

Training Manual
Online Learning Programs for Low
Wage Workers within the One-Stop
Delivery System

Developed by:
SLOAN CENTER ON INNOVATIVE TRAINING
AND WORKFORCE DEVELOPMENT
At Rutgers University

May 2005

**Training Manual: Online Learning Programs
for Low Wage Workers within the One-Stop Delivery System**

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Opportunity is Knocking

Computer Training to Enhance Your Career and

Build a Better Future through

Distance Learning for Working, Single Mothers

Learn:

~ Computer Office Skills ~

~ Accounting/Bookkeeping ~

~ Computer Programming ~

~ Microsoft Programs ~

~ Computer Networking ~

You Train at Home On Your Own Schedule

For More Information, Call Your One-Stop

Career Resource Center At

SAMPLE PROGRAM APPLICATION

Distance Learning Program Application

Name _____ Date: _____

Address: _____

Phone No: _____ SSN: _____

Current Employer: _____

Address: _____

Phone No: _____ Supervisor Name: _____

Current Job title: _____

Current Salary/Hourly Wage: _____

Please list the name and age of each child that lives with you:

Name	Age	Name	Age

Do you know how to operate a personal computer? Yes No

Do you own a personal computer? Yes No

Do you have Internet access? Yes No

Please list areas of training interest: _____

Staff Use ONLY

Applicant's earnings are equal to or less than 250% of the current poverty level Yes No

TABE SCORES _____ Math _____ Reading _____ Language _____

Counselor Signature

Date

SAMPLE PRE-INTERVIEW QUESTIONS

Women in the 21st Century Distance Learning Project Pre-Interviews

A. Key Demographic Information:

Sex
Age
Race/ethnicity
US Citizen - If not, place of citizenship
Highest Educational Degree/Grade Achieved
Current Job
Marital Status
Disabilities
English as a Second Language
Current Income (personal and household)
Children (number and ages)
Transportation (own car/public transportation)
Household makeup

B. Personal Goals:

Why did you decide to take part in this program?
What do you hope to accomplish through this program?
What are your educational goals?
What are your career goals?
Why is education important to you?
How will education improve your life?

C. Family/Personal Background:

Describe your home support system (partners, parents, extended relatives).
What does a typical day in your life look like?
How do you anticipate you will fit a distance learning program into your day?
What are your current childcare arrangements?

D. Distance learning and Computer Background:

Have you taken distance learning courses before?
If Yes, what did you like/dislike about them?
How much time do you anticipate distance learning courses will take?
Do you have a quiet place in your home to study?
Where do you plan on studying/taking the course?
What do you think will be the greatest barrier to your success in this?
How will you overcome that?
At what level would you describe your typing skills?
Do you use the Internet? For what? How often?
Do you use email? How often?
Have you participated in online chat rooms? How often?
Have you used "FTP" files?
What types of Information Technology (personal computer, laptop, cell phone, DVD player, voice mail, etc.) do you have in your home and workplace? Do you use them?
How often?
How would you describe your comfort and familiarity with computers?
Can you troubleshoot a computer (for example, change a modem string or check connections)?

Have you ever used technical support provided by a computer or software company?

SAMPLE SELF ASSESSMENT SURVEY

Is Distance Learning For You?

Please circle either A, B or C

- 1. Feeling that I am part of a class is . . .**
 - A. not particularly necessary to me.
 - B. somewhat important to me.
 - C. very important to me.

- 2. Face-to-face classroom discussions are . . .**
 - A. rarely helpful to me.
 - B. sometimes helpful to me.
 - C. almost always helpful to me.

- 3. In a traditional class, I find that my interaction with the instructor is . . .**
 - A. occasional, for clarification only; I'm confident working on my own.
 - B. often, to get assurance; I want to check my understanding.
 - C. repeatedly, for support; I need to be sure I'm doing things correctly.

- 4. As a learner, I would classify myself as . . .**
 - A. someone who can master information just by reading it.
 - B. someone who prefers to hear as well as read the material.
 - C. someone who really needs to hear the instructor to master information.

- 5. When an instructor gives directions for an assignment, I . . .**
 - A. am comfortable figuring out the instructions on my own.
 - B. like to try to follow the directions alone, and then ask for help as needed.
 - C. need to make sure that I understand what is required; interact with colleagues and the instructor before beginning the work.

- 6. I would classify myself as someone who . . .**
 - A. often gets things done ahead of time.
 - B. needs reminding to get things done on time.
 - C. puts things off until the last minute.

- 7. In rating my skills and experience in using a computer, sending email, and finding electronic resources, I would say that . . .**
 - A. I am a frequent user, comfortable, competent, and a problem solver.
 - B. I am a semi-frequent user, able to accomplish the tasks, but get a little frustrated at any technical problems.
 - C. I am just beginning to attempt these things, and need technical support that I can count on.

- 8. When I have a problem or complication with my computer or peripherals, I tend to...**
 - A. willingly tackle a challenge to make it work or know when to get help
 - B. feel apprehensive, but try anyway
 - C. get upset, and put it off, or try to avoid it

Turn over for scoring

SAMPLE SELF ASSESSMENT SURVEY - SCORING

Is Distance Learning For You?

Give yourself:

- 3 points for each A response
- 2 points for each B response
- 1 point for each C response

To calculate your total score, add up the points you earned on your responses to the eight questions.

Total Score: _____

Interpret your score:

- **17 or more points**
If your total is 17 or more points, online courses may be an excellent choice for you.
- **10 to 16 points**
If you scored in this range, online courses will work for you, but you need to make a few adjustments in your attitudes and planning in order to succeed.
- **9 or less points**
If your total score is 9 or less points, you are not a good fit for distance learning without some major changes in your style and/or skills.

SAMPLE SELF ASSESSMENT - PERCEPTIONS

Perceptions about Distance Learning

Please review each statement and check whether you agree or disagree with the statement

	<u>AGREE</u>	<u>DISAGREE</u>
1. Distance Learning is only available for college-level courses	_____	_____
2. Most Distance Learning courses are only available at certain hours on certain days	_____	_____
3. People learn more in a regular classroom setting than through Distance Learning	_____	_____
4. You should have good to excellent computer skills to take a Distance Learning course on a computer	_____	_____
5. You cannot get Certificates or credit from completing a Distance Learning course	_____	_____
6. Over 10 million people take Distance Learning courses	_____	_____

SAMPLE PARTICIPANT ASSURANCES

Women in the 21st Century
Distance Learning Training Program Assurances

Name: _____
Address: _____
City: _____ State: _____ Zip Code: _____
Phone #: _____ SSN: _____

- I will use the laptop and Internet access for its intended purpose, to access the Mindleaders distance learning training program.
- I will participate in bi-weekly follow-up with my One-Stop Career Center counselor.
- I will submit bi-weekly time sheets and any other paperwork required by my One-Stop Counselor.
- If I am not using the laptop and Internet access for Mindleaders training, I understand that the equipment will be returned to the Cumberland County Office of Employment and Training.
- I understand that I am solely responsible for any lost, stolen or damaged equipment.
- I will contact One-Stop Career Lab staff should I have any questions or concerns about Mindleaders curriculum.

Signature: _____ Date: _____

Counselor: _____ Date: _____

Group Orientation - A SAMPLE HANDOUT

Women in the 21st Century Distance Learning Pilot Program

- **Introduction & Establish Today's Goals**

This organization has been given a grant to its counties for single working mothers who fall within financial guidelines to benefit from distance learning coursework for the main purpose of enhancing their current employment status.

- **Definitions of Distance Learning vs. Distance Education**

Distance Learning is an instructional delivery that does not constrain the student to be physically present in the same location as the instructor. Specifically, you will be learning via the internet.

Distance Education is the actual information being delivered.

- **Goals of the Women in the 21st Century Program**

The goal is for you to enhance your current employment status whether it be to get a promotion or a raise, or to obtain a better job (position-wise or salary-wise).

- **Pros and Cons of Distance Learning**

Pros: Time flexibility and accessibility
Learn at an individual pace
No traveling and less child care issues
Cost effective for travel and child care

Cons: Technical difficulties
Finding time to yourself Isolation
"Stick-to-it-tiveness"

- **Your Personal Motivation and Self-Direction**

It is up to YOU to maintain motivation. This is a self-paced and individualized type of activity. Therefore, the need to keep focused, organized, and motivated is vital to be successful. It's a good idea to designate a specific time when you will participate on-line. That way, you will be most likely to get it done.

- **Groups' Results of the Perception Exercises**

- **Pre-Training Evaluation**

- **On-Line Demo of the Coursework and Self-Assessment Tool.**

You can participate in an introductory demonstration by going to www.goodwilltraining.org. You can take a self-assessment regarding distance learning by going to www.quintcareers.com/distance_learning_assessment.html.

- **Register for Courses**
User names and passwords have already been created for you. You can take up to 50 courses. My recommendation is to take courses that are immediately necessary to your goals, and then add courses as you want to or as you can handle more. The total coursework maximum length will not last beyond one year. The average time to complete the coursework is 6 months.
- **Email Accounts**
You have been assigned an email address so you can access an on-line support group and correspond with other participants.
- **Certifications**
Many of the courses prepare you for certifications or credentials, depending on your field of study. We encourage you to pursue certification or other credentials, when available.
- **Technical Support**
A Tech Support team has been established to help you with your computer, equipment, or connection.
- **Mentoring**
A Mentor is a person you can contact for support, concerns, or questions regarding your coursework or overall experiences. A Mentor has been appointed for this program.
- **Job Advancement and/or Job Search Planning**
Toward the end of your coursework, you will need to start thinking about job advancement or job searching. You and your Program Counselor will discuss your individual needs and goals at the appropriate time.
- **E.T.S. Evaluations**
- **Questions, Discussion, and Individual Assistance**

SAMPLE EQUIPMENT REQUISITION

Equipment Requisition Sheet

Equipment Description: Laptop Computer
Make: Toshiba
Model: Satellite Pro 4600
Serial Number: 1102367PU
WIA Tag Number: 02227

Equipment Description: Color Printer
Make: Hewlett Packard
Model: Deskjet_920C
Serial Number: _____
WIA Tag Number: _____

Additional Parts: Laptop Case, Power Cord

This piece of equipment was signed out by the below named person(s) on ____
(date) _____ as shown by the signature provided below:

Name (Printed): _____
Address: _____
Phone No: _____
Signature: _____
Date: _____
IT Dept: _____

SAMPLE SUPPORT GROUP MEETING AGENDA

21st Century Distance Learning Program

Support Group Meeting

Date

Time

Agenda

I. Introduction & Welcome

Director, One-Stop Career Center

Director, WIB

Regional Administrator, Women's Bureau, US Dept of Labor

2. Research Questionnaires

Director of Research

3. Email Contact List

Staff Member

4. Using Smartforce Effectively

Staff Member

5. Planning for MOUS Certification

Staff Member

6. Individual Conference

Staff

7. Break

8. Group Activity, "How to Manage your time more effectively"

Next Meeting: date, time & place

SAMPLE RECORD KEEPING

Women in the 21st Century Distance Learning Program

Name: _____ SSN: _____

Counselor: _____ Period: _____

DATE	Signature	In	Out	In	Out	Comments

DATE	Signature	In	Out	In	Out	Comments

First Week

Second Week

Days Worked

Hours

Days Worked

Hours

Sunday _____
 Monday _____
 Tuesday _____
 Wednesday _____
 Thursday _____
 Friday _____
 Saturday _____

Sunday _____
 Monday _____
 Tuesday _____
 Wednesday _____
 Thursday _____
 Friday _____
 Saturday _____

TOTAL HOURS WORKED _____

Participant Certification:

The above information is correct: _____

Training Officer Certification:

Participant is enrolled and above hours are correct: _____

The Sloan Center on Innovative Training and Workforce Development (ITWD) would like to thank the New Jersey Department of Labor and Workforce Development, along with the New Jersey Workforce Investment Boards and One-Stop Career Centers that provided technical resources to include in this manual.

This manual is intended to serve as the workbook companion to a “Train the Trainer” workshop administered by staff of ITWD. If you are interested in having a staff member from ITWD present a “Train the Trainer” workshop please contact Dr. Mary Gatta at gatta@rci.rutgers.edu.