



CORPORATE

AND

JOLIET
Junior College

Where Training and Productivity Meet

COMMUNITY

SERVICES

If you believe your organization could benefit from improved productivity, better morale, or a more professional approach to supervision, call the Corporate and Community Services Division of Joliet Junior College (JJC) and ask for a no-obligation assessment.

We will analyze your operation and let you know if training is truly the answer, or if another approach would be more effective.

If training is the solution, we can tailor one of our many training programs to your needs, or customize a program just for you. Whether it is a safety class or a computer course, JJC can deliver the kind of training that will result in identifiable improvements.

Call us today at (815) 280-1555 for more information. We're here to help.



Training and the Bottom Line

The American Society of Training and Development tells us that companies investing \$1,500 per employee in training experience a 24 percent higher profit on average than do companies investing \$125 per employee.

A Louis Harris and Associates poll suggests that lack of training is one of the major reasons employees leave a company.

According to the poll, employees who say their company offers poor or no training, 41 percent

planned to leave within a year. Of those that say their company offers excellent training, only 12 percent planned to leave.

Employee retention and increased profits are two sound business reasons to provide training to your employees. But finding the right training provider is critically important.

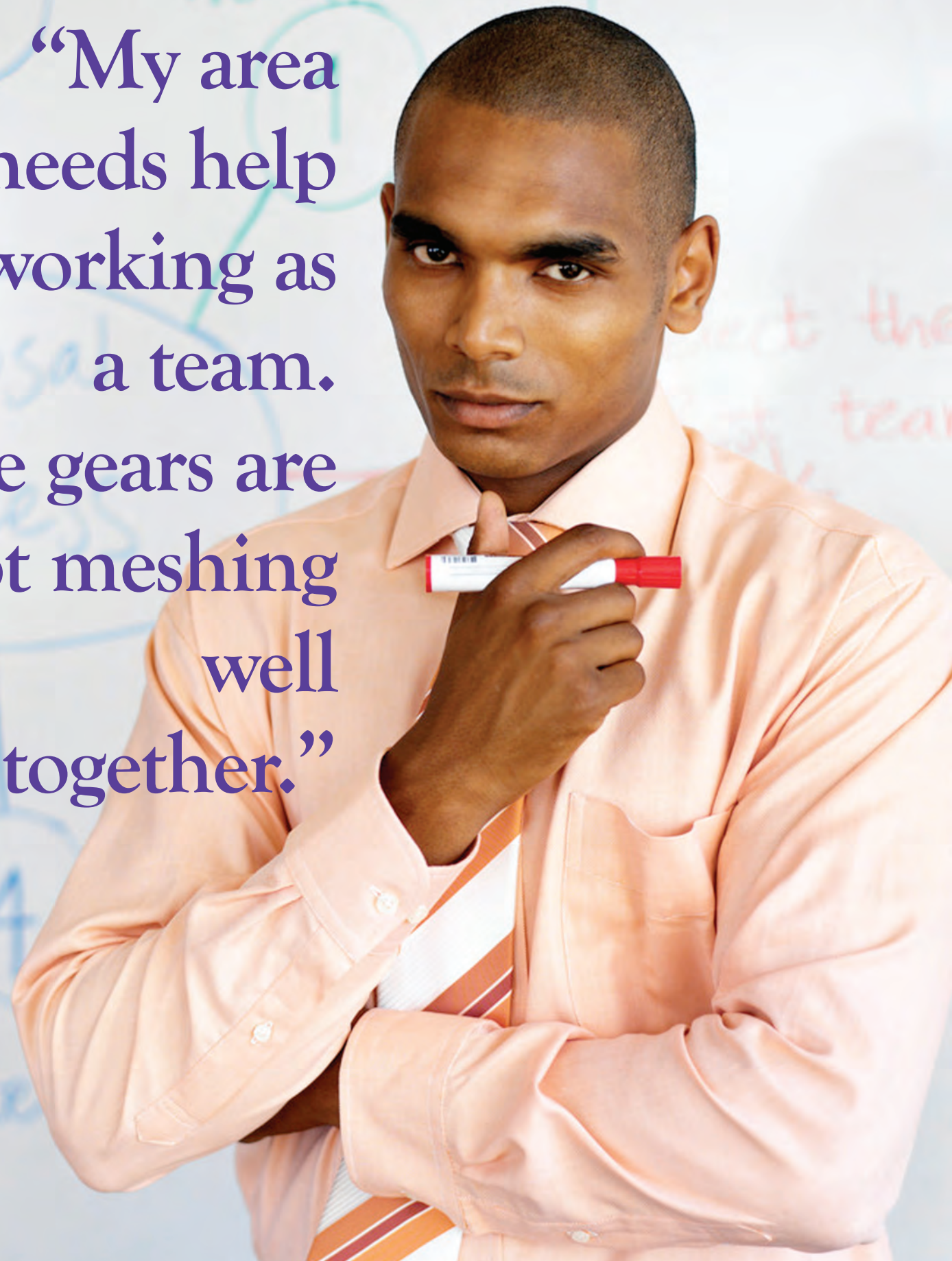
Joliet Junior College's Corporate and Community Services

division has a reputation built on achieving results. Our client list includes corporate giants like Lucent Technologies and ExxonMobil, as well as smaller firms such as Mahoney Environmental and Catholic Charities.

Our track-record demonstrates our ability to help employers increase productivity and quality while improving employee morale and retention.



“My area
needs help
working as
a team.
The gears are
not meshing
well
together.”



We Do Assessments

Perhaps you have a problem but are not sure if it involves training, management policies, or production processes. Our experienced training managers will listen to your issues, talk to your people, and watch your product go through the line. They will total up the numbers, read the reports, and analyze your particular situation. When they are done, you will get an honest evaluation of your operation. They will not recommend a training solution if the problem might be better served with a change in process or policies.

However, if training is the answer, we have the resources to deliver the most professional training you will find anywhere. Many of our instructors are nationally known for delivering results-oriented instruction.

For example, our programs in mechanical and industrial maintenance, welding, and water quality attract clients

from every corner of the country. Companies call on us to provide not only industrial training, but business training as well.

We offer programs in APICS certification, certified purchasing management, business writing, frontline supervision for first-time supervisors, sales, and a full range of computer and office skills training.



Customized On-Site Training

Of course, not all training needs fit an available program. For those occasions, we offer customized training designed to meet your specific requirements. Our training managers can either tailor one of our regular programs to your specifications, or design a completely new program just for you.

Our list of satisfied corporate clients who have purchased a custom training program is impressive and includes Abbott Labs, Potlatch, BP, and more.

Distance Learning

Technology has changed many things including how we deliver training in the 21st Century. Joliet Junior College recognizes this and offers custom and pre-packaged training on a disk.

Whether you need a short DVD demonstrating how to put a new product together, or an interactive multi-media CD that allows participants to learn at their own pace, we have the talent and equipment to deliver it. Our training managers will coordinate all the functions and talents necessary to give you a training product that meets your needs.

We also offer a complete list of online courses that allows your employees to learn a new skill on their own time at their own pace. More classes are being offered, so ask for the latest list of online seminars available to both corporate and individual clients.

These online classes are more than PowerPoint presentations uploaded to the Internet. These engaging, interactive learning experiences give students a real education.

Pre-Employment Assistance

Some employers need help with pre-employment testing and grading. We offer that important service to many clients. It allows your HR department to spend more time interviewing and screening qualified applicants while we administer all your pre-employment tests.

Call us for more information and costs for this service.



“Mary would
make a
wonderful
section leader.
All she needs
is a little
training.”

Measuring Results

Before considering the purchase of a training program, it is important to determine how to measure results and calculate the return on investment. What follows is a brief explanation of a method developed by the training industry. Ask one of our training managers to provide a more detailed calculation on your training needs.

Five Levels of Training Assessment

You can assess training in any of the following five levels:

1. Evaluate participant reaction
2. Measure learning
3. Assess job behavior
4. Identify business results
5. Calculate ROI

Only about 10 to 20 percent of all training programs are evaluated against level five or ROI. For most training programs, levels one through four provide enough information to determine effectiveness. However, for those who wish to calculate the ROI, it is recommended that you use the following four-step approach.

1.) Isolate the Effects of Training

The best way to do this is to conduct a pre-training data measurement and follow it up with a post-training measurement. You should do this with two groups. One group should not be trained. This will result in a comparison measurement.

2.) Convert Training Effects into Monetary Values

The effects or benefits of a training program should be converted to dollars. That means looking at “hard data” which is quantifiable and “soft data” which is qualitative and refers to intangible benefits that are more difficult to quantify.

Hard data would include:

- Productivity
- Quality
- Labor hours
- Absenteeism and tardiness

3.) Calculate the Costs

When calculating costs, it is important to include all indirect costs such as staff time, use of materials, equipment, classrooms, etc. The term “fully loaded costs” refers to program costs that include both direct and indirect costs.

4.) Comparing Effects to Costs

The ROI equation uses the effects (benefits) data and the incurred costs as shown below:

$ROI\% = \text{Net Program Benefits} \times 100 \text{ divided by Total Incurred Costs}$

For example:

If Net Program Benefits are \$120,000 and Total Incurred Costs are \$100,000, the ROI would be 120 percent.

$ROI = \$120,000 \times 100 \text{ divided by } \$100,000 = 120 \text{ percent}$

Be Careful

It is not always feasible, or even a good idea, to measure ROI on every program. Some programs such as training in diversity and sexual abuse law may not be delivering a measurable ROI. For that reason, we recommend using ROI on training programs that are designed to deliver a specific result in productivity, quality, or employee retention.

For more information about evaluating training, call us. We can help.



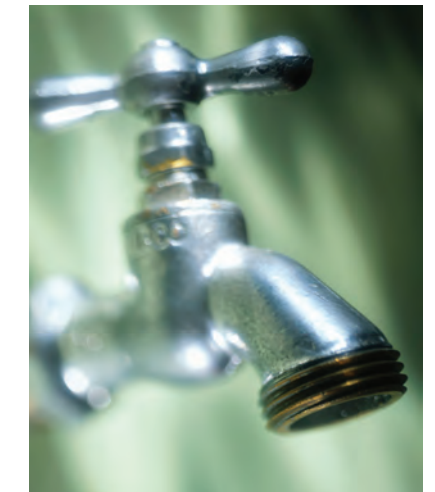
Professional Development and Lifelong Learning

We provide a full range of services to your employees including academic counseling, seminars in management, and certification courses in a variety of job disciplines.

In addition to these services, we also have life enrichment courses in areas such as dancing, digital photography, cooking, and even pilot training. They are all part of our lifelong learning series designed to keep life interesting and entertaining.

Courses in our lifelong learning series can be a great perk to employees. For example, some companies offer to pay for these classes as a reward for a job well done, or a suggestion that saved the company money.

Call us and ask for a catalog.





“JJC has a great staff that delivers superior customer service compared with other

companies we have used for training. Their staff also assisted in setting up grant money to off-set training costs. I would highly recommend JJC for your company’s training needs.”

Matt J. Mirro
Training/ISO Coordinator
Chicago Carbon Company

Call Us

Don't hesitate to call us for more information. You can start improving your profit today.

Call any of the following training managers for an appointment:

Amy Murphy
Director, Corporate and Community Services
(815) 280-1418

Bruce Kuzmanich
Corporate Training Manager
(815) 280-1512

Joseph Giunta
Corporate Training Manager
(815) 280-2729

Call (815) 280-1555 to request a catalog, or to register for one of our training programs.

Visit our web site at www.JJC.edu

Ask about on-site training and grant funding opportunities.



“I'm impressed with this type of learning; this thinking generates the right kind of questions which helps us to understand our process better.**”**

Mr. Keith Burgh
HR Director of Shared Services
Andrew Corporation



Corporate and Community Services

We have the most up-to-date training facilities, the most talented trainers, and the most courses available to you - and it's local.

Call us for a no-obligation assessment of your needs. Whether you require a completely customized program, or a package tailored to your needs, we can help.

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