



Workforce Development Services

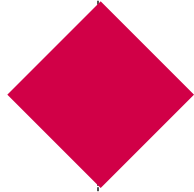
VIRGINIA COMMUNITY COLLEGE SYSTEM

A N N U A L R E P O R T

FISCAL YEAR 2003-2004

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From the Vice Chancellor



This annual report illustrates the Virginia Community College System's impact on workforce development during the 2003-2004 fiscal year. Its mission to prepare a well-trained workforce is steeped in a tradition of service to communities, to employers and to the employed, underemployed and unemployed.

The tradition of service underscored the ability of the system's

23 colleges to collectively assist with more than 12,000 community and economic development activities and to contribute more than 34,694 staff hours of service to Workforce Investment Boards and One Stop Centers.

As a strong link in the Commonwealth's workforce development system, the colleges provided customized employee training and services for 769 employers and enabled individuals to complete 80,597 non-credit courses and 35,691 customized credit courses to gain the skills, certifications and licenses needed for successful employment. Of these, about 20,000 participated in distance education courses. The colleges also

comprise one of the strongest ACT WorkKeys systems in the nation, having conducted more than 24,293 WorkKeys assessments and 80 WorkKeys Job Profiles.

Colleges used Tech Prep, Post-Secondary Perkins, Middle College and Apprenticeship Related Instruction to create career pathway programs based on access, employer-driven training, and career development. More than 2,000 employers participated in these initiatives. The Institutes of Excellence began collaborating with the Virginia Economic Development Partnership on a statewide industry, occupation and skills cluster analysis which will be completed in 2005. The analysis will be used to more closely align education and economic development.

As you review the annual report, take a moment to picture the people served by workforce development services. They most likely include you or your neighbors, co-workers, family, friends and employer. Each person served represents the economic health of the Commonwealth.

Rose Harrell Johnson
Vice Chancellor
Workforce Development Services

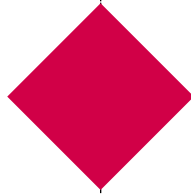
CODE of VIRGINIA § 23-215.

B. The Virginia Community College System shall be the state agency with primary responsibility for coordinating workforce training at the post-secondary to the associate degree level, exclusive of the career and technical education programs provided through and administered by the public school system. This responsibility shall not preclude other agencies from also providing such services as appropriate, but these activities shall be coordinated with the community colleges.

C. In addition to other responsibilities of the Virginia Community College System, the community colleges shall (i) maximize noncredit course offerings made available to business and industry at a time and place that meet current and projected workforce needs and minimize the cost of noncredit offerings to business and industry to the extent feasible, (ii) deal directly with employers in designing and offering courses to meet real, current, and projected workforce training needs, and (iii) maximize the availability and use of distance learning courses addressing workforce training needs. The Virginia Community College System shall report on actions taken to meet the requirements of this subsection in its annual report to the General Assembly on workforce development activities required by the appropriation act.

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Workforce Development Service Regions

NORTHERN REGION

- LF Lord Fairfax
- GM Germanna
- NV Northern Virginia

WEST CENTRAL REGION

- VW Virginia Western
- DSL Dabney S. Lancaster
- BR Blue Ridge
- CV Central Virginia
- PV Piedmont Virginia

CENTRAL REGION

- JT John Tyler
- JSR J. Sargeant Reynolds
- RH Rappahannock

SOUTHWEST REGION

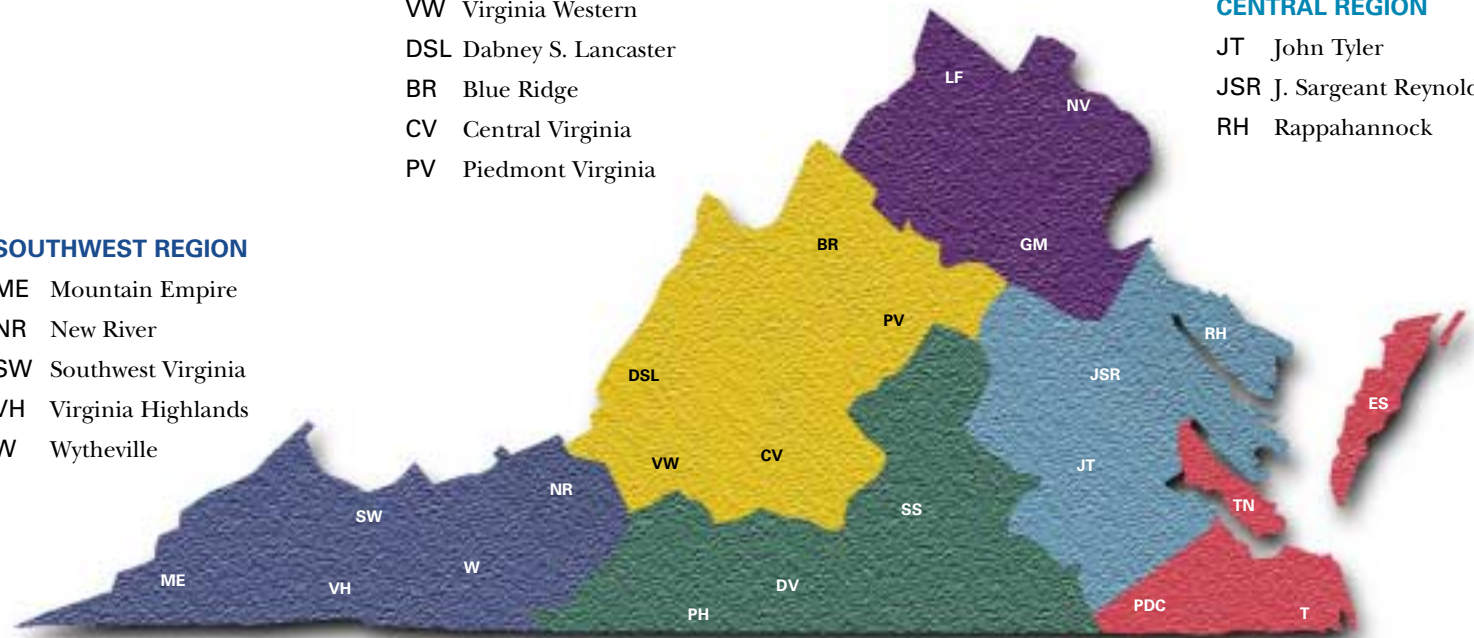
- ME Mountain Empire
- NR New River
- SW Southwest Virginia
- VH Virginia Highlands
- W Wytheville

SOUTHSIDE REGION

- DV Danville
- SS Southside Virginia
- PH Patrick Henry

HAMPTON ROADS REGION

- PDC Paul D. Camp
- T Tidewater
- TN Thomas Nelson
- ES Eastern Shore



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Virginia's Community Colleges

WDS Programs

Apprenticeship Related Instruction

A registered apprentice is required to complete a recommended minimum of 144 hours of related instruction and a minimum of 2000 hours of supervised work experience in a specific trade and for each year of apprenticeship. Instruction is based on the specific trade areas and is developed in cooperation with industry leaders and the Virginia Department of Labor and Industry.

Customized Credit Instruction

Colleges customize instruction to meet the schedule, location, and delivery methodology requirements of employers so that employees can acquire needed job skills and earn academic credit.

Contract Training and Services

Workforce training and services delivered to address specific employee training and development needs of a given company.

Distance Education

Video conferencing, web-based, and other instructional methods used to ensure instructional flexibility.

Institutes of Excellence

The Institutes create state and national level programs and initiatives that enhance employee pipelines for high demand Commonwealth occupations and serve as a catalyst to align them with primary and emerging industry clusters.

Middle College

Middle College is an education recovery program for high school dropouts between the ages of 18-24 who are interested in attaining a college degree while improving their employability skills and acquiring a GED. Middle College was piloted in 2003 at J. Sargeant Reynolds and Southside Virginia Community Colleges and expanded to three additional colleges in 2004.

Non-Credit Instruction and Services

Non-credit instruction and services provide prospective and incumbent employees the opportunity to acquire the knowledge and skills needed for specific occupations, certifications, and licenses without enrolling in an academic program of study. The Continuing Education Unit (CEU) is the nationally recognized designation for professional non-credit instruction. Ten hours of non-credit instruction equals one CEU.

Post-Secondary Perkins

The intent of the Carl D. Perkins Act of 1998 (also known as Perkins III), is to ensure continuous improvement of career and technical education programs at both secondary and post-secondary levels so that students graduate with advanced technical skills. The VCCS administers post-secondary Perkins through its 23 colleges.

Tech Prep

Tech Prep enrolls high school students in career and technical programs and helps them transition to college and work with core academic and technical skills, a career plan, college credit, work-based experiences, and employability skills. There are 23 Tech Prep consortia in the Commonwealth, each of which includes a community college and its partnering school divisions.

Workforce Development Training Centers

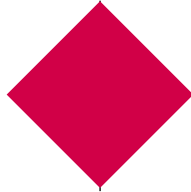
Specialized facilities created and managed by community colleges in collaboration with their communities to function as regional workforce training centers responsive to employment needs.

Workforce Investment Act (WIA)

Calls for the creation of a state-wide, comprehensive workforce development system, the creation of the Virginia Workforce Council (VWC), regional Workforce Investment Boards (WIBs) and One Stop Centers. Community colleges work closely with WIA entities and activities.

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2003-2004 State Appropriations and Impact

Apprenticeship Related Instruction

\$884,387

Apprenticeship Related Instruction was offered by 16 service regions:

- 7,747 apprentices enrolled
- 1,964 unduplicated employer sponsors
- 1,407 apprentices completed their related instruction component
- 16 Apprentice Related Instruction Coordinators served all areas of the Commonwealth

Institutes of Excellence

\$846,900

The Institutes of Excellence prepared the workforce for current, high demand occupations in such fields as geospatial information systems, biotechnology, advanced manufacturing, electronics, information technology (IT), construction trades, and computer aided design:

- Helped the Virginia Biotechnology Association conduct a survey of the emerging biotech industry.
- Used a NSF grant to develop IT career pathway articulation agreements between secondary and post-secondary education (three in place between Radford University and five Community Colleges)
- Supported advanced manufacturing and information technology career exploration activities for high school students at ten community colleges
- Created new curriculum programs and trained faculty to provide instruction in high demand IT certifications such as Microsoft, Red Hat (curriculum for Linux), CompTIA, Cisco, Oracle and Certiport
- Held a Working Connections Conference sponsored by the American Association of Community Colleges, Microsoft Corporation and the National Center for Emerging Technologies that trained faculty from over 75% of the VCCS colleges
- Provided professional development activities for IT and CADD faculty
- Provided Certified Internet Webmaster certification training for 19 community college IST faculty and four secondary teachers
- Identified the high demand construction trades occupations
- Created a construction trades portal
- Assisted with development of construction trades instructional programs

Non-Credit Instruction and Services

\$1,100,970

Funding is provided for one staff position at each college and for non-credit instruction. Collectively, the 23 colleges provided the following workforce training and services:

Non-Credit Course Completions	80,597
Customized Credit Course Completions *	35,691
Total Course Completions	116,288
<hr/>	
Of Total Course Completions, Number for Industry Certification:	13, 848
<hr/>	
WIA Training Vouchers Used to Pay for Training	1,710
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Enrollment in Courses - Distance Education	19,555
<hr/>	
Employers Served with Customized Services and Training	769
<hr/>	
Individual WorkKeys Assessments	24, 293
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WorkKeys Job Profiles Completed	80
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Community and Economic Development Activities	12,157
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Staff Hours Devoted to WIB or VWC	34,694
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Certified One-Stop Center on Campus	6

*Credit instruction is offered as a value-added service to business and industry, but is not included in the non-credit funding allocation.

Workforce Development Training Centers

\$508,140

Four workforce development training centers received state funding with a 25% match from their individual communities.

Virginia Peninsula Workforce Development Center
Thomas Nelson Community College

Regional Center for Applied Technology Training
Danville Community College

Regional Workforce Development Center
Paul D. Camp Community College

Central Virginia Manufacturing Technical Training Center
Central Virginia Community College.

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Collectively, the four workforce training centers provided the following training and services:

Non-Credit Course Completions	12,538
Credit Course Completions	7,015
Total Course Completions	19, 553
Of Total Course Completions, Number for Industry Certification	5,278
WIA Training Vouchers Used to Pay for Training	298
Enrollment in Courses - Distance Education	9,547
Employers Served with Customized Services and Training	191
Individual WorkKeys Assessments Conducted	15,166
WorkKeys Profiles Completed	35
Community and Economic Development Activities	1,310
Staff Hours Devoted to WIB or VWC	6,966
Certified One-Stop Center on Campus	3

OTHER FUNDING

Middle College (Statewide WIA Funds) **\$360,000**

A Governor's Initiative that piloted a Middle College at J. Sargeant Reynolds Community College and one at Southside Community College enrolled high school drop outs in a college recovery program:

- Developed replicable program model
- 276 applicants
- 73 accepted participants
- 34 received GED; 17 additional students in final stages of preparing for GED
- 37 secured employment or received promotions
- 19 received the Career Readiness Certificate
- Second year enrollment (2004) will increase 100 percent
- Middle College expansion to Germanna, Danville and New River community colleges

Post Secondary Perkins **\$3,402,614.42**

The technical and career skills of more than 11,000 community college students enrolled in Occupation and Technical programs were enhanced by:

- Increasing the number of technical math and writing courses
- Certifying faculty and students in high-demand industry certifications
- Providing certified academic tutors
- Upgrading equipment for students with special needs
- Training counselors in career planning and advising
- Expanding dual credit and articulation agreements
- Upgrading equipment and software utilized in technical programs
- Expanding web-based and distance education courses
- Increasing the number of science fairs, career fairs and other activities linked to high growth career fields
- Expanding allied health and engineering technology programs

Tech-Prep **\$2,290,935**

Colleges worked with their local consortium comprised of secondary and post-secondary education, business and industry representatives to create, enhance, and promote career pathways for the emerging workforce:

- 27 Career Camps introduced 1,579 middle and high school students to such fields as biotechnology, information technology, health and medical sciences
- Conducted 23 career counseling and planning initiatives for 22,217 students
- Provided 22 career education activities such as job shadowing and career fairs for 16,879 high school and college students
- Sponsored service learning, internships and cooperative education for 16,000 high school and community college students
- Created 13 new career and technical education programs
- Developed five new distance learning dual-enrollment courses
- Upgraded equipment and software for 16 school divisions and community colleges
- Provided 178 professional development activities for 5,861 secondary and post-secondary instructors
- Sponsored 142 different professional development activities for 2,082 high school and college counselors and advisors

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HAMPTON ROADS REGION Sample List of Employers Served

18th Army Field Hospital
Accomack County Schools
Aepco
Amerigroup
AMSEC
Beth Shalom
Blue Crab Bay Co.
Broadspire
Bronco Federal Credit Union
Century Concrete
Chesapeake Dept. of Social Services
Chesapeake General Hospital
City of Franklin
City of Suffolk
Coastal Vocational
Colonial Williamsburg Foundation
Colonnaís Shipyard
Corrosion Engineering Services
Corvel Corporation
Crawford & Co.
Davis Boat Works
Dept. of Labor
Dept. of Workmanís Compensation
Earl Industries/Moon Engineering
Empowerment 2010
Fleet Family
Fort Eustis Child Care Center
Franklin Public Schools
G C Services
G. G. Sharp
Giant Yorktown Refinery
Greater Peninsula Workforce Development Consortium
Hampton City Public Schools
Hanover County Schools

Hercules
I.P., CIC Plant
Information Support Systems
International Paper, Roll Finishing
James City County
Job Zone
Lyon Shipyard
Metro Machine
Mobil Mart
Money Mailer
Murphy Brown
NASA - Train/Trainer
National Linen
Naval Air Systems Command Training Support Division
Naval Engineering Logistics Office
Naval Facilities Engineering Command
Naval Public Works Center
Naval Security Group Activity Northwest
Naval Weapons Station - NOSTRA
Navy SES
NCO Financial
Nevamar
Newport News Finance Department
Newport News Public Works
NGNN
Newport News Public Library
Norfolk Dept. of Social Services
Norfolk Dredging
Norfolk Public Schools
Norshipco
Northrop Grumman
Opportunity, Inc.
Perdue Farms
Portfolio Recovery Associates

Portsmouth Dept. of Social Services
Purewater Technologies
Quality Marine
S.W. Rawls
Sara Lee
Seal Delivery Team Two
Sentara Healthcare
Smithfield Packing
Southampton Correctional Center
Stihl, Inc.
Suffolk Public Schools
SunTrust
Susan Boahche & Associates
TDS, Inc
Teambuilding Training
Tech Prep
Technico
The ARC
TNCC
USDA ñ Eastern Shore Soil and Water
Utica Insurance
VA Dept. of Labor and Industry
VA Dept. of Transportation
VA Peninsula Chamber of Commerce
VA School for the Deaf, Blind and Multi-disabled
VCCS
Veteran's Admin. Medical Center
Virginia Department of Transportation
Virginia Retirement System
Volvo Penta
WJCC & York Schools
York County

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VCCS WDS Hampton Roads Region

NUMBERS SERVED THROUGH WORKFORCE DEVELOPMENT SERVICES:

Total Number of Students Served: 27,860

Total Number of Business and Industries Served: 256

Total Number of Economic and Community Development Activities: 2,534



COMMUNITY COLLEGES

- Eastern Shore
- Paul D. Camp
- Thomas Nelson
- Tidewater

Description of Region

Region Total Population: 1,648,267

High school graduates: 52% of total population

College graduates: 15% of total population

High school dropouts: 7% of total population

Median Household income: \$39,120.00

Project Highlights

Eastern Shore Community College

Developed a 20 hour Advanced Contractors' class in cooperation with the Virginia Department of Professional and Occupational Regulations for building trades professionals who wish to become effective business people and to be successful when taking the contractors A and/or B licensing tests.

Paul D. Camp Community College

A college employee certified as an ACT- WorkKeys Job Profiler traveled to the Netherlands to conduct three manufacturing job profiles for an international company undergoing expansion in the college's service region. The results of the profiles will be used to train company employees. ACT recognized this as "one of the first examples of WorkKeys being used in Europe."

Thomas Nelson Community College

TNCC earned USDOL/NAWB national model status for its training-hiring pipeline with Northrop Grumman Newport News, Siemens VDO and other firms, one-stop centers, Virginia Employment Commission (VEC), and Greater Peninsula Workforce Investment Board. More than 1,200 of 4,500 VEC applicants gained manufacture jobs, hiring time was cut by one-third, hiring costs were reduced by 23%, and company interview-hire ratio increased from 1/10 to 7/10.

Tidewater Community College

The college's Ship Repair Initiative completed a 3-year DOL Grant project that trained more than 300 incumbent shipyard employees in specialty courses and a certificate program. Graduates of the certificate program received an average salary increase of 9.3% and more than 45% of the graduates have enrolled in AAS degrees in Technical Studies.



"Community colleges have become among the most popular public higher education institutions to provide technical

training and business education. Thomas Nelson Community College delivers the quality product and the necessary flexibility to meet our training requirements in a timely and cost effective manner."

Robert P. Leber, Director, Education and Workforce Development, Northrop Grumman Newport News

CENTRAL REGION Sample List of Employers Served

A & D Electric Company
A.L. Gleeson Electrical Co
Able Electrical Contractors
Accutrol, Inc.
Alkat Electrical Contractors, Inc.
A-M Electric Company
Atlantico Electrico Electric, Inc
Austin Electric Co., Inc.
Babcock & Wilcox Corp.
Bagby Electric of Virginia
Bell Electric Controls and Service
Black-Box
Blackwater Electrical Co., Inc.
Brown's Electical Service
Bulheller Electric Co., Inc.
C.R. Gilley Electric
Caroline County Public Schools
Central Electrical Service Corp.
Charles City County Public Schools
Chesapeake Academy
Chesapeake Bank
Chesterfield Fire Training
Chewning & Wilmer, Inc.
Citizens and Farmers Bank
CJW Medical Center
Coe Electric, Inc.
Coken Company, Inc.
Colonial Beach Public Schools
Combustioneer Corporation
Commerical Electric, Inc.
Commonwealth Electrical Company
Cornerstone Construction & Electric
Cory-Nel Electical Service
Cox Brothers Electrical Service, Inc.
CPAC- Amelia
D.L. Sykes Electric
Dallas Electical Co., Inc.
Delaney Telecom, Inc.
Dominion
DTS Electric
Dupont
Dynaletric Co.
E.G. Middleton, Inc.
Educare
Education for Independence ñ Rappahannock
Community College
Electical Repair Service, Inc.

ESG International, Inc.
Essex County Public Schools
Evets Electric, Inc.
Filtrona
Folkes Electical Construction Co.
Four Rivers Education Consortium
G.F. Casarotti, Inc.
GGR Construction, Inc.
Gloucester County Administration
Gloucester County Public Schools
Goodman's Speciality Services, Inc.
Grant-Neil Electric, Inc.
Grunau Company, Inc.
Guild Electric, Inc.
H.M.S. Electrical Contractor
Headley, Edward L.
Imagine One Ltd.
Infineon
Instrumentation Control Systems Engineering
Integrated Technologies, LLC
Ivy S. Hill Electric
JAG Electric Co.
JATC
John Randolph Hospital
Johnson & Murphy Electrical Services
JRJ Building Contractors, Inc.
Kenndy Electrical, Inc.
KLA Laboratories
King and Queen County Public Schools
King William County Public Schools
L & W Enterprises, Inc.
L. R. Smith Company
Lancaster County Public Schools
Lighthouse Electric
Lowman Electrical Contractor, Inc.
M. J. Electric, Inc.
Mason Electrical Corp.
Master Electrical Services, L.L.C.
Mathews County Public Schools
MCI Electric Company, Inc.
MECO Electric, Inc.
Miller Electric
New Kent County Public Schools
New River Electrical Corporation
Northern Neck Insurance
Northern Neck Technical Center
Northside Electric Company

Northumberland County Public Schools
Olde Towne Electric, LTD
Performance Electric
Philip Morris USA
Plateau Electrical Cons.
Poly-Tron Controls, Inc.
Potomac Testing, Inc.
Power Solutions, L.L.C.
Powertec, Inc.
Premier Electric Company, Inc.
Primary Service Corporation
Providence Electrical Corporation
Quality Lighting Protection, Inc.
R. S. Harritan
R. W. McGhee, Jr. Inc.
R.E.G. Electrical Construction
Richmond County Public Schools
Richmond Electrical Services, Inc.
Ridley Electric Company, Inc.
Riggs-Distler & Company, Inc.
Riverside School
Scriba Electrical Contractors, Inc.
Sherwin Electric Company, Inc.
Slosjarik Electrical Service, Inc.
South Central Electric
Southern Electrical Corporation
Southern Power & Lighting Corporation
Stationary Power Services, Inc.
Stratford Hall Plantation
Surry County Public Schools
Sussex County Public Schools
Sussex Head Start
Tate & Hill, Inc.
Three Rivers Health District
Truland Systems, Inc.
Urbanna Lumber Company
USDA Farm Service Agency
USDA Natural Resources Conservation Service
Virginia Department of Transportation
West Point Public Schools
West Star Electrical Contractors, Inc.
Westmoreland County Public Schools
Winfree Baptist Church
York River Electric, Inc.

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VCCS WDS Central Region

NUMBERS SERVED THROUGH WORKFORCE DEVELOPMENT SERVICES:

Total Number of Students Served: 13,150

Total Number of Business and Industries Served: 122

Total Number of Economic and Community Development Activities: 381

Project Highlights

J. Sargeant Reynolds Community College

John Tyler Community College

The Community College Workforce Alliance (CCWA), a workforce development partnership of the two colleges, supported the DuPont Zytel plant expansion by training 20 new polymer specialists. Some of the training was conducted on-site by DuPont technicians; some was conducted by the college on the college campus. Plant-specific applications were highlighted throughout instruction and a capstone project ensured integrated learning.

Rappahannock Community College

A group of industry leaders helped the college develop the Atlantic Boat and Yacht Trades School (ABYTS), a “first of its kind” program for marine trades in the Northern Neck/Middle Peninsula and beyond. The program supplies marine-related employers with a highly skilled workforce.

M “Middle College transformed my life. It was just the action I needed to take to begin reaching my career goals. By getting my GED and entering J. Sargeant Reynolds Community College, I now look forward to a fulfilling career as a teacher.”

Sherika Chew

One of the first Middle Colleges was started at the J. Sargeant Reynolds Community College Downtown Campus in 2003.



COMMUNITY COLLEGES

- John Tyler
- J Sargeant Reynolds
- Rappahannock

Description of Region

Total Population: 1,202,712

High school graduates: 54% of total population

College graduates: 18% of total population

High school dropouts: 8% of total population

Median Household income: \$43,306.00



NORTHERN REGION Sample List of Employers Served

Atlantic Builders
911 Airport Worker Resource Center
Airbus Industries, USA
Alexandria Dept of Rehabilitation Services
Alexandria Job Link
American Registry for Internet Numbers
Company (ARINC)
Arlington County Fire Department
Arlington Dioceses of the Catholic Church
Arlington Employment Center
Bagby, Caldwell & Associates
Berryville Graphics
Cairo Systems
City of Alexandria Fire and EMS
City of Winchester
Coffeewood Correctional Center
Coldwell Banker
College Board (NVCC)
Computer Sciences Corp.
Culpeper Economic Development
Culpeper Regional Hospital
Culpeper Schools
DA Foster Company
Department of Labor and Industry
Dept. of Public Works – Winchester
DisAbility Resource Center
Dupont
Fairfax Family Practice
Falls Church VA SkillSource Center
Fauquier County Public Schools
Fauquier Hospital
FBI, Quantico
First Bank
Fisher Diagnostic
Fort A. P. Hill
Frederick County Public Schools
Fredericksburg City Schools
Friendship House Association
General Dynamics-Network Systems, Inc.
Germanna Community College Staff
Professional Development Board
H.P. Hood
HITT Construction, Inc.
ICTS Teachout

Kaiser Permanente
Kraft
KT Enterprises
Lockheed Martin Company
Lord Fairfax Community College
Lutheran Social Service
Madison County Schools
Melnor
MIC Industries
Monroe Technical Center
National Association of Retired Federal
Workers
National Wildlife Federation
Nationwide Insurance
Northern Virginia Community College
Northern Virginia Youth Services
Orange County Schools
Perry Judd
Prince William County Government
Prince William County Schools
Prince William Criminal Justice Academy
Quadramed
Rappahannock Area Health District
Rappahannock Juvenile Center
Reston Hospital Center
Rich's Products
SAIC
Saudi Arabia Embassy
Service Source, Inc.
Shenandoah County Schools
Shenandoah Fiberglass
Shenandoah Memorial Hospital
Shenandoah University
Shirley Construction, Inc.
Simmons Manufacturing
Sino Swearingen
Skill Source
Smith Midland Corporation
Social Security Administration
Society of Human Resource managers
Southeastern Container
St. Leo the Great School
Stafford County Administrator's Office
Stafford County Public Schools

STR, LLC
Susquehanna Technologies
TD Industries
The Norwood School
Town of Warrenton
US Army Prime Power Production School
USMC Manpower Division
USMC School of Advanced Warfighting
Verizon Corporation
Vienna Presbyterian Church
Virginia Community College System
Virginia Dominion Power
Wakefield School
Warren County Public Schools
Wegemans
Westminster Canterbury
World Wide Automotive
Yount Hyde and Barbour

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"Prince William County's extraordinary economic development success is a testament to the strong partnership we enjoy with the community college

system. Our NVCC partners provide creative, effective and essential support to the business community at each phase of corporate analysis and expansion, and often respond to our client's needs on a moment's notice."

Martin Briley, Executive Director, Prince William County Economic Development Authority

VCCS WDS Northern Region

NUMBERS SERVED THROUGH WORKFORCE DEVELOPMENT SERVICES:

Total Number of Students Served: 28,484

Total Number of Business and Industries Served: 282

Total Number of Economic and Community Development Activities: 4,778

Project Highlights

Germanna Community College

The Center for Workforce and Community Education developed an 11 module certificate program in Visual and Decorative Design which provides successful completers with the skills for entry-level employment in furniture stores, home design centers, and specialty stores. Since its inception, more than 50 people have enrolled in the series.

Lord Fairfax Community College

Where will the workforce of tomorrow come from? LFCC explores a paradigm shift with employers through a customized "Love 'em or Lose 'em" course based on a book written by Beverly Kaye. The course helps employers identify their retention and productivity challenges and reasons that employees stay with their employer. They learn that highly engaged and productive employees equal increased efficiency per employee and less recruitment and retention efforts for employers.

Northern Virginia Community College

As part of its national defense focus, the college collaborated with the Transportation Security Administration to conduct self-defense training for airline pilots and crew members. It also used Command Spanish, a nationally registered program designed to enable English-speaking persons to speak and understand Spanish, to provide law enforcement, EMT, firefighter and hospital personnel with occupational Spanish skills.



COMMUNITY COLLEGES

- Lord Fairfax
- Germanna
- Northern Virginia

Description of Region

Region Total Population: 2,376,308

High school graduates: 58% of total population

College graduates: 29% of total population

High school dropouts: 5% of total population

Median Household income: \$53,129.00



"Fairfax County growth would never have happened without the strong community college system because in addition to the high-end engineers and scientists that technology businesses require, there is also

a strong demand for technical and support personnel.

The community colleges provide the requisite support for the growth of our medical and biosciences, thereby contributing not only to business growth, but also to our quality of life."

Dr. Gerry Gordon, President and CEO of the Fairfax County Economic Development Authority

WEST CENTRAL REGION Sample List of Employers Served

Albemarle County
 Alleghany County
 Altavista PLC
 American Hoffman
 AMG, Inc.
 AMTA
 Areva/Framatome
 Atlantic Companies
 Augusta Correctional Center
 Avance Auto
 Badger Fire Protection
 Bank America
 Barr Labs
 Belvac
 Better Living
 Blue Ridge Community College
 Botetourt Schools
 BWXT
 Central Virginia Industries
 Charlottesville Department of Social Services
 City of Charlottesville
 City of Lynchburg
 Commonwealth Center for Child & Adolescents
 Dabney Lancaster Community College
 DANA Corporation
 Delta Star
 Dept. of Labor Grant
 EnviroSafety Group
 FANP
 Fluvanna County Public Schools
 GAMMAPAR
 Georgia Pacific
 Glad Manufacturing
 Green County Department of Social Services
 Guaranty Bank
 Harrisonburg – Rockingham Convention & Visitors Center
 Harrisonburg Auto Auction
 Highland County Schools
 INVISTA
 Lanford Bros.
 Lexis-Nexis
 Litton Marine Systems
 Louisa Department of Social Services
 MACOM

MeadWestvaco Corporation
 Metalsa
 MicroAire
 Modine Manufacturing Company
 Moore's Electric
 Morningstar
 MusicToday.com
 MW Manufacturing
 National Ground Intelligence
 NSW, LLC
 Old Dominion Job Corp.
 Owens Illinois
 Pepsi Bottling Company
 Piedmont Virginia Community College
 Plow & Hearth
 Roanoke City Health Dept
 Roanoke City Schools
 Roanoke Times
 Roanoke Valley Alleghany Regional Commission
 Roanoke Valley Society of Human Resource Mgmt
 Rockingham Group
 Rockingham Memorial Hospital
 Rosie Gant Construction
 Rotary Grant
 RR Donnelley

Rustburg Correctional
 Salem City Schools
 Sam Moore
 Schrader Bridgeport
 SEI, Inc.
 Shenandoah Valley Tech Consortium
 Shenandoah Valley Workforce Investment Board
 Sleep Inn
 Smurfit Stone Container
 Spectacle Lens Group
 Sunnyside Communities
 Tarkett/Brookneal
 Thomas Jefferson Foundation
 Tiger Fuel
 Unifi, Inc.
 US Joiner, LLC
 USDA
 Valley Bank
 Virginia Department of Transportation
 Virginia Employment Commission
 Virginia Retirement System
 Virginia School for the Deaf & Blind
 Wegman, USA
 Wharton, Aldhizer, & Weaver
 Woolridge Heating & Air
 WorldStrides

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"We have participated in the Apprenticeship Related Instruction program at CVCC since 1986. It allows us to train employees and meet the demands of our organization."

Patricia Woolbridge, Vice President of Woolridge Heating and Air

"The Apprenticeship Program gives me the opportunity for increased pay and upward mobility."

Tim Arrington, HVAC Mechanic at Woolridge Heating and Air

VCCS WDS West Central Region

NUMBERS SERVED THROUGH WORKFORCE DEVELOPMENT SERVICES:

Total Number of Students Served: 20,303

Total Number of Business and Industries Served: 38

Total Number of Economic and Community Development Activities: 974



Project Highlights

Blue Ridge Community College

A non-credit High Performance Manufacturing program was launched in February 2003 in collaboration with the Shenandoah Valley Workforce Investment Board, the Blue Ridge Tech-Prep Consortium, and a group of local manufacturing employers. To date, 52 participants have completed the Specialist Certification and 40 have earned the Advanced Manufacturing Technologist certification. In a spring 2004 survey, employers cited that employees' participation in the program had increased morale, retention, and technical performance.

Central Virginia Community College:

The college received a three year, \$750,000 grant from the National Science Foundation (NSF) for "Nuclear Technologies Education: Priming the Pipeline." A consortium comprised of seven public school systems, the community college and other higher education institutions, and business and industry leaders will create a career pathway and a pipeline of students training to fill jobs in nuclear power and related technologies.

Dabney S. Lancaster Community College

The college provided K-12 teacher recertification courses for more than 132 current and aspiring teachers on such topics as analyzing SOL questions, word study skills, and using various technology applications. The courses were designed in collaboration with the local school systems.

Piedmont Virginia Community College

Nine PVCC Workforce Development students passed the national examination for certification as Certified Professional Coding Apprentices (CPCA).

Virginia Western Community College

The college created a regional Emergency Medical Technician (EMT) program by bringing together the previously independent EMT programs of Roanoke City, Salem, Vinton, Roanoke County and Franklin County. This program is thought to be the only regional program of its kind in Virginia.



COMMUNITY COLLEGES

- Dabney S. Lancaster
- Blue Ridge
- Central Virginia
- Piedmont Virginia
- Virginia Western

Description of Region

Region Total Population: 1,044,999

High school graduates: 52% of total population

College graduates: 15% of total population

High school dropouts: 9% of total population

Median Household income: \$38,233.00



Construction site of Danville Community College's new Regional Center for Advanced Technology at the Danville Cyberpark. Projected occupancy - June 2005.

SOUTHSIDE REGION Sample List of Employers Served

A New Beginning
 Aerial Machine & Tool Company
 Appomattox Manufacturing Company
 Bassett Furniture Industries
 Bennett Mechanical Comprehension Test
 Blackstone Manufacturing
 BWX Technologies
 City of Martinsville
 City of Danville
 Clary Associates
 Columbia Flooring
 Columbia Forest Products
 County of Franklin
 Century 21
 CPAC
 D-SCAN
 Danville-Pittsylvania Chamber of Commerce
 Danville Public Schools

Danville Regional Medical Center
 Dimon, Inc.
 Essel Propack (2)
 Fleetwood Homes
 Goodyear
 Hooker Furniture Company
 Industrial Maintenance Assessments
 Institute for Advanced Learning and Research
 Intertape Polymers
 IVC
 Job Profiles
 Job Profiles
 Knauss Snack Food Company
 Martinsville/Henry County Chamber of Commerce
 Commerce
 Mecklenburg Leadership
 Memorial Hospital of Martinsville/Henry County
 MW Window Manufacturers

Nottoway Correctional Center Personnel
 O'Sullivan Industries
 Patrick County Chamber of Commerce
 Patrick County Education Foundation
 Patrick County Public Schools
 Patrick Henry Community College
 Piedmont Tech Prep Consortium
 Rex Roto
 Sherwood Foods
 Smurfit-Stone Container
 Southern Wiring Solutions
 Spring's Industries
 Stanley Furniture Company
 USDA
 Uttermost
 Virginia Bank and Trust Company

VCCS WDS Southside Region

NUMBERS SERVED THROUGH WORKFORCE DEVELOPMENT SERVICES:

Total Number of Students Served: 13,431

Total Number of Business and Industries Served: 43

Total Number of Economic and Community Development Activities: 1,000



- Danville
- Patrick Henry
- Southside Virginia

Description of Region

Region Total Population: 495,614

High school graduates: 46% of total population

College graduates: 8% of total population

High school dropouts: 14%

Median Household income: \$30,374.00



Israel Stephens, maintenance technician at Goodyear Tire and Rubber Company in Danville, ELE 195 Applicatons in Allen Bradley PLC (SLC 500).

"In partnership with Danville Community College, Goodyear Tire and Rubber Company has developed a maintenance technician co-op program to provide training for new maintenance technicians and to provide retraining for present craft technicians. The two-year training program includes classroom and lab instruction, computer based training, and structured on-the-job training. Because of the tremendous effort by the Danville Plant and Danville Community College, our program is now being used as a model at other Goodyear facilities in North America."

Darrell Finney, Plant Manager of Goodyear Tire and Rubber Company

Project Highlights

Danville Community College

The Workforce Services team collaborated with Columbia Flooring to develop a training program on leadership styles, principles of a collaborative workplace, coaching, problem solving, establishing work priorities, setting verifiable goals and other relevant topics. More than 30 employees from Columbia Flooring's Virginia and West Virginia plants have received training and additional classes are being planned.

Patrick Henry Community College

The Patrick County Education Foundation and Tek.Xam made it possible for the college to develop Tek.Advantage, a four-week computer skills certification program with modules on general computer concepts, word processing, spreadsheets and internet concepts. The learner must pass a certification exam at the end of each module. More than 160 adult learners have been certified in the Tek.Advantage basic computer skills program since its inception in June of 2003.

Southside Virginia Community College

In September 2003, the college opened a Pre-Engineering Academy at the Amelia/Nottoway Career and Technical Center to prepare students to transfer into a baccalaureate degree program in engineering fields such as mechanical, civil, chemical, aeronautical and naval architecture/marine engineering. The Tobacco Commission and Nottoway County assisted with the cost of refurbishing and equipping labs. The Amelia, Buckingham, Charlotte, Cumberland, Nottoway and Prince Edward school districts participate in the academy.

SOUTHWEST REGION Sample List of Employers Served

Mill Branch Mining	Food Lion, Inc.	Pulaski Furniture
A & G Coal	Frank Blankenship Electrical	Rappahannock Community College
ABB	General Dynamics	Red River Coal
AEP	General Engineering	Rooftop of Virginia
AFG Glass	Giles County Schools	Russell County School System
Alcoa Wheels International	GlaxoSmithKline	Scholle
Alpha Natural Resources, LLC	Guardian / Consolidated Glass	Scott Co. Chamber Leadership Program
American Electric Power	Harvest Childcare Ministries	Scott Co. Telephone Coop
Appalachian Agency for Senior Citizens	Harvest Pharmaceuticals	SHAMBLIN'S
Appalachian Technical Services	Heartland Rehabilitative Services	Shelor Motor Mile
ARCHS	Herron Construction	SHRM
Ardaisa	Humphrey's Enterprises	Southeastern Construction
Asbury Center	HVAC	Southwest Virginia Community College
AWHONN	Imperial Fabricating	St. Mary's Hospital
Bank of Marion	Joe Simon	Steve Mullins Excavating
Bank of Tazewell County	Kennametal	Strongwell
Blevins Company	King Pharmaceutical	Swiftnet Integration, LLC
Breakthru Construction	K-Mart	Tazewell County Public Schools
Bristol Compressors	Lee County Federal Prison	Tazewell County Social Services
Buchanan Pump	Lee County Schools	Tempur Production
Business Information Systems	Lee County Social Services	TMD Friction
Carroll County Public Schools	Lonesome Pine Hospital	Tom Cook Construction
Carter Machinery	Long Fork	Town of Blacksburg
Civic Development Group	Longwall Associates	Town of Pulaski
Clinch River Health Services	Maxim Engineering	Town of Tazewell
Clinch Valley Community Action	McFall Excavating	Trim Systems
Clinch Valley Physicians, Inc.	Merillat Industries	USDA
Coastal Coal	Mid-Atlantic Manufacturing	Utility Trailer
Columbus McKinnon	Mining & Property Specialists	VA Office of Surface Mining
Commonwealth Catholic Charities	Montgomery Co. Schools	VDOF
CONSOL Coal	Montgomery County Administration Office	VDOT
CSE Financial Services, Inc.	Natural Resources Conservation	Victory Baptist Boys Home
Cumberland Resources	Norton Community Hospital	Virginia Chiropractic Association
Department of Environmental Quality	Pascor	Virginia Department of Conservation & Recreation
Dickenson & Russell Coal	Penn Line Services	Virginia Highlands Community College
DMME	Penn Virginia	Virginia Tech
E. Dillon	Poly Scientific	Virtus Marketing
EMI	Powell Mountain Coal Company	Volvo Trucks North America
Enhanced Systems Consulting	PowerShot Tool	Washington County Schools
Family Resource Center of Wytheville	Presley Trucking	Wise County Schools
Federal Pacific	Prime Choice Foods	Wythe County Community Hospital
First Bank and Trust	Pulaski County Board of Supervisors	
First Community Bank	Pulaski County Department of Social Services	
Flatwoods Job Corp.	Pulaski County Schools	

VCCS WDS Southwest Region

NUMBERS SERVED THROUGH WORKFORCE DEVELOPMENT SERVICES:

Total Number of Students Served: 13,060

Total Number of Business and Industries Served: 28

Total Number of Economic and Community Development Activities: 2490

Project Highlights

Mountain Empire Community College

Verizon provided the college with a grant to provide computer skills training for the parents of school children and for business and industry employees. The training enhances the technical and computer skills of employees and parents and teaches parents how to help their children with their school work.

New River Community College

The college has played an integral role in putting people back to work. Along with the Virginia Employment Commission and the local Workforce Investment Board, it sponsored "Opening Doors" for more than 1000 displaced workers from local industries. The college then sponsored a Job Fair Expo with its community "partners" for more than 620 job seekers and 75 employers.

Southwest Virginia Community College

Call Center Networking With Competitors – The marketing director of the Southwest Virginia Promise organized a bi-monthly meeting with 11 call center managers and representatives from Southwest Virginia and Mountain Empire community colleges. As a result, the colleges created a Customer Care Supervisor career studies certificate program. The program was featured article in the April 2004 edition of the Call Center Management Review.



Robbie Renquist, Grade 11, Electronics

Virginia Highlands Community College

The Virginia Board of Nursing conducted an on-site review of the Nursing Assistant education program on May 20, 2004 and confirmed that the program would receive continued approval. Because of the increased demand for the program, additional classes have been added.

Wytheville Community College

The Office of Continuing Education and Workforce Development was selected to provide Achieve Global soft skills training for a large private sector organization in Smyth County. The training included 10 Achieve Global modules for 48 supervisors and eight Teambuilding and Communications sessions for 200 hourly workers. Because of the success of the training, the organization requested additional training in Lotus Notes and Blueprint Reading.



- Mountain Empire
- New River
- Southwest Virginia
- Virginia Highlands
- Wytheville

Description of Region

Total Population: 613,940

High school graduates: 46% of total population

College graduates: 9% of total population

High school dropouts: 10% of total population

Median Household income: \$28,212.00

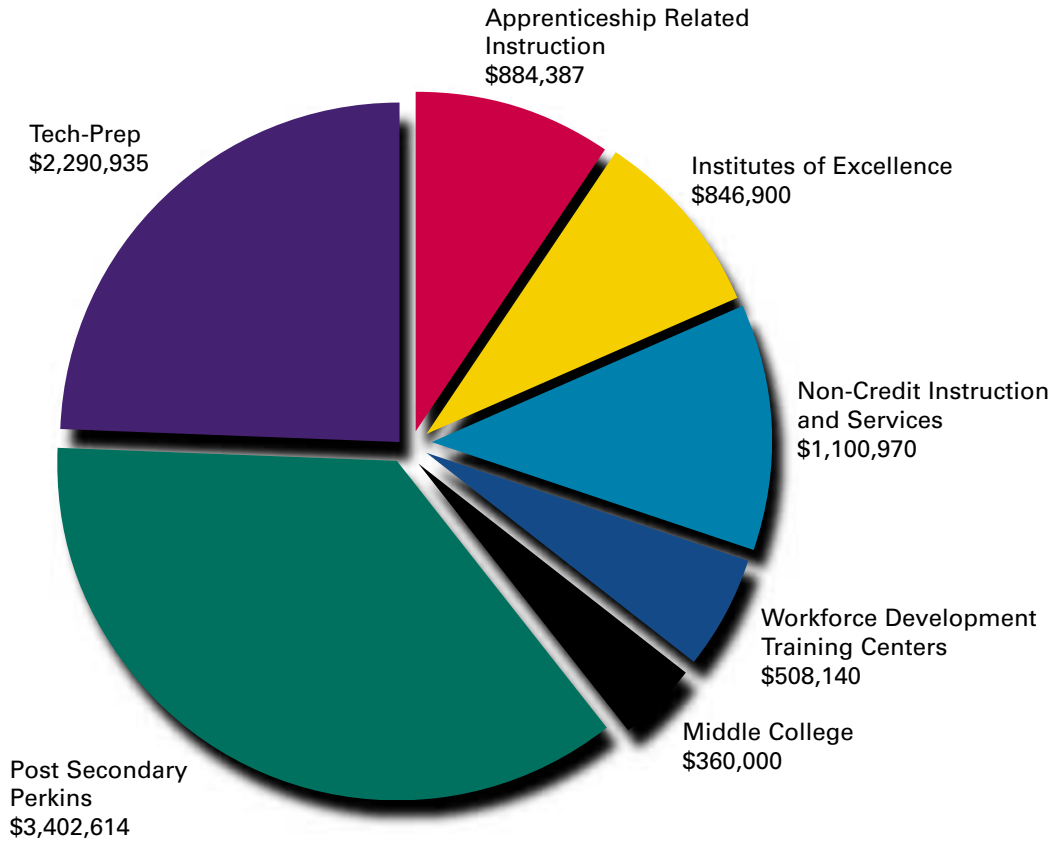


"Dual-Enrollment has enabled me to eliminate four semesters of college."

Ryan Olsen, Grade 12 - Drafting/Pre-Engineering

Appropriations & Impact Summary

2003-2004 Appropriations



WDS Impact Summary

Apprentices Trained	7,747
Customized Credit Course Completions	35,691
Companies Received Customized Training	769
Company Apprenticeship Training Sponsors	1,964
Distance Education Enrollment	19,555
Economic and Community Development Activities	12,157
Internship and Cooperative Education Students	16,000
Middle College Students	73
Non-Credit Course Completions	80,597
Occupation and Technical Students	11,000

The demographic data on previous pages pertaining to total population, number of high school graduates, number of college graduates, number of high school dropouts and median household income was retrieved from the Decennial Census conducted in April 2000 by the U.S. Census Bureau.

VCCS WDS Directory of Colleges

Blue Ridge Community College

President: Dr. James R. Perkins
WDS Contact: Janice S. "Bonnie" Moyers, Dean of Workforce Services and Continuing Education
Website: <http://www.brcc.edu>

Central Virginia Community College

President: Dr. Darrel W. Staat
WDS Contact: Stan Shoun, Vice President of Workforce Development & Continuing Education
Website: <http://cv.vccs.edu>

Dabney S. Lancaster Community College

President: Dr. Richard R. Teaff
WDS Contact: Gary Keener, Dean of Continuing Education and Workforce Services
Website: <http://www.dl.vccs.edu>

Danville Community College

President: Dr. B. Carlyle Ramsey
WDS Contact: Jeff Arnold, Interim Dean of Workforce Development
Website: <http://www.dcc.vccs.edu>

Eastern Shore Community College

President: Dr. Richard E. Jenkins
WDS Contact: Mary Walker, Workforce Development
Website: <http://www.es.vccs.edu/>

Germanna Community College

President: Dr. Francis S. Turnage
WDS Contact: Kathleen Habel, Dean of Workforce and Community Education
Website: www.gcc.vccs.edu

J. Sargeant Reynolds Community College

President: Dr. Gary L. Rhodes
WDS Contact: Ronald D. Laux, Vice President, Community College Workforce Alliance
Website: www.jsr.vccs.edu

John Tyler Community College

President: Dr. Marshall W. Smith
WDS Contact: Ronald D. Laux, Vice President, Community College Workforce Alliance
Website: www.jtcc.edu

Lord Fairfax Community College

President: Dr. John J. "Ski" Sygielski
WDS Contact: Nancy Lloyd, Vice President, Workforce Services and Continuing Education
Website: <http://www.lfcc.edu/>

Mountain Empire Community College

President: Dr. Terrance E. Suarez
WDS Contact: Sue Ellen Boatright-Wells, Dean of Workforce Development/Continuing Education
Website: www.me.vccs.edu

New River Community College

President: Dr. Jack M. Lewis
WDS Contact: Ron Chaffin, Vice President for Workforce Development
Website: <http://www.nr.edu/>

Northern Virginia Community College

President: Dr. Robert G. Templin, Jr.
WDS Contact: William Gary, Vice President for Workforce Development
Website: <http://www.nv.cc.va.us/>

Patrick Henry Community College

President: Dr. Max F. Wingett
WDS Contact: Cynthia Ingram, Dean, Continuing Education and Workforce Development
Website: <http://www.ph.vccs.edu/>

Paul D. Camp Community College

President: Dr. Douglas W. Boyce
WDS Contact: Carolyn W. Crowder, Dean, Workforce Development
Website: www.pc.vccs.edu

Piedmont Virginia Community College

President: Dr. Frank Friedman
WDS Contact: Jim Elmore, Dean of Workforce Services
Website: <http://www.pv.vccs.edu/>

Rappahannock Community College

President: Dr. Elizabeth H. "Sissy" Crowther
WDS Contact: Gayle J. Wood, Vice President for Workforce Development
Website: www.rcc.vccs.edu

Southside Virginia Community College

President: Dr. John J. Cavan
WDS Contact: Tom Reynolds, Dean of Continuing Education and Workforce Development
Website: <http://www.sv.cc.va.us/>

Southwest Virginia Community College

President: Dr. Charles R. King
WDS Contact: Barbara Fuller, Workforce Development Coordinator
Website: <http://www.sw.vccs.edu/>

Thomas Nelson Community College

President: Dr. Charles A. Taylor
WDS Contact: Deborah George Wright, Vice President for Workforce Development
Website: www.tncc.edu

Tidewater Community College

President: Dr. Deborah M. DiCroce
WDS Contact: Theresa M. Bryant, Vice President for Workforce Development
Website: www.tcc.edu

Virginia Highlands Community College

President: Dr. F. David Wilkin
WDS Contact: Melina T. Leland, Acting Director
Website: www.vhcc.edu

Virginia Western Community College

President: Dr. Robert H. Sandel
WDS Contact: Carroll Gentry, Vice President of Workforce
Website: <http://www.vw.cc.va.us/>

Wytheville Community College

President: Dr. Ann E. Alexander
WDS Contact: Dr. David N. Johnson, Dean of Continuing Education
Website: <http://www.wcc.vccs.edu/>

WDS Staff Directory, System Office

101 North 14th Street, 15th Floor • Richmond, Virginia 23219

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Heather M. Felts, Coordinator
Events and Communications
(804) 819-4987
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Leonard Sledge, Director
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(beginning Nov. 15, 2004)

Gloria Westerman, Director
Education and Career Transition Programs
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gwesterman@vccs.edu



From the Chancellor



Almost 40 years ago, in 1966, state leaders looked around at a few, fledgling technical colleges and devised a grander plan—a statewide system of 23 community colleges.

By 1972, all 23 colleges had opened. Because the demand increased, today there are 40 campuses. Our faculty and staff number about 8,000 people.

Community colleges were founded to meet Virginia's economic needs. We take pride in our flexible instructional framework, which can be adapted to the changing needs of business and industry wherever that may take us. Virginia's dreams for a bright future are in good hands with us. "Star Workforce projects" are surpassing all expectations in all six service regions.

That's one side of the equation. The other is this:

We are committed to people from all walks of life—that is to say, we believe that any Virginian who dreams of going to college should have that chance.

Last year, our System adopted a strategic plan called *Dateline 2009* that will help us reach that goal. As a result, community college tuition will remain affordable; community college courses will always be within either a short commute or a computer click; and, finally, community college instruction will be world-class—delivering skills sets and knowledge to students who will soon become Virginia's workforce. After all, 90 percent of our graduates stay in the Commonwealth.

Virginia families know this but here are a few facts that shed light on why:

First, Virginia's community colleges are the institution of choice for more than 75 percent of post-secondary students who are 25 years of age or older—the age category that comprises the bulk of Virginian's workforce.

Next, of the 30 fastest growing occupations in America, one-third of those require no more education than a community college degree or certification.

And finally, beyond certifications and customized training, VCCS Workforce Development Service institutions offer a full range of post secondary education. High school students can take college classes while still in high school; and young high school graduates can save thousands of dollars by first completing the Associate Degree and then transferring to a four-year institution.

Community colleges are diversified to meet the needs of local business and industry within the community where each community college is embedded.

In 2003-2004, the state funds and tuition paid for the cost of workforce courses and programs, almost \$36 million. Based on increased productivity of employees, that \$36 million investment will generate an average return of \$291 million over the life of the employees.

I am very proud to say that across the Commonwealth, communities are joining hands with the VCCS to build stronger programs with first-rate faculty and facilities, so that every Virginian can enjoy a bright tomorrow.

Glenn DuBois
Chancellor
Virginia Community College System



The Virginia Community College System does not discriminate on the basis of race, color, national origin, sex, religion, age, or disability in employment or in the provision of services.



Workforce Development Services

VIRGINIA COMMUNITY COLLEGE SYSTEM

James Monroe Building
101 North 14th Street
15th Floor
Richmond, Virginia 23219

