



Testing in the Remote World

September 30, 2020

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Organization: Elgin Community College

Moderator:



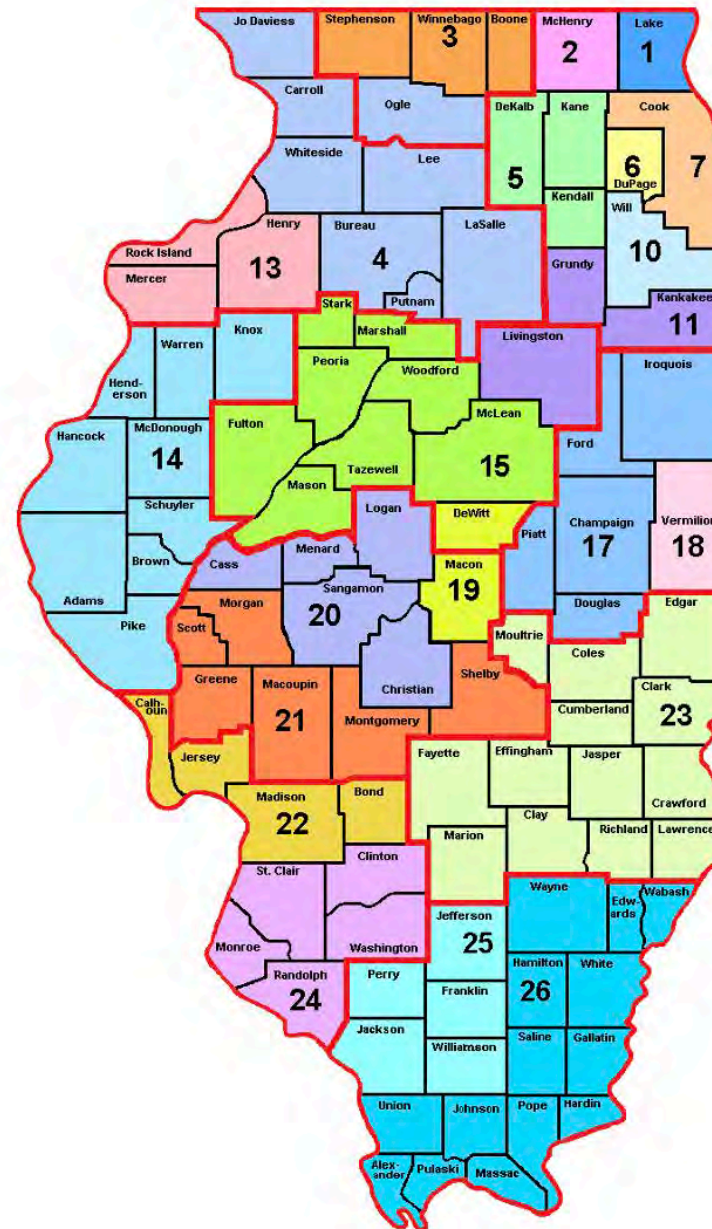
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Where is Your Local Area?





Topics:



- ✓ Introduction
- ✓ What are we doing?
- ✓ What processes are we using?
- ✓ How is it going?
- ✓ Successes, tips, challenges



Currently, how are you doing testing?

- Face to Face
- Remote testing only
- Combination of face to face and remote testing
- Currently not doing testing

Topics:

✓ What are we doing?

- Meeting with staff regularly
- Testing students remotely by appointment
- Testing students face to face on a limited basis by appointment
- Being patient as we teach students how set up for testing.



Topics:



✓ What processes are we using?

- Remote testing one on one, with or without remote control
- Remote testing with multiple testers using breakout rooms
- Using the Testing Center for face to face and remote testing
- Being flexible when changes occur

Topics:

✓ How is it going?



- The learning curve has been incredible for everyone.
- For the most part we have been successful getting students tested.
- Frustrations have been felt by everyone

Topics:



✓ Successes

- We have tested a large portion of our student population.
- We have become troubleshooters for any and all testing concerns
- We have been able to accommodate students with:
 - No computer, only a smart phone
 - Disabilities
 - Unacceptable computer hardware
 - Low internet speed

Topics:



✓ Tips

- Be patient
- Be flexible
- Learn as much as you can before testing the first student
- Role play with co-workers
- Jump in and accept what happens as a learning experience
- Don't give up, perseverance

Topics:



✓ Challenges

- Not the right equipment
- Lack of computer knowledge and skills
- Time consuming – can take 1 to 3 hours per student
- Cancelled testing appointments
- Home environment with possible disruptions

Face to face testing is still our preference, but we can survive in the virtual world.





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☎ 224-806-3137 (Remote)

thank you

Speakers:



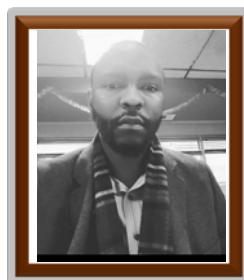
Charles Townsend

*Center Director,
Mid-South American Job Center*



Amelia Jackson

*Business Services Representative,
Mid-South American Job Center*



Dennis Byrd

*Associate Career Coach,
South Suburban Cook County
American Job Center*

Topics:



- ✓ Provide information about how we have transitioned to virtual services
 - Offer insights into our virtual orientation process
 - Discuss how we prepare customers for virtual interviews

Doing Business Differently During Covid-19

- E&ES transitioned from in-office services to 150+ staff working from home in a matter of days
- Our mantra is “Doing Business Differently During Covid-19”
- Our service delivery model is continually evolving with the demands of the times
- Covid-19 has presented us with opportunities to work more collaboratively

The screenshot shows the top navigation bar of the E&ES website with links for HOME, CALENDAR, SERVICES FOR INDIVIDUALS, SERVICES FOR BUSINESSES, and ABOUT E&ES. The main heading is "DOING BUSINESS IN A DIFFERENT WAY IN THE WAKE OF COVID-19" with a sub-heading "Website Update: (9/25/2020)". The content includes an "An Update on E&ES Programming" section stating that services are adjusted for safety, a paragraph about service availability from Monday to Friday, and a list of available workforce development programs.

EMPLOYMENT & EMPLOYER SERVICES

HOME CALENDAR SERVICES FOR INDIVIDUALS
SERVICES FOR BUSINESSES ABOUT E&ES

DOING BUSINESS IN A DIFFERENT WAY IN THE WAKE OF COVID-19

Website Update: (9/25/2020)

An Update on E&ES Programming

We continue to adjust our service operations to protect the safety of our customers and staff amidst the COVID-19 pandemic. E&ES offices continue to provide robust, customer-centered services through a blended, in-person and virtual service model. In-person services are offered as needed, by appointment only, depending on location. Please call ahead for more information and/or to make an appointment.

Our services are available Monday – Friday from 8:30am – 5:00pm. If you are not currently enrolled in one of our programs, but are interested, please contact us [here](#).

Please see the information below about services that are currently available, based on program:

Workforce Development Programs, including WIOA at American Job Centers:

- One-on-One Career Coaching
- Mock Interviewing
- Resume Development
- Job Referrals & Interviews with Hiring Businesses
- On-the-Job Training and other work-based learning
- Individual Training Account (ITA) vouchers to fund occupational training
- Webinars (Job Readiness Training, Self-Care & Wellness, Financial Capability)

A Blended In-Office/Remote Work Model

- Since June, staff have been returning to E&ES office locations
- Our American Job Centers are not open to the public
- At most locations, in-person services are available by appointment on an as-needed basis



Transitioning to Virtual Orientations

- We had an immediate need to get our orientation online
- Our team worked with The Chicago Cook Workforce Partnership to make the transition to virtual
- We continue to learn and tweak the process

**Webinar Registration
Approved**

WIOA Program Orientation

Sep 29, 2020 12:00 PM

Central Time (US and Canada)

Webinar ID 894 4454 9842

Join us to learn more about the Workforce Innovation and Opportunity Act (WIOA) program and how it can help job seekers interested in employment placement, occupational training, one-on-one career coaching, and other services. WIOA programming is available through American Job Centers (AJCs). E&ES operates four of the ten AJCs in Chicago and Suburban Cook County.



You can cancel your registration at any time.

The First Step: Marketing

- We put a lot of effort into marketing our virtual events
- Posts on E&ES social media daily
- Weekly emails to customers and partners
- Hard copies of flyers distributed at E&ES locations



Your Career Begins Here...

Mid-South American Job Center

Located:
at the King Human Service Center*
4314 S Cottage Grove Ave.
2nd Floor
Chicago, IL 60653
(773) 538-5627

Business Hours:
Monday - Friday
from 8:30 AM - 5:00 PM

Join us for a Virtual Orientation!
Register At:
<https://www.eesforjobs.com/calendar.html>

* Not currently open due to COVID-19.
Please call ahead.

Virtual Services • Easily Accessible • One-on-one Coaching

FREE Services for Job Seekers Include:

- Career Coaching
- Professional Resume Building
- Job Readiness Training
- Funding for Occupational Training
- On-the-Job Training
- Job Placement Assistance
- Paid Work Experience

CHICAGO COOK WORKFORCE PARTNERSHIP A proud partner of the AmericanJobCenter network EMPLOYMENT & SERVICES

This program is funded by the Chicago Cook Workforce Partnership.
We are an equal opportunity employer, auxiliary aids and services are available upon request to individuals with disabilities.



Virtual Orientation Content & Process

- Virtual orientation content remains mostly the same
- The key changes have come:
 - In the process for customers post orientation
 - Survey link: <https://www.surveymonkey.com/r/WIOAOrientationSurvey>
- Careful attention to helping customers understand the program and new enrollment process
- Our team is always mindful of the stresses job seekers are under right now

Virtual Orientations To-Date

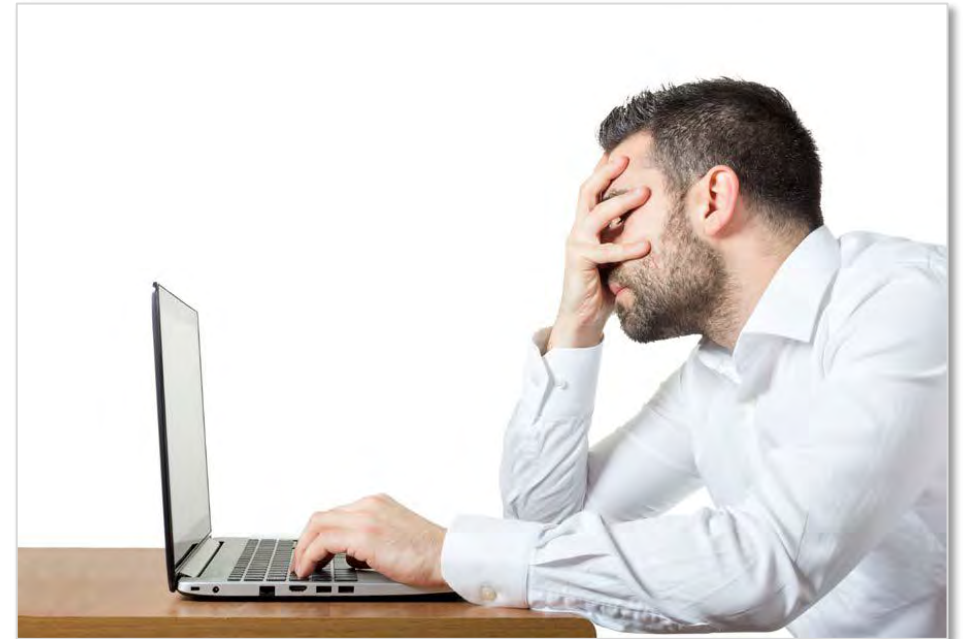
- Virtual orientations offered twice-weekly
- Visit our calendar for dates and registration:
<https://www.eesforjobs.com/calendar>
- YTD Rundown:
 - Virtual orientation attendees: 1,205
 - Customers requesting ITAs: 727
 - Customers requesting only coaching: 145
 - E&ES AJC enrollments in WIOA: 1,094

The image shows a calendar for September 2020 with a grid layout. The days of the week are labeled at the top: Mon, Tue, Wed, Thu, Fri. The calendar contains several events, primarily 'WIOA Program Orientation' sessions, which are listed on Tuesdays and Thursdays. Other events include 'Happy, Healthy Sleep' on Wednesday the 3rd, 'Expressing Gratitude' on Wednesday the 16th, 'LinkedIn Workshop: Create Your Social' on Thursday the 24th, and 'The Importance of Self-Care' on Friday the 25th. Some dates also list 'Will County OJT Job Club'.

Mon	Tue	Wed	Thu	Fri
	<ul style="list-style-type: none"> • WIOA Program Orientation • Understanding Credit & Your Credit Rep 	<ul style="list-style-type: none"> • Happy, Healthy Sleep 	<ul style="list-style-type: none"> • WIOA Program Orientation • Making Smart Credit Choices & Managin • The Inside Track to Interviewing with Co 	
	<ul style="list-style-type: none"> • Selling Your Strengths & Enhancing Your • Managing Student Loan Debt 	<ul style="list-style-type: none"> • WIOA Program Orientation • Suicide Prevention Awareness 	<ul style="list-style-type: none"> • Understanding Credit & Your Credit Rep • Virtual Job Club with Keni Fabs 	<ul style="list-style-type: none"> • Job Search Strategies: Creating a Plan of
<ul style="list-style-type: none"> • Will County OJT Job Club 	<ul style="list-style-type: none"> • WIOA Program Orientation • Breaking the Paycheck to Paycheck Cycle 	<ul style="list-style-type: none"> • Expressing Gratitude 	<ul style="list-style-type: none"> • WIOA Program Orientation • The Inside Track to Interviewing with Co 	
<ul style="list-style-type: none"> • Will County OJT Job Club • WIOA Program Orientation 	<ul style="list-style-type: none"> • Understanding Credit & Your Credit Rep 	<ul style="list-style-type: none"> • WIOA Program Orientation 	<ul style="list-style-type: none"> • LinkedIn Workshop: Create Your Social • The Importance of Self-Care 	
<ul style="list-style-type: none"> • Will County OJT Job Club 	<ul style="list-style-type: none"> • WIOA Program Orientation • You Can Bank On It! 	<ul style="list-style-type: none"> • Selling Your Strengths & Enhancing Your 	<ul style="list-style-type: none"> • LinkedIn Workshop: Create Your Social • The Importance of Self-Care 	
	<ul style="list-style-type: none"> • The Inside Track to Interviewing with Co • Understanding Credit & Your Credit Rep 	<ul style="list-style-type: none"> • WIOA Program Orientation 	<ul style="list-style-type: none"> • Making Smart Credit Choices & Managin 	<ul style="list-style-type: none"> • Job Search Strategies: Creating a Plan of

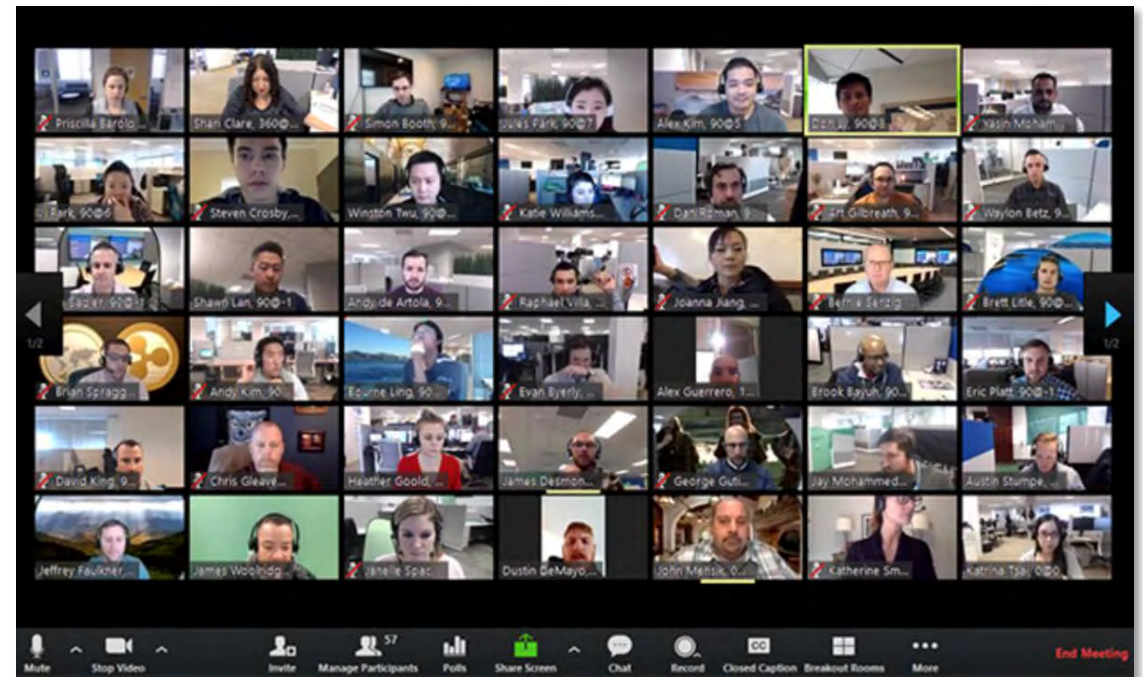
Lessons Learned Along the Way

- A large number of customers are interested in training through an ITA
- Uploading enrollment documentation is a challenge for many
- We continue to make adjustments



Shifting to Virtual JRT

- We began offering virtual JRT in late March
- We currently use the Zoom platform
- All sessions are open to the public
- We offer 2-4 live JRT sessions each week



Preparing for Virtual Interviews

- Our goal is for customers to go into interviews confident & prepared
- With virtual interviews we have to overcome:
 - Technology barriers
 - Getting comfortable with virtual interview platforms
 - New expectations



Coaching through Uncertainty

- We are in a time of great uncertainty
- Customers are reflecting “What do I want to do?”
- We encourage intelligent risks
- We are teaching customers how to identify industries and occupations that are viable right now in their job market

**WHAT
DO
YOU
WANT
TO DO?**

Differences: In-Person and Virtual

Virtual Interview:

- Electronic Device Needed
- Remote
- One Way Interview
- Appearance: You & your background

Face-to-Face Interview:

- No Electronic Device Needed
- Travel to meet with business
- One-on-One Interview
- Appearance: You





Overcoming Tech Challenges & Fears

- We encourage customers to download the software platform ahead of time
- Customers *must* take virtual interviews as seriously as in-person
- It is still important to fully research companies and jobs
- We discuss the do's and don'ts of appearance, camera use, backgrounds, etc.
- Coaching on how to read cues from employers in a virtual setting

Tracking Progress & Continually Evaluating

- Job seekers must map out a plan
- They should track progress on a daily/weekly basis
- If results are not there, they must recalibrate



Virtual Assessment Tips

- IllinoisworkNet.com
- Khan Academy
 - Free www.khanacademy.org
- AZTEC
 - www.aztecsoftware.com
- Prove-It! (Kenexa) Skills Assessments



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thank you