



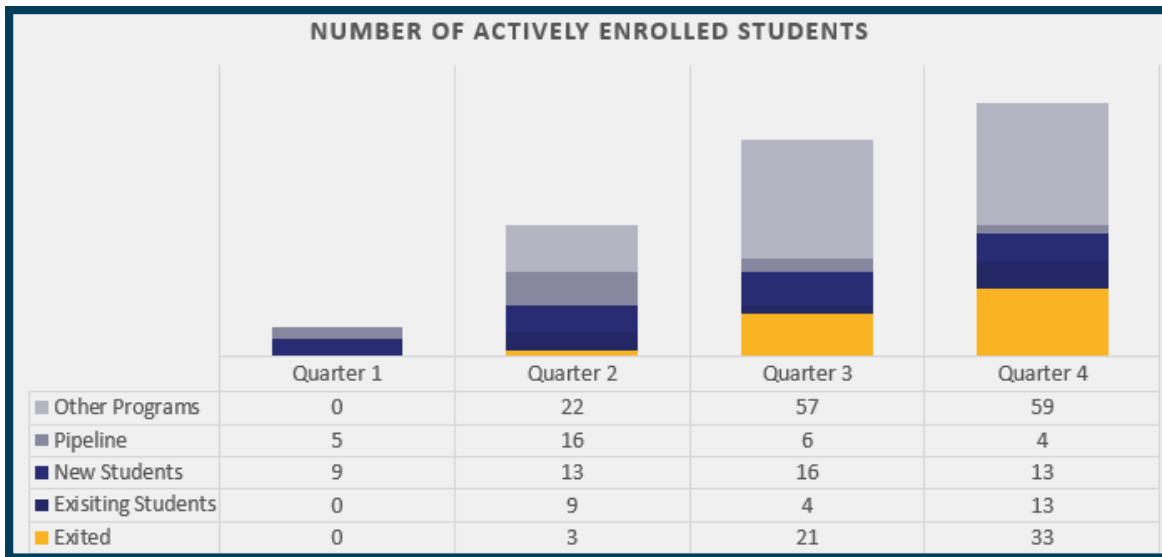
ARPA Skills Center Report:

First Year

Oct 2023 - Oct 2024

This report is to provide an overview of the programs of the Skills Center and the work that Nicholas has been doing beyond the Skills Center with the community.
All data was updated 10/01/2024

Skills Center Students



Thanks to the career advisor team at Lowell, we have seen a positive increase in students quarter by quarter. We have seen large boosts from “other programs” included in this chart that will be gone over later in the report.

First Year Attendance			
October 2023	November 2023	December 2023	Totals Quarter 1
N/A	26 Student Visits	16 Student Visits	= 42 Student Visits
N/A	63.5 Class Hours	39 Class Hours	= 102.5 Class Hours
January 2024	February 2024	March 2024	Totals Quarter 2
28 Student Visits	57 Student Visits	87 Student Visits	172 = Student Visits
74 Class Hours	103 Class Hours	152.5 Class Hours	329.5 = Class Hours
April 2024	May 2024	June 2024	Totals Quarter 3
61 Student Visits	120 Student Visits	76 Student Visits	257 = Student Visits
115.75 Class Hours	230 Class Hours	141.5 Class Hours	487.25 = Class Hours
July 2024	August 2024	September 2024*	Totals Quarter 4
88 Student Visits	55 Student Visits	38 Student Visits*	181 = Student Visits
155.5 Class Hours	111.5 Class Hours	81 Class Hours*	348 = Class Hours

The Skills Center saw a total of 652 Student visits over the past year. Those 652 visits add up to a total of **1,267 hours** spent in the Skills Center with Nicholas. This includes instructor led classes as well as our self paced open office hours.



Most Certifications per Referrals

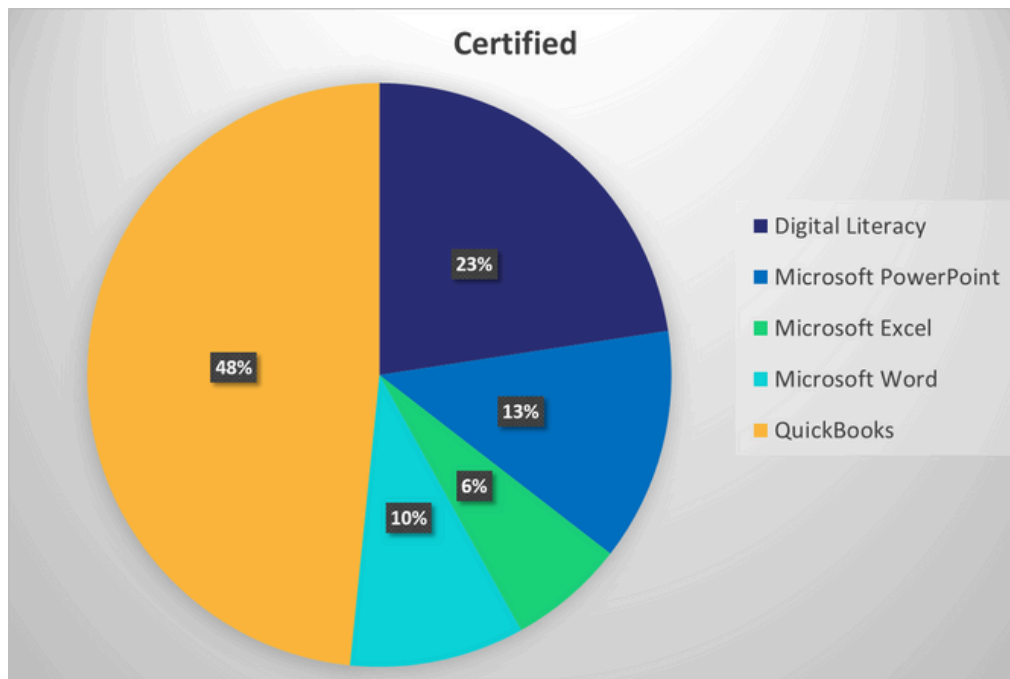
One Career Advisor's referrals
have earned 7 certifications



Most Student Referrals

One Career Advisor sent
10 Skills Center Referrals

Skills Center ARPA Certifications



The Skills Center has offered a variety of Certifications to help boost the resumes of job seekers. The most popular certification has been the **Intuit QuickBooks Online Certified User Certification** with **13** students passing the exam. **Digital Literacy Level 1 - 3 Certifications** has a handful of people currently taking it as a prerequisite to taking any of the Microsoft Exams and has already had **7** certifications given out. Combined, the **Microsoft Office Specialist Certifications** have had **10** students pass the certifications with many more in the class currently working towards their certifications.



The Skills Center has had a few overachievers in the classroom who have taken full advantage of the opportunity given to them and taken the certifications for all of the classes that they were qualified to take. Three students have taken all three of the **Microsoft Office Specialist Certifications AND the QuickBooks Online User certification.**

All three have gone on to either receive raises based on their completion of the class or job offers.

Beyond the classroom walls



Working with our IT team, we were able to train all the employees in the Young Adult Career Center, Adult Career Center, and the Workforce Board on the newly launched OneDrive application. MassHire moved to the cloud and that can be a big ask for the end users. Through presentations and one on one support, we were able to make the transition as seamless as possible.



Working with the Refugee Families that are living at the Inn and Conference Center in Lowell (ICC), we were able to develop a **Basic Digital Literacy class** that would be friendlier to the **ESL students** than our core ARPA Digital Literacy Course. This course would be instructor led by Nicholas with Emmanuel being a vital co-presenter filling the Haitian Creole language gap as well as bringing his background in computers to the classroom. We were able to take the **46** students through a course that increased their skills in computer mouse usage, keyboard typing, Microsoft Word, PowerPoint and Excel.

Beyond the classroom walls



One of the connections the BSR Team in Lowell has is with Community Team Work's Entrepreneurship Center (CTI). CTI was looking for someone to teach a class to their small business owners that were looking to learn QuickBooks. We were able to form a partnership where a **\$25,000 grant** was given to MassHire Lowell for Nicholas to teach two groups of ten students his QuickBooks Online Course. Students did not need to pass the certification exam to receive credit for taking the class with CTI. The class was aimed at preparing them for using QuickBooks in their businesses and not solely focused on the certification. **Twenty students passed** our course and eleven students took full advantage and were able to take and pass the **QuickBooks Online Certified User Certification exam**

Student Testimonials:

"The instructor is detailed and easy to follow, making complex concepts clear. This hands-on course has already benefited my business, FORK Included. By the third week, I've gained valuable knowledge that will help me manage my finances better. This class is an invaluable investment for any business owner." **-Student**

"Nicholas' method of teaching the course has been an easy and smooth process to follow. I really appreciate the examples he uses and explaining case scenarios so we can have a better understanding of the information provided. It's also a huge benefit for me as a beginning business owner that the course provides all students with one-year free subscription to QuickBooks. This not only helps us financially but gives someone who doesn't understand the benefits of QuickBooks the opportunity to give it a try and experience the software for themselves."

- Student