



Office of Workforce Development & Upward Mobility

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Development & Upward Mobility



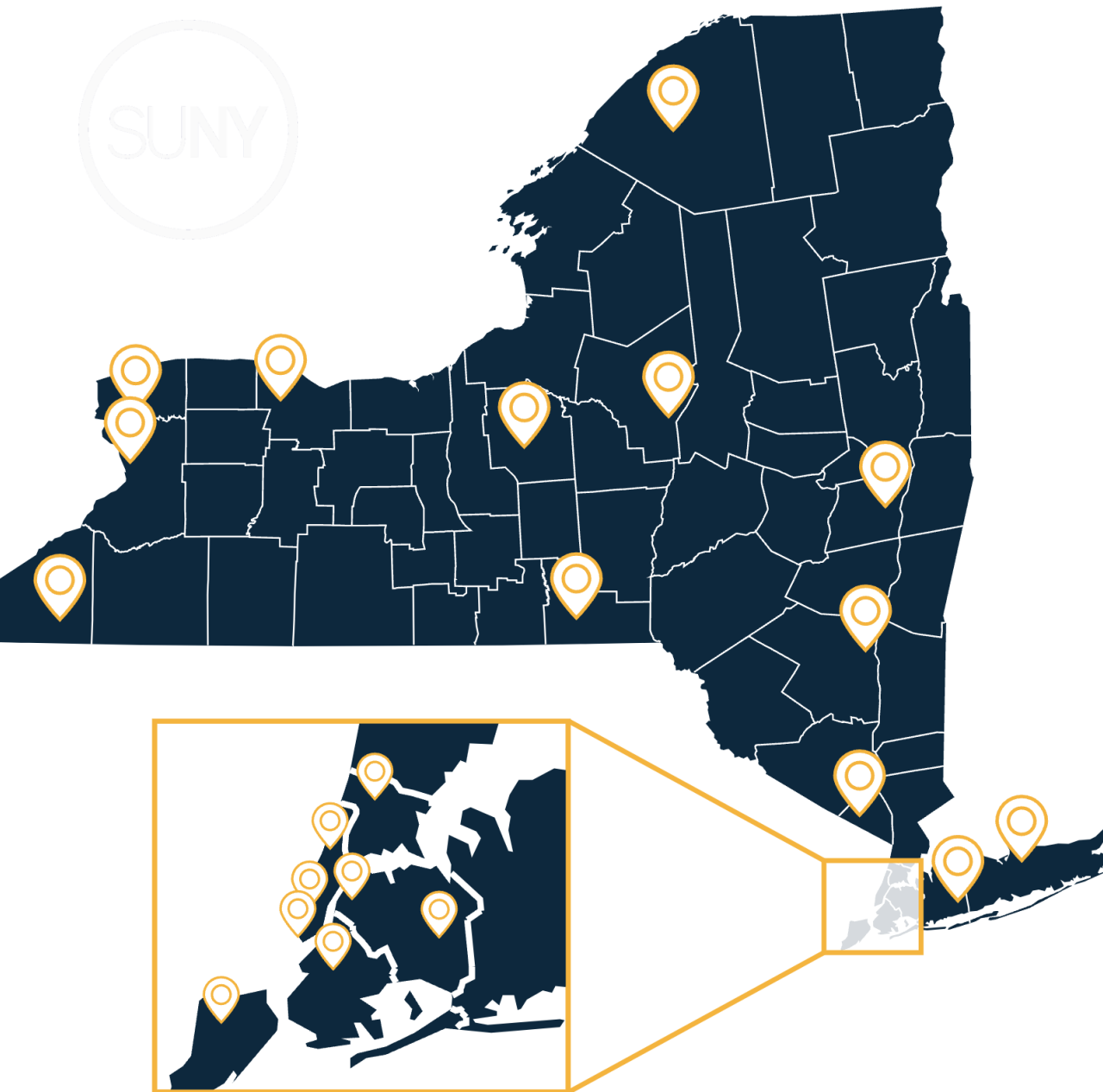
Office of Workforce Development & Upward Mobility

Office Programs

- 1 Experiential Learning & Internships
- 2 Small Business Development Centers
- 3 Educational Opportunity Centers
- 4 ATTAIN Labs
- 5 Registered Apprenticeship
- 6 Microcredentials
- 7 Employer & Industry Engagement



SMALL BUSINESS DEVELOPMENT CENTERS



Small Business Development Centers

- 1 20 regional centers
- 2 70 satellite locations
- 3 582,000 New Yorkers served
- 4 \$8.7 Billion in direct impact
- 5 Services: business plan development, financial planning, loans, marketing
- 6 Business education



Future HOPE
Chance
Education
Growth
DEVELOPMENT
Opportunity
FRIENDS
Support
Learning
Wisdom
COLLEGE
Learnin

EOC




EDUCATIONAL OPPORTUNITY CENTERS

in Direction
Life
changing
Goals
ACHIEVEMENT



EOCs

- 1 12 Locations
- 2 ESOL
- 3 High school diploma
- 4 Academic training
- 5 Career and technical education
- 6 Tuition-free programs and services for income-eligible individuals

A computer lab with rows of desktop computers and monitors in front of a large window. The scene is dimly lit, with a teal/cyan color cast. The computers are arranged in long rows, and the window in the background shows bare trees outside.

**ADVANCED TECHNOLOGY TRAINING AND
INFORMATION NETWORKING (ATTAIN) LABS**



ATTAIN Labs

- 1 30+ labs across New York State
- 2 Digital literacy
- 3 Assessments
- 4 Certifications (Microsoft, QuickBooks, etc.)
- 5 All courses are free

A photograph of two men in an office setting. The man on the left is wearing a white long-sleeved shirt with a circular logo on the sleeve and is pointing towards a laptop. The man on the right is wearing a dark jacket over a turtleneck and is looking intently at the laptop screen. The background shows a desk with papers and a whiteboard. The entire image has a teal color overlay.

REGISTERED

APPRENTICESHIP



What is apprenticeship?

- 1 A paid job from day one
- 2 On-the-job training (hands-on)
- 3 Related instruction (theory)
- 4 Industry specific, standardized training
- 5 Nationally recognized credential

Registered Apprenticeship Examples

Building Trades

- Carpenter
- Plumber
- Electrician
- Iron Worker
- Operating Engineer
- Plasterer
- Roofer
- Welder

Non-Building Trades

- Brewer/Distiller
- Childcare Assistant
- Direct Support Professional
- Electro-Mechanical Tech
- Fitness Instructor
- Police Officer
- Teacher
- Truck Driver

LIFE-LONG LEARNING





Upskilling / Training Programs

- 1 Industry / contract training
- 2 Occupational training
- 3 Professional development



Microcredentials

- 1 ~500 programs available
- 2 Recognized credentials that demonstrate skills and competencies
- 3 Focused, shorter and more flexible
- 4 Stackable
- 5 High-demand fields
- 6 Can be created and customized



EMPLOYER

ENGAGEMENT

An aerial photograph of a SUNY campus, showing various academic buildings, parking lots, and green spaces. A large blue rectangular box is overlaid on the center of the image, containing white text. The text reads: "Goal: Make the SUNY *system* easier to approach from the outside". The word "system" is italicized. The background shows a dense cluster of multi-story buildings, some with flat roofs and others with more complex architectural features. There are several parking lots with cars parked, and a large green field or sports field is visible in the lower right quadrant. The overall scene is a typical university campus layout.

Goal: Make the SUNY *system* easier to approach from the outside



Employer Engagement Spectrum

Level: Light

Types of Engagement

- 1 Coffee Chats / Networking Hours
- 2 Guest Speaker in a Class
- 3 Info Tables / Job Fair
- 4 Resume Reviews / Mock Interviews
- 5 Sponsorships



Employer Engagement Spectrum

Level: Moderate

Types of Engagement

- 1 Workshops
- 2 Case Studies / Challenges
- 3 Job Shadows / Office Tours
- 4 Mentoring Programs
- 5 Advisory Board Participation



Employer Engagement Spectrum

Level: Deepest

Types of Engagement

- 1 Internship Programs
- 2 Capstone Projects
- 3 Sponsor Research
- 4 Scholarships or Fellowships

WORKFORCE SURVEYS

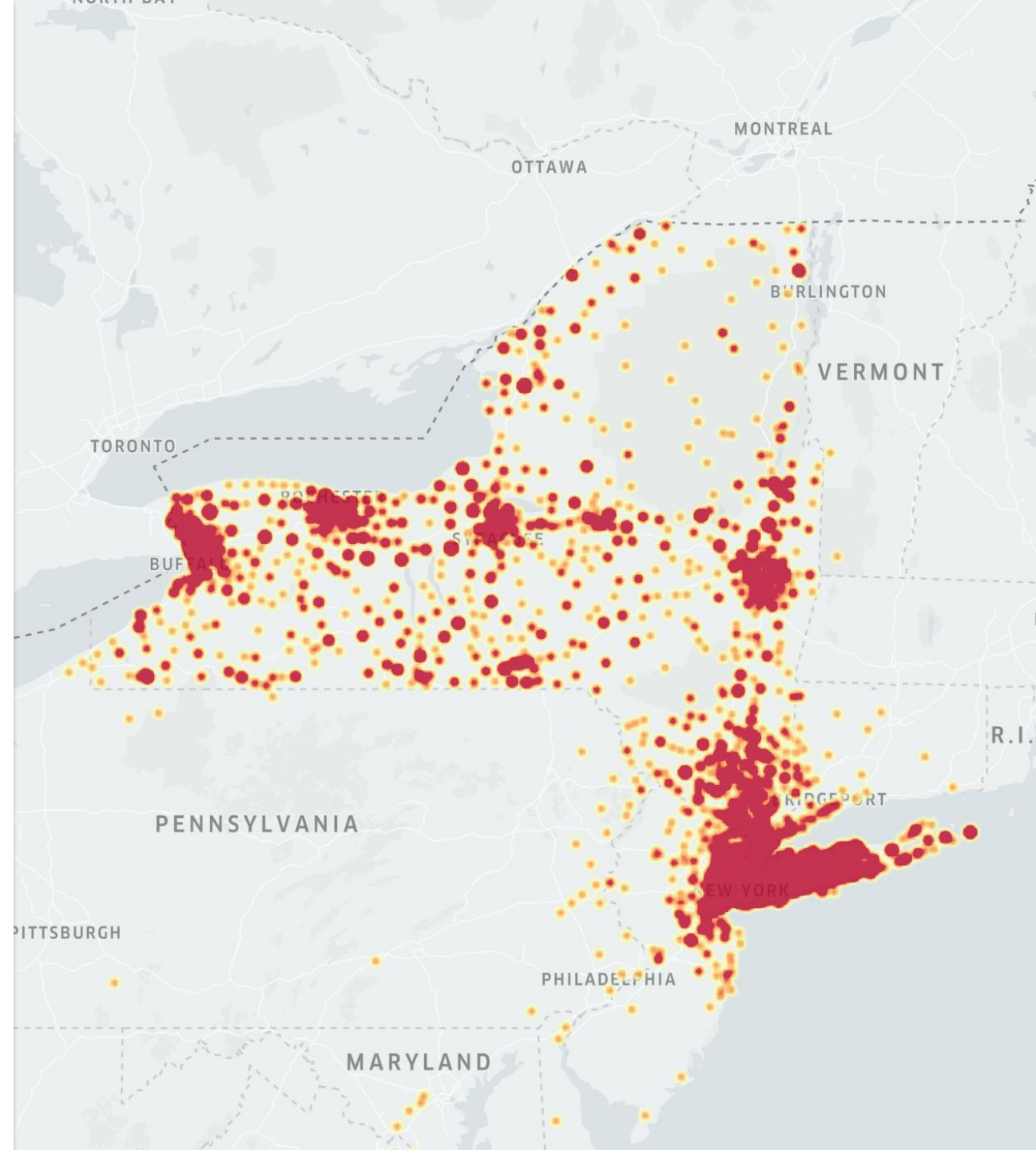


Survey Results

2021, 2022, 2023 & 2024

Employer Surveys:
10,700 responses

Job Seeker Surveys:
30,600 responses



Rank your top **business challenges**

Challenge (Statewide, All Industries)	2023	2024
Quality of available workforce	--	63%
Attracting new workers	76%	62%
Inflation	54%	41%
Retaining current workers	49%	38%
Government regulations	37%	27%
Quiet quitting	27%	24%
Training current staff	22%	22%
Hiring / maintaining a diverse staff	31%	22%
Retirements	16%	16%
Keeping up with technology	13%	16%

Finding Talent: Hard to Fill Positions

Position (Statewide, 2023)

1. Teacher
2. Laborer
3. CDL Driver
4. Administrative
5. Sales
6. Accountant
7. Registered Nurse
8. Manager
9. Mechanic
10. Warehouse Worker
11. Direct Support Professional
12. Customer Service Representative
13. CNC Machinist
14. Electrician
15. Chef/Cook

Position (Statewide, 2024)

1. Teacher
2. Administrative
3. Sales
4. Engineer
5. CDL Driver
6. Chef/Cook
7. Registered Nurse
8. Laborer
9. Accountant
10. Production Worker
11. Direct Support Professional
12. Maintenance Technician
13. Teaching Assistant
14. Machinist
15. Electrician

Finding Talent

Popular Recruitment Tools (Statewide, All industries, 2024)

	%
Word of mouth / Networking through current employees / Referrals	77%
Indeed	70%
Company website	49%
LinkedIn	48%
NYS Dept. of Labor / NYS Job Bank / Virtual Career Center (VCC)	41%
In-person career fairs	40%
Facebook	39%
Direct campus recruiting/college fairs	29%
Third-party recruiter/ staffing firm	29%
Handshake	26%

Most Successful Recruitment Tool (Statewide, All industries, 2024)

	%
Word of mouth / Networking through current employees / Referrals	54%
Indeed	48%
Company website	16%
LinkedIn	13%
Third-party recruiter / staffing firm	13%
Facebook	11%

Common skills lacking among job applicants and new employees

Non-Technical Skills (Statewide, All industries)	2021	2022	2023	2024
Self-motivation	64%	70%	61%	61%
Communication skills	66%	52%	56%	61%
Problem-solving/critical thinking	63%	48%	52%	59%
Timeliness/attendance	51%	55%	51%	50%
Attention to detail	58%	50%	46%	49%
Ability to take criticism	40%	31%	27%	41%
Time management	44%	32%	32%	38%
Personal awareness	34%	27%	26%	36%
Teamwork	31%	24%	21%	31%
Conflict management	33%	17%	18%	31%
English skills/grammar	31%	19%	21%	24%
Customer service	24%	19%	20%	21%
Basic math skills	30%	15%	17%	20%

Common skills lacking among job applicants and new employees

Technical Skills (Statewide, All industries)	2021	2022	2023	2024
Basic computer use / computer literacy	47%	44%	48%	38%
Software proficiency in Excel	39%	32%	34%	34%
Data analysis	15%	16%	19%	24%
Mechanical technical / engineering	23%	19%	22%	22%
Email	19%	19%	22%	19%
Software proficiency in Word	23%	17%	19%	16%

Top Trainings Desired (Statewide, 2024)

1. Digital skills
2. Security
3. Excel
4. Administrative
- 5. Artificial Intelligence**
6. CDL
7. Health care
8. Information Technology
9. Construction
10. Accounting
11. Project Management
12. Cybersecurity
13. Medical Billing and Coding
14. Microsoft Office
15. Management
16. Nursing
17. Coding
18. Electrical
19. Home Health Aide
20. Data analysis
21. OSHA
22. Culinary
23. English
24. Human Resources

High School

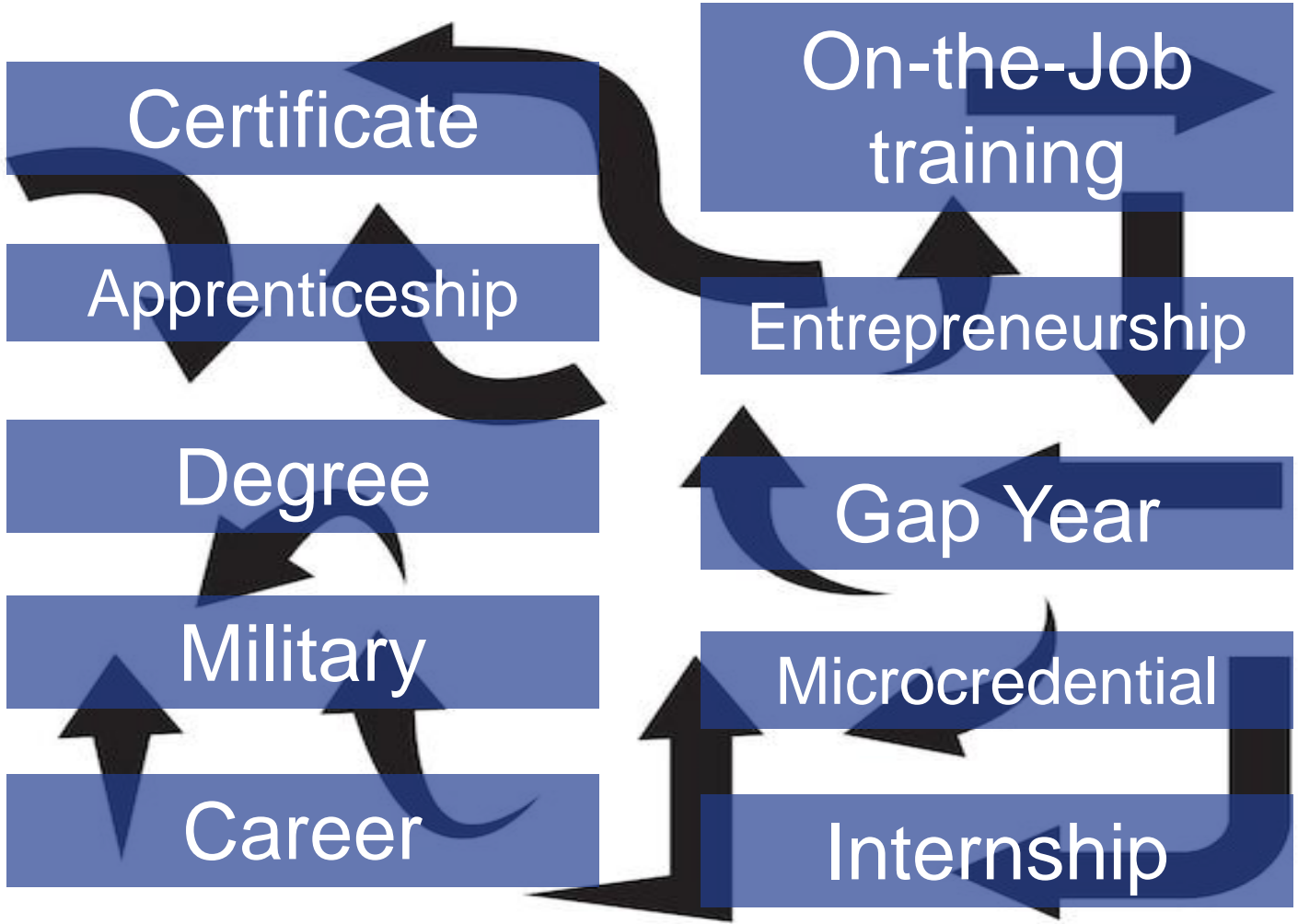


College



Career

High School



A photograph of two students in a laboratory setting, focused on working on a complex robotic arm. The student in the foreground is wearing safety glasses and is adjusting a component of the arm. The student in the background is also wearing safety glasses and is looking intently at the device. The scene is dimly lit, with a blue-green color cast, emphasizing the technical and experimental nature of the work.

INTERNSHIPS AND EXPERIENTIAL LEARNING



Types of Experiences

- 1 Internship (for-credit or paid)
- 2 Clinical placement or practicum
- 3 Capstone course project
- 4 Service-learning and community-based learning, including civic engagement
- 5 Undergraduate research, including field study
- 6 Study abroad



Internships with SUNY

- 1 **Where:** We need internship opportunities across the state, in every subject area
- 2 **When:** Fall, Winter, Spring, Summer
- 3 **Who:** What skills are you looking for?
- 4 **Support for Internships**



Successful Programs

- 1 Clear objectives
- 2 Academic alignment
- 3 Guidance (mentorship)
- 4 Context for the work
- 5 Skill exploration & development
- 6 Connections post program
- 7 Provides YOU real-time value (challenge area)

How to get involved:





SUNY