

**FLORIDA'S  
BEST**

Business and Education  
Partnerships

Blue Cross/Blue Shield of Florida, Incorporated  
Baker County School District  
Partners in Education for Business Success (PEBS)  
Baker County, Florida

## **Data Process and Dual-Enrollment in the Health Insurance Profession**

### ***Program Overview***

Partners in Education for Business Success (PEBS) is an innovative partnership between Baker County High School, Blue Cross/Blue Shield of Florida, and Lake City Community College. The PEBS program prepares students for higher education and the business world while allowing Blue Cross/Blue Shield to reach desired business goals.

Continuous learning is the core value of the program. As participants in the program, students work Monday through Friday at the on-site Baker County High School office, processing insurance claims. The students are paid \$7 per hour. Dual-enrollment is provided by Lake City Community College and is designed to prepare participants for the business environment.

### ***Core Objectives***

The objective is to assist students to graduate from high school with work and educational experiences that differentiate students in positive ways. The program supports Blue Cross's corporate vision, values, and diversity goals through the training and development of a potential employee base comprised of local high school students and provides skilled employees from the program an intensive Blue Cross training program. The specific objective is to establish and maintain an on-site training institute and facility for performing data processing for Private Business Operations.

### ***Achievements***

Students gain valuable work experiences in business on the site that can translate into employment or better prepare them for post-secondary training. Baker County is a rural county with limited employment opportunities. Because many students struggle with transportation to Jacksonville, having employment on campus is a major benefit. Over 50% of the students are employed by Blue Cross after graduation.

### ***Replicating Success***

The program is housed at the Baker County High School. Blue Cross provides all equipment and furniture to create a business environment that includes computers and software, security equipment, supplies, and telephones. Blue Cross is committed to providing resources, time, and talent to the training and development of young people in the communities in which they live, work, and serve customers.

### ***Student Success Story***

The program enabled our student to obtain personal success and increased confidence. She has become a leader because of her experiences in the program. She willingly supports her peers by answering questions and was selected to assist with training as a Subject Matter Expert, answering claims questions during the site training. She processes the most difficult claims and monitors her work inventory on a daily basis by providing hourly updates on all subscriber claims. Our student has maintained a production average of 123.98% and a quality average of 99.66%.

**Contact: Shirley Golden with Blue Cross/Blue Shield Human Resources at (904) 905-0406 or [Shirley.golden@bcbsfl.com](mailto:Shirley.golden@bcbsfl.com).**



**FLORIDA'S  
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US Army Signal Command and School, Fort Gordon, GA  
Florida Community College at Jacksonville  
Training for US Army and Florida Army National Guard Soldiers  
Jacksonville, Florida

### **Computer Engineering Technology Training for Soldiers**

#### **Program Overview**

Florida Community College at Jacksonville's Military (FCCJ) Education Institute, in collaboration with FCCJ's Advanced Technology Center, partnered with the Florida Army National Guard and the US Army Signal School at Fort Gordon, Georgia to develop and provide FCCJ's training to soldiers in a format that will lead to soldiers completing an FCCJ associate of science degree in computer engineering technology.

#### **Core Objectives**

The main objectives of the partnership include: meeting the military's requirements for computer technology trained professionals; providing college credit for the professional military training soldiers receive; providing a degree program for soldiers that can be completed globally; developing alternative training delivery methods to match the highly mobile schedules of soldiers; and developing a program to be replicated nationally.

#### **Partnership**

FCCJ's Military Education Institute provides training to Florida Army National Guard soldiers in the Military Occupational Specialties for Information Systems Operator and Information Systems Technician. Due to the current world situations, the Army's training site at Fort Gordon is not capable of training the number of soldiers to meet the needs of the Florida Army National Guard.

#### **Major Activities**

The US Army Signal School is publicizing the partnership between the Army and FCCJ to all soldiers in the Army's Information Systems career field. Soldiers have the opportunity to work toward this degree from anywhere in the world and have their professional military training count toward degree completion. To help soldiers located away from FCCJ's Advanced Technology Center, FCCJ became certified to develop and deliver the online program.

#### **Achievements**

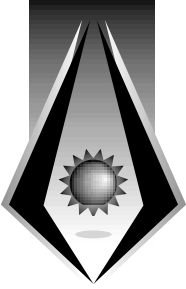
The partnership between Fort Gordon and the Military Education Institute has been publicized to all soldiers in the Army's Information Systems career field which has created a global market for FCCJ's training. Benefits to the students include:

- College credit for professional military training to be applied toward a college degree that can be completed globally.
- Less time spent away from civilian jobs.
- Remaining professionally and educationally competitive with peers.

#### **Student Success Story**

Our student is a Florida Army National Guard Chief Warrant Officer, a Florida resident, a full-time civilian Information Systems Technician, and a part-time soldier. He is one of the students who is benefiting from this partnership. The duties of his full-time civilian job prevent him from attending the resident training course provided at Fort Gordon; however, he is able to attend the training at FCCJ in the afternoon while continuing his full-time civilian duties. At the same time, he is meeting the military professional training requirements of the Florida Army National Guard.

**Contact: Mr. Kelly Hermening with Florida Community College at Jacksonville at (904) 633-5931 or [khermeni@fccj.edu](mailto:khermeni@fccj.edu).**



**FLORIDA'S  
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Florida Recreational Vehicle (RV) Trade Association (FRVTA)  
The RV Satellite Network – a National Distance Learning Initiative  
RV Training Institute, Lake City Community College  
Lake City, Florida

### **RV Training VIA Satellite**

#### **Program Overview**

A critical shortage of trained and certified Recreational Vehicle Technicians caused the Florida RV Trade Association to partner with Lake City Community College (LCCC) to plan, organize, and develop a distance learning, satellite-delivered training program to provide on-site training to RV dealerships throughout Florida.

It was documented that local dealers could not afford either the cost or time to send their technicians to factory and/or industry sponsored training clinics. LCCC formed a partnership with the University of South Florida (USF) to provide satellite uplink capability and broadcast studio support. The RV dealers agreed to purchase satellite equipment, FRVTA agreed to provide textbooks and management support, and LCCC agreed to provide instructional development, delivery support, and technology expertise. DOE Workforce Education agreed to fund up to \$175,000 for start-up support. Three years into the project, the National Association of RV Manufacturers and Dealers agreed to fund the entire project, and the program is now operating throughout the U.S. and Canada.

#### **Core Objectives**

Objectives of the partnership include upgrading skills of current RV technicians, preparing new employees for beginning level employment, and preparing all technicians to successfully complete the National RV Certification Examination and earn the designation of Certified or Master Certified RV Technician.

#### **Major Activities**

All students are currently employed or participating as a trainee at sponsoring RV dealerships. Each dealership has designated one person as a training mentor to work with the program coordinator at the college to insure optimum training efficiency and effectiveness.

#### **Achievements**

The first 98 technicians in Florida passed the certification exam. The second year, over 150 participated in training, and another 110 received certification. The national average for certifications prior to this program was 100 annually. Manufacturers and suppliers are utilizing the program as their major training source. A major advancement this year is the addition of broadband access to programming, that allows dealerships to receive training via the Internet or satellite. Forty dealerships are currently on the network via broadband. Surveys indicate increased employee morale, fewer returns, and increased customer satisfaction as outcomes of the program.

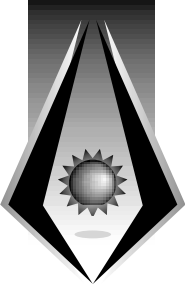
#### **Replicating Success**

The RV industry has awarded \$250,000 annually for the continuance of the program. The RV industry is in the process of expanding the technician distance learning program for most job titles within a dealership with the goal to provide continuous learning opportunities for all dealer-based personnel. Sales and customer service are the newest programs to be developed and delivered via the network. Replication of the distance learning concept could and should be highly encouraged with other industries

#### **Student Success Story**

Our student had been employed as an entry-level service writer when she entered the RV Technician Training program. A single female, she successfully completed the Certification Prep program in 2001 and achieved Certified Technician status on the national examination. She re-enrolled for a second year and successfully earned the Master Certified Technician award for achieving 85% mastery on the national examination. Last year, she participated in the pilot Service Advisor Certification program and earned her Service Advisor Certification. Our student now has assumed additional duties at Rivers RV, overseeing the Service Advisor operation and serving as Assistant Service Manager. The program gave her a career.

**Contact: Jim Carr, Lake City Community College, at (386) 754-4285 or carrj@lakecitycc.edu.**



**FLORIDA'S  
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Industry Advisory Committee for the Golf and Landscape Industries  
Lake City Community College  
Industry/Education Partnership for Academic Excellence  
Lake City, Florida

### **Golf and Landscape Partnership**

#### ***Program Overview***

The Industry Advisory Committee for the Golf Course Operations, Landscape Technology, and Turf Equipment Management programs was established in 1967 to help develop the curriculum and monitor the progress of these programs. Golf and landscape industry professionals volunteered their time and their expenses to travel to the Lake City Community College (LCCC) campus every six months to provide guidance and assistance.

#### ***Core Objectives***

The Golf Course Operations, Landscape Technology, and Turf Equipment Management programs started at LCCC to provide trained personnel for local golf courses and related industries.

#### ***Achievements***

Having a dedicated faculty/staff team working with committed industry professionals has produced exceptional results for a small, rural community college. LCCC is known nationally and internationally for the golf program. Alumni have achieved great success with salaries ranging from \$80,000 to \$150,000. The program has become known as the "Harvard of the Golf Industry." Students enroll from Finland, Spain, Canada, Malaysia, Australia, Bermuda, the Bahamas, and South America as well as from across the U.S.

#### ***Student Success Story***

The program has produced excellent results. Our student, a graduate of the program, said, "As a young high school graduate, I really didn't know what life or responsibility was about. I had heard about the Golf Operations program at Lake City Community College through a friend who encouraged me to look into a career as a golf course superintendent. After working for a while on the course and having a love of the game of golf, I decided to apply. LCCC not only gave me an understanding about the various aspects of the golf business, but the instructors gave me a whole new perspective on life. From starting out my career as an assistant golf course superintendent upon graduation to owning a business and now managing over 2,000 employees with budgets topping \$30 million, I can't thank the college enough for the foundation that got all of this started."

**Contact: John R. Piersol with the LCCC Golf/Landscape/Forestry Division at (386) 754-4225 or piersolj@lakecitycc.edu.**