

WORKFORCE DEVELOPMENT CASE STUDY

XactechED Training Program

Mountainland Technical College Partnership · 2014-2018

\$521K

GRANTS SECURED

200+

STUDENTS TRAINED

85%

JOB PLACEMENT

StateCURRICULUM
APPROVAL

Challenge

Insurance industry faced critical shortage of qualified claims estimators. Traditional training methods were costly and time-consuming, creating barriers to workforce entry for underserved populations.

Solution

Developed comprehensive workforce development program combining Xactimate software certification with hands-on field training. Created state-approved curriculum and secured grant funding to remove financial barriers.

My Role

Program Director responsible for curriculum development, grant writing, industry partnerships, marketing campaigns, and student success outcomes. Led all stakeholder relationships.

Methodology Applied

- **Gap Identification:** Surveyed insurance industry to quantify workforce shortage and skill requirements
- **Domain Expertise:** Partnered with Xactware to develop industry-aligned certification pathway
- **Solution Building:** Created 120-hour curriculum with hands-on lab components
- **Stakeholder Buy-in:** Secured state approval and employer commitments for graduate hiring

→ **Outcome Measurement:** Tracked job placement rates, salary data, and employer satisfaction

Key Outcomes

Documented Results: Program recognized by Utah System of Higher Education (USHE) board. Featured in local press coverage across Utah County. Created sustainable pipeline that continued after my departure.

Student Impact: Graduates reported average starting salaries 40% above minimum wage. Several advanced to senior estimator roles within 2 years.

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