

OREGON STATE UNIVERSITY DAIRY FOODS

Professional and Continuing Education

2022 ODI Conference



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Mission of OSU Dairy Foods Extension

Promote the production of safe and high quality dairy products and support a healthy and sustainable dairy industry in Oregon.

Robust Continuing Education is core to an impactful OSU Dairy Foods Extension Program

The skillset needed for long term competitiveness is changing, quickly

- 12K direct dairy jobs in Oregon and roughly 40K in the Western U.S. excluding California.
- The **greater portion** of those jobs are in **Manufacturing/Supply Chain**.
- Attracting and retaining **motivated, well-skilled people** is a challenge for all processors.
- Changes impacting **skills required are complex**.
- **Innovation, sustainability and 'Manufacturing 4.0'** are key.
- Public-private collaboration can accelerate progress.

Training is important to all stakeholders

What employees say

- Want to be good at their work and know the right training is key
- Engagement - equate investment in training as investment in them
- Want to continue to learn throughout their careers (especially Millennials)
- Want to give back to others – coaching and mentoring

What Dairy Processors say

- Recognize that ongoing training is essential
- Many have internal training programs but recognize value of external training in some areas
- Many barriers get in the way – cost, time away from the job

An online **Dairy Foods Manufacturing Certificate** can be a point of difference in the Western US

- ✓ **Consistent** technical training program
- ✓ **Continuity** - Creates 'backstops' for promotion pipeline
- ✓ **Engagement** – employee loyalty due to training investment

- ✓ **Recognized** training certification
- ✓ **Visible commitment** to building technical depth (e.g. audits)
- ✓ **Complements** in person and hybrid offerings

Key design elements

- Intended audience
 - Operations and Supply Chain roles new to Dairy
 - High school education or equivalent
 - English literacy (phase I of the modules)
- Online and self-paced
- Defined Learning Outcomes for each module
- Credit through testing
- Mobile ready

Technical Committee guided design

Greg Chandler, Darigold

**Liam Wustenberg, Tillamook
County Creamery Association**

**Kristin Holleran, Tillamook
County Creamery Association**

Amanda Hawkins, Albertsons

Juan Cummings, Alpenrose

**Blake Thompson, Springfield
Creamery**

John Harvey, Umpqua

Ron Raynes, Oregon Ice Cream

Amber Everly, Oregon Ice Cream

Robin Frojen, OSU Creamery

12 'Basic' Modules

Intro to Dairy
Processing

Milk Chemistry
& Properties

Dairy
Microbiology

Fluid Milk
Processing
(to HTST)

Fluid Milk
Processing
(beyond HTST)

Common Dairy
Equipment

Packaging

GMPs

Cleaning &
Sanitation

Food Safety
Systems &
Culture

Dairy
Regulatory
Environment

Sustainable
Dairy
Processing

11 Specialized Modules

Membrane
Filtration
Processing

Concentration,
Evaporation &
Drying

Supply Chain
Management
Non-Dairy

Quality –
Lab & Sensory
Testing

Basic
Cheesemaking

Specialty
Cheese
Processing

Culture Dairy
Products

Dry Dairy
Products I

Dry Dairy
Products II

Ice Cream

Cream & Butter

DIGITAL PLATFORM

- Articulate 360's Rise e-learning software
- A popular tool for the delivery of workforce training
- dynamic and highly engaging
- multimedia, user-friendly interactives
- built-in knowledge checks.

Other benefits:

- Can be used alongside other Learning Systems
- Digital devices compatible
- Screen-reader accessible
- Easily translated into dozens of languages

The screenshot displays the Articulate 360 software interface with several layout templates. At the top, the navigation bar includes 'articulāte 360', 'Features', 'Customers', 'Pricing', and 'Teams'. The main content area shows a grid of layout options:

- 29 TIMELINE LAYOUT:** Features a vertical timeline with 'DATE' labels and placeholder text: 'Place your awesome timeline content here.' It includes a circular profile picture placeholder and a 'TITLE 02' box.
- 70/30 LAYOUT:** A dark-themed layout with a vertical list of four titles (TITLE 01 to TITLE 04) on the right and a vertical stack of four images on the left.
- 11 GRID LAYOUT:** A light-themed layout with a large image of a forest at the top. Below it are six title blocks (TITLE 01 to TITLE 06) arranged in a 2x3 grid. Each title block includes an icon and a short description: 'The grid layout could be used as a menu slide with course topics represented visually.' or 'Simply replace one or two of the grids with an image, and the layout really pops!'

On the far right, there is a vertical image of a city street scene with people walking.



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Let's check out a couple of modules

Dairy Foods Manufacturing Certificate - 10 Food Safety Systems and Culture:

<https://rise.articulate.com/share/YxtSEZaAA2LCUSzQcgn-3WZuR5puPMtz>

Food New Product Development Certificate - Packaging:

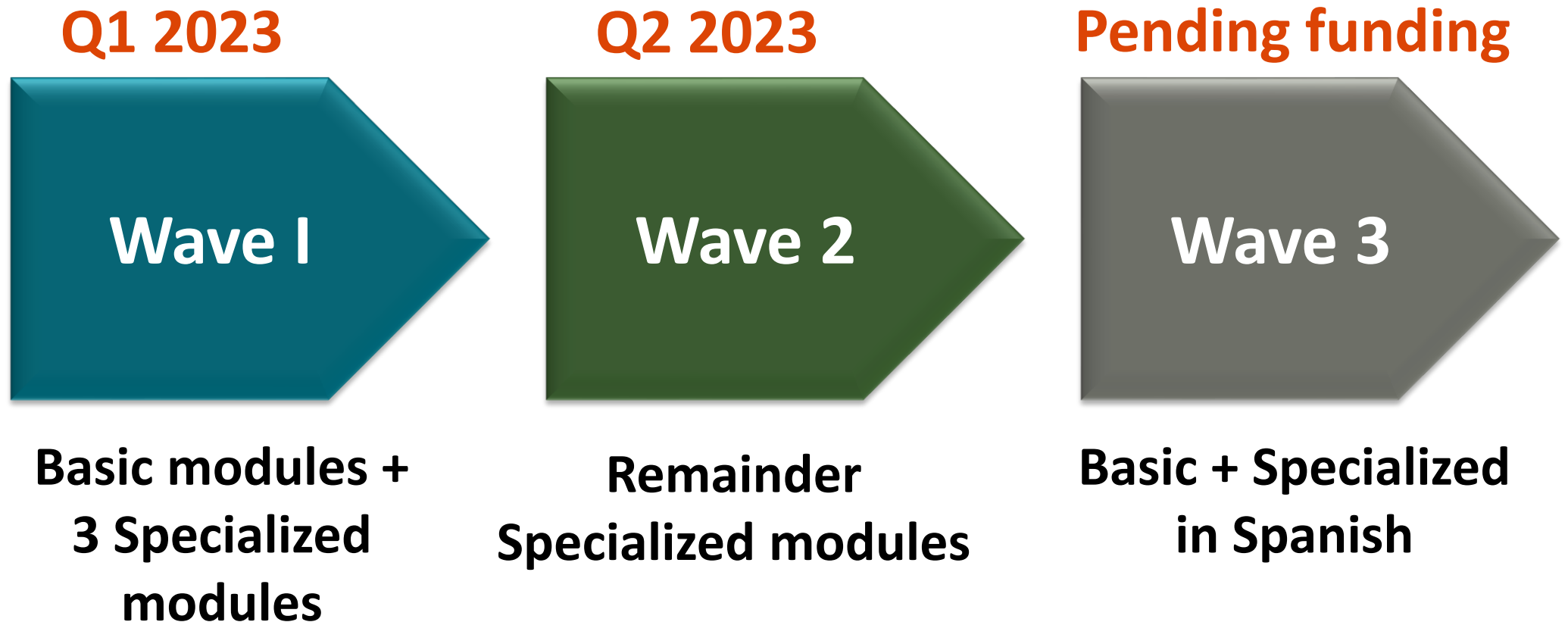
https://rise.articulate.com/share/7TkOhQWNNL0r4YD59906ebl_Z27rfr96

Pacific Coast Coalition



- OSU is a proud collaborating member of California's 2021 USDA Dairy Business Innovation Initiative grant proposal
- Among other priorities, the 2022 \$20M DBII grant extension has the potential to support the Wave 1 and 2 Dairy Certificate and the Wave 3 Spanish version.

Anticipated launch timeline



Thanks to the ADC Advisory Board for their active endorsement



Paul Arbuthnot

Aaron Benton, Kroger

Jill Allen, Tillamook County Creamery Association

Amanda Hawkins, Albertsons

Alexis Gianopoulos, Larsen's Creamery

Blake Thompson, Springfield Creamery

Chris Haines, Neutral

Doug Feldkamp, Umpqua

Mark Eberhard, Eberhards

Stephanie Gibson, Lochmead

Greg Chandler, Darigold

Tami Kerr, Oregon Dairy Farmers Association

Greg Drobot, Face Rock Creamery

David Gremmels, Rogue Creamery

Stacy Houston, Valley Crest Foods

Tom Hughes, Larsen's Creamery

Jock Gibson, Lochmead

Scott Fields, Organic Valley

Katie Bray, Oregon Cheese Guild

Sue Kesey, Springfield Creamery

Paul Snyder, Tillamook County Creamery Association

Anne Goetze, Oregon Dairy and Nutrition Council

Ron Raynes, Oregon Ice Cream

Todd Koch, TMK Farms

Thank you!



**Marc
Bates &
Zeynep
Atamer**

**OSU
PACE
team**

Questions?

Fee structure favors program members

Certificate Options

- 'Basic + 1' – Basic modules plus one Specialized
- Individual modules

Registration Fees

Oregon & Washington:

'Basic series + 1' = \$950

Individual modules = \$100/module

Outside region:

'Basic series + 1': \$1500

Individual modules = \$175/module