I. PROGRAMS: Technology Training Solutions (TTS), expanded course offerings to include new technologies and has been revamping existing courses to better meet the technology needs of our participants.

This year, TTS held 283 technology courses with a total participation of 1,911 (both numbers similar to the previous fiscal year). TTS’s overall revenue and participation stayed about the same as the previous fiscal year.

The most successful of TTS’s new offerings include a new emphasis on the social media technologies that have changed the way we communicate and conduct business around the globe. Our Certificate of Social Media Management has sold out each of the six times it has been offered, and participants report gaining new employment and/or advancing in their current position due to this certification program. The program had 82 participants this year with $43,090 in revenue.

TTS has expanded its technology training in Spanish. In addition to “Intro to PCs,” TTS now offers “Facebook” also taught in Spanish.


TTS also has partnered with the Kramden Institute and offers four new courses through that partnership: “Drone Flight Camp,” “Computer Basics,” “Image Editing with GIMP,” and “Animated GIFs WITH GIMP.”

II. INITIATIVES:
Since the local adult learning community is our primary audience, TTS has been restructuring our marketing to better reach those we are strive to serve. Technology Training Solutions has embraced social media as a marketing tool, has begun to use online press releases to inform the community of our offerings, is utilizing the electronic campus bulletin board system to reach NC State employees and students, and is planning a Lunch and Learn series to keep our participants abreast of new technological trends. TTS is also developing customized training for the Poole College of Management, which will ensure that the college’s graduates will have a certain level of Excel expertise entering the workforce.

III. DIVERSITY: TTS encourages staff to become fully engaged in the challenging issues of diversity within the unit and the broader university community. Staff are involved in university committees, division committees and outside organizations, which promote the training and diversification of staff.

IV. STAFF:
Technology Training Solutions TTS downsized to a staff of three, which better represents the volume of courses and participants the unit administers. Many of the technical duties are now being conducted by MCTC personnel.
Several new subject matter experts have been placed under contract as instructors with Technology Training Solutions. TTS now holds contract instructor meetings twice a year to make sure these individuals represent TTS with the highest levels of professionalism and instructional expertise.

Holly Sullenger, Assistant Director of Technology Training Solutions, was nominated for the University Awards for Excellence by the director of Continuing and Professional Education and the department heads of Statistics and Plant Pathology.