

## **CHARLES W. CAPPS JR. TECHNOLOGY CENTER FOR WORKFORCE EDUCATION**

The MDCC Charles W. Capps, Jr. Center for Workforce Education is located in Indianola, Mississippi. Indianola, on U.S. Highway 82 midway between Greenwood and Greenville, is located 8 miles west of Moorhead, the home of Mississippi Delta Community College.

The Capps Center is strategically located at the geographical center of the seven counties service area of Mississippi Delta Community College. Its primary purpose is to focus on the training, education, and skills improvement needs of businesses and industries within our service area. Our mission is to:

- Provide customized training on demand to new and existing businesses and industries
- Improve the quality of products being produced within these businesses
- Decrease production costs
- Increase flexibility in manufacturing systems
- Increase speed in adapting to change
- Provide consistent and constant improvement of the workforce to increase profitability

Workforce coordinators work closely with businesses to design and present the type of training that is needed by the client. Training is presented only after extensive collaboration with the client to determine the exact needs of the business and the outcomes expected. A typical training scenario is presented that utilizes both lecture and hands-on work that is relevant to the training being conducted. Our training is conducted using personnel from the business requesting training, college personnel from both academic and vocational/technical areas, and subject area experts from all parts of the country. We select the most qualified instructor that we can secure to present the training. The length of training varies and is dependent upon the scope. Training events are typically highly intense, short duration programs.

The Center arranges and offers the following services for individuals needing training and retraining:

- Pre-employment training for those with no experience in the private enterprise system

For specific industries or firms within the district, we provide:

- Job analysis, testing and curriculum development;
- Development of specific long-range training plans;
- Industry or firm-related pre-employment training;
- Workplace basic skills and literacy training;
- Customized skills training;
- Assistance in developing the capacity for Total Quality Management training;
- Technology transfer information and referral services to business of local applications of new research in cooperation with the University Research Center, the state's universities and other laboratories;
- For economic development, a local forum and resource for all local industrial development groups to meet and promote regional economic development.

### **CUSTOMIZED TRAINING**

Customized Training is used to describe training that is unique to a specific business/industry. Career and Workforce Education provides training to meet a wide range of workforce development and/or continuous improvement needs of Delta businesses. Training can literally take any form and can be built around resources available from the business/industry, hardware/software vendors, the college, and/or other sources. Training is normally provided when there is a need to develop, to improve, and/or to enrich skills in order to enhance productivity or because of technological advances. Training can also be provided to prepare individuals for advancements in responsibility or changes in job classification.

Upgrade training and retraining covers a wide array of skill areas and is usually unique for each business. Instruction is designed and structured for delivery at anytime, any day of the week, at almost any location. The majority of the customized, upgrade, and/or retraining coordinated by C&WE teams take place at the job site. However, classrooms, laboratories, and meeting facilities at the college are available to assist in developing cognitive and psychomotor skills in an academic environment. Apprenticeships and internships are normally accommodated with a combination of college-based and work-based experiences.

### **THE MOBILE AUTOMATED LEARNING LABORATORY**

The Mobile Automated Learning Laboratory is unique in its manner of delivery. Equipped with state of the art computer equipment, the special equipped cargo van

travels to various businesses and industries in the Delta area. Professional faculty help the employee participants and provide individualized computer assisted instruction. The program includes literacy and functional skills training ranging from beginning levels through pre-college.

Through the computerized management system, employees are given immediate feedback on the assessment results allowing the instructor to monitor and adjust the program as needed. Self-confidence grows as the employee progresses in the program.

In addition to the basic skills enrichment training offered by the Lab, a variety of computer instruction is also available, including:

- Job specific training
- Word processing
- Electronic spreadsheet
- Electronic presentations
- Database management

### **SKILLS ENHANCEMENT PROGRAM**

Mississippi Delta Community College in cooperation with the State Board for Community and Junior Colleges offers a Skills Enhancement Program to assist business and industry with workforce improvement initiatives focused on job-specific skills. Funding through the Workforce and Education Act of 1994 allows for a great deal of flexibility in the administration of the Skills Enhancement (job-specific) training programs. A Workforce Specialist serves as the college liaison in the designing and customizing of a Skills Enhancement Program to meet the unique needs of an industry.

The Skills Enhancement Program is Mississippi's workforce literacy initiative. The program was developed to meet the challenge of increasing the skills and knowledge of today's employees, of increasing worker productivity, and remaining globally competitive. Skills Enhancement Training directly helps employees to develop vital skills and the capacity to learn on the job. MDCC provides Skills Enhancement training to assist area businesses to become more productive and more competitive. Skills Enhancement bridges the gap between existing knowledge and the skills needed to cope with the constant change of individual work situations. Training is tied to improvement in the worker's performance and productivity. Industries that use MDCC's Skills Enhancement Program continue to make an investment in their workforce and in the economic well-being of the Delta.