

Successful Approaches for Ensuring Effective Business Engagement in Programs June 18, 2015

Deliverables

Ann Beheler – The deliverables include things like we're doing today such as the webinar and teleconferences, talking about what we're already doing, and we're also able to address items that you might find of interest so please do let us know, items that you do need to have technical assistance webinar presented upon. We're also going to provide, be providing other online media such as videos and transcripts of what we're doing. We will be providing you invitations to regional discipline specific events and we are beginning the process to document some of our best practices and put them online for your viewing. We're also hosting convenings and we'll be talking about one of those at the end of this presentation.

Presenters

Ann Beheler – For today, I'm over there on the right, and I am the PI and executive director for one of the centers, the lead center for our project that is the Natural Convergence Technology Center that's based in Frisco, Texas. We focus on IT. Our main presenter today was supposed to have been Kevin Cooper, who is the director and dean for RCNET, which is a regional center for nuclear education and training at Indian River State College. Kevin holds twenty-five patents and forty publications in advanced technology fields, and he, this presentation that he worked together with Jamey Capers to produce, outlines a number of best practices that they use in their center to increase industrial involvement. And also their center have worked with ninety industry partners where they placed over 2,000 graduates and documented and tracked those graduates over the past four years. Turns out that Kevin is actually in Washington, DC, our nation's capital hosting a team in the National Science Foundation Innovation Challenge. He had thought that he would be able to break away from that group today, but unfortunately he's not going to be able to; however, he worked integrally with Jamey Capers, who is the program manager for RCNET and he, Jamey is very able to handle Kevin's role today. We're delighted to have him with us. Jamey previously worked in industry as general manager and operations manager in the hospitality and services industry so he has a background in hiring training and retaining employees. So he does have the business knowledge to understand what we're doing in working with business. Then, we actually have a business representative from Florida Power and Light Nuclear Division, James Auld serves as director of External Training Initiative. His primary duties include external workforce development initiative and he worked closely with the colleges and universities to ensure that he has a pipeline that is robust of well-educated and highly skilled professionals. He collaborates with the colleges to ensure that the curriculum complies with the requirements of the Institute of Nuclear Power Operations which serves the nuclear industry training accreditations body. So we're delighted to have some very, very qualified people with us today to help in the presentation. And I would encourage all of you, it does not matter if you were in the nuclear industry or not, what they're going to be focusing on today are principles that would apply to all of us so standby and we're going to begin our presentation in just a moment.

Quick Poll: Your Affiliation

Ann Beheler – But first let's do a poll so that we can identify the affiliation of the various people that are on our call. So would you please pick are you involved with an NSF grant or TAACCCT grant, both or neither. We'll give just a few minutes, not minutes a few seconds, probably less than a minute for you to choose your affiliation. And I'll ask the organizer of the poll to close the poll at the appropriate time

and let me know when that is done. So the poll results have been shown to you, and that's very interesting, we have a number of attendees from different areas. So at this point, I'd like to turn the presentation over to Jamey Capers. Jamey take it away.

Regional Center for Nuclear Education & Training (RCNET)

Jamey Capers – Thank you, Ann. I wanted to thank you guys for inviting us to be a participant of this, and Kevin, again, sends his apologies. I think some days he would have like to been able to break away, but they're enjoying themselves with the students, everything. And Jim and I are here together so well it will be a great chance for us to go back and forth on it. To start out, here again, we're a Regional Center for Nuclear Education & Training. The past four years, we have focused on the power generation side of nuclear, but from that expertise and kind of the mission of this webinar today is about engagement, and what we're finding is engagement in the nuclear aspect is just more than energy so our expansion process would be into the environmental management manufacturing and then the life in plant sciences as well as maintaining their contacts and presence that we have in the power generation side. So we've used the engagement we've learned and are subject matter experts that we've become in the nuclear side to help expand in our outreach some in order to increase the breath and knowledge of our students. Cause, again, we're here to get students jobs. Next slide, Ann, please.

Outline

Jamey Capers – Just a quick outline of my little presentation here. Again, background RCNET, some industry success, the truth of what the industry wants, approaches to that industry engagement, in then some lessons learned from that. Next.

RCNET's Mission and Goals

Jamey Capers – Again, our mission goal was to demand, make sure the demand for skill in nuclear technicians is met in a standardized and systematic way. In order for us to even meant, meet that, and like most of the NSF centers, we needed to know what industry needed so we went out there and asked what was necessary and what's needed in order to meet that mission, and that's where all these goals came from. It ain't like we were the experts up-front and decided to do this, we beat the bushes and tried to find out what was necessary and needed in order to make the center. And that's one thing that as for an industry engagement you need to do is make sure that you know what the industry needs, don't go and say you're the expert up front when you may not be cause what you may think the industry needs may not be what they need. So, again, provide standardize need for curriculum packages industry needed that we didn't want to just build it and hope they came like the movie was, "build it and they will come." We wanted to know what they wanted before he built it. I'm sorry Ann, next slide. Ann, next slide.

RCNET's Expansion

Jamey Capers – I'm sorry, oh, thank you. And that was part of the expansion; I mentioned early on, was really based on what industry was telling us. Some of the last conferences that we went to was about things missing and for one of those was ownership was missing from students and that was loud and clear from all of our last few meetings from a lot of the veteran employees out there, was that the students coming out didn't have ownership, and they didn't help the spunk that you need to be successful and really own your field. So we're in the process of now collecting a lot of that ownership material, and then try to embed it in the classroom so that these students that are coming out really understand and own their field. I know we're in a nuclear field, but again that's something we can all do across here, like Ann mentioned earlier, this isn't about nuclear, this is about finding out what your industry is. Our industry just happens to be nuclear. And then by doing that expansion process, we're

also given more job opportunities for the students coming out of there so you're combined, with the combined fields you see that it's over 60,000 possibilities of jobs by 2030. Next slide, please.

Summary of RCNET Products

Jamey Capers – And from the products you can see, again, I know I'm giving a background of RCNET, but this is a process of showing that everything we've done is based on what we found from industry, standardize curriculum, and you can go to the next slide Ann. This is just a quick point; I don't want to get hung up here.

Summary of RCNET Products

Jamey Capers – Marking outreach, job banks, again, developing those reservoirs for industry folks to be able to come out and find workers and find employees that can fill those job pipelines. And then of course given academic career flowcharts that we developed working with the industry's. Again, we didn't come up and say, "This is what we want you to go through, and this is what we think you'll make you successful." This is what we've gone out and asked, "What will make someone successful in your career," and then we'd come back and help develop it and then distribute that, disseminate that out to the students. Next.

Ann Beheler – Jamey, can I ask you a question here, real quickly?

Jamey Capers – Sure, please.

Ann Beheler – On the job bank, how is that working for you? Are the students going to that job bank readily, and are the employers using the job bank readily?

Jamey Capers – We do get feedback, I know, more so from the students sometimes as to what it is because we're finding and that's one of our areas of we go we do webinar similar to this on soft skills. We find that the technicians are coming through and their learning great material and their coming out well educated in their field, but we might forget how to sell that you know. Again, it's all about selling yourself and letting industry know what you want. So we do get feedback from part, most of the partnership are from the industry side I should say – oh, that's a tongue twister, sorry – is there actually calling us asking us. I know Kevin gets calls weekly and daily pretty much during times of graduations about what's the student looks like, "Hey, I'm in this location do you have some suggestions? Do you have anybody that stands out?" And I know just through that word of mouth he placed, I think, about forty of the graduates over the last two years, and secondary, I want to say even secondary tertiary partners which I was going to talk about a little bit later. So they see it, but then they call and talk with us directly on it. Now the students they enjoy it, and I think they feel comfortable with it because it's getting their name out there. And then, when you piggyback that with the webinar, or the talks that we have on the soft skills, the interview, the resume and that such they really tie well together.

Ann Beheler – Jamey that matches our experience as well. The businesses really do appreciate having the recommendation from the people that have worked with the students. They may start with the job bank, but they do really appreciate the recommendations. So that that's interesting, that's why I ask you. Thanks, I'll move on.

RCNET Partners

Jamey Capers – And from the industry compass point, it's very valuable to us. We appreciate having that access to that tool.

Ann Beheler – Okay.

Jamey Capers – When I was getting ready for looking for a job are graduating college that was one of the first things I did. I just didn't send my resume, I wanted to meet somebody cause I think in one of the things I'll speak about is face time, everybody needs a face time. On the partners list here, just a quick synopsis here, we work with over 90 industry partners so we feel like we, "Can you be an expert in anything," I think we're pretty close to it with that number in our particular field and then we will also got 60 colleges and universities that we work with to help fill that pipeline. Next chart.

Summary Statistics – RCNET Students

Jamey Capers – And some of the statistics here is just in general is that you can see as when we started the grant in 2010, 2011, how the programs have grown through the years. And one thing I like about this chart is through the help with the Nuclear Energy Institute, what we looked at is no longer if you see in 2010 there, very small breakouts in it. But as we've gone through, we want to know too, who's looking for people to hire? So we've actually broke it out into not just nuclear fields, but we tried to disseminate that out a little bit more so we can fine-tune who's looking for our students and where do we need to go and try to make those contacts cause this chart's great on showing how many graduate and get jobs, but when it looks from our side of it helps us to find industry a possibility of partnerships to go out and especially on the ones that maybe don't hired as many maybe we can work with them and build that partnership a little bit more secondary or third, tertiary type partnerships to help grow those graduates so that that number of unemployed or couldn't find a job get smaller and smaller. Next slide.

Summary Statistics – RCNET Students

Graduate Placement

Jamey Capers – And again, this was a graduate break out, I was just talking about it kind of takes away the ones enrolled and just shows you physically the ones they graduate and how we place them and you can see in sometimes the gray and black how the growth has gone and separated out there. And then on the next slide, Ann.

Summary Statistics – RCNET Partnership Data

Jamey Capers – We're talking about partnerships early on, and with anything you have to grow. And through the years here, you can see five years of data there that we went from knowing a few people to knowing a lot of people and this is what has really helped. You mention the graduation placement numbers early on, this is what has really led to that is being able to build that. We're excited to have ninety industry partners as well as a community college partnerships out there. And we hope to grow even bigger than and so, but in order to get more community colleges obviously we need more industry because we want to, we don't want to just get kids in class of we're here to get them jobs. Ann, next slide.

The Truth

Jamey Capers – And then the truth, there's only one question as it says here that industry is really interested in and it's very important here. You know it has to be on our industry relevant education.

The Question

Jamey Capers – So industry wants to know what's in it for them, and they're not wanting to hire somebody and train them for the most part. They want to know if I'm getting a quality candidate that's

knowledgeable, can learn and can do the job that we need to. They're here to make money for the most part. Very few people get out of college don't want to make money. So anyone graduated actually wants to be paid for the work that they do, but industry don't want to just pay anybody they want to make sure that they're getting somebody of quality and that they are relevant to what the type of work that they're doing. Next slide.

RCNET's Approach to Industry Involvement

Jamey Capers - So our approach has been to articulate direct and indirect cross return on investment to industries, analyzed the opportunities that are out there from the workforce needs of numbers, sectors and locations kinda back to what I was talking about earlier with the breakdown of graduate placement. Then we do a funnel chart of opportunities basically how we find our partners, industry partners and then face-to-face marketing which I kinda talked about earlier with the graduating you want to be able to put a face to somebody and be able to see somebody and it's the same with industry they want to know who they're talking to, they want to be able to put a face to it. When I was in my industry side I worked for a large corporation but anybody that came to where I worked I was the company they don't care about the CEO they don't care about all that they cared about having somebody to be able to talk to that would be able to listen to what they needed and be able to work with them to get what they needed and that's what we are you know how we develop those relationships we want to make sure we are available to anybody and we are the face and we're not just going to send an e-mail or any of that we're out there, we're talking to you which has led to us to go into a lot of let's say nine conventional sort of conventions maybe to get some industry partners. We have found that our technicians aren't just going and you can hire all of them so we want to find a place to so we've been going outside of the nuclear convention sometimes to help try to get them graduates placed. You have to develop a belief system with your industry too they got to be able to believe you and not think you're just full of hot air. If you're gonna tell your partners you're gonna do something then you need to be able to really show them that you can do it and that's part of the whole introduction. You have to investigate the new avenues I was talking about you also have to be able to reinvent yourself, you have to be very flexible, industries flexible they change every day, so from a educational standpoint we can't just sit back and say well we've done this way forever we're going to continue this way. From a center or project anybody working in the industry has to be flexible and be able to know what they want because a company can change directions tomorrow and in light of that we've got to be able to change our educational process to be able to meet that demand and then again make sure you're making contact with them doing follow-ups, sign them up and they graduate and they hire out of the first class and you expect it next year but you'll go back and say oh yeah don't forget about us we get another class coming up you really wanna go back out there and make sure you're keeping your contacts up. I think Jim can probably attest to that I know he and Kevin have worked very closely over the years and have stayed in constant contact throughout needs and Jim knows that he's been able to call Kevin and ask for some help and Kevin make sure he's gone out of his way to do that as well as our CEO.

James Auld - And it presents the opportunity to sort of ramp-up and ramp down based on needs that's why the relationships are so important and looking at the relationship in particular we have with the school based on supply and demand were able to make a quick check and adjust and the nice thing about working with RCNET their able to fill in some of the blanks having the vast amount of curriculum in banks for us to access and all that I'll talk more about all that when the torches passed in my direction.

Jamey Capers - Next slide please Ann.

Return on Investment

Jamey Capers - Discussing the direct and indirect costs business really want to know what's in it for them and when it comes to dollars and cents this is always been a great tool for me as a new hires always more expensive than being able to retain somebody even in my former jobs every new employee just training alone was just a couple thousand dollars so if you had a high 100% turnover you're basically throwing money down the drain because you're constantly just re-doing everything. So we're the idea is to be able to turn out great graduate to be able to retain and continually grow with the company not just somebody that's just a fly by the night and then also we you always have the indirect costs those are grants, press releases anything that is shines a positive light but doesn't have direct contact obviously is very important to be partners with people and show by being a part of a group you get the free press out of that. Also RCNET has been able to have several ATE grants that the industry partners are not aware of or cash flow assistance that may be there that can help correspond with some of their needs and budgets, next slide.

Analyze Opportunity

Jamey Capers - As this goes talking about analyzing going back to the number two on that slide you analyze your job openings and opportunities well you need to know what's gonna happen working with industry helps you with that you know if somebody's getting ready to ramp up if there's a new plant opening, maybe there's going to be a shut down and we need help kinda relocate our assets so in order to really be able to do this and like James was saying earlier be able to ramp- up or ramp down if you're not a partner with your industry you're gonna miss the boat you may have 100 graduates coming out and they only need 5 or you may have 5 and they need 100 because you weren't involved you weren't doing the face time however you were out there talking with your partner you missed the boat on it and they may be looking somewhere else. One of the conference I just came back from that was the case that they felt their partner college was not really listening to what they needed and they were struggling to get to students in the door, so again it goes back to that particular partner was a rotating door of employees so you know it's having a consistent person as a consistent site with your partner's, next slide.

Analyze Opportunity

Jamey Capers - I think I have answered the questions that are going to pop up there the where and the when and that goes back to again knowing your partner having that constant contact with them and to reiterate you have to have programs that are flexible and be able to communicate that with your partner's I know here at Indian River we work closely with FPL to make sure the classroom sizes are able to meet their demands and we have meetings in order to anticipate that need not just a fluff it or anything like that we really want to make sure we are meeting their needs, they're our partners so we really wanna make sure of that and a quick response to change, next slide.

Funnel Chart

Jamey Capers – Talking about the funnel chart it's a basic concept, you're out there getting your cold call that your industry leads are out there talking to everybody trying to find out maybe analyzing your graduate placement trying to find out who and where they're going, then you go through that list you say well out of that based on our needs and our businesses these are our potential prospects out of that because you're not going to get all three hundred, love to have that many but whatever pool you go through you're not going to get everybody, conflict of interest whatever maybe it's just not work but you can narrow that down, to your prospects and then you hope to get a great number of those prospects as your partnership and in our case we went from just for instance from some 300, 150 and

94 as you can see that our industry partners so for us we've got about a third of those original industry leads we were hoping for half. We're still working on that number and now actually growing those industry leads to try to venture out. So again it's not just being static again it goes back to the other one being able to reinvent yourself and change and that's for us what it's been. But it also goes back to that face time contact, next slide.

Face to Face Marketing

Jamey Capers – And here is where the rubber meets the road as they say, it's all about face to face. If you're not out there talking somebody constantly trying to make a point of contacts, develop the relationships because if you don't have that relationship you're cold calling and you're gonna say well I can help you in this way, well what you may be able to help them with may not be what they need because you never were able to sit down and discuss, have a conversation about what their needs, ask them to questions like with anything you go into it asking question what do you need out of this, what are you looking for, what do you anticipate your needs to be and then be able to answer know your own self enough to say well out of that I can do this, we can do this and we can do this. So I just think this is a great slide because it's pretty self-explanatory in that sense. You can't forget about them and that's what you really want to do, kind of back when I was the face of this company they wanted to know that we didn't forget about them, I had repeat customers that I've known for seven, eight years and that was the one thing they knew when I came there or when they came there they knew they were gonna be able to have a contact with me and we were gonna be able to make it happen for them. They trusted me and that's all about the face to face you build that trust, next slide.

Follow Up

Jamey Capers - And then like I said follow up, opportunities come and go, jobs go and come but if you're not able to reinvent yourself and stay close to the partnerships or you forget about it you're gonna miss the boat and so follow-up is tremendous and it allows you to grow in areas that you may not have anticipated originally. Jim has helped RCNET with a lot of avenues that we didn't see the potential and originally, next slide.

Develop New Leads

Jamey Capers - And this is a quote that I read and I have heard Kevin say it a couple of times, “You should always try to put yourself out of business” because your competition is, meaning if you're not changing and you're not adapting somebody's going to put you out of business so if you don't take that mindset early on rather than somebody else put me out of business, I'm going to think like they do and try to stay ahead of them. You'll lose and your partners want to know that you're flexible kind of going back to reiterate you're flexible, you're adaptable and you're willing to listen to them and put them in the front of the mind of everybody, next.

Questions?

Jamey Capers – I think at this point, I'm going to ask if there are any questions, I know Ann you stepped in earlier if there's anything out there.

Ann Beheler - There are I have a few I would like to know how you go about getting labor market demand from the partner the 65,000 jobs is impressive, you have a lot of colleges involved with you and the horizon you're looking at is out to 2030 so how do you know how those job fit in over that time horizon so that people know or the college's know how to basically gauge their programs and they're hiring for professors and etc.?

Jamey Capers – For us a lot of the research we actually don't compile it just by ourselves, we do some of that a lot of different conferences we go to bridges, for instance we were at the Conference on Nuclear Training and Education this past February with American Nuclear Society we ran a survey with the participating 40 or so community colleges in the rooms with us to get projections and anticipations for their upcoming classes. We work with the Nuclear Energy Institute as well cause they're obviously running surveys so we don't want to duplicate as well to see where their numbers are and then we look at the Bureau of Labor and Statistics as well so we have kinda tri-fold area there and then we discuss with our partner industry side to hey what are you outlooks for, so we really have four avenues that we're pulling from then once we do that we're able to compile and kinda anticipate you know again 2030 is a long way out, could something happen, could political change in the nuclear field come about sure they could definitely change that with anything but you know again that's just based on the projections of those areas that we've been able to look into and discuss and then with our potential expansion of the number includes the potential of the expansion in those other areas and we had already demarked our leads in the particular fields and they had a lot of that information so we were able to add it to what we already had.

Ann Beheler - Ok and maybe this isn't for you maybe it's for Jim, does Florida Power and Light prefer, this is kind of a loaded question, prefer your college graduates in their advertisements.

James Auld – Oh absolutely

Ann Beheler - Ok

James Auld – Oh absolutely and I can run with that, I truly would explain how it how our program launched when the slide flip over to me so I don't want to get too far ahead of myself but absolutely we have a very close relationship with the school and sort of the piggyback on the previous question RCNET collaborates with the Nuclear Energy Institute and the Institute of Nuclear Power Operations and all of those entities collaborate with something called the Nuclear Uniform Curriculum Program so we're sharing all this knowledge in terms of surveys and growth and at all that. One of the drivers that had caused these entities to be come into being in first place was the harsh reality that 50% of the nuclear work force was or is eligible to retire over the next five years just to keep up with demand it became critical for us to start collaborating with colleges and so forth, not just my company but all of the fleets out there that produce nuclear power and it's not just nuclear also the energy sector as a whole has an aging workforce and that's one of the advantages of working with a nuclear program like this, is it meets the exacting standards of nuclear by default it's going to meet other industry or other power sectors as well electricity is electricity the difference being how the water is heated to generate the steam in a nuclear power plants from vision and solar it's from heating the water or photovoltaic I won't go into a frolic and detour on all that so probably drifting from your question.

Ann Beheler - Ok let's go ahead.

Jamey Capers – Ann, I'll say nuclear industry is one thing about us is and I guess we're lucky in a sense it is highly regulated so everything is cross two or three times so I know a lot of other industries art is knowledgeable about their current workforce are there certain standards but there's so many different oversight committees and standard within the nuclear industry really affords us to been able to look out beyond the horizon sometimes.

Ann Beheler – Great, let's move on then.

NextEra Energy: North America's Clean Energy Leader

Ann Beheler - Let me turn it over to James. James, would you take off at this point.

James Auld - Sure thank you very much, it's a real pleasure to be here, I have to give a little bit of background about myself and I'll explain why in a former life I was a professor, I was the department head and I practiced law at a University in Michigan I followed a family migratory pattern to Florida and I was teaching at the police academy here at Indian River State College and a position opened up with Florida Power and Light they were looking for an academic to work with colleges particularly with the nuclear division and that's where I started off spent the first five years with the company supporting nuclear training, my role has expanded now so that I do strategic workforce development with all of our divisions working primarily with colleges and so forth, so the reason I have to give that background because it's a cautionary note if you want to discuss the element of an atom with me it's not good very deep conversation but you want to talk about the elements of a contract I could certainly talk about that for three days. So let me give you a little bit of background about my company NextEra Energy is the parent company of Florida Power and Light it is one of the nation's cleanest generating fleet NextEra Energy Resources, oh you can click the slide I'm sorry.

Untitled Slide

James Auld - Sorry I got to remember to say click. There we go so NextEra Energy Resources one of the world's largest generator of renewable energy from the wind and the sun but I spend a lot of time in the north so to speak but I'm down in Florida now working with colleagues partners that have wind technician programs also that's another ATE area that my finger is definitely on that pulse, click.

Untitled Slide

James Auld – I have to tell one quick story gotta get it outta my head, back when I was a professor one day the projector, the remote for it was missing so I had a student advancing the slides and I would say click and she would advance the slides and I went home that night I was watching TV sitting on the couch with my wife and I wanted the TV channel, so I said click and she said what is that supposed to mean am I to change the TV channel, I said oh I'm sorry. Anyway what we have here this is the map of Florida that shows the Florida Power and Light footprint we are the largest electrical utility in the state of Florida Power and Light is the subsidiary NextEra Energy, click.

Untitled Slide

James Auld - Our nuclear fleet is one of the largest producers of nuclear power in the United States we have nuclear power plants in Florida, New Hampshire, Iowa and Wisconsin, click.

The Challenge

James Auld – So here's the challenge where we gonna find the next generation of technicians you heard me mention earlier that fifty percent approximately 50% of our workforce is or will be eligible to retire over the next five years. So it's critical that we have talent pipelines to ensure that the lights stay on so to speak for generations to come, click.

Partnership with Industry

James Auld - So where do we get our talent historically there are three talent pipelines, the first one is the military, military produces well trained, hard working individuals the only downside to hiring out of military is the risk of hiring jumpers meaning if they're not local to the area they may get a better offer somewhere else and jump. The second pipeline is the recommendation, that's where an employee recommends their nephew or their son or what have you the challenge there is maybe an unknown

commodity needing significant amount of training. The third talent pipeline is the college pipeline and the college pipeline allows us to take local individuals educate them locally and then hire them locally and then they stay long term with our local company. So the trick is to connect all those dots right so that you have folks that are recommending friends and relatives for careers with the company what we do is we say well here's a perfect way to get in, go take the program at Indian River State College that's to feeder into our program that way then we get the benefits of the two-year job interview and the same with the military, it's fantastic when a military veteran goes through the college program using their GI Bill that's a perfect candidate for us because they present with military backgrounds and the college degree in power plant technology, click.

Partnership with Industry

James Auld – Alright, so I want to give some background of how this program came about with our company and with Indian River State College and then later down the road how RCNET became involved. Back in 2005 our nuclear division looked out at horizon of our nuclear work force and saw a lot of grey hair staring back at us we hadn't had an apprenticeship in a long time so we put together a proposal to reconstitute our apprenticeship program and we presented it to our Chief Nuclear Officer, Chief Nuclear Officer is the President of that division he embraced the proposal but he said I support this on one condition it must have a college component, so we went rolled up our sleeves and we went to work building a program that would have a college component, conveniently for us fifteen miles from our Saint Lucy power plant is Indian River State College. So we reached out to them with our challenge and they eagerly accepted a collaboration and we got together with our subject matter experts and the college academics and we built curriculum that would meet our needs and also allow the college to facilitate the two-year associate's degree and the disciplines were in mechanical electrical instrumentation and control and radiation protection, so click.

Aligning Education to Training

James Auld - So the trick is to be successful everyone must be engaged it's all fine and dandy to collaborate with a college, build a wonderful program, have exemplary students graduated from the program but unless you have alignment in the industry things don't happen the way they should. So to be successful you gotta make sure that the industry partners HR is all aligned, but most importantly is line management. In a power plant line management let's say your maintenance department head that sort of thing, they typically are in that role for about five years very stressful, lot of work hours and I call those folks pod people they're concerned with the plan of the day and surviving the day they're not looking out five, ten years stamping plant and frankly they don't care too much about the staffing in 30 years, 20 years, 10 years cause they're not gonna be around in that role but it's very important that you get their buy in. So that is one of the tricks to successful collaboration with your college partner, major training everyone from your executive down the Human Resources cross and what have you are all aligned and on board, click.

Removing Redundancy

James Auld - So by aligning the college curriculum to our training, were able to actually advance place our candidates. What we did was effectively took what used to be a four-year apprenticeship program and reduced it to one year post college were able to complete a whole lot of what we would call fundamentals training and on load that on the college and have that done there but what that allows us to do then it gives us a two year job interview of the students because were deeply involved with the college, we have subject matter experts, ever supporting labs, teaching and what happened you. Then when they're hired were able to exempt them from fundamentals training every nuclear power plant in the United States has with it a training facility accredited just like college programs are accredited by

North Central or SACS or what have you depending on what are of the country you are in, in nuclear we're accredited by INPO Institute of Nuclear Power Operations it does exactly what SACS does it reviews training programs or college programs and makes sure that it's their meeting expectation this curriculum that RCNET is part of meets the expectations of INPO so that graduates of the RCNET program, the nuclear uniform program receive a certificate if they meet their credentials or the student meets the qualifications, 80% or better in the core courses and so on and so forth. They actually get a certificate that's recognizable all over the country. So aligning the curriculum is critical to success, click.

Regional Center for Nuclear Education & Training RCNET

James Auld - Jamey did a good job overviewing what the Regional Center for Nuclear Education and Training is all about, what they do, their mission, so I wanted to just give a couple examples of what we were able to do successfully working with RCNET so let's click and go to the next slide.

RCNET's Purpose

James Auld - This is sort of a review of Jamey already went over but in one of the earlier slides Jamey highlighted the repository for curriculum and so forth and when I look back at the successes of RCNET this is one that really is compelling. We met at the Institute of Power Operations in Atlanta Georgia with the college partners that are a part of RCNET and we had the industry partners so we had this large room chalked full of subject matter experts from industry, experts from academics and we got together and we worked in teams, so if your particular expertise was in instrumentation control you are at a table with like-minded individuals working with the college folks to actually build curriculum and the stuff that was built was remarkable. Then it was vetted, re-vetted and approved, everything in the nuclear world is process driven, it's a system-semantics so the end result was absolutely fabulous tools and curriculum that is now available to all of the RCNET partner schools. That's one example of something that really work well and I was pleased and enjoyed working with all the academics in Atlanta, click.

Regional Center for Nuclear Education & Training

James Auld - This is you know their footprint and what have you Jamey went over all of that, so I just want to touch base on other activities that RCNET is currently doing that I'm very excited about, the pioneers of nuclear power are all at retirement age now or long since left us so there is a lot of knowledge out there that needs to be passed on to the next generation and RCNET is working on a book that's actually capturing the lessons learned from the pioneers of nuclear power and it's a nice cross-section of folks that are running power plants, they're CNO's there folks from the military that we part of the nuclear Navy in the early days, the Manhattan project so forth this is a very exciting project that RCNET is working on and then that book will be used in the classroom it will be an excellent tool and lessons learned, say things like three mile island, Fukushima and how the nuclear power industry has evolved over the years and so forth, so click.

Key Elements of Success

James Auld – So a couple of key elements of success, the quickest way to end a program is for there not to be jobs at the other end. So this is why it is so important for industry and the college partners to be in collaboration, to be at constant contact so that you can check on the jobs to make sure that you're right-sizing the programs. So having industry committed to hiring graduates is critical for success. It's also important to have engagement with the industry subject matter experts these are the folks that breath the trades and it's good to have them supporting labs and in the classroom and certainly supporting advisory committees and so forth. It is very important that the industry partners are part of an advisory groups this is how the College learns of what the trends in the industry are very important to keep up with it, you know the big transition in nuclear going from analog to digital well you know it's very

important that your academic partners are ahead of the curve and so forth. And then the mutual respect for the role that each partner plays is very important you know sometimes you get in these situations where training in the nuclear world is a square peg and education is the round hole that's why my company hired me they knew I could work in both of those world, understand how both of those working, what is and what isn't compatible. And then collaborating with consortiums this is extremely important you know the tribal knowledge and avoiding reinventing the wheel this is critical working with ATE working RCNET, working with INPO, CWD which is Center of Workforce Development and so forth, when the consortiums work collaboratively great things can happen so it's a real pleasure working with RCNET they're doing fabulous things, to see where it's gone from its from conception you know I was part of the conceptions team, we're traveling the country building relationships with the school and what have you should see it go in the conception to pretty significant deliverables has been a real pleasure, click.

Questions?

James Auld - Alright now I get to stop talking and answer questions.

Ann Beheler - Ok we have a few for you one is we need to know how you best want us to approach you and we need to have you put on your hat as an industry representative perhaps in a more general stance and I know from my industry background I know that the colleges and universities often times came to me with her hands out wanting money or support or whatever. How can we best approach an industry representative such that they want to talk to us?

James Auld - That's a great question you've got to find the champion in the company that is willing to work with you. Now most particularly the power industry part of a HR are their dedicated folks like me that work with college relations so it's pretty easy to get dialed in with folks in the energy sector, start with HR. But another successful way is if you have a contact that works for the industry and then work through them you know it's how I found out about the job that I have now for Florida Power and Light, my brother-in-law that was an operator at the power plant he said hey there's a position for an academic opening up and I read the description it was every bullet was me perfect and we get that where we have we'll have somebody that's on the academic side that has a great idea they'll present it to somebody that they know that works in the power plant and that bubbles its way up to me or to whomever now but finding the champion is key and you know HR is typically a good place to start if you don't have a contact on the inside.

Ann Beheler – Ok,

James Auld – You can always ping me, for anyone out there that wants to ping me feel free to do it, I don't know if my email is on there, James.auld

Ann Beheler – I thought it might be the next slide but it's not.

James Auld - I leave the country on Saturday and I'm gonna be off the radar for about three weeks so there won't be any quick returns to your email.

Ann Beheler – Well your email is actually in the slide deck that will be...

James Auld – Ok very good.

Ann Beheler -... provided when they get the recording. And one final question for you before we do the finish up slides and that is how do we manage the program graduates that happened to emerge when there happens to be a time of less demand? What do we do with them?

James Auld - You know and that is the most important question, and it's the question that the college really wrestle with and let me give you a bad example of what can happen with college partnerships back when I started working with the nuclear division it was all about the nuclear renaissance and we had these huge demands for talent we're going to be putting up 10 new nuclear power plants in the country, we're gonna need this robust pipeline but we knew if every college out there launched a nuclear power plant we would never have enough demand to meet a type of supply so working with RCNET we're able to right-size programs now it's self-policing you know right we can't force the college not to try to graduate a hundred radiation protections in the year and that we have an example of that. There was a school in a state that shall remain nameless the school will remain nameless that actually pushed through in one year 100 radiation protection technicians well you combine that with you know the 23 other schools that are producing radiation protection technician industry couldn't absorb that, so it's all about right-sizing it. And if you remain collaborative with industry and the college partners you can check on a job. So let me give you an example of we did such an exemplary job with this program we did a good job filling the shelves in our two nuclear power plants in Florida but we are able to check and adjust just as we were filling demand in our nuclear sector we were able then to look to our fossil side of the house, our solar, our wind and so forth and guess what they're hiring robustly now. So we're able to check and adjust but another thing that the school can do is to be flexible in those lean times instead of launching a cohort every year you have the opportunity to run a peer cohort so you start and finish you start on one year and two years later you graduate. Working closely and collaboratively with the industry partner you can make wise choices, but these are transferable skills also an instrumentation and controls technician that is qualified to go to work at a nuclear power plant can also work and I'll give a Florida example at a fruit orange juice processing plant or what have you Instrumentation and control it's all the same technology.

Jamey Capers – For RCNET that kinda goes back to what I was saying earlier to this is Jamey sorry it is having a secondary and tertiary partnerships like Jim says when you're going to have an oversupply to the point is you want to have a program at a college to be to continued and sustained but you also want to have the you know the students to graduate or to get a job I should say. So we were able to go out and help alleviate that on a few of the college's we always make suppliers for instance that were suppling and then you go to industry they were actually taken on some so that was going back to you beating the bushes look at those prospects and saying where else can we get some of these guys hired so we can maintain the program, sustain them and make them viable for the future. So kind of what Jim was saying you really just gotta be out there and be able to find a place for them and know what you have first so that you can really sell it to a different not your primary target.

James Auld - And there's an area I didn't touch on but it's a critical area its diversity working with consortium RCNET they were are able to do what we're not able to do for lack of bandwidth and that promote the opportunities that exist in the energy sector we are committed to diversity and working with RCNET to get the message out far better than we can because this is what they do. So you're only as diverse as your talent pipeline so that's another area that's very important.

Ann Beheler - Well Jamey and James I thank you very, very much, I think you've given us some very good ideas and tips that apply not only to the nuclear energy area but also across the board on how we would work with industry with industry partners.

Join Us- All Webinars 3 pm Eastern

Ann Beheler - Before we move on, let me put in some plugs for some of our webinar that are coming up and you will get a reference to these slides for every one that's still in attendance. We do have on August 20th an *Effective Outreach and Recruitment* event we're going to talk about special populations and I know that were specifically going to focus on females or women, females seem weird to me for some reason, anyway and veterans and it will be shared at that particular session and then we have two Sessions on September 24th and then again on October 15th on using the web effectively, designing your web approach, your web strategy so that they are most effective. And then we're going to have a section on November 19th talking about how to attract students into your program using a bridge program perhaps attracting student that might not normally immediately place into your program and how you would get them through, we have some great examples, that have been very successful. So we hope you'll join us for that.

Join us in Portland, OR!

Ann Beheler - And we also will still tell you about our HI-TEC Conference this is a National Science Foundation Center sponsored event in Portland, Oregon; beautiful Portland, Oregon. Coming July 27 through the 30th we would invite you to come to that here is the website its www.highimpact-tec.org.

Register for HI-TEC and TAACCCT Convening

Ann Beheler - And there's something very special for DOL TAACCCT grantees that is in fact a special convening that is on Friday morning after that conference, it's free and it is technical assistance specifically for TAACCCT grantees, we will have sessions there that will talk about things like open source and universal design, we'll also talk about participant tracking from start to finish all the way through employment tracking. We'll have sessions on working with businesses, we'll also have all sorts of table setup that will be in terms of ask me about X ,where X might be something about advanced manufacturing or perhaps something about IT. There's a lot of resources that will be available to you and I highly encourage you to sign up so there is the link for that as well.

Q&A and Contacts

Ann Beheler - And here are the links that we for the email addresses and I think we're about out of time but we have I thought we had one more survey that we wanted to do correct?

Michael Lesiecki – Ann that will come up as people exit the webinar, come up for them automatically.

Ann Beheler - Ok I'm sorry I did not have the right information on that. So I would like to personally thank are presenters, so thank you Jamey, thank you James. I think you did a fabulous job and thank all the attendees for coming to the webinar today. I learned a lot and I hope you did to you and we'd like to invite you back to the webinars in the future. Have a great afternoon.

Jamey Capers - Thank ya'll very much.

James Auld - Thanks everybody.