



*Lessons & New
Developments of a New
Skills-Based Online
Training Program*

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& Megan Castro
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www.ccs.edu



PROGRAM FOUNDATIONS

THE RITEI PROGRAM



Rapid IT Training and Employment Initiative (H1-B DOL Grant)

Entry-level IT training: CompTIA A+ & 7 Google Career Certificates

Entirely Remote with wrap-around services

Launched in July 2022

Enrolled 190 Learners to date, 28 earned at least 1 Certificate

Now in 2024, we have enrolled 300 Learners to date, 71 earned at least 1 certificate



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Recruitment

Marketing Campaign to bring in diverse learners



Enrollment

IT is a booming industry sector needing diverse talent



Coaching

A person in your corner

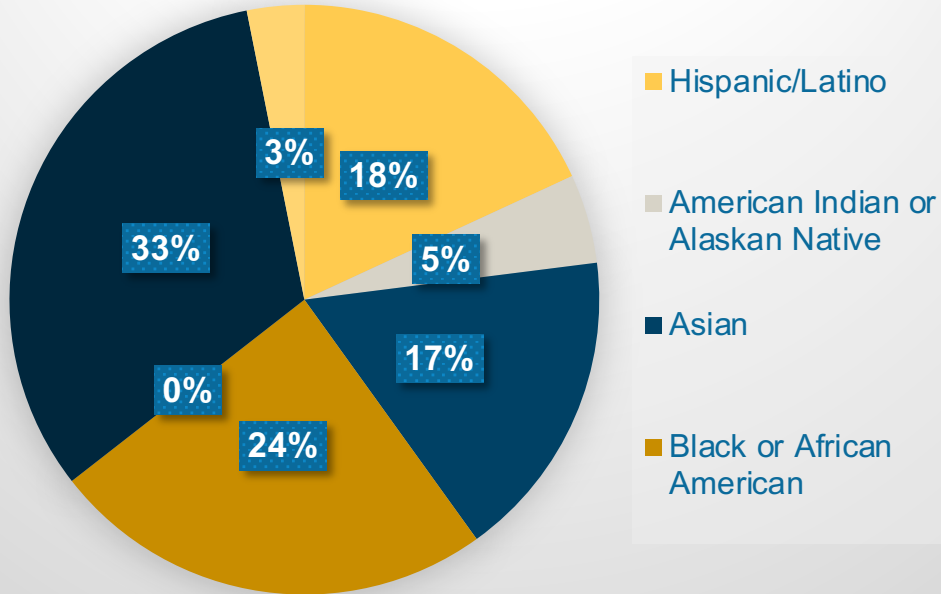
Learner Profiles for Program Participation

- Non-traditional Adult Learners
- Varying employment statuses -
 - ✓ Unemployed
 - ✓ Underemployed
 - ✓ Incumbent workers
- Varying household make up
- Income thresholds -
 - ✓ Living Wage Calculator to aid in determining limits
- Diverse race and ethnicities



RITEI Demographics

5/13/24



“ *This is an AWESOME program and I hope many people experience success with it. Also, Arlette Stratton was a wonderful coach and is a true asset to your program.* ”

Chris D RITEI Learner



Difficult Spaces

Communication avenues

Maintaining flexibility

Finding champions



Retention

- Career, family, & financial responsibilities
- Loss of interest
- Health issues



Completion

- Test/exam anxiety
- Underestimating time commitment
- Lack of stable equipment/service
- Lack of self-confidence
- Fear of reaching out for support



Employer Engagement & Work Based Learning

Disconnect on entry-level talent



NEW DEVELOPMENTS

Exciting Program Changes

- ❖ Hired two part-time positions
- ❖ Badging is live!
- ❖ Learner feedback surveys:
October 2023
March 2024



Earn this Badge

Rapid IT Training and Employment Initiative

Issued by [Colorado Community College System](#)

Candidates will complete training and earn an IT related industry credential while engaging with a success coach and other resources.

[Learn more](#)

Certification Foundational Months Free

Skills

[CompTIA A+](#) [Help Desk Certification](#) [Help Desk Support](#) [Information Technology](#) [IT Support](#)

Earning Criteria

Complete a Google Coursera Certificate program and/or CompTIA A+ training.

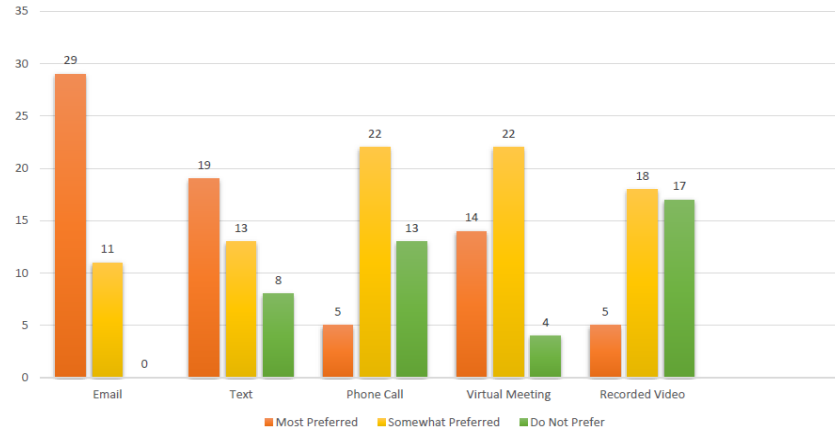
Standards

Funded by [CCCS Workforce Development Team](#)

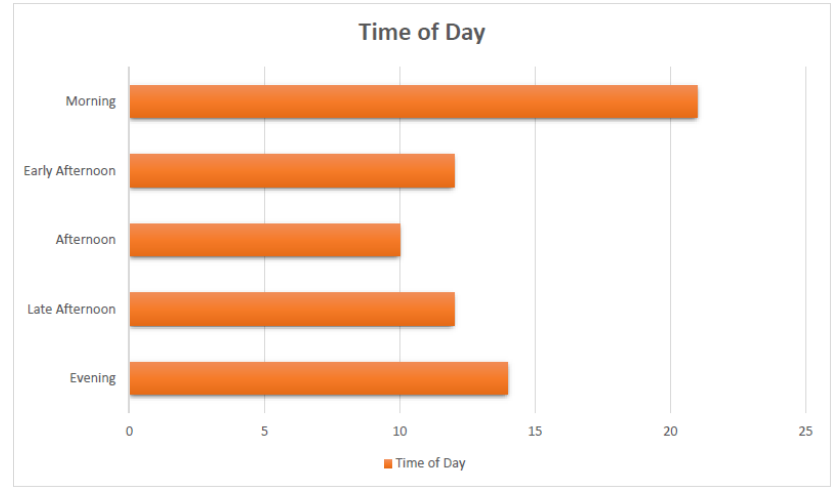
This is a Workforce Development Program, jointly administered by the Colorado Community College System and Jobs for the Future.

Survey Feedback

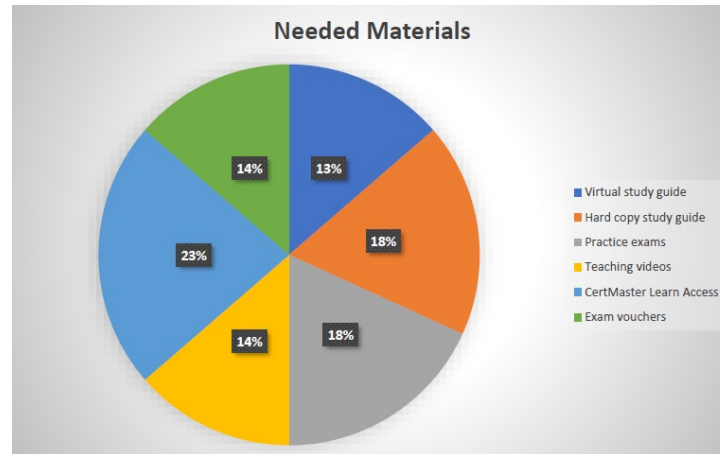
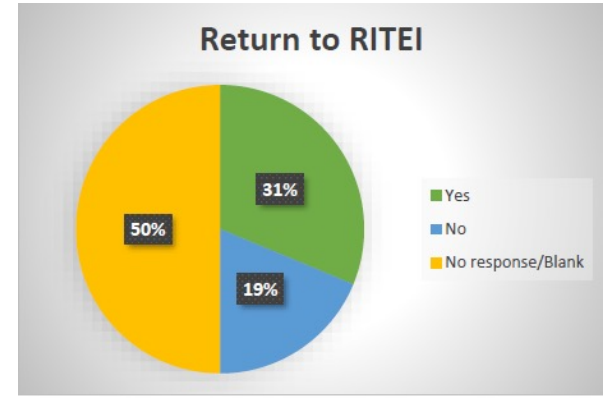
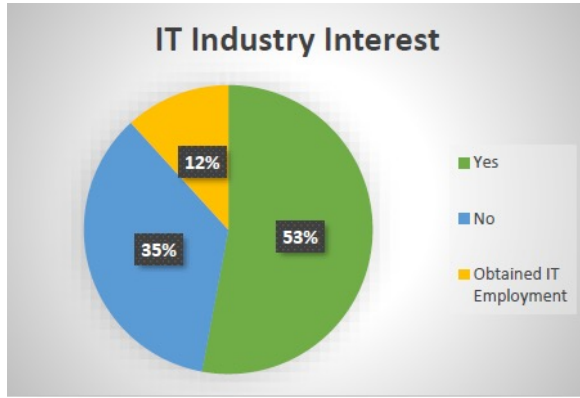
Preferred Method to Receive Information



Time of Day



Re-engagement Survey Feedback



Program Changes & Upcoming Work

Changes to the intake process

Expanded intake application for stronger vetting

Varying coaching check-in forms; completely electronic

Re-engagement of non-active learners

Work-based learning opportunity



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RITEI & RIIPEN

Entirely remote work-based learning

40 hours over 4 weeks

Earn an \$800 Stipend

25 RITEI completers

Connected to an employer that provides all necessary training, mentoring, and access to all websites and services to complete project



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RITEI Career Coaching

Started in August 2023

Career Coach is available for learners 20 hours a week and provides the following Services:

- One on One Career Appointments
- Resume building/review
- Interview practice (Mock Interviews)
- Help with the Job Search

Weekly workshops on varying relevant career topics.

D2L IT Career Readiness Course with option to earn the 'IT Career Ready' Badge.



Career Coaching in Action

Career Workshops Offered (24 sessions to date):

- Resume Building
- Interview Workshop
- Job Skills
- Job Search
- Time Management in the Workplace
- Cover Letter
- Badging Information

D2L IT Career Ready Shell

- 5 modules
- 2 Discussions
- 1 Assignment
- 3 Quizzes



A young man with short hair, wearing a dark jacket over a light-colored t-shirt, is seated at a table in what appears to be a train or bus. He is looking down and writing in a notebook with a pen. The scene is overlaid with a semi-transparent blue filter. The word "LESSONS" is written in large, bold, yellow capital letters across the center of the image. A thin yellow L-shaped line is visible on the left side of the blue overlay.

LESSONS

LESSONS LEARNED

- Work Based Learning in Colorado for Adult Learners is difficult, but possible!
- Flexibility is key! Feedback is important for identifying program changes that need to be put into place.
- One central resource is extremely beneficial.
- Try to “meet the learner where they are at” as much as possible (scheduling meetings, workshops, study groups, etc.)
- Continuous evaluation of program processes is beneficial to program administrators and program participants.





Questions?

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