

Career Launch Endorsement Review (CLER) Application



North Central Educational Services District

Computer Technician Career Launch Program

Post- Secondary Partners:

Wenatchee Valley College



Secondary Partners:

Wenatchee Valley Technical Skills Center



INSTITUTION: North Central Educational Service District 171

PROPOSED PROGRAM: Computer Technician

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PROPOSED PROGRAM: Computer Technician

CONTACT INFORMATION

Name: Pete Phillips

Title: Executive Director. Technology

Address: 430 Olds Station Road, Wenatchee, WA. 98801

Telephone: 509-665-2610

Fax: 509-662-9027

Email: petep@ncesd.org

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Or. Michelle Price

Date

5-10-20

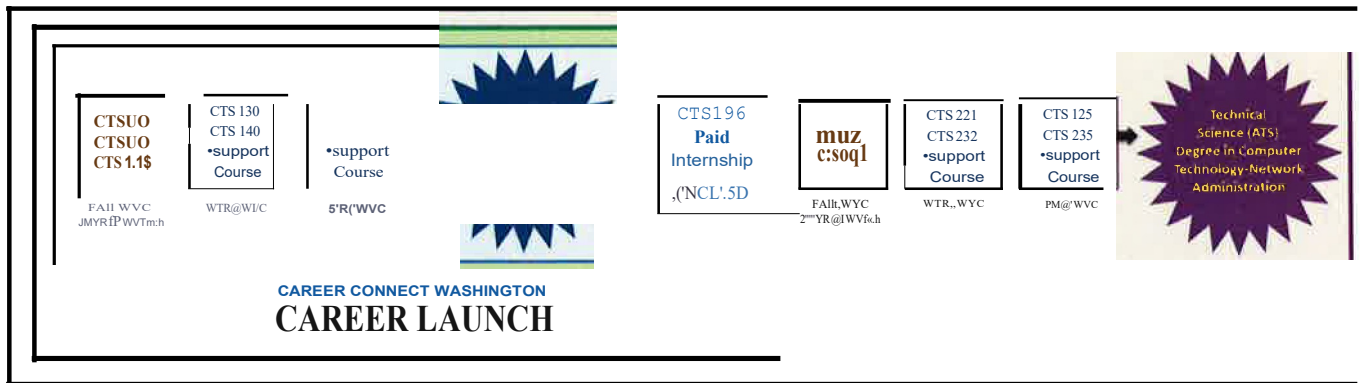
P1. Program description including length of program in years and total hours (including split between classroom and worksite).

The NCESD Career Launch Program will be variable in length as it depends on the student applicant (whether they are a secondary or postsecondary student at the start). Secondary students who begin their preparation at one of the local school districts, or at one-of-two skills centers, have opportunities to begin the coursework for this career launch program early. Seventeen districts have at least 1 articulated course, and the Wenatchee Valley Technical Institute has 5 articulated courses with a possible 25 credits towards the 45 credit Computer Technician Certificate at Wenatchee Valley College. Students taking advantage of these articulations have an accelerated option through the program, matriculate to Wenatchee Valley College, and complete the NCESD Paid internships will need 1 year to complete the career launch certificate program.

Post-secondary students also have an option to begin this program at the community college, and complete the required coursework in the year prior to the internship. For secondary students, the required coursework would take 9 months, or 3 college terms.

The NCESD Career launch Program includes a paid summer internship at the end of the first year of coursework. Students will be placed with the network services division at the NCESD worksite. Students work full time for at least 6 weeks, 240 hours. The internship scope of work is aligned to the learned skills, and offers students additional instructional support through mentorship, and enrollment in the internal workforce development program supported by a virtual training platform, Stormwind. This platform will provide students with practice exams and proctored certification exams for the industry recognized certificate. At the completion of the internship and preparatory coursework, the student will be prepared to take the certification exam for the CompTIA A+/CompTIA Network+ certification exam. NCESD will provide financial assistance for the first attempt at the certification exams.

The graphic below highlights the path that students can take through the career launch program. In addition to the industry recognized CompTIA+/CompTIA Network certificate, which are embedded in the completion of the Career Launch Program (green box below), students will find alignment, and can opt into, the Associate of Technical Sciences (ATS) Degree in Computer Technology-Network Administration at Wenatchee Valley College, (purple box below) in the following year. This optional extension provides students a way to continue their formal education and earn a degree. Also note that courses in gold boxes have current articulations for Wenatchee Valley Technical Skills Center (secondary) students to get a head-start on this pathway. These courses are also offered at Wenatchee Valley College in the fall terms of each year. All required course numbers for Wenatchee Valley College credentials are included here.



P2. Estimated number of hours per week at worksite and in classroom (this approach may shift throughout the program).

Secondary students who begin training for the Career Launch will have variable hours (dependent on how many classes they have available (depending on district). Students who begin the career launch program at the secondary level will have full time classroom work for 2 years.

The Internship will require 30 to 40 hours a week at worksite for 6 to 8 weeks for a total of 240 hours onsite. The internship also provides students with access to the virtual training platform used for workforce training at NCESD (Stormwind). Stormwind coursework may be required, as outlined by the work plan for each student. Specific assignments (i.e. coursework to support Windows Desktops) and other technical skills required will be discussed with the student at the start of the internship.

P3. Demonstration of labor market demand for specified skills/career in the local region.

The following charts indicate the labor market demand for computer technician skills. The second chart shows over 477 jobs with an associate's degree for computer network technicians across Washington and the job is in demand. The third chart is the regional demand for the same position, all figures represent current Employment Security Data. Also based on input from our Institutional Researchers, we can reasonably state that within one year of completing in 2017-18, 87% of CTS certificate and degree completers were employed. Employment data from DLOA.

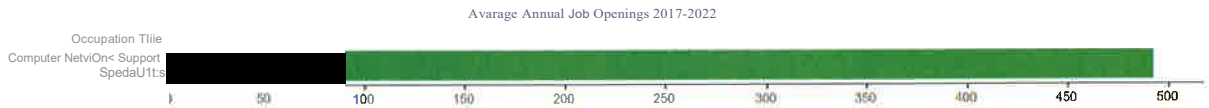
Outlook for Jobs in Computer Science

*Excerpted from *Occupational Outlook Handbook*, Bureau of Labor Statistics

Occupation	Top Pa	10-year Growth Rate	Total New Jobs	
Computer Support Specialist	51.470	81.260	12	766,900

State or Regional Data	Region	Occupation Group	Wage Range
Regions Washington State	North Central State	Computer Network Support Specialists	\$82,682 - \$102,682
Experience & Training Entry Level	STEM Literacy (Middle School)	Occupation Demand (High)	Average Wage \$82,682 - \$102,682
Typical Credential Needed: [Master's Degree]		Occupation Search: network	

Associate's degree



State or Regional Data	Region	Group	Wage Range
Regions Washington State	North Central State	Computer Network Support Specialists	\$71,828 - \$91,828
Experience & Training Entry Level	STEM Literacy (Middle School)	Occupation Demand (High)	Average Wage \$71,828 - \$91,828
Typical Credential Needed: [None]		Occupation Search: network	

Associate's degree



P4. Projected count of student enrollment, student completion, and anticipated employer participation for 5 years, post-pilot.

A Minimum of 1 intern will be hired each summer. The number of internship positions hired is dependent upon the work needs of the districts, and the budget capacity of NCESD. The NCESD will consider the work load requested by the schools they serve and determine if more interns can be hired with capacity to support up to 10 interns as dictated by need and budget.

PS. Concise description of development process to create the Career Launch program (e.g. who was involved, when, how was the program piloted, etc.)

This program was developed out of necessity. The NCESD needed additional technicians to complete typical summer workloads. An intern has been hired in each of the last two years. At the end of the internship, NCESD has been able to hire the interns full time and they are still employed at NCESD.

- **North Central Educational**
" **Services District**

Historically, NCESD has reached out directly to post-secondary programs to recruit interns from the programs. NCESD has reached out to these same partners to formally partner in the career launch program to ensure that the opportunity for development is more broadly and equitably accessible to youth in the region.

NCESD has worked with the North Central Career Connect Regional Network (led by the Apple STEM Network and Skillsource) to develop a recruitment and outreach plan, as well as identify student supports services for the proposed Career Launch program, and has engaged Skillsource to ensure that disengaged youth learn about this Career Launch opportunity.

The North Central ESD has presented the proposed training plan to regional School Districts to inquire if they are interested in serving as additional training partners and stakeholders to expand this opportunity more equitably across the North Central WA region. Pending program approval, there is expressed interest in expansion of this opportunity.

PG. Signed letter of endorsement from all relevant partners, stakeholders and regional networks (including employers, labor organizations, academic institutions, community-based organizations, individuals, and other relevant stakeholders in support of the proposed Career Launch program). Regional network endorsement preferred.
See attached letters.

- NCESD/ Apple Stem, CCW Regional Network
- North Central Education Service District
- Wenatchee Valley College
- Wenatchee Valley Technical Skills Center, and regional school districts

P7. Description of resources, supports, or other processes to recruit and support students from underserved backgrounds (e.g. including students of color, students from low income families, English language learners, students with disabilities, foster students, students experiencing homelessness, students from single parent homes, and other populations that face barriers to employment); or create an implementation plan to do so.

NCESD will work with the Career Connect North Central Washington Network to ensure that there is robust outreach and awareness about the Tech Career Launch Program. The regional network has broad regional representation in the leadership board including both regional Community and Technical Colleges, and is co-led by the Apple STEM Network and Skillsource.

Each member of the Career Connect Regional Network has committed to ensure that career connected learning opportunities like the NCESD Career Launch are promoted in such a manner

that students of color, students from low income homes and other populations facing barriers are supported to find, apply and complete Career Launch Programs.

Skillsource and OIC are critical partners who will ensure that disengaged youth in the region are aware of the Career Launch program, requirements, and the opportunity for paid work, and have some additional ongoing support services for eligible students to increase student retention, persistence and completion.

Students enrolled in the courses at Wenatchee Valley College will have access to student support programs like CAMP and TRIO, as well as career services.

NCESD will cover the cost of enrollment for the intern to the Storm wind training platform, as well as the testing fees for certification for the interns.

Each student intern will be paired with a NCESD mentor. NCESD Interns will also have an assigned curricular mentor through the internal training platform (Stormwind), to assist students with any questions about course sequences, technical requirements for certification exams, content review and necessary steps to completion.

Industry Related Checklist

1-R1 Address of worksite(s) where Career Launch students will complete supervised training.

The primary site of work will be the North Central Educational Services District Office. 430 Olds Station Rd. Wenatchee, WA 98802.

Additional worksites could be at any of the 29 schools served by NCESD. This link provides a complete contact list. <http://www.ncesd.org/about-us/our-schools/>

1-R2 Hourly wage for Career Launch participants.

The interns are paid \$13.50 per hour.

1-R3 List of entry-level positions and associated job descriptions for which a Career Launch student would be eligible for upon completion.

Entry level positions include;

- Computer Support Network Professionals
- Computer User Support Specialist

1-R4 List of specific skills and competencies required for completion of Career Launch program, with demonstrated alignment to entry-level positions, job descriptions, and average local salary ranges.

Students who complete the Desktop Support Technician Career Launch will be able to:

- Work effectively, both independently and in groups, to solve computer hardware issues.
- Work effectively, both independently and in groups, to solve computer software and operating system issues.
- Diagnose and troubleshoot a variety of networking issues, from the physical layer through the application layer.
- Install, configure and troubleshoot a variety of client and server platform operating systems.
- Configure and support networks in a peer to peer network and a client server, domain-based network structure.
- Develop a foundation to continue their studies in computer technology and related fields.
- Acquire training and education to seek employment or advance in current employment in computer technology fields.

As shown in the chart in P3, the average wage in the region was reported as \$71,828

*Attached, please find the most recent job description recently posted for the Desktop Support Technician position at NCESD.

I-RS Employer attests that the Career Launch program is in compliance with required federal, state, and local regulations.

The North Central ESD provides equal employment opportunity and treatment for all applicants and staff in the recruitment, hiring, retention, assignment, transfer, promotion, and training. Such equal employment opportunity is provided without discrimination with respect to race, creed, color, religion, age, sex, sexual orientation, national origin, marital status, families with children, or the presence of any sensory, mental or physical disability, or the use of a trained dog guide or service animal by a disabled person, veteran status, Vietnam veteran status, and more recent military action veteran status. The Career Launch Computer Technician position complies with all State and Federal Employment Laws.

I-R6 Employers will outline a student supervision and mentorship model.

Kevin Knoll, Managing Director Netserv, will be responsible for the assignment of a professional mentor of the Career Launch Intern. Kevin will meet with the intern prior to the start of the

internship, and subsequently follow up with regular check-ins, as well as be available for questions as needed.

In the first meeting, Kevin will also support the student in outlining a professional learning plan for any needed coursework from the internal development system (third party platform, Stormwind). This learning plan will be documented and provided for the intern at the start of employment.

In addition, Kevin will interview the intern to evaluate and select a professional mentor to work alongside the intern. Kevin will select a mentor that most closely aligns with the student's background, gender, race and ethnicity (to the extent possible). NCESD is fortunate to have a diverse pool of employees upon which to draw from so that students are supported with a mentor that they can identify with.

Mentors will participate in a training program to ensure that best practices are used while students are being mentored. This mentorship will be monitored closely by the Director of Technology, Pete Phillips, the Managing Director, Kevin Knoll, and the Director of Human Resources, Suzanne Reister.

1-R7 Description of common career pathway(s) beginning with entry-level position specified with demonstration of likely salary growth over specified time period.

Computer Science is a rapidly changing field, the following careers are examples of what is possible in the career pathway. Listed from entry to highest paid. # Source O-NET

Starting entry level position:

- Desktop Support Technician, Average annual salary \$ 44,341

Advancement in the career path and upward mobility as outlined below will require additional training and possibly additional credentials. The work experience and credential attained by this career launch is inherently valuable and a well documented starting step for this trajectory.

- Network Systems Administrator, Average annual salary \$ 82,050
- Computer Programmer, Average annual salary \$ 84,280
- Computer Systems Analyst, Average annual salary \$88,740
- Computer Systems Engineer, Average annual salary \$90,270
- Computer Hardware Engineer, Average annual salary \$ 114,600

Source O-NET

I-RB Demonstrated competency alignment with relevant professional standards for specified entry-level positions when applicable.

Both the post-secondary program, and skill center program, have their outcomes reviewed annually by advisory committees having industry representatives. As an employer in the computer technology field NCESD has determined that these partners are providing an appropriate education to prepare candidates to work for NCESD. The Career Launch program provided by NCESD provides real work experience and additional education supporting the interns to test for and achieve appropriate IRC's, Industry Recognized Credentials.

1-R9 Signed letter from employer partners attesting that Career Launch completers will be ready for specified entry-level jobs, including an optional, non-binding commitment estimating number of Career Launch completers they plan to interview/hire over the first three years of the program.

Letters attached

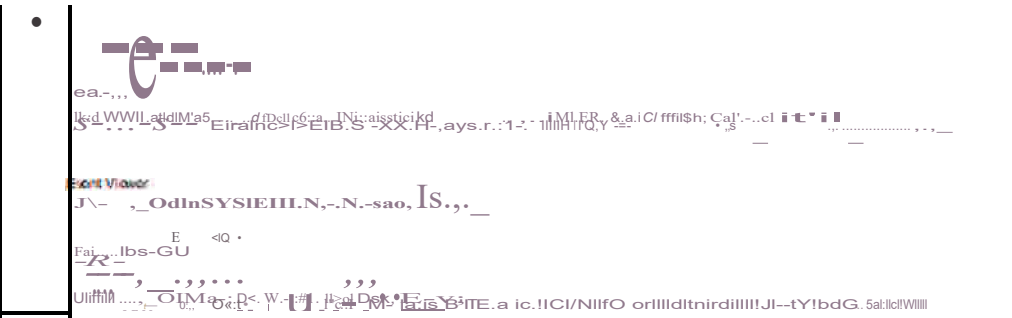

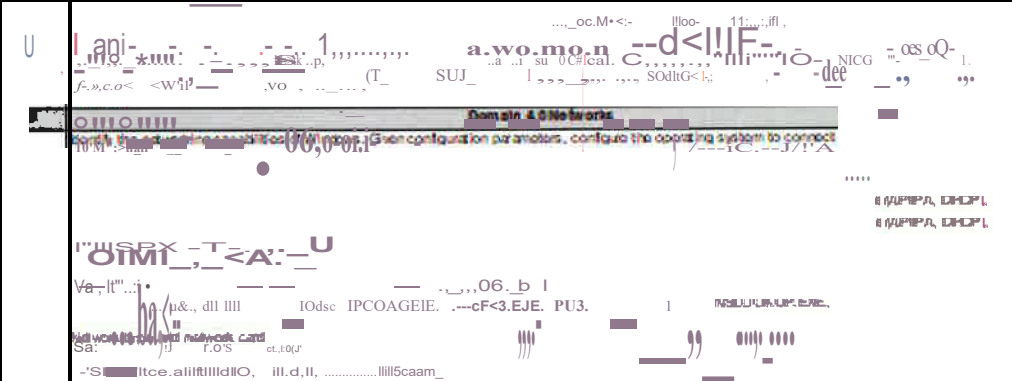

Academic -Related Checklist

A-R1 List of academic institution(s) providing career-aligned instruction for Career Launch program.

Wenatchee Valley College, and Wenatchee Valley Technical Skills Center, all provide foundational training for the Career Launch applicants. North Central Education Service District will also utilize the internal professional learning platform, contracted by StormWind, a third-party, to supplement any additional technical skills needed for entry level work and work on specific projects. Any related supplemental instruction will be outlined in detail with the student at the start of the internship. Specific RSI may range from 28-40 hours of virtual instruction. NCESD will cover course fees and the first attempt testing fees for certification for the interns.

Job Title -	Certifications
Desk Top Technician	CompTIA A+/CompTIA Network+

A-R2 Curriculum scope and sequence aligned to skills and competencies provided in employment checklist.

	
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4.2 -	
CTS 330	<p>Client Operating Systems</p>
CTS 340	<p>Server Operating Systems</p>
CTS 350	<p>Network Infrastructure</p>
CTS 360	<p>Active Directory</p>

A-R 3 Demonstration of student supports (e.g. mentoring, advising, financial aid, tutoring) available for Career Launch students enrolled in the course.

During the instructional training part of the Career Launch, students have access to support programs like CAMP and TRIO at Wenatchee Valley College, as well as financial aid counseling and career services support.

During the paid work experience (internship) the following student supports will be provided:

- NCESD will provide each intern with a professional mentor for training. In addition, the Stormwind training platform provides students with a mentor to address content questions, sequence of courses, and technical issues.
- The North Central ESD offers employee assistance programs for emotional support and wellness.
- NCESD will also fully fund the Stormwind license to give interns access to the training platform as well as the cost for the first attempt for a certification exam.
- NCESD will also provide access to technology and materials needed to complete the training program (i.e. computer, headset, and monitor with camera).

A-R4 Number of postsecondary credits provided and/ or credential earned upon completion of program.

The Career Launch completers will all earn an IRC as identified in A-RI, as part of the NCESD internship, as well as having completed 50 of the 90 credits required for the Associate of Technical Science degree.

A-RS Demonstrated curricular alignment with relevant professional and/ or academic standards associated with coursework and credential, when applicable.

This career launch program is aligned with the required course sequence for the IRC. The post-secondary program has had their curriculum reviewed and approved by an industry advisory committee and SBCTC to ensure that courses are relevant to professional and academic standards.

In addition, NCESD is providing access to StormWind, which is currently leveraged as a professional learning platform for Network Services department staff, as stated in question A-R2, to augment student learning and align with specific knowledge skills and abilities for the desktop support position.

A-R6 Details of potential for current or future partnerships and/or scalability of the program within and across sectors and/or geographic locations (e.g. articulation, degree pathways), when applicable.

- **North Central Educational**
- **Services District**

This Career Launch has the potential to be duplicated at each of the 9 ESDs in the state. If other industry partners who need experienced computer techs were willing to fund internships at the ESDs, more could be employed and ready for the workforce after completion of the Career Launch program. Possible partners may be PUD's, large health care providers, Microsoft, large manufacturers, etc.

**Job Opening Announcement
& Job Description**



Desktop Support Technician	
Supervisor: Network Services Managing Director	Division: Technology Location/ Assignment: Serving Entiat 8: Pateros School Districts and other districts located in Chelan & Douglas Counties
Salary Range: \$-44,341.00 - \$50,169.00 (level 1) <i>Salary dependent on experience and education</i>	Conditions of work: 8 hours per day, 260 days per year, <i>exempt position</i>

GENERAL DESCRIPTION:

This position is a rare opportunity to join an exciting team. The regional Educational Service District 1/1 (SU 1/1) is seeking a dynamic team player interested in making an impact in the lives of district staff as the Desktop Support Tech for Entiat and Pateros School Districts and other Chelan and Douglas County School Districts. The Desktop Support Tech is responsible for performing technical support duties on computing networked equipment including desktop computers, printers, laptops, mobile devices, and troubleshooting computer functional and operational problems for all users throughout the district. Perform setup and installation of new computer hardware as well as the standard software residing thereon. Configure a variety of parameters specific to the software applications installed and ensure network connectivity for new users as well as exiting users with problems. Provide set-up and maintenance of other networked equipment such as printers and other hardware devices and troubleshooting their network communications or operational problems.

Qualifications:

Required:

- Associate's degree in computer networking or certification related field or recent equivalent experience

Preferred:

- MCDST, MISA, or MCSE preferred or requisite skills to attain certification.
- 1 year or more recent experience and responsibility in computer operations and technology support in:
 - Knowledge of Computer Hardware and software installation and operating systems
 - Knowledge of Computer Networking and connectivity
 - Citrix/WesPac experience preferred
 - Windows, MacOS, iOS, GoogleOS

Skills, Knowledge, and/or Experience Required:

- Excellent working knowledge of computer maintenance, software support, Ethernet cabling, mobile devices, printers, and computer hardware installation.
- Excellent Microsoft Office skills.
- Experience with Cloud Computing (Office 365, Google Apps)
- Experience with imaging software (Ghost)
- Excellent troubleshooting skills.
- Excellent oral and written communication skills.
- Excellent interpersonal skills to serve internal customer needs.
- Experience in IT related projects including new software implementation.
- Experience in Project Management and ability to manage multiple task simultaneously.
- Ability to work independently, provide direction and training to others.
- Provide support and assistance to System Engineers, Network Engineers and Technicians as needed.
- Responsible for documenting all hardware assigned to buildings.
- Ability to work after hours/weekends as needed, provide on-call technical support, and travel to remote sites on short notice.
- Valid Washington State driver's license required.



Sept4, 2020

Attention: Dr. Michelle Price
North Central ESD171
430 Olds Station Rd.
Wenatchee, WA 98801

Dear Dr Price;

I am writing in full support of the NCESD Netserv Tech I Career Launch Endorsement proposal. As the regional co-lead for the Career Connect Washington Initiative, the Apple STEM Network is deeply committed to expanding the Career Launch opportunities for youth in North Central Washington, and have enthusiastically agreed to support the development of this pathway.

This program creatively aligns, and bridges internal talent development and certification program at NCESD, to local programs at Wenatchee Valley College, Wenatchee Valley Skills Technical Center, Career and Technical education staff, CTE programs, as well as several of the districts served by NCESD.

Students enrolled in this program will earn the required credentials (CompTIA A+/CompTIA Network) to be strong introductory level candidates for NCESD as well as other employers. Students can also continue on into their program to earn their Associate of Technical Sciences Degree with Wenatchee Valley College.

The North Central Career Connect Washington Network will fully commit to supporting your application and providing outreach and activities to scale this program. As a regional lead for this effort, we are working diligently to develop deep channels of outreach and secure strategic partnerships with community-based organizations, reengagement specialists, and youth serving organizations to ensure that underrepresented and underserved students are encouraged to apply for regional Career Launch opportunities. We look forward to bringing this new opportunity to youth in North Central Washington.

Regards,

Sue Kane

Dr. Sue Kane
Director of STEM Initiatives and Strategic Partnerships
Co-Director, Apple STEM Network
North Central Education Service
District 430 Olds Station Rd.



North Central ESD 171
430 Olds Station Rd.
Wenatchee, WA 98801
509-665-2610

May 6, 2020

Scott Copeland
Associate Director, College Relations and Policy Guidance
Educational Division
Washington State Board of Community and Technical Colleges

RE: NCESD Netserv Tech I Career Launch

As the Director Technology here at the North Central ESD, I oversee the staffing of the Network Services team. I can attest to the need for a local developmental program for talent. Each year, NCESD recruits and hires support for the Network services Team. We have historically cast wide nets, and even recruited applicants into the region, to support the 29 school districts in North Central Washington. This team has grown tremendously, and we anticipate even greater need for support in the coming year and beyond as various remote learning strategies are implemented.

On behalf of the NCESD, we ask that you please accept this letter as an indication of our commitment to align our current paid-summer internship program to the regional CTE (secondary and post-secondary) programs, with an ultimate goal of a regional developmental pathway that will allow us to 'grow our own' talent to fulfill vital Tech Support roles, as part of our Network Services team here at NCESD, and throughout the region in the school districts we support with these services. The NCESD summer internship program has been highly regarded and successful, and for the last two successive years we've offered full-time, permanent positions to our summer interns.

It is worth noting that NCESD has a multifaceted role in the local Career Connected learning landscape, but as it pertains to the Career Launch for Network Services, we are serving as the regional employer. As a regional employer in this developmental pathway, our work with students will include providing paid work-experiences (internships) that provide learning opportunities onsite at NCESD, as well as potential field experiences in districts, mentorship and support to attain the necessary industry recognized credential certifications, and through cooperative worksite learning agreements, where applicable students will also earn academic credits toward the completion of their high school credential or post-secondary certification.

Finally, by providing students the opportunity to earn the necessary certifications, work experiences and professional references, NCESD is also providing a steady, reliable pool of local candidates to fill entry-level positions with NCESD, or any of the regional educational agencies in need of network or desktop support professionals.

Thank you for your consideration of this proposal.

Sincerely,

Pete Phillips
Director of Technology
North Central Educational Services District
petep@ncesd.org



August 31, 2020

Career Launch Endorsement Committee:

With this letter, Wenatchee Valley College (WVC) expresses its support for the proposed Career Launch (CL) program developed by North Central Educational Service District to train Computer Technicians.

WVC is excited to partner in this CL which will include the WVC Computer Technology-Network Administration Associate of Technical Science **degree**. The excellent education of this academic program combined with paid work experience at the ESD will benefit students who wish to enter this high demand career path.

If there are questions, please feel free to contact me.

Sincere

Joey Watd.D.

Dean, Workforce Education and Transitional Studies



327 East Penny Road, Wenatchee, WA 98801 Phone: (509) 662.8827 Fax: (509) 662.5993
www.wenatcheevalleytech.com

Computer Science Career Launch Endorsement

I write this letter supporting the effort of getting Career Launch in the area of computer technology. This is such an important field and our students need more practical experiences to continue to grow. This past year we were able to put two students into internships. This is not enough opportunities for our students. Wenatchee Valley Tech Center is committed to partner with this initiative to help our students be a part of this high demand industry.

Peter Jelsing

Thank you,

Peter Jelsing
Director WVTSC
327 East Penny Rd
Wenatchee, WA 98801

OUR MISSION:

- *To provide industry standard technical training and employability skills.*
- *To personally assist students in a pathway to successful career opportunities and/or postsecondary education.*
- *To commit our professional efforts to the success of students.*

OUR VISION:

Wenatchee Valley Tech is a school providing career and technical education. Students and staff are equipped with current industry standard tools, technology, and physical space. Our programs offer a class schedule and size that provides an environment enabling students to focus on their chosen career and/or technical field while completing academic requirements. Motivated, ambitious students can experience a nurturing and challenging education, beginning with core competencies and progressing to an industry setting. Opportunities are available to receive industry certification and college articulation credit.