



Quarterly Report

Business & Education Council Meeting

May 21, 2024
12:00 pm

Employers in Attendance:

Kim Anders (Prime Technological), Tanyisha Thomas (Big Bend Transit), Claudia Foreman (Capital Health Plan), Bonnie Burk (Integrisource)

Education Providers in Attendance:

Phyllis Watson (FAMU), Shyam Mistry (Keiser University), Regina Browning (Leon County ACE), BJ Van Camp (Lively Technical College)

Members Absent:

Sally Wheeler (Wakulla County Schools), Angela Sapp (Gadsden Technical College), Corrie Melton (Tallahassee Chamber), Gloria Pugh (AMWAT), Calandra Stringer (TCC), Allie Salyer (League of Southeastern Credit Unions), Trish Andrews (General Dynamics Land Systems), Lindsay Hozlmacher (FSU (Florida State University) HR)

Staff:

I. Welcome & Call to Order – Shyam Mistry

Meeting called to order at 12:02 p.m.

- Reviewed the reason for the council being to unite the education system and employers to try and recruit talent.

II. Labor Market Information (At the conclusion of the February meeting, council members were asked to email Trish Yahn about what labor market information they would discuss at the May meeting)

- Shared the Florida Chamber Scorecard <https://thefloridascorecard.org/> (Leon County only) showing
 - Jobs, economy, and education (education extremely important)
 - 3d grade reading scores at 52% and on the decline
 - We as a collective society need to do
 - 996 open jobs on the increase
 - Unemployed per 100 jobs is 58 (seems misleading; only those actively looking) especially with a 3.3 unemployment rate
- Information on retention and replacement of employees:
 - Training up
 - Hiring from within
 - @ACE (Regina) it is a combination of promoting up and hiring outside of company
 - Bonnie sees a mix of both
 - Traditional hire entry level outside company

- Promote from within
 - IT (Information Technology) is looking for specific skill set; hiring
- Is there recruiting at college
 - No response
- Do you go to job fairs at colleges if your jobs require a degree?
 - Shyam job fairs hosted at campus
 - Employers have missed out if not attending
 - Employers speak to classes to cherry pick students
- FAMU has job fairs (Phyllis)
 - Suggests internships is a terrific way to go
 - Terrific way to offer entry position
- Do you have an employee referral program; might not be a formal process, does it help with attracting employees
 - Tanyisha referral program to years ago
 - 35 referrals; 23 hired, retained 11
 - There is a bonus program if stay the first critical 90 days (about 3 months); they usually stay to get the bonus
 - Not considered an enormous success
- Do you track your retention; do you look at what you need to do differently for future (shared implemented realistic job interview group of 8-12; bring people up from the manufacturing floor and they spoke to the potential new hires unmonitored; what is great what is not; then out to floor to show environment (2 ½ hours) then who wanted an interview were scheduled.)
 - Tanyisha responds 10-hour ride along
 - This is usually where you lose people because this is not what they wanted
 - Or they stay because this is what they want

Educator/Employer Discussion Topics

- Do educators discuss salary expectations, particularly for this market
 - BJ with lively yes this is a topic of conversation that the instructors have with students
 - This is varied on employee behavior also
 - Trish asked if Lively does a market study on the wages
 - BJ says no because the premise is to keep them local, but the welding program does this because there are not a lot of positions open here
- Do the educators offer resume classes and soft skills classes
 - Current complaints are that new graduates do not know how to communicate unless on their phones
 - Phyllis Watson the belief is that kids do not have soft skills
 - Offer soft skills as part of program
 - Demonstration of soft skills
 - There is a professional development element
 - Get them ready for more than just the academic piece but to interview, writing skills, critical thinking
 - Phyllis says used to be stand-alone class now interwoven

- Bonnie Burk says this is a huge issue
 - Does not believe being effectively communicated to the students
 - New graduates or out 1-2 yrs. where resume is not thorough; do not copy job description should be bullet in own words; need to be articulated from employee
 - FSU does what FAMU described but is hit or miss
 - Most troubling is Social Media impact on hiring decision
 - Not sure if legal but it is something that needs to be understood that you cannot post just anything and not have it impact your career (privacy settings)
 - Even very professional candidates with great skills get disqualified
- BJ van Vamp states that some students get this but need a little guidance to get on the right path
- But the other end of the spectrum is that they need a lot of help with soft skills and professionalism.
- Resume writing is the cherry on top and they need this if they are going to attend career fair; it is critical
- Pushing FL ready to work soft skills into the curriculum; needs to be outstanding rather than embedded
- Devoting enough time to the soft skills is a focus
- Trish request for K-12 anyone who has pull to get them on the call; please let Trish know because these skills need to start at the high school and middle school
 - If parents are not teaching this, it falls to the education system

II. Talent Needs

Bonnie: We need a Tax Sr and a very specific IT person; DOT Net developers; help desk (3 positions) a lot of these roles are customer facing and so the soft skills imbalance ; treasury manager ; HR Generalist; local salary is what is causing a fulfillment issue; looking for experienced people on average at least three years is the most consistent; BS or experience in lieu

Claudia: Looking for PCR (patient care Reps); formerly called receptionist; no experience or education requirements; customer service with soft skills

Kim Anders: Havana manufacturing Quality Department manager; converting second shift to weekend shift to try to get better candidates F/S/S 12 hr. days Trish to ensure connection between BJ and Kim

Tanyisha: Always have a need for drivers

IV. Educational Offerings to Meet Business Needs

- Lively: From the student perspective they just want a job; one of the things they struggle with is Central Sterile Tech program (650 hrs.) end up working shift work, retail work, etc. while studying; need partners to help them meet their needs. Would like more internship opportunities and employers willing to work around student schedules. Employees that are not qualified send them to Lively to get those skills; can we have a link to

- FAMU: Certificate programs looking for project management; OSANA certs qualify to project manager position; data analytics and digital marketing; online programs are coming from all over
- ACE: We do offer am, mid-day, night classes; need employers who offer flexible schedules; they also need to take care of families; hurts classroom retention because they cannot find employment to meet needs
- Keiser: The one ask he has is for employers to take into consideration the students class schedules; students may not be getting soft skills from the online classroom educational program; hate to think of students not completing programs because they need work. he asked Claudia to get a hold of him regarding part time positions

V. Questions

None

VI. Adjourn

Meeting adjourned at 12:57 p.m. by Trish Yahn. Next meeting scheduled via Zoom in August, 2024 12:00-1:00 pm