



Business Access Community Update

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Independence and Achievement Add Up to Empowerment

By design, the Business Access program compels clients (Achievers) to take charge of their learning. Acquiring new skills is important, but we also want our Achievers to *learn how to learn* so that they can maintain life-long self-sufficiency. With well-defined goals, carefully crafted expectations and close monitoring, our program is a powerful tool to allow Achievers the space and time to develop their own learning styles.

Almost every day, we hear what that means to our Achievers. Here are a few recent comments...

Debbie, an Achiever in Dallas, says, "It has made me feel better about things that I wasn't sure I could do!" **Sandra**, also from Dallas, says, "I get excited every time I complete a course!" **Caprice**, a Hurricane survivor, says "This training is addictive! I'm learning so much! I sometimes stay online until well after midnight." **Annalis**, an Austin youth adds, "I enjoy learning something new every day!" **Mischa** describes persevering: "I'm retaking one of my tests because I can make a better score." **Bernice** announced, "I just made a 100! I am so proud of myself! I think that'll make me work faster." **Angel** said, "I've just completed another course,! I really thought I couldn't do it. I am looking forward to getting some more work done!"

Shamia, a youth client from the Brazos Valley area who struggled with the BA classes when she first began the program, recently posed this question to our Online Greeter Cyndi Schoenhals: "Have you checked up on me lately? I'm doing real good!" Indeed, she had completed 17 courses.

Not long after beginning the program in early April, **Maria**, an Achiever in Cameron County, Texas, told us this: "I am having trouble. I don't know how to use a computer." She made a substantial effort, and by the end of May she had been online for over 75 hours and completed 18 courses.

Burger King Wireless Helps an Achiever Complete Training

Milagros wasn't about to let the lack of a telephone connection keep her from taking advantage of a brand new computer.

The Cameron County Achiever lost phone service about the same time she received her laptop and needed to wait until she could come up with the deposit to restore the line.

Business Access Advocate Sonya Morgan asked if Milagros could find a wireless "hot spot" where she could connect to the Internet and her BA training courses.

Milagros found a Burger King that provided free wireless service. She promptly camped out all day and was able to complete the four courses in her Basic Computer Literacy curriculum.

Note : To find unrestricted free wireless networks, visit these sites: hotspothaven.com; wifi411.com; wifinder.com; btopenzone.com; hotspot-directory.com.



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New Jersey Graduate Says Daughter Provided Motivation

On May 30, Monmouth County Business Access graduates attended a special ceremony at Brookdale Community College.

At the event, Eugenia Sullivan spoke, describing how her daughter played a big role in motivating her to complete her training courses.

Eugenia's daughter was using mom's new laptop computer to apply to colleges across the country, as well as to inquire about Externships around the world.

When mom fell behind, daughter (fearing they might lose the computer) got after her to get back on track.

Mom did, going on to graduate from the program. Her daughter gained acceptance at UCLA and was awarded an Externship this summer in Japan. Both resulted from applications she completed online.

People begin a new video game by entering a new domain much like a new employee enters a new workplace. Educator Paul Gee suggests that good video game makers understand why people *love to learn*. They use those concepts to effectively engage people in their games. His insights could be applied to the learning process a new employee goes through.

In good video games, early tasks players confront are not only relatively easy to solve, but instill a "thinking process" that will be useful when more complex problems arise.

In training new employees, it's important to consider *how* they learn to complete tasks, resolve problems, or find solutions, and insure that this process will be effective when they confront more complex problems in the future.

Take a look at Paul Gee's book... [Good Video Games & Good learning](#),

New Orleans Kickoff

New Orleans' Jefferson Parish recently held its first Business Access orientation class. As we opened our first Louisiana community, 31 Achievers completed the class and received their laptop computers. The program is funded through an NEG grant. Jefferson Parish clients have weekly participation requirements, while the program goal for each Achiever is to be employed for 60 consecutive days.

Dallas NEG Outreach

Business Access participated in a hurricane survivors outreach program at the Friendship West Baptist Church in south Dallas in late May. Approximately 250 survivors attended, and more than 40 service providers were present. Jaime Schwartz and Sonya Jackson represented BA at the event. Jackson, who briefly introduced our technology platform, commented, "I was overwhelmed by the number of services available to these individuals."

On the Web site

Check out our new **Top Rated Web Sites** category on our Resources Page. You'll find links to more than 50 of the most informative and entertaining sites on the Internet.

We have new interactive content called **Attitude Matters**. It poses a circumstance that a client may encounter (getting passed over for a raise), asks the individual to select a response, and then provides feedback about that response.

We also have created **Working Words**, a series of articles and quizzes clients can take to improve their vocabulary and learn the language of the workplace.

Business Access Welcomes New Staff

We recently have added **Jaime Schwartz** (Project Management), **Sonya L. Jackson** (Project Management), **Brian Rogers** (Development), **Jack Akin** (Marketing), and **Raquel Cruz** (Achiever Advocate).

Our Condolences

We'd like to extend our condolences to a longtime friend of Business Access, **Debbie Rios**, who recently lost her sister.

Less obvious ways our Achievers have benefited from their computer...

- Produced income on eBay.
- Created brochures for home cleaning business.
- Did homework on the long school bus ride home.
- Improved English.
- Avoided embarrassment (in a computer classroom).
- Entertained their children.
- Created a marketing flyer for their employer.
- Found manual and parts for old lawn mowers.
- Practiced GED exam.
- Found song lyrics.
- Located musical gigs.
- Used GED training to study for the civil service exam.
- Found husband in Yahoo chat room.

American's Job Bank Closing.

America's Job Bank will close July 1. Users will be directed to local Career-OneStop Web sites. For alternative job sites, visit:

- [Monster.com](#)
- [YahooHotJobs.com](#)
- [Careerbuilder.com](#)
- [Job.com](#)
- [JobCentral.com](#)

Learn more about how 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](#)

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