CBI NEWS

The
Center
for
Business
and
Industry
Virginia Highlands
Community College

CBI OFFERS COMPUTER TRAINING VITAL TO VDOT OPERATIONS

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Contact the Center for Business and Industry at Virginia Highlands Community College for customized training.

276-739-2548

When the Virginia Department of Transportation began integrating computers into its Bristol district offices five years ago, few of the 1,100 local VDOT employees had the skills needed to use the technology in their day-to-day jobs.

Today, thanks to dozens of customized classes designed and taught by the Center for Business and Industry at Virginia Highlands Community College, nearly 500 local VDOT employees have been trained in Keyboarding, Beginning Computers, Word, Advanced Word, Excel, Advanced Excel, PowerPoint, Outlook, Publisher, Access, and the Internet.

CBI has worked with Mr. Mike Hollon, VDOT Bristol District Trainer, to create a training partnership that has allowed employees to continually upgrade their computer skills. During training periods, employees attended two full-day sessions in a computer classroom on the VHCC campus for each application. This computer lab was set aside exclusively for CBI training, and a full-time Instructional Information Technologist was hired, supported by funds from the Tobacco Indemnification Program.
The employees of VDOT have become very comfortable with the Microsoft applications. Follow-up assessments indicate that the knowledge and skills are being applied successfully in the workplace.

Tools such as Excel, Access, and Word are now being used for a variety of projects across all of VDOT Bristol. As a complement to the computer training, VDOT has expanded its program and offered employees options for Road Plans Reading and Business Writing courses. A primary example of how this training has impacted VDOT is in the budgeting process, which has historically been a very time-consuming activity for

VDOT employees. The time it takes to manage a budget has now been greatly reduced by having employees who are knowledgeable in Excel and Access. With a lean workforce, computer knowledge allows for greater efficiency among all of the work groups at VDOT.

VDOT's Bristol region covers 12 counties of Southwest Virginia: Lee, Scott, Washington, Smyth, Grayson, Wythe, Bland, Tazewell, Buchanan, Russell, Dickenson, and Wise. The organization strives to provide a work environment that fosters continuous learning and encourages each employee to acquire knowledge, skills, and competencies that support and align with VDOT's purpose, mission, and values. Well-trained employees in all disciplines are vital to the successful accomplishment of VDOT's mission.

DISCOVER HOW TO OBTAIN A VIRGINIA CONTRACTORS LICENSE

There are three types of Virginia contractors' licenses: **Class A, Class B,** and **Class C.** A **Class A** license is necessary when the total value of a single project is $70,000 or more, or if the total income of projects over a twelve month period is $500,000 or more. A **Class B** license is necessary when the total value of a single contract is $7,500 or more, but less than $70,000 or if the total income of projects over a twelve month period is $150,000 or more, but less than $500,000. A **Class C** license is necessary when the total value of a single contract is over $1,000 but no more than $7,500 or if the total income of projects over a twelve month period is no more than $150,000. In our continuing effort to bring training opportunities to the widest number of individuals possible, VHCC is happy to support courses applicable to general contracting. VHCC offers comprehensive classes to help you understand contract law, contract documents, and building certification to help you to prepare for the **Class A** and **Class B** examinations given by the Board of Contractors. (You are not required to take the examination for Class C.) To prepare for the **Class A** license exam, you should attend **BLD 295-71** *Contractor Law/Contract Documents For Licensure B*, **BLD 295-72** *Contractor Law/ Contractor Documents For Licensure A*, and **BLD 295-73** *Building* Certification. To prepare for the **Class B** license exam, you should attend **BLD 295-71** Contractor Law/Contract Documents For Licensure B, and **BLD 295-73** Building Certification. For additional information on courses that may help you achieve your license contact the Center for Business and Industry (276-739-2430). For an application for the Class C license, contact the Small Business Development Center (276-739-2559).

Check out our fall schedule for upcoming classes at www.vhcc.edu/cbi.

LEARN IT ONLINE: CBI PARTNERS WITH ELEMENT K

In an effort to bring more training opportunities to you, the Center for Business & Industry at Virginia Highlands Community College has partnered with Element K® to bring you an alternative to classroom learning; it's called e-learning. Element K's Learn it Online Program is an e-learning solution featuring online courses in many technical areas:

- ? **Desktop Applications:**
  Word, Excel, Access, PowerPoint, Outlook
- ? **Web Design and Media:**
  Dreamweaver, Photoshop, Director, After Effects, Flash
- ? **Project Management:**
  Microsoft Projects, Project Cost Management, Project Time Management
- ? **Programming and Web Development:**
  Oracle, XML, Java, C++, SQL
- ? **Network and Operating Systems:**
  A+, Network+, Windows 2000, and Windows NT, Exchange Server, Linux, i-Net+
- ? **Project Management:**
  Microsoft Projects, Project Cost Management, Project Time Management
- ? **Workplace Safety Courses:**
  Confined Spaces, Environmental Management, Industrial Ergonomics, Sexual Harassment, Violence in the Workplace and more
- ? **Business Management Skills:**
  Leadership Basics, Delegating, Effective Communications, Motivating Employees, Conflict Resolution and more

To see what is available, visit the CBI web-site, www.vhcc.edu/cbi and then click on "Learn It Online".

Check the CBI Training Guide for other great classes that are scheduled!

Do you have one or two employees that need some advanced computer training?

Try Online learning!

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Do you have a new supervisor that needs some training or review of hazardous communications?

Try Online learning!

VHCC Now Offering Horticulture Degrees

Recent approval from the State Council for Higher Education in Virginia (SCHEV) has paved the way for Virginia Highlands Community College to begin offering a complete line of horticulture degree programs to supplement the current horticulture course offerings this fall.

The programs – which have been reviewed and approved by the Virginia Highlands Community College Board, the State Board for Community Colleges, and SCHEV – will enable VHCC students to earn a two-year degree that will transfer to Virginia Tech for completion of a bachelor's degree in horticulture. This program is the first of its kind in Virginia and will be used as a model to create additional horticulture-transfer programs at Virginia's community colleges, said Dr. Jerzy Nowak, professor and head of Virginia Tech's Department of Horticulture.

VHCC students interested in entering the workplace immediately after completing two years of college may choose between two Associate in Applied Science degrees in horticulture – one of which includes a specialization in turf and landscape maintenance.

"We determined that these programs are not only a want in our region, but also a need," said Rosa Slavik, VHCC Tobacco Project Outreach Coordinator. "We are proud to have Virginia Tech and many local florists, landscaping businesses, and golf courses as our partners in developing these degree programs."

Work to develop the degree programs began two years ago when VHCC received its first round of funds from the Virginia Tobacco Indemnification and Community Revitalization Commission. Some of the money was earmarked for scholarships for tobacco farmers and their families, but some also was set aside for the development of new programs. After receiving conflicting opinions about the types of programs that were most wanted and needed in the region, Slavik opted to conduct an in-depth survey of the tobacco farming community and local businesses to determine their needs

"What we learned from the survey was that the horticulture industry was in desperate need of qualified employees," Slavik said. "Landscaping businesses, florists, greenhouses, and golf courses all said that horticulture was a need."

VHCC began offering a few horticulture classes three semesters ago while developing and waiting for approval of the three degree programs. The recent SCHEV approval means students can enroll in any of the three degree programs this August.

As approved, the three degree programs are:

?�?????Associate in Arts and Science Degree in Science with a specialization in Horticulture Production. This program is typically completed in four semesters, and successful graduates can transfer directly to Virginia Tech, where they will be classified as juniors upon enrollment. To ensure an easy transition, all students in this VHCC program are assigned a Virginia Tech course advisor. They will complete all general education requirements at VHCC and receive broad-based knowledge of horticulture, including Introduction to Horticulture, Plant Propagation, Greenhouse Management, and Floral Design.

?✎?????Associate in Applied Science Degree in Horticulture Technology. This four-semester program was designed with help from leaders in the industry to ensure graduates have the skills and education needed to work in the horticulture industry or to establish and operate their own business.

?✎?????Associate in Applied Science Degree in Horticulture Technology – Specialization in Turf and Landscape Maintenance. This program is designed to prepare graduates for careers at golf courses, in the landscape design and care of residential areas, or in jobs in retail landscape businesses.

Dr. Alfred Hoffmann, Dean of the Division of Science and Engineering Technologies at VHCC, said the three distinctly different programs will offer residents of the region an opportunity to earn in-demand skills at a significantly lower cost than four-year colleges and universities while they remain close to home. To supplement the program, VHCC recently was awarded $300,000 from the Virginia Tobacco Indemnification and Community Revitalization Commission to build a greenhouse on the VHCC campus, he said.

Construction is expected to begin this spring. "The greenhouse will enhance our program by giving our students the hands-on skills they need to be successful members of the horticulture industry," Hoffmann said. "It also could be used for VHCC students who are taking biology courses, for the research of alternative crops that could be produced in the area, and as maintenance facility for VHCC's newly approved Master Landscape Plan."

For more information about the horticulture degree programs at VHCC, contact Rosa Slavik, Tobacco Project Outreach Coordinator, at (276) 739-2492.

HUMAN RESOURCE CERTIFICATION EXAM PREPARATION

Meeting dates for the fall are scheduled for Thursdays, October 9, 16, 23, 30, Nov. 6, and 13. The cost of the course is $1095.00, which includes training materials (including the $595 Society for Human Resource Management Learning System). Register by October 1st.

LAND SURVEYOR EXAMINATION MATH PREP SEMINAR

This fall, the course will be offered on three consecutive Thursdays, October 2, 9, and 16, from 8:00 a.m.– 5:00 p.m. in preparation for the October 24, 2003, exam. The cost is $225. Register by October 14th.

LEGAL ASSISTANT COURSE NOW OFFERED

Class begins August 28 and will be held on Thursdays from 6:00 p.m. to 9:00 p.m. The cost is $190.50 and books must be purchased separately. Deadline to register is August 21st.

TRAINING AT YOUR FINGERTIPS

Our portable computer lab allows us to customize computer training on-site.

Call 276-739-2548 for more information!

COLLECTING ACCOUNTS RECEIVABLE

Learn how to improve your success rate on getting net 30 customers who take 90 days to pay faster, master effective ways to collect checks returned for insufficient funds, stop payment, or account closed, and gain telephone techniques that will get results with your first collection.

Wednesday, August 12 from 9:00 a.m.– 3:30 p.m. Cost is $149.00. Register with CBI (276-739-2430) by August 6th.

MANAGING DIFFICULT EMPLOYEES

Learn techniques for turning around bad attitudes, the right and wrong way to terminate, effective tactics to slash absenteeism, how to protect yourself from employee lawsuits, sure-fire ways to quickly boost morale, strategies for winning unemployment compensation claims, and much more.

Wednesday, August 13 from 9:00 a.m.– 3:30 p.m. Cost is $149.00. Register with CBI (276-739-2430) by August 6th.

Contact the Center for Business and Industry for class information or visit our web site at www.vhcc.edu/cbi.