Supporting America's Heroes: Veterans in Apprenticeship, Presented by:

Christopher Cullen

Charter Communication

Chris Cullen is a veteran of the cable industry and started his career with Cablevision Systems Corporation in 1998 after graduating from college. Today, he leads the Apprenticeship Program for Charter Communications in the Carolinas. He has held a variety of positions within the communications industry and currently leads the technical training team in eastern North Carolina. During his tenure, he has helped lead a number of technical training initiatives and provided leadership in establishing and growing the Apprenticeship Program in the Carolinas. Chris also is passionate about helping and honoring military veterans and is the co-chair of the VetNet Committee in eastern North Carolina.

Charter Communications Apprenticeship Program

Charter's Apprenticeship Program

State of North Carolina Registered Program

Currently the largest apprenticeship program in NC

- 690 active apprentices
- 298 apprentices who identify as a Veteran applying for benefits

Program Information:

- 8000 hours of On-The Job training (OJT)
- 618 hours of Related Instruction

Combines OJT with internal classroom/hands-on training; along with self-paced online training

Occupation: Broadband Technician

Earned Governor's Award for Excellence in Workforce Development in 2013

Why Apprenticeship for Charter?

Drives consistency for training programs

- Apprenticeship helped us streamline and develop a more comprehensive training plan

- Apprenticeship complements Charter's career progression plan for our Field Tech position

Recruiting, Recruiting, Recruiting

- Gives Charter something that other's may not offer

- Apprenticeship helped us build recruiting relationships with military installations
  - Fort Bragg, NC
    - We now have a training center on the base to train soldiers who are exiting the military that would like to start a career with Spectrum
  - Fort Hood, TX

Why Apprenticeship for Charter?

Corporate Benefit

- Apprenticeship allows a company to roll-out a program that drives positivity through-out the organization.

- Easy to establish
  - North Carolina Apprenticeship consultants and team make it easy to build, edit and maintain your program

- Field Techs have the opportunity to earn a state and nationally recognized certification

- Positive program for any corporation to develop, especially when recruiting and retaining skilled employees; like our military Veterans

Recruit and Retain Our American Hero's

"ONE VETERAN AT A TIME" - OUR MILITARY HIRING MISSION

Our Spectrum Field Technician apprenticeship program is helping Veterans leverage their existing skills and transition to civilian life

Charter's Apprenticeship program gives Veterans the opportunity to apply for and earn their G.I. Bill benefits

- 298 Veterans have identified they will apply for benefits through our NC Apprenticeship program

Charter has built a unique way for us to get to know Veterans that are interested in a career with Spectrum.

- Separate website specific to recruiting and hiring Veterans
  - https://jobs.spectrum.com/veteran-and-military-hiring
- Video introduction available on the website
  - Veterans can record a short video introducing themselves and tell us about their interests and experience

Recruit and Retain Our American Hero's

As of 3/6/2018

- 11,197 of our active employees identify as veterans (11.5%)
- In NC, 1,363 of our active employees identify as veterans (14.1%)
- In 2017 we hired approximately 480 individuals with a work state of NC who identified as a veteran.