



Business Access Community Update

Volume 2, Issue 1

October 2007

Course Completion Certificates Help Achiever Earn Promotion

Shamika, a Dallas Achiever, started a new job in May, training to be a customer service representative. Her assignment was to handle callers from Ford's roadside assistance program.

She had recently entered the Business Access program and was working on her Basic Computer Skills curriculum. At the start, she was skeptical of the benefits the BA program would provide.

"To be honest, I didn't think the program was gonna do that much for me."

Her feelings soon would change. "One day, my shift manager pulled me out of a class and talked to me about becoming a supervisor. I told him I'd be interested."

She mentioned the online training she was taking at home. One of the courses, Communication Skills, was particularly relevant. "It helped me learn to deal with people better and know how handle situations better."

Her manager asked her to produce evidence that she had completed the training. "I printed out two or three of the course certificates and brought them in."

She believes those certificates helped her get the promotion. "If I didn't have those certificates to show what I was capable of doing, that job would have landed in the hands of someone else." Today, Shamika supervises a group of twenty customer service employees. "I'm on salary now and in line to move up. It's given me more opportunities. I am just really grateful." Way to go Shamika!

Chicago Tribune Publishes Achiever's Story

The October 4 edition of the *Chicago Tribune* featured an article focusing on new Illinois Achiever Jacqueline King. Ms. King is part of a pilot program in the Chicago area. She entered the Business Access program in early September and got off to a fast start, completing nearly 50 online courses and logging more than 75 hours online. The newspaper intends to follow Ms. King's progress over the course of the next year. Read the article [here](#).



17101 Preston Road, Suite 260
Dallas, Texas 75248

dbeamon@business-access.com

214-556-5380

www.business-access.com

Who Knew She Could Do It?

Lower Rio Grande Achiever Esmeralda shared her thoughts about the BA experience. "It's great using this training program. So far, I think I am doing great!" One particular morning, Esmeralda had problems with her computer. She didn't let that stop her. "I managed to troubleshoot it and was successful! Who knew I could do it?"

New ESL Courseware

We soon will be adding **Rosetta Stone** Online ESL training to our course offerings. Rosetta Stone language courses are widely used and nationally recognized.

Situated learning is a concept widely discussed in the adult learning field. It suggests that our best learning occurs when it relates to a real world task in a meaningful social context, such as at work, school or in the family

You may not have a deep interest in learning how to use Microsoft's Excel, but if it is widely used in your office, it might mean earning a new opportunity or impressing a coworker. If that is the case, your motivation to learn is likely to increase.

Situated learning is an important aspect of the Business Access In-Home Learning program. Our clients must apply the knowledge they acquire in orientation class soon after arriving home with their computer. They have to demonstrate the ability to get connected, navigate training courseware, and utilize the Web site and the Internet. If they have problems, they must initiate the process of getting help.

Not doing so potentially leads to negative consequences, including the possibility of losing their computer.

Case Managers and Business Access Mentors play an important role in creating a situational (social) context that motivates clients to acquire new knowledge.

Generally, distance learning is an excellent means of meeting situated learning needs. Our clients and the Case Managers who work with Business Access have access to a huge library of training materials (over 900 courses) 24 hours a day, seven days a week. They can search the course library, register for, and take courses to learn material that can be applied the next day in an employment situation.

Developing Applied Learning Activities

We currently have a development project underway to build applied learning activities into our training offerings. These activities will ask Achievers to demonstrate their ability to utilize the knowledge they gain by completing an online curriculum. An Achiever who completes a curriculum that includes Microsoft Word courses can get additional credit by completing a related applied learning exercise. This exercise might require the Achiever to create a word document, name and save it, and use numerous formatting functions to arrange and present the text. The Achiever will then forward the document for grading by Business Access staff.

Job Search & Employment Articles

The BA Web site has over 450 articles related to job search and employment. Here are just a few of the title selections:

- Keeping My Job
- Boundaries at Work
- What Employers Want in a New Employee
- A Good Cover Letter Can Seal the Deal
- Changing Jobs
- Dressing for an Interview
- Employment Applications
- Energize Job Search with a Buddy System
- Getting the Job You Want
- Resume Builder
- Posting Your Resume Online
- Job Skills Checklist
- Getting That Interview
- Soft Skills Can Help You Get a Job
- To Get a Job, Think Like an Employer
- Accepting Criticism
- Changing "I Can't" To "I'll Try"
- Growing on the Job
- Staying Motivated at Work
- The "Right" Way To Complain
- Ready To Be the Boss?
- Assert Yourself and Be Successful!
- Committing To Quality

Certificates Cause Rush To Sign Up

We know our Achievers like the certificates they can print when they complete a course. Still, we were a little surprised at the effect those certificates can have in terms of drawing people into the program. We recently kicked off our **New Jersey Prison to Community** project. Several students completed core courses, printed their certificate, and carried it back to their living area. Apparently, the certificates got noticed, word spread, and interest in the program increased significantly.

Play and Learn... Is it Possible?

Learning doesn't have to be arduous. Check out the [Education Arcade](#) which explores games that promote learning through authentic and engaging play. The Web site evolved from the Games-To-Teach Project created by MIT professor Henry Jenkins in 2001 and funded by Microsoft. The organization researches learning that occurs in popular commercial games and evaluates the ways in which games can address the educational needs of students. In an interview in the September 2007 issue of *GameInformer*, Professor Jenkins said, "Gaming is expecting our kids to master more knowledge just to be able to play than our schools are demanding of our kids to grow as citizens and workers." Hmm...time to play!

Special Thanks

We want to thank Diana Llamas, Special Project Manager, who was instrumental in coordinating the TANF and FSE&T program we recently implemented in Lower Rio Grande, Texas. Dave Buchholz, Business Access Project Manager, said, "Diana covered the five centers in the region, coordinating referrals, orientations, helping getting curriculums assigned and all the various odds and ends that come with getting a new community of Achievers up and running." We thank Diana for her effort.

Copyright ©2007 Business Access, LLC. All rights reserved.
Telephone: 1.800.244.7981 | Fax: 972.931.5690
If you have comments or suggestions, please [click here](#) .
To remove your name from our mailing list, please [click here](#) .

Cooperation is Healthy

Why are people so willing to cooperate with others, do good deeds, and play fair most of the time? A *New York Times* article cited a neurological study that took place at Emory University. The study found that our brain circuitry rewards us with pleasant feelings when we cooperate, feelings that seem to trump the thought of monetary gain. Read the [whole article](#)...

Selected Online Math Courses

- Number Sense
- Decimals
- Decimals and Fractions
- Percentages
- Tables, Charts, and Graphs
- Fractions, Ratios, and Proportions
- Lines and Angles
- Algebraic Equations
- Integers and Algebraic Expressions
- Geometric Proportion or Scale
- Irregular Figures
- Operations
- Pythagorean Relationships
- Using a Calculator

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](#)