

Incorporating Technology to Support Workforce Skills



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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

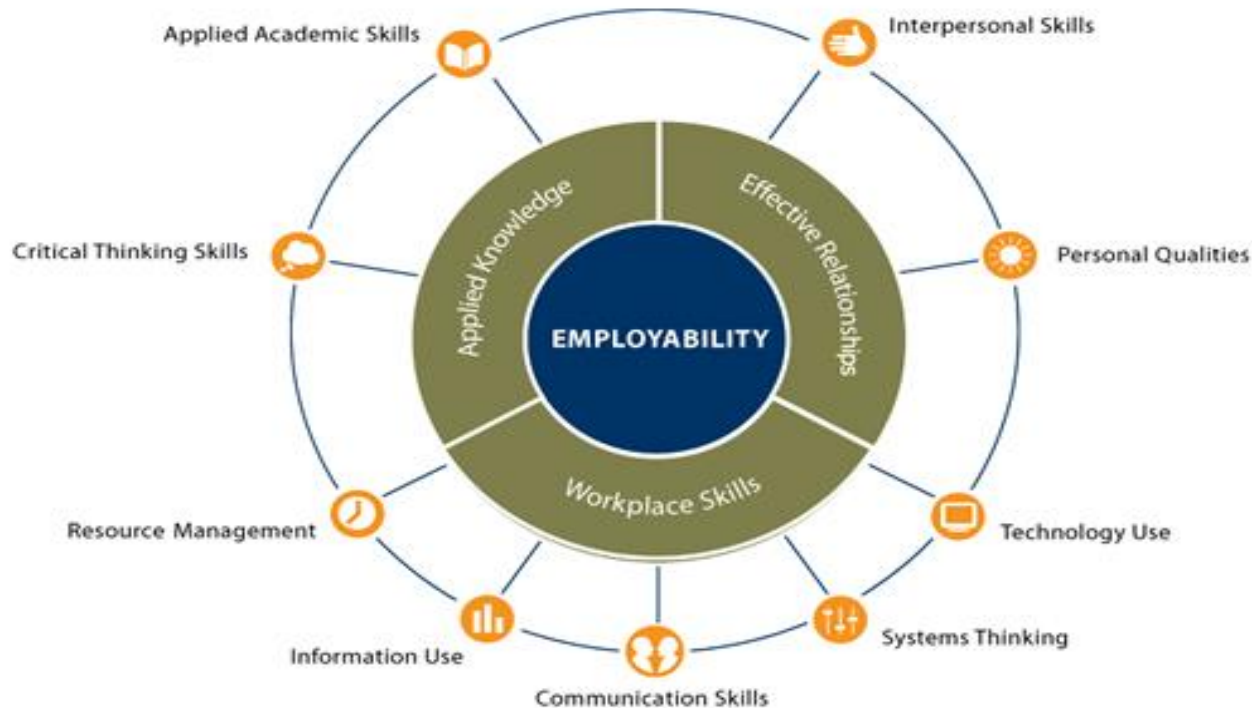
The case for integrating technology

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



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

Aug 23, 2014, 11:10 AM

_____ are you from?

I'm from Mexico.

What When Who Where

where

Aug 25, 2014, 10:40 AM

The jackhammers are loud.
The noise hurts my ears.

What article of safety
equipment does he need?

boots

hard hat
safety vest

00:08 00:27

Welcome to
How Are You Doing Today?:
English for Home Health Aides

Thu, Dec 20, 1:17 PM

I have worked as a home
health aide for six years.
I have six years' _____

Thu, Dec 20, 2:09 PM

experience

Thu, Dec 20, 2:09 PM

Nice!

Thu, Dec 20, 2:09 PM

Wait to type your response

SEND

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, ㊄️, not yet, never

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

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, ㊄️, not yet, never, ㊄️, ㊄️, ㊄️, ㊄️, ㊄️

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 vet 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

SkillsSmart 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



Imaginative-Inspirational



Loyalist



Calm, Cool & Collected



Lover of Humanity

Coaching + Aptitude Assessment = Relevance

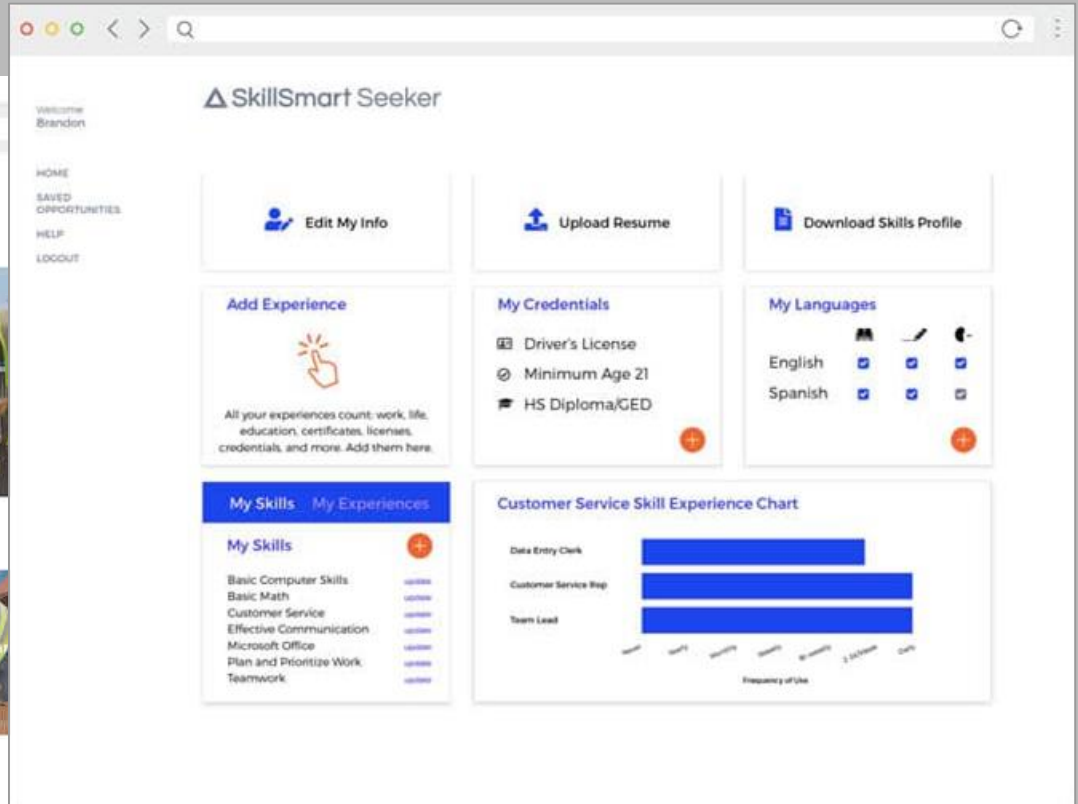
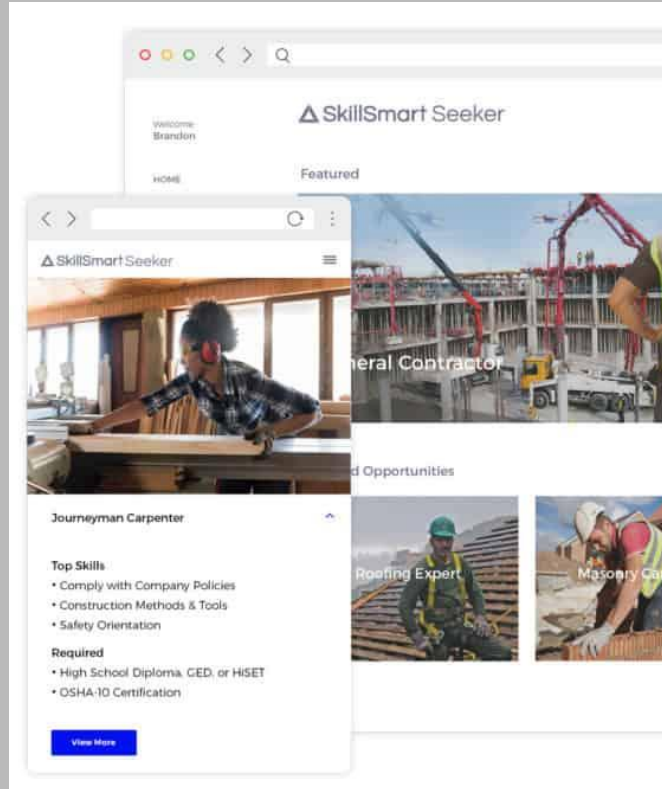
“PAIRIN showed me that my drive for success is really high and I’ll do what I need to do to be successful and my persistence is high; I don’t let things get in my way.”

“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*




[DASHBOARD](#) [SESSION](#) [CONNECTIONS](#) [CAREER EXPLORER](#) [MESSAGES](#) 2 


Upcoming Industry Talks


Home / Industry Talks





JEN VANEK


 Browse Volunteer Opportunities


 Browse Industry Chats


 Offer a Live Industry Chat


 Recommended Sessions

 Browse Video Library


 Session Calendar

 My Sessions

 My Favorite Templates

 Help Video

55 UPCOMING LIVE INDUSTRY CHATS!



NB|STEAM WORLD OF WORK WEEK: Come Take a Tour with Us at the GBRA Lab!

Learners will experience a virtual tour of the Guadalupe-Blanco River Authority Laboratory in Seguin, Texas. During the tour we will introduce students to the Lab Staff for a Q & A about what it's like to work inside a Water Quality Lab. Along...


03/04/2019 10:00 AM Central Time

By Elizabeth Gutierrez , Guadalupe-Blanco River Authority

Elementary,Middle School,High School

NB|STEAM World of Work Week

[LEARN MORE](#)



NB|STEAM WORLD OF WORK WEEK: From Tool and Die to Sophisticated Automation - ITM Texas

Founded in 1929, Innovation Technology Machinery (ITM) was originally established to provide precision tooling. ITM has evolved to be a leader in factory automation and process control systems. Our innovative solutions include laser and ultrasonic...


03/04/2019 2:30 PM Central Time

By Klaus Weiswurm , ITM-Texas

Adult Education,Middle School,High School,Post Secondary

NB|STEAM World of Work Week

[LEARN MORE](#)



NB|STEAM WORLD OF WORK WEEK: Fix It Shop - Tour an Automotive Repair Facility

Learners will experience a virtual tour of an automotive repair facility at Fix It Shop, LLC. During the tour I will show students actual ASE master certified technicians performing their daily duties and skills they will need to be successful.

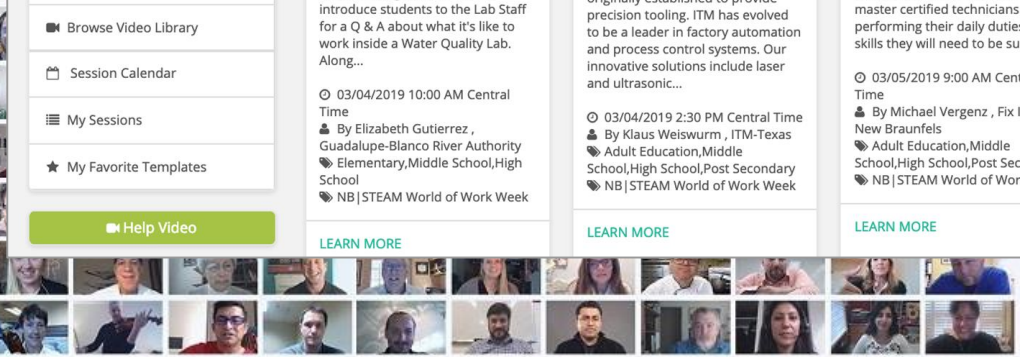
03/05/2019 9:00 AM Central Time

By Michael Vergenz , Fix It Shop New Braunfels

Adult Education,Middle School,High School,Post Secondary

NB|STEAM World of Work Week

[LEARN MORE](#)



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

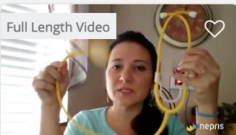
VIDEOS FEATURING THIS CAREER



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





 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.

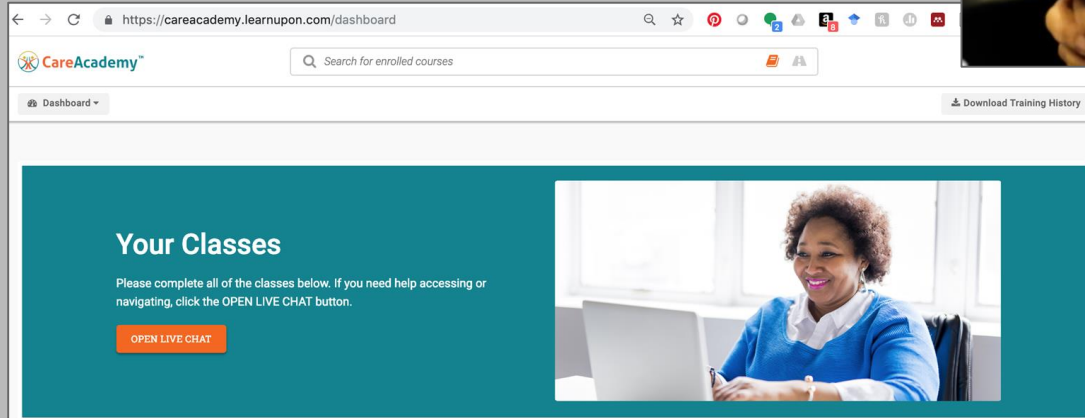
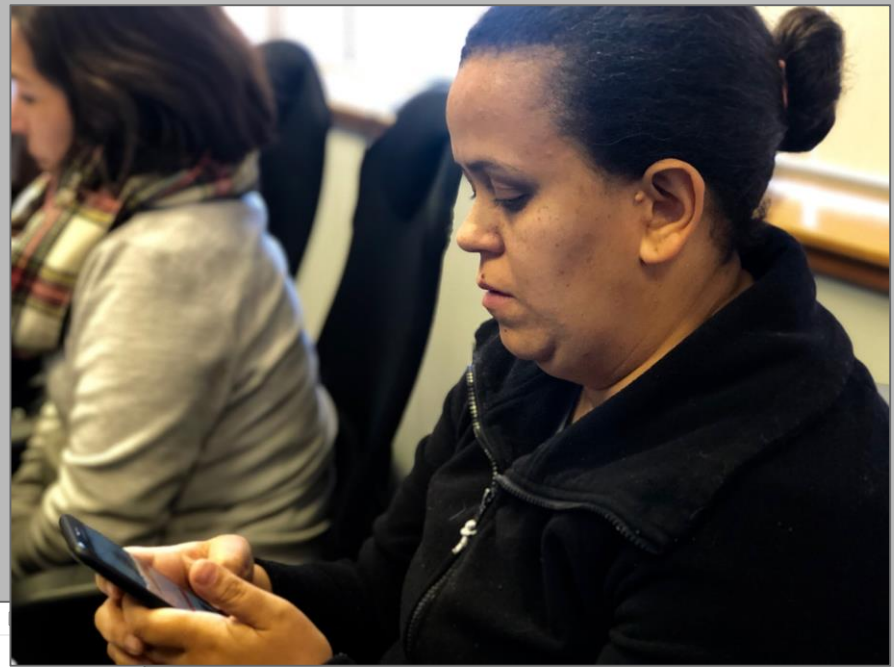
CareAcademy

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?

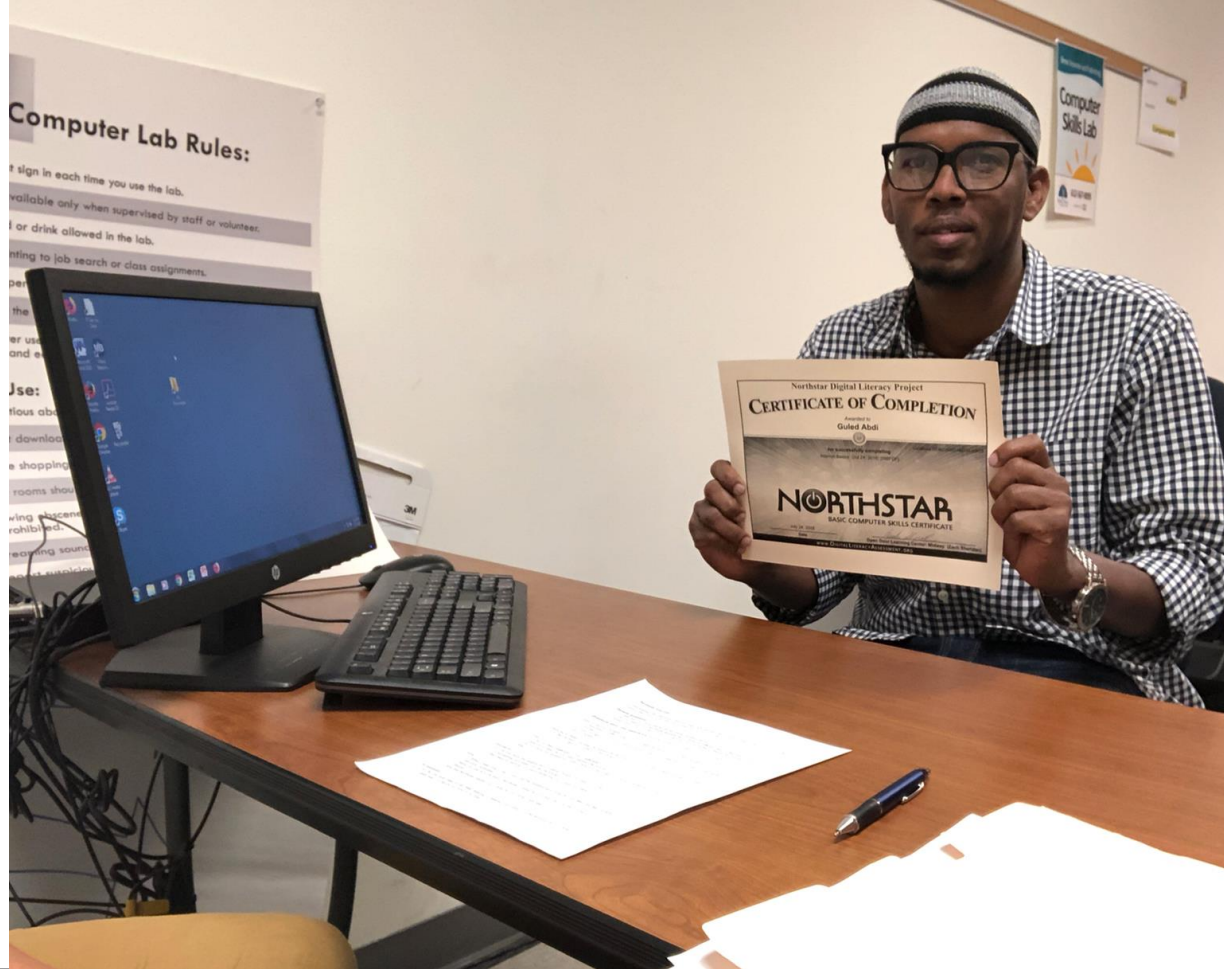
This assessment uses audio. Please turn on your speakers or put on headphones.

Click the Next button below to continue when you're ready.

NEXT I DON'T HAVE SOUND

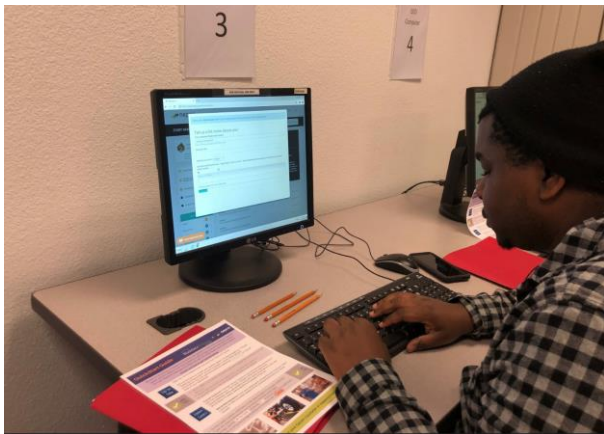
This is my second certificate. When I get ten of them, I can show them and get a new job, like at a front desk that needs to use a computer. They always ask about experience with desktop. So this thing is my lifeline to my success.”

***~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-world-ed-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

https://workforceedtech.org/tool-evaluation-criteria/

Partners Contact Us



Insights Resources [Tool Criteria](#) Tech Tools ▾ 🔍

Criteria for Evaluating Workforce EdTech Tools: To Increase Reach and Impact of Adult Learning & Employment Initiatives



Proven Effectiveness

Is there evidence that this technology can help meet your goals?

Effectiveness



Accessibility

Is the Technology accessible and easy to use for all learners?

Explore Tech Tools for Adult Learning and Employment

Enhance Your Capacity to Improve

Organizational Management



Job Search & Placement



Assessment & Matching



Learning & Training



Mentorship & Support



Organizational Management Job Search & Placement Assessment & Matching Mentorship & Support Learning & Training ▾

[Home](#) > [Learning & Training Tools](#) > [Northstar Digital Literacy](#)

The Northstar Digital Literacy Assessment defines and assesses the basic skills needed to use a computer and the internet in daily life, employment, and higher education. Ten online, self-guided modules assess adults' ability to perform tasks in three main areas: Essential Computer Skills, Essential Software Skills, and Using Technology in Daily Life.



Categories:

Formative Assessments Instructional Resources

Tags:

adult education literacy course digital literacy elearning

Cost:

Free

[Learn more about institutional pricing.](#)

Key Features

- Easy to understand assessment modules in three main areas—Essential Computer Skills (Basic Computer Skills, Internet Basics, Using Email, Windows 10, Mac OS X); Essential Software Skills (Word, Excel, and PowerPoint); and Using Technology in Daily Life (Social Media and Information Literacy).
- Personalized suggestions for remediation are provided to test-takers based on assessment results.
- Certificates and badges available to verify successful completion of assessments.
- Modules are ADA Compliant and include visual, text, and audio supports.
- Testing locations can access detailed reports about all of their end-user activity.



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](#)

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<https://www.linkedin.com/groups/12175422/>



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Thanks!

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*Stay tuned for future
NELRC webinars!*

www.nelrc.org/PD

