

Learner Web Workshop

Piloting Learner Web in Central New
York and Wider Implications for NYS
Adult Education

Syracuse -- February 19, 2010

Context for Learner Web

- Adult education nationally moving to a greater focus on career pathways and postsecondary transition for out of school youth and adults---beyond the GED
- Simultaneously, NYSED implementing education reform effort called Literacy Zones that involve pathways out of poverty for all ages in a high needs neighborhood
- Both offer opportunities for cross-system case management, development and tracking of skills and milestones, tutoring, etc.
- Hence our interest in Learner Web

Literacy Zones

- Background information can be provided
- Place-based strategy using an all hands on deck approach
- Cross-lifespan
- Cross-education: full continuum from prenatal, baby basics and early childhood, k-12 and postsecondary, adult
- Cross-system: including vocational rehabilitation, cultural, labor and one-stops, health services, social services, foundations, volunteer sector, benefits and support services

Literacy Zone characteristics

- High needs neighborhood or community of concentrated poverty/concentrated immigration
- Effective adult education provider as lead
- 14 priority partnerships for programs, service and referral
- 10 pathways out of poverty
- Family welcome center as hub
- Guiding coalition to develop LZ

Family Welcome Center

- Stabilize family: benefits counseling, supports, program access, referral
- Skills to navigate complex systems: health literacy, financial stability, postsecondary access, immigration, school
- Pathways out of poverty

10 Pathways Out of Poverty

1. Raise literacy levels, birth through adult (100% literacy)
2. Programs to enable at risk in school youth to complete high school and move to postsecondary
3. Postsecondary transition for out of school youth and adults
4. Programs for public assistance recipients and 200% poverty leading to employment and advancement.
5. Incarcerated transition
6. Veterans transition
7. Pathways to citizenship and English language proficiency
8. Support for individuals with disabilities and their families
9. Support for mature workers and senior citizens to enable them to stay out of poverty.
10. Workforce development programs, including apprenticeship and career pathways.

First Wave Just Funded

- 18 very comprehensive Literacy zones with 43 family welcome centers---3 year, \$15 million commitment supplemented by federal incentive grant funding
- State role to more fully develop 18 and pilot tools for 2nd and 3rd waves
- Dozen capacities rolling out this year, including IBM support, accountability systems, one-stop connections, career and job zone, disability training, work readiness curricula, etc.

Central New York Postsecondary and Workforce Pilot

- 6 literacy zones in central New York supported by Regional Adult Education Network Center (Jim Matt)
- Very comprehensive models with strong partners often with community foundation/United Way support.
- Postsecondary transition programs for adults and youth in literacy zones will be educational pipelines to community colleges and one stops—Learner Web a tool
- Pilot will focus on regional networking
 - 6 literacy zones provide instruction, OPT screening for GED, benefits and support services, program connections, special transition services to create smooth pathways to 6-7 community colleges and multiple one-stop career centers in central New York
 - Postsecondary models already being discussed and developed
 - Say Yes to Education already in Syracuse; other models being looked at, with support from USDOE---NY one of only 8 states selected for 3 year technical assistance by USDOE
 - Efforts will ramp up dramatically in 2010 and 2011 due to federal legislation
- Learner Web will be tool for developing Pathway Learner Plans for all 10 pathways
- Start with postsecondary transition and workforce development
- Funding for regional license in place
- RAEN will be single point of contact for teams to develop Pathways templates
- Expanded to other regions and to next waves

Learner Web and Lotus Live Work Together in Central New York

- Lotus Live: IBM trail blazer grant powers collaboration
 - All literacy zone coordinators, case managers RAEN directors and SED
 - Expert support network: Cornell U, DOH; OTDA; DOL (career zone and veterans/DPN); Utica and NYC independent living center; SUNY; CUNY; DDPC; Steve Reder; St. Paul Learner Web pilot to share templates; postsecondary pilots across state; OASAS; Annie E. Casey foundation; Literacy New York
 - Horizontal integration within central New York for postsecondary and career pathways—model for other regions
 - Webinars and training; instant updates on legislative, data or benefits changes; conferencing; meetings on demand; connected case managers solve problems and share strategies/solutions; work on mutual projects including templates for Learner Web pathways, funding applications
 - Share postsecondary and career strategies with key states like Minnesota (inc. FAST trak), other states in USDOE pilot

Link with other technologies

- Online curricula geared toward moving students from intermediate reading and math to skills and sub-skills needed for new GED, SAT/ACT; distance learning (e-literacy); career and job zone; MYBENEFITSNY.org and possibly single source USA; CUNY's We Are New York learning English; web based accountability and outcomes tracking; statewide internet site.
- Can help identify milestones and be included as steps in Pathway Plans

Learner Web



for adults continuing to learn

Supported by Institute for Museum
and Library Services

Portland State University

What Is the Learner Web?

- It is *NOT* just a distance learning system
- The Learner Web (LW) is a research-inspired *learning support system*
- Grew out of an eight-year longitudinal study of adult learning (LSAL) in Portland, Oregon
- The LW is designed to work with, enhance and coordinate existing learning resources, programs & services
- Offers a valuable tool to reach adults needing basic skills who are not now being served
- The LW provides structured and supported *Learning Plans* that youth and adults follow to reach specific goals
- The Learning Plans connect learners with online resources as well as with local resources, staff and volunteers in schools, community-based organizations, agencies & workplaces

Learner Web Project

- Supported by a 3-year grant from the institute for museum and Library Services (IMLS)
- Seven IMLS pilot sites across country are assisting in development and testing
- Additional sites have joined
- Learner Web will be open-source software, supported by a national collaborative organization now being formed

Why Do We Need a Learner Web in Community Contexts?

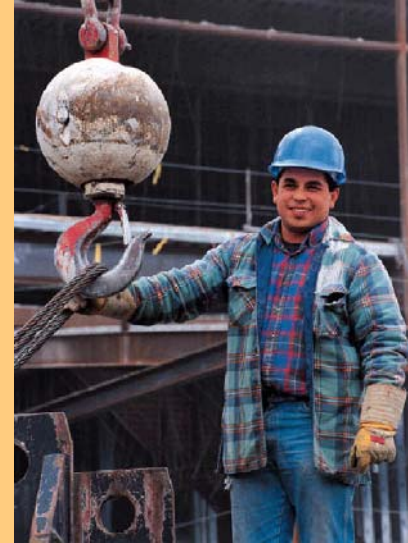
- To support learners' often fragmented patterns of participation in education and training programs & enhance the persistence and continuity of their learning across contexts
- Puts the learner at the center of community collaborations among schools, colleges, employers and social services
- To strengthen cross-sector, cross-agency, community-wide collaboration through shared information and improved goal identification and management of learning
- The LW is a tool communities can use to design and implement their *learning support systems* - But make no mistake: the learning support system is in the Literacy Zone, not in the LW



STATE OF CALIFORNIA
EMPLOYMENT DEPARTMENT

SKILL
DEV.

SKILL
NEED



Worldwide Web Present




Learner Web

For Adults Continuing To Learn

WORKFORCE
READINESS



The Learner Web is customized by regions and communities



The screenshot shows the Learner Web homepage. At the top left is the logo for the Community Literacy Consortium, featuring a stylized bird. To its right is the 'Learner Web' logo with a globe icon and the tagline 'For Adults Continuing To Learn'. Below these are navigation buttons for 'HOME', 'SIGN IN', 'ABOUT ST. PAUL', and 'ABOUT THE LEARNER WEB'. A central text block states: 'The Learner Web is a free tool. Use it to help you learn at your own pace, in your own time.' Below this is a blue-bordered box containing the text: 'What goals can Learner Web help you reach? Click HERE to find out.' At the bottom left of the screenshot, there is a small link: 'Click HERE, if you are...

St. Paul

Regional Partners



[Hubbs Center for Lifelong Learning](#)

The Ronald M. Hubbs Center is a program of the Saint Paul Public Schools' Community Education Department. Educational services are available to adults who want to improve their basic skills, earn a GED, prepare for employment or post-secondary education, or learn English.



[Lao Family Community](#)

Responding to the unique needs of Hmong individuals and families, Lao Family's bilingual and bicultural programs strive to empower the Hmong to meet the many challenges of modern American life within a context that honors and preserves their traditions, values, and heritage.



[Minnesota Literacy Council](#)

The Minnesota Literacy Council (MLC) is a nonprofit organization dedicated to improving literacy throughout our state. The MLC offers literacy services for: adults, at-risk children, native-English speakers and recent immigrants.



[Saint Paul Public Library](#)

The Saint Paul Public Library anticipates and responds to the community's need for information, facilitates lifelong learning, stimulates and nurtures a desire to read in young people, provides reading materials to meet the interests

Portland

Oregon



Learner Web

For Adults Continuing To Learn

HOME

CREATE AN ACCOUNT

SIGN IN

ABOUT OREGON

ABOUT THE LEARNER WEB

Welcome to the Learner Web

Here you can choose what you want to learn and get the support you need. The Learner Web connects you with great online and local resources. Then, it saves your work and tracks your progress to help you meet your Goals. And **it's free**. Create an account or sign-in above.



On the Learner Web, you reach your Goals.

Right now, we help you:

- Get your GED.
- Transition from GED to College.
- Learn English for Work.

How does the Learner Web work?

Boston

Greater Boston



Learner Web
For Adults Continuing To Learn

HOME

CREATE AN ACCOUNT

SIGN IN

ABOUT GREATER BOSTON

ABOUT THE LEARNER WEB

The Greater Boston Learner Web and First Literacy

The Greater Boston Learner Web pilot project is sponsored by First Literacy (*formerly the Boston Adult Literacy Fund [BALF]*) with support from various funding agencies. The goal of this project is to provide adult literacy learners and programs in Greater Boston with an internet-based learning program which will help individual and group situated learners to increase their literacy and language skills.

First Literacy's partnership with Greater Boston literacy programs is one of its greatest assets in support of the GBLW project. First Literacy believes that adults learn most effectively in a learning environment that is participatory and learner-centered. For this reason, it supports literacy centers that are committed to involving learners and their communities in their programs.

Greater Boston has a strong, mutually supporting network of literacy organizations. Groups including community-based literacy organizations, the [Adult Literacy Resource Institute](#) - Boston's publicly funded professional development organization for literacy programs and practitioners - and the Massachusetts Coalition of Adult Educators, of which First Literacy is a member, are working together to educate the public about adult literacy.

Through collaboration with these organizations, the GBLW will expand the capacities of Greater Boston literacy and ESL programs by providing online learning activities and resources suitable both for individual learners on waiting lists and for group learners seeking wider learning opportunities.

"We are...grateful to First Literacy for its awareness that the process of nurturing human growth is neither a quick or simple undertaking."

--Directors of Julie's Family Learning Program

Categories of Learning Plans Being Developed for the Learner Web

- GED preparation
- ESL for immigrant adults
- Career & occupational preparation
- Transition & adjustment to postsecondary education
- Family literacy to help children learn to read
- Professional development

Assistants in Learner Web

- Teachers, Tutors, Counselors, Helpers
- Learning Plans specify which roles can:
 - view & enter information about the Learner
 - view (and possibly assess & give feedback on) the Learner's work and progress
 - Sign off on the Learner's completion of particular Steps in the the Learning Plan
- Auxiliary websites can be integrated to support communication among assistants



What is SPCLC?

- Provides comprehensive ABE services, including ESL, Adult Secondary, Family Literacy, Citizenship, Workplace Education, Technology, and GED/Adult Diploma
- 13 member organizations
- 40 sites throughout St. Paul
- Served 12,141 students in FY 2008 - 2009
- 1,110,960 service hours
- 48% of all hours were provided by community partners
- 80% of all SPCLC participants last year studied English as a Second Language
- 16% studied Adult Basic Education
- 4% studied Adult Secondary Education



St. Paul Community Literacy Consortium



- SPCLC has a strong collaborative history to fulfill the mission of building a literate community.
- We know there are many potential learners we are not reaching. Need new service models.
- The use of technology has always been a high priority.
- On-line and distance learning is the way we hope to reach these new learners.

Why did SPCLC become a LW pilot site?

It provides the potential to:

- Reach under-served learners
- Has the potential to empower adult learners to take more control of their own learning
- Integrate distance learning into ABE
- Bridge the Digital Divide
- Foster enhanced collaboration within SPCLC

Local Pilot Participants

The MN Literacy Council

- Create Helper training curriculum
- Recruit & Train Helpers
- Create plans
- Pilot plans

- **Lao Family**
- Computer lab for Learn Web access
- Pilot plans

Neighborhood House

- Pilot plans
- Collaborate on GED To Go Plan

Ramsey County Workforce Center

- Pilot plans
- Recruit learners

St. Paul Public Library

- Future computer lab for Learner Web access
- Americorp & Vista Volunteers
- Resource assistance
- Website help
- Site of entry into full system

St. Paul Adult Learning

- Computer lab for Learn Web access
- Create plans
- Pilot plans



Project Timeline -- Open-source release in 2011

- IMLS Grant - Fall 2007 to Fall 2010
- SPCLC joined early 2008

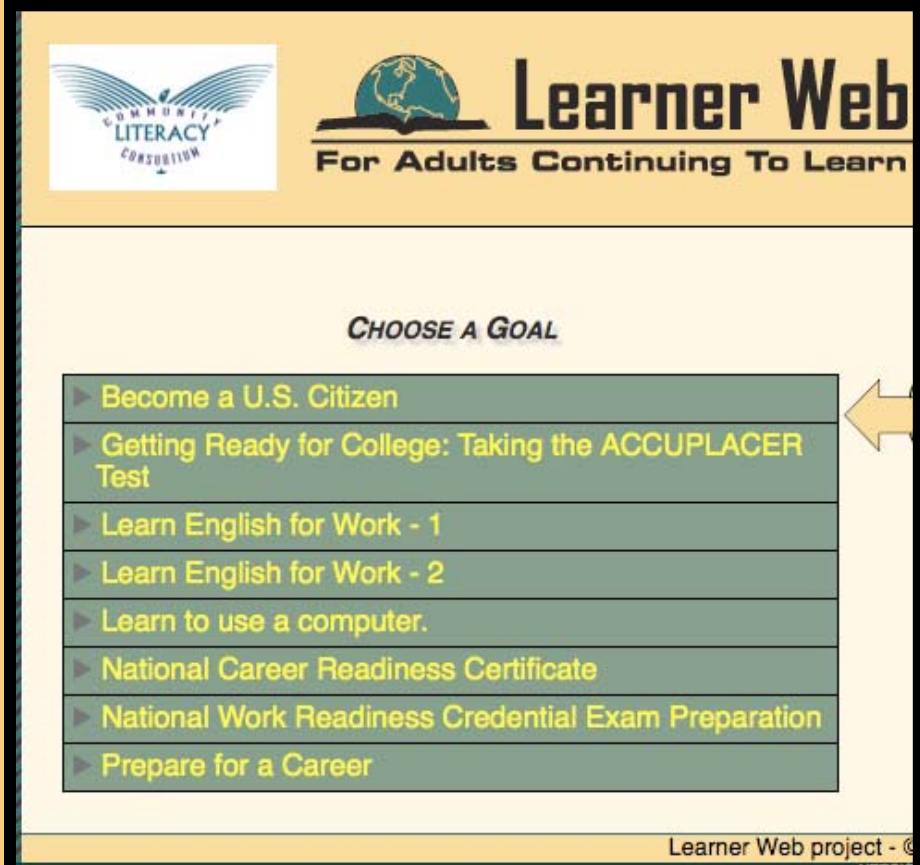
SPCLC Focus

- 2008 - 2009

Build content and vet software

- 2009 - 2010

Work on implementation issues & continue to develop content



The screenshot shows the Learner Web interface. At the top left is the Community Literacy Consortium logo, and at the top right is the Learner Web logo with the tagline "For Adults Continuing To Learn". Below the logos is a section titled "CHOOSE A GOAL" with a list of eight options, each preceded by a right-pointing arrow. A large yellow arrow points from the right towards the list. At the bottom right, it says "Learner Web project - ©".

CHOOSE A GOAL

- ▶ Become a U.S. Citizen
- ▶ Getting Ready for College: Taking the ACCUPLACER Test
- ▶ Learn English for Work - 1
- ▶ Learn English for Work - 2
- ▶ Learn to use a computer.
- ▶ National Career Readiness Certificate
- ▶ National Work Readiness Credential Exam Preparation
- ▶ Prepare for a Career

Learner Web project - ©



St. Paul Community Literacy Consortium



Learner Web

For Adults Continuing To Learn

[HOME](#)

[SIGN IN](#)

[ABOUT ST. PAUL](#)

[ABOUT THE LEARNER WEB](#)

The Learner Web is a free tool. Use it to help you learn at your own pace, in your own time.

**What goals can Learner Web help you reach?
Click [HERE](#) to find out.**

[Click HERE](#). If you can fill out this form, you have the computer skills to use Learner Web.

Current Learner Web Uses:

- Distance Learning for ABE learners and WorkForce Center clients
- Hybrid online/classroom learning for ABE learners enrolled in classes

MN FastTRAC



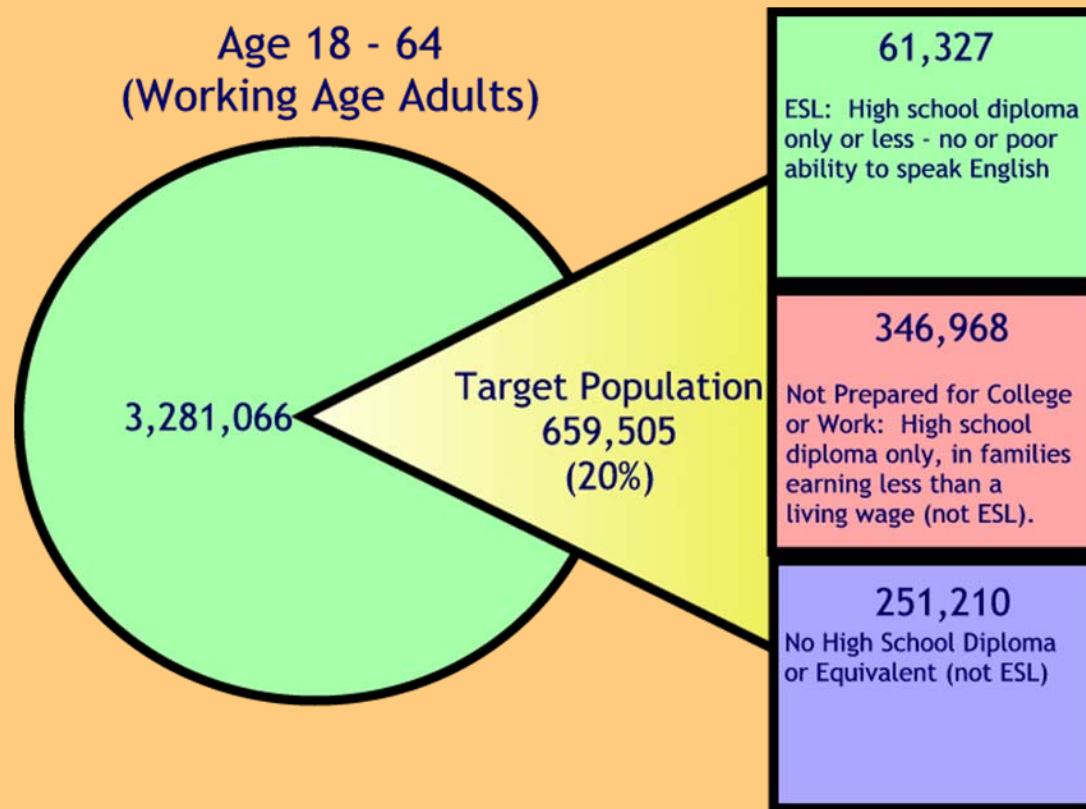
The purpose of the FastTRAC initiative is to improve collaborative service delivery for improving education and employment outcomes of adult MNs, particularly adults who lack the basic and foundational skills to enter and complete post-secondary education, including occupational skill delivery.

We need a new tool to effectively do this. We plan to use LW as that tool.

Minnesota FastTRAC



Exclusive Categories



Note: Incarcerated population not separated out. Source: U.S. Census Bureau, 2005 ACS; PUMS

FastTRAC Focus Population



Low-wage/educationally underprepared workers who are unable to compete for better jobs

- Twenty percent of Minnesota's labor force are significantly underprepared educationally
- unemployed or underemployed
- low-income/wages
- lacking basic and technical skills for competitive employment
- native and non-native English speakers

Minnesota FastTRAC

Partners and Investors



- Minnesota State Colleges and Universities-Office of the Chancellor (OOC) and MN Department of Education-Adult Basic Education (ABE) are the co-leads
- Department of Employment and Economic Development (DEED) provides staffing
- Governor's Workforce Development Council (GWDC) provided start up leadership
- Department of Human Services (DHS)
- Office of Higher Education (OHE)
- Department of Labor and Industry (DLI)
- Community-based organizations
- Employers
- WorkForce Centers, Workforce Service Areas, ABE providers, other frontline service providers
- Joyce Foundation

MN FastTRAC Goals 2007- 2009



- Create a state-level “stackable credentials” education and training framework for low-wage, educationally underprepared adults that integrates Adult Basic Education, occupational training, postsecondary degrees and certificate programs.
- A framework provides Minnesotans *access to a seamless* educational system with pathways to many options
- A framework enables the acquisition, recognition and portability of credentials (e.g., certificates, diplomas and degree) across education and training systems.

Elements of FastTRAC Approach



- Accelerated educational programming
- Career pathway development
- Multi-level, industry-recognized credentials
- Contextualized and competency-based curricula
- Bridge programming
- Flexible entry points
- Connections with regional demand-driven job needs
- Support services specific to adult students
- Comprehensive student records which travel with the student
- Apprenticeships, on the job training, etc.
- Credit for prior learning



How Learner Web Can Support FastTRAC

- Collaborative tool to support collaboration between Adult Basic Education, state college system, workforce centers, etc.
- Instructional tool to facilitate assist in the development and delivery of integrated curriculum across sectors to adult learners (transition to higher education, credentialing, job skills/career training)

FastTRAC Example





Learner Web

For Adults Continuing To Learn

Systems Collaboration

- Tool for leveraging resources from different systems that aid in student achievement
- Means of sharing information
- Way to organize service delivery
- Evaluative tool



Communication

- Central means of communication between adult learners and the systems in which they are involved
- Provide reminders of tasks needing attention, deadlines, etc.
- Communication between professionals



Learner Web

For Adults Continuing To Learn

Student Case Management

- Communication between ABE instructors, job counselors, college teachers - as well as learners - regarding student needs and progress
- Identify the need for and coordinate delivery of individualized wrap-around services
- Provide central record for each student



Instructional Content

- Match available learning plans to student abilities and interests
- Structure learning plans in career laddering format
- Provide portfolio of student work and progress
- Provide a means to reinforce knowledge of material already learned, and anticipation of content to come

Data Collection



 **Learner Web**
For Adults Continuing To Learn

- Shared repository of information relate to students (demographics, instructional achievements, next steps)
- Valuable for program evaluation, as well as tracking individual student progress

Questions?

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