



OAKLAND COMMUNITY COLLEGE
Excellence *Empowered.*

INFORMATION

Board Agenda Item 6.1
October 29, 2019

**WORKFORCE TRAINING &
CONTINUING EDUCATION
MONITORING REPORT**

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Executive Summary

As a public community college, a central part of the mission at Oakland Community College (OCC) lies in economic development and community advancement. OCC provides an accessible, affordable way for individuals to further their skills and interests, for businesses to increase the capabilities of their staff, and for the community as a whole to flourish. Programming within Workforce Training and Continuing Education can be particularly agile and adaptive to the needs of employers, the workforce, community members, and the local economy. OCC's staff in Economic and Workforce Development (EWD) work extensively with state and local government, professional organizations, grant programs, and the community to increase the alignment between workforce needs and skilled candidates to meet them. EWD facilitates the successful collaboration among diverse stakeholders in the public and private sectors. They cultivate and sustain the relationships and working partnerships that allow the College to fulfill its role as a trainer and educator, dedicated to lifelong learning and community enrichment.

CREST (Combined Regional Emergency Services Training) at OCC also fulfills a major role in workforce training and continuing education, by providing professional training and ongoing education and development in Police, Fire, and Emergency Medical Services (EMS) fields. Through its state of the art facilities and technology, extensive beginning and advanced training sessions, and recognition by local, state, national, and international organizations, CREST impacts the learning and skill attainment for thousands of participants each year. Extensive collaborations with agencies and departments mean that CREST continues to serve the broader community and increases the preparedness and up to date knowledge of emergency services professionals throughout their careers.

These diverse training capabilities at OCC connect it to community development and economic growth. Each area participates in initiatives and grant-funded programs at local, state, and/or national levels to drive ongoing improvement and excellence in its services and their impact.

Background

The Oakland Community College Board of Trustees, in the policy on College Purpose ([4.1](#)), outlines the provision of affordable higher education services that advance individual economic mobility, personal growth, and the local economy.

Individuals receive value by engaging in the College's workforce training and continuing education programs designed to help them upgrade their skills or retrain for a new job assignment. By completing these activities, employees increase their productivity, employability, mobility, and earning potential.

Employers receive value from an agile and skilled workforce that brings new ideas and creativity to a rapidly changing market and work environment, as well as the alignment of employee skills with business goals and objectives, improved employee loyalty, morale, job satisfaction and retention. This leads to a culture of continuity and consistency, improved productivity and profitability, and the opportunity to develop future organizational leaders. Employers also receive value when consulting or technical assistance services from OCC lead to improved productivity and profitability.

The Community receives economic development opportunities that attract new businesses to the local tax base and strengthen existing businesses.

College Performance

As the training arm of Oakland Community College, [Economic and Workforce Development](#) (EWD) provides training and educational services to companies and individuals throughout the county. EWD works with a large variety of community organizations and employers in the development of training and education programs to aid in local economic and community development.



This report will cover three central areas of training at the College. In addition to the workforce training, continuing and professional education activities of EWD, OCC's CREST (Combined Regional Emergency Services Training) center houses extensive, innovative trainings across a wide range of public and emergency response services. All three areas meet workforce and community needs via partnerships with businesses and agencies across the county.

- [Workforce Training \(Business Services\)](#)
- [Continuing & Professional Education](#)
- [CREST \(Combined Regional Emergency Services Training\)](#)

Workforce Training

[Business Services](#) provides workforce training and education services for business and industry through contract training and partnerships.

- [Customized Contract Training](#): Includes collaboration with business and industry partners (see highlighted courses in Appendix [Table One](#)) to identify training needs and develop customized educational programming offered in a variety of delivery options. The [Going Pro Talent Fund](#) also supports the training, development, and retention of employees based on short-term talent needs and leading to an industry-recognized credential.

Academic Year	# Companies	# Sections
2016-17	24	292
2017-18	28	254
2018-19	30	286

Source: EWD

- [Michigan New Jobs Training \(MNJT\)](#): Through Michigan legislation, MNJT enables OCC to provide qualified businesses with cost-effective training solutions for employees placed into new jobs. Funds to cover the costs of training are attained through a diversion of withholding taxes generated by the wages earned by the new positions to the community college providing the training. Funds support a wide variety of educational/training expenses, such as specialized vendor-based training, corporate training solutions, college tuition, certification services, books, equipment and more. OCC has been partners with MNJT for over a decade and stands out as a leader in this work.
- [10,000 Small Businesses](#): The Goldman Sachs 10,000 Small Businesses program provides a partnership with colleges to help drive economic growth within small business communities, while providing a curriculum that focuses on applicable skills to develop a strategic and customized growth plan for a business.
 - Via a partnership with Wayne State University (WSU), OCC provides four faculty annually to support three cohorts of 30-40 students each. This grant-funded [program](#) (OCC funding included \$99,000 in 2018 and \$89,000 in 2019) helps small businesses in and around Detroit to develop, improve, and thrive.
- [Talent Development Management and Proposal](#): Attraction proposals are created for businesses locating a facility or expanding operations in Oakland County, to offer benefits and incentivize business growth in the county. Proposals are developed in conjunction with the [Michigan Economic Development Corporation \(MEDC\)](#), [Oakland County](#) and [Oakland County Michigan Works!](#) OCC contributes to these proposals, including the [Michigan New Jobs Training \(MNJT\) Program](#), which can provide flexible funding to meet training and employee development needs for those new positions. Such opportunities can help recruit new businesses to the county and help them succeed.

- [*Advance Michigan Catalyst - PLC and Robotics Technician Program*](#): This collaboration of the [WIN](#) (Workforce Intelligence Network) partnership (including ten community colleges and six Michigan Works! Agencies), as well as ten employer and industry partners is a \$6 million, four-year grant from the U.S. Department of Labor’s Employment and Training Division. The grant focuses on training southeast Michigan workers in the expanding fields of robotics and automation. WIN manages the Catalyst in an effort to align talent with employer and economic development needs in the region. The technology deals with the automation to any process that involves programmable logic controllers (PLC) and robotics. Programming technicians are required in many industry sectors including Defense, Medical, Aerospace, Automotive, and Material Processing. OCC’s program provides industry-recognized certifications. Five cohorts completed the program from 2017-19, totaling 70 students. Cohort six is currently in process and will graduate in November 2019, then cohort seven will begin in January 2020.

Continuing Education

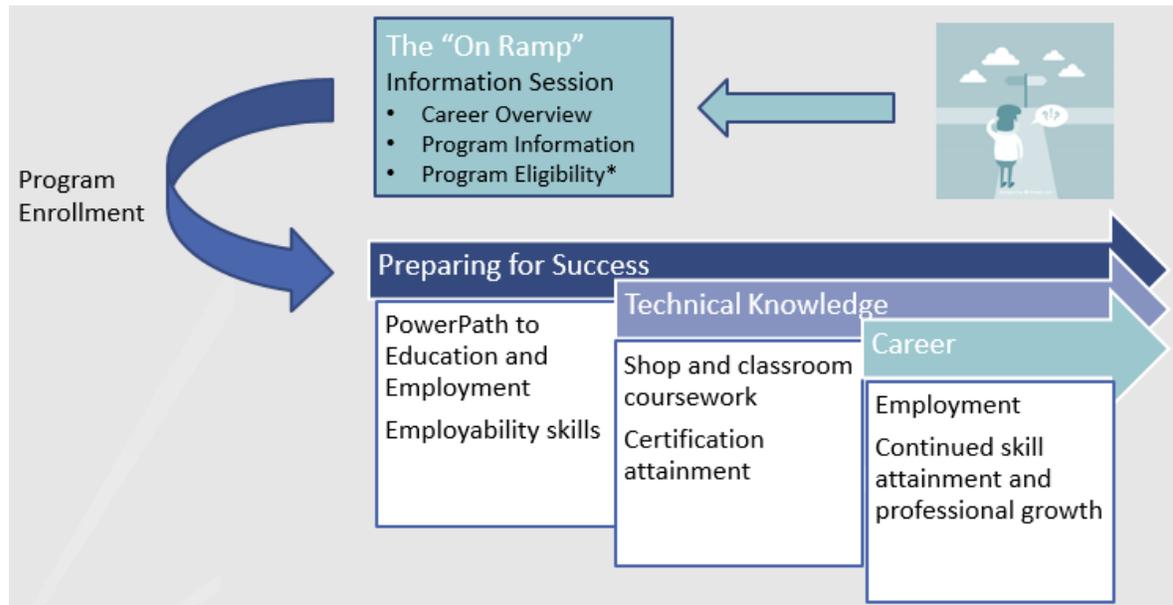
[Continuing and Professional Education](#) focuses on professional and personal growth for individuals, offering programming for adult learners at all stages of their lives.

- Programming involves community and personal enrichment or professional development, including skill development for a current job or desired career pathway. A career pathway may begin with a single non-credit class or short-term training program that segues into a credit program at OCC and beyond. A popular course, Motorcycle Safety, in partnership with the State of Michigan, provides the necessary certification for the completer to receive their Cycle Endorsement from the Secretary of State.
- [Grants](#): EWD pursues and coordinates multiple grant programs.
 - [Oakland County Michigan Works!](#) is a valued partner to OCC. A \$235,000 annual grant over the past three years has supported a number of services for qualified individuals, including [PowerPath to Education and Employment](#), which helps identify a person’s strengths and challenges related to how they process information to help them improve educational and work success. Additional services include career pathway development, employer engagement, and [Michigan Works! Association \(MWA\)](#) staff professional development. Oakland County Michigan Works! places students in both credit and non-credit (short-term training) programming and to provide them with support to encourage their success. One of the grant-related projects includes the [OCC Family Resources, Supports, and Aid Available in Oakland County](#). Other useful resources from Oakland County are noted on their [Reports and Publications page](#).
 - Specifically, the [PowerPath](#) program mentioned above helps individuals identify the strengths and challenges that affect their learning processes, plus strategies for improvement. The program screens for challenges in vision and hearing, visual stress syndrome, attention, and information processing. Since 2007, facilitators have screened

over 3,500 people through a program funded by an Oakland County Workforce grant and in collaboration with One-Stop Career Centers. During this time, the OCC PowerPath team has found that 9 out of 10 individuals screened had challenges with visual stress syndrome, 8 out of 10 had attention challenges, 3 out of 10 had vision challenges, and 2 out of 10 had hearing challenges. These often unidentified and unmanaged challenges can have a significant impact on performance, both in employment and educational settings. Oftentimes, the strategies and interventions for the participants are very simple but can lead to big results. The process also helps individuals manage time effectively, accomplish short-term and long-term goals, and transfer learning from one situation to another.

- The [Advancing Credentials through Career Pathways](#) project includes a two-year \$20,000 grant received from 2017-19. This collaboration between the [ECMC Foundation](#) and [CORD \(Center for Occupational Research and Development\)](#) focuses on enhancing employer engagement in the development and expansion of career pathways with industry-related stackable credentials. It also works to establish policies that support non-credit to credit program integration. The project aims to increase accessibility of education and credential attainment for working students with life responsibilities.
- *Short-Term Training*: Short-term training programs are fewer than six months in duration with the goal of preparing individuals for employment in specific jobs/careers. In addition to specific job-oriented training, students receive services in employability and life skills, wrap-around services, and [PowerPath](#) screening and follow-up. The primary goal at the end of the program is employment, and the EWD staff works closely with employers with both program development and job placement for program graduates. Working with credit programs is also a priority, and one desirable outcome of the training and job placement is an apprenticeship, whereby the student attains employment and continues their education, which allows for progress along the desired career pathway.

Short-Term Training Student Success Model
Partners for Success: Employers, Oakland County Michigan Works!, OCC Students



*Michigan Works! sets criteria and determines program eligibility. Source: EWD.

Continuing and Professional Education: Courses and Enrollment

Continuing Education	2016-17	2017-18	2018-19
Courses offered (July 1-June 30)	27	36	39
Sections offered (July 1-June 30)	34	50	89
Enrolled sections ran	14	15	57
Enrollment (On first day. Participant may be counted more than once if enrolled in multiple courses. If course spans more than one reporting period, only counted at course start.)	332	443	643

Source: EWD

- Courses, sections, and enrollment have steadily increased over the past three years (see 2018-19 course list in Appendix [Table Two](#)).
- Motorcycle Safety remains the largest course offering with 260 participants in nine offered sections in 2018-19.
- Through environmental scanning, Continuing Education (CE) staff has found widespread availability of free or low-cost courses for senior citizens at community centers, libraries, and other facilities throughout the county. Subsidized programming in these settings could decrease the demand for additional programming.
- Going forward, there will be a focus on course offerings that help participants enhance their careers and professional lives, such as Grant Writing, Excel, Social Media for Business Owners, etc.

- Another major initiative going forward is the development of programming designed to augment or support credit classes and program, such as “feeder” classes/programs that lead to credit programs and “back-end” programs that provide extra training/credentials that may be desired by employers or promote employability of the student upon graduation.

M-TEC Testing Center:

- Over 2,200 tests were administered in the [M-TEC Testing Center](#) in fiscal year 2018-19, an 8 percent increase over the previous year. Testers come from a broad range of locations and their testing experience can provide them with a positive impression and awareness of OCC.
- [HESI \(Health Education Systems, Inc\) Testing](#) (entrance exams for specific applicant-based health programs) increased by 110 tests over the past year. This may be the result of increased applicants for the Nursing, Respiratory Therapy or Diagnostic Sonography programs, an increased number of second time testers, and/or testers from other institutions utilizing the OCC M-TEC Testing Center for HESI testing.
- [ACT WorkKeys®](#) is a job skills assessment system that helps employers select, hire, train, develop, and retain a high-performance workforce. This series of tests measures foundational and soft skills and offers specialized assessments to target institutional needs.
- M-TEC also offers test proctoring services for students of other colleges and universities, individuals, businesses and industry, and groups. The testing center is authorized to administer a very extensive range of professional licensure and certification exams, as well as industry-specific and company-based tests for both [Pearson VUE®](#) and [Scantron®](#) (formerly Castle Worldwide).

M-TEC Testing Center	2016-17	2017-18	2018-19
Tests Administered (July 1-June 30)	2,061	2,059	2,230
HESI Tests Administered - Pre-tests for application into Nursing, RSP (Respiratory) or DMS (Diagnostic Medical Sonography) credit programs	408	451	561

Source: EWD

OCC acts as a connection point of government, industry, and the economy. It serves businesses, agencies, and community members via partnerships and collaborations that advance the region.

Advancing Credentials
THROUGH Career Pathways

M E D C MICHIGAN ECONOMIC
DEVELOPMENT CORPORATION



WIN WORKFORCE
INTELLIGENCE
NETWORK



OAKLAND
COMMUNITY
COLLEGE®
Excellence *Empowered.*®



Future Directions in Economic and Workforce Development (EWD)

The future outlook for EWD includes growing operations with an emphasis on partnering and expanding deliveries in both current and new areas. Exploration of seven different areas has begun for cohort-type programs that align or expand career pathways. One such program exploration is in conjunction with the Michigan Boating Industry Association for a Marine Technician program. Extensive conversations have occurred among the association employers, MI Works, and other entities to converge on employer-defined skills as program outcomes. These conversations are also occurring in multiple healthcare related areas.

Another growth objective is to establish and increase deliveries of training specific to company partnerships and industry skills. Initial conversations with several companies around topics such as IT/cloud services, advanced metrology, and regenerative design all indicate opportunities in these areas. OCC's membership in the [National Coalition of Certification Centers \(NC3\)](#) also provides a platform for extending offerings and certifications through professional development. Implementation of these industry certifications has begun with integration in the automotive program (credit) with an objective to expand through workforce offerings/packages.

Expansion in Continuing Education delivery will include establishing a relationship with an online provider partner (or partners) for an increased breadth of popular personal and professional development offerings. OCC is currently reviewing and screening offerings that do not conflict or compete with other college offerings, but rather are complimentary to the current landscape of options. Exploring and coordinating new and novel continuing education offerings with current academic disciplines and faculty is also anticipated for areas such as wellness, culinary, and collision repair/restoration.

The collaborative work with academic areas to appropriately share resources and align objectives benefits all parties. Relationships with business partners will be further developed, to cultivate the breadth and depth of their involvement with the College. While these directions for growth is ambitious, the alignment of resources, vision, planning, and implementation can enable success in these areas, furthering community development and economic growth for Oakland County.

Workforce Training and Continuing Education Actions

- Grow Connections
 - 2018 Action: EWD staff will continue to focus on building new relationships and connections with companies across the county.
 - 2019 Action Update: Efforts to connect and build partnerships with companies continue to expand, supported by increased access to funding via Michigan New Jobs Training and ongoing collaboration with Michigan Works! and the Going Pro Talent Fund. These initiatives and funding sources assist with additional growth in workforce development and business services.

- Training Logistics
 - 2018 Action: Pursue efforts to secure space and equipment at each campus to facilitate increased training opportunities.
 - 2019 Action Update: Additional lab space has been utilized since the prior year and efforts to expand across campuses are ongoing.

- Educational Offerings
 - 2018 Action: Continuing Education will focus on a core group of courses and increase marketing via social media and a printed piece mailed to people's homes.
 - 2019 Action Update: Course offerings have increased (and will continue to increase) that focus on helping participants enhance their careers and professional lives, such as Grant Writing, Excel, Social Media for Business Owners, etc. Digital marketing efforts have increased and additional website development and physical materials are in process.

- Data Processes
 - 2019 Action: Grow collaboration among Institutional Effectiveness, Economic and Workforce Development, and CREST around the collection and reporting of data. Align data processes for efficient communication and dashboard development.

- These actions align with four [OCC initiatives](#):
 - Enhance and innovate educational offerings.
 - Enhance utilization of people, processes, and technology.
 - Grow partnerships.
 - Improve collaboration, trust, respect, and accountability.

CREST

Extensive training and continuing education opportunities are available via OCC's [Combined Regional Emergency Services Training \(CREST\)](#) center. These programs serve the community by offering access to multiple career training and professional development paths in the police, fire, and EMS fields. The variety and level of trainings provide growth opportunities to a broad range of individuals and agencies, from prospective students wanting to train for a career to seasoned professionals and their agencies. CREST collaborates with over 120 police agencies, fire departments, and educational institutions across the region to help them accelerate their skills and update their abilities, using state of the art facilities, customized off-site training, and interactive, remote learning technology.

CREST's impact extends beyond traditional trainings to include advanced topics and continuing education for working professionals, as well as innovative programs for first responders, 911 dispatch, and K9 patrol dog trainers and handlers. The CREST facility and specialized equipment are often rented by area agencies, further supporting the area workforce and local collaboration. These diverse training opportunities keep emergency service personnel up-to-date on the latest technology and best practices of their professions. They provide continuous learning and development that improves the safety and success of the region.

In terms of facilities and training delivery, the CREST center is the result of ideas from local Police, Fire and EMS agencies, in collaboration with Oakland Community College. The concept of a training "city" providing realistic settings for real-life problems faced by emergency responders is an innovative outcome of Oakland Community College's more than fifty years' experience in training emergency services personnel. Instructors take critical training subjects from the classroom onto the CREST site, a virtual live lab setting, where scenarios based on real world problems become invaluable learning tools. Basic and advanced emergency services personnel, as well as private industry and civilian organizations benefit from putting theory into practice in a secure setting.

The CREST site offers an experience where real-life scenarios are simulated by trainees who must not only think through options and decisions, but also actively apply their skills. Scenarios can be repeated in a controlled setting so trainees can work through them until their knowledge and skills are mastered. This internationally recognized approach of "scenario-based training" means that the trainees will be more prepared for real-life emergency encounters than if they had received only classroom-based instruction.

- **Police Academy:** The [Oakland Police Academy](#), established in 1967, is recognized by [MCOLES](#), the Michigan Commission on Law Enforcement Standards. This recognizes the academy as a regional training academy for cadets, or potential law enforcement officers, in the State of Michigan. It is currently the second largest police academy in the state. Recently, OCC received a grant to obtain an [FAAC](#) driving simulator and a [VirTra](#) use of force simulator, utilized for basic and advanced academy training. MCOLES is requiring more reality-based training for cadets and these simulators meet that demand. The Academy collaborates with the Oakland County Tactical Response Consortium ([OAKTAC](#)), a county-wide organization of all police entities, to help ensure quality instruction and consistent skill attainment among cadets.

- [Advanced classes](#) offered by the Oakland Police Academy provide currently working police officers with the most up-to-date and progressive in-service training available. Advanced training complements basic training by providing continual academic support in areas ranging from officer safety to criminal law. See courses in Appendix [Table Three](#).
- The Oakland Police Academy also offers the only comprehensive [911 Dispatch Academy](#) in the State of Michigan. Courses meet and exceed current emergency services protocols in a variety of categories ranging from emergency fire dispatching techniques to responding to crimes in progress, providing an exceptional level of service to agencies and the community.
- [K-9 Training](#): The Oakland Police Academy began training police canine teams in 1998. This unique, academy-structured program is the first of its kind in Michigan. Veteran police canine trainers and handlers offer an unparalleled level of proficiency and experience to prospective police agencies.
- **Fire Academy:** Oakland Community College made a significant commitment to fire service training and education in 1990 with the establishment of the [Oakland Fire Training Institute](#). This program offers fire-based degree and certificate programs as well as both initial and advanced training for the fire service, recognized by state certification and national/international accreditation standards. The Certificate of Achievement is a validation of employability of students with specific work-related skills. Training includes outdoor spaces at CREST such as a 6-story tower with apartments to simulate building fires, [flashover](#) and other burn simulators. A new fire engine was recently acquired (class one pumper/tanker on a commercial chassis) and specified as a teaching truck outfitted for the academies and general fire training. Training is available both as a full-time program (Basic Fire Academy) and as a part-time program (Fire Fighter I & II). Also, recent efforts to increase flexibility in scheduling accommodates the varying schedules of those in the fire service, including night and weekend training. Further, the first fire service administration course is now being offered online at OCC.
 - [Advanced Fire Training](#) provides extensive opportunities for fire departments to gain or improve their skills and abilities with cutting-edge facilities and technology that can be utilized at CREST or customized and incorporated into offsite locations. See advanced training course topics in appendix [Table Four](#). OCC also administers the [Oakland Fire Physical Agility Test](#).
- **EMS Program:** OCC's [EMS \(Emergency Medical Services\) Programs](#) offers state-approved initial training and continuing education courses from the Emergency First Responder to Paramedic levels. Students that successfully complete an initial training course and the clinical requirements will be eligible to take the [National Registry](#) examination for licensure in the State of Michigan. The Oakland EMS Academy's continuing education classes are offered in both lecture and practical formats, which are compliant with the State of Michigan's continuing education requirements for maintaining licensure.

- o The OCC [Paramedic Program](#) (offered since 2005) includes coursework, clinical placements, and internship experiences. The program prepares individuals for employment on paramedic ambulances, fire department ALS (advanced life support) units, or hospital emergency rooms requiring paramedic skills. Students who successfully complete the program are eligible to take the National Registry Paramedic certification exam and then apply for a Michigan Paramedic License.
- o [Basic EMT Training](#): The EMT (Emergency Medical Technician) Program (established in 2013) is offered five times per year. Upon completion of the Basic EMT courses, the student will be eligible to take the National Registry exam to qualify for state licensing as an EMT-Basic.
- o [EMS Advanced Training - Continuing Education](#) courses fulfill requirements for license renewal and programs can be customized to meet specific training needs (see appendix [Table Four](#)).
 - [Medical First Responder](#): This 64-hour, state-approved course delivers the necessary education for first responders to provide initial care to people suffering from a variety of medical conditions. The Medical First Responder license is the first level of EMS care recognized by the State of Michigan and is typically utilized by police, public safety and security agencies as well as rural fire departments, industrial workers, life guards, and search and rescue teams.

All students that successfully complete this course are eligible to take the National Registry of Emergency Medical Technicians ([NREMT](#)) Emergency Medical Responder ([EMR](#)) test needed to obtain a State of Michigan Medical First Responder license. Students will also receive an American Heart Association Basic Life Support ([BLS](#)) Provider CPR card that is valid for two years from date of completion.

- [BLS/CPR & ACLS Training](#)

Basic Life Support (BLS)

The OCC EMS Program offers monthly Basic Life Support (BLS) and Cardiopulmonary Resuscitation (CPR) training through its affiliation with the [American Heart Association](#). The BLS Course trains participants to promptly recognize several life-threatening emergencies, give high-quality chest compressions, deliver appropriate ventilations and provide early use of an AED. A CPR card, which remains current for two years, is issued to every student that successfully completes the required written and practical skills examination. OCC is in the process of acquiring automatic CPR devices and CPR feedback devices to improve training capabilities.

Advanced Cardiovascular Life Support (ACLS)

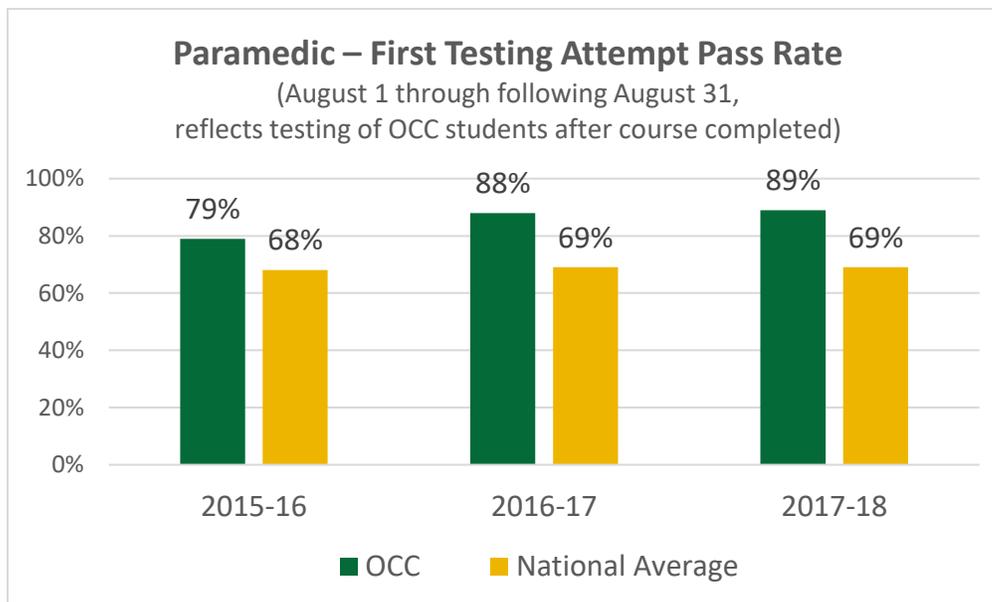
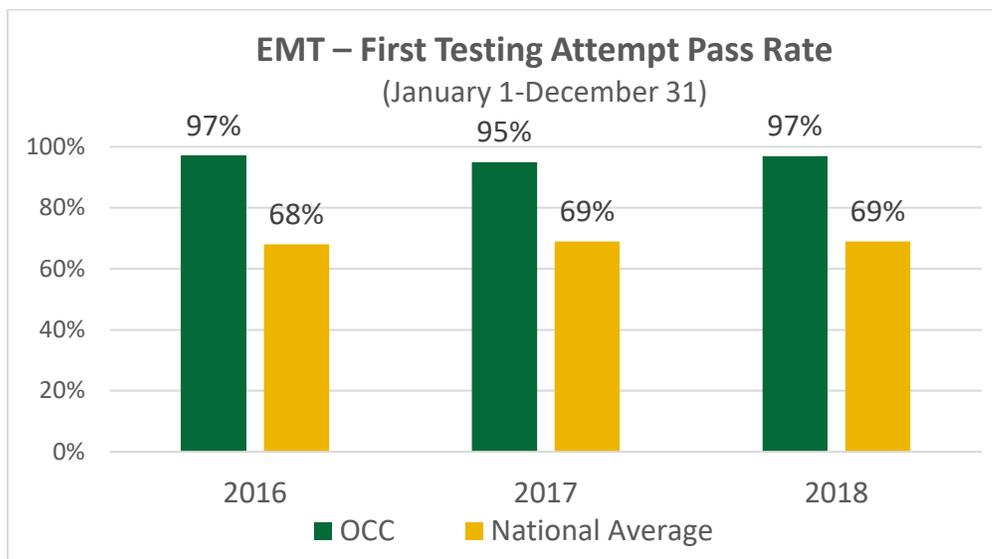
The OCC EMS Program offers ACLS training through its affiliation with the [American Heart Association](#). Upon successful completion of this ACLS course,

providers will enhance their skills in the treatment of the adult victim of a cardiac arrest or other cardiopulmonary emergencies. An ACLS card, which is valid for two years through the American Heart Association, is issued to each student that successfully completes the program.

- [Instructor/Coordinator \(I/C\)](#): Oakland EMS Academy offers a newly revised program that delivers the EMS I/C course as a hybrid of classroom and online learning. Combining live classroom instruction with Internet-based distance learning allows for less time to be spent in the classroom to accommodate the working student. Students need to be licensed with three years of full-time work experience in the field. This course meets all of the requirements for the Michigan EMS I/C curriculum and is approved by the Michigan Department of Health and Human Services. Participants who successfully complete the course receive a certificate of completion and have their names registered with the Michigan Department of Consumer and Industry Services.
- In addition to extensive training and continuing education opportunities, OCC offers the following degree and certificate programs.
 - Through Criminal Justice, the following degrees and certificate are available.
 - Degrees:
 - [Criminal Justice - Corrections \(CRJ.CRO.AAS\)](#)
 - [Criminal Justice - Generalist \(CRJ.GEN.AAS\)](#), Traditional or online delivery
 - [Criminal Justice - Law Enforcement \(CRJ.LAW.AAS\)](#)
 - [Criminal Justice - Police Evidence Technology \(CRJ.PET.AAS\)](#)
 - Certificate of Achievement: [Criminal Justice - Police Academy \(CRJ.OPA.CA\)](#)
 - Fire Fighter Technology offers:
 - Degree: [Fire Fighter Technology \(FFT.AAS\)](#)
 - Certificate of Achievement: [Fire Fighter Technology - Fire Academy \(FFT.CA\)](#)
 - The [Emergency Medical Services Program \(EMS\)](#) leads to two levels of certificates or an Associate in Applied Science in Emergency Medical Services.
 - Degree: [Emergency Medical Services \(EMS.APP\)](#)
 - Certificate: [Emergency Medical Services - Paramedic \(EMS.PAR.CT\)](#)
 - Certificate of Achievement: [Emergency Medical Services - EMT \(EMS.EMT.CA\)](#)

- **Pass Rates**

- Police Academy students have achieved a **100%** pass rate on the Michigan Commission on Law Enforcement Standards (MCOLES) Law Enforcement [Licensing Exam](#) in each of the past three years.
- Fire Academy students achieved the following pass rates on the State exam:
 - 2016: 98%
 - 2017: 94%
 - **2018: 100%**
- For EMT and Paramedic pass rates on the [National Registry](#) exam, national average comparison data is available:



Source: CREST

- **CREST Training Delivery**

- Onsite Training: The CREST Center provides public and private emergency responders as well as military personnel with the most current and progressive training available. The Police, Fire and EMS divisions offer both basic and advanced training programs in state of the art lecture facilities and execute practical drills in real buildings located in simulated city.
- Offsite Training: The ability to provide training at offsite locations increases the training opportunities for your personnel in the region, while reducing the need for active staff to be assigned outside of their response area. The CREST staff can adapt almost any class to meet the needs of local agencies, including some of the practical training such as flashover by utilizing mobile capabilities. [Flashover](#) training provides life-saving knowledge and tactics related to combustible materials and environments. Mobile training can also make use of the emergency vehicle operation driving simulator.
- [Inter-Ops Video Network](#): CREST’s video conferencing project uses a training technology solution that provides immediate and complete interactivity of public and private organizations, allows public safety personnel to share ideas and learn from each other, and increases the interoperability and resource sharing of educational institutions, municipal agencies, private providers, hospitals, and Emergency Operations Centers. Through state-of-the-art technology and participation in the Inter-Ops Video Network, training delivery allows personnel to remain at their own facility and receive interactive, real-time instruction. Network connectivity and security is facilitated by the [National Communications Corporation](#).

- **CREST Participants (Fiscal Year)**

CREST Area	2016-17	2017-18	2018-19
Police Academy	64	98	85
Fire Academy	51	79	64
EMS Programs (PAR/EMT)	13	20	55
Police Advanced Training	1,104	1,218	1,385
Other Dispatch Training	596	764	669
Fire/EMS Advanced Training	456	227	733
CREST Trailer Rentals (# Students)	424	622	727
Total	2,708	3,028	3,718

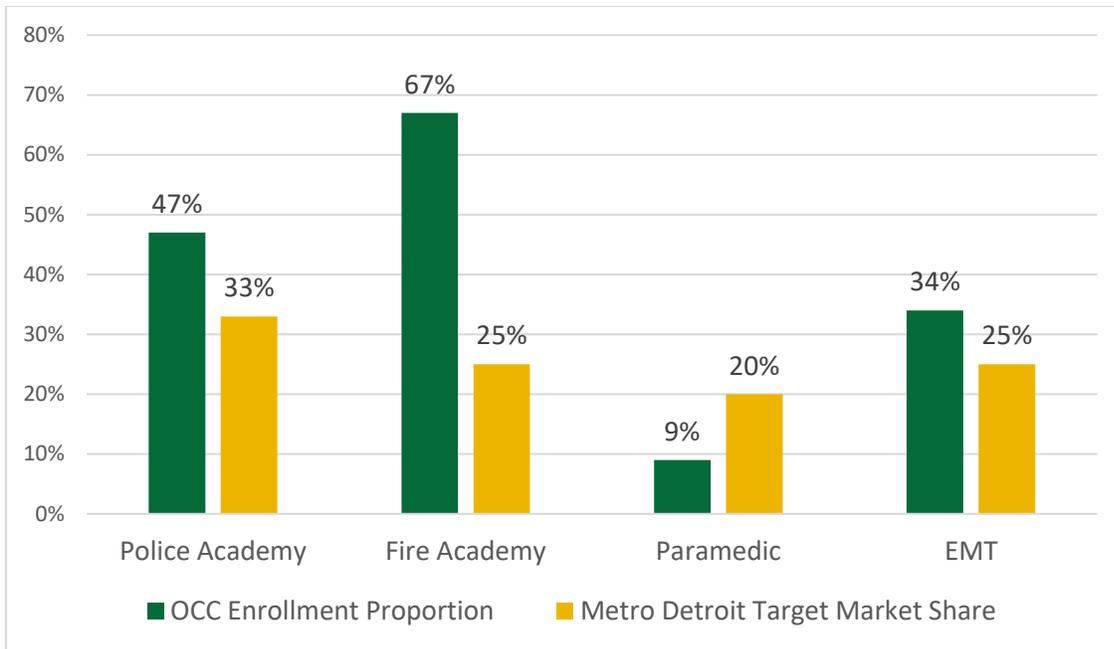
Source: CREST/Institutional Effectiveness

Comparative Enrollment Analysis

A recent market share analysis conducted by OCC's Office of Institutional Effectiveness compared OCC's 2017-18 program enrollment (the most recent comparative data available) to peer institutions in or near the Metro Detroit area and across the state, including the following highlights:

- OCC's Police Academy accounted for 32% of enrollments in Michigan (compared with nine other institutions) and 47% of enrollments in or near the Metro Detroit area (compared with two other local colleges). Of 264 students enrolled from 2015-16 to 2017-18, a very high rate of 97% (255) graduated. OCC's innovative CREST facilities, partnerships with local police agencies, and continuing education offerings stand out as strengths in a comparative study.
- The Fire Academy had 67% of enrollments in Michigan (compared to six other colleges) and 67% of enrollments in or near the Metro Detroit area (compared with three peers). OCC's Fire Academy stands out as the only nationally and internationally accredited program. OCC benefits from the advertisement and rental of CREST facilities and technology. Students benefit from program length and affordability, as well as exemplary training facilities.
- The Paramedic program had 6% of enrollment in Michigan (against eight peers) and 9% of enrollment in or near the Metro Detroit area (compared with four local institutions). OCC's program is lengthier than others but benefits from in-district affordability and CREST training opportunities.
- The EMT (Emergency Medical Technician) program included 12% of enrollments across Michigan, compared with ten peers, and 34% of enrollment in or near the Metro Detroit area, compared with three peer colleges. Assets of OCC's program include experiential learning, affordability, and cross-training opportunities with other programs at CREST.

The table below shows OCC’s proportion of program enrollment in or near the Metro Detroit area, compared to the market share OCC should target based on the number of local institutions offering a comparable program. For instance, three other local peers offer a Fire Academy, so OCC should aim to capture at least a quarter of enrollment.



Source: Michigancc.net and analysis by OCC’s Institutional Effectiveness
 Target Market Share = 100% / # of institutions offering comparable program

Future Directions in CREST

The future of CREST includes expansion of facilities to meet the growing needs of local municipalities. This expansion could include a driving pad where police, fire and EMS personnel can train on emergency vehicle operations. Such training is mandated for fire and EMS personnel, and the Michigan Commission on Law Enforcement Standards ([MCOLES](#)) is working to develop an annual emergency vehicle operations training standard for law enforcement personnel. This driving pad would be uniquely positioned as there is nothing currently available in the area.

Further expansion could include a simulated school building on the CREST site to meet the needs of emergency personnel to train for active assailants. The current issue faced by emergency services personnel is the ability to find vacant buildings for training and CREST could help meet this demand. CREST is also creating a small police agency discount which will allow many smaller agencies the opportunity to receive training to expand expertise and better serve their communities. OCC is working to expand advanced fire training offerings to meet current industry demands and also pursuing an expanded marketing plan for EMS programs to increase student enrollment.

CREST Actions

- Police
 - 2019 Action: Partner to meet the needs of local area schools for school liaison officers (particularly the advanced academy).
- Fire
 - 2019 Action: With [flashover](#) phases III and IV completed, further expand training by building phase V.
 - 2019 Action: Develop partnership with Southfield Public Schools to provide Fire I & II training to High School Juniors and Seniors.
- EMS
 - 2019 Action: Bring back [National Registry testing](#) to OCC (in process).
 - 2019 Action: Increase marketing of programs via social media and other outlets.
- These actions align with four [OCC initiatives](#):
 - Enhance and innovate educational offerings.
 - Improve the student experience.
 - Enhance utilization of people, processes, and technology.
 - Grow partnerships.

Appendix

Table 1: Business Services Contract Training – Highlighted Course Titles AY 2018-19

Course Title
Building Better Working Relationships
Certified HIPAA Privacy Security
Crane Operator Training
Cultural Sensitivity in the Workplace
Data Visualization, Dashboards
Design for Manufacture and Assembly
Design Thinking
Digital Electronics
Effective Problem Solving
Electrical Theory
Emotional Intelligence
First Aid & CPR/AED Training
Forklift Safety
HR Certification
Introduction to Python 3.x
Lean Manufacturing Overview
Managing Change as Individuals
Media Training
Microsoft Office Excel 2016
Outdoor Teambuilding Ropes Course
Outlook 2016 - Levels 1 & 2
Personal Productivity
PLC and Robotic Technician Pro
Pneumatics
Powerful Presentations
PowerPoint Training - Level 1
Project Scope and Risk Management
Resume Writing
Robotics Electrical
Robotics Mechanical Teardown
Robotics Operations
Scissor Lift Safety
Shop Math
Six Sigma Green Belt Training
Tariff Classification Training
Teamwork and Team Building

Source: EWD

Table 2: Continuing Education Community Courses – FY 2018-19

Course Title	Subject Area
Grant Writing - How to Craft a Successful Proposal	Business/Management
PMP Certification Exam Prep Course	
Windows 10/Office 2016	Computer and Information Technology
MS Excel 2016: Beyond the Basics	
Financial Plan Checkup	Financial Classes – CYGNET
Anti-Aging: Living Healthier & Longer	Gerontology
Help! My Loved One has Dementia	
First Impressions: Your New Super Power	Human Development
Your Image is Your Business: The Look of Leadership	
PowerPath and SMARTER	
Basic Rider Course - Web Enhanced - Weekend	Motorcycle Safety
Basic Rider Course 2 - For Experienced Riders	
Beginner's Guide to Better Photography	Photography
Beginner's Guide to Better Photography, Level 2	
Help! I have a computer and I don't know what to do next!	Classes for Seniors
Learn to Organize Computer Pictures, Files, Folders, Emails	
Seniors - Understanding Email, Websites, "www," Internet	
Seniors and Cell Phones	
Learning iPad and Android-based Tablets	
Facebook for The Small or Independent Business Owner	Social Media for Business Owners
Stress-Free Social Media Introduction	
Stress-Free Social Media Management	
Drones for the Hobbyist	Special Interest
CPL (Concealed Pistol License)	CREST
Gun Safety	
Active Shooter – Public	
Car Seat Safety	
Fire Safety - Put That Fire Out!	
CPR/AED	
First Aid	
Active Shooter Training - Oakland Co. Mich. Works! Centers	
Team Building - Oakland County Michigan Works! Centers	Michigan Works! Center - MWA Grant
Managing Change - Oakland County Michigan Works!	Special Apprenticeship Classes
DTE Substation Operators	
DTE EMJ's	OCC Financial Services Employees
Microsoft Excel 2016 - Part 1	
Microsoft Excel 2016 - Part 2	

Source: EWD

Table 3: Advanced Police Training Courses – FY 2018-19

7 Rules of Admiral Hyman Rickover	911 Dispatch Academy
Accident Investigation (12 Levels)	911 Ethics and Liability
Advanced DNA	911 Homicide, Is the Caller the Killer
Aircraft Accident Response	Criminal Law Dispatchers
Auto Theft	Customer Service 911
Basic Bloodstain	De-Stress & Get More Me Time for Dispatchers
Bulletproof – Strategies and Tactics	Dispatcher’s Role – Active Shooter
Basic Detective School	Emergency Medical Dispatch
Basic Police Mountain Bike School	Emergency Tele Communications Basic
Computer Crimes, Open Source	Fire Communications
Cop Shock	Handling Despondent Callers
Crisis Intervention Training	Homeland Security
Designing Training Programs	Managing 911 Stress
Digital Photo	The Power of Peer Support
DNA Update	Understanding Domestic Violence (Dispatchers)
Dynamics of Citizen Encounters	Other Police Dispatch Trainings
Edged Weapons	Build 911 Liability Shield
Empty Hands CQB	Dispatch Emd Recertification
Evidence Tech School	Dispatch Quality Assurance
Fighting Fentanyl	Forcible Entry
Fire Scene Preservation and Investigation	K-9 Accelerant Detector
Freedom of Information Act	K-9 Explosive 5 Week
Implicit Bias	K-9 Trainers Academy
KJ-9 Legal Update	Laser Speed Detection System
Law Enforcement Interviews and Interrogations	Live Burn Scenarios
LEADS	Lock-up Counter Ambush
Leadership for Police Supervisors	Michigan Radar Update
LOCK-UP Counter Ambush	Search Warrants
MCOLES Domestic Violence Response Training	Stolen Auto ID Techniques
MCOLES Strangulation Seminar	Suicide Intervention
Patrol Dog Academy	Treat Pattern Recognition
Pistol Instructor School	
Reserve Police Academy	
Police Supv. Liability	
Simunition Instructor School	
Speed Measurement Operator	
TASER	
Terrorism Seminar	
Threat Pattern Recognition	
Trace Evidence	

Source: CREST

Table 4: Advanced Training for EMS and Fire – FY 2018-19

First Aid & CPR/AED Training	EMS
EMS C/E Practical	EMS
EMS I/C	EMS
BLS for Healthcare providers (BLS is like CPR)	EMS
Emergency Medical Responder	EMS/Fire
Educational Methodology	EMS/Fire
Leadership I: Company Success	EMS/Fire
Leadership II: Personal Success	EMS/Fire
Leadership III: Supervisor Success	EMS/Fire
Oakland Physical Agility Test	EMS/Fire
Company Officer I & II	EMS/Fire
Flashover I training	Fire
Flashover Phase II	Fire
RIT (Rapid Intervention Team) training	Fire
Engine Company Operations	Fire
Truck Company Operations	Fire
Commanding a RIT	Fire
Recon RIT	Fire
Live Burn	Fire
Forcible Entry	Fire
Firefighter Health and Safety	Fire
Insurance Service Offic training	Fire
Firefighter Strategy & Tactics	Fire
ICRMFS (Incident Command Resource Management for Fire Service)	Fire
Pro Board Challenge Exam	Fire

EMS Continuing Education

Anatomy & Physiology	Patient Assessment
Bloodborne Pathogens	Patient Handling
Basic Airway	Pediatric Airway
Bleeding and Soft Tissue Injuries	Pediatric Assessment
Burns and Shock	Pediatric Trauma
Childbirth	Radio Communications
Communicable Diseases	Restraints
Crime Scene Management	Splinting
Diabetic Emergencies	Sports Injuries
Documentation	Trauma Assessment
Epi-Pen Administration	Vehicle Extrication (Basic and Advanced)
Narcan Administration	Water Rescue
PPE-BSI and Latex Allergies	

Source: CREST