Incorporating Technology to Support Workforce Skills

Priyanka Sharma
Kathleen O'Connell

May 2, 2019

Agenda

~ Building the Case

~ Employability Skills Framework

~ Innovative Program Models & Lessons - TTALE Report

~ Exploring Tools - WorkforceEdTech.org website tour

~ Putting it all Together

The case for integrating technology

Technology can and does amplify and extend instructional strategies and provides opportunities for repeated practice and feedback, which can lead to greater retention and application of new knowledge and skills.

What tech tools are you currently using in your program/class?

Employability Skills Framework

https://cte.ed.gov/initiatives/employability-skills-framework

Technology Testing for Adult Learning & Employment

- Advising developers of ETF-funded tools on tool adaptations to better serve low-income adults,
- Field testing of the tools nationally to identify the most promising tools and practices,
- Disseminating effective employment technology products and practices

CELL-ED

SkillSmart

CareAcademy™

NORTHSTAR DIGITAL LITERACY ASSESSMENT

nepris

PAIRIN

SignalVine

Finding

Mobile solutions make learning, training, coaching more accessible & scalable to reach the millions of adults not otherwise served.

What we learned...

Support alternative ways to access content

Cell-Ed has multiple ways in (text & audio, native app, web)

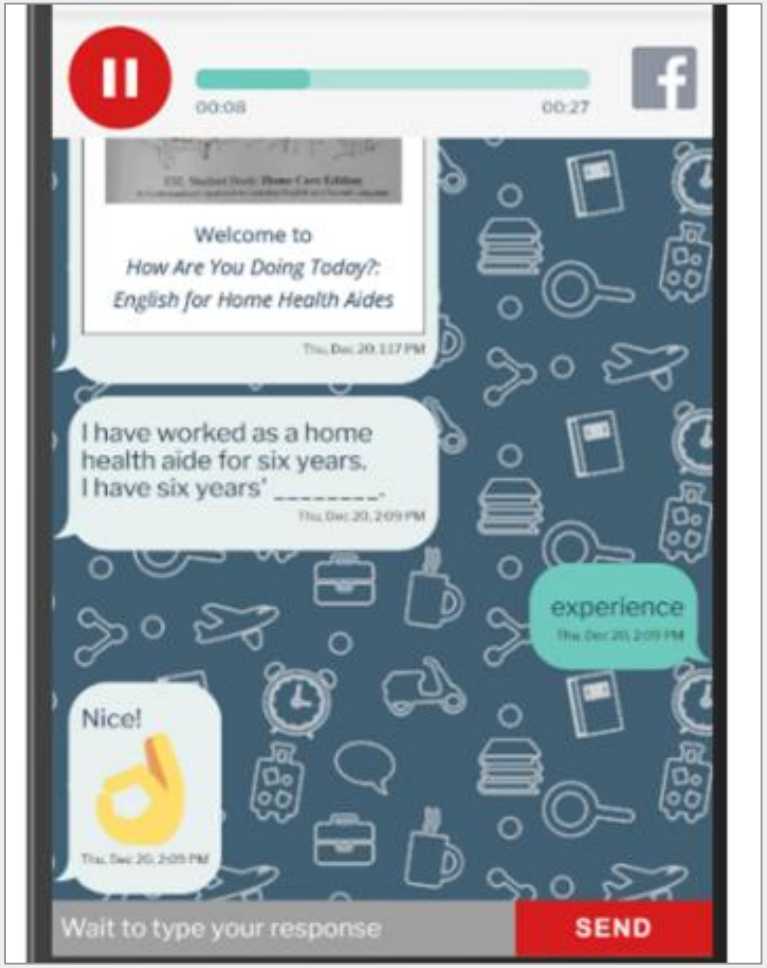
CareAcademy videos, activities and quizzes play very well in mobile devices; for both micro-lessons or chunked lessons so people can do it on the go

Leverage popularity of texting

Signal Vine, SkillSmart, and Cell-Ed all make use of texting

Cell-Ed

Support alternative ways to access content



Signal Vine

Leverage popularity of texting

Signal Vine Program Message Template

Account: OCAPICA
Program: ADULT WORKFORCE

Synonyms:

STOP	no, no, n, nope, nah, no!, nope! Cancel, cx, stawp, stop!
YES	yes, Y, yah, yeah, yea, yup, yep, si, sure, ok, done, submitted, completed, faxed, emailed, affirmative, 👍
NO	no, nope, naw, nay, nah, na, 👎, not yet, never

#	Date/Time	Condition	Content	Save Response to Data Field
2.	12/3 @ 3 pm	Group: EPP, WEX	Part 1: Have you submitted your time card? Response to YES: Response to NO: Please submit ASAP. If you need assistance, contact your Job Developer	

Synonyms:
yes = yes, Y, yah, yeah, yea, yup, yep, si, sure, ok, done, submitted, completed, faxed, emailed, affirmative, 👍, 👍🏻, 👍🏼, 👍🏽, 👍🏾, 👍🏿
no = no, nope, naw, nay, nah, na, 👎, not yet, never, 👎🏻, 👎🏼, 👎🏽, 👎🏾, 👎🏿

Bessie - Have you submitted your times card?

No. And I have a question about that.

Bessie - Please submit ASAP. If you need assistance, contact your Job Developer

Finding

Screening in solutions bring opportunities for overlooked populations, matching them to opportunities they are ready for and signaling to employers

What we learned...

Experts need to contribute to, assist in development of, and vett content to ensure validity

PAIRIN's attribute-based assessments based on social science research and continuous feedback; results in high-levels of trust among end-users, WFD practitioners, and employers

SkillSmart gathers comprehensive input to make descriptions of jobs match to job seekers possible; users appreciate seeing jobs they didn't know existed; prior experience is documented to help satisfy employer job requirements

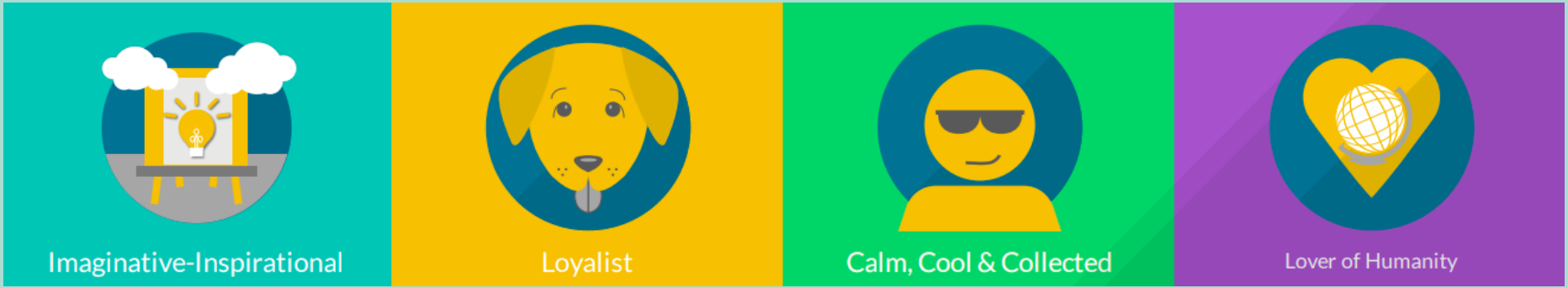
Content needs to be highly relevant to the learners

Northstar's new assessment modules aligned with look and functionality of current technologies;
Cell- Ed offers options for industry-specific course work

PAIRIN: Aptitude-Based Assessment

"What I have found to be very true is that for people who don't have counseling degrees, people who aren't psychologists, it actually makes the best and most valid psychological research digestible for lay people."

–Dan Kaskubar, Activate Workforce Solutions

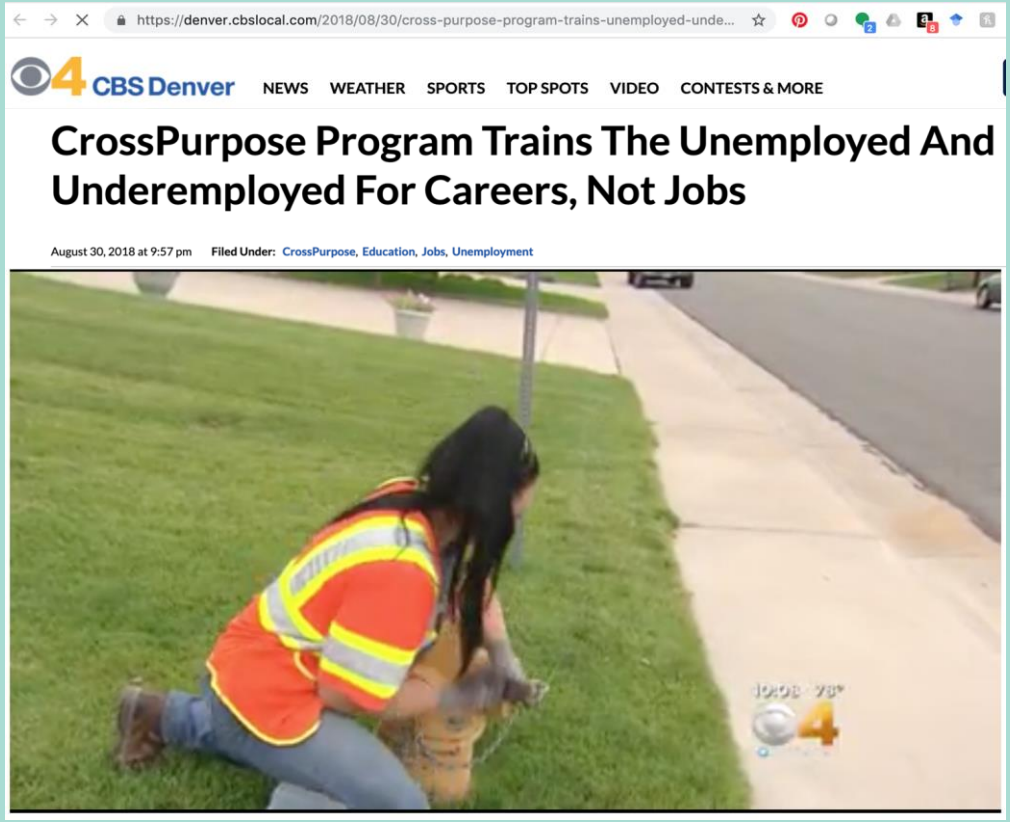


Coaching + Aptitude Assessment = Relevance

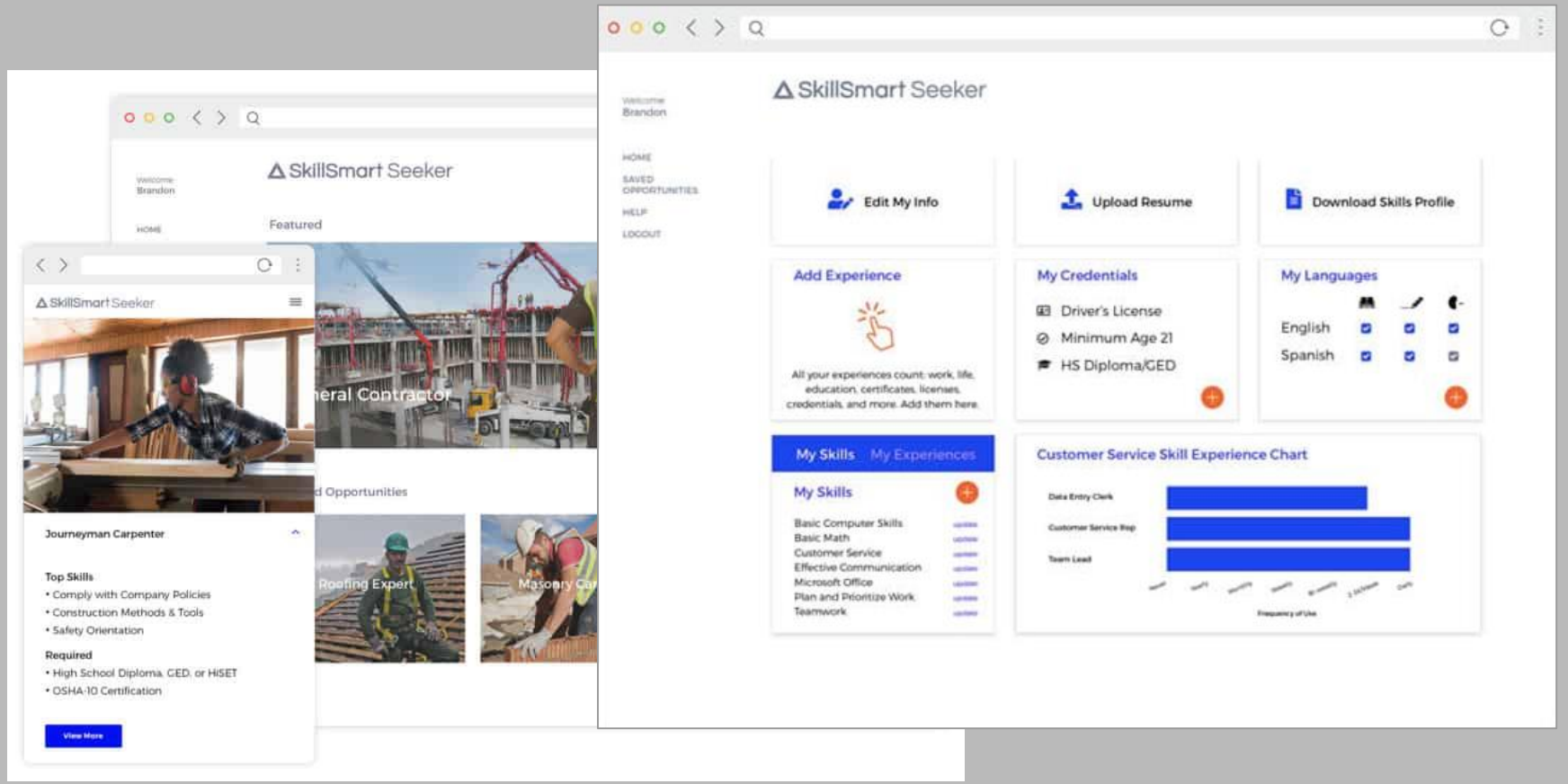
“PAIRIN showed me that my drive for success is really high and I’ll do what I need to do to be successful and my persistence is high; I don’t let things get in my way.”

“Having Dan talk me through other attributes has helped me understand the ways that I may have been hurting myself - being too hard on myself, pushing too hard. It’s really beneficial to have a coach dig in and help you apply it to your life.”

~ Heather, Certified Water Operator



Skill Smart: Experience-Based Assessment



Skill Smart - Exemplar Story

“It is inspiring for me to see how many skills I actually have after years of working in restaurants. I feel proud every time my Skill Index number goes up.”

“I was looking for jobs as a dishwasher but have been encouraged that the Skill Smart system is matching me to jobs that I never even knew existed, like a Casino Porter.”

~ Member of the Chelsea Collaborative

Finding

Tools that support establishing personal connection resonate well with adult learners and have high utility.

What we learned...

Use personal connections to support engagement and persistence

Nepris industry chats provided access to experts; high perceived value by end-users

PAIRIN and Cell-Ed - Coaching supports persistence and effort

Use technology to maximize value of in-person interactions and learning

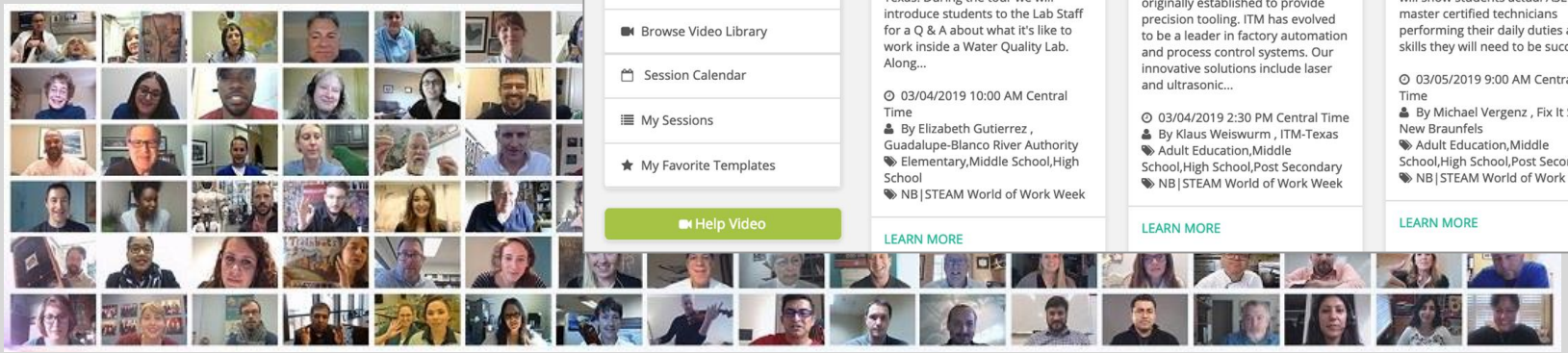
Signal Vine's text nudges ensure participants access program opportunities/benefits; Cell-Ed helps workplace ESL learners acquire language for work;

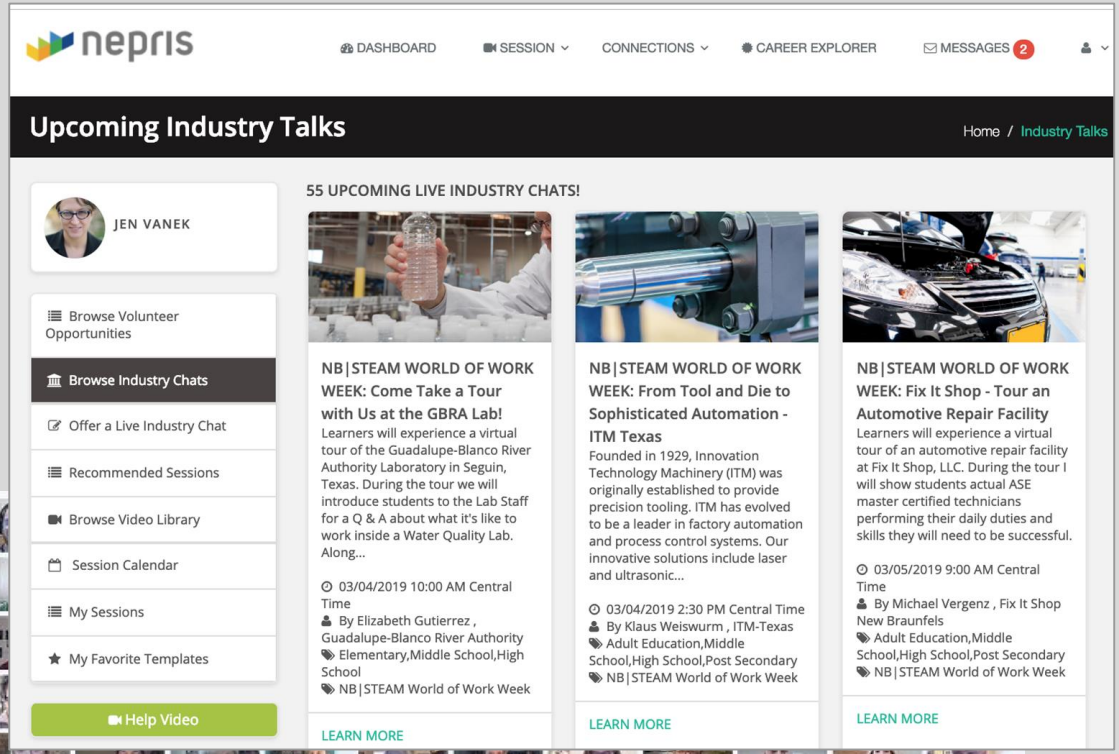
CareAcademy's online course pushes home health aides to certification in 6 weeks.

Nepris, PAIRIN and Skill Smart's tools give adult learners social capital that can lend confidence and support success in job search

Nepris

Use personal connections to support engagement and persistence





Registered Nurses

+ ADD TO COMPARE

ALTERNATIVE TITLES

Charge Nurse, Director of Nursing (DON), Registered Nurse (RN), Staff Nurse

WHAT THEY DO

Assess patient health problems and needs, develop and implement nursing care plans, and maintain medical records. Administer nursing care to ill, injured, convalescent, or disabled patients. May advise patients on health maintenance and disease prevention or provide case management. Licensing or registration required.

WHAT THEY NEED

- **Basic Skills**
  listening to others, not interrupting, and asking good questions, talking to others
- **Social**
  understanding people's reactions, looking for ways to help people
- **Problem Solving**
  noticing a problem and figuring out the best way to solve it,

TASK

Maintain accurate, detailed reports and records.

Administer medications to patients and monitor patients for reactions or side effects.

Record patients' medical information and vital signs.

PERSONALITY

Social : People interested in this work like activities that include helping people, teaching, and talking.

WORK STYLE

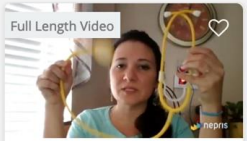
- Attention to Detail
- Integrity
- Cooperation
- Concern for Others
- Dependability
- Stress Tolerance

WHERE DO THEY WORK

- Health & Counseling

VIDEOS FEATURING THIS CAREER

Registered Nurse
Candice McLamb
NC Dept of Public Safety
4



Registered Nurse
Zarina Edwards
Baylor
64

Registered Nurse
joanne Shelby-klein
thescrutinizer.org
2

Bright Outlook

This career will grow rapidly in the next few years and will have large numbers of openings.

MEDIAN YEARLY SALARY

$70,000

90TH PERCENTILE YEARLY SALARY

$104,100

Nepris

nepris

DASHBOARD | SESSION | CONNECTIONS | CAREER EXPLORER | MESSAGES 2

Career Explorer

Dashboard

health care

SHOWING TOP 25 RESULTS

Medical & Health Services Managers	+ ADD TO COMPARE
Home Health Aides	+ ADD TO COMPARE
Registered Nurses	+ ADD TO COMPARE
Medical Records & Health Information Technicians	+ ADD TO COMPARE
Personal Care Aides	+ ADD TO COMPARE

Nepris: Exemplar Story

"It felt like a personal invitation; like they were serious about me. This spurred interest for me in careers and industry that I hadn't thought about before."

~ Joel - Alamo Workforce Solutions

Joel working with Career Explorer

Finding

Rich media supports engagement

What we learned...

Effective use of diverse media supports ease of use for adults with low literacy, lack of prior education, and not much experience using computers.

Northstar uses video, audio, photos, and other instructive graphics to convey meaning more quickly than text for users with limited literacy proficiency; the varied media offer alternatives to learners to access learning and information in a preferred format.

Effective use of video supports impact and persistence

CareAcademy employs video to directly demonstrate safe care of patients.

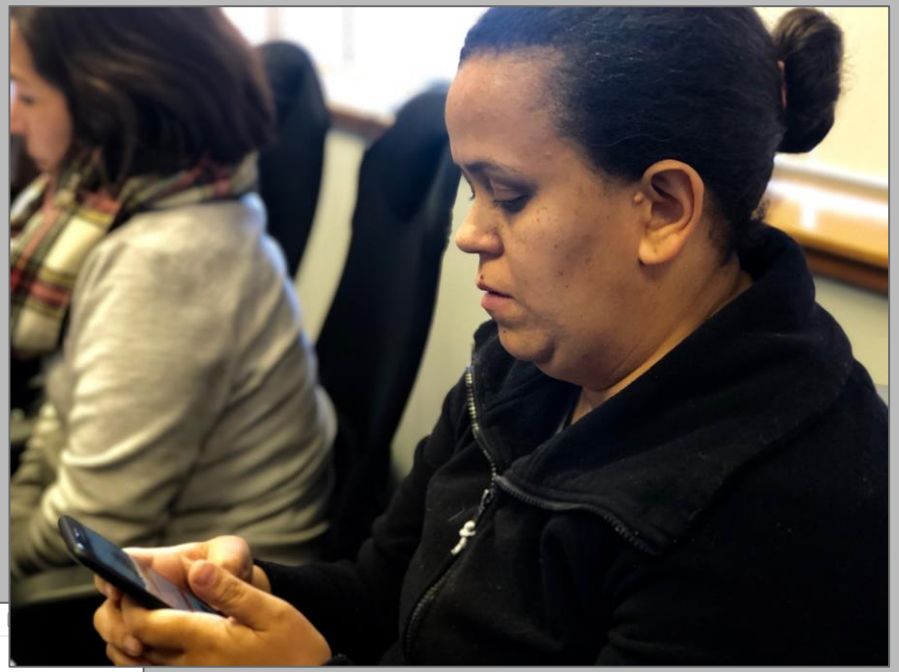
CareAcademy

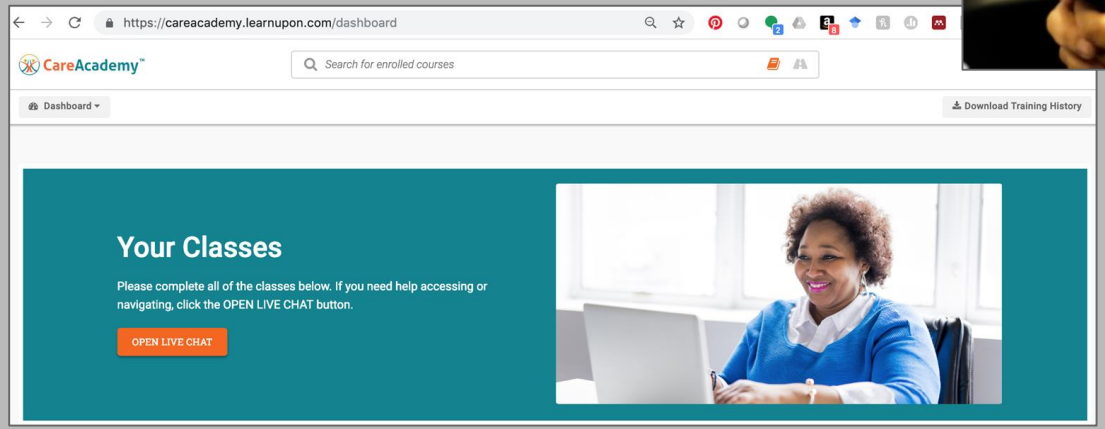
Rich media supports engagement

Home Health Aide certification course

Creates initial step on healthcare career ladder

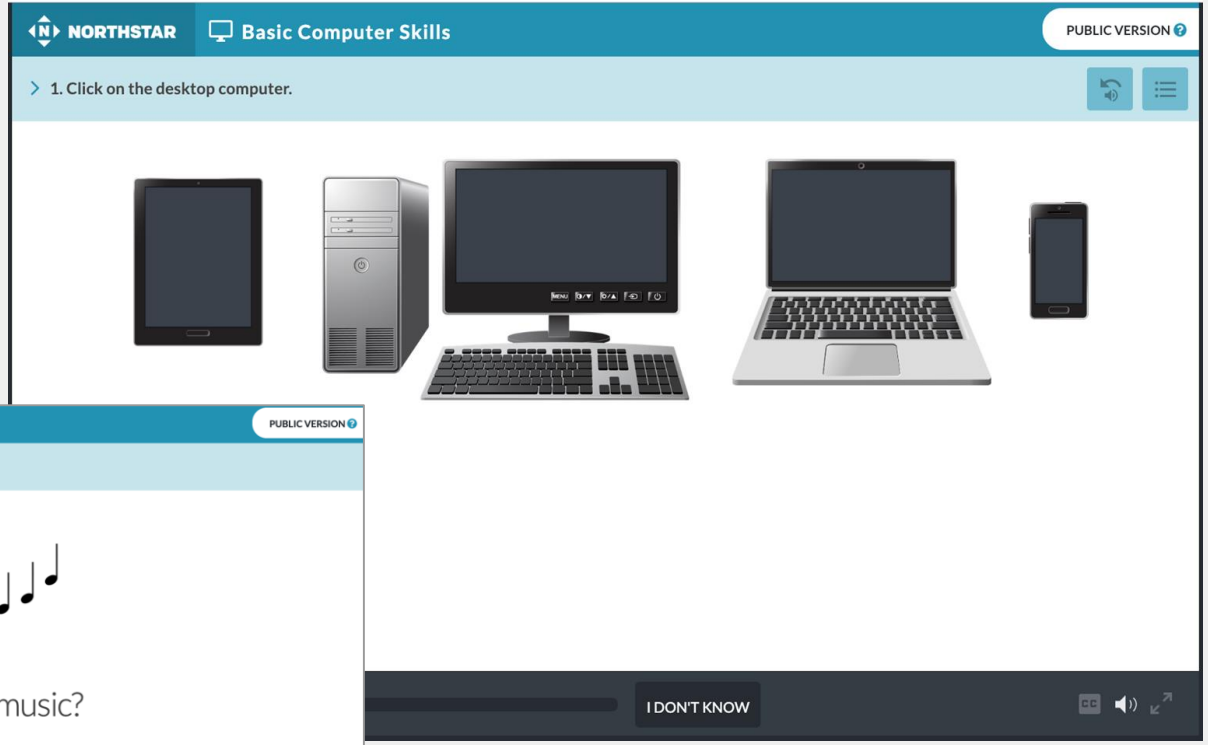
Close collaboration with employer partners seeing to fill high-demand jobs

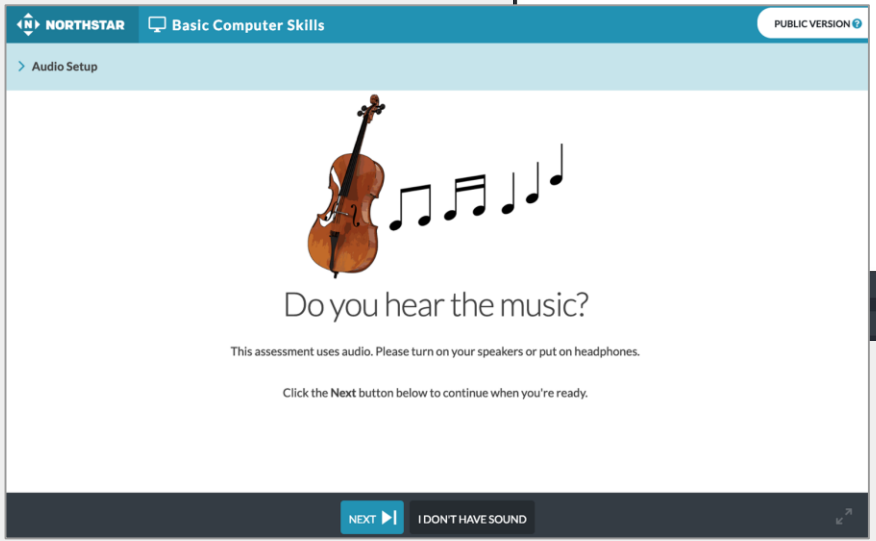




- 6 weeks - 10 hours online, 4 in class
- 7 of 8 persisted
- 6 have passed certification exam; 1 will complete soon

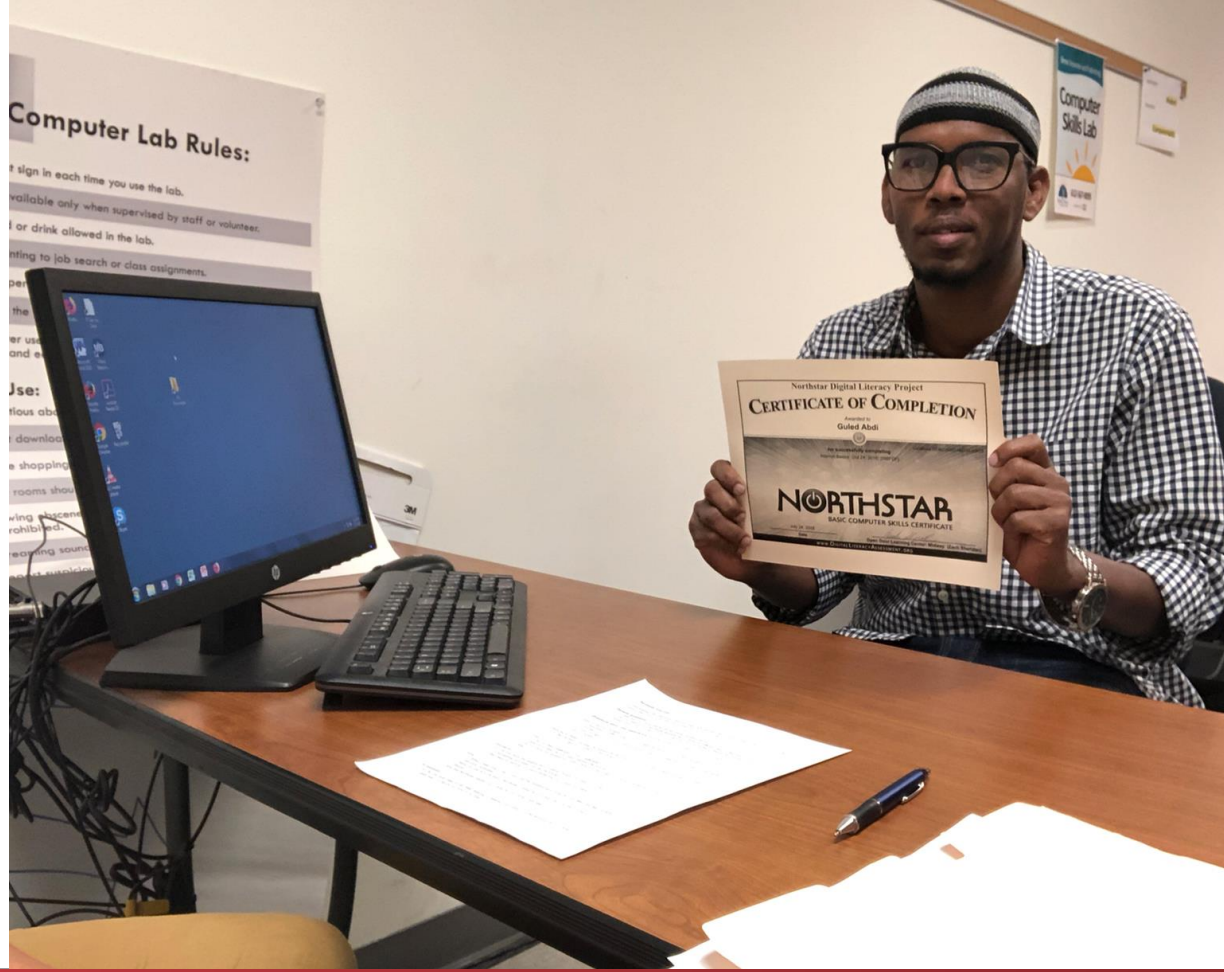
Northstar


NORTHSTAR
Basic Computer Skills
PUBLIC VERSION
1. Click on the desktop computer.
I DON'T KNOW


NORTHSTAR
Basic Computer Skills
PUBLIC VERSION
Audio Setup
Do you hear the music?
This assessment uses audio. Please turn on your speakers or put on headphones.
Click the Next button below to continue when you're ready.
NEXT
I DON'T HAVE SOUND

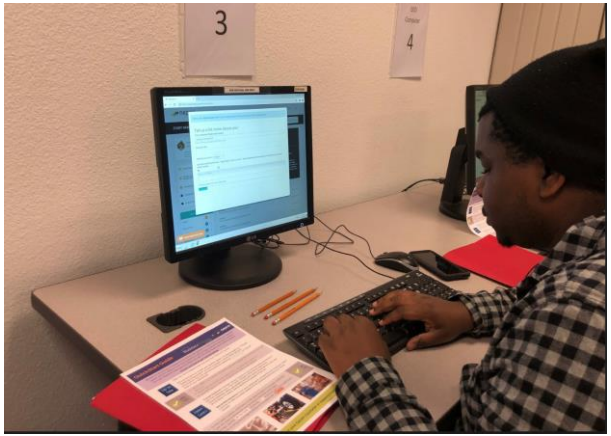
This is my second certificate. When I get ten of them, I can show them and get a new job, like at a front desk that needs to use a computer. They always ask about experience with desktop. So this thing is my lifeline to my success."

~Guled, Goodwill Easter Seals - St. Paul, MN



Two more important findings

Limit barriers through simple onboarding or ample support leads to scale



Partnerships among employers and WFD or education providers best support learners/job seekers

Photo credit: CBS4 Denver

The Adult Literacy XPRIZE Communities Competition

BARBARA BUSH FOUNDATION ADULT LITERACY XPRIZE PRESENTED BY DOLLAR GENERAL LITERACY FOUNDATION | COMMUNITIES COMPETITION

GET IT ON Google Play

With Free Code

3366

AMRITA LEARNING

LEARNING UPGRADE

CELL-ED

CODEX: LOST WORDS OF ATLANTIS

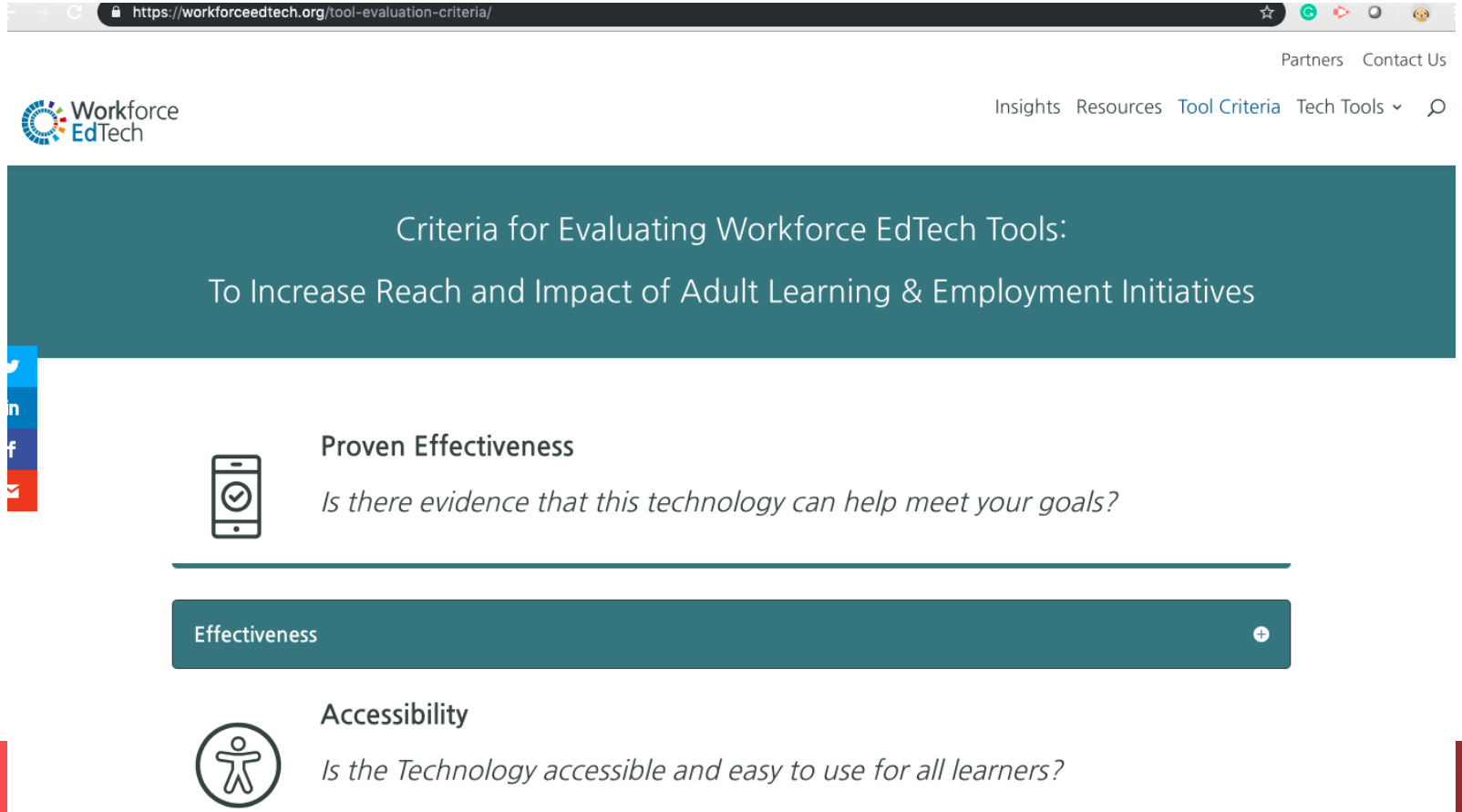
Join Team WorldEd!

www.edtech.worlded.org/team-worlded-xprize

Virtual, growing community of organizations from CT, MA, NH, RI, TX, and VA

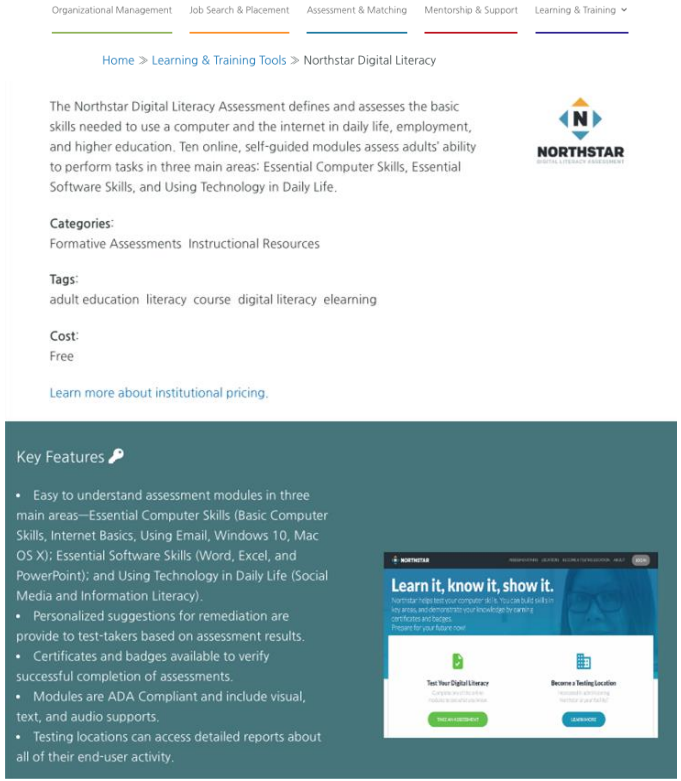
Co-sponsored by IDEAL Consortium and New England Literacy Resource Center (NELRC)

Goal before Tool



Repository

Workforce EdTech



Putting it all together

~ *What does this mean for your practice, classroom instruction, and students?*

~ *How can you adapt these learnings in your classroom?*

~ *What resources will you need?*

Photo credit: CBS4 Denver

Stay Connected!

Join WorkforceEdTech group on LinkedIn:
https://www.linkedin.com/groups/12175422/

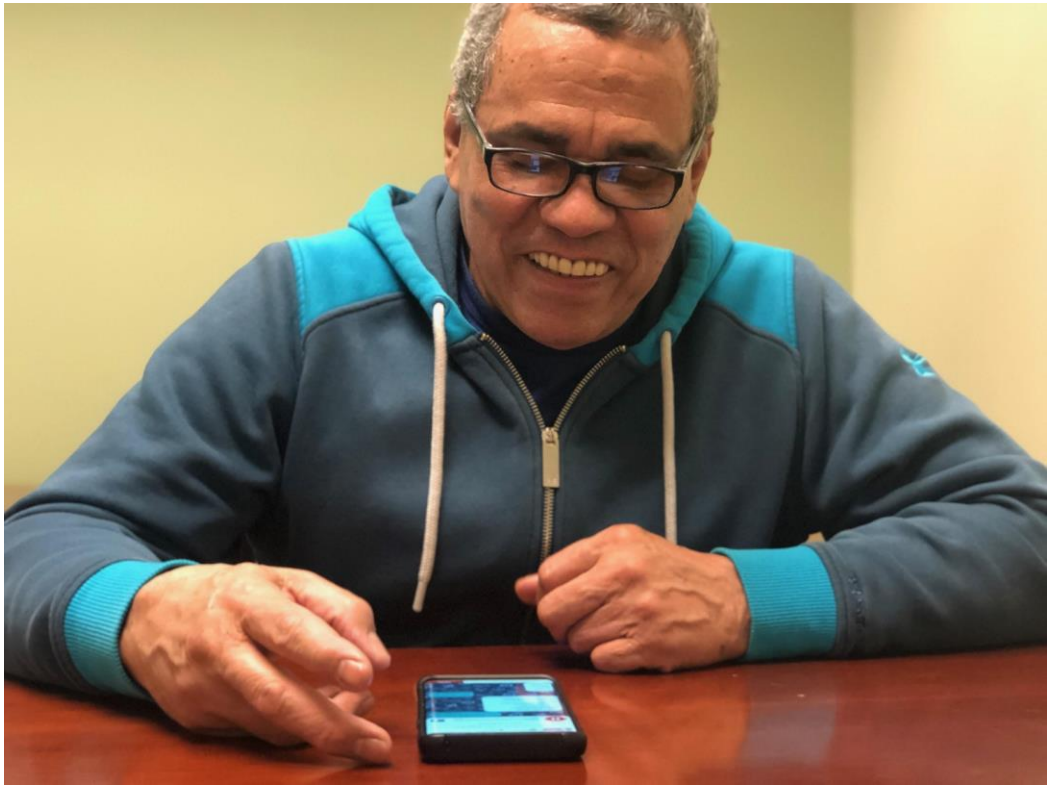
Workforce EdTech

Follow @WorkforceEdTech on Twitter:
https://twitter.com/workforceedtech

Thanks!

Kathleen O'Connell
kathleen_oconnell@worlded.org

Priyanka Sharma
priyanka_sharma@worlded.org

Stay tuned for future NELRC webinars!

www.nelrc.org/PD