



2010 NEDP TECHNOLOGY SURVEY

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CASAS

- Overview and survey purpose
- Survey design
- Participation
- Findings
 - Access to technology
 - Technology uses and proficiency
- Implications
 - Staff Development
 - Policy

- CASAS has made a commitment to developing an integrated Internet delivered assessment and data management system for the NEDP
- A system for Internet-delivered client tasks (Generalized Assessment) is in the early stages of development
- Select agencies will pilot CASAS eTests for the writing diagnostic requirement
- Agencies will use CASAS eTests for all diagnostic testing in the future; some agencies are currently doing this

Survey purpose: changes to the NEDP

- Determine the readiness of NEDP agencies, professional staff, and clients, to changes in:
 - content and design of NEDP client tasks
 - method of delivery of diagnostic and assessment instruments
 - management of client data
- ..that incorporate ICT (Information and Communication Technology)

■ Integration of technology-based resources

Diagnostic Phase

- CASAS eTests
 - local computer-based testing initially, online soon thereafter
 - Reading, Math, Writing modalities
- O*NET Career Exploration tools (local computer-based and online)
- Data stored in NEDP electronic portfolio

Survey Purpose: changes to the NEDP

- Integration of computer technology-based resources
 - Generalized Assessment
 - Web-based delivery of client tasks
 - Web-based assessor verification (“spot check”)
 - Web-based portfolio review
 - Data downloadable into NEDP electronic portfolio

How do we ensure programs, staff, and clients are prepared to meet the challenges of this transition?

A comprehensive survey consisting of three questionnaires was conducted during spring 2010

- Agency questionnaire
- NEDP professional staff questionnaire
- Client questionnaire

- Agency questionnaire content
 - Geographic location, e.g. urban, suburban, rural
 - Internet connectivity
 - Internet access restrictions, e.g. firewalls, time limits, hours of availability
 - Use of other local resources for client Internet access

- NEDP Professional Staff questionnaire content
 - Extent of off-site work activities, e.g. at home
 - Extent of client-staff meetings at off-site locations
 - Computer and software use
 - Self-estimation of computer skills
 - Awareness of Internet access for clients

- Client questionnaire content
 - Demographic profile
 - Extent of computer and Internet use
 - Access to the Internet

Survey participation

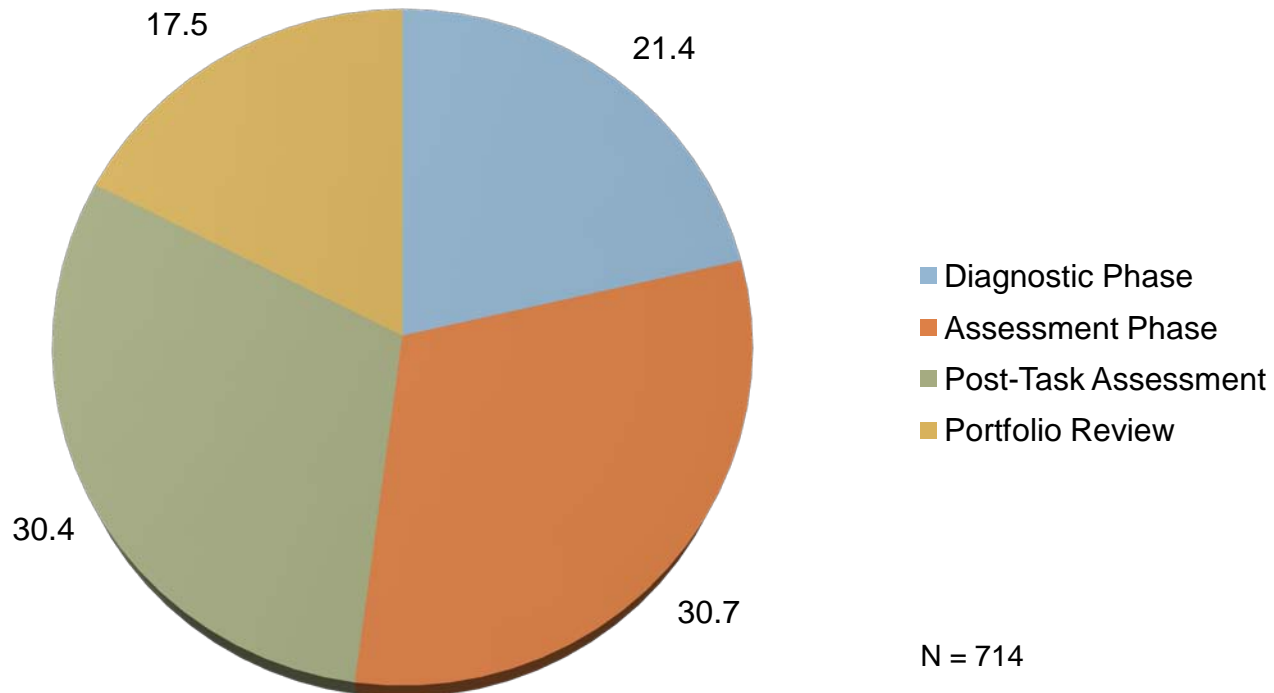


NEDP Technology survey participation

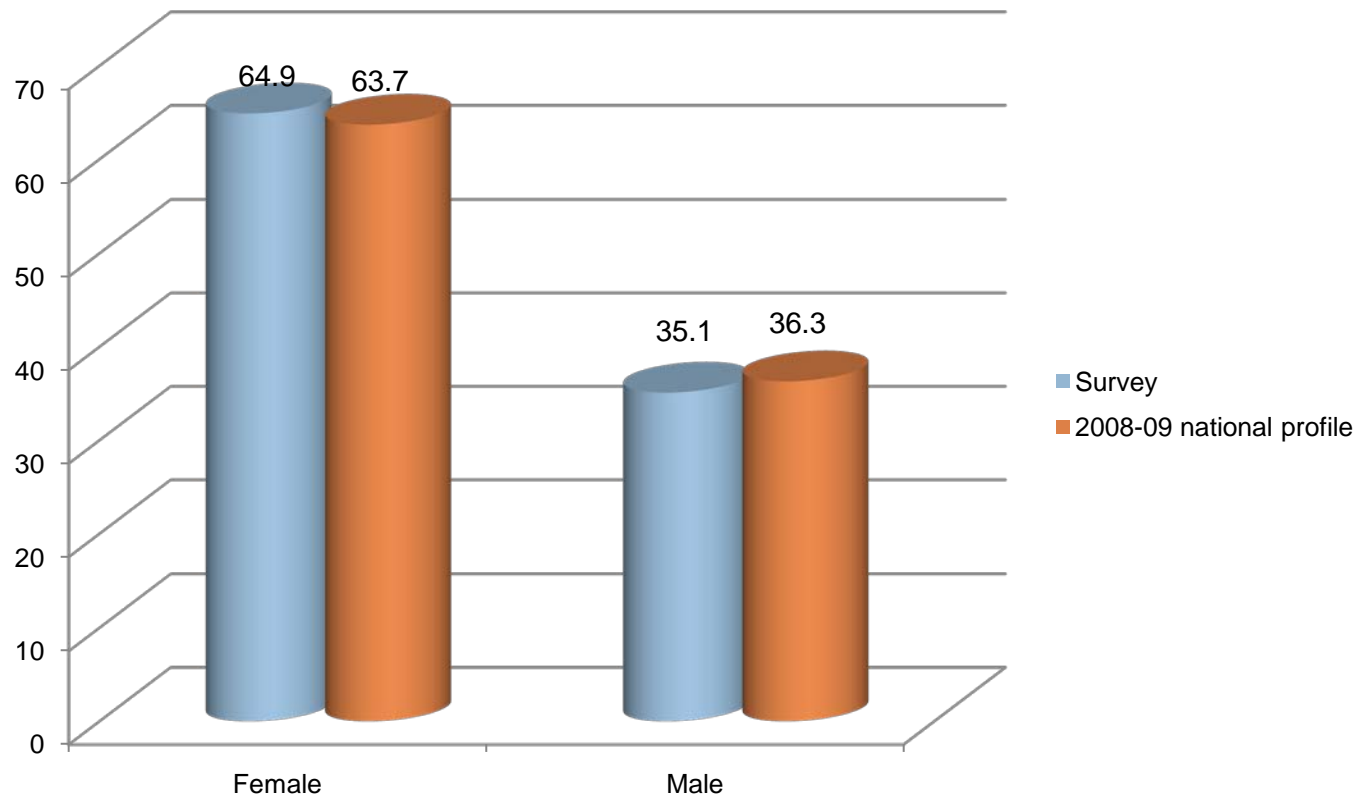
State	Active agencies	Agency surveys	Staff surveys	Client surveys	2008-09 enrollment
CA	2	2	1	0	2
CT	25	26	97	155	646
DC	6	7	24	30	441
IL	1	1	2	1	11
MD	15	16	54	271	1632
NY	20	18	53	181	985
RI	1	1	0	0	98
VA	11	13	38	69	440
WA	4	5	6	8	93
WI	2	1	3	1	59
Total	87	90	278	716	4407

Clients surveyed: 16.2% of total enrollment

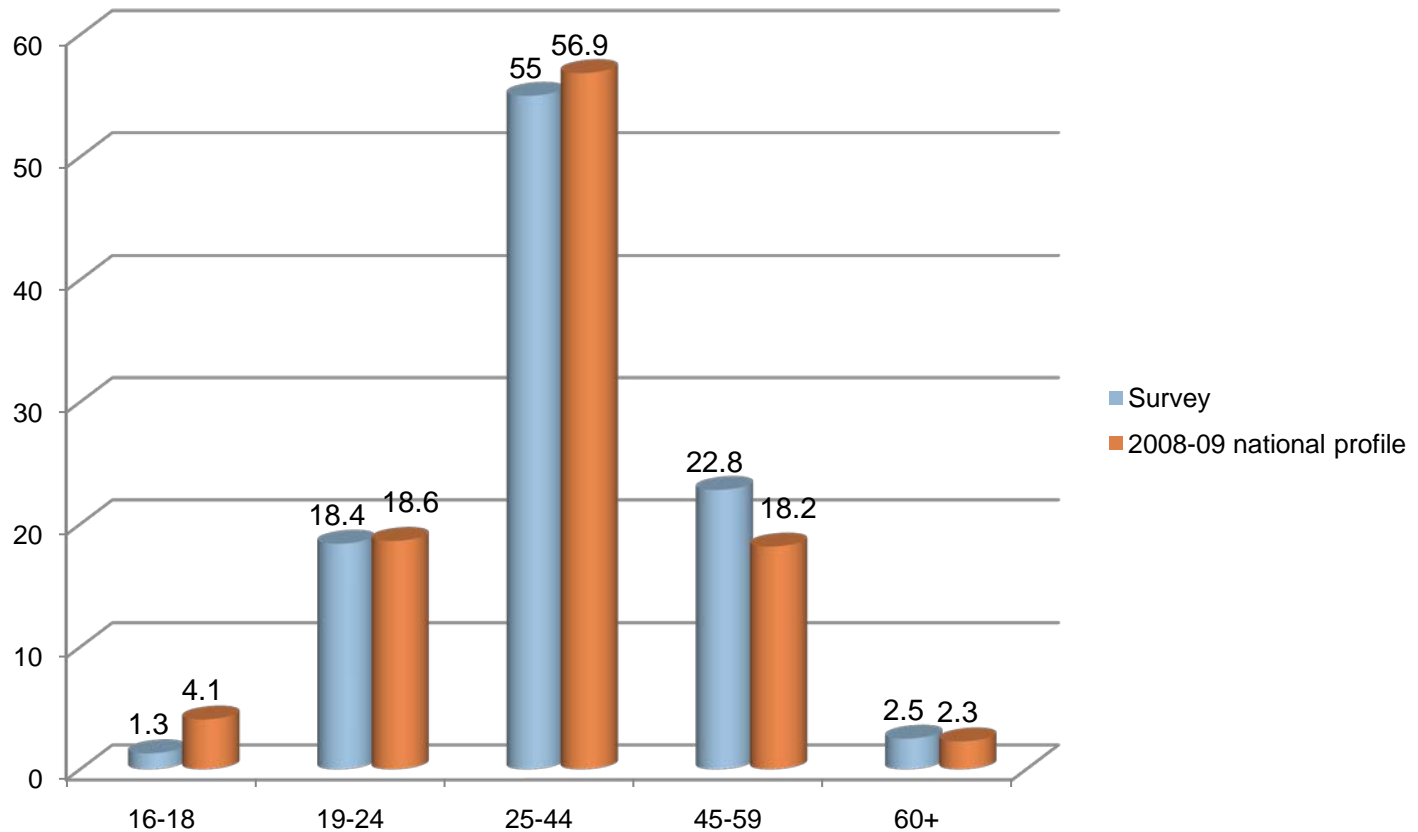
NEDP Client status among survey respondents



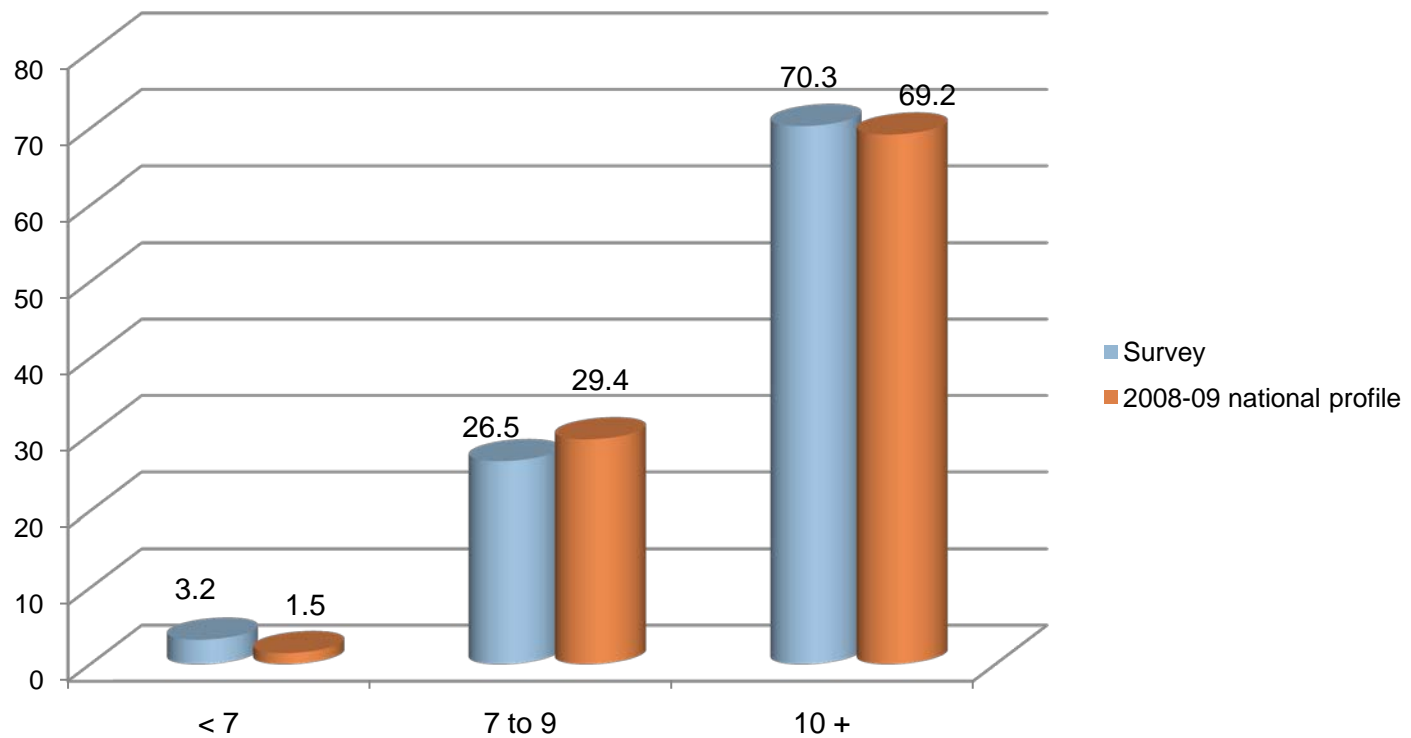
Gender



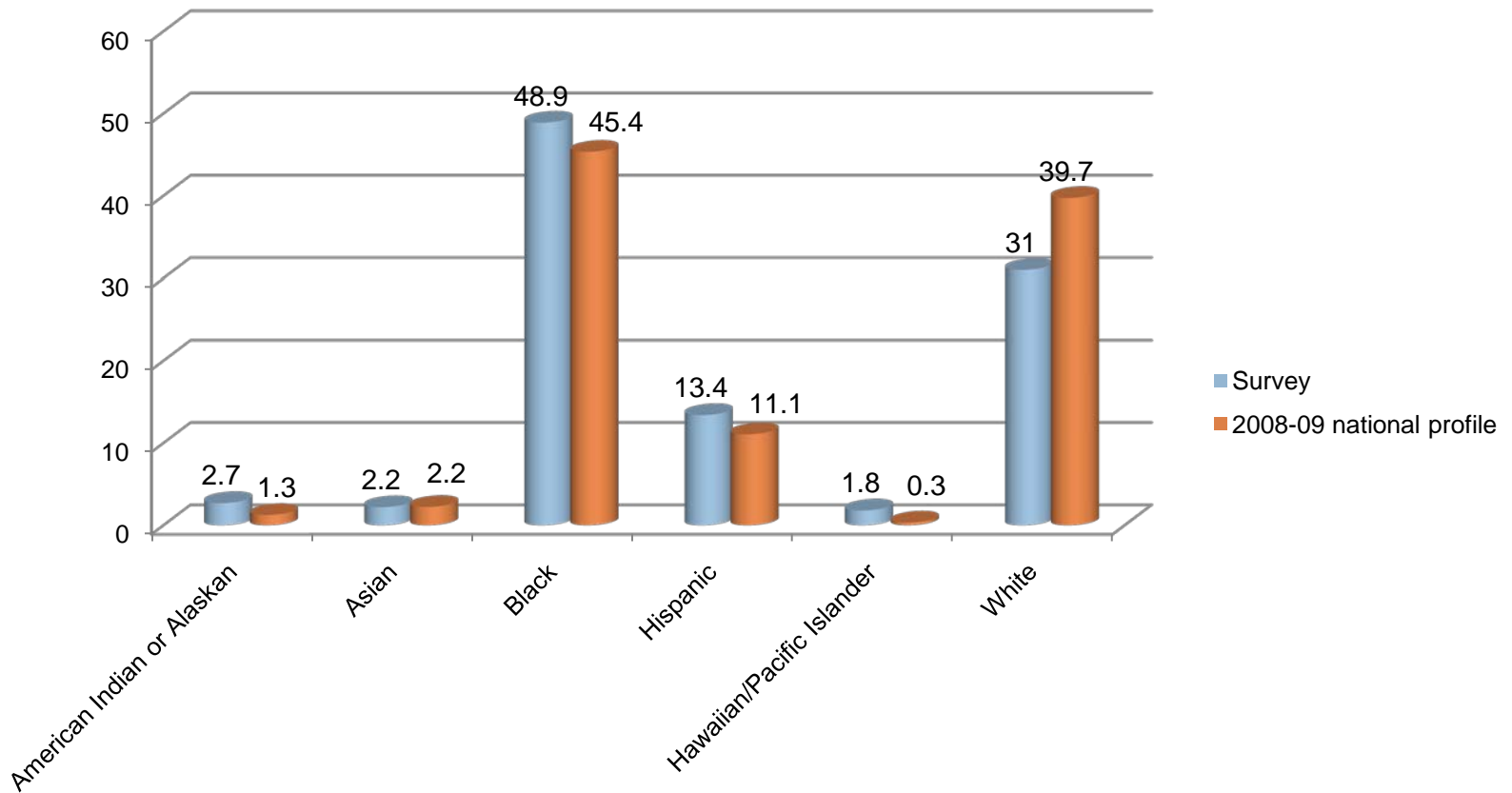
Client age groups



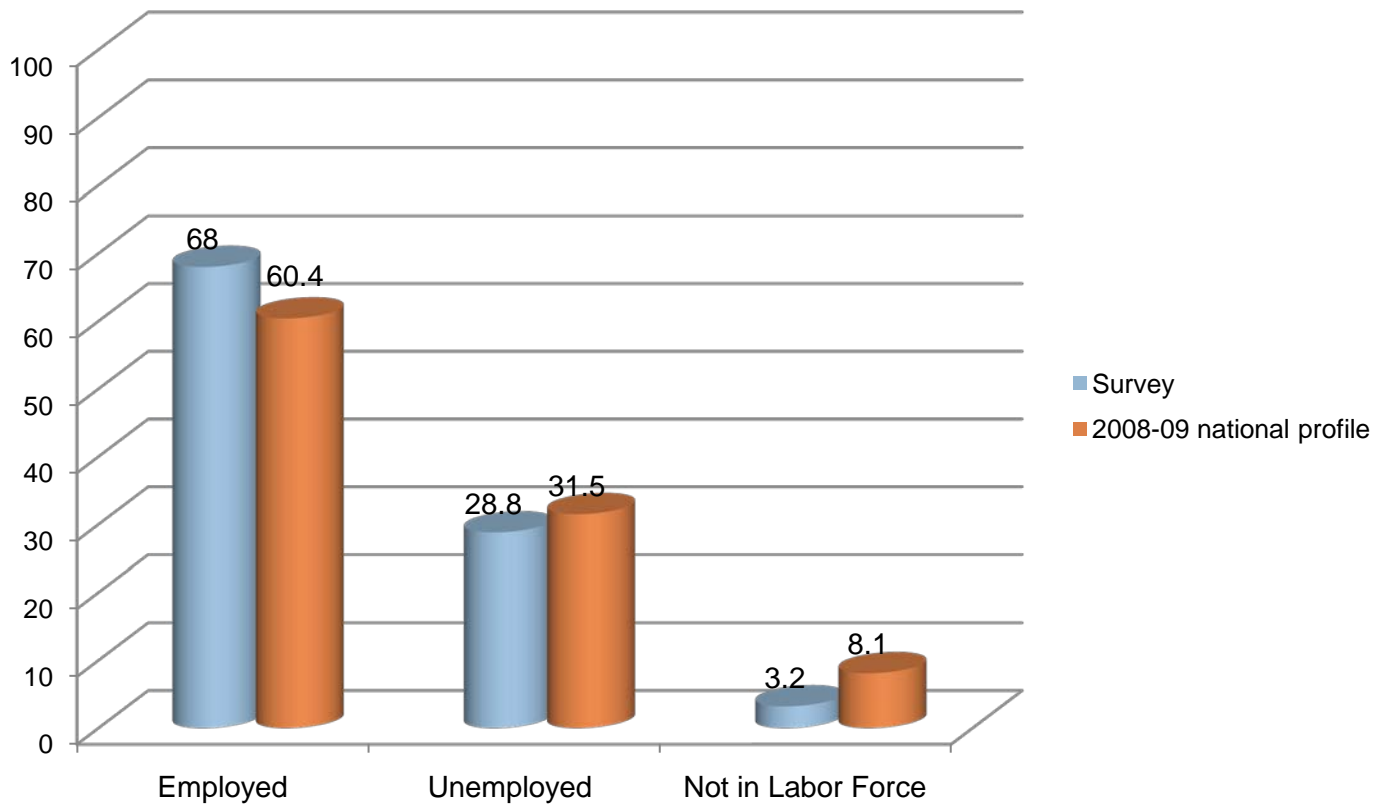
Client years of prior education



Client race/ethnicity



Client labor force status

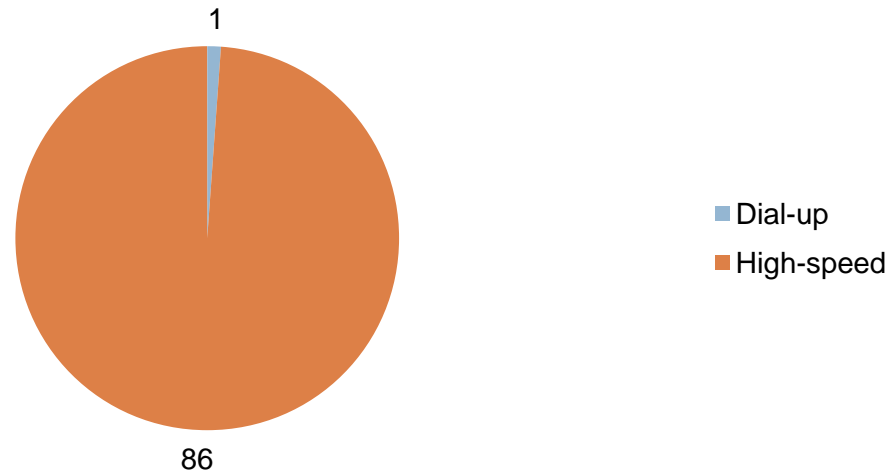


- How *connected* are NEDP agencies and clients?



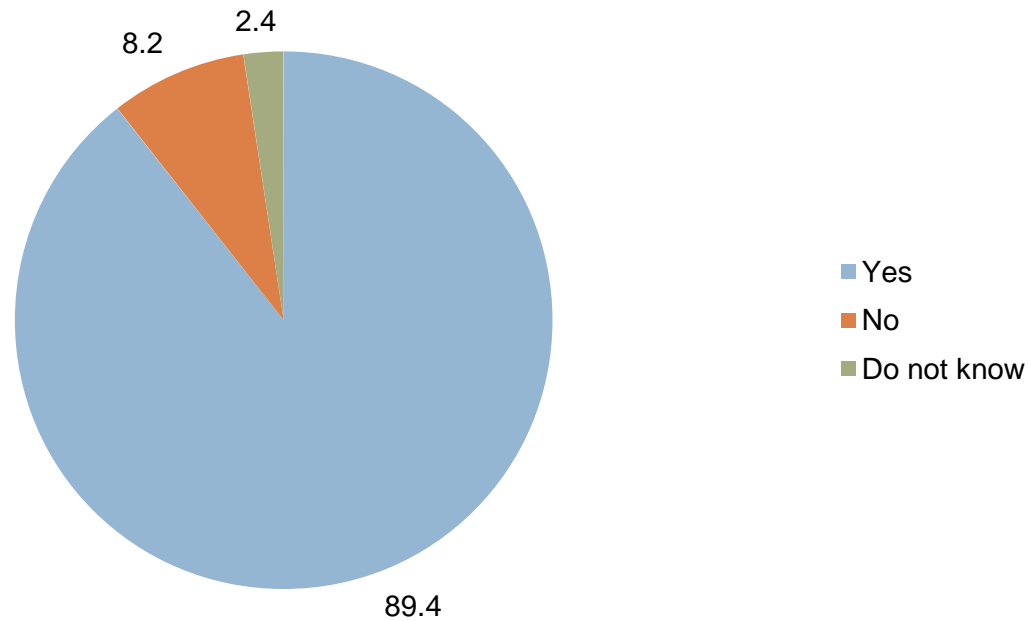
Survey findings: agency access to ICT

Agency Internet connection type at main site

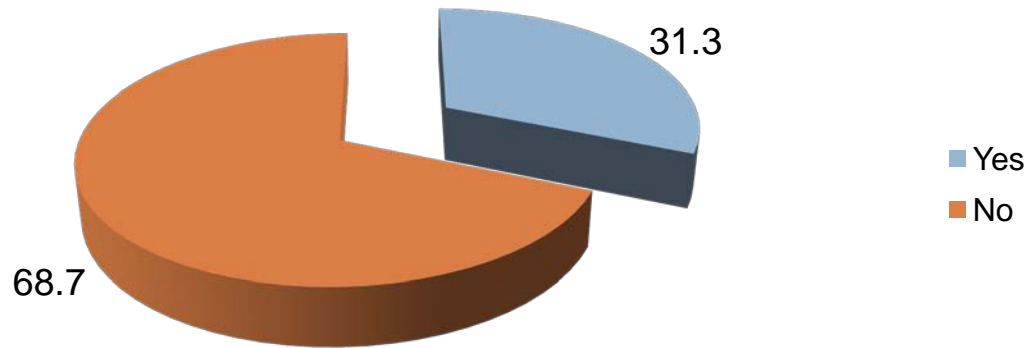


Internet connection	Number of non-main sites
High Speed	82
Dial-up	2
No connection	6

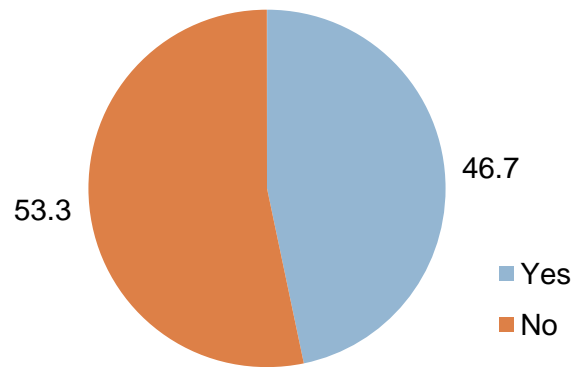
Percent of agencies connecting to the Internet through a firewall



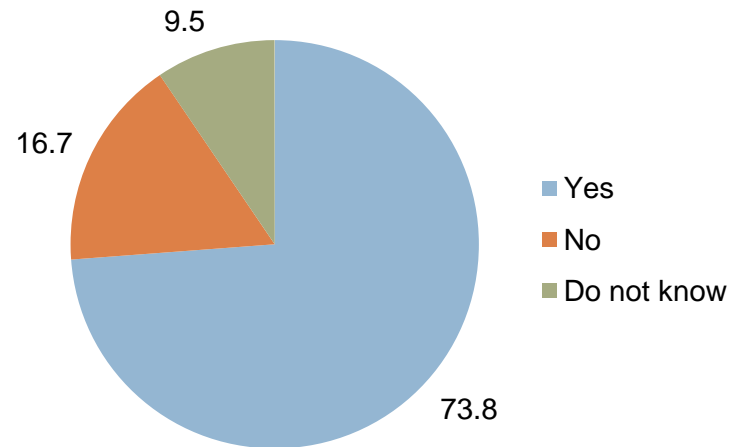
Percent of staff who indicate they meet with clients off-site



Percent of agencies whose advisors conduct Diagnostic activities at non-main site locations

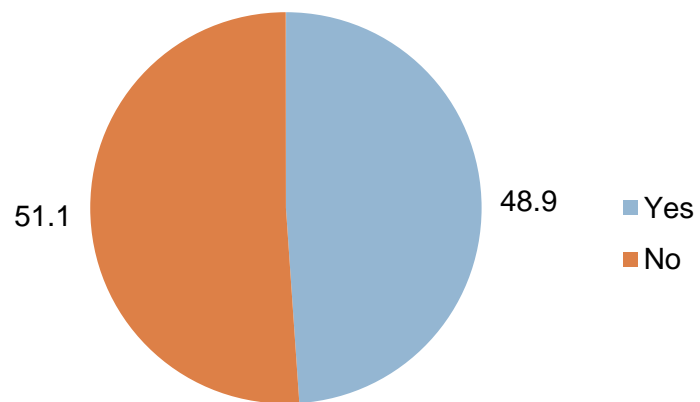


Internet access at non-main locations where Diagnostic activities take place

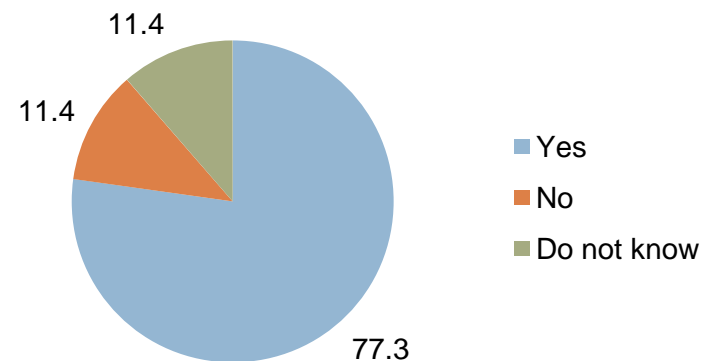


17 of 89 agencies indicate limited time as a restriction

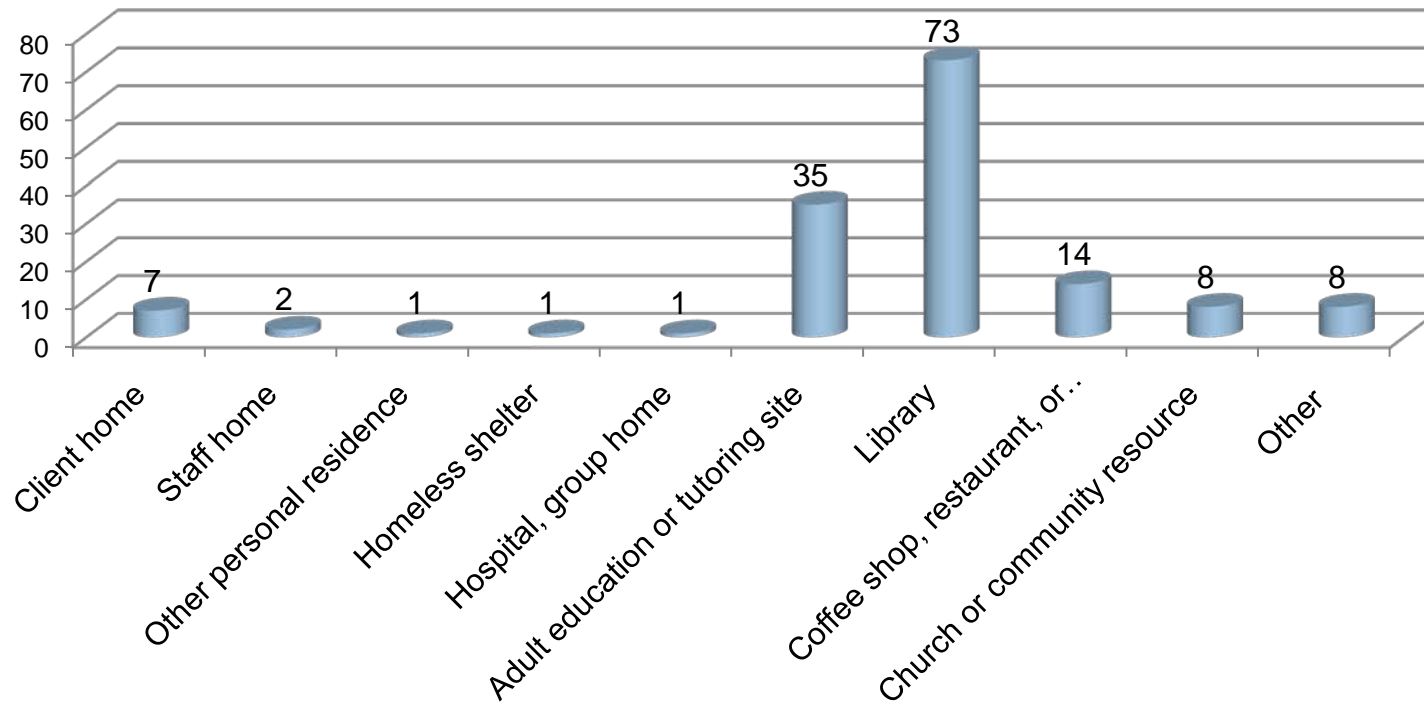
Percent of agencies whose assessors conduct activities at non-main site locations



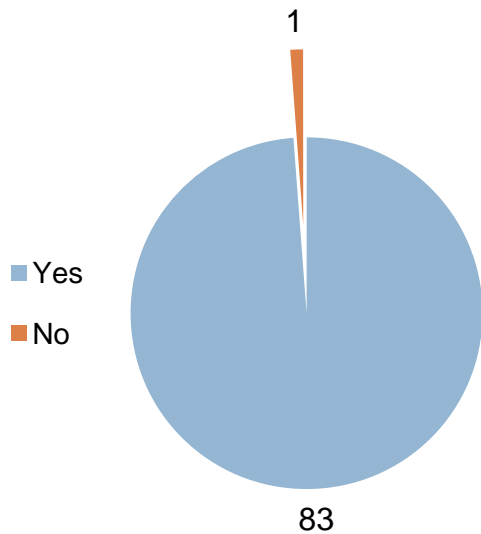
Internet access at non-main locations where Generalized Assessment activities take place



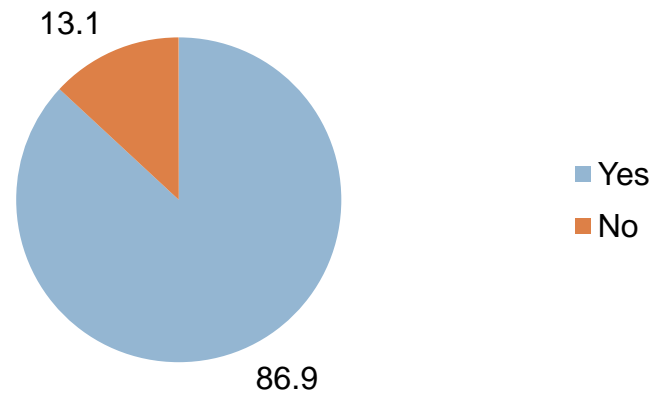
Number of staff indicating meeting clients at non-office locations, by location



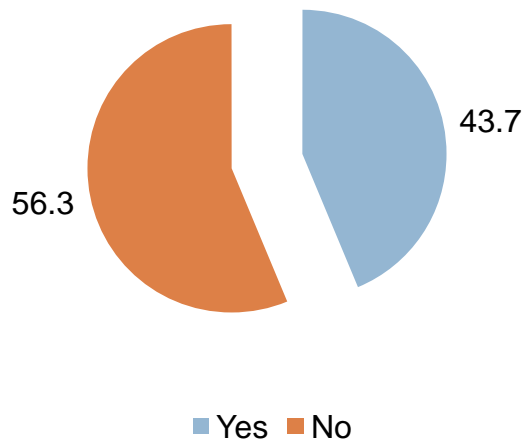
Agencies that indicate providing Internet access to clients



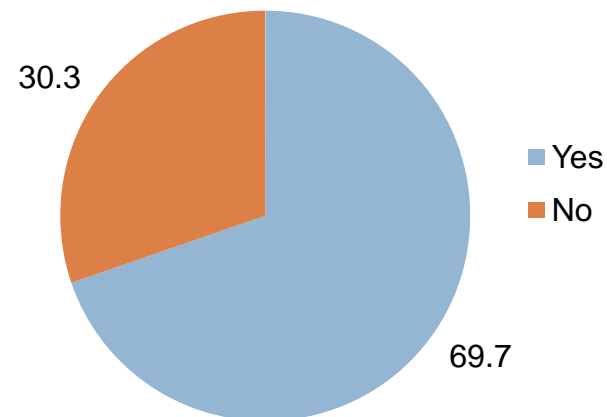
Percent of clients indicating having Internet access at their NEDP site



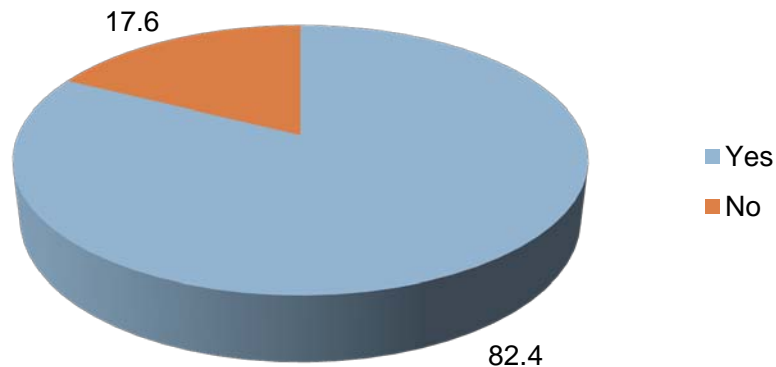
Percent of agencies that impose Internet use time limits or access restrictions



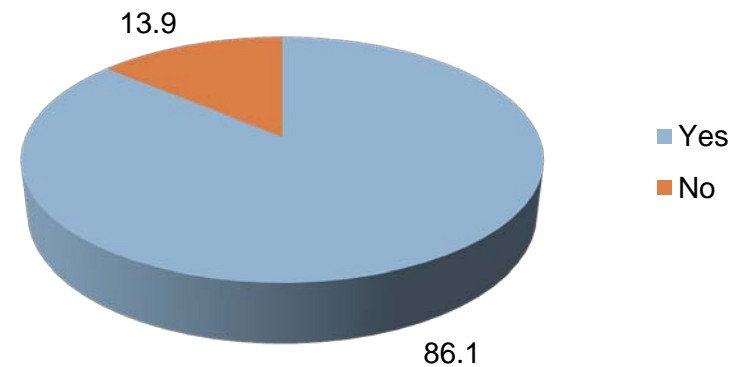
Percent of agencies that refer clients to other local Internet resources



Percent of clients with Internet access at home (*all surveyed clients)

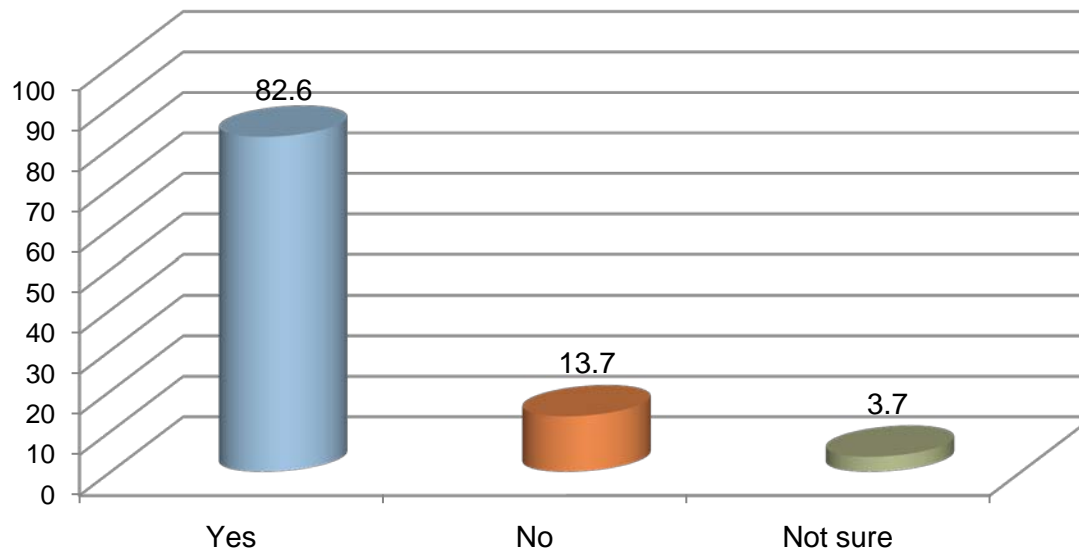


Percent of clients with Internet access at home (*among clients who have previously used the Internet)

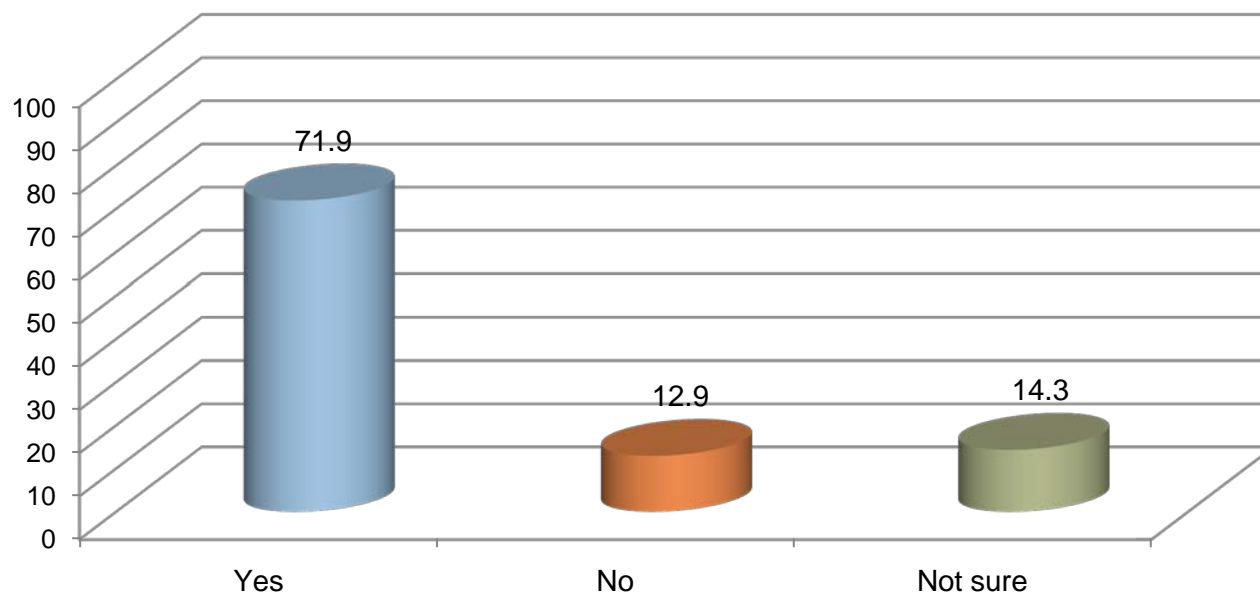


Among clients reporting no Internet access at home, there is no correlation with program location, e.g. rural, suburban, urban

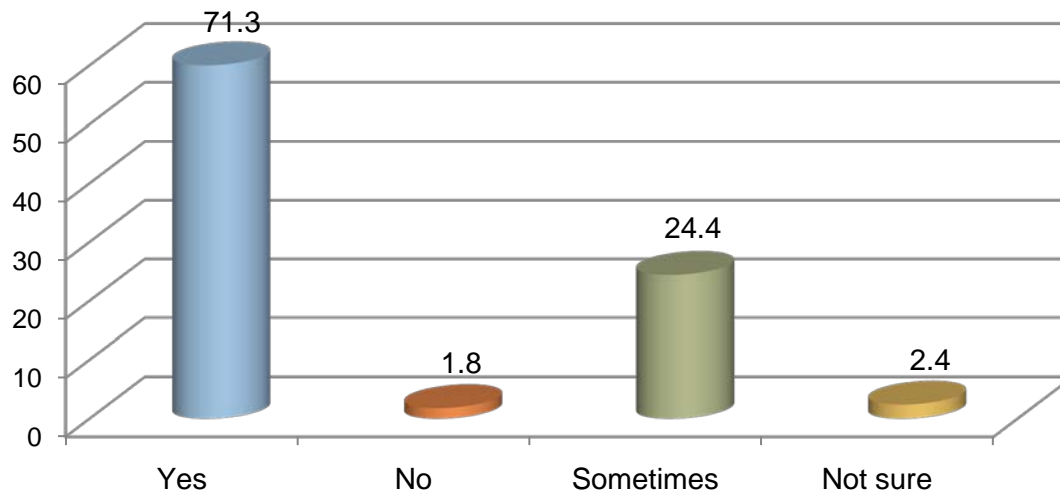
Client Internet access at family or friend's home



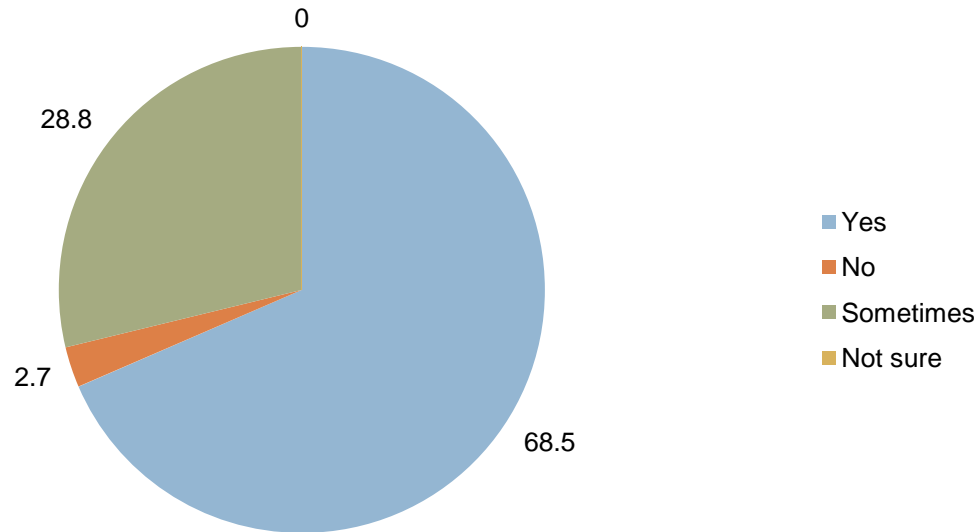
Clients indicating having Internet access at a local adult education site



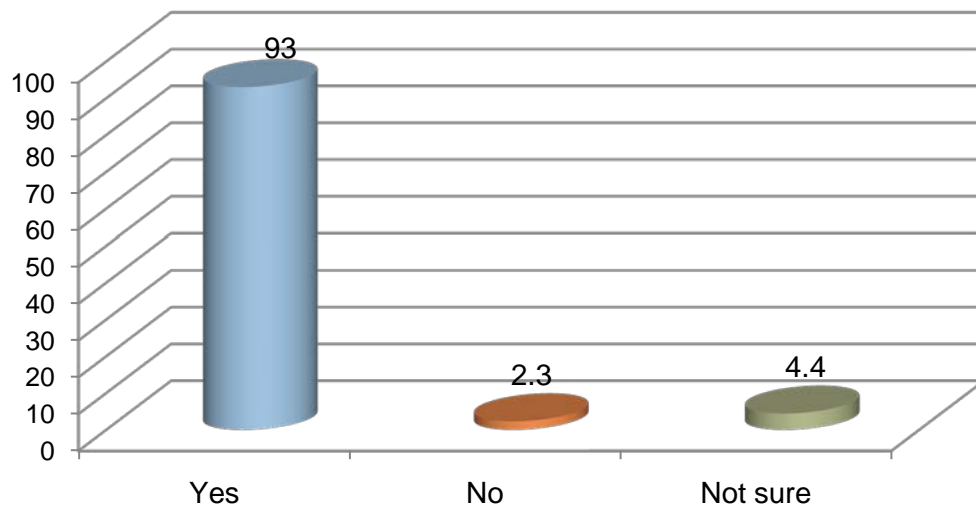
Adult education site Internet access: do available hours fit your schedule?



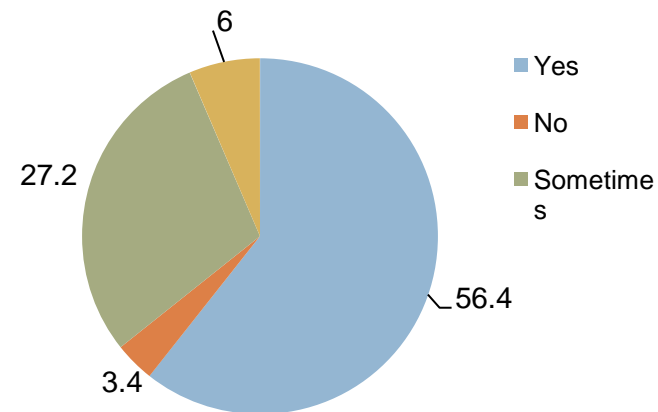
Clients without home Internet; do local adult education or tutoring location hours fit personal schedule?



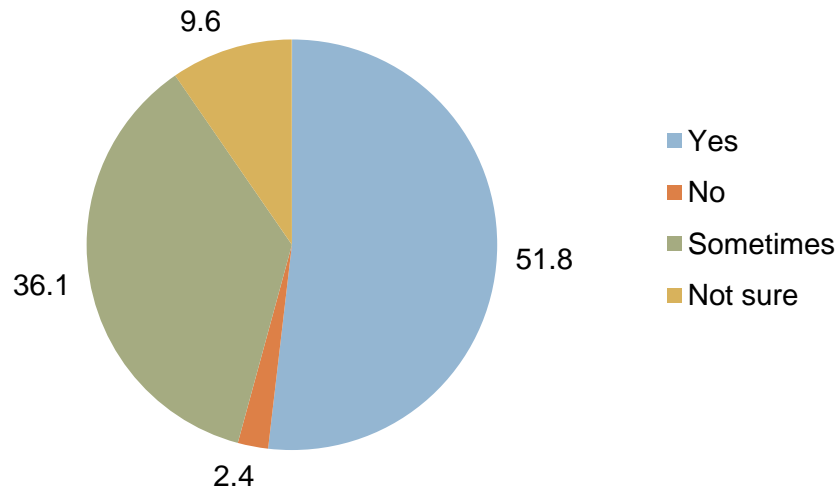
Client Internet access at local library



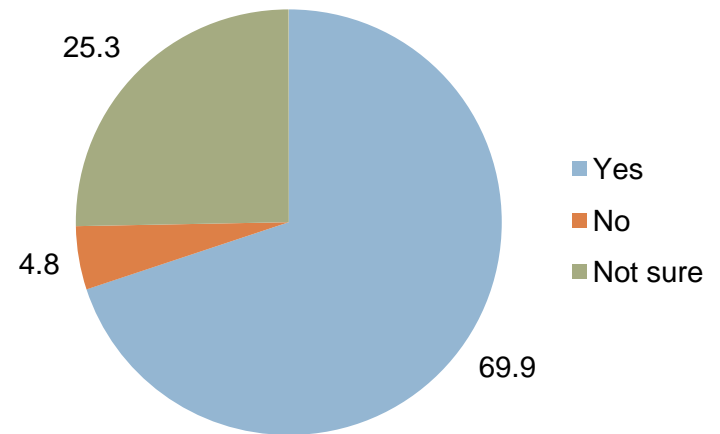
Library Internet access: do available hours fit your schedule?



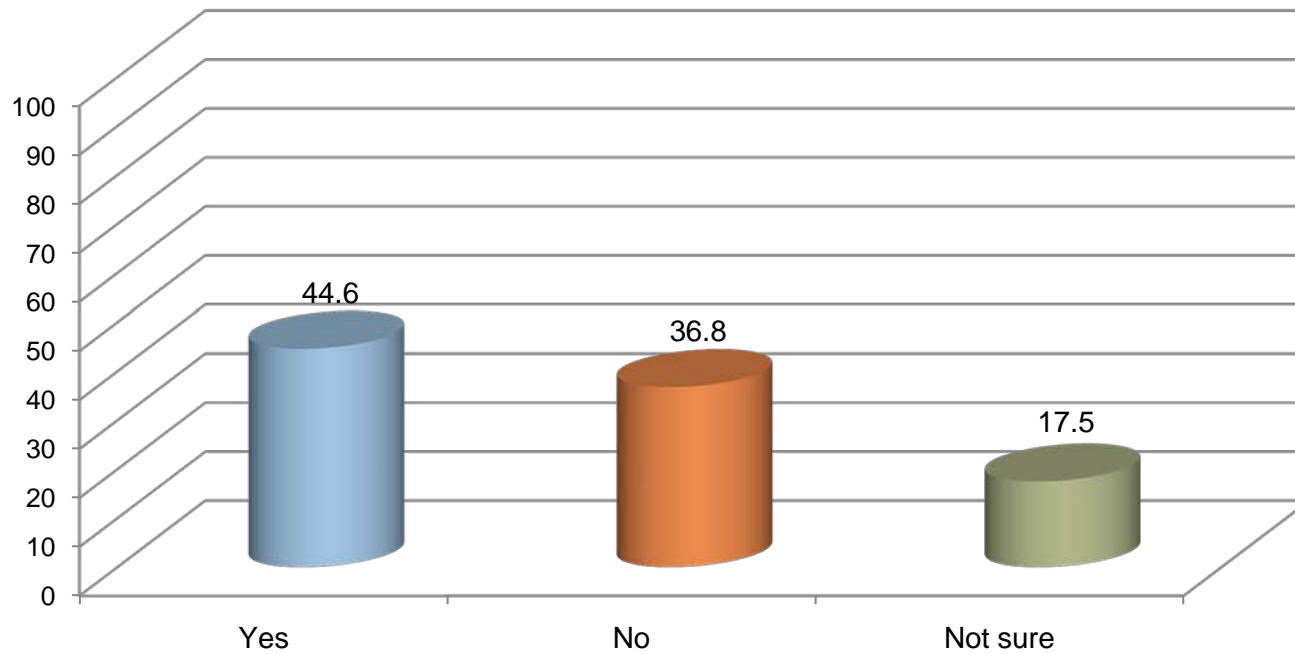
Clients without home Internet; do local library hours fit personal schedule?



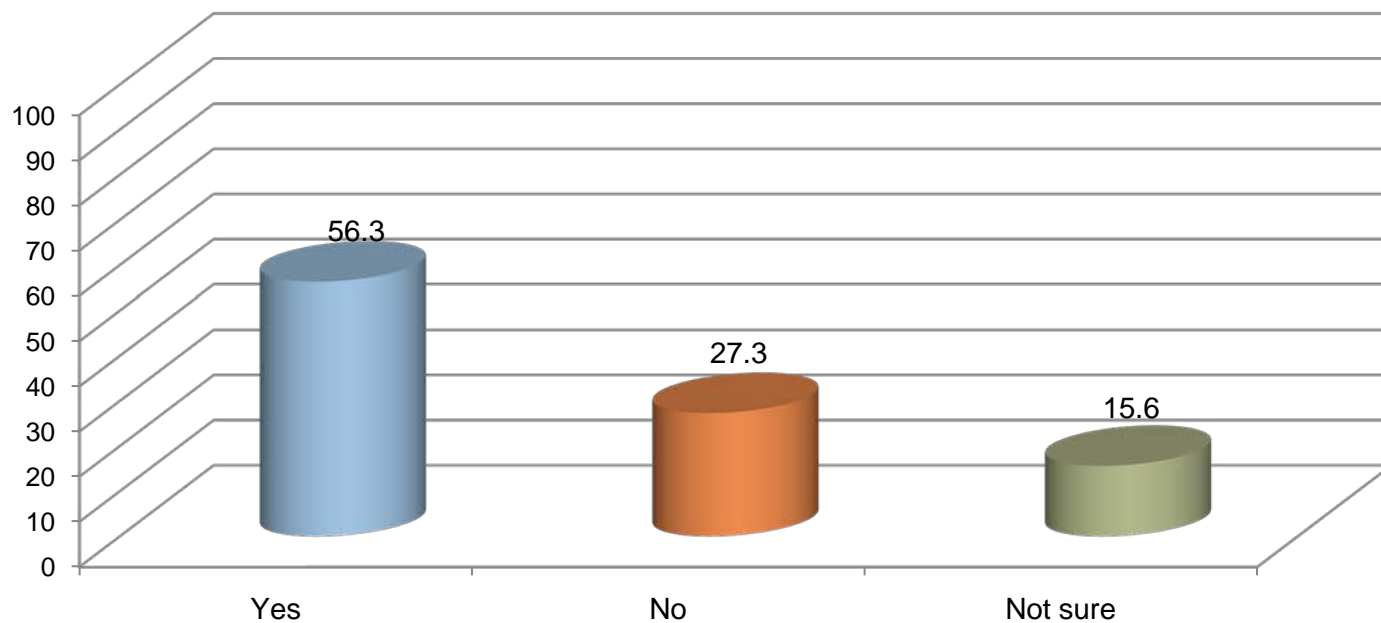
Clients without home Internet; is library Internet access available on weekends?



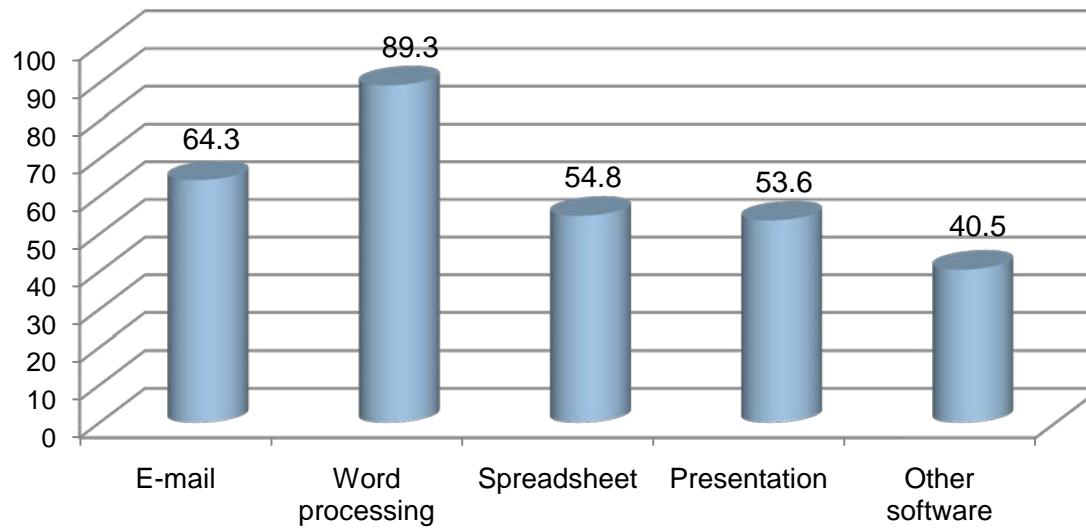
Client Internet access at fee-based public site, such as an Internet cafe



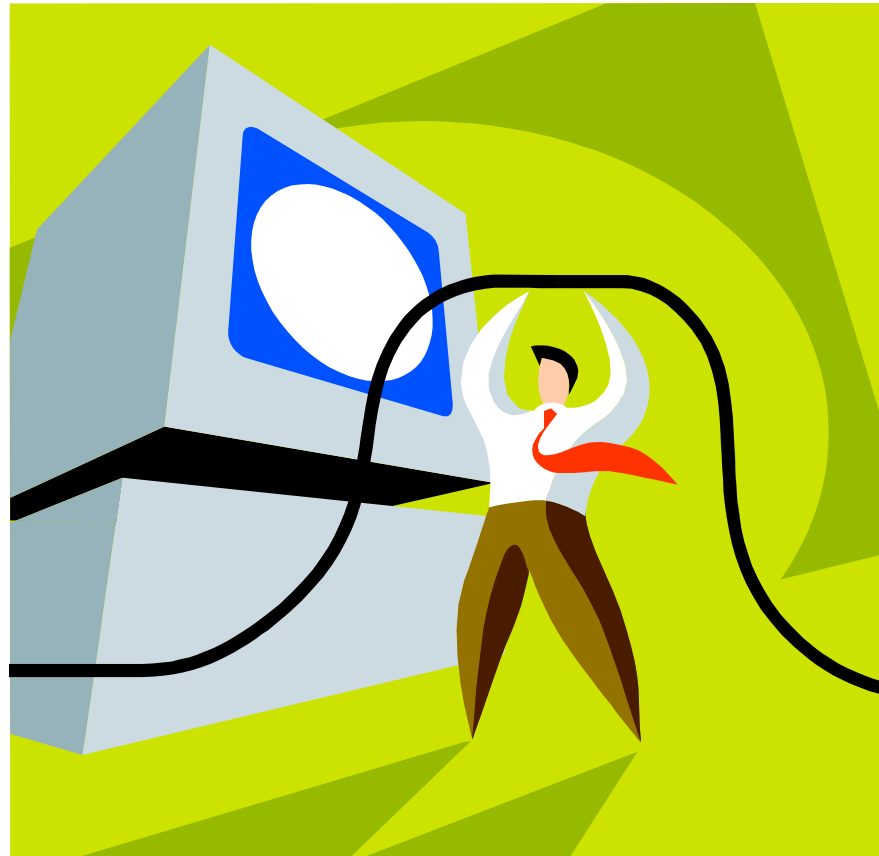
Client Internet access at free public site, such as a coffee shop



Percent of agencies providing technology resources to clients

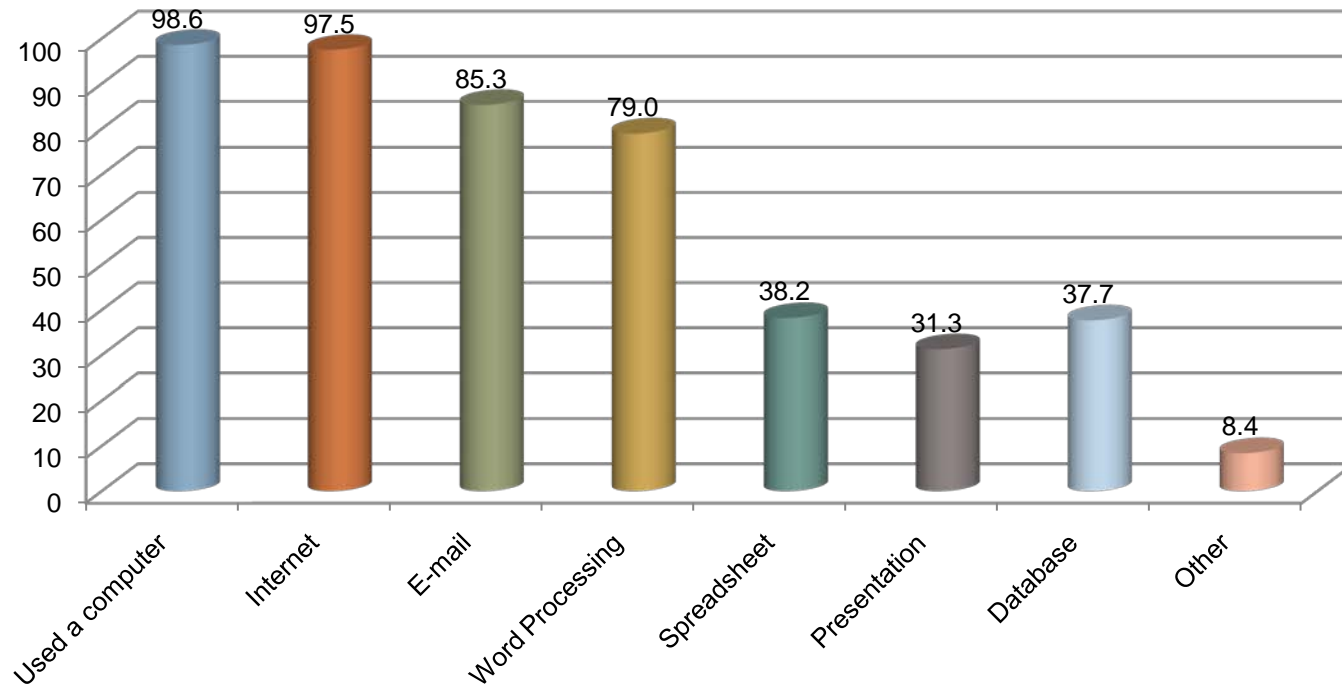


Internet and software use

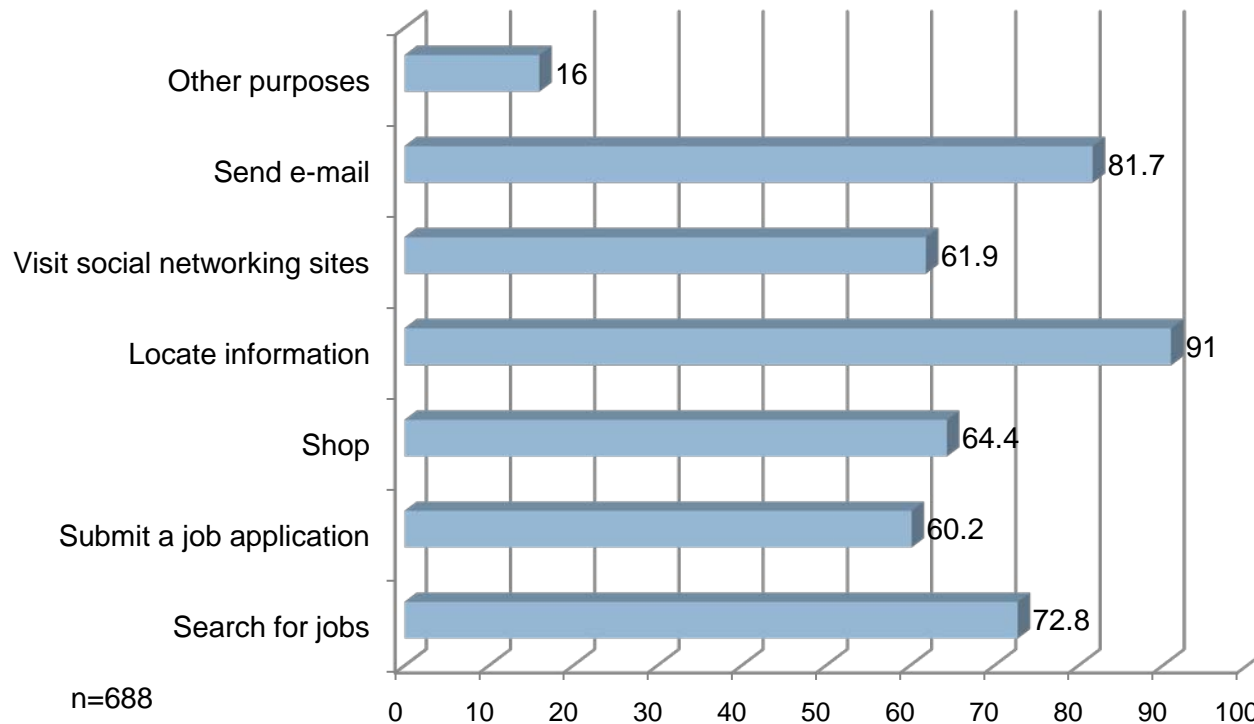


Internet and software use

Percent of clients who have used computers and software



Client uses of the Internet

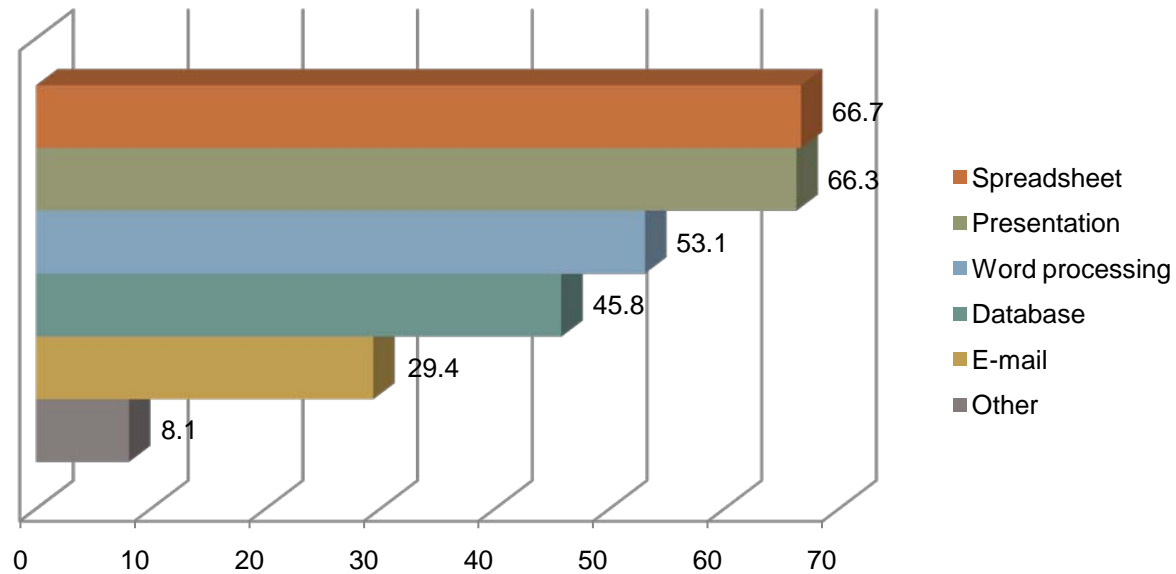


Other client uses of the Internet

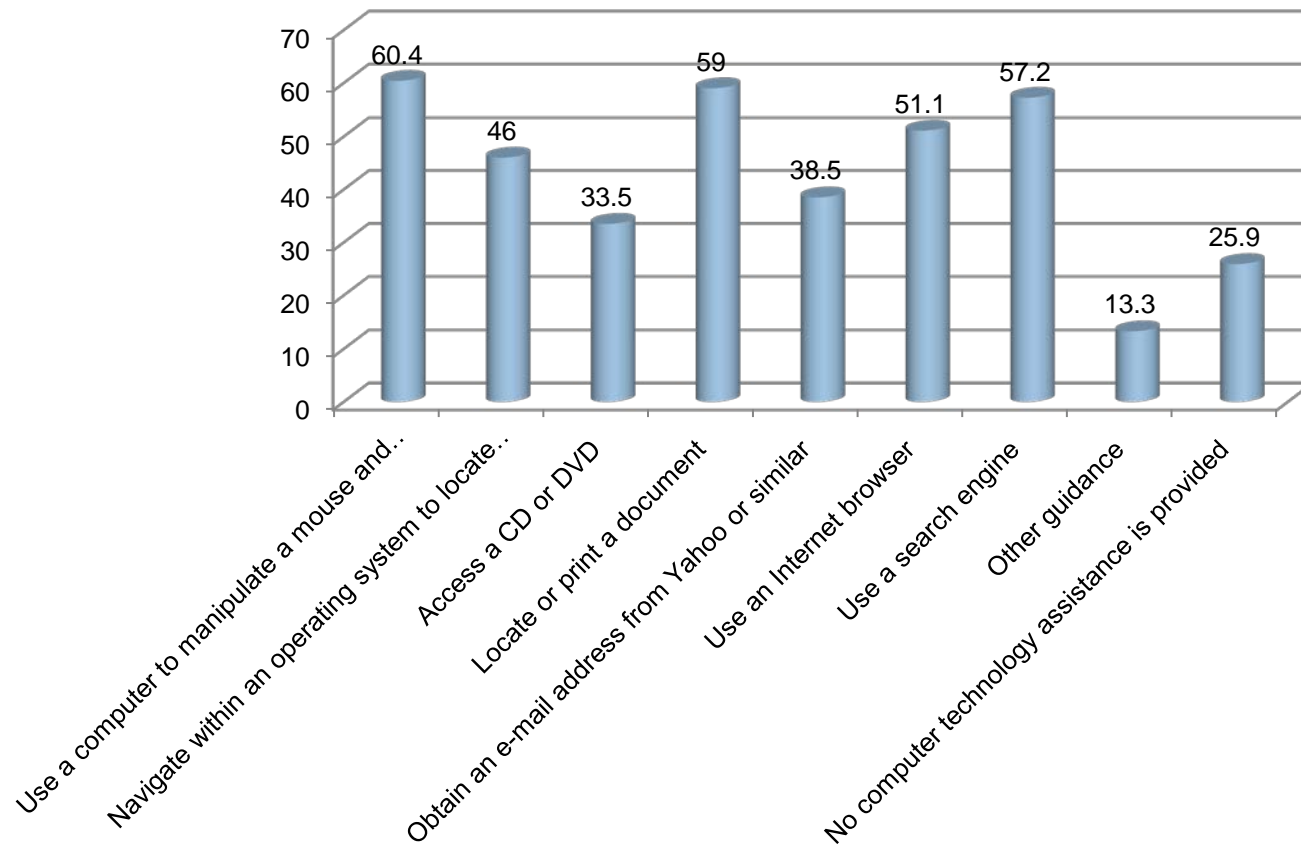
- Banking
- Resume writing
- Research
- Letter writing
- Driving directions
- Find a doctor
- Send invitations, pictures, birthday cards
- Purchase airline tickets
- Get medical history
- Entertainment
- Budgeting
- Rent a car
- Advertise
- Check email
- Assist children with homework

Internet and software use

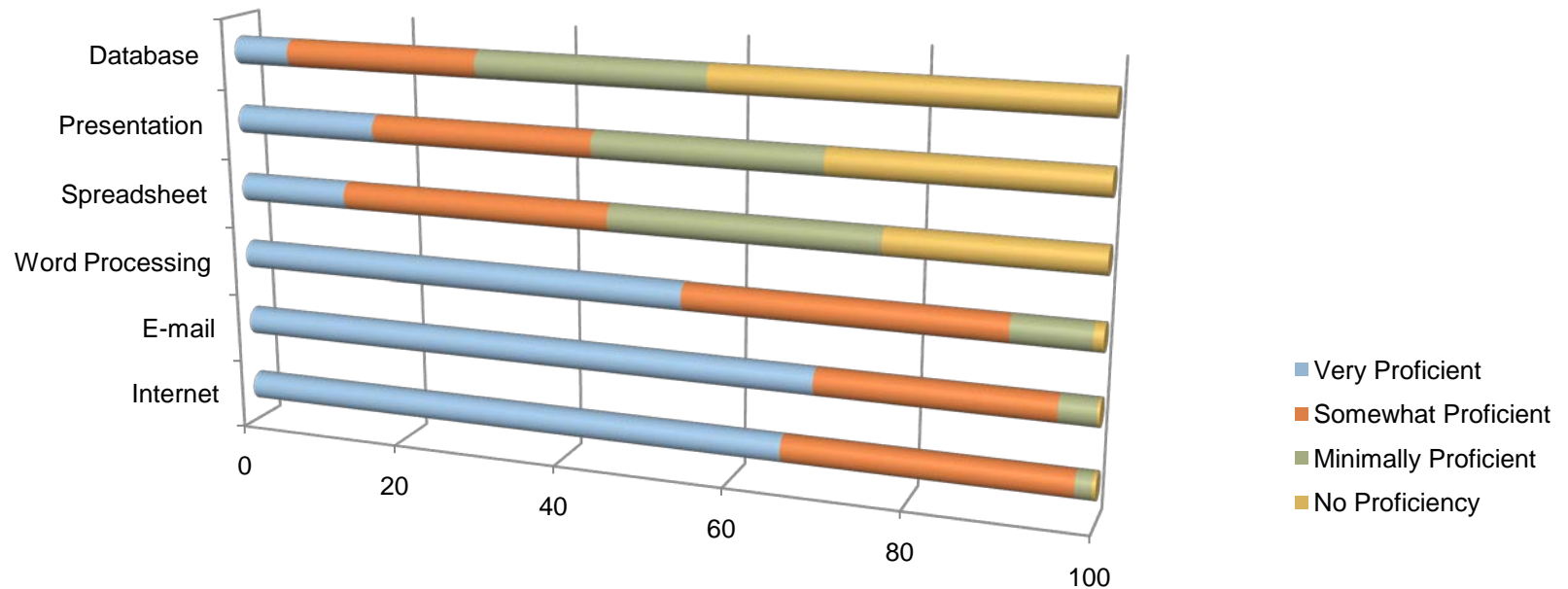
Technologies in which clients feel they need better skills



Percent of staff who assist clients with technology use

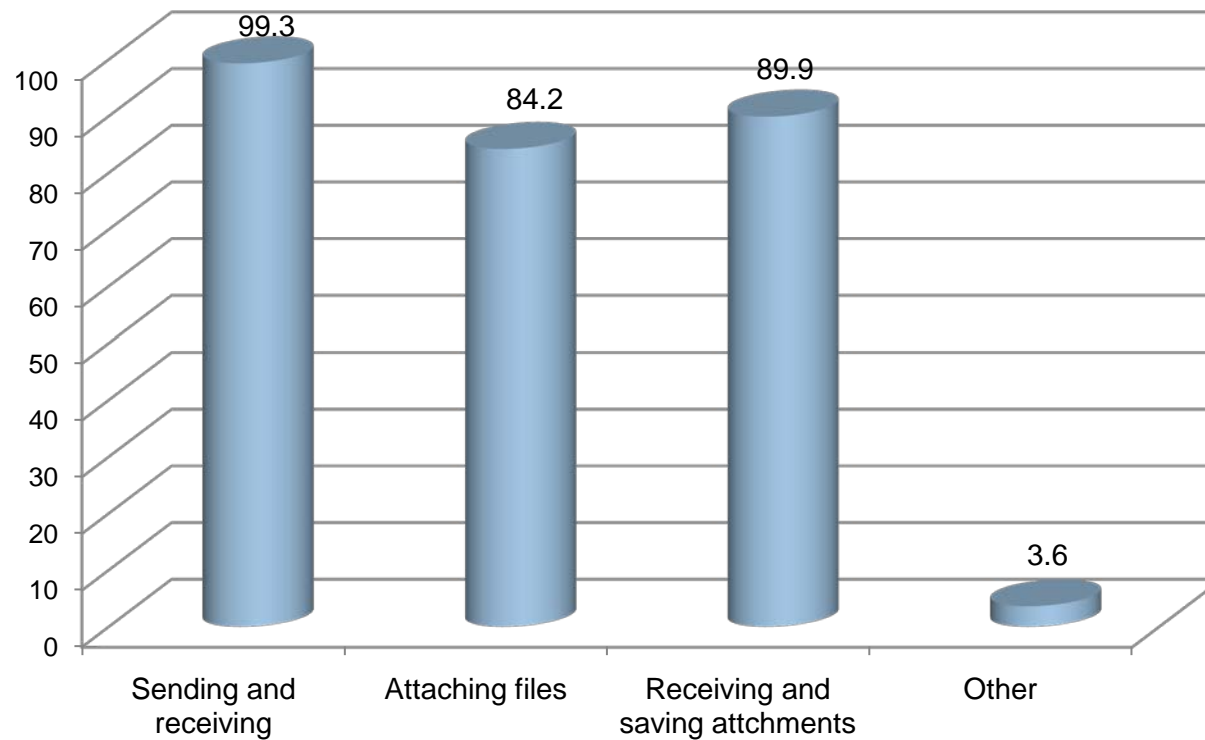


Staff self-assessment of computer proficiency



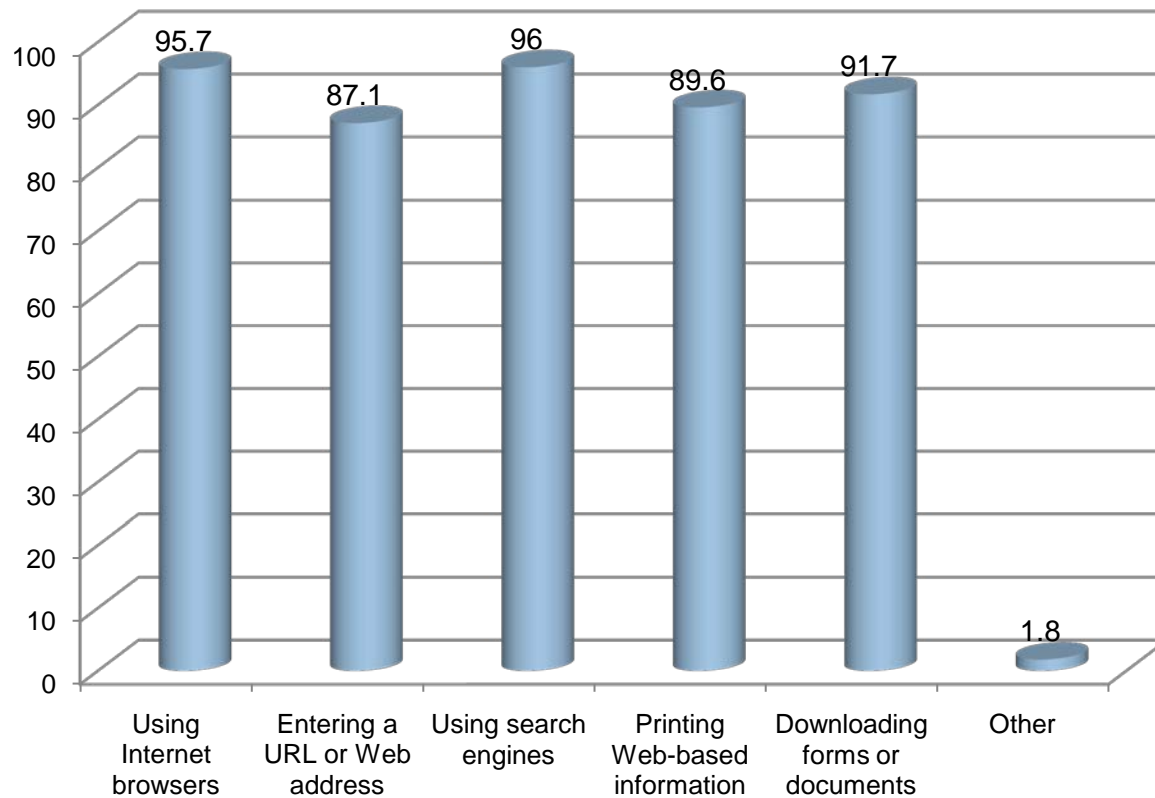
	Internet	E-mail	Word Processing	Spreadsheet	Presentation	Database
Very Proficient	65.8	69.4	54.3	13.3	17.3	6.8
Somewhat Proficient	32	26.3	36	32.4	26.6	23.4
Minimally Proficient	1.8	4	8.6	30.9	26.3	27
No Proficiency	0.4	0.4	1.1	23.4	29.9	42.8

Staff uses of e-mail



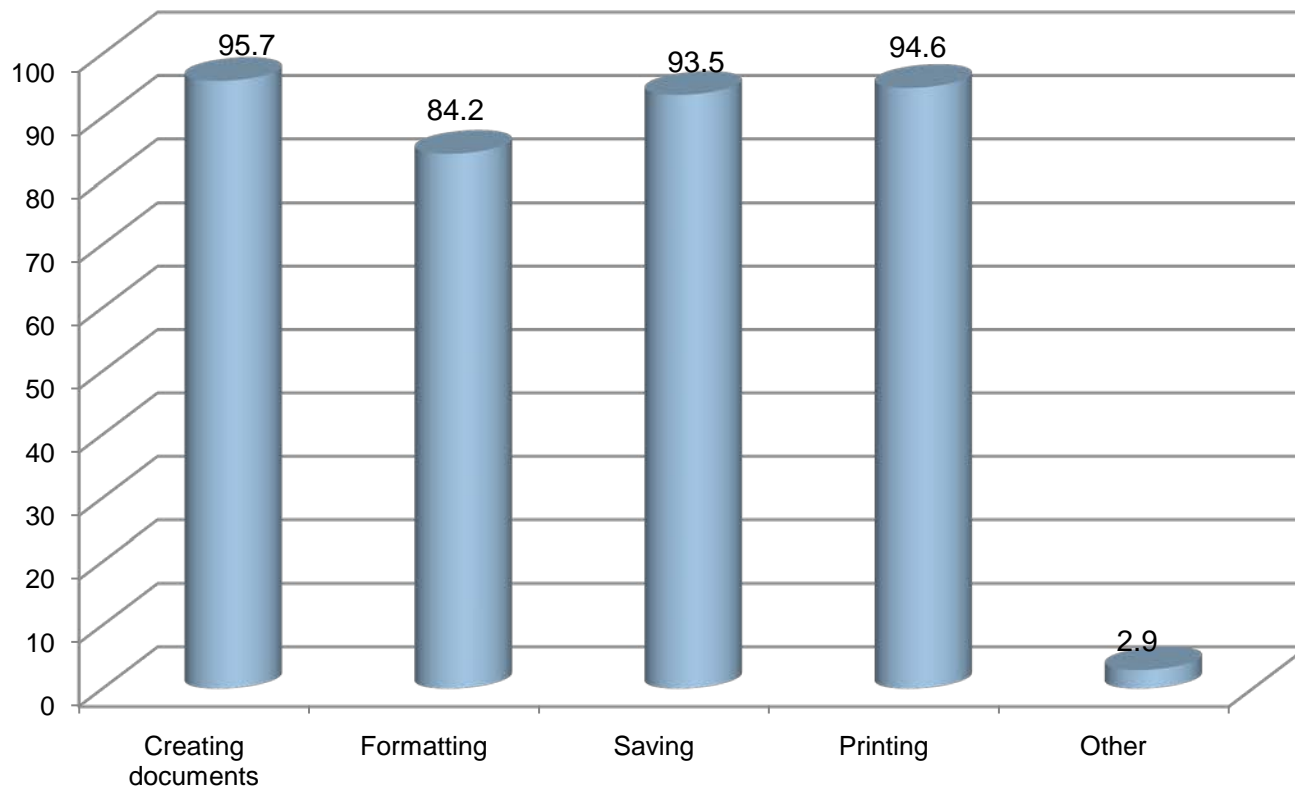
ICT use among clients and staff

Staff uses of the Internet



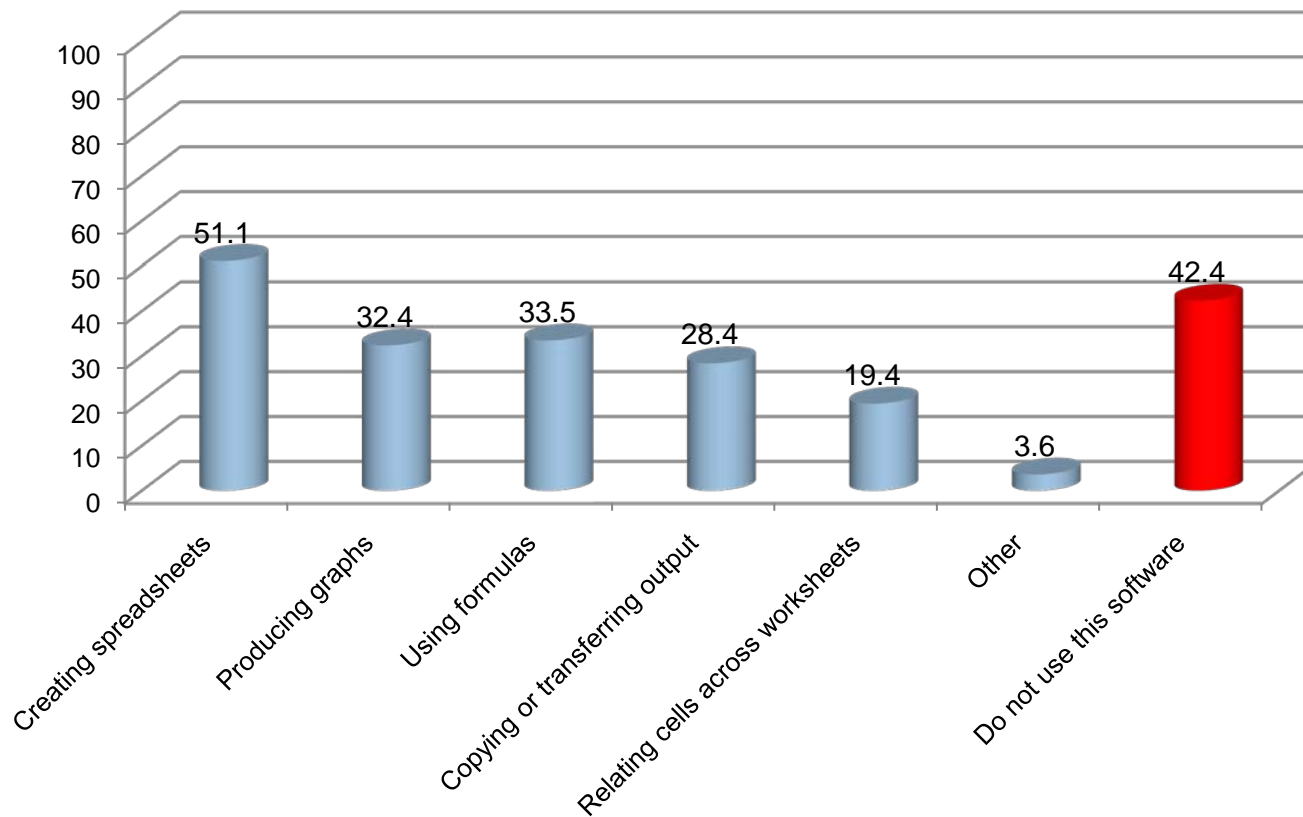
ICT use among clients and staff

Staff uses of word processing software



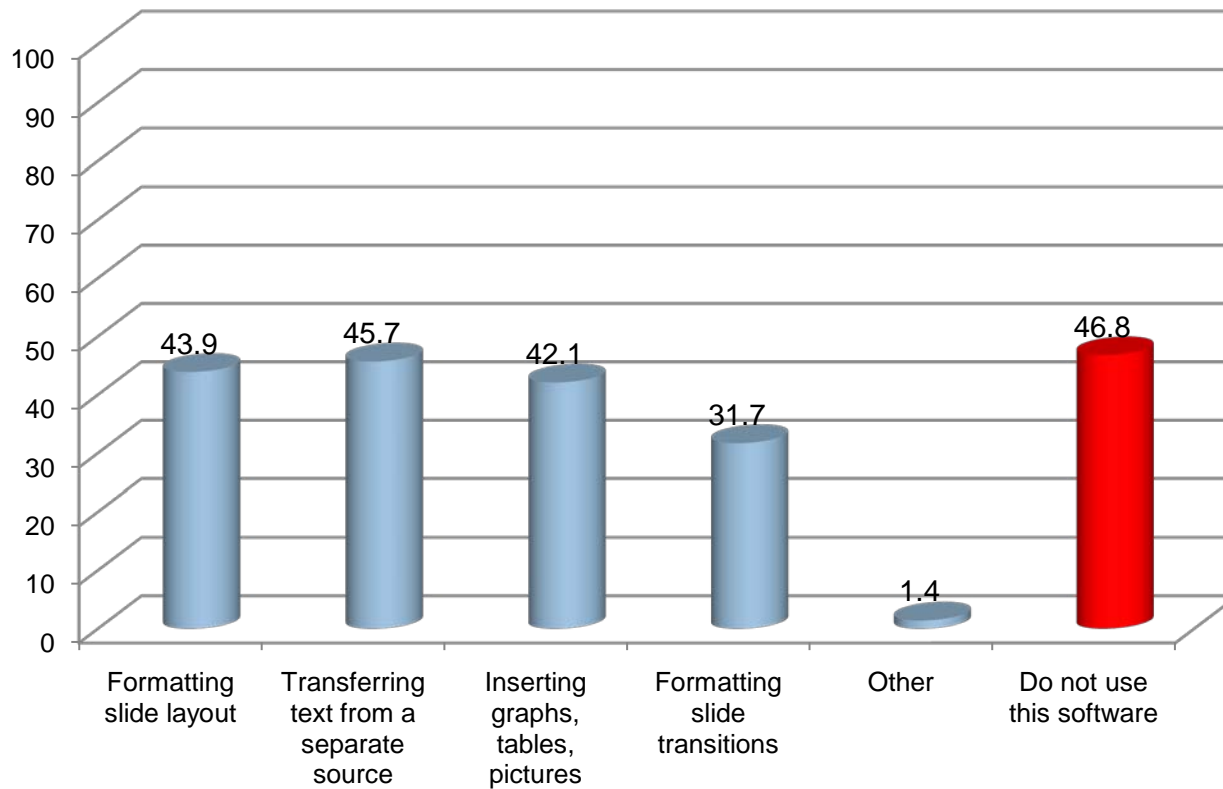
ICT use among clients and staff

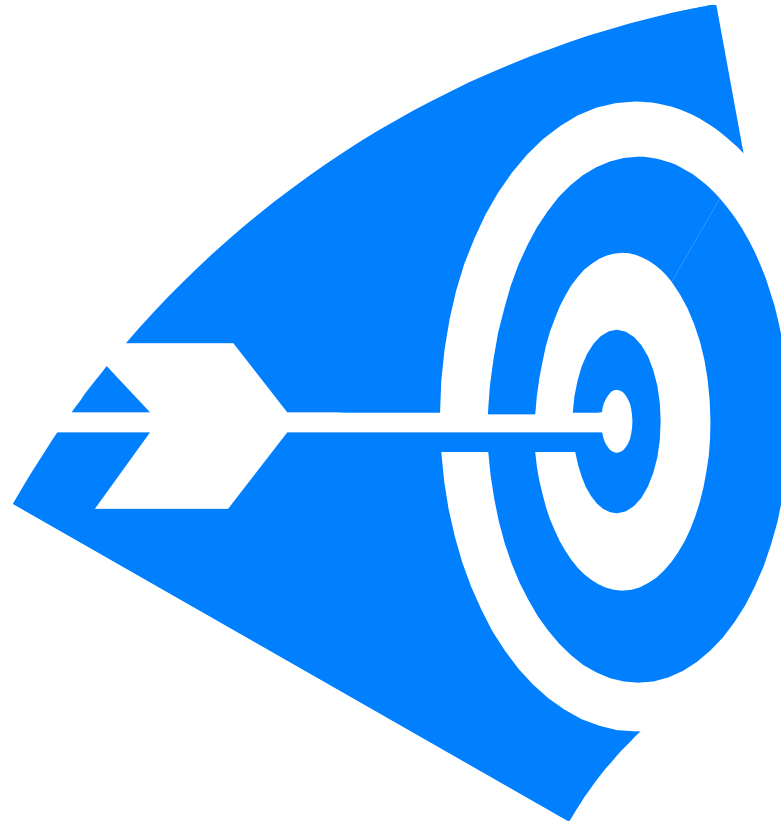
Staff uses of spreadsheet software



ICT use among clients and staff

Staff uses of presentation software





Competency 26: Demonstrate computer skills including keyboarding, software applications, and email

Competency 27: Demonstrate the use of technology to conduct research, communicate information, create original work, organize data, and solve problems

Competency 28: Identify and practice responsible and informed use of ICT

ICT Skills for Advisor/Assessors

- Professional development will address:
 - Survey results
 - ICT performance indicators
- PD goal of staff ability to verify client ICT skills
- Assessment of ICT will be facilitated by clear scoring guidelines

Phased-in ICT Implementation

- Short term:
 - Self-Assessment Checklist
 - Informal diagnostic during enrollment using NEDP Portfolio
 - Each field test item will be labeled with required ICT skills
- Long term:
 - Formal ICT Diagnostic
 - Task A as “second gate”, to introduce and reinforce ICT and media literacy skills

- Agencies will need to plan and adjust some of their practices
- Agencies will need to verify they have the necessary information and communication technologies (ICT) for professional staff and clients
- CASAS will assist agencies with the process of verifying technology and skills requirements

Thank You For Attending

- We value your feedback!
 - After the Institute, you'll receive an e-mail with a link to the evaluation.
 - Please take a moment to let us know what you think about the Institute, the sessions, and the location.
 - We will use your feedback to plan next year's Institute.
- Don't forget!
 - Visit the Resource & Tech Exhibit
 - Golden Foyer
 - Thursday & Friday, 8:00 am-5:00 pm
 - Saturday, 7:30 am-1:00 pm
 - Attend the Poster Session
 - Saturday, 8:00-9:15 am

- Please add presenter contact information here
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