



# Business Access Community Update

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## The Right Training at the Right Time

Whether it's the day before an interview or the weekend before the first day at a new workplace, having access to a large library of training courses gives our clients an edge in landing and keeping a better paying job.

Darnell, a hurricane evacuee in Dallas, is a good example. After working in Dallas for a year, she got a call from her old company in New Orleans. She didn't just get her old job back: She was hired, she says, "in the same department, at a step higher, paying more money!"

That step higher required Darnell to know how to work with PowerPoint. She was able to familiarize herself with the software by going to the BA Training page and taking an introductory PowerPoint class. She credits the availability of the training as the difference maker. "Through you, I did land a job."

## Social Networking Web sites: Why They Are Popular and Beneficial

According to a new national survey conducted by the **Pew Internet & American Life Project**, 55% of American youth between 12-17 use online social networking sites like myspace.com. Older teens and females are the biggest users, but the survey showed essentially no distinction between whites and non-whites or between youths from higher and lower income households (above or below \$50,000).

University of California researcher Dana Boyd says social networking sites give youth "access to a public of their peers. myspace provides a fertile ground for identity development and cultural integration. Youth view myspace as a place where they can be who they are, joke around with friends and make certain to stay in the loop about everything that is going on around them." Read more [here](#).

Commenting on the poor grammar and spelling at social networking sites, Joe Belacero, associate director of The New York City Writing Project, says, "They are writing....What's happening online right now is a real opportunity for young people to invent language and invent conventions. And it's a real opportunity for us as teachers to get students to understand and learn about language. 'You' may become the letter 'u.' But I don't think that this is a loss. I think this is growth." Read more [here](#).

## FMLA— New Online Course

All Case Managers and staff who work with Business Access have access to our library of online courses. Please check out our expanded course catalog, coming next month. An interesting new class is titled "FMLA" for Family and Medical Leave Act. It covers how to identify the four basic requirements that qualify an employee for FMLA and will help you understand employee and employer rights and responsibilities under FMLA. It might help you address some of your workforce client questions or your own as an employer or employee.



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### What's an SNS

A social networking site is an online place where people create their own mini Web page or personal profile and typically publish their photos, videos, or writing. They also build a personal network that connects them to their friends in real life as well as to others who use the site. One concern about these sites is that anyone can access a user's profile, which could potentially lead to abuse. Sites such as myspace.com have grown into a phenomenon that connects tens of millions of Internet users. Visit [myspace.com](http://myspace.com) to learn more.

### Other BA courses of interest

Preparing Effective Presentations  
Violence in the World and Workplace  
Word 2002 – Introduction  
Microsoft Excel 2003 – Fundamentals  
Appropriate Behavior in the Workplace  
Project Management  
Social Skills in the Workplace  
Ways to Improve Customer Service  
Vocabulary Skills Builder  
Report Writing  
Basic Internet Business Fundamentals  
Back Injury Prevention  
Conflict Resolution  
Use Flowcharts to Make Decisions

## Our Technical Support Team has Answers

One user installs two anti-viruses causing her computer to run like molasses. Another, while attempting to install a printer, deletes all of the computer drivers making the computer inoperable. Still another client's young child drops her laptop on the kitchen floor breaking the LCD.

What do all these issues have in common? User error. Our Technical Support team estimates user error accounts for 80% of the calls we get from our clients. These are issues a hardware manufacturer would do little or nothing to help clients resolve.

Our technical support staff resolved these issues and is committed to resolving technical problems regardless of their origin. Business Access clients must have working computers to achieve their program objectives. Clients can contact technical support at 1-800-244-7981. (In Dallas it is 972-931-5362)

## Video Gaming Benefits?

Have concerns about your child's video game playing? Or your own? The hours spent playing video game may be engaging players in an important learning process according to **James Paul Gee** a Linguistics professor at the University of Wisconsin, who has written a book called **What Video Games Have to Teach Us About Learning and Literacy**.

The author suggests that Role Playing video games encourage active learning. Players enter an unfamiliar domain, adopt an identity, acquire knowledge of their character's resources, determine where and how they will develop skills and then solve increasingly complex problems.

He writes..."the game encourages him (the player) to think of himself as an active problem solver, who persists in trying to solve problems even after making mistakes; one who in fact, does not see mistakes as errors but as opportunities for reflection and learning. It encourages him to be the kind of problem solver who rather than ritualizing the solutions to problems, leaves himself open to undoing former mastery and finding new ways to solve new problems in new situations." Some of the more popular role playing games today include World of Warcraft, Guild Wars, and Everquest.

## Internet Involved in More Major Life decisions

Another **PEW Internet study** showed that 45% of internet users, or about 60 million Americans, say that the internet helped them make big decisions. Over the last three years the study found that internet use grew by:

- 54% in the number of adults who said the internet played a major role as they helped another person cope with a major illness.
- 50% in the number who said the internet played a major role as they pursued more training for their careers.
- 45% in the number who said the internet played a major role as they made major investment or financial decisions.
- 43% in the number who said the internet played a major role when they looked for a new place to live.
- 42% in the number who said the internet played a major role as they decided about a school or a college for themselves or their children.

### Increase your effectiveness by doing the opposite of what you might normally do...

- Stand in your another's shoes or get back in your own
- Initiate change or push for more routine
- Be imperfect intentionally or strive for perfection
- Stay in frustration longer or drop it sooner
- Get deeper into the details or more in tune with the bigger picture
- Get less advice or far more of it
- Challenge your "I don't knows" or your "I knows"
- Gather more data or stop gathering data
- Complete more, imagine less or imagine more, complete less
- Challenge your assumptions or start making some
- Attend to your weaknesses or embrace your strengths

### Learn more about how the Business Access has helped Workforce:

[TANF Clients](#)

[WIA Adults](#)

[WIA Youth](#)

[Hurricane Evacuees](#)

[Incumbent Workers](#)

[FSE&T Clients](#)

[Dislocated Workers](#)

[Trade Affected Workers](#)

[People with Disabilities](#)