

2019 ANNUAL REPORT

# TRANSFORMING CAREER & TECHNICAL EDUCATION

Propelling Learner Success Through Innovation, Partnerships & Technology



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## OVERVIEW

ECMC Education is a nonprofit provider of educational solutions rooted in innovation, employer collaboration and industry stewardship to generate superior learner outcomes. The organization operates Altierus Career College—a network of career and technical schools focused on Allied Health and Skilled Trades—and offers a range of custom, direct-to-employer training solutions through Altierus Training Solutions. By pioneering a robust, technology-enabled model that holistically serves learners and connects them to in-demand careers with strong earning potential, ECMC Education seeks to maximize value for students and partners.

Our corporate headquarters are in Minneapolis, Minnesota, with campuses in Houston, Texas; Atlanta, Georgia; and Tampa, Florida.

## ACCREDITATION



Altierus Career College is accredited by the Accrediting Commission of Career Schools and Colleges (ACCSC).

## LEARN MORE

Visit [www.ecmceducation.org](http://www.ecmceducation.org).

## PRESIDENT'S MESSAGE

This past year was a remarkable one for ECMC Education. At our Altierus Career College schools, we continued to achieve outcomes that exceeded our goals, helping learners attain their educational objectives and reposition themselves into career professionals. Based on annual submissions to ACCSC, we delivered a career placement rate of 76.5% for students in their chosen fields across all campuses and received highly positive student satisfaction scores during independent audits, scoring 92% at our Houston campus and 90% at our Tampa campus (the official result for Atlanta is pending). Also, for the first time, our student population surpassed 1,000 active students—with a 36% enrollment growth—aided by enthusiastic referrals from students and graduates alike.

To deliver on our vision of transforming career and technical education through innovation, we made significant investments in reimagining the educational experience—for the benefit of learners and employers who hire our graduates. From fully renovating our campuses with modern equipment to implementing new technologies that extend learning and simulate workplace environments, we challenged industry norms and forged a new standard of quality. We also recognized the human-centered needs of our learners and bolstered support services and

safety net programs, such as offering emergency funding for unforeseen circumstances standing in the way of program completion. As a nonprofit organization, we remain passionately devoted to holistically serving our learners.

On a final note of news, we launched Altierus Training Solutions, an affiliate providing training capabilities ranging from plug-in solutions to fully custom programs to more broadly address educational needs in our communities and across the country. Developing employer partnerships and helping to address skills gaps have become a cornerstone of the ECMC Education strategy. In the year ahead, look for many exciting announcements related to this new venture.

Inside this annual report, I invite you to explore our 2019 accomplishments in more detail while casting an eye forward with us to a new year of innovation and progress. Whether you're an employer, a community-based institution or a philanthropic organization, with your partnership and support, we will cultivate a new standard for career and technical education to serve generations to come.

Todd Steele, President, ECMC Education

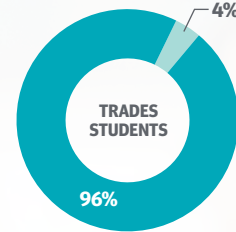
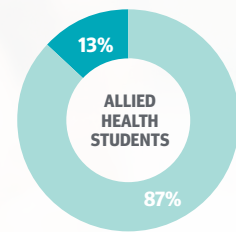
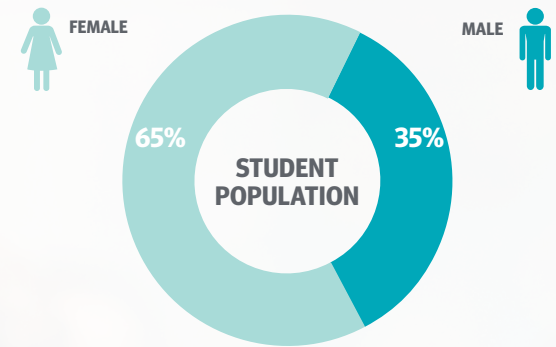


**OUR LEARNERS**

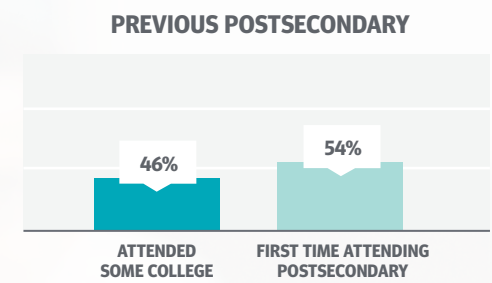
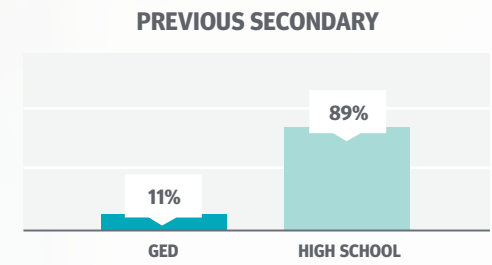
# SERVING DIVERSE, ADULT STUDENTS

Our learners represent diverse backgrounds and they bring their unique perspectives and experiences to enrich our campuses and communities. The majority of our learners come from underserved populations. At ECMC Education, we believe and are committed to broadening career and technical education as a pathway for all.

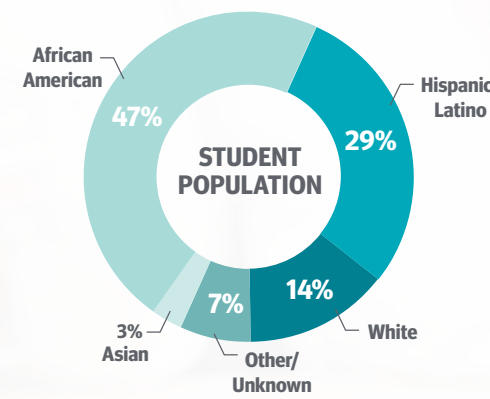
**GENDER**



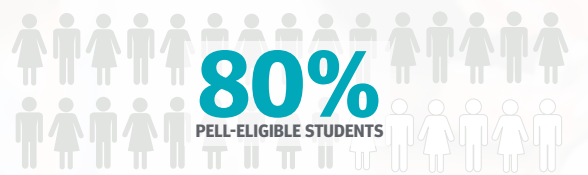
**PRIOR EDUCATION**



**RACE**



**INCOME**



**AGE**





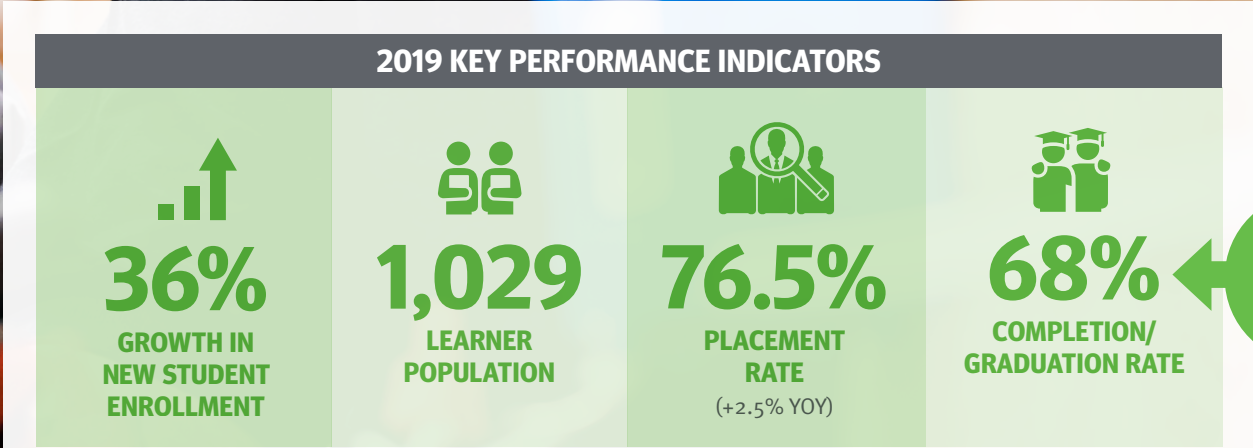
OUR OUTCOMES

# DRIVING RESULTS THAT MAKE A DIFFERENCE

Our learners exemplify the determination and tenacity required for educational and career success. Our schools provide support to see them achieve their academic and career goals. With a graduation rate of 68% and a placement rate of 76.5%, Altierus schools are making big strides toward achieving our mission of helping learners succeed.

“We’re a family here. We all look out for each other, we’re there for each other. If you need help someone will help you. And we’re all here to help make sure that we make it through.”

Jonathan K., 2018 Graduate & Electrical Technician



<sup>1</sup> U.S. Department of Education, National Center for Education Statistics, Integrated Postsecondary Education Data System (IPEDS), Winter 2017–18, Graduation Rates component. See Digest of Education Statistics 2018, table 326.20.



OUR INVESTMENTS

# INVESTING IN INNOVATION TO IMPROVE LEARNER OUTCOMES

ECMC Education continues to make significant financial and resource investments in our schools to underscore our commitment to improving learner outcomes.



Hospital-Grade Medical Equipment



Fully Equipped Operating Rooms



Commercial-Grade HVAC Equipment

## TECHNOLOGY-DRIVEN RENOVATIONS

A \$3 million grant from ECMC Education’s philanthropic affiliate ECMC Foundation propelled an extensive, technology-driven renovation across our three campuses to improve the facilities and learning experience.

Labs have been upgraded to simulate state-of-the-art work environments, including hospital-grade equipped operating rooms for our Surgical Technologist program and new commercial-grade refrigeration equipment for our Heating, Ventilation and Air Conditioning (HVAC) program. Employers also have habitually commented that Altierus’ training facilities and modern equipment stand out among other educational institutions, preparing students with needed skills to be valuable employees.

“The school in general stood out to me. Being in the lab and learning things you never imagined you can learn—I never imagined myself being in the position I am today.”

Kavaja J., 2018 Graduate & Medical Assistant



## OUR INVESTMENTS CONTINUED



Included iPads® for All Learners



Bolstered Staff & Faculty



### BLENDLED LEARNING

We've expanded blended learning, a combination of online and hands-on instruction, to all of our programs, with iPads® for all learners, to provide increased flexibility and allow them to learn on their own schedule. This environment features a reimagined interactive and engaging curriculum with hands-on lab instruction and simulated courseware.

### ADDED KEY SUPPORT ROLES

We've created roles and hired key staff to help our learners succeed, including trainers to improve the quality of our instruction, community outreach personnel to improve connections with local partners and student engagement specialists focused on campus culture.

### FUELED MOMENTUM

These investments continue to fuel momentum for Altierus to overachieve on its commitment to learners. With continued focus, the Innovation School Vision is setting a new standard for career and technical education.



# INVESTING IN BLENDED LEARNING & KEY SUPPORT ROLES



WRAPAROUND STUDENT SUPPORT SERVICES

# DELIVERING A HOLISTIC LEARNING EXPERIENCE

We focus on more than just academics. Our learners benefit from a high level of wraparound support services that help put them on—and maintain—a growth trajectory in their programs of study and in their chosen career fields.

Enrollment Process

Prospective learners go through a screening process to make sure their career aspirations are aligned with an Altierus program, and financial aid advisors work with learners to develop a pathway to fund their education to graduation.

Career & Financial Advising

Daily SOS Meetings

Academic Advising

\$ Help

Professional Skills Development

Clinicals, Externships & Internship

Pre- & Post-Grad Support

Cycle of continuous learning

Our schools provide services that improve learners' employability and on-the-job success (e.g., conducting mock interviews and developing communication skills).

We partner with iGrad™ to ensure our learners receive financial literacy education. Students are eligible for emergency aid to help during unexpected life events impacting their educational journey.

Through Serve Our Student (SOS) meetings, we help learners access a wide range of social services and identify help for learners showing signs of academic and/or personal distress.

“This journey has been rough, long, and hard but the surrounding cast that supported me made me push even further. To strive and to keep going for perfection to do what I wanted to do.”

Wilber B., 2019 Graduate & Pharmacy Technician

**OUR PROGRAMS**

# FOSTERING LIFELONG LEARNING

As a nonprofit organization, our mission is to continuously improve learner success. Our curricula focus on technical, discipline-specific competencies emphasizing tools to promote workplace proficiency. Our schools prepare future professionals so that they are ready to begin their career on day one of employment and armed with skills that will serve them well throughout their careers and life.

**LEARNER BENEFITS WHEN ENROLLING IN OUR PROGRAMS**



**HANDS-ON TRAINING**



**REAL WORKPLACE TECHNOLOGY**



**MODERN & FULLY EQUIPPED LEARNING ENVIRONMENTS**



**ACCESS TO CERTIFICATION PREP & TESTING**



**PROFESSIONAL SKILLS DEVELOPMENT**



**COMMUNITY SUPPORT**

PROGRAMS	Houston	Atlanta	Tampa
<b>MEDICAL DEGREES</b>			
Surgical Technology	•	•	•
Nursing			•
<b>MEDICAL DIPLOMAS</b>			
Dental Assistant	•	•	•
Medical Assistant	•	•	•
Medical Billing & Coding	•	•	•
Pharmacy Technician	•	•	•
Massage Therapy			•
<b>TRADES DIPLOMAS</b>			
Electrical Construction Technician	•		•
Industrial Electrical Technician	•		•
HVAC Technician	•	•	•
Refrigeration Technician	•	•	•

Programs, program lengths and program schedules vary by campus. Campuses vary by state.



## EMPLOYER PARTNERS

# WORKING WITH EMPLOYERS TO CLOSE THE SKILLS GAP

Our employer partnerships improve the learner experience through internships and mentoring opportunities.



The above logos are a small sampling of our partners.

With more than 400 employer partnerships across our three campuses, our graduates have plenty of options to find the right fit for internships and full-time careers with family-sustaining wages.

We continue to seek out new employer partners that align well with our Altierus program offerings, improving outcomes and ultimately helping place graduates into good jobs.

“At Florida Hospital Connerton Long Term Acute Care, we rely on partners like Altierus to educate and train the next generation of healthcare workers. Together, we are arming the students with real-life skills they can use in the field.”

Linda T., MSN RN, CNML, Assistant VP Nursing/CNO



OUR COMMUNITY PARTNERSHIPS

# BEING GOOD CITIZENS & FUNDING EDUCATION INNOVATION

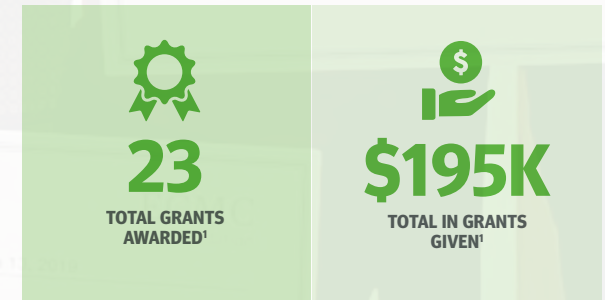
Our community partnerships help us demonstrate to our learners the importance of being good citizens. ECMC Education’s philanthropic affiliate ECMC Foundation funds grants as part of an enterprise-wide program to support local nonprofits that share the Foundation’s mission of improving educational outcomes among students from underserved backgrounds.



## GO! PROGRAM

Through our GO! Program, employees nominate nonprofit organizations in their communities to receive grants, and then all our employees cast votes to choose the grant recipients. Jahara Chaiz from the Altierus Career College-Tampa campus nominated EquipHer, which provides mentors for high school girls and received a \$15,000 grant in 2019.

“I am a proud volunteer and mentor for this organization that wants to give back to the community by reinvesting into the youth, our future,” said Chaiz. “There are a lot of young women out there who don't see their own value, and in this program, they're given the tools to realize what they're worth.”



<sup>1</sup> GO! Program grants awarded in 2019 to nonprofit organizations near our three campuses.



ALTIERUS TRAINING SOLUTIONS

# PROVIDING CUSTOM WORKFORCE EDUCATIONAL OFFERINGS

In 2019, we launched Altierus Training Solutions to build on and extend the core educational offerings at our schools. We continuously hear from employers about their challenges and needs around talent sourcing, upskilling and retention. Altierus Training Solutions aims to directly address these needs by providing comprehensive training capabilities, ranging from plug-in solutions to fully custom programs, building on our strong relationships with employers and their insights into the real-world needs for their workers.



Through these offerings, Altierus Training Solutions aims to become America's workforce partner to help organizations build the right skills for their companies.



**CURRICULUM DESIGN & DELIVERY**  
Leverage existing curriculum and delivery methods from our schools, or customize a program to fit a range of organizational needs.



**TRAINING MANAGEMENT**  
Hire, coach and evaluate employee training outcomes to reduce turnover.



**INNOVATION & MARKET TESTING**  
Utilize training solutions that leverage agile methodologies and test new delivery mechanisms to market and scale them for growth.



**LEARNING ENVIRONMENT BUILDOUT**  
Outsource construction of learning spaces to grow training capacity.

Over the past year, we've met with local and national employers to address the persistent skills gaps with new and existing employees, and we've entered into formal partnerships with major employers to scope solutions for their needs. Through these offerings, Altierus Training Solutions is committed to becoming America's workforce partner to help organizations bring the right skills to their companies.



LEARNING THROUGH TECHNOLOGY

# ELEVATING THE LEARNING EXPERIENCE

At our Altierus schools, we use technology to aid learners in getting the most out of their education. Our goal is to prepare them for success beyond graduation, equipping them with the vital skills they'll need to grow and adapt in their careers and life.



## BLENDED & VIRTUAL REALITY LEARNING

We took a blended approach when designing a technology-enabled learning solution, where a percentage of instruction is conducted in an online environment and a percentage of instruction is conducted face-to-face. The percentage of online vs. face-to-face is based on the unique needs of the curriculum being taught in each program.

To offer a more robust, technology-enabled career and technical education model, we piloted virtual reality (VR) with our Heating, Ventilation and Air Conditioning (HVAC) program on our Tampa campus. Using this technology, learners were able to experience a fully immersive 3-D world to perform tasks they will encounter on the job. The pilot helped us measure the speed to competency using VR compared to hands-on lab instruction.

“I’m able to, at home, see the equipment I’m about to work on, learn where all the parts to the equipment are, and then turn around and go to school and know exactly where each little piece on that machine is.”

Tampa HVAC Student



LOOKING AHEAD

# DELIVERING ON CTE'S BRIGHT FUTURE

Our past has laid the groundwork for continued growth and new opportunities. For our learners, we are looking toward the future, continuing to develop an experience that maximizes learning and post-graduation career success.

## 2020 & BEYOND

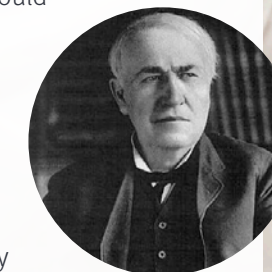
Building on our foundation of technology-enabled learning and our infrastructure of student support services, the future holds new opportunities to serve students. Forging regional and national employer partnerships will only increase learner placement into meaningful careers, and pioneering virtual training models will expand educational access to the next generation of learners.

For our employer partners, we are taking the innovation and technology used at our schools and from those in the industry to solve our employer partners' needs. We continue to build on our technological successes and bring them to bear for employers to use in their work environments.

In 2020 and beyond, ECMC Education will continue to make a broad impact on the educational landscape with the objective of helping learners achieve their educational goals and helping employers solving talent and skills gaps.

Thomas Edison once said, "If we did all the things we are capable of, we would literally astound ourselves."

At ECMC Education, we aim to astound ourselves and others in the career and technical education field by thinking new thoughts and doing new things in delivering high-quality education for all our learners.

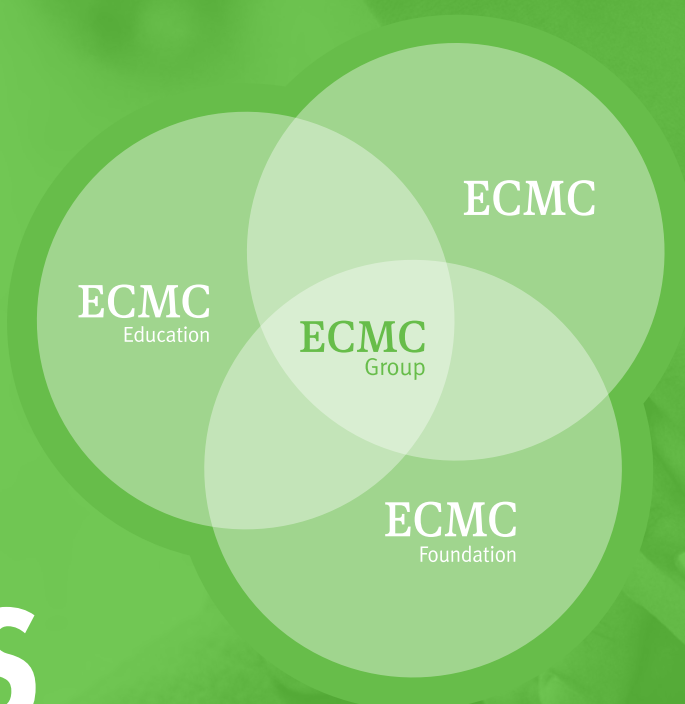




**ECMC GROUP COMPANIES**

# OUTCOMES POWERED BY OUR FAMILY OF COMPANIES

Through a unique combination of philanthropy, financial services and educational solutions, our parent company, ECMC Group, and its affiliates deliver outcomes that make a difference for individuals, organizations and communities.



### SUPPORT FROM ECMC

Our affiliate ECMC provides financial education services to empower learners to make informed choices about their futures. ECMC Education works with Solutions, a service of ECMC, to ensure that learners who have student loans receive monthly outreach during their grace period and beyond.

### SUPPORT FROM ECMC FOUNDATION

With support from its philanthropic affiliate ECMC Foundation, ECMC Education received funding to hire three full-time instructional coaches for faculty feedback and development. This funding helped improve classroom instruction and provide professional development to faculty and instructors. This is one example of many grants provided by ECMC Foundation to support career and technical education at our Altierus campuses.

ECMC Education, in partnership with ECMC Group affiliates ECMC and ECMC Foundation, is well positioned to make great strides and forge new paths in career and technical education for our learners, our employer partners, our communities and our country.

The infographic is divided into three horizontal sections. The top section is titled 'ECMC' and features a green icon of a dollar sign with an upward arrow, followed by the text '56K+ DELINQUENT LOANS RESOLVED FOR FORMER ECMC EDUCATION STUDENTS¹'. The middle section features a green bar chart icon, followed by '3.4M+ STUDENTS & FAMILIES PROVIDED RESOURCES TO PLAN & PAY FOR HIGHER EDUCATION²'. The bottom section is titled 'ECMC FOUNDATION' and features a green icon of a hand holding a dollar sign, followed by '\$147.5M IN GRANTS & INVESTMENTS NATIONALLY³'.

¹ Since February 2015

² Since 1994

³ May 2014-December 2019





[www.ecmceducation.org](http://www.ecmceducation.org)

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