

Good to **GOLD**

November 19th
and 20th, 2008

Macomb
Community
College

Warren, MI

The 2008 MICHIGAN

WorkKeys[®]

Conference

Brought to you by the Michigan NCRC Advocates



Michigan NCRC Advocates

Working Together for a Skilled Michigan Workforce

Dear National Career Readiness Certificate Champions, Partners and Associates,

On behalf of the Michigan Career Readiness Certificate Advocates, welcome to the 2008 Michigan WorkKeys® Conference.

Our theme, *Good to Gold*, represents the efforts of many of you and speaks to our goal—to make Michigan a solid GOLD state. Like never before, there is an increased sense of urgency to remedy workforce issues. Whether it is improving skills, reducing turnover, retraining workers or enhancing the skills of the emerging workforce, there is a need to “skill up” our workforce. We need high skills at all levels of the workforce.

Talent drives prosperity. Historically, high school diplomas and college degrees have been the credentials of choice. Recently, work readiness credentials such as the ACT National Career Readiness Certificate (NCRC) have been gaining popularity because they offer a reliable certification of foundation skills known to be directly relevant to workplace needs.

The NCRC is quickly becoming the nation’s scorecard. Economic developers around the county know that jobs follow talent. We need Michigan to be a leading state. With over 40,000 certificates, Michigan now ranks 3rd in the country.

Michigan is the 1st state in the country to incorporate all three WorkKeys tests into our high school exit exam (Michigan Merit Exam) *and* to align our workforce development system around this common credential. This is an unprecedented and historical alignment around employer needs.

Participants at this conference share a common trait—a strong commitment to make a significant impact in the lives of the individuals we serve. It is appropriate that we call ourselves NCRC champions and partners—it will take each of us to make this impact a reality.

I would like to personally thank the sponsors of this event. We appreciate the opportunity to showcase them. Their support is vital to the sustainability of the National Career Readiness Certificate and we look forward to our continued work with each of them.

I am proud of the collaboration, teamwork and dedication of the Michigan Career Readiness Certificate Advocates, and look forward to a successful conference.

Regards,

A handwritten signature in cursive script that reads "Cindy Leyrer".

Cindy Leyrer, Chair

Michigan Career Readiness Certificate Advocates

WEDNESDAY SCHEDULE

Conference Schedule							
		Breakout A Lake Superior 1 Room K-307 (35)	Breakout B Lake Superior 2 Room K-311 (35)	Breakout C Lake Ontario 1 Room K-315 (35)	Breakout D Lake Ontario 2 Room K-317 (35)	Breakout E Lake Michigan 1&2 Room K-345-351 (70)	Breakout F Auditorium Room K-316 (77)
Registration	7:30 to 4:30	Registration					
Continental Breakfast	7:30 to 8:30	Continental Breakfast and Networking					
Opening Session	8:30 to 9:00	Welcome and Opening Remarks: Dr. James Jacobs, President, Macomb Community College					
Breakout One	9:15 to 10:15	1-A	1-B	1-C	1-D	1-E	1-F
		KeyTrain 101 Brian Heerd & Rick Harris	WorkKeys Test Site Options Larry Miller	NCRC 101 Scott Stimart & Steve Anderson	Using KeyTrain with Non-Native Speakers of English Vera Grishkina & Jane DeGroot	Personal Skills Assessments Steve Robbins & Gary Nolan	Road Construction Apprenticeship Readiness (RCAR) Marcia Black- Watson
Speaker	10:30 to 10:45	David Hollister, President and CEO Prima Civitas Foundation					
Keynote	10:45 to 11:30	Luann Dunsford, Chief Executive Officer, Michigan Works! Association					
Lunch	11:45 to 12:45	Lunch - Macomb Room (K-301)					
Panel Discussion	1:00 to 2:00	Panel Discussion – Michigan Works! Directors Moderator – Liza Estlund Olson, Director, Bureau of Workforce Transformation Department of Labor and Economic Growth					
Breakout Two	2:15 to 3:15	2-A	2-B	2-C	2-D	2-E	2-F
		KeyTrain 201 Brian Heerd & Rick Harris	How to Engage Employers Scott Alsgaard	RegiSTAR Terry Ausman & Steve Anderson	Exploring the Connection Between Knowledge & Learning Don Carstensen	NCRC Plus Personal Skills Assessments for Health Care Eric Heller & Lee Payne	Apprenticeship Best Practice Howard Hipes & Jim Hahn
Breakout Three	3:30 to 4:30	3-A	3-B	3-C	3-D	3-E	3-F
		Regional Team One Debbie Gillespie	Regional Team Four Kathy Conklin	Regional Team Five Dennis Dunlap	Regional Team Six Deb Doyle	Regional Team Two Ann Stanton	Regional Team Three Liz Stegman
Networking	4:30 to 5:00	Networking - Macomb Room (K-301)					
Social Reception	6:00 to 8:00	Cranks Catering & Banquet Center – Warren Michigan Sponsored by Michigan Career Readiness Certificate Advocates					

Wednesday, November 19, 2008

THURSDAY SCHEDULE								
Conference Schedule								
			Breakout A Lake Superior 1 Room K-307	Breakout B Lake Superior 2 Room K-311	Breakout C Lake Ontario 1 Room K-315	Breakout D Lake Ontario 2 Room K-317	Breakout E Lake Michigan 1&2 Room K-345-351	Breakout F Auditorium Room K-316
Thursday, November 20, 2008	Registration	7:30 to 2:30	Registration					
	Breakfast Buffet	7:30 to 8:30	Breakfast Buffet and Networking Macomb Room (K-301)					
	Keynote	8:45 to 9:30	Jim Ballard , Executive Director, Michigan Association of Secondary School Principals					
	Breakout Four	9:45 to 10:45	4-A	4-B	4-C	4-D	4-E	4-F
			KeyTrain 101 Brian Heerd & Rick Harris	Building a NCRC Program Rachael Jungblut & Larry Miller	Supporting Human Capital Management Strategy Pat Ostradick	Integrating WorkKeys Skills into the High School Curriculum Cindy Leyrer	DOW Process Operator Jennifer Hayes Steve Robbins	St. Clair County Economic Development Michelle Mueller, Doreen McDonald & Rene Stephan
	Breakout Five	11:00 to 12:00	5-A	5-B	5-C	5-D	5-E	5-F
			KeyTrain 201 Brian Heerd & Rick Harris	myworkkeys Rachael Jungblut & Larry Miller	NCRC 101 Scott Stimart & Steve Anderson	Strategies to Connect Educators with Employers Dennis Dunlap & Kathy Conklin	Personal Skills Assessments Steve Robbins & Gary Nolan	NCRC in the Community College—Best Practices Ann Stanton & Debbie Gillespie
	Lunch	12:15 to 1:00	Lunch – Macomb Room (K-301)					
	Speaker	1:15 to 1:30	Greg Northrup , President, West Michigan Strategic Alliance					
	Keynote	1:30 to 2:30	Andy Levin , Deputy Director, Department of Labor and Economic Growth State of Michigan Panel Discussion					
Closing Session	2:30 to 3:30	Closing Remarks and Networking Macomb Room (K-301)						

NOTE: During all breakout session times, “What’s New in WorkKeys Assessments” will be presented in the Monarch Room K-341

Breakout Sessions

BREAKOUT ONE

1-A: KeyTrain® 101

Rick Harris and Brian Heerdt
Lake Superior 1 Room 307

This session outlines steps and tools used to raise WorkKeys and National Career Readiness Certificate skill levels. In this KeyTrain overview, learn the basics of raising skill levels, see a live demonstration of the KeyTrain software, and hear about concrete results being produced by KeyTrain users. Don't miss learning about this critical aspect of the WorkKeys system.

1-B: WorkKeys Test Site Options

Larry Miller
Lake Superior 2 Room 311

Where can someone go to take WorkKeys tests? What if my organization wants to administer WorkKeys? Does ACT sell WorkKeys directly? These questions and more will be answered in this informative session. Learn about the key options for becoming a licensed WorkKeys test site ("Private" WorkKeys testing sites or WorkKeys Solutions Providers) and how they interface with ACT's Regional Managers group. This session will describe the differences between testing site types including business models, license fees, incentives and requirements, price categories, client types and much more.

Organizations often ask, "I want to be able to help people earn a NCRC. Where do I start?" This session will take you through an overview of the key components for planning a successful NCRC program. We will address the four fundamental principles of assessment, career coaching, training, and building employer demand for a comprehensive

approach. We will give you all the elements to plan your infrastructure and resources, and build staff capacity around this powerful workforce development platform.

1-C: NCRC 101

Scott Stimart and Steve Anderson
Lake Ontario 1 Room 315

This session will provide a brief overview of ACT and the history behind the WorkKeys System. The main focus of this session will be the NCRC. The session will explain the origin of the NCRC and provide detail on where the NCRC program is currently and where ACT sees it going in the future.

1-D: Using KeyTrain Curriculum with Non-Native Speakers of English: Field Study of a Workplace ESL Classroom

Vera Grishkina and Jane DeGroot
Lake Ontario 2 Room 317

It is often a challenge for employees who are non-native speakers of English to achieve and document their knowledge of basic skills in the workplace. KeyTrain materials were piloted with a group of non-native speakers of English in a Workplace ESL classroom setting in a large car parts manufacturing company. Training participants worked on Reading for Information, Locating Information and Applied Math skills in order to achieve a National Career Readiness Certificate and to document their basic skills in these areas. Training design, evaluations of participants and supervisors, as well as achievements of employees on WorkKeys test are discussed.

1-E: WorkKeys® Personal Skills: Applications for the Workforce

Steve Robbins and Gary Nolan
Lake Michigan 1 & 2 Room 345 & 351

Growing adoption of the WorkKeys® Personal Skills assessments by employers, educational

institutions, and statewide programs creates a higher level of focus on how non-cognitive information can be applied. This presentation provides an overview of the research information underlying the WorkKeys instruments and looks at common applications: Developing applicant pools, identifying the attributes of high-performance workers, and implementing training strategies to generate business success.

1-F: Road Construction Apprenticeship Readiness Program: Getting on the Road to a Great Career

Marcia Black Watson, Moderator
Lake Huron Room 316

Panel Members:

Alicia Suber, Executive Liaison
Michigan Department of Transportation

Kathy Olsen, Employment and Training
Coordinator
Kalamazoo-St. Joseph Michigan
Works!

Joann Bailey, Trainer
Michigan HRDI

Jim Hahn, Training Director
Michigan's Carpenters Apprenticeship
Training Fund

Launched in April, the Road Construction Apprenticeship Readiness Program (RCAR) is part of Governor Granholm's ongoing economic agenda, which includes accelerating \$150 million in road construction projects over the next 2 – 3 years. The Michigan Departments of Transportation and Labor & Economic Growth, in cooperation with several local partners, implemented RCAR to prepare women, minorities and low-income individuals for road construction apprenticeships. A panel of local and state partners will discuss the aspects of this rigorous eight-week program,

including the use of WorkKeys in assessing and marketing participants' skill level for entry into trades' apprenticeship programs.

1-G: What's New in WorkKeys assessments?

Marcia Stientjes and Matt Visek
Monarch Room 341

Find out what's new in WorkKeys assessment, including viewing items for the new internet version of Observation and new personality-based scores related to Teamwork, Work Discipline, Customer Service Orientation and Managerial Potential. Plus, discuss potential additions/modifications to the WorkKeys assessments and offer your ideas on new assessment opportunities.

BREAKOUT TWO

2-A: KeyTrain 201

Rick Harris and Brian Heerdt
Lake Superior 1 Room 307

This session is for current KeyTrain and WorkKeys users, or novices who've been to the KeyTrain 101 session. This will be a more detailed product demonstration and discussion of advanced skill raising techniques. KeyTrain's results in raising work-ready skills are unparalleled. While a good deal of the credit goes to the product, effective and efficient usage of the KeyTrain system is responsible for such results as well.

The KeyTrain staff has more than 100 years combined experience with WorkKeys. Simply put, they are experts at implementation. Don't miss this chance to add to your KeyTrain knowledge, get new ideas, and move to the next level of WorkKeys and KeyTrain implementation.

2-B: How to Engage Employers

Scott Asgaard

Lake Superior 2 Room 311

The NCRC is a very powerful tool as thousands of job seekers are earning the credential to show the level of their skills. It is just as important for employers to recognize the value and importance of the NCRC to drive demand and acceptance. This session will inform participants on how to educate as well as engage Michigan's employers to help empower and strengthen the workforce of this great state.

2-C: National Career Readiness Certificate: New Tools by ACT – RegiSTAR

Terry Ausman and Steve Anderson

Lake Ontario 1 Room 315

As the importance of a Career Readiness Certificate is growing across the country, ACT as the provider of WorkKeys, is developing tools to help states streamline the processing of certificates and protect the integrity of the credential. Join us to learn how states are joining the move to a National Career Readiness Certificate to promote their state-wide initiative.

2-D: Trainability: Exploring the connection between knowledge and learning

Don Carstensen

Lake Ontario 2 Room 317

Increasing job complexity and the changing nature of work lead to workplace challenges shared by virtually all businesses and industries. Even applicants who are qualified to meet well-defined job requirements are expected to learn and grow in the initial stages of their employment and throughout their careers. New research studies conducted by ACT, Inc. examine the relationship between employees' work-related skills and characteristics and their training performance,

or "trainability". The studies analyzed assessment data from the National Career Readiness Certificate – a nationwide measure of applied workplace skills related to reading, math, and applying information – and the WorkKeys® Talent assessment, a personality inventory measuring work-related characteristics. This presentation summarizes research results and explores the potential benefits for businesses that need to hire people who are both qualified for current jobs and equipped to acquire the skills that are essential to immediate and future performance.

2-E: NCRC Plus Personal Skills for Health Care

Eric Heller and Lee Payne

Lake Michigan 1 & 2 Room 345-351

The healthcare industry is approaching a "perfect storm" with the pipeline of workers feeding the labor shed of employees into these critical occupations. The rapid growth of healthcare facilities combined with increasing demand by an aging population coupled with a frightening pace of retirements makes it an ever increasing challenge to keep qualified, competent and compassionate healthcare employees on the front line. Learn how one of the West Michigan WIRED Innovations met this challenge by partnering with the WIRED WorkKeys/NCRC Innovation, Healthcare Employers, the West Central Michigan Health Care Regional Skills Alliance, MichiganWorks! Agencies and local educators to create a Healthcare Career Coaching program to help fill this critical need. This innovation has combined the use of the NCRC, the ACT Personal Skills Assessments, and O*NET/CLEG Occupational Data to help MichiganWorks! customers transition from occupations and jobs that have been lost forever into healthcare occupations with a future.

2-F: Using the NCRC in Apprenticeship Training Programs--Best Practice

Howard Hipes, Jim Hahn and Cindy Leyrer
Lake Huron Room 316

This session will review best practices and lessons learned in using the National Career Readiness Certificate as a screening and developmental tool for apprenticeship training programs. As the workplace is increasingly complex, high level skills are needed to successfully complete apprenticeship training. The NCRC helps an individual identify and develop skills prior to enrollment. The Michigan Bricklayers and Allied Craftworkers and the Michigan Carpenter's and Millwrights are using the NCRC, collaborating with the Michigan Department of Labor and Michigan Works! This collaboration is made possible by having a common metric and a clear understanding of the rigor and requirements of the training program by the workforce developers and other stakeholders.

2-G: What's New in WorkKeys assessments?

Marcia Stientjes and Matt Visek
Monarch Room 341

Find out what's new in WorkKeys assessment, including viewing items for the new internet version of Observation and new personality-based scores related to Teamwork, Work Discipline, Customer Service Orientation and Managerial Potential. Plus, discuss potential additions/modifications to the WorkKeys assessments and offer your ideas on new assessment opportunities.

BREAKOUT FOUR

4-A: KeyTrain 101

Rick Harris and Brian Heerd
Lake Superior 1 Room 307

This session outlines steps and tools used to raise WorkKeys and National Career Readiness Certificate skill levels. In this KeyTrain overview, learn the basics of raising skill levels, see a live demonstration of the KeyTrain software, and hear about concrete results being produced by KeyTrain users. Don't miss learning about this critical aspect of the WorkKeys system.

4-B: Building a Successful National Career Readiness Certificate Program

Rachael Jungblut and Larry Miller
Lake Superior 2 Room 311

Organizations often ask, "I want to be able to help people earn a NCRC. Where do I start?" This session will take you through an overview of the key components for planning a successful NCRC program. We will address the four fundamental principles of assessment, career coaching, training, and building employer demand for a comprehensive approach. We will give you all the elements to plan your infrastructure and resources, and build staff capacity around this powerful workforce development platform.

4-C: WorkKeys Job Profiling: Supporting Your Human Capital Management Strategy

Pat Ostradick
Lake Ontario 1 Room 315

The presentation will offer a complete strategy for improving performance results within job families, using WorkKeys products as the centerpiece that assures employees can and are likely to: perform critical tasks to the necessary level; interpret and apply information critical to getting the job done;

accept their roles and responsibilities; possess personal attributes that incline them

4-D: Integrating WorkKeys® Skills into the Curriculum: Success Strategies for the Michigan Merit Exam and the National Career Readiness Certificate™

Cindy Leyrer
Lake Ontario 2 Room 317

This interactive session will provide participants an overview of three WorkKeys skills: Applied Mathematics, Reading for Information and Locating Information. Locating Information was recently added to the MME and is an unfamiliar skill to most educators. Like other skills, the Locating Information skill can be taught and developed. Learn where this skill is in the curriculum, how to teach the skill to students and identify resources for teaching staff.

On August 6, 2008 the Governor signed the School Aid Bill adding Locating Information to the 2009 Michigan Merit Exam. Every high school student in Michigan will have the opportunity to earn the NCRC next year. Michigan is the first state to provide all students with two tickets to the future: a set of ACT college readiness scores, and the National Career Readiness Certificate. Michigan has leaped ahead of other states by being the first state to have a common skills credential in use in both the public school system and the workforce development system. This is an unprecedented level of alignment between high schools and workforce development agencies.

4-E: DOW-Process Operator

Jennifer Hayes and Steve Robbins
Lake Michigan 1 & 2 Room 345-351

This presentation will show how Dow worked with local colleges and workforce agencies to locate and train Process Operators. The data

show that the NCRC and WorkKeys are an excellent predictor of program success. Development of foundational skills prior to enrollment in the Process Operator educational program increase positive outcomes significantly.

4-F: St. Clair County Economic Development

Rene Stephan, Doreen McDonald and Michelle Mueller
Lake Huron Room 316

Executives and site selection consultants are looking for regions that have workers with foundational skills that indicate job-readiness and trainability. Learn how collaboration between education, economic development and government can launch the implementation of the WorkKeys National Career Readiness Certificate as the required, recommended and requested skill credential. With the gaining emphasis on workforce readiness, these organizations in St. Clair County recognized the importance of joining the growing number of states and developed this pilot project to create awareness and benchmark the outcomes for economic development success.

4-G: What's New in WorkKeys assessments?

Marcia Stientjes and Matt Visek
Monarch Room 341

Find out what's new in WorkKeys assessment, including viewing items for the new internet version of Observation and new personality-based scores related to Teamwork, Work Discipline, Customer Service Orientation and Managerial Potential. Plus, discuss potential additions/modifications to the WorkKeys assessments and offer your ideas on new assessment opportunities.

BREAKOUT FIVE

5-A: KeyTrain 201

Rick Harris and Brian Heerdt
Lake Superior 1 Room 307

This session is for current KeyTrain and WorkKeys users, or novices who've been to the KeyTrain 101 session. This will be a more detailed product demonstration and discussion of advanced skill raising techniques. KeyTrain's results in raising work-ready skills are unparalleled. While a good deal of the credit goes to the product, effective and efficient usage of the KeyTrain system is responsible for such results as well.

The KeyTrain staff has more than 100 years combined experience with WorkKeys. Simply put, they are experts at implementation. Don't miss this chance to add to your KeyTrain knowledge, get new ideas, and move to the next level of WorkKeys and KeyTrain implementation.

5-B: Using www.myworkkeys.com: The portal to your National Career Readiness Certificate

Rachael Jungblut and Larry Miller
Lake Superior 2 Room 311

The MyWorkKeys portal is your key resource for retrieving WorkKeys test scores, and creating a National Career Readiness Certificate. We will take you through creating an account, updating match criteria, creating certificates, and making them verifiable. Learn how to avoid the most common data entry errors, how to easily share your certificate with interested employers, and order an official NCRC from ACT Inc.

5-C: NCRC 101

Scott Stimart and Steve Anderson
Lake Ontario 1 Room 315

This session will provide a brief overview of ACT and the history behind the Workkeys System. The main focus of this session will be the NCRC. The session will explain the origin of the NCRC and provide detail on where the NCRC program is currently and where ACT sees it going in the future.

5-D: Strategies to Connect Educators with Employers

Dennis Dunlap and Kathy Conklin
Lake Ontario 2 Room 317

Participants will learn how to market the National Career Readiness Certificate to employers and educators by hearing about successful strategies used in local areas within our state. Join in this interactive presentation and leave with next step ideas to increase educator and employer involvement within your area.

5-E: WorkKeys Personal Skills: Applications for the Workforce

Steve Robbins and Gary Nolan
Lake Michigan 1 & 2 Room 345-351

Growing adoption of the WorkKeys Personal Skills assessments by employers, educational institutions, and statewide programs creates a higher level of focus on how non-cognitive information can be applied. This presentation provides an overview of the research information underlying the WorkKeys instruments and looks at common applications: Developing applicant pools, identifying the attributes of high-performance workers, and implementing training strategies to generate business success.

**5-F: NCRC in the Community College –
Best Practices**

Debbie Gillespie and Ann Statnton
Lake Huron Room 316

Southeast Michigan Community Colleges are using WorkKeys and KeyTrain within their institutions and throughout the community. Examples include the use of WorkKeys® in community college short term training and certificate programs for curriculum development and participant selection and evaluation; support in K-12 systems for assessment and KeyTrain implementation; collaboration with local Michigan Works! Agencies; and direct service to business and industry. As a result, a close collaboration has developed with-in and among community colleges to provide WorkKeys® and KeyTrain services and document provided support.

**5-G: What's New in WorkKeys
assessments?**

Marcia Stientjes and Matt Visek
Monarch Room 341

Find out what's new in WorkKeys assessment, including viewing items for the new internet version of Observation and new personality-based scores related to Teamwork, Work Discipline, Customer Service Orientation and Managerial Potential. Plus, discuss potential additions/modifications to the WorkKeys assessments and offer your ideas on new assessment opportunities.

Main Session Panels:

**Michigan Works! Panel
Wednesday, 1:00pm – 2:00pm**

Bob Thelen
Chief Training Officer
Capital Area Michigan Works!

Holly Peoples
Director of Business Services
Central UP Michigan Works!

Marvin Pichla, PhD
Director
Thumb Area Michigan Works!

John Bierbusse
Director
Macomb-St. Clair Michigan Works!

Paul Griffith
Director
West Central Michigan Works!

**State of Michigan Panel
Thursday, 1:30pm – 2:30pm**

Howard Hipes
Training/Mentoring Coordinator
MI Bricklayers and Allied Craftworkers

Dave Herrala
Regional Learning Leader
The DOW Chemical Company

Ed Oberski
Director
Saginaw/Midland/Bay Michigan Works!

Linda West
Director of Workforce Development
Henry Ford Community College

Keynote Speakers

Luann Dunsford Wednesday, 10:45am

Chief Executive Officer
Michigan Works! Association

Luann Dunsford was appointed chief executive officer of Michigan Works! Association in 2007. Prior to this appointment, Dunsford worked for the Association for over nine years as controller, and most recently chief operating officer.

Dunsford's responsibilities include overall policy, fiscal, personnel and programmatic management of the Association. In conjunction with the Association's Board of Directors, Dunsford is integral in developing and managing the implementation of public policy. She serves as a liaison between Association membership and state and local government.

With a twenty-year career in administration, public accounting and finance, Dunsford brings the experience essential for the Association's leadership and oversight. She continually strives to enhance the Association's three-pronged approach to organizational development – communication, professional development and logistical support.

Dunsford is active in the community and professional activities. Her affiliations include the Michigan Society of Association Executives, National Workforce Association, IRS Small Business Industry Liaison Council, and the Michigan Shared Youth Vision Partnership.

Dunsford graduated from Michigan State University's Eli Broad College of Business with a degree in accounting.

Jim Ballard Thursday, 8:45am

Executive Director
Michigan Association of Secondary School Principals

Jim has 38 years of experience in the K-12 public education arena. The majority of this was spent in Michigan but also includes experience in North Dakota and Illinois. In 1996, Jim became the Executive Director for Michigan Association of Secondary School Principals having worked as a staff member since 1988. In 1973, he began his administrative career with Elkton-Pigeon-Bay Port Schools as an elementary school principal. He served fifteen years at the same district leading as the elementary, middle school, and high school principal for nine years. Mr. Ballard began his career as a self-contained special education teacher in Valley City, North Dakota and served as a special education consultant and school social worker for Michigan's Huron Intermediate School District.

Jim is a charter member of the Educational Alliance of Michigan and presently serves on the ACT Advisory Board and SET SEG Foundation Board.

Jim earned a BS in Education with certification in Special Education and Elementary Education from Minot State College; a MS in counseling from North Dakota State University; and, an Ed. S. in Educational Administration from Central Michigan University.

Andy Levin Thursday, 1:30pm

Deputy Director
Michigan Department of Labor & Economic Growth

Andy Levin joined the Michigan Department of Labor & Economic Growth as deputy director in February of 2007. He oversees operations of Workforce Programs, Commission for the

Blind, Michigan Rehabilitation Services, Career Education, Commission on Disability Concerns, Labor Market Information & Strategic Initiatives, and the Bureau Employment Relations.

Born and raised in Berkley, Michigan, Levin attended Berkley public schools. He earned a BA with honors from Williams College, a JD with honors from Harvard Law School, and an MA in Asian Languages and Cultures from the University of Michigan's Rackham Graduate School, where he was a Mellon Fellow in the Humanities and specialized in Buddhist philosophy and Tibetan language and religious literature.

Levin is a lifelong advocate for good jobs, economic growth, healthy labor-management relations and workers' rights. In the 1980s, Levin organized health care workers for the Service Employees International Union and co-founded a nonprofit to respond to workplace implications of the federal Immigration Reform and Control Act of 1986.

From 1994 to 2006, Levin worked on a wide range of national workplace policy issues in Washington, DC. He served as the staff attorney to the presidential Commission on the Future of Worker-Management Relations chaired by the late John Dunlop. In the Deputy Secretary's office of the U.S. Department of Labor, he worked closely with employers, unions and other groups on policies ranging from the National Labor Relations Act's Section 8(a)(2); the proposed TEAM Act; the Federal Transit Act's provisions affecting mass transit workers; and reform of the overtime pay requirements of the FLSA. At the national AFL-CIO, he created and led the innovative Union Summer program, engineered experimental multi-union organizing projects in five targeted cities across the U.S., and led the Voice@Work Campaign to transform U.S. labor laws to fit 21st Century realities.

Levin is the author of several articles in law reviews and other publications and is co-editor of the 2006 book *Justice on the Job*. Andy Levin resides in Bloomfield Township with his wife and four children.

Presenters

Scott Alsgaard

Scott Alsgaard has been part of the West Michigan NCRC team for the last year and has worked with hundreds of companies throughout western Michigan to educate them on what the NCRC is and enlist their partnership and support for the credential. Scott has also partnered with and trained several MI Works! workforce development professionals on how to engage employers with the NCRC.

Steve Anderson

Steve is in his ninth year with ACT and currently serves as Regional Manager for the Workforce Development Division. His primary responsibilities include sales and marketing of WorkKeys and the National Career Readiness Certificate program. Steve has been actively involved in the development and implementation of several statewide and regional Career Readiness Certificate programs in the Midwest Region.

Prior to joining ACT, Steve spent the majority career of his career at United Parcel Service where he held several management positions in business development, customer service, operations and employee development. Steve holds a Masters of Business Administration degree from St. Ambrose University and a Bachelors Degree from the University of Iowa.

Terry Ausman

Terry Ausman is a Director with ACT, having nearly 20 years of experience in delivery of high stakes tests. Since ACT began offering the National Career Readiness Certificate in

September of 2006, Terry has worked to develop a tool set to help improve authenticity and streamline processing for regional, state, and national career readiness programs.

Marcia S. Black-Watson

Marcia S. Black-Watson serves as deputy director for employers in the Bureau of Workforce Transformation. Marcia has held a number of positions in DLEG and other departments prior to this appointment. Marcia recently served as Senior Executive Assistant Director assisting the department's Deputy Director responsible for workforce development programs and initiatives. While in that position, Marcia spearheaded a number of employer-related projects. Marcia also served as Manager of the Advisory Administration Unit (AAU). The AAU is responsible for providing staff support to the Council for Labor & Economic Growth (CLEG) and consistent policy leadership across Michigan's 25 workforce development areas, including working with local workforce development boards and Michigan's One-Stop system. She was instrumental in the successful launch of CLEG, which in addition to its broader charge of assessing human capital trends and developing strategies that will encourage and stimulate innovative public and private responses to workforce challenges, serves as Michigan's federally mandated state workforce investment board. Marcia has worked in the field of workforce development since 1998, including staffing the state's workforce investment board for seven years. Ms. Black-Watson has also spearheaded several workforce development-related state-level taskforces, projects, and initiatives. Marcia received a Bachelor of Arts degree in Business from Michigan State University in 1983.

Don Carstensen

Donald J. Carstensen is currently serving as Special Advisor, Office of the President, within the Workforce Development Division of ACT,

Inc. He served from 1983 until his retirement in February, 2003 as Vice President, Educational Services, ACT, Inc. During his retirement, Mr. Carstensen remained active with ACT and its WorkKeys® program, and has been involved in the Skills Advantage certificate program (based on WorkKeys), embraced by the Iowa City/Cedar Rapids, Iowa technology corridor. Employed by ACT in 1972, Mr. Carstensen served as Regional Director (East Region), Director of Career Planning Program Services, West Regional Vice President, Program Vice President, and Vice President. He was continuously involved in developing or promoting programs and services to assist institutions and organizations to help individuals in their transition to work, college, and further training.

Mr. Carstensen has spoken nationally on a broad cross section of issues, including topics related to the nation's workforce, including defining and addressing the nation's worker skills gap. He has also provided training and consulting services on educational and business management-related topics and the effective delivery of training, workforce, and economic development services.

Kathy Conklin

Kathy Conklin has been the Executive Director of the Saginaw County Business & Education Partnership over 16 years. The Partnership is made up of leaders from business, education, and the community who are working together to increase academic achievement and employability skills in the Saginaw Valley region.

The Business & Education Partnership has received national recognition for its work by the National Alliance of Business as "Coalition of the Year" and by the Utility Business Education Coalition as a "Learning for the 21st Century site". The Partnership recently received the 2008 Red Wagon Award from Saginaw

County's Promise which is a program of the Saginaw Community Foundation.

Kathy is a graduate of Saginaw Valley State University and is currently working on her Masters Degree in Quality Management from Eastern Michigan University.

Jane DeGroot

Following a career in fund-raising and development in Western Michigan, Jane DeGroot completed a master's degree in English as a Second Language (ESL) from Grand Valley State University in 2005. She then began teaching ESL part-time, but was intrigued by the possibility of teaching English as a Foreign Language (EFL). Jane taught English for ten-months through the English Language Fellow Program in the Democratic Republic of Congo. She returned to the states in early September 2008, and has no intention of leaving western Michigan, at least in the near future.

Dr. Dennis Dunlap

Dr. Dennis Dunlap is a business consultant, an expert in communication skills, who coaches business leaders in multi-modal communication. He is the author of several articles on the subject, the latest of which is called *BAIT: Engaging students and employees to retain talent and maximize achievement*. He has won many local, regional, state, and national awards on the topic of educational leadership. One of the biggest challenges in his career has been working with over 10,000 displaced workers. The opportunity of assisting these workers with receiving the appropriate training, remediation, full time employment, and creating their personal vision. This session will be talking about employer engagement from a non-technical point of view, and tell us why we need not be afraid of speaking to employers. The presentation is entitled, "Unraveling the Jargon and Building Employer Commitment".

Debbie Gillespie

Debbie Gillespie is the Training Coordinator for Community and Business Services for Lake Michigan College in Benton Harbor. She is housed at LMC's M-TECsm facility where she coordinates the Workforce Training Institute classes and contract training for business and industry. She also serves as GED Chief Examiner and WorkKeys® Coordinator.

Debbie is the chairperson of the Michigan NCRC Implementation Team Region #1 and a member of the MI NCRC Advocates Board. She also is a member of the Stewards of Michigan's Great Southwest and vice president of the board of the Soup Kitchen of Benton Harbor, Inc.

Vera Grishkina

Vera Grishkina has been with the Literacy Center of West Michigan since 2005 as a Program Coordinator and a staff ESL trainer, and during this time worked with companies in West Michigan to develop and deliver on-site customized workplace ESL and literacy training, focused on needs of businesses. Ms. Grishkina graduated from Minsk State Linguistic University (Belarus) with a BA in Linguistics and TESOL.

Bill Guest

The NCRC is coming to Michigan. In fact, in less than two years, Michigan has moved from "not in the game" up to fourth place among the top ten states. The NCRC is a powerful economic development tool that enables economic developers to certify and report the skills of our workforce.

Bill Guest is serving as the Innovation Champion for the WIRED West Michigan, NCRC WorkKeys innovation. In this role, Bill is responsible for the development of a strategy and business case for the NCRC in West Michigan. In less than two years, West Michigan has issued over 20,000 certificates

and engaged over 400 employers with a Letter of Commitment. These employers have more than 50,000 employees.

Jim Hahn

Jim Hahn is a 34-year member of the United Brotherhood of Carpenters and Joiners of America, serving as president of the Michigan Regional Council of Carpenters Local 525 of Kalamazoo.

After working for over 20 years as a commercial carpenter, Jim moved into the world of career education, and for the past 13 years as Training Director, has helped to turn the Michigan Carpenters Apprenticeship Program (MCAT) into one of the best in the nation. MCAT operates five training centers throughout Michigan, covering 78 counties. Jim has also been instrumental in the development of apprenticeship-readiness programs throughout the state, seeking to prepare minority and low-income applicants for high wage, high skill jobs. He is well known throughout Michigan's construction industry as a strong apprenticeship advocate, training innovator and problem solver, finding solutions that work for both labor and management.

Rick Harris

Richard D. Harris is the President and CEO of Learn Time, Inc. He has 17 years of experience in design of and consulting on the implementation of short and long term education and training solutions. He has worked representing various manufacturers and publishers that specialize in producing high quality educational programs with a focus on leading educational change. He has worked in many states spreading the message of the WorkKeys Employment System from ACT and has helped to analyze assessment and training needs for numerous organizations. He is a certified KeyTrain Trainer and has conducted hundreds of training sessions around the country.

Jennifer Hayes

Jennifer Hayes is currently a Learning Project Leader for Michigan Operations for the Dow Chemical Company. Michigan Operations has a robust and progressive learning initiative designed to ensure the workforce is prepared to be globally competitive. Her recent implementations include utilizing ACT WorkKeys@ assessments for incumbent process technicians on site as well as for hiring criteria for new employees. These provide a basis for ensuring there is capability to be successful in the post secondary education curriculum that is chemical process technology and plant specific learning. Jennifer has spent 16 years working in production in various manufacturing plants in Dow, with the last 4 years spent developing technical learning systems. She has a BS in Chemical Engineering from Michigan State University.

Brian Heerd

Brian Heerd is a Product Specialist for KeyTrain, an interactive training system for ACT's WorkKeys employment system. KeyTrain's easy-to-use system measures for enhancement and improvement on basic skills of students and employees. Brian has worked closely with Grand Rapids Community College, MI Works and other various educational facilities to promote the benefits of using KeyTrain. Before joining the KeyTrain team, Brian worked as a Major Account Representative at a local payroll company for 4 ½ years. Brian holds a Bachelors Degree in Advertising and Public Relations from Grand Valley State University.

Eric Heller

Eric Heller is a senior consultant located in West Michigan. Eric acts as Chief Operating Officer for Metrics Reporting, Inc. and leads their Healthcare Practice as Director, Healthcare Systems.

For the last 24 months, Eric has been the Project Leader for the West Central Michigan Healthcare Regional Skills Alliance Healthcare Education System project, which is being sponsored by the West Michigan WIRED Grant. As a part of this WIRED innovation project, a Healthcare Employers Council was formed to oversee these efforts.

A direct outcome of the WCM Health Care RSA and the WIRED grant is the launch of the First Choice Care Coaching (FC3) project which provides a Certified Healthcare Career Coach to potential and incumbent healthcare employees through ISD's, colleges, universities and MichiganWorks! Agencies. The First Choice Career Coaching incorporates the outcomes of WorkKeys and the ACT Personal Skill Assessments into the career coaching engagement for the participants. The result is a stream of new workers entering the labor pool in healthcare with certified Employability Skills, a target occupation that matches aptitudes and interests and a career plan to carry them forward as a solid employee.

Howard Hipes

Howard Hipes is the mentor/coordinator for the Michigan Bricklayers & Allied Craftworkers (BAC) Apprenticeship and Training Fund, where he was a member for 15 years. As foreman for an international general contractor, he coordinated the masonry construction of several multimillion dollar projects. Hipes has attended Michigan State University and is currently enrolled in the International Masonry Institute's Instructor Certification Program.

David Hollister

David C. Hollister is President & CEO of Prima Civitas Foundation, a new nonprofit organization based in Lansing, that aims at taking a regional approach to boosting Michigan's economy. The organization is focusing on the promotion of four different industries that present job opportunities for

area residents. Those include life sciences, advanced manufacturing, alternative energy and homeland security.

Mayor Hollister was appointed as Director of the Michigan Department of Consumer & Industry Services in January 2003 by Governor Jennifer M. Granholm. On December 8, 2003, CIS joined with the Michigan Department of Career Development, Michigan Economic Development Corporation, and Michigan Broadband Development Authority to form the Michigan Department of Labor & Economic Growth. Under Mayor Hollister's leadership, this new department addressed labor, economic growth, and urban development issues in the State of Michigan.

Mayor Hollister has dedicated his entire life to public service. He began his career as a high school teacher in the 1960s after graduating with honors from Michigan State University. His political career began during his tenure as a teacher in the Lansing Public Schools, when he was elected in 1968 as an Ingham County Commissioner, serving through 1974.

In 1974, Mayor Hollister launched a successful campaign for the Michigan House of Representatives, where he served until 1993. He quickly became recognized as one of the top ten legislators, serving on the powerful Appropriations Committee for 16 years and chairing the Appropriations Subcommittee on Social Services for over a decade.

In 1993, Mayor Hollister ran a successful campaign for Mayor of the City of Lansing and was re-elected to his third term in a landslide victory in November 2001. Hollister's successes as Mayor included over \$2.9 billion in investments, including building a new regional transportation center downtown, bringing minor league baseball to Lansing, and striking a partnership with the State of Michigan that includes new buildings for the Legislature, the Supreme Court, and various other departments. Regional partnerships were created with local governments to enable

location of a major insurance company's corporate world headquarters in Lansing and development of a new golf course and upscale housing development. One of the Mayor's most exciting successes was the commitment by General Motors to consolidate operations and build two new state-of-the-art assembly plants in Lansing.

Rachael Jungblut

Rachael Jungblut brings over 14 years of sales, human resources, project management, program development, grant management, and business to business collaboration experience to lead the West Michigan MINCRC Advocates team. She has been in workforce development at Grand Rapids Community College for the last seven years, and is now completing a 3 year WIRED Generation I Project Management role, where the NCRC was a key strategy in driving unprecedented change in Michigan's workforce system.

Cindy Leyrer

Cindy Leyrer is the WorkKeys Specialist at Ingham Intermediate School District. Her tenure includes positions in evaluation, assessment, training, workforce development and special education. She consults with local school district staff on curriculum integration of WorkKeys skills, data use and analysis. Leyrer holds a Bachelor of Science degree from Central Michigan University. She is an ACT-authorized job profiler, the Chair of the Michigan Career Readiness Certificates Advocates and serves on the mid-Michigan Career Readiness Certificate Implementation Team.

Doreen McDonald

Doreen MacDonald serves as the Workforce Development Coordinator at St. Clair County Community College in Port Huron, Michigan. She is the college's key contact person for all workforce development projects for a five county region. Ms. MacDonald is an

experienced manager in delivering various training programs and oversees grant and contract funds related to workforce development. She holds a Bachelors of Science Degree in Business from Central Michigan University and a US Department of Labor Apprenticeship Certificate as a Career Development Technician. Doreen serves on the Thumb Area Michigan Works-Workforce Development Board, Macomb/St. Clair Michigan Prisoner Re-entry Advisory Board, St. Clair County Community Services Coordinating Board, ConnecTech Port Huron, and the Southeast Michigan Implementation Team for the WorkKeys NCRC.

Larry Miller

Larry has been with ACT since March of 2005. As Director of Distribution, his responsibilities include supporting the WorkKeys Solutions Provider network. He is also involved in strategic project management for the National Career Readiness Certificate system. Prior to joining ACT, Larry has served in management roles supporting sales channels and customer service teams at Adidas, Global Crossing and Parsons Technology/Intuit. He holds an MBA from the University of Iowa and a Bachelor's degree from Queens College, NYC.

Michelle Mueller

Michelle Mueller is the Dean of Workforce Development & University Center at St. Clair County Community College, where she has worked in various administrative positions over the last 23 years. Michelle holds an Associate's Degree in Fine Arts from Brevard College - North Carolina, where she was a voice performance major; a Bachelor's Degree from the University of Michigan in Communications; a Master's Degree in College and University Administration from Michigan State University, Post-Graduate Enrollment Management Certification from the University of Florida and is presently a doctoral

candidate in the Educational Leadership program at Central Michigan University.

Michelle serves on the Blue Water Chamber Board; is Chairperson of the Sanilac Economic Development Committee; serves on the Leadership Team of the Southeastern Michigan Community College Consortium; and was recently the recipient of a \$2,000,000 U.S. Department of Labor Community Based Jobs Training Grant in Transportation, Distribution and Logistics, designed to increase the skill sets of the local SC4 and Mott Community College service area workforce. Additionally, Michelle, among eight other community college workforce deans in Southeast Michigan, was awarded Automation Alley's 2008 Education Program of the Year Award for Southeast Michigan. She is a National Institute for Leadership Development alumnus and has also been certified by the Chair Leadership Academy as a future leader in higher education.

Gary Nolan

Gary M. Nolan serves as Director of Marketing for ACT's Workforce Development Division, which is responsible for developing and implementing products designed to advance the knowledge, skills, and success of the U.S. workforce. He joined ACT in 2001 and was assigned to business development activities supporting ACT's licensure and certification programs and has also served as project manager for the development of the WorkKeys Personal Skills assessments. Prior to joining ACT, he worked in higher education and as an organizational development consultant. Gary holds a bachelor's degree in journalism and an MBA.

Greg Northrup

Greg retired in 2004 from CMS Energy/Consumers Energy, headquartered in Jackson, Michigan, where he held the position of Director of Economic Development. In this

position he had responsibilities for economic development in regions served by the companies. Its programs were consistently recognized as one of the top ten in the U.S. and internationally, with special recognition for innovative programming focusing on international business attraction and development strategies in Europe, South America, Africa and Asia and redevelopment of urban core cities.

Following his retirement he formed JG Northrup & Associates, LLC an economic development, project consulting company. Beside project management, a primary focus was the creation and development of prototype programs designed to deal effectively with land-use strategies. The outcomes of these efforts are intended to accelerate the redevelopment of many of Michigan's urban cores and prevent further urban sprawl by improving cooperation among local units of government. Using ISO principles and concepts, the programs were supported and endorsed by the Michigan Chamber of Commerce and People and Land, a land-use policy group.

He was named President of the West Michigan Strategic Alliance (WMSA) in April 2006, following a successful repositioning of the organization while he served as the acting President. WMSA is responsible for building regional collaborations intended to improve the region's overall quality of life. During his short tenure, the organization has secured grants and contributions totaling over \$1.5 million and a WIRED grant from the U.S. Department of Labor for \$15 million over three-years. Currently, the organization is focusing on sustainability indicators to drive action, protection, preservation and management of the region's natural resources and developing innovation in workforce development designed to ensure the region's competitive position. For

more information about the WMSA, please visit www.wm-alliance.org.

Liza Estlund Olson

Liza Estlund Olson was appointed as Director of the newly established Bureau of Workforce Transformation (BWT) effective March 31, 2008. BWT replaced two DLEG bureaus - Workforce Programs and Career Education Programs. The new bureau is structured to drive Michigan's fundamental strategic decision to emphasize meaningful training rather than focusing primarily on job placement. BWT is being organized around customers, with two major components, one focused on workers and one on employers. Most recently, Liza Estlund Olson served as the acting director of the Unemployment Insurance Agency (UIA). Liza's work on integrity issues for UIA was an important consideration in naming her as acting UIA director. In that role she assisted with the transition to debit cards and direct deposit. Previously, Liza served two years as director of UIA's Management Services, gaining a sound understanding of the agency and its programs. As director of UIA's Management Services, Liza directed the agency's Central Support Unit, the Center for Learning & Development, the Fraud Investigation Unit, the Integrity Initiative Unit and the Oakman Multi-Service Center. She also oversaw UIA's strategic planning activities and acted as liaison with DLEG on budget, finance, purchasing, and contract and human resources issues. Prior to joining UIA, Liza was director of the Department of Management Services for the City of Lansing; she also served as chief of staff to the Lansing mayor. She serves on the Board of Directors for the Michigan Women's Historical Center and Hall of Fame. Liza graduated from Michigan State University's James Madison College with a degree in Urban Policy.

Patrice Ostradick

A performance improvement consultant for twenty years, Ostradick has helped a diverse portfolio of firms to define goals and obstacles to their attainment and to achieve desired results. She is an authorized ACT Job Profiler, working with organizations to utilize WorkKeys® tools in a broad human capital management context. Pat holds degrees from Grand Valley State University and Aquinas College; she is employed by the Ottawa Area Intermediate School District at the Thompson M-TEC.

Lee Payne

Lee Payne recently joined the Metrics Reporting Team as a consultant in West Michigan, but has worked with Metrics Reporting on projects for several years. Lee is Senior Project Manager, Systems Improvement with Metrics Reporting, Inc and is General Manager in their Healthcare Practice. Lee is currently leading several efforts in the Metrics Reporting Healthcare Practice , including the prototype development of a Healthcare Employee Forecasting project for the region, the creation of the West Michigan Healthcare Hot 50 Occupations and a Career Lattice/Ladder project incorporating the Hot 50 Occupations and the O*NET/CLEG Occupational Databases for healthcare occupations.

Lee is the General Manager for the First Choice Career Coaching program introduced in West Michigan as collaborative effort between the West Central Michigan Healthcare Regional Skills Alliance, the Healthcare Employers Council, Michigan Works! agencies and area educators in K-12 and College.

Steven B. Robbins, Ph.D.

Steven B. Robbins, Ph.D., is Assistant Vice President, Applied Research, in ACT's research area, which provides psychometric and statistical support for ACT programs and

clients, conducts policy and validity research, publishes research reports, and develops, validates and supports career assessment projects. Steve possesses more than 20 years of experience as a counseling psychologist and is experienced in program development, executive leadership, and consulting roles in business, educational, government, and health care settings. He holds a doctorate in counseling psychology from the University of Utah.

Ann Stanton

Ann Stanton is on the staff of the Macomb Community College Workforce Development Institute where she has served as the ACT WorkKeys® Program Coordinator for the past nine years. One of her current focuses is to incorporate WorkKeys® into short term community college programs. Stanton uses a combined approach that includes profiling to aid in curriculum development and participant selection, assessing, and skill development available through the use of KeyTrain. Stanton's experience includes working with business and industry, K-12 educators, and the Macomb/St. Clair MI Works! Agency. Ann has made the National Career Readiness Certificate available to thousands in the Southeast Michigan community.

Rene Stephan

Rene Stephan holds the position of Business Retention and Community Services Specialist for the Economic Development Alliance of St. Clair County and is responsible for leading the organization's program of regular retention visits to St. Clair County manufacturing companies as well as assisting local units of government in the planning of economic development activities. She works closely with the Michigan Economic Development Corporation (MEDC) and serves on the MEDC's Advocacy Taskforce Team. Rene holds an Associates Degree in Business Administration from Valencia

Community College in Florida and is currently pursuing her Bachelor of Science Degree in Economics from Central Michigan University and her Certification in Economic Development (CEcD) through the International Economic Development Corporation.

Rene is also a Small Business Consultant for the Michigan Small Business & Technology Development Center (SBTDC) and provides counseling and assistance to area small business entrepreneurs by building viable business plans and establishing strategies for growth and survival. Rene serves on the Macomb/St. Clair Workforce Development Board and the Southeast Michigan Implementation Team for the WorkKeys NCRC.

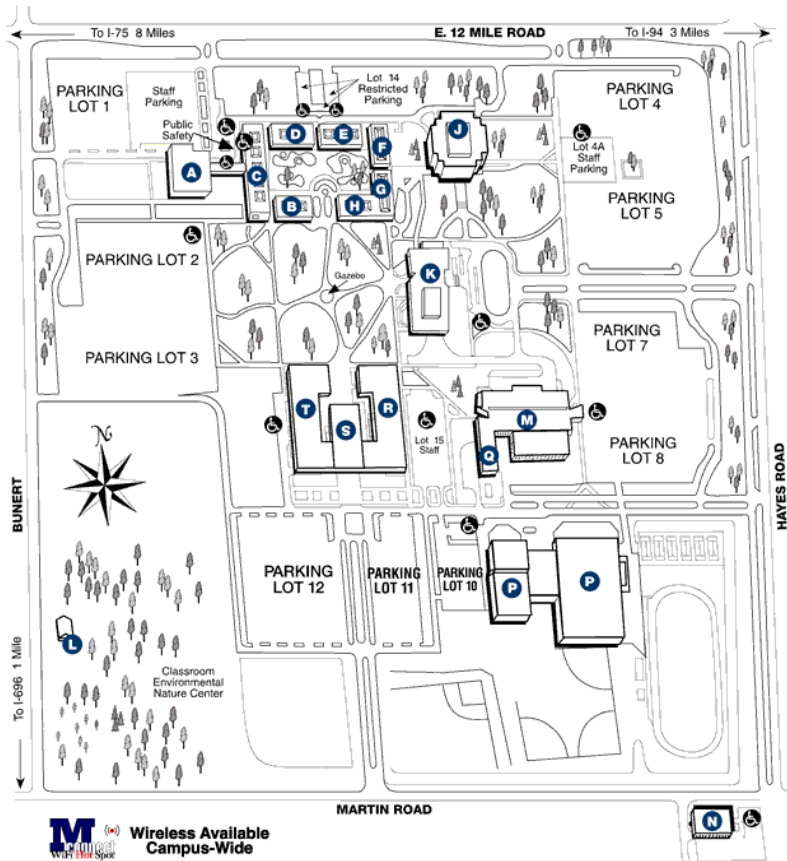
Marcia K. Stientjes

Marcia K. Stientjes, Ph.D. is Director of WorkKeys® Development at ACT. As such, she has responsibility for oversight of the creation and maintenance of WorkKeys® employability skills assessments. She has been a part of the WorkKeys® program since 1991 and has taken the lead in developing audio and video-based assessments as well as more traditional paper-and-pencil assessments. Currently she is involved in electronic delivery of WorkKeys® assessments. Her background includes experience in both business and teaching. One of her primary interests is adult and continuing education.

Scott Stimart

Scott Stimart is Vice President of Sales and Marketing for ACT's Workforce Development Division. ACT's Workforce Development Division provides workplace assessment capabilities under the WorkKeys Logo. Scott has an Engineering, Manufacturing and Sales background.

Macomb Community College South Campus (2008 WorkKeys Conference)



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| <ul style="list-style-type: none"> A - Boiler House B - Science Building C - Classroom Building & Public Safety D - Administration Building E - Classroom Building F - Classroom Building G - Classroom Building & (Cashier, Information Center, Records, Registration, and Veterans Affairs) H - Classroom Building & (Admissions, Assessment, Counseling, Financial Aid, Special Services) J - Max Thompson Learning Media Center (Library) | <ul style="list-style-type: none"> K - John Lewis Student Community Center and Bookstore L - Bunert Conference Center M - Transportation & Energy Technology Building N - College Park Annex (Institutional Research, Publications, Purchasing, Recruitment) P - Sports & Expo Center Q - Boiler House
 Robert E. Turner Complex: R - Graphic Technical Building S - Walter E Bradley Auditorium (Career Services) T - Mechanical Technical Building |
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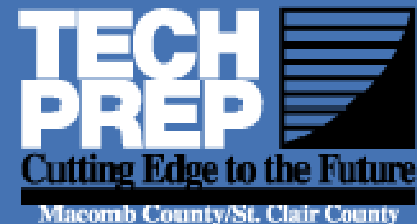
Disabled Parking Locations

Location	# of spaces	Location	# of spaces
Lot 1A-Staff	3	C Bld.	20
Lot 2	3	K Bld.	6
Lot 4	8	P Bld.	2
Lot 7	4	T Bld.	2
Lot 10	18	N.Bld	6
Lot 15-Staff	1		

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Sponsored by The Michigan NCRC Advocates and Partners:



Michigan NCRC Advocates Board Members

Cindy Leyrer - WorkKeys Specialist, Ingham Intermediate School District

Dennis Dunlap - Regional CTE Administrator, Gratiot-Isabella RESD

Liz Stegman - NCRC Training Coordinator, GRCC Training Solutions

Debbie Gillespie - Training Coordinator, Community and Business Services, Lake Michigan College

Ann Stanton - WorkKeys Program Coordinator, Macomb Community College

Deb Doyle - Director of Operations, Michigan Works! The Job Force Board - Central U.P.

Kathy Conklin - Executive Director, Saginaw County Business & Education Partnership

Rachael Jungblut - Program Manager, WIRED WorkKeys Innovation, Grand Rapids Community College

Howard Hipes - Mentoring Coordinator/Recruiter, MI Bricklayers and Allied Craftworkers Skilled Trades

Irma Zuckerberg - Director, Mid Michigan Innovation Team (MMIT), Prima Civitas Foundation

Michelle Mueller - Dean of Workforce Development & University Center, St. Clair County Community College

Ron Koehler - Assistant Superintendent, Organizational and Community Initiatives Kent ISD

Bill Guest - President and CEO, Metrics Reporting, Inc.