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

Aug 25, 2014, 10:40 AM

The jackhammers are loud. The noise hurts my ears.

What article of safety equipment does he need?

where

boots

hard hat safety vest
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, b
NO no, nope, naw, nay, nah, na, ‘t, not yet, never

<table>
<thead>
<tr>
<th>#</th>
<th>Date/Time</th>
<th>Condition</th>
<th>Content</th>
<th>Save Response to Data Field</th>
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<tbody>
<tr>
<td>2.</td>
<td>12/3 @ 3 pm</td>
<td>Group: EPP, WEX</td>
<td>Part 1: Have you submitted your time card?</td>
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<td></td>
<td></td>
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<td>Response to YES:</td>
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<td><img src="image.jpg" alt="Image" /></td>
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<td></td>
<td>Response to NO: Please submit ASAP. If you need assistance, contact your Job Developer</td>
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</tbody>
</table>

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, ‘t, 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

www.edtech.worlded.org/ttale-report
“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
“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
“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

www.edtech.worlded.org/ttale-report
Nepris
Use personal connections to support engagement and persistence
Registered Nurses

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 THEY WORK
- Health & Counseling

VIDEOS FEATURING THIS CAREER
Registered Nurse
Registered Nurse
Registered Nurse

Medical & Health Services Managers
Home Health Aides
Registered Nurses
Medical Records & Health Information Technicians
Personal Care Aides
“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
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
1. Click on the desktop computer.
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

www.edtech.worlded.org/ttale-
The Adult Literacy XPRIZE Communities Competition

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

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?

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

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?
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Thanks!

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Stay tuned for future NELRC webinars!

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