



CASE STUDY

Metropolitan Community College – Logistics IET Program

Metropolitan Community College (MCC) has long been a leader in workforce innovation. Through its Community and Workforce Education (CWE) division, MCC has developed a robust IET model that integrates foundational skills instruction with technical training and wraparound support. One standout example is its Logistics and Industrial Automation pathway, designed to meet the needs of underemployed learners and regional employers.

The Challenge

Employers across Nebraska's logistics and manufacturing sectors reported persistent gaps in the readiness of their entry-level workforce. Many job seekers lacked both the technical certifications and the basic skills – such as math, reading, and digital literacy – needed to succeed in high-demand roles. Traditional training models were too slow or disconnected to meet these needs.

The Solution: Tiered IET Pathway in Logistics

MCC responded by launching a **tiered IET program** in logistics and industrial automation. The program was designed to:

- Serve learners with little to no prior experience
- Provide stackable, industry-recognized credentials
- Offer multiple entry and exit points aligned with career advancement



Tier I: Entry-Level Preparation

- **Certifications:** National Safety Council (NSC) Forklift Operator Safety, Snap-On/Starrett Tape & Rule Measurement, Manufacturing Skill Standards Council (MSSC) Certified Logistics Associate (CLA)
- **Focus:** Foundational skills, safety, and basic logistics operations
- **Target Learners:** Individuals new to the field or with basic skills deficiencies

Tier II: Intermediate Training

- **Certifications:** MSSC Certified Logistics Technician (CLT), MSSC Certified Production Technician (CPT)
- **Focus:** Quality practices, manufacturing processes, maintenance awareness
- **Target Learners:** Those with Tier I credentials or relevant experience

CASE STUDY CONTINUED

Tier III: Advanced Credentials

- **Pathways:** Credit-bearing programs in Mechatronics, Industrial Maintenance, or Supply Chain Management
- **Outcomes:** Higher wages, supervisory roles, or transition to associate degrees

Each tier is supported by contextualized instruction, career skills coaching, and flexible scheduling to accommodate working adults and non-traditional learners.

Implementation Highlights

- **Team Teaching:** Basic skills instructors and technical trainers co-deliver instruction in the same classroom.
- **Career Skills Coaching:** Coaches use tools like the WorkKeys NCRC and ACT® WorkKeys® Profiling to guide learners through career planning.
- **Community Partnerships:** MCC collaborates with Heartland Workforce Solutions, Omaha Public Schools, Heartland Family Services, and local employers to recruit and support learners.
- **Flexible Delivery:** Classes are offered in the evenings and at community-based sites to reduce access barriers.



Outcomes and Impact

- **Credential Attainment:** Learners earn multiple stackable credentials, including OSHA 10, CLA, CLT, and CPT.
- **Employment:** Graduates secure jobs in logistics, warehousing, and manufacturing with starting wages of \$18–\$26/hour.
- **Retention:** MCC reports an 86% one-year employment retention rate – well above the industry average of 50%.
- **Impact:** The program has successfully served single parents, English language learners, and individuals from historically marginalized communities.

Lessons for Replication

- **Start with Employer Input:** MCC used DACUM and ACT WorkKeys Profiling to define competencies and align training with real job tasks.
- **Build Tiered Pathways:** Offering multiple entry points ensures learners can start where they are and still progress toward high-wage careers.
- **Integrate Supports:** Career skills coaching, stipends, and flexible scheduling are essential for learner success.
- **Track and Adapt:** MCC continuously evaluates outcomes and adjusts programming based on learner and employer feedback.