



Certified Illinois workNet® Advisor Online Course Redesign

Advisory Group Webinar
March 23, 2010



Agenda

- Background
- Redesign Proposal
- Feedback
- Next Steps



What is a Certified Illinois workNet® Advisor?

A Certified Illinois workNet Advisor (CIWA) is an individual who is:

- Knowledgeable and able to effectively use the Illinois workNet portal in their daily activities to assist Individuals and Businesses
- Able to demonstrate the ability to use technology

Customer Driven Recommendations



Current	New
Lock-step Approach	Modular Approach
All participants receive same set of Units (5.5 hrs)	Required Foundation Modules allocation based on self-identified role (3.5 hrs) Optional Modules provided based on self-identified role within their organization
Standard Unit has 3 or more Lessons	Standard Module Components
Lesson Quizzes and Required Unit Quiz	End of Module Quiz (One Required)
Recertification Course (2 hrs)	Recertification Quiz (20 questions)
Primarily focuses on the Individuals Pathway	Holistic Approach focuses on Individuals, Businesses, and Workforce Professionals
Requires Staff to Pre-register	Workforce Professionals self-register for CIWA Modules
Information is stored with Angel	Information is stored on Illinois workNet server

Benefits

- Holistic approach allows participants to learn how Illinois workNet can be used with and benefit Individuals, Businesses and Workforce Professionals
- Time to complete the foundation modules is less than completing the existing CIWA course
- Users can self-register for additional Modules, decreasing staff time
- Offers flexibility and simplifies the online course process
- Additional modules can be added as needed

Same Basic Process: Just Simplified





Step
1

2

3

4

Set up a workforce professionals pathway (WPP) account.

- Upon account approval the workforce professional automatically receives access to:
 - CIWA foundation modules (required for certification)
 - Recommended additional modules
- Modules are identified by a series number:
 - Foundation modules - 100 Series
 - Example Module 115 – Finding Education Programs & Training Resources
 - Business Services modules - 200 Series*
 - Example Module 230 – Outplacement Services
 - Content Management modules - 300 Series*
 - Example Module 300 – Creating, Editing and Deleting Local Postings
 - Case Management modules (Developing) - 400 Series

* Modules are not required for CIWA certification, but they may be required to access specific tools available on the workforce pathway

1

Step
2

3

4



Access through the workforce professionals pathway dashboard.

- Each module contains the following components:
 - Learning objective
 - Exercises/activities
 - Offer scenario based examples
 - Reference to resources on all pathways
 - Link to Video(s)
 - Quick Tips
 - Screenshots
 - 25 - 30 minutes in length
 - Lesson Summary Review
 - End of module quiz
 - 10 questions
 - Passing score of 80%
 - Unlimited attempts

Existing WPP Dashboard

Mock-up for new design

1

2

Step
3

4



Complete the required CIWA Modules.

- Receive automatic notifications to remind participants to complete required modules within the 90 days
 - Modules 1 through 7 are CIWA Foundation modules
 - All 7 modules must be completed to earn the certification
- Participant may self-register for additional modules
 - Foundation Series: modules 8 through 11 are not required
 - Business Series*
 - Content Management Series*
 - Case Management Series

* Modules are not required for CIWA certification, but they may be required to access specific tools available on the workforce pathway

1

2

Step
3

4



Earn Continuing Education Units (CEU) through Southern Illinois University in Carbondale once modules are complete.

- CIWA Foundation modules 1 through 7 = 1 CEU
- Business Series modules = 1 CEU
- Content Management Series modules = 1 CEU
- Recertification = 1 CEU



1

2

3

Step
4

Recertify annually.

- One year after completing the CIWA Foundation modules, access to the Recertification quiz is granted
- Automatic notification is sent when the recertification quiz is available and automatic reminders are sent until the recertification is complete
- Participants have 90 days to complete the 20 question quiz with a score of at least 80%
- Participants have access to CIWA modules to review for the quiz
- If participants do not complete the quiz within 90 days, the system will require them to complete the quiz before they can access the workforce professionals pathway


Layout Concept



Sample CIWA Home Page:



Welcome to the Certified Illinois workNet Advisors Module Home Page

 Like 32

Your available modules are listed in the section below. The Course Announcements section is used for announcements related to the modules, such as content updates. Follow us with Social Media, *Be the first to know!*


Select a Module Topic to begin:

- ★ About the CIWA Foundation Online Course
- ★ Module 1: Introduction to Illinois workNet
- ★ Module 2: Helping Individuals get started in Illinois workNet
- ★ Module 3: Prepare for a job search
- ★ Module 4: Finding Education Programs & Training Resources
- ★ Module 5: Using Illinois workNet to Find a job
- ★ Module 6: Find Support Services
- ★ Module 7: Incorporate Illinois workNet into daily work activities

Additional Modules;

- Module 9: Disability Resources Pathway Overview
- Module 11: Illinois workNet Communications Tools


Be the first to know, follow Illinois workNet!



Course Announcements;
Rate the New CIWA Design with this Survey!


Sample Module Overview Page:

Print My Notes | Previous Next



Module 106 Using Illinois workNet to Prepare for a Job Search

Click the "Next" button to begin this Module.
Click here to return where you last left off.

 Like 32

About this Module

This Module includes:

- 1 self-paced Lesson
- 2 Learning Activities
- 10 quiz questions at the end of the Module
- 4 Videos

Goals

After completing this Module you will be able to:


- Navigate the Prepare for a Job page
- Guide a customer's job search


Length: 25 - 35 minutes

Rating: ★★★★★ (1505)

FAQ's

Feedback




Take the Quiz! 

Layout Concept



Sample Module Lesson Page:

[Print My Notes](#) | [Previous](#) [Next](#)



Prepare for a Job Search

This section links individuals to a seven-step job-search plan with information to help organize and carry out job searches. When selected, individuals are linked to the job-search steps, a short description of each step, and links to additional information. The Prepare for a Job page includes:

- Organize Yourself
- Skills & Interests
- Set Goals
- General Wages & Trend
- Explore Job Information
- Career/Job Change
- Volunteer
- Prepare Your Resume
- Write a Cover Letter
- Prepare for an Interview
- Apply for a Job

[Follow this link to watch the Prepare for Job Search videos - English](#)

Sample Module Video Page:

[Print My Notes](#) | [Previous](#) [Next](#)



Prepare for a Job Search Video Page

Click Play to View the Video

 Like 32

[Return to the main page](#)




The video player shows a play button in the center of a blue and green abstract background. The text 'What to Do When You've Been Laid Off' is visible above the play button, and 'PLAY' is written below it. The Viddler logo is in the bottom right corner of the video frame. The video player controls at the bottom show a progress bar at 00:51, a volume icon, and other standard video controls.

Layout Concept



Sample Module Scenario Page:

[Print My Notes](#) | [Previous](#) [Next](#)



Prepare for a Job Search Scenario Page


- An Individual can use this page to:
 - Organize their job search information
 - Find their Skills and Interests
 - Prepare Resumes and Cover Letters

- Workforce Professionals can:
 - Inform Individuals of the resources on the page
 - Assist Individuals who are using the resources
 - Build workshop agendas around the resources found

- Businesses can:
 - Research the resources Individuals are using to search for jobs to align business practices with job seekers' actions

[Follow this link to watch the Prepare for Job Search videos - English](#)


Sample Module Quiz:



Module 106 Quiz

Using Illinois workNet to Prepare for a Job Search

Home > All Modules > Module 106 > Quiz

 Like

32

3. Individuals can identify their _____ using profilers found within the Prepare for a Job page of the Illinois workNet Portal.

- a) Earning potential
- b) Current skills and interests
- c) Salary needs based on cash flow
- d) Ability to qualify for educational scholarships

Layout Concept



Sample Certificate showing all Course Series complete:

The certificate header includes the Illinois workNet Center logo, a group of stylized human figures, and the text "Certified Illinois workNet Advisor Certificate of Completion May 15, 2009". Below this is the Southern Illinois University Carbondale logo and "Division of Continuing Education". The main body of the certificate states "Hereby certifies that: Jane Smith" and lists the completed course series: Certified Illinois workNet Advisor Foundation Series, Business Services Series, and Content Management Series.

Sample CIWA Registration Page Additional Information:

Additional CIWA Modules

Select additional, non-required, CIWA Modules to take below: (Multi-select)

- Module 8: Key Sectors Pathway Overview
- Module 9: Disability Resources Pathway Overview
- Module 10: Laid Off Worker Page Overview
- Module 11: Illinois workNet Communications Tools

Content Management Series: (Multi-Select)

Business Services Series: (Multi-Select)

Sample Quick Tip:

QUICK TIP

Click on the "Website Updates" Icon to see what changes have been made to the website:

The icon features the text "Website Updates" in a bold, black font on a yellow background. To the right of the text is a stylized graphic of a person sitting at a computer workstation with a large 'W' and a jagged line representing a website or data.



Required CIWA Foundation Modules

- Module 1: Introduction to Illinois workNet
- Module 2: Helping Individuals get started in Illinois workNet
- Module 3: Prepare for a Job Search
- Module 4: Finding Education Programs & Training Resources
- Module 5: Using Illinois workNet to Find a Job
- Module 6: Find Support Services
- Module 7: Incorporate Illinois workNet into daily work activities

Optional CIWA Foundation Modules

- Module 8: Key Sectors Pathway Overview
- Module 9: Disability Resources Pathway Overview
- Module 10: Laid Off Worker Page Overview
- Module 11: Illinois workNet Communications Tools



Sample Additional Modules:

Business Services Series

- Module 200 - Introduction to Business Services
- Module 205 - Business Services Outreach
- Module 210 - Assessment Services
- Module 215 - Workshops & Seminars - Job Clubs

Content Management Series

- Module 300 - Illinois workNet Content Management overview
- Module 305 - Creating, Editing and Deleting Local Postings
- Module 310 - Adding formatting, attachments and images to local postings
- Module 315 - Posting a promo in single, or multiple locations

Next Steps



Step 1

- Update the CIWA Redesign Plan with advisory group feedback

Step 2

- Update the CIWA modules and get Advisory Group feedback

Step 3

- Pilot/Test the updated CIWA modules

Step 4

- Release the redesigned CIWA online course July 1st



Illinois workNet ®

Michael Cook

Integration and Training Coordinator

- 217-786-3010 ext. 226
- mcook@illinoisworknet.com
- info@illinoisworknet.com
- www.illinoisworknet.com