safety Council

### Owatonna:

- Owatonna Area Chamber of Commerce & Tourism
- Owatonna Economic Development Authority
- Owatonna Business Incubator
- Owatonna Higher Education Providers
- Owatonna College and University Center Board
- South Central Society for Human Resource Management
- Steele County Safety Council

### Regional/State/National:

- American Association of Community Colleges
- Academic Quality Improvement Program (AQIP) & Minnesota Quality Improvement Project (MnQIP)
- Minnesota Council for Continuing Education and Training (MnCCET)
- Minnesota State College and University System (MnSCU)
- National Alliance of Community & Technical Colleges
- National Council of Instructional Administrators (NCIA)
- National Institute on Staff & Organizational Development (NISOD)
- North Central Accrediting Association, Higher Learning Commission
- Regional Employment and Economic Development (REED)
- SE Minnesota Training Consortium
- Southeast Minnesota Workforce Investment Board
- Workforce Development, Inc.
- Consortium for Manufacturing Education.

## Workforce Education

In addition to regularly scheduled classes and vast array of career programs, the Training and Development Unit of Riverland Community College (RTD) advances the economic vitality of southern Minnesota by providing a variety of dynamic customized training for business and industry.

The **Riverland Training and Development Unit** delivers quality education and training in areas of management and personnel development, computer, technical and trade skills, industrial safety, and healthcare continuing education. Offerings are provided in the form of credit courses, hourly courses, seminars, workshops, interactive video (ITV) classes, and on-line courses. Courses are offered at times and locations convenient for clients. Whether instruction is delivered on site or in college classrooms and laboratories, a partnership with Riverland can provide fast, affordable, effective training with immediate results.

### **Diagnosis and Assessment:**

Riverland's customized training representatives provide a wide range of assessment, education and training services custom-made to fit an organization's needs:

Skill assessments to determine employer and employee need.

Hourly and credit-based training designed and delivered to enhance workforce skills and knowledge and improve workplace productivity.

- Licensure and certification training.
- Customized instructional materials
- Facilitate or broker services to meet specific needs of business, industries or agencies.
- Vocational courses for personal and professional growth.

Customized training programs have been created for a variety of employment sectors, including the following organizations: Viracon, Hormel Foods, Jostens, Owatonna Hospital, Albert Lea Medical Center, Federated Insurance, Minnesota Corrugated Box, Mrs. Gerry's Kitchen, Wenger, Austin Medical Center, SPX Corporation, Itron, Schweigert Foods, Cybex, Lou Rich, Almco, Truth Hardware, Brown Printing, Nuvox, Weightronics, 3-M, Good Samaritan Center, St. John's Lutheran Home, St. Mark's Lutheran Home, Owatonna Clinic, Ventura Foods, NCS Pearson, Weyerhaeuser, Cedar Valley Services, and Boeing/Plexus.

Riverland also provides education and training services to schools throughout Mower, Steele and Freeborn counties, fire departments throughout SE Minnesota, and the Federal Correctional Facility in Waseca. The following is a partial list of training available through Riverland.

### **Business and Professional Development—Supervisory Management:**

This training prepares individuals for a supervisory or leadership position, further develop individuals who are already in supervisory roles to become more effective, and/or prepare individuals for a future increase in responsibility or authority. Courses are designed to increase skills in leadership techniques, communications, employee motivation, managing human resources, team-building and organizational skills. Activities such as group projects, research, interviewing, presentations, reflective writing, journaling, guest speakers, field trips, and reviewing timely books and publications are included in the Supervisory Management program experience. Courses employ an accelerated format; participants can complete courses designed to improve a specific skill set or complete the entire AAS program.

#### **Choice of course topics in the program include:**

- |  |   |
|--|---|
| 1) Principles of Supervisory Leadership  | 18) Managing a Diverse Work Force         |
| 2) Interpersonal Skills in the Workplace | 19) Employment Law                        |
| 3) Leadership Development                | 20) Employee Selection                    |
| 4) Work Ethics                           | 21) Employee Training                     |
| 5) Managing Change                       | 22) Stress Management/Wellness            |
| 6) Conflict Resolution                   | 23) Safety & Compliance Management        |
| 7) Strategies for Personal Effectiveness | 24) Employee Assistance Issues            |
| 8) Quality & Productivity Improvement    | 25) Changing Workplace Skills             |
| 9) Problem Solving/Decision Making       | 26) Collaboration Skills                  |
| 10) Work Teams                           | 27) Team Initiatives                      |
| 11) Planning & Project Management        | 28) Accounting for Non-Financial Managers |
| 12) Meeting Management                   | 29) Statistical Process Control           |
| 13) Managing Customer Service            | 30) Managing Problem Performance          |
| 14) Time Management                      | 31) Gender Issues in Supervision          |
| 15) Creativity & Innovation              | 32) Ergonomics: The Supervisors Role      |
| 16) Performance Management               | 33) Technical Writing                     |
| 17) Coaching                             | 34) Labor Relations                       |

Customized subject matter includes:

- Quality and Team training
- Insurance, real estate updating/upgrading
- Achieve Global training
- Human Resources
- Leadership
- Customer service

**Computer:**

- Computer applications/software (Microsoft Office products)
- Operating Systems(Windows XP)
- Authorized Prometric Test Center (ATC)
- Certiport Test Center
- Microsoft Certified Systems Engineer/Administrator
- CISCO Academy

**Trade & Industry:**

- Basic and CNC machining
- Blueprint reading
- Boiler operator training
- CAD drafting
- Continuing education for electricians, building contractors
- Floorcovering & ceramic tile installation
- Fork lift safety
- HVAC training
- Industrial Mechanics
- Statistical Process Control training
- Underground and above ground petroleum and chemical storage training
- Welding

**Public Safety:**

- Emergency health service
- Fire Fighter training
- Hazardous Materials
- HazMat training for industry
- HAZWOPER training
- OSHA compliance

**Health:**

- Continuing education for health care professionals
- First Aid/CPR
- Nursing Assistant/Home Health Aide Competency Testing
- Nursing Assistant/Home Health Aide training

**Workforce Literacy:**

- Spanish in the Workplace
- Occupational English
- Cultural Awareness and Appreciation

**Training and Education Funded by Federal, State, and Industrial Sources**

The College has secured alternative funds for collaborative projects designed to serve specific industry training needs.

**Projects include:**

- Minnesota Jobs Skills Partnership (MJSP) Grant for **Streater Store Fixtures**: The program consisted of creating CD-ROM-Based training modules to provide orientation and safety training to employees (**\$111,000**).
- Minnesota Jobs Skills Partnership (MJSP) Grant for **IBI Data**: A training program designed to provide specialized computer data training (**\$122,454**).
- Department of Labor (DOL) Grant: The U.S. Department of Labor Grant will develop and implement a health-care simulation model for nurses, radiographers, and lab technicians (**\$2,219,453**).
- Minnesota Jobs Skills Partnership (MJSP) Grant for **Viracon**: A training program designed to provide English Language Learning, Developmental Education, and advanced education skills to their multicultural workforce to elevate them within the organization (**\$284,164**).

**Preparatory and Specialty Programs**

Riverland Community College offers more than 50 career programs and 32 transfer emphases with four degree options to include Associate of Arts, Associate of Science, Associate in Applied Science, and Associate in Fine Arts. Riverland also offers certifications that range from three to nine months in length. Developmental Education, English Language Learning, lifelong learning and training for business development also serve the needs of the region.

## Liberal Arts & Sciences/Degree Key

Associate in Arts.....A.A.	Associate in Arts Online
Associate in Science.....A.S.	
Associate in Applied Science.....A.A.S.	
Associate of Fine Arts Music.....A.F.A.	
Associate of Fine Arts Theatre.....A.F.A.	

## Accounting, Business, Business & Office Technology Cluster

Accounting.....A.A.S.	Information Processing Secretary.....Diploma
Accounting.....Diploma	Legal Administrative Assistant.....A.A.S.
Accounting Clerk.....Diploma	Legal Receptionist.....Certificate
Administrative Assistant.....A.A.S.	Legal Secretary.....Diploma
Advanced Medical Transcriptionist	Medical Administrative Assistant.....A.A.S.
Specialist.....Certificate	Medical Receptionist.....Certificate
Administrative Assistant.....Diploma	Medical Secretary.....Diploma
Business.....A.S.	Microsoft Office Specialist.....Certificate
Computer Applications.....Certificate	Microsoft Office Master.....Certificate
Desktop Publishing.....Certificate	Receptionist/Clerk.....Certificate

## Computer Technology Cluster

Cisco Network Associate.....Certificate	Web Page Design.....Certificate
Computer Technology.....A.A.S.	Webmaster.....Diploma
Fundamentals of Network Security.....Certificate	Microsoft Office User Expert
Fundamentals of Wireless LANS.....Certificate	(pending).....Certificate
Microsoft Systems Administrator.....Certificate	Microsoft Office User Master
Microsoft Systems Engineer.....Certificate	(pending).....Certificate
Multimedia.....Certificate	Microsoft Office User Specialist
Network Security.....A.A.S.	(pending).....Certificate

## Construction Cluster

Carpentry Technology.....Diploma
Construction Electrician.....Diploma
Industrial Maintenance and
Mechanics.....Diploma
Welding.....Certificate

## Health Science Cluster

Health Unit Coordinator.....Certificate	Massage Therapist.....Diploma
Home Health.....No Award	Practical Nursing.....Diploma
Nursing (A.D.).....A.S.	Radiography.....A.A.S.
Nursing Assistant.....No Award	Surgical Technology
LPN to RN.....A.S.	(In co-operation with RCTC).....A.A.S.
	Pharmacy Technology (In progress)

## Manufacturing Cluster

Computer Numerical Control	Electronics Manufacturing
(CNC) Operator.....Diploma	Technology.....Diploma
Computer Numerical Control	Electronics Manufacturing Technology.....Certificate
(CNC) Specialist.....Diploma	Industrial Maintenance and Mechanics.....Diploma
Electronics Manufacturing	Welding.....Certificate
Technology.....A.A.S.	

## Service Cluster

Cosmetology.....Diploma	Criminal Justice-Corrections.....Diploma
Criminal Justice-Law Enforcement.....A.S.	Human Services.....A.S.
Criminal Justice-Corrections.....A.S.	

## Transportation Cluster

Automotive Service Technology.....A.A.S.	Truck Driving.....Certificate
Automotive Service Technology.....Diploma	Diesel Technology-Commercial
Collision Repair Technology.....Diploma	Vehicle.....Diploma
Diesel Technology-Agriculture/ Industrial.....Diploma	

## Management Cluster

Advanced Farm Business Management.....Certificate	Farm Business Management.....Certificate
Commodity Marketing.....Certificate	Human Resource Management Quality.....Certificate
Computerized Small Business Management.....Diploma	Small Business Management.....Diploma
	Supervisory Leadership.....Certificate
	Supervisory Management.....A.A.S.

Riverland maintains a variety of articulation agreements with four-year colleges and universities to make access to Bachelor's- and Master's-level education a smooth transition. All Minnesota Transfer Curriculum courses are guaranteed to transfer to all Minnesota State Colleges and Universities.

A special relationship with Southwest Minnesota State University, Concordia University-St. Paul, and Crown College make available Bachelor's or Master's degree programs without leaving Riverland campuses.

## Student Support Services

Student success is very important at Riverland. A variety of services are made available to students to help them succeed:

- **Vocational Support Courses (related instruction):**
  - Job Communications
  - Job Seeking/Interview Skills
  - Occupational Leadership
  - Vocational Math
  - Vocational Writing
- **Student Success Center (Free learning assistance):**
  - Tutoring
  - Text reading for understanding
  - Special assistance for students with disabilities- note taking, alternative formatted texts, alternative assessment and testing formats
  - Organizational skills improvement
  - Study skills assistance
  - Writing Center
- **Placement Assistance:**
  - Riverland maintains a system for communicating employment opportunities with hundreds of companies requesting our graduates.
  - Riverland also provides assistance with finding part-time employment opportunities and internship experiences for our students while they are attending classes.

## Partnerships and Collaborations

Riverland Community College maintains an excellent relationship with local workforce agencies to serve the needs of unemployed, underemployed, disabled, and dislocated workers through agency-funded programs like:

- Minnesota Family Investment Program (MFIP)- Career program degrees, certificates & diplomas
- Healthcare Academy- Certified Nursing Assistant/Home Health Aide

- Dislocated worker programs-customized skill set training and traditional academic and career programming
- Job Club

## **In Progress**

### **Science laboratories:**

State-of-the-art science laboratories on the Austin and Albert Lea campuses are currently in the design/build stage and should be fully functional by the end of the 2007 academic year.

### **Simulation:**

The Community-Based Job Training grant will enable Riverland to establish a world-class allied health simulation laboratory at which preparatory students and incumbent workers from hospitals and clinics throughout southern Minnesota can develop their professional skills.

## **Computer, Distance, and Related Technology Inventory**

Riverland is committed to providing professional, technical, and continuing education programs that incorporate the latest technology. Computer-based curriculum components are now offered in the following program areas through either hybrid web-supported courses or full web-based online courses:

Accounting Technology	Geography
Art	General Studies
Automotive Service	Health
Biology	History
Business	Humanities
Business and Office Technology	Math
Career Planning	Philosophy
Chemistry	Practical Nursing
Computer Professions	Psychology
Corrections	Physical Education
Diesel Technology	Radiography
Earth Science	Riverland Training & Development
Economics	Supervisory Management
Electronics	Sociology
English	Speech
English as a Second Language	Statistics
French	Theatre

### **Distance Delivery:**

More than 600 students take courses via online distance delivery

More than 2,000 students take course via either hybrid or online

### **The Following Web services can be found at [www.riverland.edu](http://www.riverland.edu)**

Web support for students, staff, and faculty is a priority

- Information for current and future students, parents and family, alumni and friends, and business and industry
- Student on-line services – registration, add/drop classes, view grades, view account, tuition payment on-line, financial aid, address maintenance
- College, State, and Federal policies – student health and safety policies, student consumer information, student rights, responsibilities, and expectations, Americans with Disabilities Act
- All students have email addresses, <first.last@acad.riverland.edu>
- All faculty/staff are reachable via email and via name search on web site

### **Computers:**

- 900+ Pentium IV PCs on all campuses;
- 380+ Pentium IV PCs in instructional and drop-in labs on all campuses; and
- 60+ PCs in student drop-in labs with hours from 7:30am–10:00pm including Saturday (9:00am-2:00pm).

**Computer Classrooms:**

- Albert Lea- 3 Classroom Labs with 25 to 30 PC stations.
- Austin East- 3 Classroom Labs with 25 to 30 PC stations.
- Austin West- 2 Classroom Labs with 25 to 30 PC stations.
- Owatonna Center (OCUC)- 3 Classroom Labs with 17 to 25 PC stations.
- 10 Laptop Labs for use by the Nursing, and Business & Office Programs PC. labs/classrooms in Machine Technology and Electrician Programs.
- All Riverland Buildings are equipped with wireless internet capability.
- 48 instructional rooms equipped with multi-media consoles/PC/DVD/amplifier/speakers/projectors.
- 15 data projectors available for checkout from the AV department.

**Library:**

- 15 PCs for student use (Internet, Research, Online Databases, printers)

**Software:**

- Microsoft campus agreement
- Windows XP/Netware/Linux/Unix, as needed
- Office XP/2003/Publisher/Frontpage as needed; Anti-virus

**Servers:**

- 9 Pentium IV/Xeon-class servers running Novell Netware 6.5 (total of 200GB of disk)
- 1 Pentium IV/Xeon class server running Windows 2003 Server for student website
- 2 Pentium IV/Xeon class servers running Windows 2003 Server for Main website
- 6 Pentium IV/Xeon class servers running Windows 2003 Server for Infrastructure Applications (Domains, Door Controls, Telephone, etc.)

**Network:**

- Secured wireless network access covering >80% of campuses sq ft
- Gigabit backbone
- CAT 5/5E copper wire to all offices/classrooms
- 900+ networked computers on all campuses (400 + in instructional areas)
- 35+ networked laser printers on all campuses
- 25+ 10/100 switches
- ATM/OC3 Circuit between campuses
- ATM/OC3 Circuit for Internet access/Video Conferencing

**Phone:**

AVAYA G3 switch on Austin campus, and AVAYA switches on the Albert Lea and Owatonna Facilities. Repartee Voice Mail System on all campuses.

**Video:**

COMET interactive two-way video/audio to and from all MnSCU colleges, universities, and many K-12 sites as well as off net:

- 2 ITV rooms in Albert Lea
- 3 ITV rooms in Austin West
- 3 ITV rooms in Owatonna
- 1 portable ITV system in Austin East

## References

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