DOL TBL Survey - Local Workforce Investment Boards

Introduction

Technology-based learning (TBL), also known as distance learning and/or e-learning, is defined as any learning via electronic technology. This survey is designed to obtain information about the current status of TBL development and implementation in the public workforce investment system. To review the letter introducing this data collection effort, please click here: <Print the introductory email>.

The US Department of Labor's Employment and Training Administration and Abt Associates appreciate Local Workforce Investment Board Executive Directors' assistance in providing information that can improve services for the clients of the public workforce investment system. Please send any inquiries, comments or questions, and supporting information requested in the survey to the <TBL DOL Solutions Desk at Abt Associates> or call the Solutions Desk at 855/295-5528 (toll free).

For general information about ETA's TBL Initiative, please contact Michelle Ennis, Division of Research and Evaluation, Office of Policy Development and Research, Employment and Training Administration, U.S. Department of Labor at ennis.michelle@dol.gov.

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Instructions

Local Workforce Investment Board Executive Directors have **one month** to complete the 2012 TBL Survey. **By *[the deadline to be determined once the survey is sent out]* 2012, please complete and submit this survey.** LWIB Executive directors will complete this survey and should, as needed, draw upon appropriate personnel (e.g., the local American Job Center Manager), staff, training or Title II providers, or any related data and resources (e.g., the local Eligible Training Providers List) to obtain the requested information. Survey completion requires detailed information about a small number of providers and may require contacting those providers.

The survey is estimated to take **60-90 minutes to complete**, but completion time may vary from agency to agency. To review the entire survey before beginning, please use the button below ("Review Responses") to access a printable version of the survey.

To ensure confidential access to and completion of the survey, each LWIB Executive Director was sent an email with a personalized link to the survey. The web address sent to each LWIB Executive Director is linked to their specific LWIA and can be shared with staff if they are assisting with the survey. However, the link should not be shared outside of that LWIA.

LWIB Executive Directors will respond to six sections in this survey:

> **Your Local Workforce Investment Area**: General questions about the composition of service organizations within your Local Workforce Investment Area (LWIA) and the provision of services during the 2011 Program Year;

> **Title I Core and Intensive Services**: Questions about the use of TBL to support WIA Title I core and intensive services directly provided by comprehensive American Job Centers or satellite or affiliated sites within your LWIA during PY2011. These questions will require information on enrollment in LWIA services;

> **Title I Training Services**: Questions about the use of online or distance learning to support training services provided by eligible programs within your LWIA during PY2011. These questions may require consultation with staff responsible for the local Eligible Training Provider List, data about Individual Training Accounts (ITAs) used by your LWIA participants, and/or a small number of local training providers;

> **Title II Services**: Questions about the use of online or distance learning to support Title II services provided by eligible providers within your LWIA during PY2011. These questions may require consultation with a small number of local Title II service providers;

> **Accessing TBL for Core, Intensive, Training, or Title II Services**: Questions about how participants in your LWIA access TBL for core, intensive, training or Title II services during PY2011; and

> **TBL Challenges or Barriers**: Questions about the adoption and use of TBL in your LWIA during PY2011.

To navigate through the survey, use the navigation buttons at the bottom of each page of the survey. ***Do not use the browsers' navigation buttons.*** If, while working on the survey, it is not possible to navigate to the next page,

please make sure that all the required questions are answered. A required question that is not answered when the "Next" button is clicked will have a pink bar above it to indicate that the question must be answered to proceed to the next page.

The survey can be completed over multiple sessions. To complete the survey at a later time, please use the "Save and continue later" button at the bottom of each page. All responses will be saved and the web link that can be used to resume the survey will be displayed. To complete the survey, use either that link or the identical one provided in the original email.

Instructions (Continued)

Abt Associates may require clarification or additional information regarding survey responses. **Please provide your contact information below:**

Name: _____

Title: _____

Organization: _____

E-mail: _____

If needed, survey respondents should consult with other staff (e.g., American Job Center manager) or data sources within the LWIA in order to complete all questions.

Please identify the individuals or data source(s) consulted to complete this survey. Respondents will have the opportunity to confirm or update this information at the end of the survey.:

Individual(s) (name, title, and organization):
_____
_____
_____
_____
_____
Data source(s):
_____
_____

Please send any inquiries, comments or questions, and supporting information requested in the survey to the <TBL DOL Solutions Desk at Abt Associates>.

Terms Used in this Survey   **Print this page**

Please review the following definitions of the terms that will be used throughout this survey. Some of the definitions will be repeated just prior to the questions in which they appear, with the key terms in italics. Click the button to the right to print these definitions for later reference.

- **Technology-based learning (TBL):** Also known as distance learning and/or e-learning, is defined as any learning via electronic technology. TBL is defined broadly to include online education as well as learning facilitated by other electronic technologies like intranet sites, satellite broadcasts, audio and video conferencing, Internet bulletin boards and chat rooms, web casts, simulations, electronic gaming, podcasting, CD-ROMs, and a variety of mobile options (e.g., smart phone applications or "apps").

- **LWIA:** Local Workforce Investment Area

- **American Job Center:** a combination of what were previously referred to as "One-Stop Career Centers" and online workforce development services, as specified in TEGL No. 36-1

- **Direct provision (of services):** Services that are provided on-site at or offered through electronic linkages to comprehensive American Job Centers and all satellite or affiliated sites. This does not include services or courses provided by referral (e.g., referrals to eligible providers).

    o **"In-person services"** indicates that participants can access the services only by physically visiting a Comprehensive American Job Center or satellite or affiliated site (e.g., in-person, one-on-one intake or counseling, a "traditional" class).

    o **"Electronic technology services"** indicates that participants can access the services only through electronic technology (e.g., online, in a computer lab, videoconferencing).

    o **"Blended services"** indicates that participants can access the services both in-person and through electronic technology.

- **Core services:** Services defined as core services under WIA, Section 134. Core services include:

    o determinations of whether individuals are eligible to receive assistance under WIA;

    o outreach, intake and orientation to the information and other services available through the American Job Center delivery system;

    o initial assessment; job search and placement assistance;

    o provision of employment statistics information;

    o provision of performance information and program cost information on eligible providers of training services;

    o provision of information on how the local area is performing on local performance measures;

    o provision of accurate information relating to the availability of supportive services;

- o provision of information regarding filing claims for unemployment compensation;

- o assistance in establishing eligibility for welfare-to-work activities and programs of financial aid assistance for training and education programs; and

- o followup services for participants who are placed in unsubsidized employment.

- **Intensive services:** Services defined as intensive services under WIA, Section 134. Intensive services include:

    - o comprehensive and specialized assessments;

    - o development of individual employment plans;

    - o group counseling;

    - o individual counseling and career planning;

    - o case management for participants seeking training services; and

    - o short-term prevocational services.

- **Training services:** Services defined as training services under WIA, Section 134. Training services include occupational skills training; on-the-job training; programs that combine workplace training with related instruction; training services operated by the private sector; skill upgrading and retraining; entrepreneurial training; job readiness training; or customized training.

    - o **"In-person programs"** indicates programs that rely on face-to-face instruction (i.e., traditional programs). No course or session is held online or by distance.

    - o **"Distance programs"** indicates programs that are delivered online or through electronic linkages only (e.g., videoconferencing).

    - o **"Blended programs"** offer courses or sessions both in-person and through distance.

- **Eligible training providers:** Providers of training services defined in accordance with WIA, Section 122.

- **Local Eligible Training Provider List:** Eligible training providers from whom LWIA participants received WIA-Funded (e.g., Individual Training Accounts or ITAs) training services.

- **Title II services:** Services defined as adult education and literacy services, including workplace literacy services; family literacy services; and English literacy programs under WIA, Section 231.

- **Eligible providers of Title II services:** Providers defined in accordance with WIA, Section 204.

- **Participant:** An individual who is determined eligible to participate in core, intensive, training or Title II services and receives them in either a physical location (i.e., on-site) or remotely through electronic linkages. Participants may include, but are not limited to, incumbent workers, underemployed and unemployed individuals, and dislocated workers.

- **PY2011:** Program Year 2011, which encompasses July 1, 2011 – June 30, 2012. Please consider any services occurring at any time during PY2011, even if they will be completed beyond PY2011.

Please remember that the purpose of this survey is to gain a better understanding of the current use of technology-based learning (TBL) in WIA-funded workforce development services.

I. Your Local Workforce Investment Area

This section asks general questions about the composition of service organizations within your *Local Workforce Investment Area* (LWIA) and the provision of services during the *2011 Program Year* (PY2011 is July 1, 2011 – June 30, 2012). For this section, please consider all services provided to participants through WIA or other employment and training programs.

Q1

Please indicate the composition of organizations in and associated with your LWIA through June 30, 2012. Please consider all comprehensive American Job Center Centers and all satellite or affiliated sites within your LWIA.

- *American Job Centers* are a combination of what were previously referred to as "One-Stop Career Centers" and online workforce development services, as specified in TEGL No. 36-1.

Later, the survey will ask about eligible providers for training or Title II Services.

__ Number of in-person Comprehensive American Job Centers

O Unknown

__ Number of online-only American Job Centers (e.g., Virtual OneStop)

O Unknown

__ Number of in-person satellite or affiliated sites

O Unknown

Q1A

Indicate how services were provided within your LWIA during PY2011. (Select all that apply for each row)

- *Participant:* An individual who is determined eligible to participate in core, intensive, training or Title II services and receives them in either a physical location (i.e., on-site) or remotely through electronic linkages. Participants may include, but are not limited to, incumbent workers, underemployed and unemployed individuals, and dislocated workers.

- *"In-person services"* indicates that participants can access the services only by physically visiting a Comprehensive American Job Center or satellite or affiliated site (e.g., in-person, one-on-one intake or counseling, a "traditional" class).

- *"Electronic technology services"* indicates that participants can access the services only through electronic technology (e.g., online, in a computer lab, videoconferencing).

- *"Blended services"* indicates that participants can access the services both in-person and through electronic technology.

	In-person services	Electronic technology services	Blended services	Unknown
Comprehensive American Job Centers	☐	☐	☐	☐
Online-only American Job Centers (e.g., Virtual One-Stop)	☐	☐	☐	☐
Satellite or affiliated sites	☐	☐	☐	☐

I. Your Local Workforce Investment Area (continued)

Q2

Did your Local Workforce Investment Board, comprehensive American Job Center(s) or satellite or affiliated site(s) promote the use of technology-based learning (TBL) to LWIA participants during PY2011? (Select one)

> *Technology-based learning (TBL):* Also known as distance learning and/or e-learning, is defined as any learning via electronic technology. TBL is defined broadly to include online education as well as learning facilitated by other electronic technologies like intranet sites, satellite broadcasts, audio and video conferencing, Internet bulletin boards and chat rooms, web casts, simulations, electronic gaming, podcasting, CD-ROMs, and a variety of mobile options (e.g., smart phone applications or "apps").

O Yes
O No
O Unknown

Q2A

Which of the following strategies were used to promote the use of TBL to LWIA participants during PY2011? (Select one for each row)

	Yes	No	Unknown
Traditional media advertising (e.g., billboards, or print, radio, or television ads)	O	O	☐
Printed or electronic handouts (e.g., brochures, stickers, CD ROMs, DVDs)	O	O	☐
Online promotional materials (e.g., dedicated webpage, online advertising)	O	O	☐
Social media promotion (e.g., email groups, social networking sites)	O	O	☐
Training session (e.g., class, workshop, webinar) about TBL	O	O	☐
Word of mouth (e.g., case manager recommendations)	O	O	☐
Other(s)(list below)			

Other strategies used to promote the use of TBL:

_____
_____

Please send sample copies of materials by email to TBL_DOL@abtassoc.com or by fax to 617/386-7673.

I. Your Local Workforce Investment Area (continued)

Q3

Did your Local Workforce Investment Board, comprehensive American Job Center(s) or satellite or affiliated site(s)promote the provision of TBL among the following service providers during PY2011?
(Select one for each row)

	Yes	No	Unknown
Training Services Providers	○	○	□
Title II Services Providers	○	○	□
Other(s)(list below)	○	○	□

Other providers encouraged to use TBL:

_____
_____

Q3A

Which of the following strategies were used to promote the provision of TBL among service providers during PY2011? (Select one for each row)

	Yes	No	Unknown
Funds or incentives specific to TBL programs	○	○	□
Policies or rules specific to TBL programs (e.g., requirements for being placed on the ETPL)	○	○	□
Training session (e.g., class, workshop, webinar) about TBL	○	○	□
Advertising (print, media or online) about TBL	○	○	□
Print, media or online publications about TBL	○	○	□
Other(s)(list below)	○	○	□

Other strategies used to promote the provision of TBL:

_____
_____

Please send sample copies of materials by email to TBL_DOL@abtassoc.com or by fax to 617/386-7673.

I. Your Local Workforce Investment Area (continued)

Q4

Are any organizations in your Local Workforce Investment Area currently participating in a Workforce Innovation Fund Grant? (Select one)

O Yes
O No
O Unknown

Q4A

What is the name of the grantee organization?

_____
_____

The previous questions asked about the composition of organizations within your LWIA. The remaining sections of the survey will discuss core, intensive, training and Title II services provided directly by comprehensive American Job Centers or satellite or affiliated sites and through eligible providers within your LWIA during PY2011.The survey will first ask about core and intensive services directly provided by comprehensive American Job Centers or satellite or affiliated sites within your LWIA.

Please consult with others (e.g., with the local American Job Center manager(s)) as necessary to complete this questionnaire. If the information requested cannot be ascertained, please indicate that the answer is **"UNKNOWN".**

II. Title I Core and Intensive Services

This section asks about the use of **Technology-Based Learning to support WIA Title I core and intensive services** directly provided by comprehensive American Job Centers or satellite or affiliated sites within your LWIA during PY2011. Core and intensive services are defined in WIA, Section 134.

Again, if the appropriate information to answer a question cannot be ascertained, please indicate that the answer is **"UNKNOWN".**

Q5

For each of the core services below, please indicate whether comprehensive American Job Centers or satellite or affiliated sites within your LWIA directly provided the services during PY2011. (Select one for each row in the left table then select all that apply in the right table)

- *Direct provision (of services)*: Services that are provided on-site at or offered through electronic linkages to comprehensive American Job Centers and all satellite or affiliated sites. This does not include services or courses provided by referral (e.g., referrals to eligible providers).

- *In-person services* indicates that participants can access the services only by physically visiting a Comprehensive American Job Center or satellite or affiliated site (e.g., in-person, one-on-one intake or counseling, a "traditional" class).

- *Electronic technology services* indicates that participants can access the services only through electronic technology (e.g., online, in a computer lab, videoconferencing).

- *Blended services* indicates that participants can access the services both in-person and through electronic technology.

	Did comprehensive American Job Centers or satellite or affiliated sites within your LWIA directly provide the core services (described in WIA Title I, Section 134)?			For each of the core services directly provided during PY2011, how were the services provided?			
	Yes	No	Unknown	In-person services	Electronic technology services	Blended services	Unknown
Outreach, intake, and orientation activities	○	○	☐	☐	☐	☐	☐
Job search and placement (including	○	○	☐	☐	☐	☐	☐

	Yes	No	Unknown	In-person services	Electronic technology services	Blended services	Unknown
follow-up services for those placed)							
Provision of labor market and career information	○	○	☐	☐	☐	☐	☐
Provision of information on eligible training providers and available supportive services	○	○	☐	☐	☐	☐	☐
Provision of information on filing claims for unemployment insurance	○	○	☐	☐	☐	☐	☐
Assistance in determining eligibility for WIA, welfare to work activities, or financial aid assistance for training	○	○	☐	☐	☐	☐	☐
Other(s)(list below)	○	○	☐	☐	☐	☐	☐

Other core services provided:

_____

_____

Q6

For each of the *intensive services* below, please indicate whether comprehensive American Job Centers or satellite or affiliated sites within your LWIA directly provided services during PY2011. (Select one for each row in the left table then select all that apply in the right table)

	Did comprehensive American Job Centers or satellite or affiliated sites within your LWIA directly provided the intensive services (described in WIA Title I, Section 134)?			For each of the intensive services directly provided during PY2011, how were the services provided?			
	Yes	No	Unknown	In-person services	Electronic technology services	Blended services	Unknown
Comprehensive and specialized assessments of the skill levels and service needs: diagnostic testing or use of other assessment tools	○	○	☐	☐	☐	☐	☐
Comprehensive and specialized assessments of the skill levels and service needs: in-depth interviewing or assessment to	○	○	☐	☐	☐	☐	☐

Service							
identify employment barriers and appropriate employment growth							
Development of individual employment plans (i.e., to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals)	○	○	☐	☐	☐	☐	☐
Group counseling	○	○	☐	☐	☐	☐	☐
Job search groups (or clubs) lead by American Job Center Delivery System staff	○	○	☐	☐	☐	☐	☐
Individual counseling and career planning	○	○	☐	☐	☐	☐	☐
Case management for participants seeking training services	○	○	☐	☐	☐	☐	☐
Short term prevocational services: development of soft skills, including study skills, communication skills, punctuality, personal maintenance skills, or professional conduct	○	○	☐	☐	☐	☐	☐
Short term prevocational services: development of job application skills, including resume writing or interviewing skills	○	○	☐	☐	☐	☐	☐
Short term prevocational services: computer skills (e.g., keyboarding, using a mouse)	○	○	☐	☐	☐	☐	☐
Short term prevocational services: computer software (e.g., Microsoft Office)	○	○	☐	☐	☐	☐	☐
WorkKeys training (e.g., WIN career readiness)	○	○	☐	☐	☐	☐	☐
Other(s)(list below)	○	○	☐	☐	☐	☐	☐

Other intensive services provided:

II. Title I Core and Intensive Services (continued)

The next set of questions asks about the technology used to access any of the core or intensive services (listed above) directly provided by comprehensive American Job Centers or satellite or affiliated sites within your LWIA during PY2011.

Q7

Which of the following media could participants use to access any (at least one) of the core or intensive services directly provided by comprehensive American Job Centers or satellite or affiliated sites within your LWIA during PY2011? (Select one for each row)

Variable	Yes	No	Unknown
[q7.0] Q7	Computer (laptop or desktop)	○	○	☐
[q7.1] Q7	Smartphone (e.g., Android phone, iPhone) or Tablet computer (e.g. iPad, Amazon Kindle Fire)	○	○	☐
[q7.2] Q7	Telephone (audio only)	○	○	☐
[q7.3] Q7	Radio	○	○	☐
[q7.4] Q7	Audio player (e.g. CD player, iPod)	○	○	☐
[q7.5] Q7	Video-conference equipment	○	○	☐
[q7.6] Q7	Television	○	○	☐
[q7.7] Q7	Video Player (e.g., VCR, DVD player)	○	○	☐
[q7.8] Q7	Other(s)(list below)	○	○	☐

Other media used for core or intensive services:

_____

_____

Q7A

Which of the following scheduling or delivery options best describes any of the core or intensive services directly provided by comprehensive American Job Centers or satellite or affiliated sites within your LWIA during PY2011? (Select one for each row)

Variable	Yes	No	Unknown
[q7a.0] Q7A	Services occurred at a scheduled time and location (in either a physical or virtual classroom)	○	○	☐
[q7a.1] Q7A	Services occurred individually, at the participants' own pace	○	○	☐

(i.e., there were no scheduled class sessions)

[q7a.2] Q7A | Services occurred during both scheduled sessions and individually, at the participants' own pace	○	○	☐

Q7B

Which of the following delivery or communication modes were used to facilitate the implementation of any of the core or intensive services directly provided by comprehensive American Job Centers or satellite or affiliated sites within your LWIA during PY2011? (Select one for each row)

Variable	Yes	No	Unknown
[q7b.0] Q7B | Electronic documents (e.g., CD-ROM, online documents, e-books)	○	○	☐
[q7b.1] Q7B | Audio files (e.g., non-interactive radio broadcast compact disc, mp3 file, podcast)	○	○	☐
[q7b.2] Q7B | Video files (e.g., non-interactive television broadcast DVD, YouTube, webcast)	○	○	☐
[q7b.3] Q7B | Digital or electronic games or simulations	○	○	☐
[q7b.4] Q7B | Webinar (i.e., live online conference or seminar)	○	○	☐
[q7b.5] Q7B | Live online discussion (e.g., chat room)	○	○	☐
[q7b.6] Q7B | Online messaging (i.e., instant messaging or IM)	○	○	☐
[q7b.7] Q7B | Virtual classrooms (e.g., Second Life)	○	○	☐
[q7b.8] Q7B | Email	○	○	☐
[q7b.9] Q7B | Online discussion board or message board	○	○	☐
[q7b.10] Q7B | Online collaborative workspaces (e.g., wikis, course blogs)	○	○	☐
[q7b.11] Q7B | Social networking sites	○	○	☐
[q7b.12] Q7B | Interactive radio broadcast (e.g., call-in radio program)	○	○	☐
[q7b.13] Q7B | Text messaging (by phone)	○	○	☐
[q7b.14] Q7B | Phone call (person-to-person)	○	○	☐
[q7b.15] Q7B | Conference call (voice only)	○	○	☐
[q7b.16] Q7B | Video-conference	○	○	☐
[q7b.17] Q7B | Interactive television broadcast (e.g, call-in television program)	○	○	☐
[q7b.18] Q7B | Other(s)(list below)	○	○	☐

Other content delivery or communication modes used for core or intensive services:

_____
_____

Q7C

Describe briefly any core or intensive services directly provided by comprehensive American Job Centers or satellite or affiliated sites within your LWIA during PY2011 which used any cutting-edge technologies or innovative TBL (e.g., online discussion groups for job clubs, podcasts on best practices for resumes, electronic simulations or avatars to practice interviewing):

_____
_____

O No services with cutting-edge technologies or innovative TBL during PY2011
O Unknown

II. Title I Core and Intensive Services (continued)

Q8

How many participants took part in any core or intensive services provided directly by comprehensive American Job Centers, all satellite or affiliated sites, or eligible providers in your LWIA during PY2011? If there is uncertainty about the exact number, please provide a best guess estimate.

- *Participant* is defined as a person who is determined eligible to participate in and receives these services. Participants may include, but are not limited to, incumbent workers, underemployed and unemployed individuals, and dislocated workers.

__ Number of participants
O Unknown

Q8A

What percentage of the participants above took part in any TBL while they were receiving core or intensive services provided directly by comprehensive American Job Centers, all satellite or affiliated sites, or eligible providers in your LWIA during PY2011? If there is uncertainty about the exact number, please provide a best guess estimate.

__ Percentage of participants who took part in any TBL
O Unknown

Q9

The Prior Program Year (PY2010)

Considering all participants during the prior program year, how many participants took part in any core or intensive services provided directly by comprehensive American Job Centers, all satellite or affiliated sites, or eligible providers in your LWIA during PY2010 (PY2010 is July 1, 2010 through June 30, 2011.)? If there is uncertainty about the exact number, please provide a best guess estimate.

__ Number of participants during PY2010
O Unknown

Q9A

Continuing to think about the prior program year, what percentage of theparticipants above took part in any TBL while they were receiving core or intensive services provided directly by comprehensive American Job Centers, all satellite or affiliated sites, or eligible providers in your LWIA during PY2010

(PY2010 is July 1, 2010 through June 30, 2011)? If there is uncertainty about the exact number, please provide a best guess estimate.

___ Percentage of participants who took part in any TBL during PY2010
○ Unknown

III. Title I Training Services

This section asks about the use of online or distance learning to support training services that were provided by eligible programs and for which your LWIA participants received WIA funds during PY2011.

Training services are defined under WIA section 134 to include

- occupational skills training;
- on-the-job training, programs that combine workplace training with related instruction;
- training services operated by the private sector;
- skill upgrading and retraining;
- entrepreneurial training;
- job readiness training; or
- customized training.

Online or distance learning (e.g., by videoconference) is a common category of TBL.

Consult with staff responsible for referrals, the eligible provider list, or others as appropriate.

Q10

How many of your LWIA participants received WIA-funded (e.g., Individual Training Accounts or ITAs) training services during PY2011? If there is uncertainty about the exact number, please provide a best guess estimate.

__ Number of participants who received WIA-funded training services
O Unknown

Q11

How many total providers are represented on your local Eligible Training Provider List (ETPL) and are eligible to receive WIA funding during PY2011?

Your local ETPL is defined as the list of eligible training providers to which your LWIA participants received WIA-funded training services.

Eligible training providers are defined in accordance with WIA, Section 122. Consider only organizations who develop and deliver programs to your LWIA participants. Do not consider organizations that only provide access to TBL or programs developed by others (e.g., a public library computer lab).

__ Number of training providers that are on your local ETPL and are eligible to receive WIA funding

○ Unknown

Q11A

Is information on the type of provider (e.g., Public post-secondary institution, State or local education agency) available for programs on your local ETPL? (Select all that apply)

☐ Yes, it is part of the ETPL application

☐ Yes, it recorded as part of the ETPL data (e.g., database, spreadsheet)

☐ Yes, it is recorded in other data (specify): _____

○ No, this information is not currently available but may be available through contacting the program provider

○ Unknown

Q12

How many total programs are represented on your local Eligible Training Provider List (ETPL) and are eligible to receive WIA funding?

__ Number of training programs that are on your local ETPL and are eligible to receive WIA funding
○ Unknown

Q12A

Is information on the delivery structure (e.g., online/distance, classroom) available for programs on your local ETPL? (Select all that apply)

☐ Yes, it is part of the ETPL application

☐ Yes, it recorded as part of the ETPL data (e.g., database, spreadsheet)

☐ Yes, it is recorded in other data (specify): _____

○ No, this information is not currently available but may be available through contacting the program provider

○ Unknown

III. Title I Training Services (continued)

The next set of questions are asked about each of the 5 training programs which served the greatest number of your LWIA participants using WIA funding (e.g., ITAs) during PY2011. To answer these questions, other resources may need to be consulted. These resources may include American Job Center operators or case managers, databases, or a limited number of training providers.

It may be the case a single provider (e.g., a community college) offers more than one of the top 5 programs. Please focus on the top 5 programs, regardless of provider.

Q13

Please consider the training program that served the greatest number of your LWIA participants using WIA funding (e.g., ITAs) during PY2011.

Provider name:_____

Provider type (Eligible training providers are defined in accordance with WIA, Section 122): (Select one)

○   Public post-secondary educational institutions eligible to receive funds under Title IV of the Higher Education Act (e.g., public universities, public 4-year colleges, state community colleges)

○   Private, non-profit post-secondary educational institution eligible to receive funds under Title IV of the Higher Education Act (e.g., private universities, private 4-year colleges)

○   Private, for-profit or proprietary schools

○   State or local education agencies

○   Registered apprenticeship programs (i.e., programs under the National Apprenticeship Act; employers, employer associations and labor management organizations)

○   Other non-profit community-based or faith-based organizations

○   Other(s):_____

○   Unknown

Program or course name:

_____

What industry sector does this program provide occupational training in support of? (Select one)

○ Automotive
○ Aerospace
○ Automotive
○ Biotechnology
○ Construction
○ Education
○ Energy
○ Financial Services
○ Geospatial Technology
○ Health Care
○ Homeland Security
○ Hospitality
○ Information technology
○ Retail
○ Transportation
○ Other(s), specify: _____
○ Unknown

How is this program delivered to participants? (Select one)

○ In-person: program relies on face-to-face instruction only (i.e., a traditional, classroom-based program); no course or
   session is held online or by distance
○ Distance: program is delivered online or through electronic linkages (e.g., videoconferencing) only
○ Blended: program offers courses or sessions both in-person and through distance
○ Other(s), specify: _____
○ Unknown

Which of the following degrees, credentials, or certificates may participants receive upon completion of the training program? (Select all that apply)

☐ Occupational skills license (e.g., Registered Nurse (RN), Commercial Driver's License (CDL))
☐ Occupational skills certificate or credential (e.g., Microsoft Certified Systems Engineer (MCSE), OSHA Construction
Safety certification)
☐ Associate's Degree (A.A. or A.S.)
☐ Bachelor's or professional degree (e.g., B.A., B.S., C.P.A.)
☐ Other(s), specify: _____
○ None
○ Unknown

III. Title I Training Services (continued)

Q14

Please consider the training program that served the second greatest number of your LWIA participants using WIA funding (e.g., ITAs) during PY2011.

Provider name:_____

Provider type (Eligible training providers are defined in accordance with WIA, Section 122): (Select one)

○ Public post-secondary educational institutions eligible to receive funds under Title IV of the Higher Education Act (e.g., public universities, public 4-year colleges, state community colleges)

○ Private, non-profit post-secondary educational institution eligible to receive funds under Title IV of the Higher Education Act (e.g., private universities, private 4-year colleges)

○ Private, for-profit or proprietary schools

○ State or local education agencies

○ Registered apprenticeship programs (i.e., programs under the National Apprenticeship Act; employers, employer associations and labor management organizations)

○ Other non-profit community-based or faith-based organizations

○ Other(s):_____

○ Unknown

Program or course name:

_____

What industry sector does this program provide occupational training in support of? (Select one)

○ Automotive
○ Aerospace
○ Automotive

○ Biotechnology
○ Construction
○ Education
○ Energy
○ Financial Services
○ Geospatial Technology
○ Health Care
○ Homeland Security
○ Hospitality
○ Information technology
○ Retail
○ Transportation
○ Other(s), specify: _____
○ Unknown

How is this program delivered to participants? (Select one)

○ In-person: program relies on face-to-face instruction only (i.e., a traditional, classroom-based program); no course or session is held online or by distance
○ Distance: program is delivered online or through electronic linkages (e.g., videoconferencing) only
○ Blended: program offers courses or sessions both in-person and through distance
○ Other(s), specify: _____
○ Unknown

Which of the following degrees, credentials, or certificates may participants receive upon completion of the training program? (Select all that apply)

☐ Occupational skills license (e.g., Registered Nurse (RN), Commercial Driver's License (CDL))
☐ Occupational skills certificate or credential (e.g., Microsoft Certified Systems Engineer (MCSE), OSHA Construction Safety certification)
☐ Associate's Degree (A.A. or A.S.)
☐ Bachelor's or professional degree (e.g., B.A., B.S., C.P.A.)
☐ Other(s), specify: _____
○ None
○ Unknown

III. Title I Training Services (continued)

Q15

Please consider the training program that served the third greatest number of your LWIA participants using WIA funding (e.g., ITAs) during PY2011.

Provider name:_____

Provider type (Eligible training providers are defined in accordance with WIA, Section 122): (Select one)

○ Public post-secondary educational institutions eligible to receive funds under Title IV of the Higher Education Act (e.g., public universities, public 4-year colleges, state community colleges)

○ Private, non-profit post-secondary educational institution eligible to receive funds under Title IV of the Higher Education Act (e.g., private universities, private 4-year colleges)

○ Private, for-profit or proprietary schools

○ State or local education agencies

○ Registered apprenticeship programs (i.e., programs under the National Apprenticeship Act; employers, employer associations and labor management organizations)

○ Other non-profit community-based or faith-based organizations

○ Other(s):_____

○ Unknown

Program or course name:

_____

What industry sector does this program provide occupational training in support of? (Select one)

○ Automotive
○ Aerospace
○ Automotive

○ Biotechnology
○ Construction
○ Education
○ Energy
○ Financial Services
○ Geospatial Technology
○ Health Care
○ Homeland Security
○ Hospitality
○ Information technology
○ Retail
○ Transportation
○ Other(s), specify: _____
○ Unknown

How is this program delivered to participants? (Select one)

○ In-person: program relies on face-to-face instruction only (i.e., a traditional, classroom-based program); no course or session is held online or by distance
○ Distance: program is delivered online or through electronic linkages (e.g., videoconferencing) only
○ Blended: program offers courses or sessions both in-person and through distance
○ Other(s), specify: _____
○ Unknown

Which of the following degrees, credentials, or certificates may participants receive upon completion of the training program? (Select all that apply)

☐ Occupational skills license (e.g., Registered Nurse (RN), Commercial Driver's License (CDL))
☐ Occupational skills certificate or credential (e.g., Microsoft Certified Systems Engineer (MCSE), OSHA Construction Safety certification)
☐ Associate's Degree (A.A. or A.S.)
☐ Bachelor's or professional degree (e.g., B.A., B.S., C.P.A.)
☐ Other(s), specify: _____
○ None
○ Unknown

III. Title I Training Services (continued)

Q16

Please consider the training program that served the fourth greatest number of your LWIA participants using WIA funding (e.g., ITAs) during PY2011.

Provider name:_____

Provider type (Eligible training providers are defined in accordance with WIA, Section 122): (Select one)

○ Public post-secondary educational institutions eligible to receive funds under Title IV of the Higher Education Act (e.g., public universities, public 4-year colleges, state community colleges)

○ Private, non-profit post-secondary educational institution eligible to receive funds under Title IV of the Higher Education Act (e.g., private universities, private 4-year colleges)

○ Private, for-profit or proprietary schools

○ State or local education agencies

○ Registered apprenticeship programs (i.e., programs under the National Apprenticeship Act; employers, employer associations and labor management organizations)

○ Other non-profit community-based or faith-based organizations

○ Other(s):_____

○ Unknown

Program or course name:

_____

What industry sector does this program provide occupational training in support of? (Select one)

○ Automotive
○ Aerospace
○ Automotive

○ Biotechnology
○ Construction
○ Education
○ Energy
○ Financial Services
○ Geospatial Technology
○ Health Care
○ Homeland Security
○ Hospitality
○ Information technology
○ Retail
○ Transportation
○ Other(s), specify: _____
○ Unknown

How is this program delivered to participants? (Select one)

○ In-person: program relies on face-to-face instruction only (i.e., a traditional, classroom-based program); no course or session is held online or by distance
○ Distance: program is delivered online or through electronic linkages (e.g., videoconferencing) only
○ Blended: program offers courses or sessions both in-person and through distance
○ Other(s), specify: _____
○ Unknown

Which of the following degrees, credentials, or certificates may participants receive upon completion of the training program? (Select all that apply)

☐ Occupational skills license (e.g., Registered Nurse (RN), Commercial Driver's License (CDL))
☐ Occupational skills certificate or credential (e.g., Microsoft Certified Systems Engineer (MCSE), OSHA Construction Safety certification)
☐ Associate's Degree (A.A. or A.S.)
☐ Bachelor's or professional degree (e.g., B.A., B.S., C.P.A.)
☐ Other(s), specify: _____
○ None
○ Unknown

III. Title I Training Services (continued)

Q17

Please consider the training program that served the fifth greatest number of your LWIA participants using WIA funding (e.g., ITAs) during PY2011.

Provider name:_____

Provider type (Eligible training providers are defined in accordance with WIA, Section 122): (Select one)

○ Public post-secondary educational institutions eligible to receive funds under Title IV of the Higher Education Act (e.g., public universities, public 4-year colleges, state community colleges)

○ Private, non-profit post-secondary educational institution eligible to receive funds under Title IV of the Higher Education Act (e.g., private universities, private 4-year colleges)

○ Private, for-profit or proprietary schools

○ State or local education agencies

○ Registered apprenticeship programs (i.e., programs under the National Apprenticeship Act; employers, employer associations and labor management organizations)

○ Other non-profit community-based or faith-based organizations

○ Other(s):_____

○ Unknown

Program or course name:

_____

What industry sector does this program provide occupational training in support of? (Select one)

○ Automotive
○ Aerospace
○ Automotive

○ Biotechnology
○ Construction
○ Education
○ Energy
○ Financial Services
○ Geospatial Technology
○ Health Care
○ Homeland Security
○ Hospitality
○ Information technology
○ Retail
○ Transportation
○ Other(s), specify: _____
○ Unknown

How is this program delivered to participants? (Select one)

○ In-person: program relies on face-to-face instruction only (i.e., a traditional, classroom-based program); no course or session is held online or by distance
○ Distance: program is delivered online or through electronic linkages (e.g., videoconferencing) only
○ Blended: program offers courses or sessions both in-person and through distance
○ Other(s), specify: _____
○ Unknown

Which of the following degrees, credentials, or certificates may participants receive upon completion of the training program? (Select all that apply)

☐ Occupational skills license (e.g., Registered Nurse (RN), Commercial Driver's License (CDL))
☐ Occupational skills certificate or credential (e.g., Microsoft Certified Systems Engineer (MCSE), OSHA Construction Safety certification)
☐ Associate's Degree (A.A. or A.S.)
☐ Bachelor's or professional degree (e.g., B.A., B.S., C.P.A.)
☐ Other(s), specify: _____
○ None
○ Unknown

Q18

There are Federal and sometimes state guidelines regarding the types of training programs that are eligible for WIA funding. **Does your LWIA have any *additional* restrictions or requirements related to the use of TBL for training?** (Select one)

O Yes
O No
O Unknown

Specify:

_____

IV. Title II Services

This section asks about the use of online or distance learning to support Title II services provided by eligible providers within your LWIA during PY2011. Title II services are those defined under WIA, Section 231 as:

- adult education and literacy services, including workplace literacy services;
- family literacy services; and
- English literacy programs.

Online or distance learning is a common category of TBL.

Consult with staff responsible for referrals, the eligible provider list, or others as appropriate.

The next set of questions are asked about each of the Title II service provider(s) to which your LWIA participants most commonly received referrals during PY2011. To answer these questions, other resources may need to be consulted. These resources may include American Job Center operators or case managers, databases, or up to 5 Title II service providers.

Q19

How many total providers were your LWIA participants referred to for Title II services during PY2011?

___ number of providers

Q20

Please consider the Title II service provider to which the greatest number of your LWIA participants were referred during PY2011:

Provider name:_____

Provider type (Eligible training providers are defined in accordance with WIA, Section 231): (Select one)

O State or local education agency
O Community-based organization
O Volunteer literacy organization
O Institution of higher education
O Public or private non-profit agency
O Library
O Public housing authority

○ Other non-profit institution that has the ability to provide literacy services
○ Other, specify: _____
○ Unknown

What was the primary purpose of the referrals? (Select all that apply)

☐ Adult Basic Education (ABE)
☐ English as a Second Language (ESL) classes or programs
☐ General Education Development (GED) classes or programs
☐ Other(s), specify: _____
○ Unknown

How is this program delivered to participants? (Select one)

○ In-person: program relies on face-to-face instruction only (i.e., a traditional, classroom-based program); no course or session is held online or by distance
○ Distance: program is delivered online or through electronic linkages (e.g., videoconferencing) only
○ Blended: program offers courses or sessions both in-person and through distance
○ Other(s), specify: _____
○ Unknown

V. Accessing TBL for Core, Intensive, Training, or Title II Services

This section asks about how participants access TBL for core, intensive, training or Title II services within your LWIA. Again TBL is defined as any learning via electronic technology. TBL is defined broadly to include online education as well as learning facilitated by other electronic technologies like intranet sites, satellite broadcasts, audio and video conferencing, Internet bulletin boards and chat rooms, web casts, simulations, electronic gaming, podcasting, CD-ROMs, and a variety of mobile options (e.g., smart phone applications or "apps").

Q25

Did comprehensive American Job Centers or satellite or affiliated sites within your LWIA use any of the following intake or orientation activities to ensure participants' readiness to pursue any services employing TBL during PY2011? (Select one for each row)

Variable	Yes	No	Unknown
Assessment or interview to assess technology "readiness"	○	○	☐
Assessment or interview related to course hardware, software or equipment requirements	○	○	☐
Formal orientation to course technology or to learning management system	○	○	☐
Other(s)(list below)	○	○	☐

Other intake or orientation processes for services employing TBL:

_____

_____

Q25A

Did comprehensive American Job Centers or satellite or affiliated sites within your LWIA provide any technical assistance during PY2011 to support participants' use of TBL? (Select one)

○ Yes
○ No
○ Unknown

Q25B

Did comprehensive American Job Centers or satellite or affiliated sites within your LWIA make any of the following equipment or technologies available to participants pursuing services employing TBL during PY2011? Consider all equipment or technologies available to participants on-site or by loan from any local comprehensive American Job Center(s), and satellite or affiliated sites. (Select one for each row)

	Yes	No	Unknown
On-site computer or on-site laptop or computer lab	O	O	☐
Loaned computer or loaned laptop	O	O	☐
Virtual desktop or remote access	O	O	☐
On-site Internet access	O	O	☐
Audio device	O	O	☐
Video device (e.g., DVD player, television)	O	O	☐
Tele-conferencing or video-conferencing equipment	O	O	☐
Mobile device	O	O	☐
Other(s)(list below)	O	O	☐

Other equipment or technologies available through comprehensive American Job Centers or satellite or affiliated sites within your LWIA:

_____

_____

Q25C

What other sources (if any) did participants use to access equipment or technologies for any services employing TBL within your LWIA during PY2011? (Select one for each row)

Variable	Yes	No	Unknown
Equipment owned by the participant (e.g., personal computer)	O	O	☐
Public equipment (e.g., public library computer)	O	O	☐
Equipment owned by participants' employers	O	O	☐
Other(s)(list below)	O	O	☐

Other sources participants used to access equipment or technologies:

_____

_____

V. Accessing TBL for Core, Intensive, Training, or Title II Services (Continued)

Q26

Did comprehensive American Job Centers or satellite or affiliated sites within your LWIA use a learning management system (LMS) or learning content management system (LCMS) - for example, Blackboard Learn, Blackboard Angel, Moodle, or HT Track - during PY2011? (Select one)

O Yes
O No
O Unknown

Q27

Did comprehensive American Job Centers or satellite or affiliated sites within your LWIA make any accommodations for serving individuals with disabilities in any services employing TBL during PY2011? (Select one)

O Yes
O No
O Unknown

Describe:

_____

_____

Q27A

What percentage of the services employing TBL in your LWIA during PY2011 met Federal Section 508 guidelines? Section 508 regulations specify that Federal agencies' electronic and information technology is accessible to people with disabilities? (Select one)

O 0%   O 25%   O 50%   O 75%   O 100%   O Unknown

Q28

What percentage of the services employing TBL in your LWIA during PY2011 met the Sharable Content Object Reference Model (SCROM) guidelines? SCROM is a collection of standards and specifications for web-based e-learning which may be voluntarily adopted? (Select one)

O 0%   O 25%   O 50%   O 75%   O 100%   O Unknown

VI. TBL Challenges or Barriers

This final section asks about challenges with or barriers to adopting or using TBL in providing the core, intensive, training, and Title II services within your LWIA during PY2011.

Q29

On a scale of 1 to 5, where 1 is "no barrier" and 5 is "a significant barrier", rate the following potential barriers to TBL adoption or use in your LWIA. (Provide a rating for each potential barrier)

Technology Access/Readiness

	No barrier 1	2	Moderate barrier 3	4	Significant barrier 5	Unknown
Participants' access to the required technology	O	O	O	O	O	☐
Participants' level of technological literacy	O	O	O	O	O	☐
Access for individuals with disabilities or special needs	O	O	O	O	O	☐
Other issue(s) related to technology access/readiness(describe below)	O	O	O	O	O	☐

Other issue(s) related to technology access/readiness:

_____

_____

Participants' Interest/Engagement

	No barrier 1	2	Moderate barrier 3	4	Significant barrier 5	Unknown
Participants' preferences for in-person communication or teaching	O	O	O	O	O	☐
Participants' ability to sustain interest or engagement in a TBL course, resulting in lower level of effort	O	O	O	O	O	☐
Participants' ability to sustain interest or engagement in a TBL course, resulting in course drop out	O	O	O	O	O	☐
Other issue(s) related to participants' interest or engagement(describe below)	O	O	O	O	O	☐

Other issue(s) related to participants' interest or engagement:

_____

_____

Instructional Effectiveness of TBL

	No barrier 1	2	Moderate barrier 3	4	Significant barrier 5	Unknown
Incompatibility of TBL courses with training or certification requirements (e.g. requirements for hands-on experience or in-class hours)	O	O	O	O	O	☐
Technological compatibility between TBL and other courses or programs offered (e.g., courses offered on different operating platforms)	O	O	O	O	O	☐
Perceived limitations of online instruction	O	O	O	O	O	☐
Concerns about the integrity of tests or assessments submitted online	O	O	O	O	O	☐
Other issue(s) related to the instructional effectiveness of TBL courses(describe below)	O	O	O	O	O	☐

Other issue(s) related to the instructional effectiveness of TBL courses:

_____

_____

Required Resources/Costs for Comprehensive American Job Centers, or satellite or affiliated sites

	No barrier 1	2	Moderate barrier 3	4	Significant barrier 5	Unknown
Costs or difficulty of developing TBL courses	O	O	O	O	O	☐
Costs or difficulty of enrolling students in TBL courses	O	O	O	O	O	☐
Costs or difficulty of implementing the necessary technology for TBL courses	O	O	O	O	O	☐
Costs or difficulty of meeting TBL standards (e.g. Section 508, SCROM)	O	O	O	O	O	☐
Cost or difficulty assessing quality of TBL courses	O	O	O	O	O	☐
Shortage of approved providers of TBL in my LWIA	O	O	O	O	O	☐
Other issue(s) related to required resources or costs(describe below)	O	O	O	O	O	☐

Other issue(s) related to required resources or costs for Comprehensive American Job Centers, or satellite or affiliated sites:

_____

_____

Stakeholder acceptance of TBL

	No barrier 1	2	Moderate barrier 3	4	Significant barrier 5	Unknown
Acceptance of TBL within the public workforce investment system (e.g., American Job Centers, WIBs)	○	○	○	○	○	☐
Acceptance of TBL by state policymakers	○	○	○	○	○	☐
Acceptance of TBL by degree- or credential-granting programs	○	○	○	○	○	☐
Acceptance of TBL by employers	○	○	○	○	○	☐
Other issue(s) related to stakeholder acceptance of TBL(describe below)	○	○	○	○	○	☐

Other issue(s) related to stakeholder acceptance:

_____

_____

Q29A

Please briefly describe the major factors underlying the current level of TBL usage within your LWIA.

_____

_____

Please confirm the names of the individuals or data source(s) consulted to complete this survey. If no any individuals or data source(s) were consulted, the fields may be left blank.

Individual(s) (name, title, and organization):

_____

_____

_____

_____

Data source(s): _____