

Source: Wade



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Adult Technical Training Needs Assessment and Delivery Model Development for Boone County – Phase 1

Prepared for:

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City of Columbia - REDI**

April 14, 2009



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In order to best design and deliver adult technical training, the current gaps must be identified. Missouri Enterprise will conduct one-on-one interviews with a significant sample of businesses in Boone County. Approximately 30% of the listed companies with more than 10 employees in the Selectory database (a D&B product) in the manufacturing, healthcare, construction and animal health segments in Boone County will be conducted. This will result in at least 50 confidential interviews. Other electronic survey instruments may also be used. At the same time, business contacts will be asked to predict future needs in the next 5 to 7 years. This data will form the foundation of the plan to address identified gaps.

Next, a list of available resources will be compiled that match the identified gaps. These will include existing educational facilities/programs within the area as well as a benchmark against other similar programs around the country and globe. This will help the group better understand the existing services.

Missouri Enterprise also proposes to form an advisory committee consisting of representatives from area businesses to serve as the voice of the customer. This group would meet as needed throughout this project to give feedback.

Missouri Enterprise will serve as the facilitator during this phase and provide the resources to interview area businesses, conduct the research, acquire feedback from an advisory group of customers, and prepare a final report. Missouri Enterprise will look to the Adult Technical Training Group to provide meeting facilities for these meetings, if needed.

Phase 2: Model Design

Please note that Phase 2 will be quoted separately, based on the findings of the needs and complexities uncovered in Phase 1.

If, at the end of Phase 1, it is determined that there is a gap in adult technical training, Missouri Enterprise will facilitate the Adult Technical Training group through a process to determine the model to fill the identified need. This model may be patterned after a similar program recognized in the benchmarking stage of the assessment phase, or may be a completely new model. An effort will be made to utilize existing resources, services, facilities, etc. which will also be identified in the assessment phase.

During this phase, Missouri Enterprise will also investigate potential funding sources and may assist with writing and administering grants to fund long and short-term goals.



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Project Benefits

Missouri Enterprise is a Hollings Manufacturing Extension Partnership Center. We are part of the largest consulting organization focused on small- and medium-sized manufacturers in the U.S. Our experienced staff helps companies with services including:

- Manufacturing Productivity Improvement
- ISO/Quality Management Systems
- Growth and Business Strategies

Our programs deliver value and results. During the past three years, clients have reported an average ROI of \$93 to \$1 and Client Satisfaction rating of 4.8 out of 5.0.

The benefits of moving forward with this proposal are:

1. The Adult Technical Training Group will receive a recommendation at the end of phase 1 based on hard data instead of opinions.
2. Missouri Enterprise already has staff in Columbia which will avoid the cost of infrastructure.
3. Missouri Enterprise offers an independent resource to conduct this study and facilitate the decision-making.
4. Our experience with manufacturers and health care entities will allow Missouri Enterprise to take advantage of our trusted advisor relationship with businesses, allowing us to dig deeper into the real training needs of the area.

Project Investment

The total investment for Phase 1 of the initiative is \$40,000 and this will be invoiced in 5 monthly installments of \$6,500 plus a final installment \$7,500 at the successful completion of Phase 1.

Please note that Phase 2 will be quoted separately, based on the findings of the needs and complexities uncovered in Phase 1 but the total investment for Phase 2 is not expected to exceed \$80,000.

Roles and Responsibilities

Missouri Enterprise is committed to providing quality, results-based services to our customers. We utilize a Customer Satisfaction Evaluation – which we will ask you to complete and return at the end of this project – to collect information about the quality and the economic results of the project. In addition to our Customer Satisfaction Survey, approximately 8-12 months following the completion of the project, an