



Continuing Education & Workforce Training Monitoring Report

Reporting Period: July 1, 2024 through June 30, 2025 (FY25)

By: Dr. April Teske, Kristy Stephenson, Business & Workforce Office

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Continuing Education & Workforce Training Monitoring Report

EXECUTIVE SUMMARY

This report provides evidence of institutional performance for Continuing Education and Workforce Training during FY2025. Key strengths include notable gains in participation, expanded outreach across four of five counties, and increased demand for licensure-based offerings. Primary areas requiring system development include participant satisfaction tracking, credential reporting, and fiscal stewardship. This report demonstrates progress toward Strategic Outcomes B1005 and B1006 while highlighting areas for FY2026 system modernization.

SECTION-1 CONTINUING EDUCATION

Policy Linkage: [B1005](#) – Continuing Education Programming

SCCES Alignment: Student Success; Infrastructure Effectiveness

HLC Alignment: 1A 1B 2B 3C 3D 3E 3G 4A 4B 4C

Policy & Value Summary

Continuing Education provides workplace-oriented learning that enables individuals to enter, re-enter, or advance in employment. Offerings include short courses, seminars, workshops, and modular learning that may award CEUs, badges, certifications, or articulated credit. Programming is designed to meet regional labor-market needs and contributes to economic development across the service area.

The Board recognizes that—

- **Individuals** gain value by developing new or enhanced job skills, retraining for a new career, and earning credentials that increase employability and mobility.
- **Employers** benefit from a skilled and adaptable workforce aligned with business and industry needs.
- **Communities** benefit from workforce development that promotes economic growth and sustainability.
- **The College** benefits through partnerships that connect continuing education with professional and academic pathways, promoting lifelong learning.

Board Expectation: To honor these values, the Board expects Continuing Education programming to produce measurable results in **participation, credential attainment, satisfaction, fiscal stewardship, and access equity**; evidenced through annual Monitoring Reports aligned with SCCES Key Performance Measures.

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Key Performance Measures – Evidence of Results

KPM	Indicator(s)	Target/Benchmark	Results (FY25)	Trend	Interpretation
Participation & Access	Duplicated enrollment; CEU registrations by category (scheduled for FY26)	Maintain ≥ FY23 total enrollment Maintain or exceed FY23 baseline participation, supporting B1005 expectations for expanded community access.	709 participants	Mixed (↑↓)	Participation increased substantially from FY23 to FY24, followed by a moderate recalibration in FY25. Overall activity remains significantly above the FY23 baseline, indicating renewed post-pandemic demand aligned with Board Policy B1005. FY26 enrollment to date suggests continued upward momentum supported by expanded licensure and healthcare offering.
Participant Satisfaction	% Learner’s rating “satisfied” or higher	≥ 90% satisfaction	No FY25 data (survey instrument launches in FY26)	Baseline Year	A standardized satisfaction survey for CE/WT participants is scheduled for implementation in spring 2026. Baseline results will be included in the FY26 Monitoring Report to support continuous-improvement expectations in B1005 and B1006.
Equity & Outreach	County participation distribution; % Participants from underserved populations	Participation proportional to regional population and increased engagement among underserved populations	County participation: Alexander 158 (78%), Johnson 108 (8%), Massac 76 (18%), Pulaski 99 (46%), Union 136 (4%) Underserved population participation: 38% (up from 36% in FY24)	Mixed (↑↓) (County distribution varies; underserved population engagement shows slight upward movement)	FY25 participation shows strong engagement in Alexander and Pulaski Counties, with moderate levels in Massac and Johnson and lower levels in Union. The increase in participation among underserved populations—from 36% to 38%—indicates progress toward equitable access. Expanded hybrid delivery, employer partnerships, and targeted outreach are expected to improve geographic balance and strengthen alignment with Strategic Outcome B1005 and SCCES expectations for regional equity.

Detailed results for each Key Performance Measure are provided on the following pages

Continuing Education & Workforce Training Monitoring Report

KPM: Participation & Access

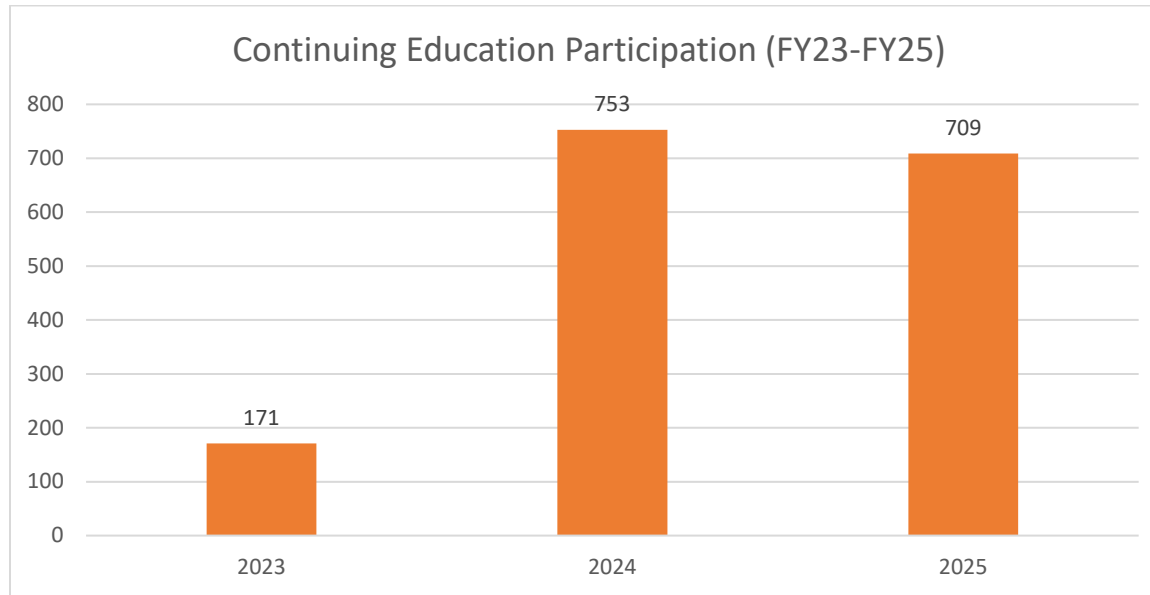


Chart 1 – Participation & Access Trend

Outcome & Interpretation: FY25 participation reflects a mixed trend across the three-year period, with substantial growth from FY23 to FY24 followed by a modest recalibration in FY25. Despite this slight decline, participation remains significantly above pre-FY24 levels, demonstrating sustained community demand for short-term, skills-based learning. These results align with Board Policy B1005, confirming that Continuing Education continues to provide accessible workforce-oriented programming that meets regional needs. Improvements underway in outreach, program mix, and scheduling are expected to support continued progress as the College strengthens its CE data structures and expands targeted offerings in FY26.

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KPM: Participant Satisfaction

Reporting Note: A standardized participant satisfaction survey instrument will be implemented in spring 2026. Baseline results will be included in the FY26 Monitoring Report.

Outcome & Interpretation: FY25 serves as a baseline year as the College finalizes a consistent approach for gathering learner and employer satisfaction feedback across Continuing Education. Implementing a standardized survey in spring 2026 will establish the first formal dataset and support ongoing improvement in instructional quality, customer service, and alignment with Board Policy B1005. Results will be incorporated into the FY26 Monitoring Report and used to evaluate progress against the $\geq 90\%$ satisfaction benchmark.

Continuing Education & Workforce Training Monitoring Report

KPM: Equity & Outreach

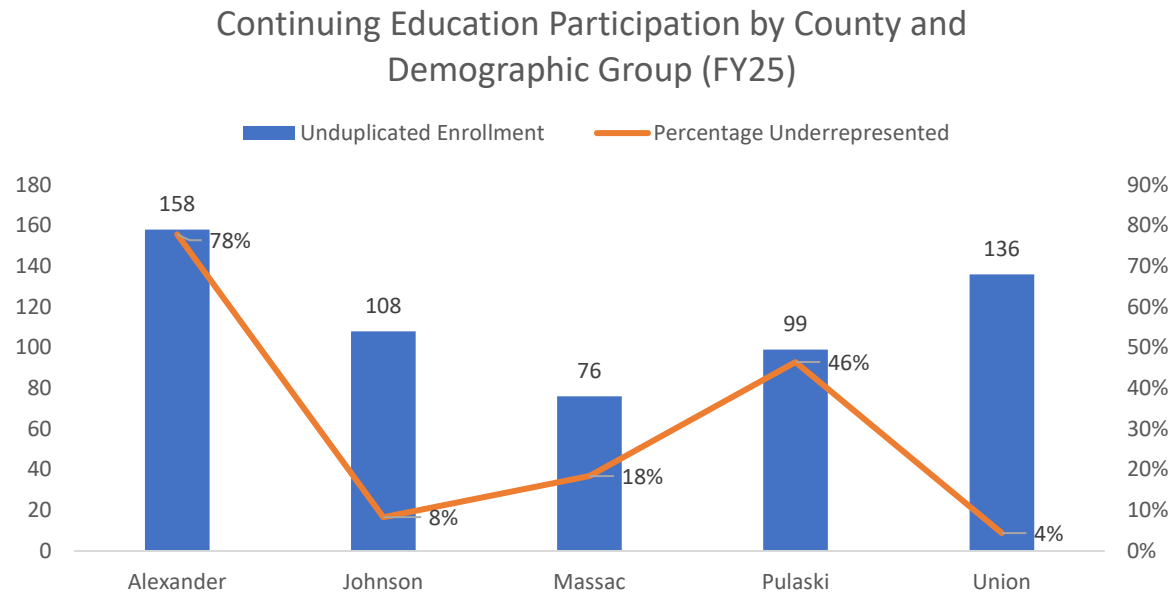


Chart 3 – Equity & Outreach

Outcome & Interpretation: FY25 Continuing Education participation varied across the service region, with the highest enrollment in Alexander (158) and Union (136) counties, and lower participation in Massac (76). Underrepresented participation ranged significantly by county – from 4% in Union and 8% in Johnson to 46% in Pulaski and 78% in Alexander – indicating important geographic differences in demographic reach.

Overall, the pattern reflects strong engagement in several counties and targeted opportunities to improve demographic representation in Union and Johnson. Expanded hybrid formats and employer-site offerings planned for FY26 are expected to support more balanced regional and demographic access, consistent with Strategic Outcome B1005 and SCCES expectations for equitable participation.

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Summary of Findings

Continuing Education demonstrated strong performance in FY25, with significant participation gains above the FY23 baseline and sustained demand across professional licensure and healthcare-related offerings. Although participation declined modestly from the FY24 post-pandemic surge, FY25 results continue to reflect renewed community engagement and strong alignment with regional workforce needs. Early FY26 enrollment suggests that this upward momentum is continuing.

Equity and outreach indicators show a generally balanced geographic distribution, with notable engagement among underrepresented populations in Alexander and Pulaski counties. Participation in Johnson and Union counties remains comparatively lower, signaling priority areas for targeted outreach as the College enhances its regional service delivery. These results demonstrate meaningful progress toward SCCES Student Success and Infrastructure Effectiveness expectations and reinforce the College's role in providing accessible, skill-based learning aligned with Board Policies B1005 and B1006.

Future Goals & Actions

- *Program Diversification:* Expand noncredit offerings in healthcare, business, technical trades, and licensure-based training to meet emerging labor-market needs and strengthen alignment with B1005.
- *Regional Access & Equity:* Strengthen outreach efforts in Union and Johnson Counties through employer partnerships, community organizations, and hybrid delivery options.
- *Participant & Employer Feedback Systems:* Launch standardized satisfaction surveys for learners and employers beginning spring 2026 to inform continuous improvement aligned with SCCES measures.
- *Pathway Integration:* Develop opportunities to articulate continuing education coursework with credit-bearing pathways to supporting learner progression and stackable credential models.
- *Data Modernization:* Complete development of consistent tracking systems for participation, CEUs, credentials, and demographic reporting to enhance transparency and longitudinal measurement.

Resource Support Needed

Several of the future goals identified will require modest new investments:

- *Technology Investment:* Acquisition of an integrated non-credit management platform to improve registration, credential documentation, and reporting accuracy.
- *Marketing & Outreach:* Dedicated resources for digital promotion, community engagement, and regional awareness efforts to support equitable access.
- *Instructional Capacity:* Adjunct and contractual funding to expand high-demand offerings and support timely response to employer requests.
- *Professional Development:* Staff training in micro-credentialing standards, digital badging systems, and evolving Workforce PELL requirements.

Continuing Education & Workforce Training Monitoring Report

Compliance Statement

This report provides evidence of institutional performance consistent with Board Policy B1005 – Continuing Education Programming and demonstrates ongoing efforts for compliance with related Higher Learning Commission Criteria 1A, 1B, 2B, 3C, 3D, 3E, 3G, 4A, 4B, and 4C. FY25 results reflect progress toward strengthening access, responsiveness, and regional service alignment, reinforcing the College’s commitment to delivering high-quality, workplace-oriented learning that advances student and community success.

Continuing Education & Workforce Training Monitoring Report

SECTION-2 WORKFORCE TRAINING

Policy Linkage: [B1006](#) – Workforce Training

SCCES Alignment: Student Success; Infrastructure Effectiveness

HLC Alignment: 1A 1B 2B 3C 3D 3E 3G 4A 4C

Policy & Value Summary

Workforce Training advances the College's mission to support regional economic development by partnering with business, industry, and public agencies to deliver responsive, employer-driven training. Programming includes customized contract training, employer-requested courses, professional certifications, apprenticeships, and consulting services that strengthen workforce capacity and business competitiveness. Activities are designed to meet current and emerging labor-market needs and to enhance the economic vitality of the College's five-county service region.

The Board recognizes that:

- **Employers** benefit from targeted, cost-effective training solutions that improve productivity, safety, and workforce adaptability.
- **Employees** and jobseekers benefit from skill development that leads to advancement, job retention, and long-term employability.
- **Communities** benefit from stronger local industries, increased wages, and sustained regional competitiveness.
- **The College** benefits from partnerships that expand its applied learning capacity, reinforce its role as a regional economic driver, and strengthen linkages between non-credit and credit programming.

Board Expectation:

To honor these values, the Board expects Workforce Training programming to demonstrate measurable results in employer participation, training outcomes, satisfaction, fiscal stewardship, and regional equity – evidenced through annual Monitoring Reports aligned with SCCES Key Performance Measures and Board Policy B1006.

Continuing Education & Workforce Training Monitoring Report

Key Performance Measures – Evidence of Results

KPM	Indicator(s)	Target / Benchmark	Result(s) (FY25)	Trend	Interpretation
Employer & Participant Engagement	Number of employers served; Number of duplicated trainees; Sector representation	≥ 120 employers; ≥ 900 trainees; Concentration of representation across multiple industry sectors	257 employers / 1,202 trainees	Mixed (↑↓)	FY25 results reflect strong employer engagement and restored trainee volume following FY24 fluctuations. Employer participation now exceeds target and demonstrates broadened outreach, while trainee levels show renewed momentum toward pre-FY24 levels. Improved data systems implemented in FY25 support greater accuracy and alignment with B1006 expectations in future reporting.
Employer Satisfaction	% Employer’s rating training “Satisfied” or higher; % Reporting skill relevance.	≥ 90% satisfaction	Satisfaction measurement system under development; first-year results expected in FY26	Baseline Year	A standardized employer satisfaction and relevance survey will launch in spring 2026, establishing the first formal baseline for B1006 outcome evaluation. FY25 results reflect a system-build year as the College modernizes its feedback and evaluation processes to meet SCCES expectations for continuous improvement and employer responsiveness.
Equity & Outreach	County participation distribution; % of participants from underrepresented populations	Representation across all five counties; year-over-year improvement in underrepresented engagement	Participation across all five counties ranging from 68 to 271 learners; underrepresented participation ranged from 4% to 59% depending on county	Mixed (↑↓)	FY25 results demonstrate broad regional participation with engagement in all five counties. Participation levels vary, with the highest enrollment in Union (271), Pulaski (161), and Johnson (154). Underrepresented learner participation also varies significantly—from strong engagement in Alexander (59%) and Pulaski (35%) to lower representation in Johnson (4%). These differences highlight both areas of strength and clear opportunities for targeted equity-focused outreach. FY25 should be treated as a baseline year as new demographic tracking structures mature, with expanded trend analysis expected in FY26.

Detailed results for each Key Performance Measure are provided on the following pages

Continuing Education & Workforce Training Monitoring Report

KPM: Employer & Participant Engagement

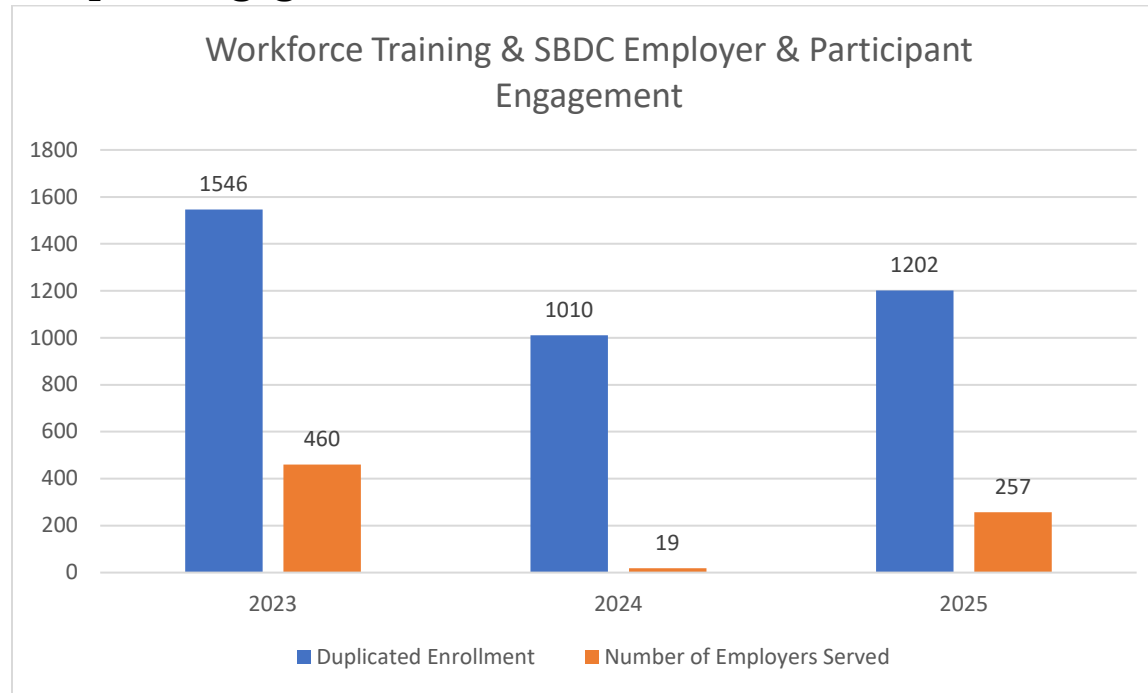


Chart 4 - Participation & Access Trend

Outcome & Interpretation:

FY25 Workforce Training and SBDC activity demonstrates renewed employer engagement and steady participant volume following the FY24 post-pandemic contraction. A combined 257 employers and 1,182 trainees were served in FY25, reflecting expanded outreach efforts and continued demand for CPR and other compliance-related training. The three-year pattern shows a mixed trend, with strong employer participation in FY23, a temporary dip in FY24, and substantial recovery in FY25.

FY25 also represents the first year with more comprehensive employer-level documentation for Workforce Training, establishing a stronger baseline for future longitudinal tracking. Engagement continues to be strongest among small businesses and healthcare-related partners, with FY26 efforts focused on expanding sector diversification and deepening outreach in manufacturing, transportation, and public-sector fields. Overall, FY25 results indicate solid alignment with Board Policy B1006 expectations for employer responsiveness and regional workforce support.

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KPM: Employer Satisfaction

Reporting Note: A standardized employer satisfaction instrument is scheduled for implementation in Spring 2026. Baseline results will be included in the FY26 Monitoring Report.

Outcome & Interpretation: Employer satisfaction data is not yet available for FY25, as the College is finalizing a unified feedback instrument aligned with SCCES measures of service quality and workforce relevance. The employer survey will launch in Spring 2026 and will gather standardized ratings of satisfaction, perceived relevance of training, and reported impact on workplace performance. These baseline results will support FY26 Monitoring Report analysis and strengthen evidence for B1006 expectations related to training quality, responsiveness, and employer engagement.

Continuing Education & Workforce Training Monitoring Report

KPM: Equity & Outreach

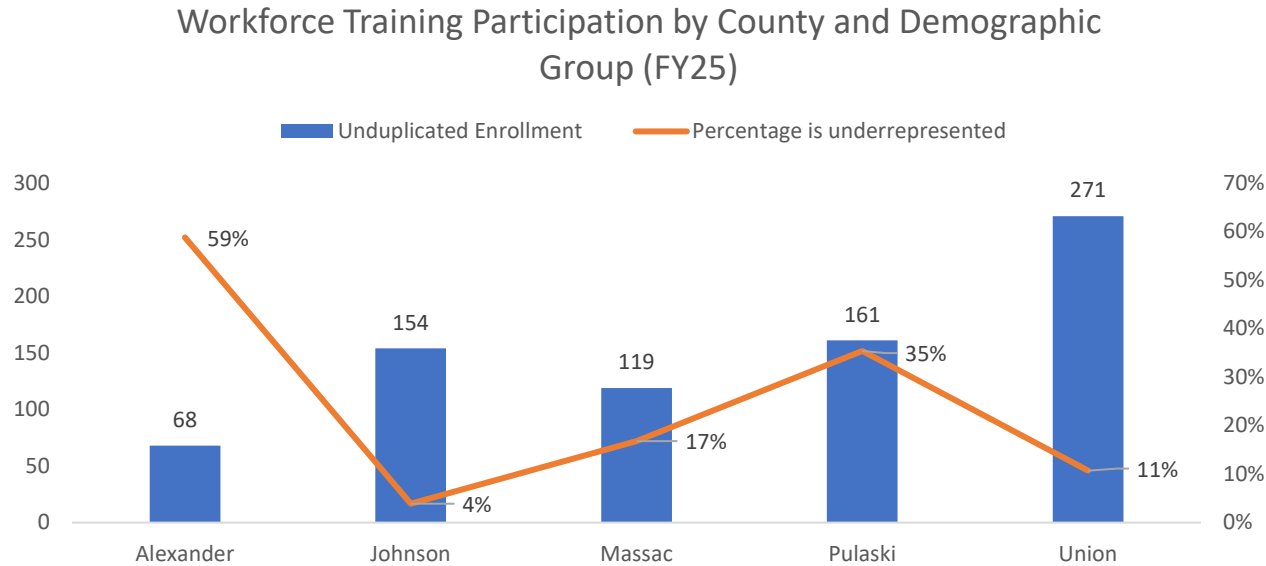


Chart 6 – Equity & Outreach

Outcome & Interpretation: FY25 Workforce Training participation reflects broad regional coverage, with the highest enrollment in Union (271 participants) and Johnson (154 participants). Engagement among underrepresented populations shows substantial variation by county – from strong participation in Alexander (59%) and Pulaski (35%) to substantially lower representation in Johnson (4%) and Union (11%).

These patterns indicate meaningful regional reach while also highlighting equity gaps in counties with lower underrepresented participation. Planned FY26 efforts – including expanded delivery at extension centers, targeted employer partnerships, and grant-supported programming – are positioned to advance more balanced county-level representation.

Overall, the FY25 results align with the Board’s expectation that Workforce Training supports inclusive access and regional service distribution. They reflect progress toward SCCES Student Success and Infrastructure Effectiveness and demonstrate responsive engagement with the workforce needs of diverse communities.

Continuing Education & Workforce Training Monitoring Report

Summary of Findings

Workforce Training demonstrated strong performance in FY25, with notable gains in employer engagement, trainee participation, and regional outreach. The combined Workforce Training and SBDC data show renewed momentum in employer partnerships following FY24, with FY25 representing a solid step toward consistent year-over-year engagement. Participation continues to be strongest in healthcare training due to the high volume of CPR and related clinical offerings.

Equity indicators reflect broad regional coverage, with participation in all five counties and the highest underrepresented engagement occurring in Alexander and Pulaski Counties. Strong participation among small businesses indicates sustained outreach effectiveness in rural areas. These FY25 results demonstrate alignment with Board Policy B1006 and SCCES expectations for Student Success and Infrastructure Effectiveness by supporting regional economic vitality through responsive, employer-driven training solutions.

Future Goals & Actions

- *Satisfaction & Outcome Measurement:* Implement employer and participant satisfaction surveys in spring 2026 to measure training quality, skill relevance, and workforce impact.
- *Sector Diversification:* Expand engagement beyond healthcare to manufacturing, transportation, public safety, and agriculture to strengthen sector balance.
- *Data Modernization:* Improve employer and trainee tracking in Colleague to enhance reporting accuracy and support multi-year trend analysis.
- *Regional Employer Engagement:* Increase presence in Johnson County and deepen partnerships with employers in rural areas across the service region.
- *Integrated Training Pathways:* Align Workforce Training credentials with credit-bearing programs to support stackable pathways and long-term career advancement.

Resource Support Needed

Several of the future goals identified will require modest new investments:

- *Equipment & Facilities:* Funding for mobile and on-site equipment to support safety and technical training.
- *Personnel Capacity:* Designation of a Workforce Development Coordinator to oversee partnerships, grants, and customized training logistics.
- *Technology Infrastructure:* Integration of CE/Workforce tracking platforms to support scheduling, reporting, and credential documentation.
- *Operational Funding:* Continued support for grant funding, WIOA, and WEI programs and expansion of public-private partnerships to sustain cost-effective delivery.

Continuing Education & Workforce Training Monitoring Report

Compliance Statement

This report provides evidence of institutional performance consistent with Board Policy B1006 – Workforce Training and demonstrates compliance with Higher Learning Commission Criteria 1A, 1B, 2B, 3C, 3D, 4A, and 4C. FY25 results reaffirm that the College’s Workforce Training programs function as a regional catalyst for workforce development, economic vitality, and employer responsiveness.

Continuing Education & Workforce Training Monitoring Report

SECTION-3 CONTINUING EDUCATION & WORKFORCE TRAINING CREDENTIALS AND FISCAL STEWARDSHIP

KPM	Indicator(s)	Target / Benchmark	Results (FY25)	Trend	Interpretation
Credential Attainment	CEUs, digital badges, OSHA/CPR cards, certificates issued	≥ 95% of FY23 credential count	1,435 credentials issued	Increasing (↑)	FY25 reflects continued growth in credential production, driven primarily by OSHA and CPR card issuance. Although FY25 remains the strongest year in the three-year period, expanded CEU provider status and improved credential-tracking systems scheduled for implementation in FY26 will enable more comprehensive reporting across all credential types and support stronger alignment with SCCES expectations.
Fiscal Stewardship	Cost-recovery ratio; % of training supported by grants or external funding	≥ 1.00 cost recovery ratio	Baseline data unavailable (system under development)	Baseline Year	FY25 represents a baseline year as CE/WT financial reporting systems are being realigned to support consistent tracking of program revenue, direct instructional costs, and grant-supported activities. A standardized cost-recovery framework is scheduled for implementation in FY26, enabling reliable financial analysis and trend reporting beginning with the FY26 Monitoring Report. Current reliance on grant-funded programming—primarily ICCB Strategies at Work and WIOA—supported training delivery and offset participant costs during the system-transition year.

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KPM: Credential Attainment (Continuing Education & Workforce Training)

Reporting Note: A unified CEU-type coding structure is being implemented in FY26 to support standardized tracking of CEUs, digital badges, and other non-credit credentials. FY25 results therefore reflect aggregate credential counts, with full CEU-level disaggregation planned for inclusion in the FY26 Monitoring Report

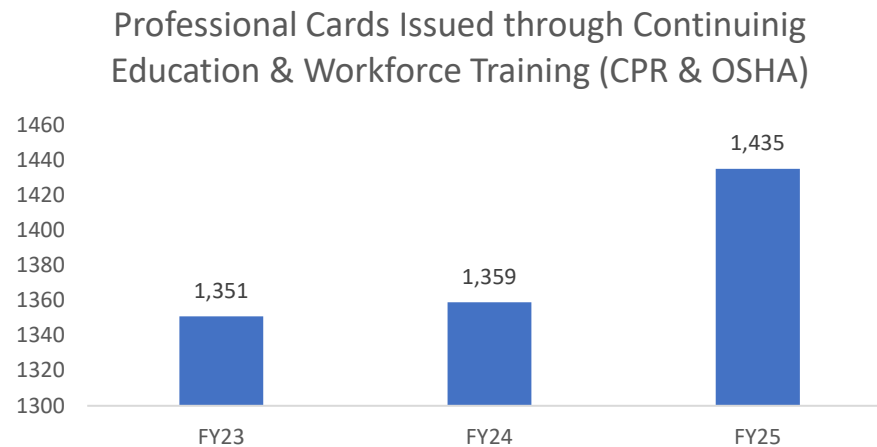


Chart 7 – Credential Attainment Trend

Outcome & Interpretation:

FY25 credential attainment across Continuing Education and Workforce Training totaled 1,435 OSHA and CPR cards, representing a continued upward trend from FY23 and FY24. These results reflect sustained demand for safety and compliance training in the region and demonstrate the College's ability to reliably deliver high-volume, workforce-relevant credentials that support employer expectations.

Because FY25 is the first year in which CPR and OSHA card production has been consolidated into a unified reporting structure, results should be interpreted as a baseline year for long-term trend analysis. Additional CEU, digital badge, and licensure-aligned reporting will be incorporated beginning in FY26 as new tracking mechanisms are implemented and CEU provider approvals are finalized.

Overall, FY25 performance indicates strong momentum in credential issuance and aligns with Board expectations under B1005 and B1006 to deliver measurable, workforce-aligned credentials that enhance employability, workplace readiness, and regional workforce capacity.

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KPM: Fiscal Stewardship

Reporting Note: A unified fiscal reporting structure for Continuing Education and Workforce Training is being developed in FY26. This includes standardized methods for tracking program revenue, instructional costs, and the use of grant-funded resources. As these systems come online, FY26 will provide the first complete set of data for cost-recovery and funding-mix analysis. Trend reporting will begin with the FY26 Monitoring Report.

Continuing Education & Workforce Training Monitoring Report

Summary of Findings

Credential production across Continuing Education and Workforce Training showed solid performance in FY25, with growth primarily driven by increased issuance of OSHA and CPR cards. These credentials continue to serve as reliable indicators of short-term workforce skill attainment and reflect strong regional demand for safety and compliance training.

FY25 also marks an important baseline year for expanding credential reporting. Because the College is not yet an official CEU provider for many professional organizations, CEU-level data is limited to courses where SCC directly issues documentation (e.g., CPR and OSHA). Licensure exam outcomes—issued by external regulatory bodies—remain unreported to institutions statewide; thus, system modernization will focus on capturing what can be measured reliably while building structures to improve future visibility where possible.

Fiscal stewardship is likewise in a developmental phase. FY25 programming was supported significantly by ICCB Strategies at Work, WIOA, and other grant-funded initiatives, which strengthened access and offset participant costs. A unified, systematic approach to tracking program revenue, instructional expenses, and cost-recovery metrics will be implemented in FY26, enabling fuller assessment of sustainability and fiscal performance in subsequent Monitoring Reports.

Overall, FY25 results demonstrate meaningful progress in credential attainment and strategic use of external funding while highlighting clear opportunities to enhance data reliability, CEU infrastructure, and fiscal reporting systems. These efforts directly support Board Policy B1005 and B1006 and advance SCCES expectations related to Reliable System Performance and Resource Optimization.

Future Goals & Actions

Credential Infrastructure

- *CEU Provider Status:* Finalize approval processes with ISBE, IDPH/IDFPR, and other accrediting bodies to expand CEU availability and strengthen documentation standards..
- *Licensure Outcome Visibility:* Develop partnerships or internal mechanisms to improve tracking of licensure exam outcomes where feasible, even when results are not formally reported back by regulatory agencies..
- *Credential Reporting Systems:* Establish consistent, centralized processes for tracking CEUs, badges, licenses, cards, and other credentials across all non-credit and workforce programs.

Fiscal Stewardship & Data Modernization

- *Financial Data Systems:* Establish consistent revenue-cost tracking tools to support cost-recovery analysis and long-term sustainability assessments.
- *Grant & Partnership Optimization:* Continue leveraging ICCB, WIOA, and private-sector partnerships to expand training access while new financial tracking systems mature.

Continuing Education & Workforce Training Monitoring Report

Resource Support Needed

Several of the future goals identified will require modest new investments:

- *Technology Infrastructure*: Integration of CE/Workforce data platforms to improve accuracy and streamline credential and fiscal reporting..
- *Financial Reporting Infrastructure*: Tools and specialized staff capacity to develop systematic cost-accounting for non-credit and workforce programs..
- *Professional Development*: Training for staff on CEU standards, regulatory requirements, and consistent credential documentation practices..
- *Grant & Partnership Development*: Continued focus on securing external funding and employer partnerships to reinforce cost-effective program delivery.

Compliance Statement

This report provides evidence of institutional performance consistent with Board Policy B1006 – Workforce Training and demonstrates efforts for compliance with Higher Learning Commission Criteria 1A, 1B, 2B, 3C, 3D, 4A, and 4C. FY25 outcomes affirm the College’s commitment to serving as a regional catalyst for workforce development, economic vitality, and employer responsiveness while building the infrastructure needed for enhanced reporting and fiscal stewardship in FY26 and beyond.