

# Section 7A

## Training Resources

### Alabama Industrial Development Training (AIDT)

Quality workforce development for new and existing Alabama industries requires quick and complete response. AIDT provides on-the-spot training even before a company has a place to provide on-the-job training. Instruction can be conducted in the following locations:

- In the plant;
- At one of AIDT's three training centers located strategically throughout the state;
- At a leased facilities; or,
- In one of AIDT's mobile training units than can be trucked to the plant site.

Any of these locations including the mobile units can be customized with the equipment and training materials needed to meet the company's needs for classroom and hands-on training.

#### AIDT Other Services

- AIDT services also include recruiting, assessing and training potential employees
- Developing and producing training materials and locating facilities
- Delivering customized services

These services are provided at no charge if you meet criteria for starting wages and number of jobs being created. Support for on-the-job training is available to companies that meet other criteria.

AIDT has recruited and trained workforces for **Delta Airlines, FCA, Allstate, AFNI, Hertz, West Teleservices, Service Zone, Net Related, PCS Health Systems and World Omni**. Training programs included: company specific training (concepts/processes/terminology of their particular business), customer service skills (personal service, customer interaction, telephone skills, role play exercises) and team building.

# Section 7B

## Training Resources

### Baldwin County Career Center

The Workforce Investment Act (WIA) provides the framework for a unique national workforce preparation and employment system designed to meet the needs of the nation's businesses and employers, as well as the needs of job seekers and those who want to further their careers. CareerLink services provided through Alabama's Career Center System assist customers in improving their employability skills, finding employment and/or educational opportunities, and locating training that will lead to employment or career enhancement.

Each CareerLink has space available for businesses to interview potential employees which offers privacy and confidentiality for both the business and the job seeker. The CareerLink staff will screen candidates to ensure qualified individuals are given the opportunity to be interviewed for employment. The CareerLink's Resource Room provides Internet access for job seekers and employers, labor market information, career guidance, and a variety of software programs designed to assist customers with job seeking skills.

The On-the-Job Training (OJT) program offers businesses assistance with the extraordinary costs involved with training new employees. This assistance can be linked with the Alabama Industrial Development Training (AIDT) program by beginning the OJT immediately following AIDT's pre-employment training. OJT provides businesses a reimbursement of up to 50% on trainees' wages for \$7.00 to \$10.00 per hour and six months of training. Businesses are expected to provide bona fide training, keep an accurate account of each trainee(s) time and attendance and provide workers compensation insurance (or comparable liability insurance). All necessary paperwork is prepared by the CareerLink's Job Developer.

In addition, WIA offers an Incumbent Worker Training program developed with an employer or employer association to upgrade the skills of *current* employees. This training usually takes place in the workplace or after work hours. All incumbent workers must be registered for WIA services and must be permanent, full-time employees of the business.

The Customized Training program is specialized training designed to meet the needs of employers and trainees delivered through a variety of training methods. It may be used either for new hires or for current employees requiring advanced training. The training may be provided by the employer or another training agency.

# Section 7C

## Training Resources

### High School Career Technology Programs

The goal of Baldwin County's Career/Technical Education curriculum is to provide students access to a flexible system of rigorous school- and work-based learning planned collaboratively by students, parents, educators, and employers. This system will result in graduates having industry-recognized credentials and preparation for advanced study or employment. This course of study is designed to provide content that is student-centered, allowing career pathways that include academic and Career/Technical Education courses specifically directed to students' key interests and required skills. Upon graduation, students are prepared for post secondary education, apprenticeship programs and employment.

#### Student Enrollment

- North Baldwin Center of Technology: 942 students taking 1,719 classes
- South Baldwin Center of Technology: 627 students taking 1,244 classes

#### Classes Offered

- Agri-science
- Automotive Service Technology
- Business/Marketing Education
  - Accounting Principles
  - Advance Accounting
  - Administrative Principals
  - Business & Marketing Essentials
  - Business Technology Essentials
  - Web Design
  - Integrated Computer Technology
  - Interactive Media Design
  - Law in Society
  - Personal and Business Finance
  - Computer Programming
- Career Technologies
  - Communications Technologies
  - Physical Technologies
- Computer Electronics Technology
- Construction
- Drafting Design Technology
- Family and Consumer Sciences Education
- Heating, Ventilation, Air Condition and Refrigeration
- Masonry
- Pre-Engineering
  - Pre-Engineering Integrated Systems I
  - Pre-Engineering Integrated Systems II
- Welding Technology

# Section 7D

## Training Resources

### Faulkner State Community College's Office Program

The Office Careers program lets the student develop employable skills by choosing or combining the courses in any of the following modules.

- Keyboarding Operations & Word Processing
- Office Management Skills
- Accounting Procedures and Software Applications
- Computer Maintenance and Windows Operation
  - Windows XP
- Microsoft Applications & Internet Skills
  - Microsoft Professional Office Suite
- Office Equipment Operation
- Correspondence Skills and Records Control

The program is designed to offer flexibility, individual tutoring and job placement assistance. In addition, the courses are developed and modified to match the jobs skills required within the local business community.

		Receptionist	Inventory Clerk	Data Entry Clerk	General Accounting Clerk	Administrative Assistant I	Administrative Assistant II	Executive Administrator	Medical Office Assistant	Legal Office Assistant	Computer Operator
MODULE 1	ORIENTATION TO COMPUTERS										
1	Identify basic computer hardware	X	X	X	X	X	X	X	X	X	X
2	Start-up and shut down computer operating systems	X	X	X	X	X	X	X	X	X	X
3	Learn operations	X	X	X	X	X	X	X	X	X	X
4	Explore computer software	X	X	X	X	X	X	X	X	X	X
MODULE 2	OFFICE MANAGEMENT SKILLS										
5	Practice proper etiquette	X	X	X	X	X	X	X	X	X	X
6	Learn importance of attendance, confidentiality	X	X	X	X	X	X	X	X	X	X
7	Complete office calendar/schedule & arrange meetings	X			X	X	X	X	X	X	
8	Practice telephone skills	X			X	X	X	X	X	X	X
9	Perform records management tasks	X	X		X	X	X	X	X	X	
10	Process mail	X			X	X	X	X	X	X	
11	Operate office equipment	X			X	X	X	X	X	X	X
12	Demonstrate customer service techniques	X	X	X	X	X	X	X	X	X	X
MODULE 3	KEYBOARDING OPERATIONS AND WORD PROCESSING										
13	Perform basic keyboarding processing functions	X	X	X	X	X	X	X	X	X	X
14	Format, text, manipulate letters, symbols and numbers	X	X	X	X	X	X	X	X	X	X
15	Use time saving features; work with multi page documents					X	X	X	X	X	X
16	Develop speed and accuracy; use advance word processing features			X	X	X	X	X	X	X	X
17	Transcribe dictation from audiocassette tapes; improve communication skills						X	X	X	X	

# Call Center Back Office Report

		Receptionist	Inventory Clerk	Data Entry Clerk	General Accounting Clerk	Administrative Assistant I	Administrative Assistant II	Executive Administrator	Medical Office Assistant	Legal Office Assistant	Computer Operator
MODULE 4	WINDOWS XP	x		x	x	x	x	x	x	x	x
18	Open Windows XP and explore desktop	x		x	x	x	x	x	x	x	x
19	Manage files, folders and disks	x		x	x	x	x	x	x	x	x
20	Customize the desktop through desk panel	x		x	x	x	x	x	x	x	x
21	Add printer and set as default	x		x	x	x	x	x	x	x	x
MODULE 5	MANAGING/MAINTAINING COMPUTERS										
22	Backup data files				x		x	x	x	x	x
23	Explore internal components										x
24	Execute system utilities										x
MODULE 6	INTERNET OPTIONS										
25	Identify internet terminology	x	x	x	x	x	x	x	x	x	x
26	Start browsing and examine elements of home page	x	x	x	x	x	x	x	x	x	x
27	Send and receive e-mail	x	x	x	x	x	x	x	x	x	x
28	Connect to search engine web site & perform search	x	x	x	x	x	x	x	x	x	x
MODULE 7	MICROSOFT CERTIFICATION										
29	Review objectives for MOS Certification							x	x	x	x
30	Complete MOS pre-test							x	x	x	x
31	Complete MOS certification							x	x	x	x
MODULE 8	ACCOUNTING OPERATIONS										
32	Identify accounting terminology				x			x			
33	Analyze business transactions				x			x			
34	Journalize business transaction				x			x			
35	Post journalize transactions to general ledger				x			x			
36	Prepare trail balance on worksheet, journalize & post adjustments				x			x			
37	Prepare financials, closing entries & post to trail balance				x			x			
38	Journalize & post entries & prepare financials using accounting software				x			x			
39	Enter analyzed business transactions on spreadsheet				x			x			
40	Prepare payroll using spread sheets & accounting software				x			x			
MODULE 9	SPREADSHEET OPERATIONS (EXCEL)										
41	Review basic math & 10-key calculator operations		x	x	x		x	x		x	x
42	Explain role of spreadsheets in business				x		x	x		x	x
43	Create, edit, save and print a spreadsheet				x		x	x		x	x
44	Create a database using a spreadsheet				x		x	x		x	x
45	Create, edit & print a chart/graph using spreadsheet				x		x	x		x	x
MODULE 10	DATABASE OPERATIONS (ACCESS)										
46	Create a database							x			x
47	Perform a database query							x			x
MODULE 11	GRAPHICS OPERATIONS										
48	Explain computer graphics							x			x
49	Perform basic operations using graphics software							x			x
50	Produce various publications							x			x
MODULE 12	DATA ENTRY OPERATIONS										
51	Identify terminology and duties			x							x
52	Enter various data			x							x
MODULE 13	MEDICAL OFFICE ASSISTANT										
53	Perform procedures used in medical setting	x	x	x	x	x	x	x	x	x	x
54	Identify medical terminology								x		
55	Transcribe medical dictation from cassette tapes								x		

# Section 7E

## Training Resources

### Degrees Awarded at University of South Alabama

ACADEMIC DIVISION 2002-03	
<b>College of Allied Health Professions</b>	
Baccalaureate Degrees	123
Master's Degrees	84
Ph.D. Degrees	3
<b>College of Arts &amp; Sciences</b>	
Baccalaureate Degrees	372
Master's Degrees	62
Ph.D. Degrees	1
<b>Mitchell College of Business</b>	
Baccalaureate Degrees	261
Master's Degrees	76
<b>College of Education</b>	
Baccalaureate Degrees	240
Master's Degrees	231
Ph.D. Degrees	3
<b>College of Engineering</b>	
Baccalaureate Degrees	106
Master's Degrees	21
<b>College of Medicine</b>	
Doctor of Medicine Degrees	59
Ph.D. Degrees	4
<b>College of Nursing</b>	
Baccalaureate Degrees	155
Master's Degrees	114
<b>School of Computer and Information Sciences</b>	
Baccalaureate Degrees	65
Master's Degrees	35
<b>School of Continuing Education and Special Programs</b>	
Baccalaureate Degrees	49
<b>UNIVERSITY TOTALS</b>	
Baccalaureate Degrees	1,371
Master's Degrees	623
Doctor of Medicine Degrees	59
Ph.D. Degrees	11
<b>TOTAL DEGREES AWARDED</b>	<b>2,064</b>

# Section 7F

## Training Resources

### Enrollment in University of South Alabama, Fall 2003

College of Arts and Sciences	
Freshmen	1,248
Sophomores	672
Juniors	578
Seniors	689
Unclassified	158
Graduates	217
<b>TOTAL</b>	<b>3,562</b>
Mitchell College of Business	
Freshmen	422
Sophomores	377
Juniors	370
Seniors	478
Unclassified	50
Graduates	158
<b>TOTAL</b>	<b>1,855</b>
College of Education	
Freshmen	274
Sophomores	312
Juniors	331
Seniors	417
Unclassified	24
Graduates	1,199
<b>TOTAL</b>	<b>2,557</b>
College of Engineering	
Freshmen	217
Sophomores	146
Juniors	158
Seniors	222
Unclassified	9
Graduates	208
<b>TOTAL</b>	<b>960</b>

College of Allied Health Professions	
Freshmen	387
Sophomores	246
Juniors	217
Seniors	216
Unclassified	13
Graduates	174
<b>TOTAL</b>	<b>1,253</b>
College of Nursing	
Freshmen	378
Sophomores	207
Juniors	248
Seniors	313
Unclassified	4
Graduates	559
<b>TOTAL</b>	<b>1,709</b>
College of Medicine	
Graduates	40
First Professionals	255
<b>TOTAL</b>	<b>2,004</b>
School of Continuing Education	
Freshmen	85
Sophomores	63
Juniors	86
Seniors	106
<b>TOTAL</b>	<b>341</b>
School of Computer and Information Sciences	
Freshmen	151
Sophomores	88
Juniors	74
Seniors	129
Graduates	115
<b>TOTAL</b>	<b>564</b>
<b>GRAND TOTAL</b>	<b>13,096</b>

# Section 7G

## Training Resources

### University Enrollment and the Number of Degrees Awarded

Enrollment							Total Annual Graduates				
Name of Institution	Location		Total	Full-Time	Part-Time	Under	Graduate	Program	Under	Graduate	Total
	City	County				Graduate	Full-Time		Graduate	Graduate	
						Full-Time					
University of S. AL	Mobile, Fairhope	Mobile	12122	7392	4281	5849	1286				1629
								Engineering	106	21	127
								Medical	337	205	542
								MIS/Comp. Sci.	65	35	100
								Business	261	76	337
								Education	240	283	523
Springhill University	Mobile	Mobile	1,400	1,180	287	1,084	96				313
								Engineering	1		1
								Math	4		4
								Medical	11		11
								Business	66	15	81
								Biology/Animal	26		26
								Comm/Arts	37		37
								Education	15	17	32
								Humanities	91	30	121
University of Mobile	Mobile	Mobile	1,918	1,464	539	1,394	70				377
								Medical	58	40	98
								MIS/Comp. Sci.	4	0	4
								Business	89	14	103
								Chemistry	1		1
								Biology/Animal	7		7
								Science Botany	1		1
								Comm/Arts	6		6
								Education	62	19	81
								Humanities	2	74	76
Faulkner University	Mobile	Mobile	2,530	1,756	744	2,248	282				974
								MIS/Comp. Sci.	8	10	18
								Business	11	894	905
								Education		9	9
								Humanities	36	6	42

# Call Center Back Office Report

Enrollment							Total Annual Graduates		
Name of Institution	Location		Total	Full-Time	Part-Time	Under Graduate	Graduate	Program	Total
	City	County				Graduate	Full-Time		
						Full-Time			
United States Sports Academy	Daphne	Baldwin	698	206	492	5	676		136
								B.S.S. - Sports Coaching	0
								B.S.S. - Sports Management	0
								B.S.S. - Non-Degree	0
								M.S.S. - Health & Fitness Management	2
								M.S.S. - Recreation Management	2
								M.S.S. - Sports Coaching	21
								M.S.S. - Sports Fitness	0
								M.S.S. - Sports Management	84
								M.S.S. - Sports Medicine	10
								M.S.S. - Sports Studies	5
								M.S.S. - Undecided	0
								D.S.M. - Sports Management	11
								D.S.M. - Sports Management-Sports Med Emphasis	0
								D.S.M. - Sports Management (Accelerated)	0
								Ed.D - Sport Management	1
								Non-Degree (Graduate Level)	0

# Section 7H

## Training Resources

### Community College Enrollment and the Number of Degrees Awarded

Name of Institution	Location		Enrollment			Annual Graduate Degrees	
	City	County	Total	Full-Time	Part-Time	Program	Number
Bishop St. JC	Mobile	Mobile	5224	5224	0		385
						Technology:	
						Communications	15
						Computer Sciences	46
						Cosmetology/Barber	64
						Specialized Trades:	
						Masonry	10
						Carpentry	6
						Electrical Tech	12
						Plumbing	11
						Watch/Jewelry Repair	8
						Auto Body Repair	3
						Auto Mech	10
						Diesel Mech	3
						Welding	17
						Cabnetry	3
						Manufacturing Tech	1
						Truck Driving	71
						Medical Field	78
						Business	27

	City	County	Total	Full-Time	Part-Time	Program	Number
Faulkner State Community College	Bay Minette, Gulf Shores, Fairhope	Baldwin	3,067	1,927	1,140		357
						Medical	29
						MIS/ Comp. Sci.	29
						Business	30
						Liberal Arts and Humanities	252
						Legal Profession	17