

Impact

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Volume II

An Epic Adventure with CentraCare

CentraCare and St. Cloud Technical & Community College chart a new course for health sciences students and faculty: Access to EPIC.

What is EPIC? An “epic” is a glorious recounting of a nation’s events. So EPIC, a leading provider of electronic health records, found this a fitting name for their software solutions that chronicle the story of a patient’s healthcare over time. Currently, EPIC solutions are used in hospitals, clinics, and other medical facilities as well as patients’ homes and back pockets via a mobile app. More than 190 million patients have a current electronic record in EPIC.

“EPIC is huge,” said Carolyn Olson, SCTCC Vice President of Academic Affairs. After years of talking with industry professionals and even a senator who said the journey to access EPIC would be laden with roadblocks and dead ends, the initiative took a positive detour.

“Dr. Ken Holmen, CEO of CentraCare, took a look and said why not,” Carolyn explained. “He was instrumental in coming up with how we can offer EPIC to

SCTCC students and faculty within CentraCare’s license.”

Why? “Nearly all hospitals and care systems in Minnesota use EPIC. For students to be successful, they need access to and training on EPIC,” Dr. Holmen said. “As an employer, having applicants with these skills is a huge benefit. Both SCTCC and CentraCare recognize that.”

Dr. Holmen said, “today is different than the days of paper charts. An electronic health record is more accurate, complete, and comprehensive. It’s a portable way of

documenting an individual’s health record in order to provide better care in a clinic, hospital or other health care facility. This is good for patients and caregivers.”

EPIC is used throughout CentraCare for more than just electronic medical records. “EPIC also helps us measure our quality work so we can improve and it helps standardize how we manage many medical conditions,” Dr. Holmen explained. “Additionally, EPIC and our systems are safe, secure, and private.”

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A letter from The SCTCC Foundation Board

A 2013 study by Wilder Research, a nationally recognized source of data used by state and local planners, policy makers and service providers, highlighted the economic impact of St. Cloud Technical & Community College in our region.

Specifically, SCTCC's annual economic impact was noted at an impressive \$121 million and 1,482 jobs annually. That impact continues with each graduating class and builds year after year.

"SCTCC makes long-term contributions to the regional economy with every graduating class because the productivity improvements from higher education last for the worker's entire career," said Jose Diaz, principal researcher for the study.

For this issue of Impact, we thought we would turn to employers and alumni to learn more about how SCTCC specifically impacts their work. **Bernick's, CentraCare, D & B Auto Body, Freightliner of St. Cloud, Park Industries, Schlenner Wenner, U.S. Bank, and Xcel Energy** obliged.

Whether offering perspective from banking, energy, healthcare, manufacturing, or transportation, their stories all speak to:

- Program development to meet a changing workplace and workforce

- Ongoing skills development to keep the current workforce in step with or ahead of changing technology
- The value of investing in equipment and technology for students and faculty
- Elevating industry and the vitality of our region through collaboration
- Why scholarships are essential to our shared future success

Clearly, as SCTCC President Joyce Helens points out, "Our operations and the economic activity generated by our faculty, staff and students touch virtually every corner of our regional economy and support local business and industry."

We hope this issue of Impact inspires you to increase your involvement with SCTCC by serving on an advisory board, investing in program development or supporting student scholarships.

Your involvement helps ensure we continue to fulfill our mission, "Supporting Education that Works."

Enjoy!



Roger Bonn
Foundation Board President

Which Student is More Deserving?

Making the case for scholarship support

Holly Swenson is no stranger to SCTCC students.

For the last seven years she's been a friendly face for a couple hundred students during orientation each semester. She helps them get Cyclone ID Cards set up and open their free U.S. Bank checking accounts. Holly also has hired her share of students and graduates at U.S. Bank where she is a branch manager.

But in her role on the SCTCC Foundation Board, she's become more acquainted with students on an eye-opening level. Holly serves as a reviewer on student scholarship applications.

"Helping students has always been near and dear to me, but reading scholarship applications has really opened my eyes," she said. "All of



the students who apply have such great life experiences and stories. They come from all different backgrounds. They represent all different age groups."

She said, "many have struggles they have overcome: divorced parents, substance abuse in the family, PTSD, injury from

military service or single parents going back to school while trying to provide a stable life for their kids. First generation college students who might not have a support network to keep them motivated."

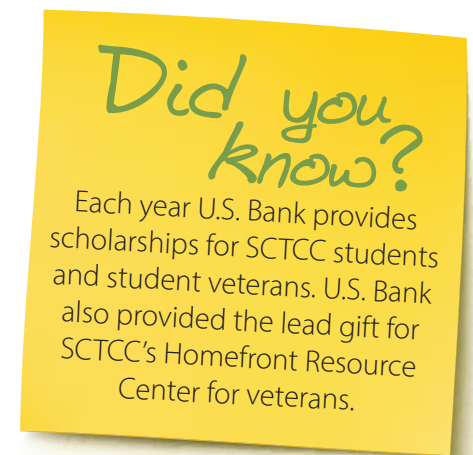
"All of their stories are so touching," Holly said. "It's hard for me to say 'this one is more deserving of a scholarship than this one.'"

They all have a need, Holly pointed out – whether that need is financial or that need is to get an education to

have a better future for themselves and their families.

"I find myself more compassionate to the challenges and struggles students face," she said. "Any assistance we can provide benefits all of us."

"SCTCC prides itself on its stellar employment placement rate," Holly explained. "SCTCC graduates are the ones sticking around central Minnesota. They don't want to move. Scholarships will help businesses because scholarships will bring us lifelong employees."



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Invest in the future of our region. Invest in SCTCC.

Safe, Secure Energy Powered by Xcel Energy

It's not uncommon in the energy field to have career-long employees.

"Power companies are stable places to work, and that's one reason they attract people who stay for a long time," explained Mark Osendorf, Community Relations Manager, Xcel Energy, Minnesota's largest power company.

While that speaks volumes to the compensation packages, interesting work, and highly specialized, hands-on roles that help attract and keep people, this also presents a problem: turnover. Big turnover.

"We are seeing a major transformation in our industry," Mark said. "We've known for quite a while that our workforce will be retiring, and we have a need to replace that talent."

In 2009, Xcel Energy's two nuclear plants located in Monticello and Red Wing joined forces with St. Cloud Technical & Community College and Dakota Technical College to address this turnover. How? By creating the Nuclear Energy Technician Program ... a pipeline for a new highly skilled, highly specialized workforce.

The two Xcel Energy facilities are responsible for 1/3 of the power in Minnesota. Monticello alone, produces enough energy to power half a million homes.

Safety Detail

Because of the rigorous rules and regulations in nuclear energy, the team worked side-by-side with the federal Nuclear Uniform Curriculum Program and the Industrial Nuclear Power Operations Organization to develop a program that infused safety

"We are seeing a major transformation in our industry. We've known for quite a while that our workforce will be retiring, and we have a need to replace that talent."

Mark Osendorf,
Community Relations Manager,
Xcel Energy

and security throughout. In addition, the Nuclear Energy Technician program teaches the fundamentals of hydraulic theory, pneumatic systems, instrumentation and turbine systems. The capstone of the program is a two-week job shadow in the nuclear facilities where students experience the painstaking safety and security detail of working in the nuclear field.

"The processes, the standardization, and the safety consciousness are essential. Once you are inside the plant, everything has processes to it.

You know what is expected of you," said Andy Ziegelmeier, instructor at the Monticello plant and former instructor at SCTCC. "If students can't live these things before they come to Xcel Energy, they would really struggle when they get here. Throughout the program, they get into the culture they will be coming to."

"Without the partnership between the facilities and the colleges, that exposure might not have happened," Andy said.

Twice a year the team from all four organizations gets together to review program requirements, the progress and rigor of students in the program, and the two-week job shadow.

Graduates of the program can earn entry-level positions in the nuclear facilities and bid on jobs once they are employed. Ongoing training takes place to keep technicians sharp. "If you are not working with certain materials or processes every day, the knowledge goes away," Andy said. "We can't have that."

Attracting a New Workforce

"Xcel Energy is known around the country for its robust programs to help consumers use energy wisely and save energy," Mark said. "The company prides itself on shaping the vision of energy around Minnesota and beyond. To continue that role more help is needed."

ergy and SCTCC

That's where scholarships come in.

"Students are our customers, but we also need to get them interested in energy and skilled to come on board and help us meet those needs," he explained. "Scholarship money helps develop those skill sets for our future employees by giving students a leg up to help them with tuition and get them off to a good start."

In addition to providing financial support, Andy said scholarships also raise awareness about the energy sector. "People know their devices are powered, but they don't know how. Energy is transparent and people don't realize it's out there until it's not working properly," he said. "Scholarships raise awareness and introduce people to the opportunities in energy, whether you are a welder, electrician, or other type of technician."

Did you know?

In addition to partnering with SCTCC to develop the Nuclear Energy Technician Program, Xcel Energy Foundation provides more than \$10,000 a year in manufacturing scholarships to SCTCC students.



CentraCare continued from page 1

SCTCC started using EPIC in nursing courses this fall and will expand EPIC next year to all health and human service programs whose graduates will use EPIC in the field, including Biomedical Equipment Technology, Cardiovascular Technology, Health Information Technology, Paramedicine, Sonography, and Surgical Technology.

“This will mean SCTCC nursing will have an overall greater understanding of the work environment they will enter,” Carolyn said. “And CentraCare will speed up training time, which all leads to an increase in patient satisfaction and patient safety.”

The Journey Continues

CentraCare also was the driving force behind SCTCC’s new Community Paramedic (CP) program, which started fall 2016.

The program was created due to a need for preventative health measures

in rural areas. Many people in these areas are elderly, immigrants, in poor health, or have difficult access to primary care. Many times, rural populations will wait until their health has gotten so poor that a trip to the emergency room is unavoidable, costing them and the health system much more money than if they had taken preventative measures.

“A community paramedic acts as a bridge with a patient,” said Gordy Vosberg, CentraCare EMS Director, who joined SCTCC President Joyce Helens to announce the new program on WJON Radio this summer. He explained that community paramedics are hired by medical facilities to visit rural populations to ensure their medications and pain management are working well. Like a routine check in at home.

“The better term for a CP is mobile integrated healthcare,” said Alan Smith, SCTCC instructor.

Minnesota is the only state that has legislation regarding this profession, which passed about four years ago. It created the status of the CP and defined education standards.

The program at SCTCC is 13 credits and can be finished in one semester. It includes 400 class-time hours including clinical components.

CentraCare provides many of the clinical sites for the CP program, in Crosby and Staples, for example.

On The Road To Regional Wellness

In addition to the use of Epic in SCTCC health programs and development of the new CP program, CentraCare and SCTCC have a long, impressive history of innovation to meet the challenges facing the healthcare industry as well as to ensure our region is healthy and thriving. Below is just a sampling:

SCTCC and CentraCare partnered for several years to develop



"SCTCC is a great community partner and a vital force in broader economic terms."

Dr. Ken Holmen, CEO, CentraCare

SCTCC's Biomedical Equipment Technician program which started in 2014. Graduates of this program troubleshoot, calibrate, and repair a variety of essential instruments and equipment located in hospitals and clinics, keeping medical facilities fully functioning and caring for the communities they serve. CentraCare donated more than 80 percent of the equipment in the Biomedical Equipment Technician program.

In June 2012, CentraCare opened its Endovascular Suite. In this facility, endovascular technicians assist physicians with the delivery

of catheter-based technology to diagnose and treat a number of different conditions ranging from aneurysms to acute stroke cases. SCTCC's Cardiovascular Technology graduates offered a highly specialized, transferrable skill set from working on the heart to working on the brain.

When SCTCC's Health Sciences Building opened in 2011, the new 53,000 square-foot learning environment was shaped with input and equipment from CentraCare. The facility features a Surgical Technology lab set up as a mock operating room with separate scrub area and locker rooms.

CentraCare provides internships and clinical sites for students in SCTCC health programs. They provide experts to mentor new faculty and assist in lectures in theory of specialized topics. CentraCare members are also actively involved on SCTCC program advisory boards for Cardiovascular Technology, Nursing, Paramedicine, Sonography, and

Surgical Technology.

"CentraCare values our collaboration with SCTCC in many ways," Dr. Holmen said. "It helps prepare students for a productive role in our communities and provides a source of talented individuals who will contribute to CentraCare. SCTCC is a great community partner and a vital force in broader economic terms. We appreciate the engagement of faculty, staff, and students."

Did you know?

CentraCare is the leading employer of SCTCC graduates.



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"It's important to us at Bernick's to continue our tradition of supporting stable organizations in our community that have proven themselves over the years. St. Cloud Technical & Community College is one of those organizations. SCTCC provides the educational support and develops the skills necessary for individuals whom we employ in the region. We want to make sure our community continues to have this invaluable resource."

Jason Bernick,
Director of
Corporate
Affairs, Bernick's



**SCTCC
Congratulates
Bernick's on
100 Years!**

Current Events Add Up to Rewarding Work for Accounting Graduate

For Stephanie Bonebrake, a 2013 SCTCC Accounting graduate, the flexible hours and getting exposure to different types of clients makes her work enjoyable. So does constantly learning.

Stephanie has been a Payroll Specialist with Schlenner, Wenner, & Co. for two and a half years. Her responsibilities include processing client payrolls, deposits, returns, and sales tax returns.

"While St. Cloud Technical & Community College gave me the background on the accounting side of payroll and the general basis for payroll rules and processes," she said, the legislative changes have kept me engaged and continually learning."

"The Affordable Care Act changed reporting for our payroll clients," Stephanie explained. "We've had

to get more information than we usually need and we've had to do a lot of research on the returns."

She said important skills for being successful in her line of work are being detail oriented and being able to adapt to changes in the law.

Bev Oehrlein, Firm Administrator, agrees. She said "Stephanie's intelligence is a great asset that helps her understand complicated payroll laws." Bev also noted, "Stephanie is personable, which aids greatly in creating a culture of teamwork." And finally, "Stephanie is a perfectionist who puts great pressure on herself to get things done correctly and timely," Bev said. "Very few things are more sensitive to clients than not getting their employees paid on time and correctly. That is where perfectionists shine."



SCTCC Alums Aspire to Elevate an Industry

When Nikki Anderson '00 and Brandon Anderson '01 enrolled at St. Cloud Technical & Community College more than a decade ago, they were both unsure of their career aspirations. Today they aspire to amp up the industry they love.

The Road to Business Ownership

Nikki wanted a general enough degree that could be applied across many situations so she majored in business. Brandon wanted to work with metal and knew that he didn't have the patience for a four-year degree. While he had spent time with his dad in a mechanic shop, Brandon knew absolutely nothing about bodywork, but he decided it might be a good option.

Following graduation, Nikki spent time as a care cab dispatcher then as a quality inspector at a local manufacturing facility. Brandon made the rounds at various shops in the area working with high production bodywork, used cars, and Corvette restoration.

In 2012, the opportunity to invest in their own business, D & B Auto Body in Sauk Rapids, presented itself. Nikki said, "We decided we could put the two degrees together to make this business work, and here we are."

Elevating the Auto Body Industry

For the last several years, Nikki and

Brandon have invested in student scholarships, event sponsorship, and internships for students. Brandon also serves on the Auto Body program advisory board. They believe these actions benefit all auto body shops in the region.

For students, the pair offers internships and scholarships.

Because D & B Auto Body is a small shop, interns get exposed to many facets of the business and hopefully see a bigger picture of business operations that they can draw from when they enter the field full time. "People can handle change so much better if they understand why something is done the way it's done," Nikki said. In fact, their very first intern opened his own business.

"Scholarships are for students who put in the extra effort to do better, be better," Nikki said. "If they have the drive to succeed, that is what we want in a workforce."

Brandon's service to the program advisory board is geared toward students as well as the college and industry as a whole.

"When graduates step out into the field, they should come from a school that is using the same technology and equipment in the field," he said. His time on the board allows him



"Working with SCTCC links everyone together."

Brandon & Nikki Anderson, Co-owners, D & B Auto Body

to offer perspective on the state of the industry as well as gain perspective on what other shops are experiencing. Brandon believes that connection to other shops in the region strengthens the industry as a whole. He noted, "We're all fighting the same battles." Brandon hopes to convince other people in the industry to help out.

"Students see the potential in this field," he explained. "They meet the employers in the area and get exposed to all the types of work we do."

Perhaps Nikki said it best: "Working with SCTCC links everyone together."

Pictured above: Nikki Anderson '00 & Brandon Anderson '01 of D & B Autobody

If you are interested in serving on an SCTCC program advisory board or offering an internship or program scholarship, please contact Lori: lgress@sctcc.edu

Cutting the Skills Gap

Leading manufacturer commits to ongoing training

Two million.

That's the number of manufacturing jobs that may go unfulfilled over the next decade due to a skills gap. And that number is not lost on Joan Schatz, Executive Vice President and Chief Operating Officer at Park Industries.

Here are more of the details.

A recent study by Deloitte and The Manufacturing Institute reported that over the next decade nearly 3.5 million manufacturing jobs will need to be filled because of an aging workforce on the verge of retirement, changing technology as well as re-shoring trends. The study further reported that for every 100 manufacturing jobs created an additional 250 positions are created in other sectors.

So the state of manufacturing is a pretty big deal. Now back to those two million jobs.

Because of workforce skill deficits in science, technology, engineering and math, manufacturers are concerned about the ability to hire in order to serve customers, meet demands, innovate, and expand.

"We're simply not going to have enough people to take advantage of the opportunities that are before us," Joan said.

To meet this challenge head on, Park Industries, the largest North American manufacturer of stone-working equipment, turns to St. Cloud Technical & Community College.

Park Industries has several connections with SCTCC, including service on the foundation board, having employees as part of the college's program advisory boards, and providing scholarships, internships and occasional experiential learning projects for both students and faculty on-site at Park Industries. Joan also noted 46 out of

"At the end of the day, business is all about people. If we don't have the right people, the right things don't get done."

Joan Schatz, Executive Vice President and Chief Operating Officer, Park Industries

297 Park Industries' employees are SCTCC alumni.

"We have a lot of contact with St. Cloud Technical & Community College and it's very important to us in terms of our overall success," Joan said, adding, "SCTCC is important not just to Park Industries' success but our community's success because of the opportunities the college provides for people to be educated, furthering their career growth and



creating a strong labor pool for businesses across the St. Cloud area.”

One of the key pieces of that shared success is making sure a skilled workforce is in place. The service on program advisory boards reinforces this because it allows Park Industries the opportunity to express input on programs, if programs are meeting industry needs, and how programs can be more effective. Advisory boards also provide an opportunity to interact with other manufacturers in the region to learn from each other about the challenges and successes the industry faces.

“Being on an advisory board is a winner for everybody all the way around,” Joan said.

Keeping employees current is crucial too. “In today’s technical world, keeping people current is essential for us,” Joan noted. “We need programs in place to help augment, refine, and add new skills.”

To that end, Park Industries partners

with SCTCC to provide ongoing training. In fiscal year 2015, more than 640 training hours were logged by 44 employees. Topics included manufacturing processes and products, quality, print reading, safety awareness and career success skills. More than 192 training hours have been logged so far this fiscal year.

“The ongoing training is a significant undertaking,” Joan said. Initial training was established, in part, through an Advanced Manufacturing

Education Grant secured by SCTCC. Courses have been taught virtually so employees can access and interact with faculty via computer. Park Industries covered the cost of materials and allowed employees to take courses on paid work time. The efforts are well worth it now and in the future.

“At the end of the day, business is all about people,” Joan said. “If we don’t have the right people, the right things don’t get done.”



There's a Future Here

Freightliner drives that point home

From where Jon Pearson stands among the cavernous service bays dwarfed by the intermingled sights, smells, and sounds of truck metal, rubber and diesel fuel, the future looks incredibly bright, and not just for Freightliner of St. Cloud.

"There's a future here," Jon said, motioning as much to his immediate surroundings as to the vast surroundings outside the facility.

When Jon speaks about the future, of course he speaks about Freightliner as well as the employee longevity with the company doing what they enjoy. Could be a future employee, like the high school student who was pointed in Jon's direction by a guidance counselor who said, "This guy can't stop talking about engines." Could also be someone like Jim, a 1983 graduate of St. Cloud Technical & Community College and 33-year diesel technician at Freightliner. Or Glen, a 1981 SCTCC graduate who, over his 36 years with Freightliner, has served as diesel technician, service manager and now shop foreman. Or even Melissa, a 1999 SCTCC graduate who has spent the last 18 years as a truck-body technician. And most recently, there's Ethan, who has been with Freightliner for one year and graduated from SCTCC in 2016.

These employees said they appreciate the competitive pay and benefits Freightliner offers. They appreciate

management. "They listen, they treat us right, and they give us attention and care," Glen explained. They also appreciate their coworkers. As Jim put it, "Such a great group of people. They make me a better person."

They do appreciate their fast-paced and ever-changing industry. It's a constant challenge. "Every day is a new learning experience. Each engine is a little different," Ryan said. "When something doesn't quite fit, you try to find the answer."

The Freightliner team benefits from company-sponsored training, self-guided learning is encouraged, and new certifications crop up frequently. Ongoing training is essential to keep these technicians highly skilled.

"The old days of tinkering with units and diving deep down in the engine are gone. We see so many more electronic issues than mechanical issues," Jon said. "That takes a

different type of technician. The first thing they do is walk out with a laptop and plug it in for diagnostics."

"We fully understand as a business that without SCTCC, we wouldn't be here. We wouldn't be this successful."

Jon Pearson, General Manager,
Freightliner of St. Cloud

Future technicians need to come to Freightliner ready to continue their educational path. As the industry technology evolves the training will continue and SCTCC is preparing them for that.



“We see SCTCC as one of our strongest business partners. They do a great job in taking people with a passion to be a technician and give them the foundational knowledge required to start a great career,” Jon said. “It is our job to continue to give them technical experience and formalized training specific to our product line.”

Supporting SCTCC through scholarships, serving on program advisory boards, and through program development helps ensure a future pipeline of highly skilled technicians that will be available.

“We fully understand as a business that without SCTCC we wouldn’t be here. We wouldn’t be this successful,” Jon said.

But more importantly, the partnership between Freightliner and the college strengthens the future of the St. Cloud region. Specifically,



more than 70 percent of students at SCTCC live within an hour of campus. Upon graduation, they stay here.

“When we support SCTCC students through scholarships or program development, the community as a

whole benefits,” Jon said. “They are our future. As graduates, they choose to raise their family here. Their homes are here.”

“Central Minnesota is lucky to have SCTCC in our backyard.”

Revving the engine of change

In 2013, Freightliner of St. Cloud donated a custom-built Detroit DD15 Test Engine to SCTCC’s Medium/Heavy Truck program. The gift, valued at \$40,000, allows instructors to preprogram a problem, so the engine simulates that problem. Then, the students can “chase down that problem,” said Jon Pearson, General Manager of Freightliner.

The engine is the type used in factory training centers. It is housed on its own stand rather than embedded in a truck and 10 to 12 students and an instructor can work with it at the same time.

“This investment in the Medium/Heavy Truck program is important,” Jon said.

“If we want our graduates – our future employees – to have the highest levels of training, we need to help them get there.”



1540 Northway Drive, St. Cloud, MN 56303

There's still time!

An investment in SCTCC is an investment in our community and in our future.

More than **70%** of SCTCC students come from within one hour of campus. After graduation, SCTCC alumni choose to stay here to live, work, and raise their families. The work they do in this community is significant. This is their home.

As you consider your end-of-year giving, please consider SCTCC Foundation.



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St. Cloud Technical & Community College,
a member of Minnesota State