

Grant Title: **Accelerated Pathways in Advanced Manufacturing (APAM)**

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Link: <http://www.ccri.edu/>

Document: Quick Response Team

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Quick Response Team (QRT) Protocols
February 5, 2014

Goal of QRT:

- Provide employers and their employees with high level of customer service that enables employees to learn about CCRI's programming and enroll in a career pathway in Advanced Manufacturing suited to their individual goals
- Articulate action steps to support appropriate and timely role for QRT

Summary of Action Steps:

- Employer contacts CCRI to learn more about Advancing Manufacturing Career options and invites representatives to visit the company
- First point of contact with CCRI may vary, but all such requests are referred to Dean Woodberry
- Dean Woodberry will contact the company's point person regarding:
 - Level of experience of likely attendees to help CCRI staff anticipate whether they need to be prepared to provide an initial appraisal regarding the likelihood that an employee might be able to receive credit for prior learning for one or more of the required courses within a program
 - Possibility of the Company providing access to computers so that we could assist participants in applying for admission and/or enrolling them in courses while on site
 - Company's contribution towards tuition if any
 - List of company employees attending, including representatives from various management offices; e.g., HR, etc.
- Dean Woodberry will call the QRT into action by notifying:
 - Terri Kless, Lisa Mallozzi who will contact one of the Career Specialist, and the Faculty member serving as part of the team
 - NOTE: Team members and the departments they represent need notice of at least 2-3 days e to ensure that they have adequate time to arrange for staffing
- QRT members will:
 - Provide information about CCRI's programming (Faculty)
 - Answer questions about applying for admission (Admission staff or Career Specialist)
 - Assist employees in identifying which career path they wish to pursue and enrolling in courses for next semester start
 - Admission applications and course registration requests will be presented to Terri Kless: Admissions staff will enter information for admission, forward eligibility to Advising to register students for courses. Career Specialists will notify employees to confirm their course schedule

Follow-up items:

- Create promotional/informational materials for Advanced Manufacturing Program options at CCRI

Greetings,

The Vice President for Academic Affairs, Dr. Greg Lamontagne, has charged me with assembling a cross-departmental team to assist in developing CCRI's infrastructure and support systems to enable the College to build a more robust Credit for Prior Learning Option for qualified students.

Many of you were involved in meetings with our consultant from CAEL (Council for Adult and Experiential Learning), Joel Simon, in on-campus meetings over the Spring and Summer.

We hope you are willing and able to assist us in this process. Attached is a draft of our next steps for helping us build a more robust process to support students' who wish to pursue earning credit for prior learning.

I think we can accomplish in a very efficient manner that does not require you to make an enormous time commitment. We may be able to do our work in smaller groups, resulting in fewer large group meetings.

I will send you a link to a doodle calendar; please indicate your availability. If you have questions, the best way to reach me is via email: clivingston@ccri.edu.

I look forward to working with you on this very exciting project.