1. **Recommendation**: Develop objectives within the Apprenticeship Unit of the College’s Strategic Planning System that address issues at both campuses and all programs within the apprenticeship umbrella.

   **Response**: 2009/11 Apprenticeship Unit Objectives were accomplished and 2011/13 Apprenticeship Unit Objectives have been entered into the College’s Strategic Planning System for the Dale Mabry Campus programs. The Plant City Campus is working with LU123 and LU821 to develop objectives to be incorporated into the College Planning System.

2. **Recommendation**: Develop marketing and recruitment strategies for the apprenticeship programs (e.g., brochures, flyers, web pages, articles in trade journals or magazines). Special attention and recruitment should be directed toward events & career fairs that target women and persons in under-represented classes.

   **Response**: Strategies were developed by both the Plant City Campus and the Dale Mabry Campus to assist with the marketing and recruiting of students into the apprenticeship training programs. 
   - Web pages have been or are being developed to assist prospective students in learning about our apprenticeship programs. (i.e., The Dale Mabry Campus has developed apprenticeship web pages for the IEC and ABC programs, the link for the ABC web page is http://hccfl.edu/dm/associate-in-science/abc-apprenticeship.aspx and the link for the IEC web page is http://hccfl.edu/dm/associate-in-science/iec-apprenticeship.aspx. The Plant City Campus is working on similar web links for the LU123 and LU821 apprenticeship programs.)
   - Brochures and flyers in print and electronic mediums will be developed to distribute to interested prospective students.
   - The Apprenticeship training programs and the College have participated and will continue to participate in recruitment events to promote the apprenticeship programs to women as well as persons from underrepresented classes (e.g., Amazing Race, CSI, Career & College Fest, IEC Wire-off & Trade Show, IEC Career Expo, etc.).
   - Presentations to specific groups of persons (e.g., high school and technical school students, special associations, etc.) have been presented and will continue to be presented around the service area to promote apprenticeship training: (i.e., IEC provided presentations about the College’s apprenticeship programs for recruitment purposes at Bowers-Whitley, Tampa Technical Center, Simmons Career Center, and Erwin Technical Center. IEC coordinator, Mr. Dave Sullivan, presented to the Youth Build students in both Pinellas and Hillsborough and to the trade students at the Boley Center in St. Petersburg.)
   - Special events will continue to be offered to citizens in the community to support scholarships of current apprenticeship students. (i.e., LU 123 sponsors a golf tournament every year and they donate the proceeds to the HCC Foundation for scholarships.) It should be noted that, by state law, apprenticeship students pay no tuition or fees, and this impacts scholarship need.

3. **Recommendation**: Promote the College’s apprenticeship training programs to women and underrepresented classes at career fairs and events. Have the College’s Enrollment Development Coordinators (Recruiters) and Apprenticeship Directors meet to discuss recruitment strategies for the programs.

   **Response**: The College hosted three (3) events this last year to promote the apprenticeship programs to women as well as persons from underrepresented classes: 
   - Feb 9, 2010: Amazing Race – recruitment for 12th grade Hillsborough County Public School students
April 9, 2010: Career Seeking Investigations – recruitment for 8th grade Hillsborough County Public School students
October 3, 2010: Career and College Fest – recruitment for 9th through 12th grade Hillsborough County Public School students
IEC Apprenticeship hosted two (2) recruitment events last year:
April 30, 2010: IEC Wire Off & Trade Show – recruitment for community members and 150 high school students.
May 2010: IEC Career Expo at Pinellas Technical Careers Pre-apprenticeship Program - 200 students
IEC provided presentations about the College’s apprenticeship programs for recruitment purposes at Bowers-Whitley, Tampa Technical Center, Simmons Career Center, and Erwin Technical Center.
IEC coordinator, Mr. Dave Sullivan, presented to the Youth Build students in both Pinellas and Hillsborough and to the trade students at the Boley Center in St. Petersburg.
LU 123 sponsors a golf tournament every year and they donate the proceeds to the HCC Foundation for scholarships.

4. **Recommendation:** Develop articulation agreements that allow apprenticeship students and/or apprenticeship graduates to articulate into College AAS programs (e.g., Construction Management Technology or Electronics Engineering Technology) or CCC programs (e.g., Drafting or Electronics Technician).
**Response:** Due to the recent decision by the Florida Dept. of Education to review the AAS degree, all apprenticeship articulation agreements that articulate between the PSAV and AAS must be reviewed and revised, if applicable, to relate to an A.S. degree. The reviews of these articulations are in progress at the present time.

5. **Recommendation:** Develop reports from Datatel to provide annual data on completion rates in relation to apprenticeship cohort groups and to provide data (student names and numbers/percentages) of apprenticeship completers who have continued their education at HCC in another program (undergraduate or PSAV).
**Response:** Efforts are ongoing in regard to acquiring and utilizing data on completion rates and apprenticeship students who continue their studies at HCC. The Department of IMR will assist in the development of data for the Deans’ review.
Dean Johnson listened to a “Supporting Apprenticeship Retention & Completion” webinar on Feb. 14, 2011, which was sponsored by the National Fund for Workforce Solutions. Dr. Finsley Satterfield attended the State Occupational Deans meeting in February, where the 2011-2012 Florida Statewide Demand Occupations List was presented. The list included data regarding plumbers, pipefitters, steamfitters, and welders.

6. **Recommendation:** Request that apprenticeship training directors provide copies of all pertinent state completer certifications to the College for each graduate once all responsibilities have been fulfilled at the state level. This certification information should then be placed into the Datatel system for future use.
**Response:** All apprenticeship training program directors have been notified of the request to provide certifications of students to the HCC administrators who oversee and manage apprenticeship training programs at the PC and DM campuses. Documents have been received for specialized training in Fire Alarm Systems Agent (FASA) as well as Basic First Aid and ASHI certification for applicable students and instructors.

7. **Recommendation:** Initiate paperwork to place the Telecommunication Technician program on moratorium for program deletion and replace with the state’s newly developed Field Service Engineer PSAV apprenticeship program. Also, monitor the Carpentry program and place it on moratorium in another year, if enrollment continues to decline.
Response: a) The Academic Affairs Committee paperwork was sent forward for review by the appropriate officials on Feb. 2, 2011 to place the IEC-Telecommunications Technician apprenticeship program on moratorium.  b) The Academic Affairs Committee paperwork was sent forward for review by the appropriate officials on June 17, 2010 to create the new IEC Field Service Engineer apprenticeship program with an effective term of 10/FA. This program was approved by the HCC Board of Trustees and approved for 10/FA implementation.  c) The ABC Carpentry program is being reviewed during the 10/11 year and the moratorium decision will be determined in a future year.

8. Recommendation: Work with Student Services staff and request that Orientation Advisor/Coordinators at each campus meet with students during the “New Apprenticeship Student Orientations” to explain the College policies and services and to promote course registration information on math and computer courses.

Response: A new apprenticeship instructor handbook was developed for 10/FA distribution to all apprenticeship DM instructors. This book describes services that the instructors need to know and information that can be provided to students for successful experiences at HCC. A future student apprenticeship orientation will be planned for the next year. Plant City Student Services staff conducted new student orientations at the McIntosh Road training center of LU 123 in September 2010, which was well received. Further, an instructor handbook already exists for the Plant City apprenticeship program instructors.

9. Recommendation: Provide the College’s academic advisors with Apprenticeship program and course information so that current and potential apprenticeship students can meet and receive appropriate information/guidance. (e.g., Course sequencing for each program, articulation agreements for graduates and apprenticeship director contact information).

Response: Advisors have received information about the apprenticeship training programs via emails. Advisors have also worked apprenticeship students up for graduation and progress towards degree completion. Future emails will occur to continue providing advisors with education on the apprenticeship programs. Plant City has a new Student Services Program Manager who has compiled advising guides for apprenticeship programs. Regular visits are made to the training center at McIntosh Road in order to assist students and answer questions/concerns. Student Services staff have also streamlined the registration process to ensure that all apprenticeship applications, registrations and graduation documents are processed/completed in a timely manner.

10. Recommendation: Schedule a meeting between the College’s Director of Community Government Relations and the four Apprenticeship Directors to discuss matters affecting apprenticeship students and programs at the state level.

Response: Scheduling and communication between the College’s Director of Community Government Relations and the four Apprenticeship Directors is under review.

11. Recommendation: Schedule class meetings with apprenticeship students in their final year to discuss the College’s articulation agreements and opportunities for continuing their education and potential scholarship opportunities.

Response: The Senior Records Specialist at DM who manages the DM Apprenticeship student records met with DM students in 4th year apprenticeship classes in March of 2010 to discuss graduation processes and future undergraduate articulation opportunities. The meeting dates were as follows: March 8 and 10, 2010 for ABC apprenticeship students and March 15 and 16, 2010 for IEC apprenticeship students. Meetings for March 2011 are tentatively planned at both Plant City and Dale Mabry with 4th year apprenticeship students by the new Student Services Program Manager at Plant City and the Senior Records Specialist at Dale Mabry.