



How the Pandemic TRANSFORMED WORKFORCE SKILL NEEDS

Employers have felt the effects of the skills gap for years. And as our *Closing the Skills Gap 2023* report shows, this challenge accelerated during the pandemic. In this infographic, we present new employer perspectives on this trend to help your university equip learners with in-demand skills.

About the *Closing the Skills Gap 2023* study

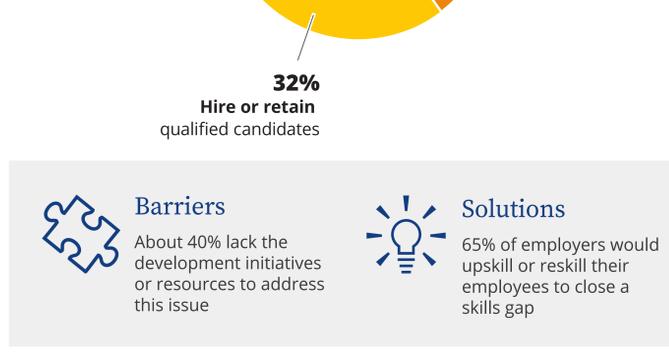
We surveyed **600 HR professionals** from multiple industries during the summer of 2022.

The skills gap is widening — rapidly

Percent of employers with a skills gap



Skill gaps form because employers can't:



Barriers

About 40% lack the development initiatives or resources to address this issue

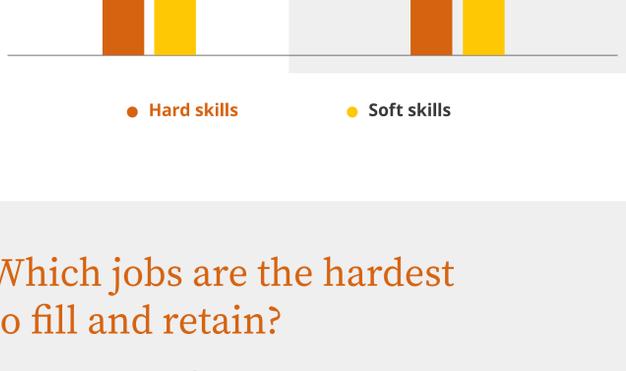


Solutions

65% of employers would upskill or reskill their employees to close a skills gap

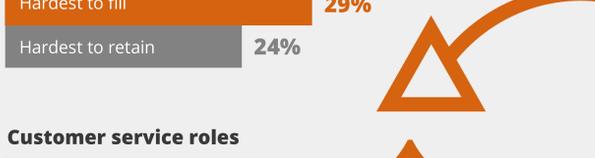
Hard vs. soft skills

How long are these skills useful?



Which jobs are the hardest to fill and retain?

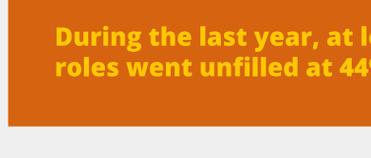
Human resources roles



Technology and IT roles



Management roles



Customer service roles



Sales roles



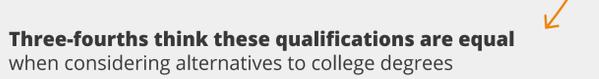
During the last year, at least 10% of open roles went unfilled at 44% of organizations

Putting learning and development to work

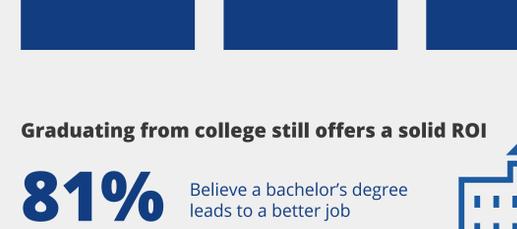
The leading ways to upskill employees



66% reimburse the maximum non-taxable amount (or more)



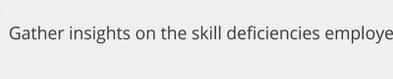
How do employers validate job skills?



Three-fourths think these qualifications are equal when considering alternatives to college degrees



Graduating from college still offers a solid ROI



How can your university help?

Work with local employers to close their skill gaps

- Gather insights on the skill deficiencies employers need to address
- Refine your courses to provide skills that learners need for open roles

Analyze the credentials employers use to validate skills

- Update your degree programs to align with relevant certifications
- Offer credentials beyond the degree to meet changing skill needs

Help local workforces use their tuition benefits

- Research the tuition reimbursement rates for local employers
- Seek options for meeting those criteria, such as reducing tuition or required credits



DOWNLOAD YOUR COPY OF
Closing the Skills Gap 2023

How can you prepare more learners for post-pandemic success? Get our complimentary report for insights and recommendations for enhancing your academic programs to meet today's skills needs.

