

MASSACHUSETTS WORKFORCE DEVELOPMENT SYSTEM

Mass Workforce Issuance

100 DCS 05.136

☐ Policy ☒ Information

To: Chief Elected Officials
Workforce Development Board Chairs
Workforce Development Board Directors
Title I Administrators
Career Center Directors
Title I Fiscal Officers
DCS Operations Managers

cc: WIOA State Partners

From: Alice Sweeney, Director
Department of Career Services

Date: February 13, 2018

Subject: **DOL/ETA Technology-Based Learning Survey Information**

Purpose: To notify Local Workforce Development Boards and One-Stop Career Center Operators of a forthcoming request to participate in a Department of Labor (DOL) Employment and Training Administration (ETA) survey regarding Technology-Based Learning (TBL) in American Job Centers.

Background: ETA has conducted a study on the use of technology-based learning (TBL) in the workforce system that focused on the use of technology for instruction (rather than for accessing services or managing systems). TBL encompasses many forms of technology used in building skills and knowledge, including computer-based programs, whether on-line or in-house, and which have already shown to be able to expand the geographic reach of the workforce system, lower costs of improving skills and imparting knowledge, and possibly to provide a more effective means for teaching some skills.

As a follow up to the study, DOL/ETA, Region 1 is seeking assistance from American Job Center Directors to participate in **a short survey on the use of Technology-Based Learning (TBL) in American Job Centers (AJCs)**. The survey was approved by OMB under Control # 1205-0346 and is part of a broader research effort to develop a comprehensive baseline of information on the use of TBL on the frontline of the workforce system. The survey is being administered

by ETA's contractor Abt Associates, and its partner, MEF Associates. The survey will be available from February 8th through **March 15, 2018**. The survey asks questions about the types of programs in use, settings, instructor roles, perceptions as to effectiveness, challenges, partnership arrangements, and connectivity issues, among others. Individual survey responses and the identity of respondents and centers will not be shared with ETA, and all information will be presented in aggregated form by the contractor in the final report.

DOL/ETA asserts that AJC responses are important for several reasons: the data from AJCs in the survey, combined with findings from seven local site visits, will be used to identify trends, promising practices, areas for possible technical assistance, and ideas for possible future pilot or demonstration projects. The information from local AJCs will thus contribute to the evidence base and possibly spur other research in an as-yet uncharted area of services in the workforce system.

In the next few days, AJC management and staff will receive two emails from MEF Associates, which will come from the following address: TBLSurvey@mefassociates.com. The emails will be sent to AJC Contact Managers using information from ETA's own database. One email will ask Contact Managers to forward to the AJC Director an email with the survey link; the other email will ask Contact Mangers to provide contact information that will allow MEF to track survey responses and avoid sending unnecessary reminders during several rounds of follow-up.

If you or your staff have any questions or comments about the survey and this request, please direct them to the ETA's Director of Research and Evaluation, Wayne S. Gordon at gordon.wayne@dol.gov or by phone at 202-693-3179. If you have questions about survey administration, please contact the contractor at TBLSurvey@mefassociates.com.