



Business Access Community Update

Issue 4 , Volume 2

January 2008

DOL Guidance Letter Says Workforce Customers Need ..."Access"

On January 4, the Department of Labor's Employment and Training Administration issued a [Guidance Letter](#) to all state workforce agencies, urging them to utilize technology-based learning (TBL).

The letter (No. 17-07) , signed by Assistant Secretary Emily DeRocco, embraces concepts and ideas Business Access founder and CEO Kimberly Bunting has tirelessly advocated since she started the company in 1998. "It almost brought me to tears to see that come out. It's what I've believed in and fought for since we started. It validates what we've done, where we are headed, and clears away many of the concerns that workforce boards have expressed to us over the years about using the in-Home Learning program."

The stated purpose of the Guidance Letter is to..."encourage the use of technology-based learning in order to increase access to learning opportunities for workforce investment system customers within existing statutory and regulatory flexibility of various Employment and Training Administration (ETA) programs".

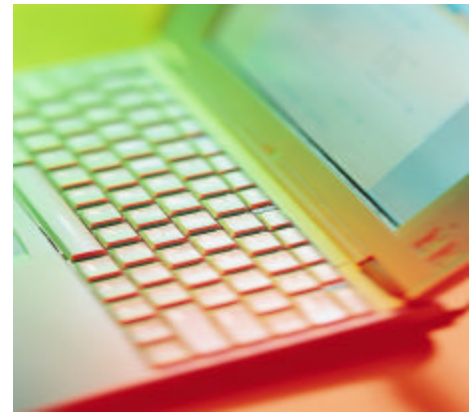
The 10-page document describes the advantages of technology-based learning and the ETA's vision for its use with workforce customers, including the hope that TBL may be a solution for the low levels of national training enrollments over the past few years.

Most importantly, it makes the point that "WIA and ETA's policies and guidelines **do not** prohibit the use of technology to provide training". The second half of the letter addresses five common concerns that workforce boards have had about utilizing TBL.

We believe the Guidance Letter opens the door for hundreds of thousands of Americans to access TBL, which will improve their lives, benefit local businesses, and raise the overall quality of America's workforce.

The Guidance Letter mentioned the application of TBL in several communities and populations we have served, such as:

- Migrant workers (Lower Rio Grande)
- Individuals displaced due to natural disasters (Dallas and Jefferson Parish)
- The New Jersey On-line Learning Demonstration project (Monmouth and Ocean counties in New Jersey)



17101 Preston Road, Suite 260
Dallas, Texas 75248

dbeamon@business-access.com

214-556-5380

www.business-access.com

Keeping Achievers Connected

Successful technology-based learning programs connect learners with real people and keep them engaged. Some of the ways we do that include:

- Orientation Class
- Installation Service
- Online Greeter
- Achiever Mentors
- Follow-up Welcome Contacts
- 30-day Quick Start Contacts
- Low Usage Contacts
- Achiever News and Notes
- Achiever Recognition Content
- Achiever Stories
- Bulletin Boards
- Instant Messaging
- Achiever Progress Reports
- Hosted Chats
- Technical Support
- Surveys and Self-Help Tools
- Case Management Reporting

Vista Basic Computer Skills Curriculum

Our core computer skills curriculum is now available for Windows Vista. All new Achievers entering the Business Access program will be assigned the nine courses. Achiever's laptop computers now come with Vista. The Windows XP Core Curriculum is still available for those who might be interested.

Job-focused Curriculums Available

We have released new job-focused training tracks for Customer Service Specialist, Retail Sales and Office Worker. Each track has three curricula made up of between 10 and 25 courses. The Customer Service Specialist track is especially extensive. We are in the process of researching and evaluating courseware and learning activities that would prepare Achievers to earn certifications in these areas.

Using TABE Scores to Improve Basic Skills

Many of our clients come to us needing help with basic skills. Using our Skills Compass courses, we have put together a series of reading, language and math curriculums that can be assigned based on a client's TABE scores. These curriculums can be especially helpful for Achievers striving to get their GED.

Chicago Tribune Continues Jacqueline's Story

The *Chicago Tribune* published a second article in a series profiling Jacqueline King, a Chicago Achiever the paper is tracking over the course of her 12 months in the Business Access program. Cyndi Waters, our inspiring Online Greeter, was mentioned by name and described as a "motivational coach", a title which certainly characterizes what Cyndi has been for many Achievers over the years. Cyndi is an important part of our Mentoring team, whose mission it is to engage and help Achievers attain their program goals. Read the whole story at [Laptop lessons may help light way to brighter life](#)

New Year Kicks Off New GED Program in South Texas

The staff of Good Samaritan and Business Access debuted a new GED program in South Texas this month: 101 youth in the Lower Rio Grande Workforce board area are receiving new laptop computers to prepare for and earn their GED. The laptops will come with high speed wireless cards, so users can access the Internet anywhere, anytime. Each student will also have access to a wide variety of basic and vocational skills training courses, as well as numerous GED preparation courses. Upon passing the GED test, the student becomes owner of the laptop.

Achiever Words

"I was excited when I got the call that I was in! I love the BA Program! It keeps my mind going! And, the laptop has come in handy for my kids, too. They use it to do school reports, download music, and play games."

— **Beatrice**, an Achiever in the New Jersey Business Training Institute

Online Learning Can Reduce Isolation for Many Older Adults

According to one study, the number of Internet users over the age of 65 "could more than double by 2010". The Internet is a great resource for people who want to stay engaged and continue learning. Older adults use the Internet to send e-mail, read the news, research health products and much more...Read about it [here](#).

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](#)

To read previous issues of The Business Access Community Update [click here](#)

Copyright ©2008 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](#) .