

The Challenges

- UPS planned major expansion of the next-day air hub in Louisville
- Needed to recruit and maintain large number of part-time employees to staff the expansion
- Needed to stabilize existing part-time workforce
- City, county and state realized economic need to retain UPS and increase educational attainment of citizens
- UPS realized the benefit of having college students as workers

The Solution: Metropolitan College

- Creative solution to increasing educational attainment levels and decreasing financial barriers to post-secondary education
- Metropolitan College is a workforce, education and economic development partnership:
 - UPS
 - Jefferson Community and Technical College
 - University of Louisville
 - Commonwealth of Kentucky
 - Louisville Metro Government

Metropolitan College Purpose

- By breaking down financial barriers, we provide educational and workplace opportunities that facilitate the integration of educational goals, career goals and personal life for our participants
- The program provides collaborative leadership and services to the participants attending one of the partnership educational institutions

Partner Educational Institutions

- Jefferson Community and Technical College
 - Certificates and Diplomas
 - Remedial education
 - Associate Degrees and first 2 years of Baccalaureate degree (open admission)
- University of Louisville
 - Baccalaureate degrees (selective admission)

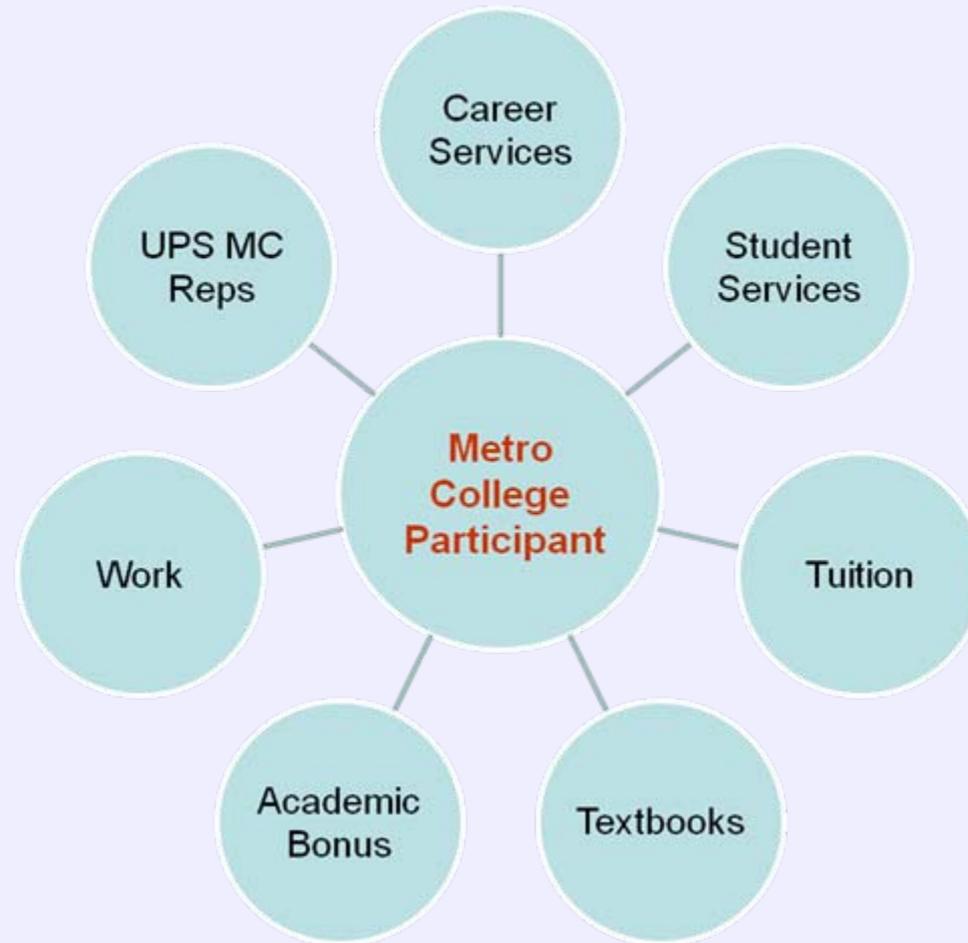
Impact of Increasing Educational Attainment in Kentucky

- A study conducted by the Kentucky Long-Term Policy Research Center presents outcomes that could be realized by increasing educational attainment levels by 2020
 - \$5.3 billion in state revenue
 - \$71 billion in personal income
 - Higher paying jobs and lower unemployment
 - A stronger tax base and faster economic growth
 - Lower crime rates and health care costs
 - More community service and charitable giving
 - Higher voter turnout and increased civic participation

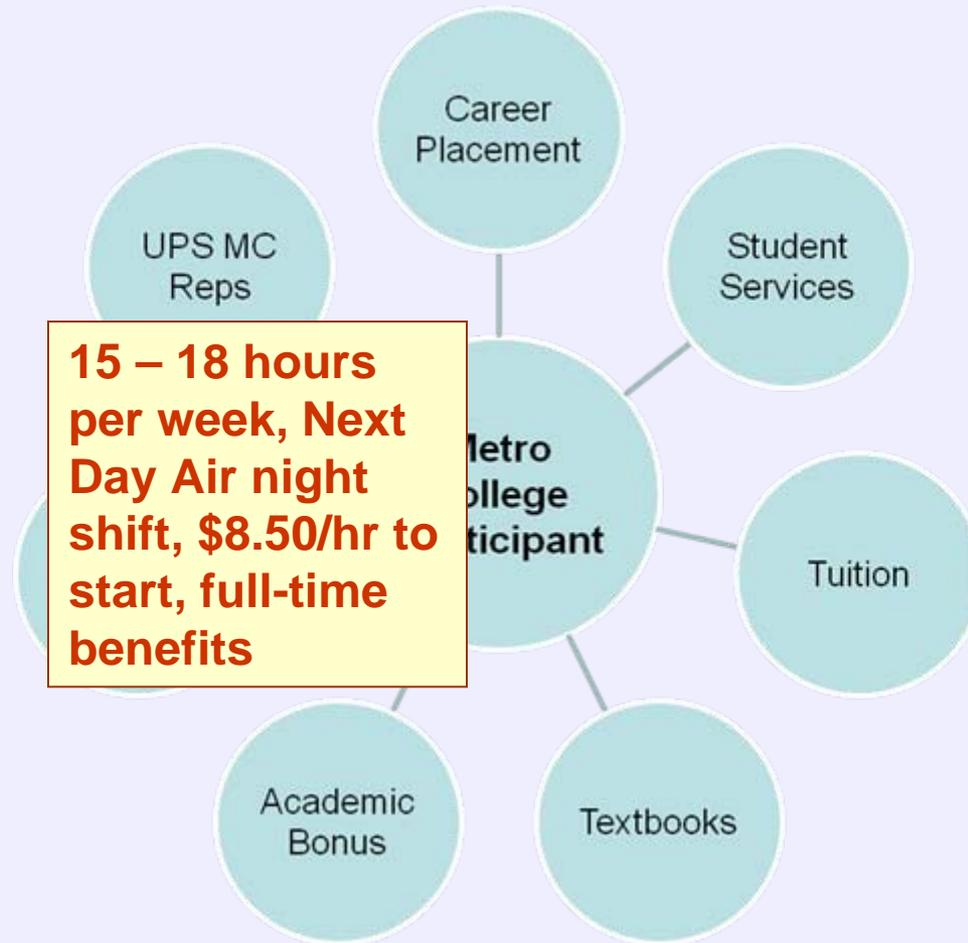
Metropolitan College Funding

- Funding to provide 50% tuition match and infrastructure cost is received from each of the partners:
 - The Commonwealth of Kentucky
 - Louisville Metro Government
 - University of Louisville
 - Jefferson Community and Technical College
- UPS funds 50% tuition
- UPS funds 100% academic bonuses and book reimbursement

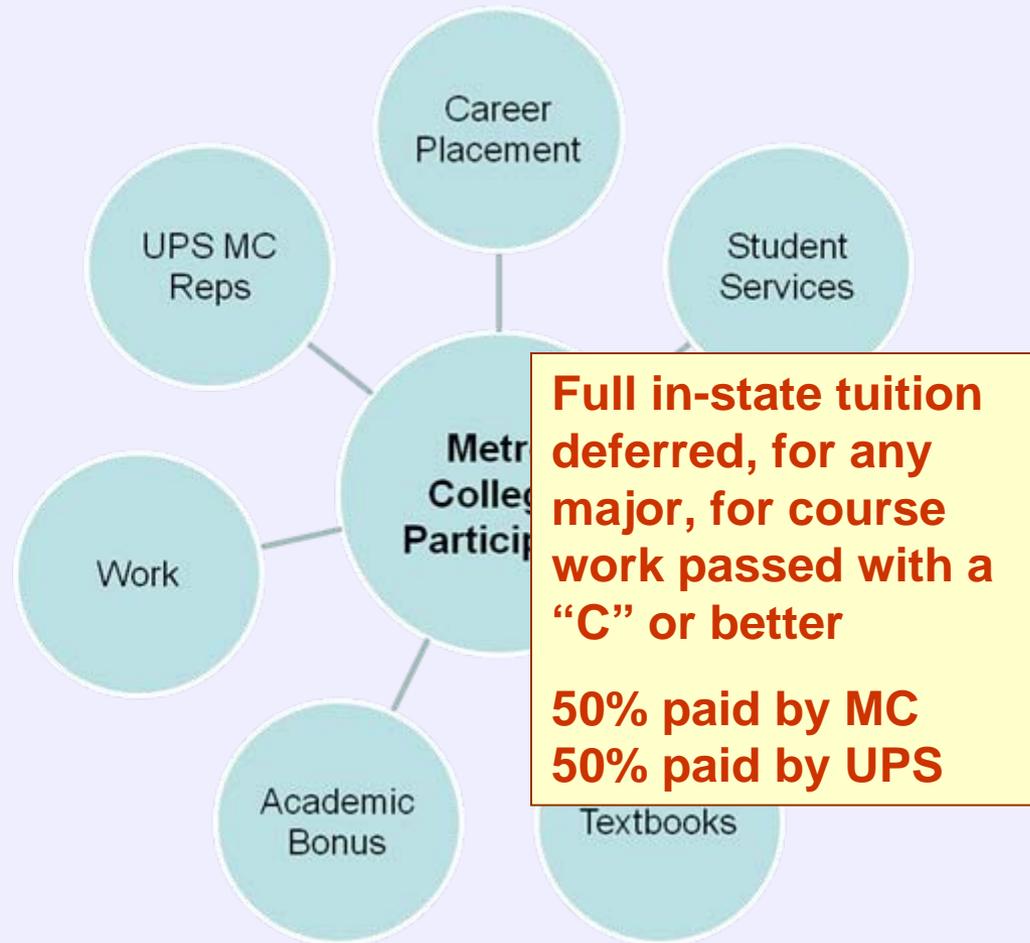
Metropolitan College Benefits



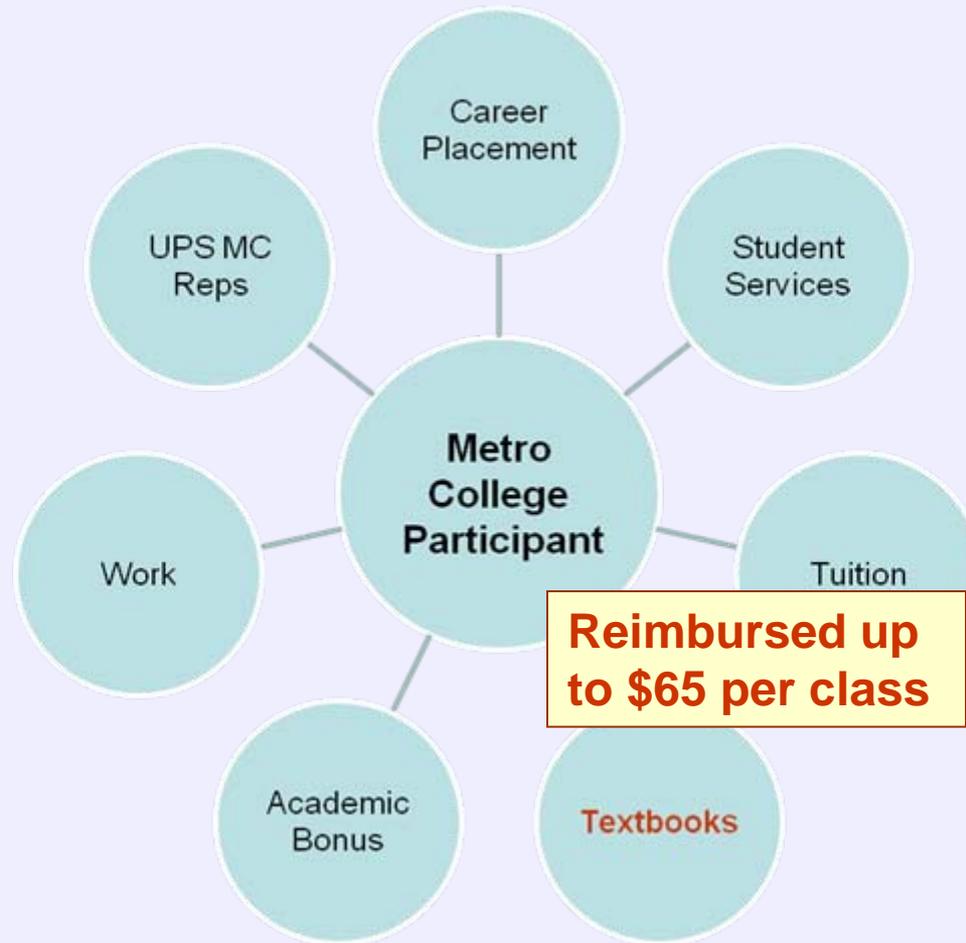
Metropolitan College Benefits



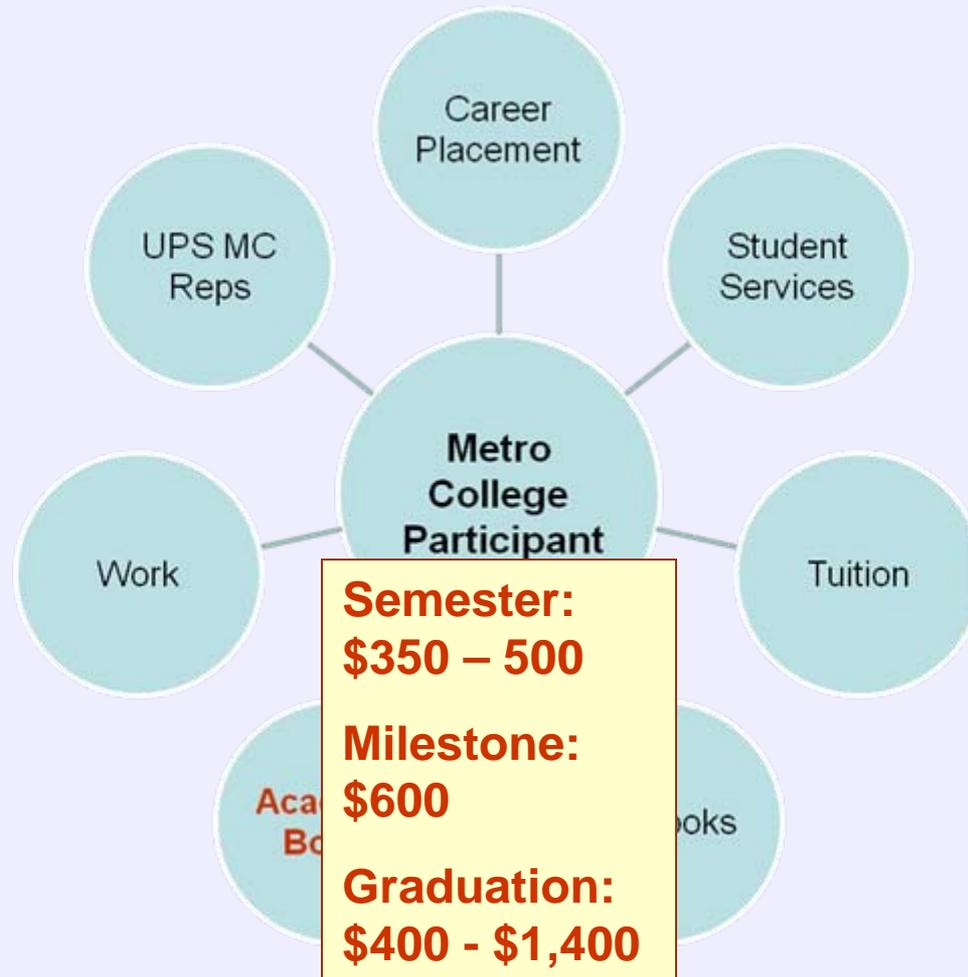
Metropolitan College Benefits



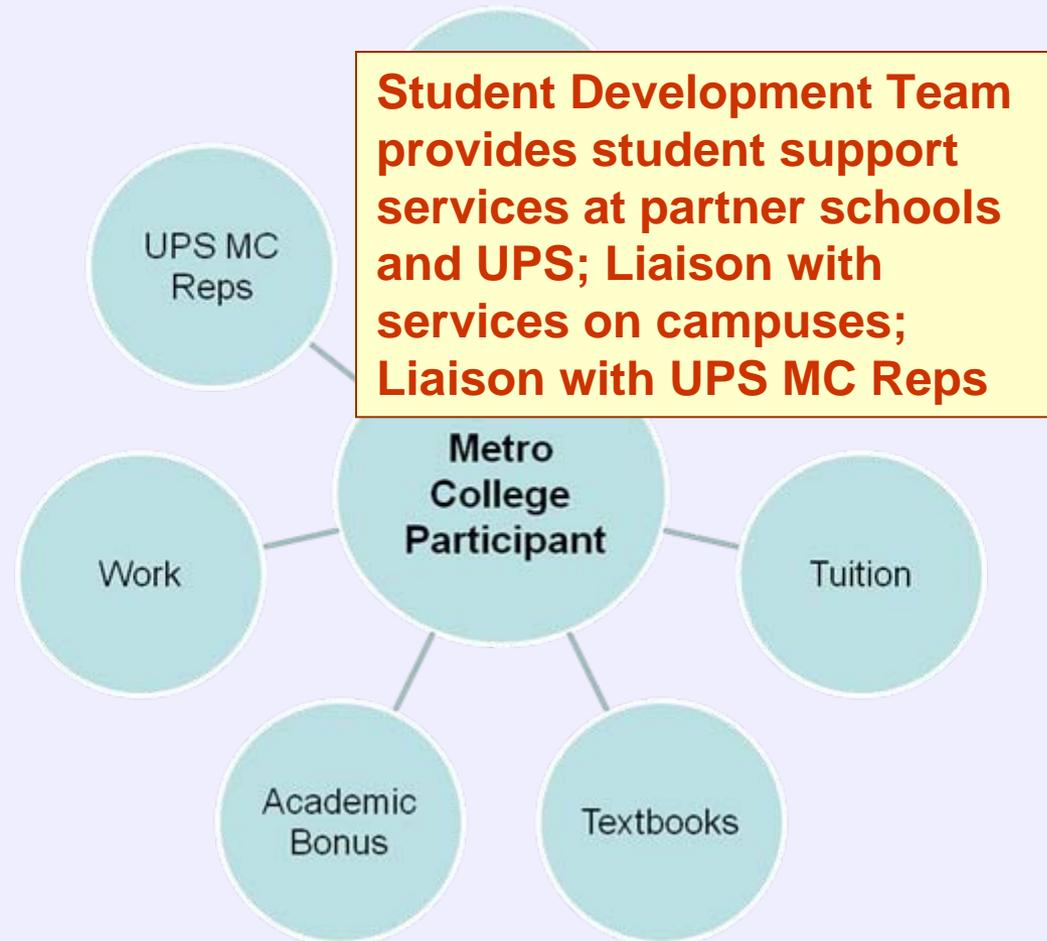
Metropolitan College Benefits



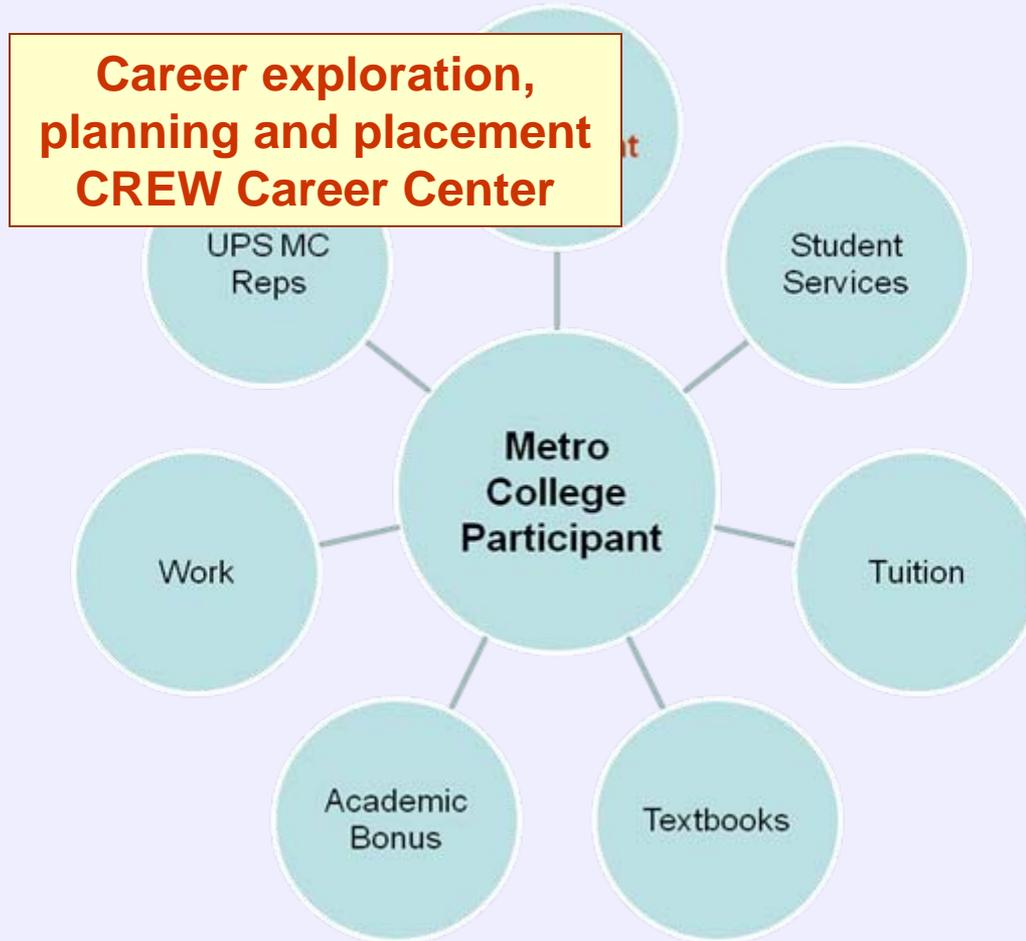
Metropolitan College Benefits



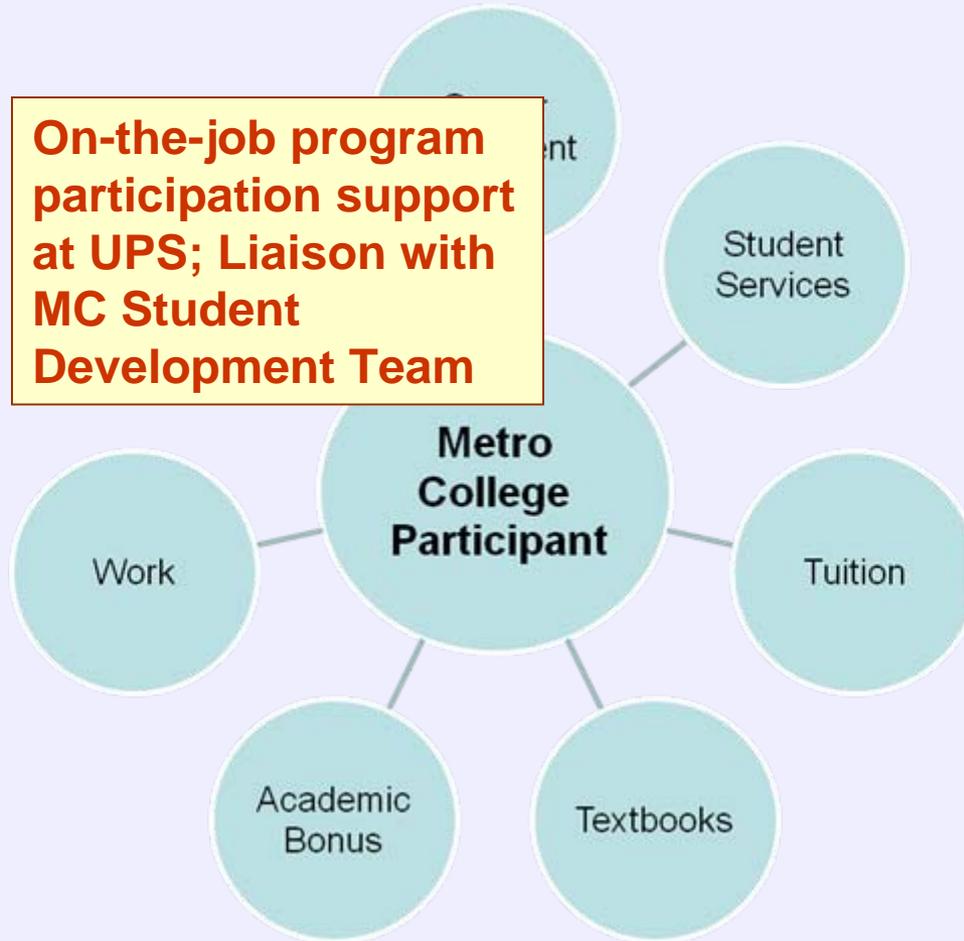
Metropolitan College Benefits



Metropolitan College Benefits

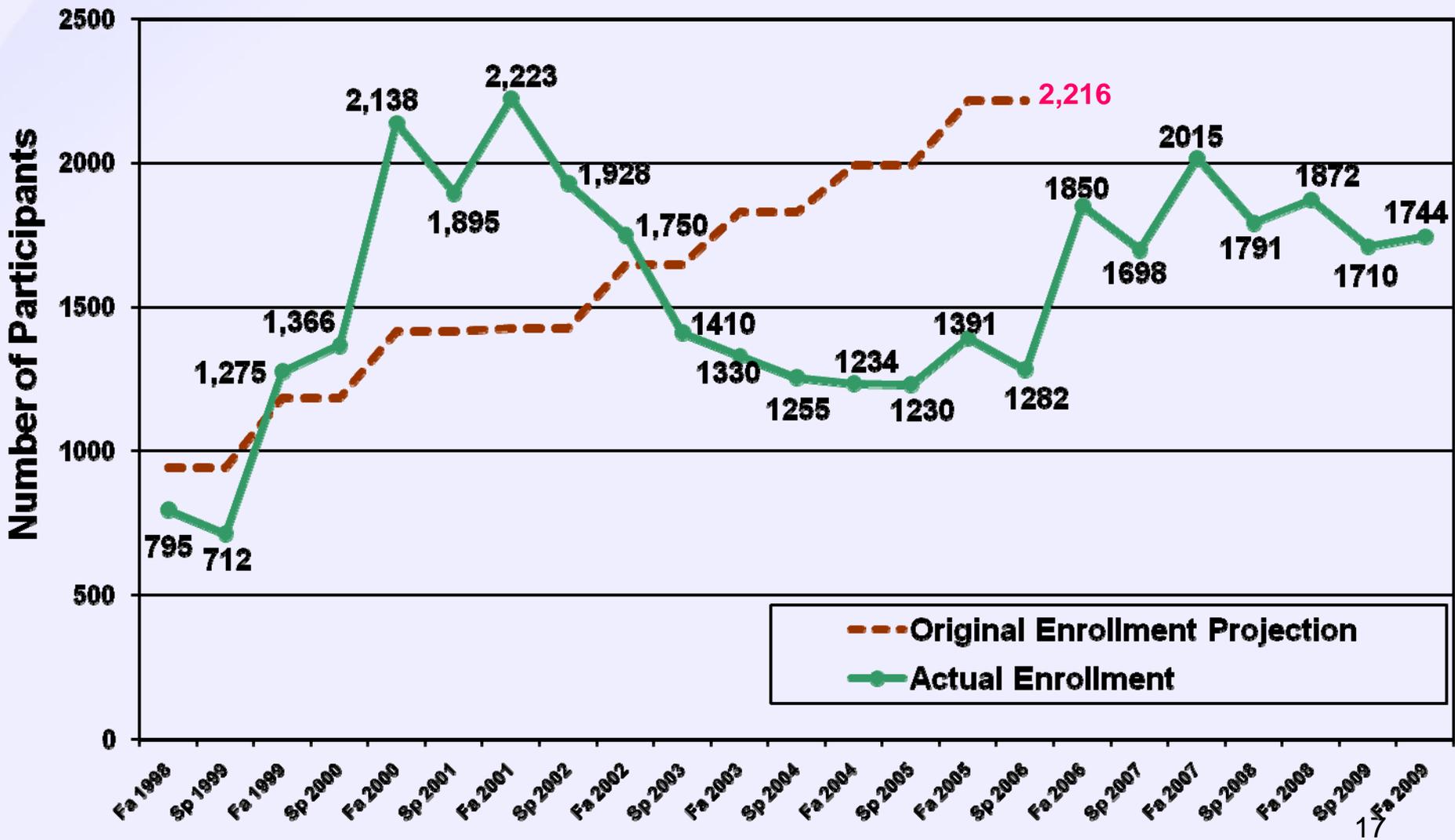


Metropolitan College Benefits



The Impact of Metropolitan College on the Next Day Air Workforce at UPS

Projected Versus Actual Enrollment



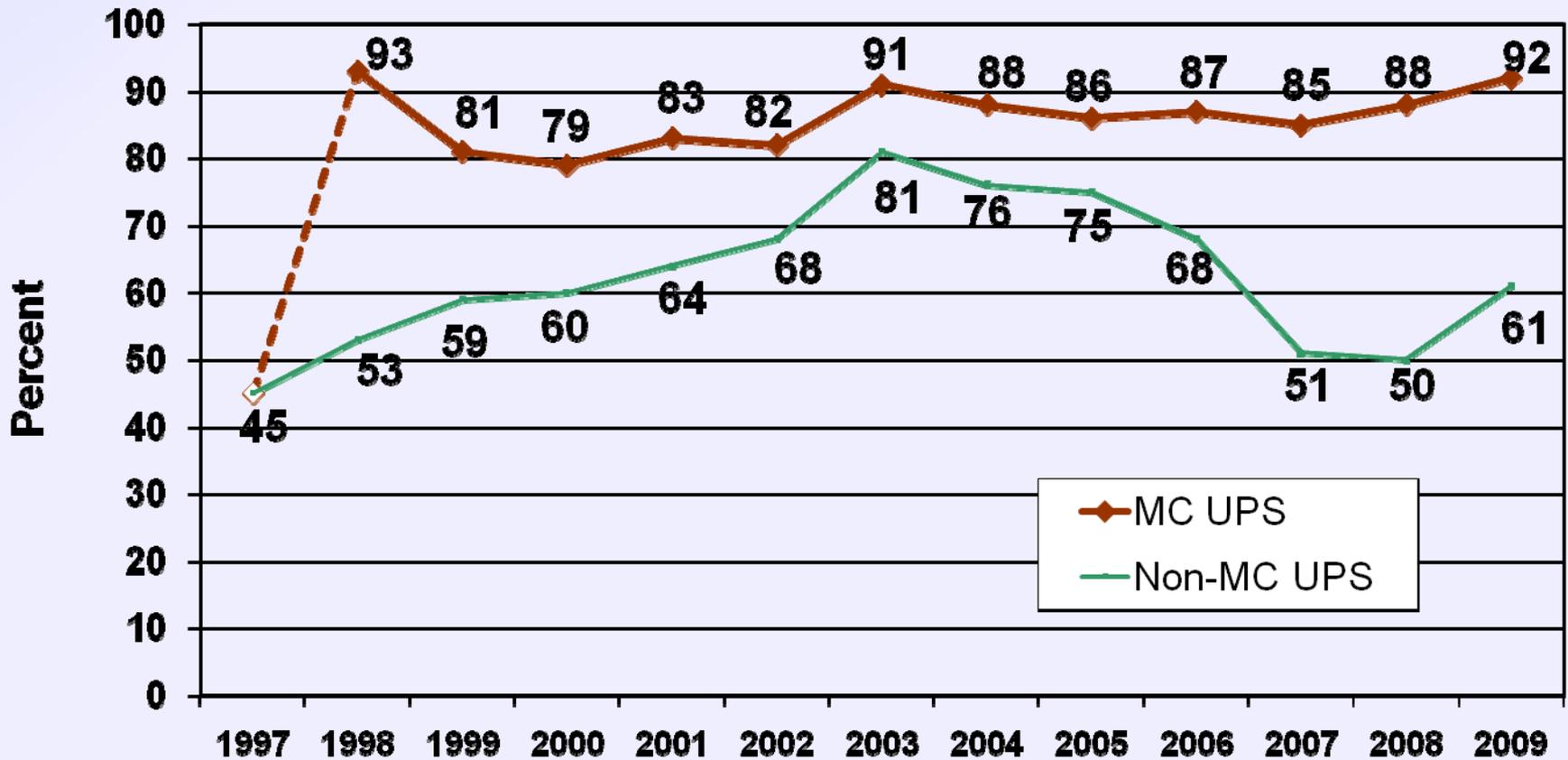
Recruitment

- Metropolitan College and UPS recruit throughout the Commonwealth
- Members of KYACAC (Kentucky Association for College Admission Counseling)
 - Participate in all KYACAC local and regional college fairs
 - Participate in statewide Community & Technical College transfer fairs

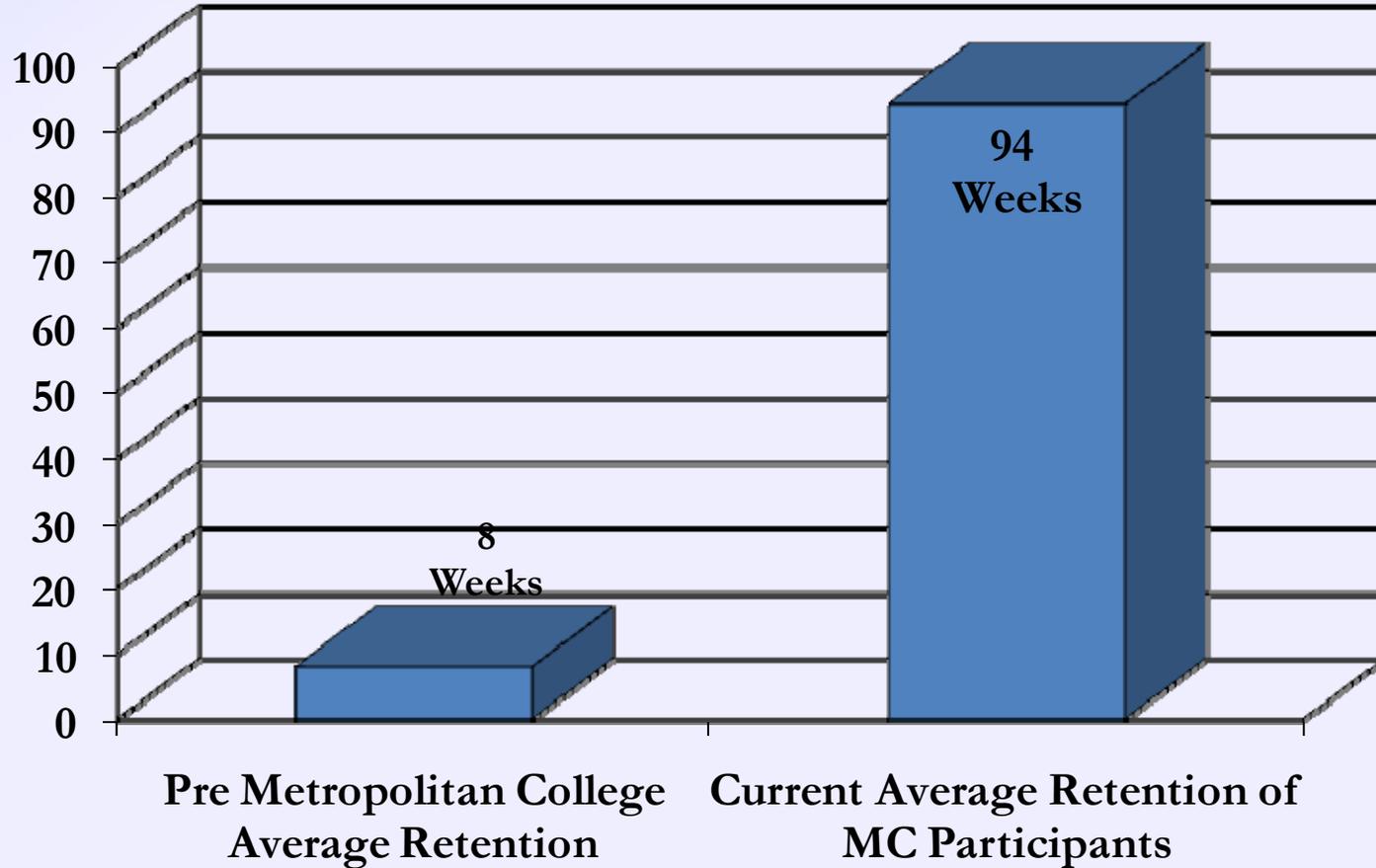
School-to-Work

- Established in 1996 as a partnership between UPS, Jefferson County Public Schools, and Jefferson Community and Technical College as part of the Labor Market's School-to-Work efforts
- Enables the students to complete high school, work part-time at UPS and earn 6 credit hours through JCTC
- Each year approximately 50 percent of these students transfer to nights and continue their education through Metropolitan College
- For the 2008-2009 academic year:
 - 246 students enrolled
 - 36 high schools represented (public and private)
 - 5 counties represented
- Total STW Graduates to date: 2,910

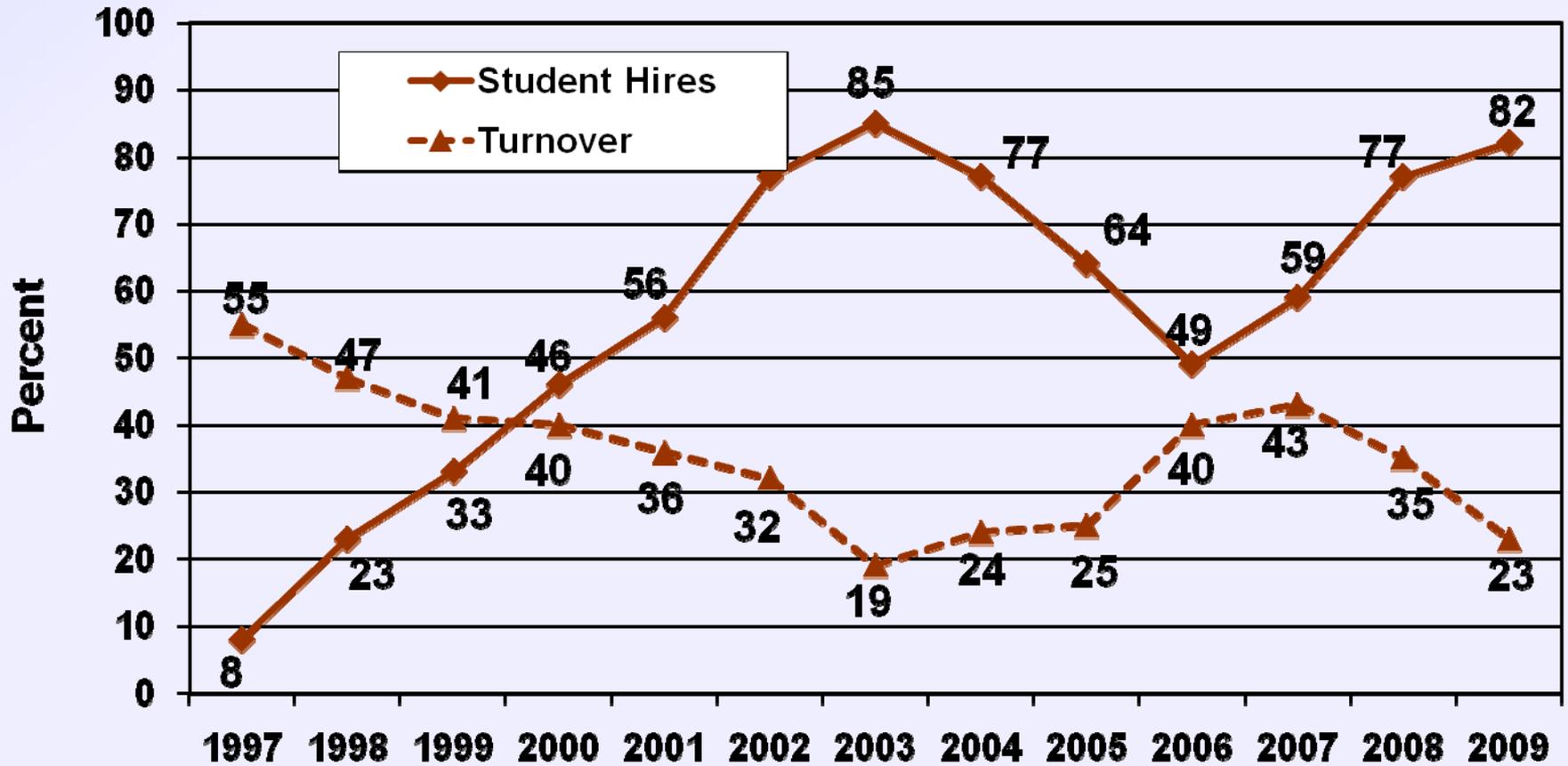
Retention of MC UPS Employees Compared with Non-MC UPS Employees



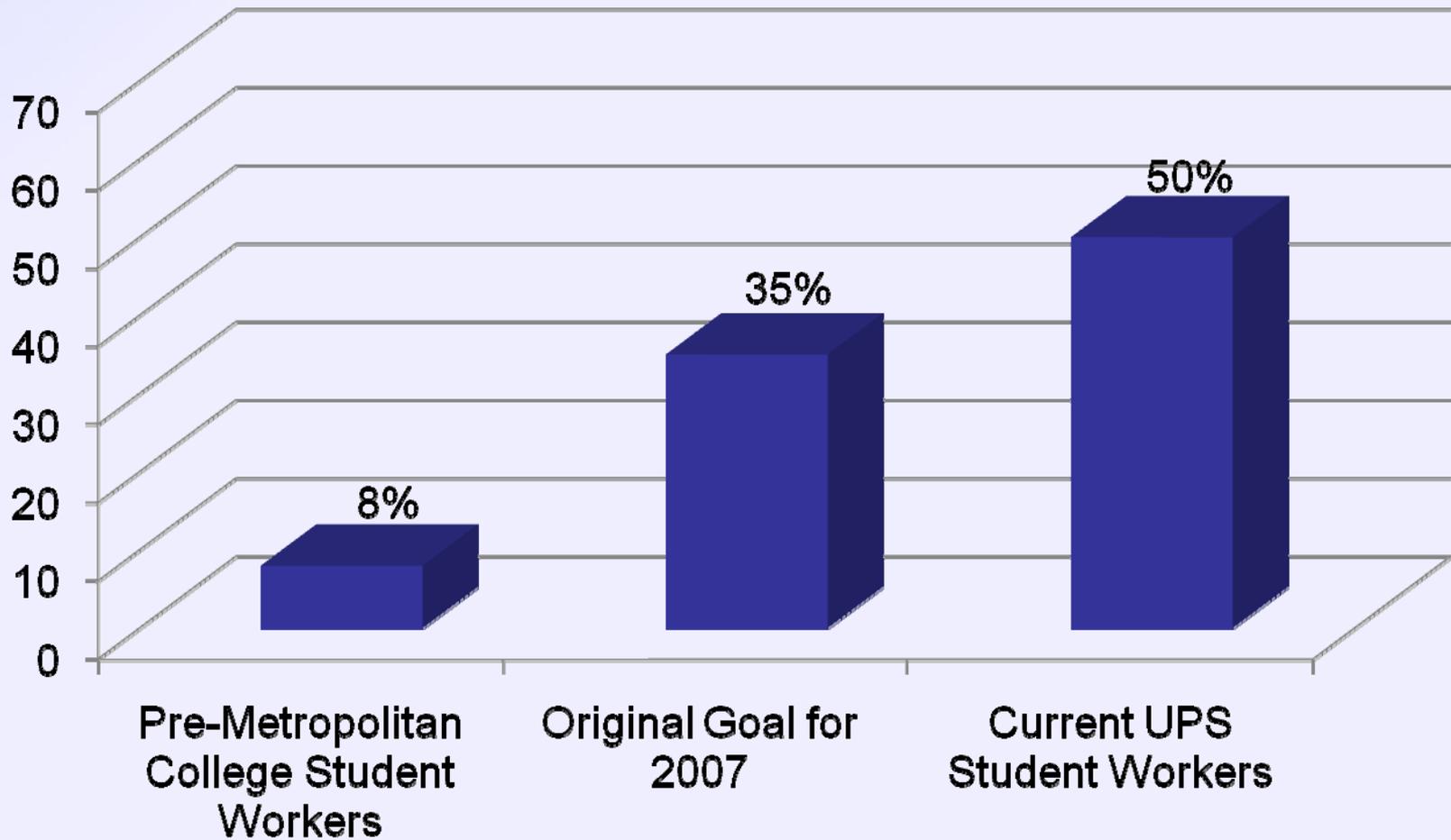
Increased employee retention



UPS Student Hires Versus Turnover



Increased percentage of students at UPS

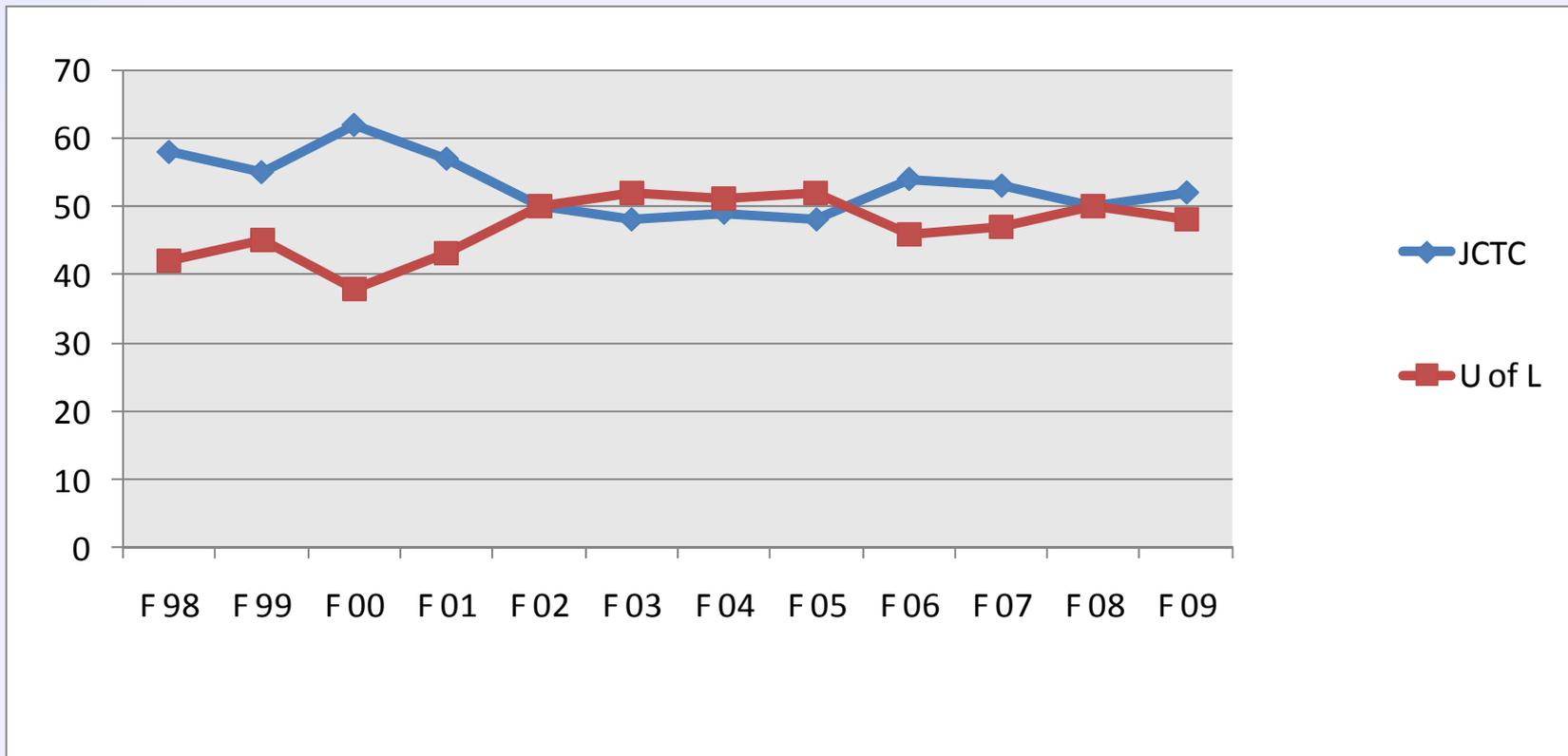


Workforce Impact Summary

- Stabilized workforce
- Increased per hour package rate
- Improved production efficiency rate
- Decrease in package miss-sorts
- Decrease in package damage incidents/claims

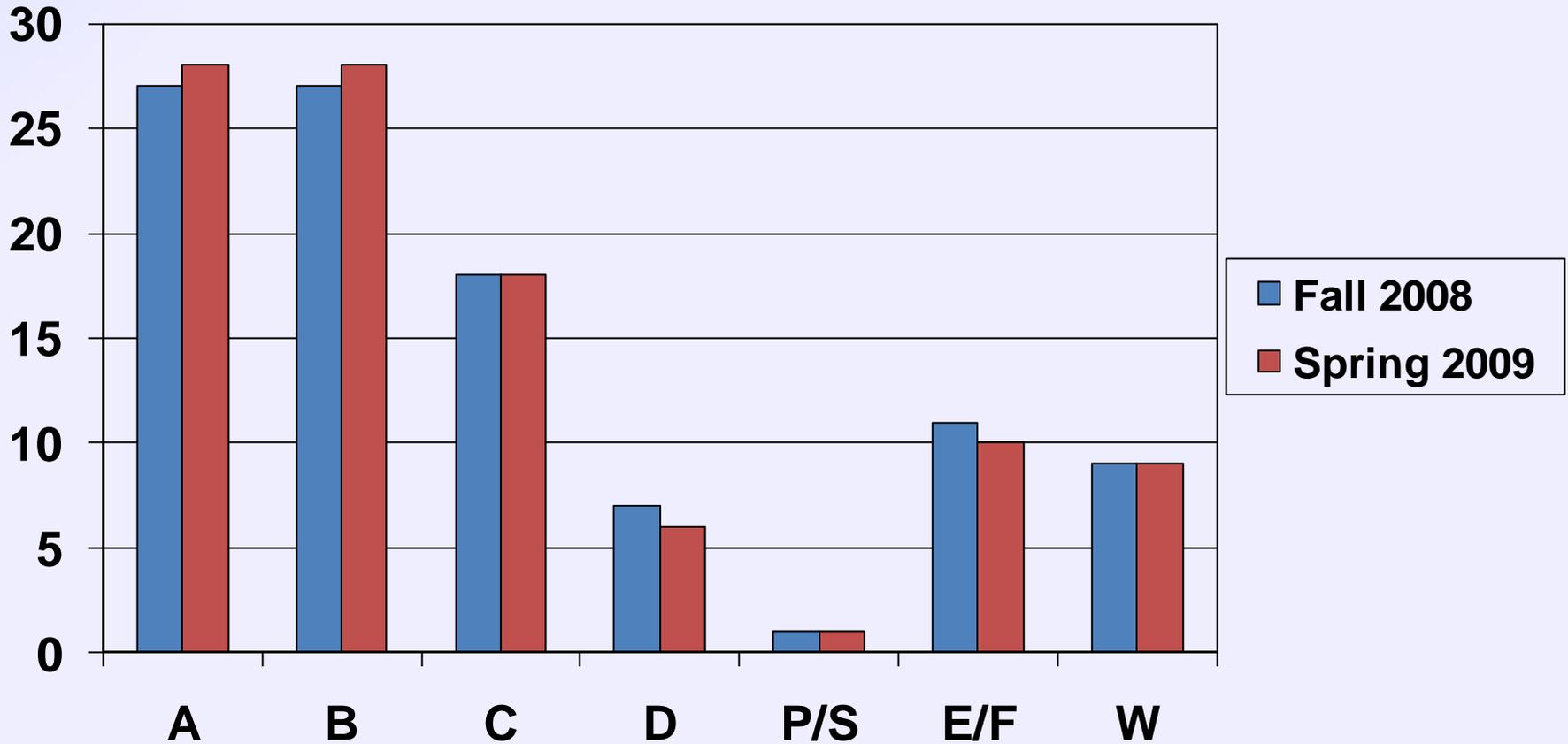
The Impact of Metropolitan College on Academic Progress

Percentage of Participants by School

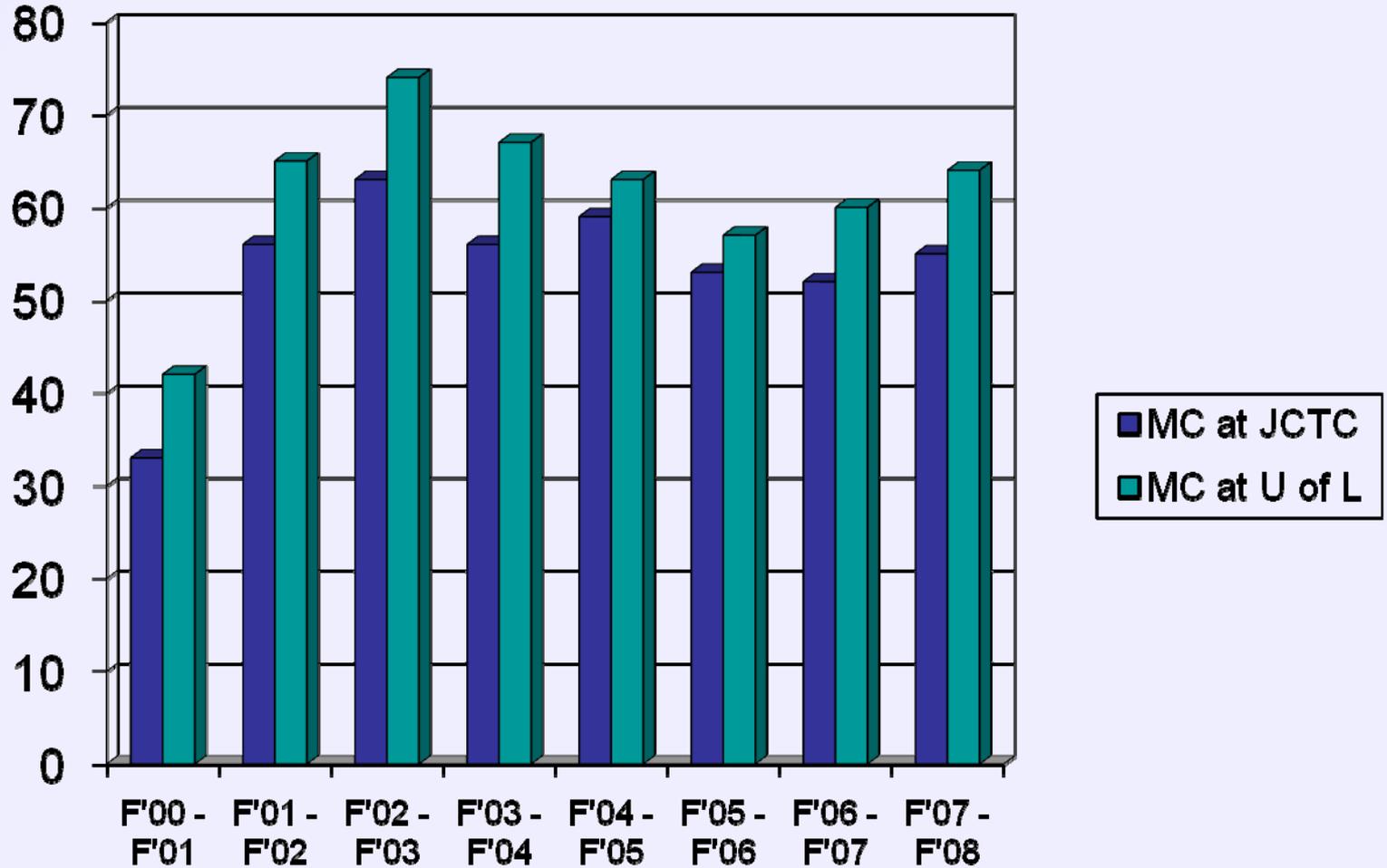


Grade Distribution

- Percentage of grades earned Fall 2008 and Spring 2009

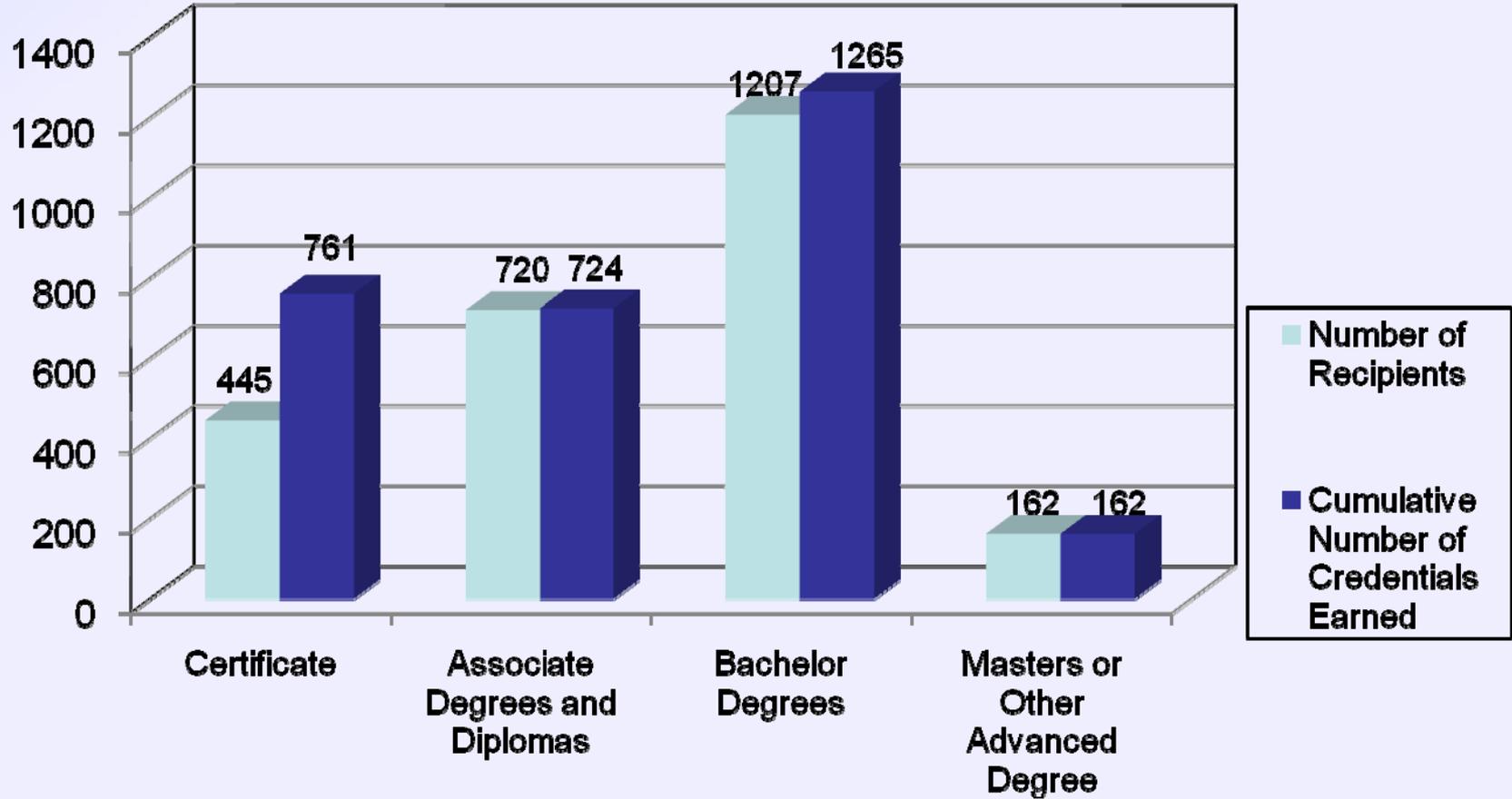


Fall to Fall Academic Retention



Graduation Results

Cumulative Totals Through Spring 2009



Metropolitan College Career and Academic Planning Program

CAPP

CAPP

- The Student Development Team at Metropolitan College is dedicated to promoting the academic success of our students and they launched CAPP in Spring 2007
- CAPP is designed to assist students as they progress through their academic program and prepare for a career through a variety of meaningful activities and interactions with the Student Development Team. Through these activities and interactions our staff helps students:
 - Clarify career and life goals
 - Develop meaningful academic plans
 - Optimize academic potential
- CAPP is required for all Metropolitan College participants

CAPP Requirements

**GRADUATION
PLAN SURVEY:
110+ credit hours**

**MOCK INTERVIEW:
60-89 credit hours**

**CAREER & ACADEMIC SURVEY:
30-59 credit hours**

RESUME: 13-29 credit hours

STUDENT TRANSITION PROGRAM (STP): all new students

CAPP Requirements

The **STP** introduces students to:

- the requirements and benefits of Metropolitan College
- working 3rd shift
- financial literacy
- major/career exploration
- student support services
- time management

Students complete a career assessment and bring the results to their first contract signing. The student development counselor reviews the material to ensure the student understands the results, determine if an additional career assessment is needed and make the appropriate referral, and determine if there are community, employer and/or educational resources available to assist students in reaching their specific career goals.

STUDENT TRANSITION PROGRAM (STP): all new students

CAPP Requirements

The **Resume** provides students with a foundation to build upon as they continue acquiring skill sets throughout college. Students will learn how to customize their resume for their particular career field, internship, or co-op experience and they will upload their resume to mycareernetwork.com to increase awareness of the local job market and the skill sets employers are seeking. Students are given guidance on enhancing their resume and skills through on-campus co-curricular activities and referrals to other student services.

RESUME: 13-29 credit hours

CAPP Requirements

The **Career and Academic Survey** allows us to assess where our students are in choosing a major and career goals, and helps us determine how close students are to graduation. Survey information assists us to intervene with students and provide guidance and referrals to appropriate services as they progress through their program of study.

**CAREER & ACADEMIC SURVEY:
30-59 credit hours**

CAPP Requirements

The **Mock Interview** allows students to choose a career field to interview for and schedule a day and time for the interview with a Student Development Counselor. Students are expected to dress professionally and bring their resume to the interview and they are encouraged to go to the CREW website to get tips on dressing for success, sample questions, and other helpful information. Upon completing the interview, the Student Development Counselor will review the student's strengths and weaknesses and provide suggestions and resources for improvement.

**MOCK INTERVIEW:
60-89 credit hours**

CAPP Requirements

The **Graduation Plan Survey** is designed to gather information on students approaching or completing graduation. The information gathered will allow us to determine how our services have impacted students' career and academic development. It will also provide us with placement information and promotes continued communication after the student leaves the program.

**GRADUATION
PLAN SURVEY:
110+ credit hours**

Extending our Partnership through Career Services

CAREER SERVICES

- **CREW Career Center**
 - Connecting Resources, Education and Workforce
 - Unique partnership offering a full array of career development services to:
 - Metropolitan College participants at both partner institutions
 - All students at Jefferson Community & Technical College
 - Serves as a career “One-Stop” for residents of Metro Louisville

Creation of CREW

- **Mission**

- To develop a collaborative system that provides a seamless transition connecting educational attainment to individual, employer and community workforce needs.

- **Why?**

- Raise educational attainment goals across the board from GEDs to Ph.D.s
- Build a responsive workforce system that works for job seekers, employers, and students
- Aim for and achieve “quantum change” that will improve Louisville’s competitive ranking versus our chief economic development competitors
- Created to address the needs of each partner

The CREW Partnership

- Metropolitan College
 - Coordinator and home base to CREW
- Jefferson Community and Technical College
 - Operates a network of One Stop Career Centers throughout the Louisville Metro area
- KentuckianaWorks
 - Community's coordinating body for workforce development activities in the Greater Louisville region
 - Monitors WIA funds to operate the One Stop Career Centers throughout the Louisville Metro area



Overview of CREW Services

- Career Exploration

- A personal inventory can help clarify abilities, interests and values and how they connect with programs of study and career opportunities.
 - *DISCOVER Career Assessment, Kentuckiana Occupational Outlook, referrals to educational and community resources*

- Career Planning

- Researching occupations can help students discover the wide range of career opportunities, set realistic career expectations, and detect work-related trends.
 - *Co-ops and Internships, resume development using Winway Resume*

- Career Placement

- Students learn how to conduct an effective job search campaign to obtain a position in their chosen career field.
 - *Mock Interviews, MyCareerNetwork.com, LouisvilleWorks.com, GreaterLouisvilleWorks.com and other job search tools*

MC Program Replication

- Metropolitan College can be replicated and our original Consortium Agreement expressed the importance of doing so
 - Local Models
 - ResCare/Community Alternatives Kentucky
 - Humana
 - Out of State Model
 - UPS: Chicago

For more information contact

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