3.4.2 The institution's continuing education, outreach, and service programs are consistent with the institution's mission. **(Continuing education/service programs)**

_X_ Compliance   ___ Partial Compliance   ___ Non-Compliance

Narrative:

Chattahoochee Valley Community College's (CVCC) Workforce Development (WFD) Division offers comprehensive continuing education, outreach, and service programs to support the institution's mission. The WFD Division, including the Adult Education classes, served 2,152 students from October 1, 2010 through December 3, 2012.

Continuing Education
Chattahoochee Valley Community College's Workforce Development (WFD) Division meets the needs of students by offering services not provided in the traditional educational environment. In partnership with Education 2 Go, WFD offers a wide range of highly interactive courses to provide lifelong learning opportunities for healthcare professionals, classroom teachers, and individuals seeking new or upgraded skills. A course listing of more than 250 programs are offered through these online courses/programs (Ed2Go Course Guide, Gatlin Education Course Guide). Many health science courses are also offered through our partnership with Boston Reed to include Phlebotomy Technician, Pharmacy Technician, and Dental Assistant. Classes and training provided is determined by requests via email, phone, class evaluations, and the number of job openings in a particular field.

In addition, CVCC's WFD extends its services and other resources to businesses and industries. Specific services provided include Sexual Harassment Training, WorkKeys testing and certification, and WorkKeys® Profiling.

Also under the umbrella of WFD, the College's Public Safety Academy (PSA) provides seminars to foster efforts that build resiliency and preparedness in the community through both credit and non-credit programs. The PSA credit programs include Criminal Justice, Fire Science, Homeland Security, and Emergency Medical Services. Quality instruction is provided for students as well as local, flexible programming and training opportunities to meet the needs and standards required by emergency responders in the area.

Outreach
Chattahoochee Valley Community College's faculty, staff, and student body supports the community by participating in several outreach projects annually. Examples of specific projects in which the CVCC family contribute include the Living United-United Way fundraising project, Breast Cancer Awareness Campaign, a fundraiser for the Child Advocacy Center, and volunteer reading program for Ridgecrest Elementary School through the Phenix City Rotary Club.

The following table represents many of the recent outreach projects in which members of the student body have contributed:

Group	Organization Served	Year(s) Served
Pirate's Baseball Team	Child Advocacy Center	2010/11
Pirate's Baseball Team	Upward Basketball League	11/12-12/13
Lady Pirate's Basketball Team	Child Advocacy Center	2011/12
Pirate's Athletic Department	Ridgecrest Elementary	2012/13
Lady Pirate's Basketball Team	Valley Rescue Mission	2012/13
Pirate's Baseball Team	Chattahoochee Valley Baseball Academy	2012/13
Career Exploration Camp	All Middle School Students	2011/2012

Outreach events are held at the College to provide the community members with an opportunity to obtain assistance in preparation for the workforce, for entry into college and to be responsible citizens.

Service Programs
Adult Education, English as a Second Language (ESL), and Ready to Work (RTW) classes are offered at no cost to the students, to improve basic skills and enhance employability. The Adult Education classes provide academic instruction that leads to stronger literacy skills and successful completion of the GED®. ESL classes provide non-English speaking individuals with the English language skills needed to succeed in other educational/training programs and in the workplace.

Adults and dislocated workers are the target population for the RTW program. This program supports the workforce development initiatives by educating and training available workers to meet the needs of business and industry. This training ensures employers will have access to a pool of applicants with documented skills critical for staffing many entry-level positions. By assessing the skills needed to perform the key job functions for a particular position, hiring employers can identify and match those skills with a person who has completed the RTW program as having demonstrated a critical level of competency and aptitude. Specifically, participants who successfully complete the RTW program receive both an Alabama Career Readiness and Alabama Certified Worker certifications.

SUPPORT DOCUMENTATION
College Catalog and Student Handbook, Mission Statement – Page 11
Department of Post-Secondary Education – Workforce Development Activity and Adult Education Report
Ed2Go Course Guide
Gatlin Education Course Guide
Workforce Development Activity Report – Boston Reed College Courses
Course Evaluation – Harassment Training – October 2012

Healthcare Job Listing
Sheriff's Department Sexual Harassment Training Sign-in – October 23, 2012
WorkKeys Report – August 2012
Alabama Career Readiness Certificate
Jack Hughston Memorial Hospital WorkKeys Profile Report
Bulletproof Mind Training
College Catalog and Student Handbook, Public Safety Academy Programs – Pages 124-127
Ready to Work Job Fair, as posted to College website
Career Exploration, 2012
Responsible Citizen flyers
Application for Adult Education and Family Literacy funding, 2012
Grant Application for Ready to Work, 2012
Alabama Certified Worker Certificate