Blended Learning Series
Introduction to Blended Learning and Accenture Learning Exchange
Housekeeping Items

• Webinar is being recorded and will be posted online within a week- [http://www.foc-network.org/webinar-archive.html](http://www.foc-network.org/webinar-archive.html)

• All lines will be muted for the duration of the webinar

• Send all your questions via chat

• Send additional questions to [jguzman@lisc.org](mailto:jguzman@lisc.org)
Agenda

• Introductions
• What is Blended Learning?
• Accenture Learning Exchange
• Best Practices
• Upcoming Webinars
Learning Exchange Team

• Michelle Riek
  • Program Manager

Cathleen Andres
Development Manager

Janelle Thompson
Course Developer & Operations
Blended Learning

Blended learning is an instructional model that combines traditional face to face instruction with online learning to maximize effectiveness.
Other Benefits of Blended Learning

Research suggests that learners benefit from a blended learning approach due to greater accessibility for busy adult learners, leading to increased program retention.

- Flexibility- Self-paced and virtual
- Accessibility- Ability to revisit material/modules
- Improve Digital Literacy skills
- Cost Saving
Blended Learning vs Digital Literacy

Instructional Modal (Online + Face to Face)

Skills need to operate technology
Employment/ Job Readiness Workshops

• Email Basics (practice sending professional emails)
• Introduction to Word (Formatting Resume)
• Job searching and applying online
• Career Planning

Financial Coaching

• Online banking or paying bills online (Internet Basics/ Cyber Security)
• Intro to Excel (budgeting)
• Ecommerce (Buying and Selling)
SKILLS TO SUCCEED
LEARNING EXCHANGE
LISC WEBINARS
WHAT IS THE LEARNING EXCHANGE?

AWARD WINNING, ONLINE LEARNING PLATFORM FOR NON-PROFIT PARTNER ORGANIZATIONS IN NORTH AMERICA

100+ Partners
20K+ Learners
175K+ Course Completions

LEARNERS INCLUDE:
Opportunity Youth
Homeless Youth
High School Students
Community College
4-Year College Students
Recent Immigrants
Unemployed Adults
Formerly Incarcerated
Women’s Shelter
Veterans

141 ONLINE COURSES & RESOURCES, 74 WORKSHOPS

TOP 10 ONLINE COURSES:
1. Starting Your Resume
2. Finalize Your Resume
3. Career Planning
4. Introduction to Cover Letters
5. Using Social Media Professionally
6. Types of Interviews
7. The Interview Process
8. Networking Techniques
9. Professional Image
10. Professional Behaviors
Learning EXCHANGE Curricula

The blended learning curricula provides a blend of online courses for building foundational knowledge and classroom workshops for practicing hands-on skills. The courses and curricula are FLEXIBLE; organizations can use one of the existing curriculum or tailor their own training plan.

<table>
<thead>
<tr>
<th>Job Seeker Mobile</th>
<th>Pre</th>
<th>Career Planning</th>
<th>Resume and Cover Letter Writing</th>
<th>In-Person Networking</th>
<th>Online Networking</th>
<th>Interviewing</th>
<th>Post</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st Job Mobile: Starting your Career</td>
<td>Pre</td>
<td>Professionalism and Work Ethic</td>
<td>Writing Techniques</td>
<td>Business Communication</td>
<td>Verbal Communication</td>
<td>Time &amp; Task Management</td>
<td>Teamwork</td>
</tr>
<tr>
<td>Digital Literacy Enhanced</td>
<td>Pre</td>
<td>Computer Basics</td>
<td>Windows Basics</td>
<td>Internet Basics</td>
<td>Internet Explorer</td>
<td>Google Chrome</td>
<td>Microsoft Outlook</td>
</tr>
<tr>
<td>IT Customer Support</td>
<td>Pre</td>
<td>Exploring the IT Industry</td>
<td>Customer Service and Communication</td>
<td>IT Task &amp; Time Management</td>
<td>Problem Solving &amp; Troubleshooting</td>
<td>IT General Concepts</td>
<td>Computer Anatomy</td>
</tr>
<tr>
<td>Health Technology &amp; Administration</td>
<td>Pre</td>
<td>Exploring the Industry</td>
<td>Medical Terminology</td>
<td>Customer Service and Communication</td>
<td>Time and Task Management</td>
<td>Healthcare Legislation</td>
<td>Medical Records</td>
</tr>
<tr>
<td>Retail Industry Fundamentals2</td>
<td></td>
<td>Retail Industry Fundamentals</td>
<td>Basic Work Fundamentals</td>
<td>Business of Retail</td>
<td>Customer Focus</td>
<td>Selling</td>
<td>Getting and Keeping Jobs in Retail</td>
</tr>
<tr>
<td>Mental Health Work Readiness2</td>
<td></td>
<td>Mental Health 101</td>
<td>Mental Health 102</td>
<td>Choosing to Disclose</td>
<td>Breaking the Stigma</td>
<td>The Job Search</td>
<td>Cover Letters, Resumes &amp; Interviews</td>
</tr>
<tr>
<td>Big Data &amp; Using Excel2</td>
<td></td>
<td>Introduction</td>
<td>Formatting &amp; Displaying Data</td>
<td>Working with Data</td>
<td>Formulas</td>
<td>Functions</td>
<td>Logic</td>
</tr>
</tbody>
</table>
## LISC Training Plan

- Currently **33 courses in LISC Training Plan**; learners still have access to all online courses
- Learners can **track their progress, earn badges**, and **print a Certificate of Completion**.

### My Training Plan

<table>
<thead>
<tr>
<th>Course</th>
<th>Status</th>
<th>Completion date</th>
<th>Duration</th>
<th>Required/Recommended</th>
<th>Prerequisites</th>
<th>Progress</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>DL - Pre Assessment</td>
<td>Completed</td>
<td>01/30/20</td>
<td></td>
<td>Required</td>
<td>-</td>
<td>100 %</td>
<td></td>
</tr>
<tr>
<td>DL - Computer Basics</td>
<td>Enrolled</td>
<td>-</td>
<td>120</td>
<td>Required</td>
<td>-</td>
<td>0 %</td>
<td></td>
</tr>
<tr>
<td>DL - Windows Basics</td>
<td>Enrolled</td>
<td>-</td>
<td>138</td>
<td>Required</td>
<td>-</td>
<td>0 %</td>
<td></td>
</tr>
<tr>
<td>DL - Internet Basics</td>
<td>Pending</td>
<td>-</td>
<td>108</td>
<td>Required</td>
<td>-</td>
<td>0 %</td>
<td></td>
</tr>
<tr>
<td>DL - Internet Explorer</td>
<td>Enrolled</td>
<td>-</td>
<td>70</td>
<td>Required</td>
<td>-</td>
<td>0 %</td>
<td></td>
</tr>
<tr>
<td>DL - Google Chrome</td>
<td>Pending</td>
<td>-</td>
<td>70</td>
<td>Required</td>
<td>-</td>
<td>0 %</td>
<td></td>
</tr>
<tr>
<td>DL - Microsoft Outlook</td>
<td>Pending</td>
<td>-</td>
<td>150</td>
<td>Required</td>
<td>-</td>
<td>0 %</td>
<td></td>
</tr>
<tr>
<td>DL - Web-based Email</td>
<td>Pending</td>
<td>-</td>
<td>90</td>
<td>Required</td>
<td>-</td>
<td>0 %</td>
<td></td>
</tr>
<tr>
<td>DL - Social Media</td>
<td>Pending</td>
<td>-</td>
<td>150</td>
<td>Required</td>
<td>-</td>
<td>0 %</td>
<td></td>
</tr>
<tr>
<td>DL - Microsoft Word</td>
<td>Pending</td>
<td>-</td>
<td>234</td>
<td>Required</td>
<td>-</td>
<td>0 %</td>
<td></td>
</tr>
<tr>
<td>DL - Microsoft PowerPoint</td>
<td>Pending</td>
<td>-</td>
<td>336</td>
<td>Required</td>
<td>-</td>
<td>0 %</td>
<td></td>
</tr>
<tr>
<td>DL - Microsoft Excel</td>
<td>Pending</td>
<td>-</td>
<td>265</td>
<td>Required</td>
<td>-</td>
<td>0 %</td>
<td></td>
</tr>
<tr>
<td>DL - Post Assessment</td>
<td>Pending</td>
<td>-</td>
<td></td>
<td>Required</td>
<td>-</td>
<td>0 %</td>
<td></td>
</tr>
<tr>
<td>IT CS - Pre Assessment</td>
<td>Pending</td>
<td>-</td>
<td></td>
<td>Required</td>
<td>-</td>
<td>0 %</td>
<td></td>
</tr>
<tr>
<td>IT CS - Customer Service and Communication</td>
<td>Pending</td>
<td>-</td>
<td>90</td>
<td>Required</td>
<td>-</td>
<td>0 %</td>
<td></td>
</tr>
<tr>
<td>IT CS - CRM Ticket Demonstrations and Simulations</td>
<td>Pending</td>
<td>-</td>
<td></td>
<td>Required</td>
<td>-</td>
<td>0 %</td>
<td></td>
</tr>
<tr>
<td>IT CS - IT Task and Time Management</td>
<td>Pending</td>
<td>-</td>
<td>80</td>
<td>Required</td>
<td>-</td>
<td>0 %</td>
<td></td>
</tr>
<tr>
<td>IT CS - Problem Solving and Troubleshooting</td>
<td>Pending</td>
<td>-</td>
<td></td>
<td>Required</td>
<td>-</td>
<td>0 %</td>
<td></td>
</tr>
</tbody>
</table>

### My Certificate

- Complete 1 required courses
- Complete 50% required courses
- Complete 100% required courses
- Complete feedback for 100% courses

- Bronze
- Silver
- Gold
- Platinum
Blended Learning: Digital Literacy Enhanced

<table>
<thead>
<tr>
<th>Pre</th>
<th>Computer Basics (120 min)</th>
<th>Windows Basics (140 min)</th>
<th>Internet Basics (110 min)</th>
<th>Internet Explorer (70 min)</th>
<th>Google Chrome (80 min)</th>
<th>Microsoft Outlook (165 min)</th>
<th>Web-Based Email (90 min)</th>
<th>Social Media (150 min)</th>
<th>Microsoft Word (230 min)</th>
<th>Microsoft Power Point (340 min)</th>
<th>Microsoft Excel (285 min)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Post</td>
<td>Computer Basics (1-6 hours)</td>
<td>Windows Basics (2-6 hours)</td>
<td>Internet Basics (2-6 hours)</td>
<td>Internet Explorer (2-4 hours)</td>
<td>Google Chrome (2-4 hours)</td>
<td>Microsoft Outlook (4-6 hours)</td>
<td>Web-Based Email (2-4 hours)</td>
<td>Social Media (4-8 hours)</td>
<td>Microsoft Word (5-12 hours)</td>
<td>Microsoft Power Point (5-12 hours)</td>
<td>Microsoft Excel (5-12 hours)</td>
</tr>
</tbody>
</table>

Note: This curriculum is tightly integrated between the online courses and classroom workshop materials that you must do both.
DEMO
WHAT ARE THE KEY Benefits?

LEARNERS
• Single point of access to build employability knowledge and skills
• Anytime, anywhere access with online and mobile learning
• Safe environment to learn at own pace

NON-PROFILE PARTNERS
• Access to online and classroom training to complement their programs
• Flexibility to configure curriculum
• Track usage
• Extend reach and scale at lower cost

ACCENTURE
• Opportunity to share best-in-class content with our partners
• Reuse, efficiency
• Metrics on usage and satisfaction
Questions?
Interested in utilizing to the Accenture Learning Exchange?

It is free to all FOC partners!

Complete the post-webinar survey or connect with your local program officer for more information.
Next in the Blended Learning Series

Register today! – FOC-Network.

Flash! – 30 minute webinars

3/26 – Blended Learning Series: Job Seekers Curriculum
4/09 – Blended Learning Series: Financial Education
4/23 – Blended Learning Series: ABE/Bridges Curriculum
5/14 – Blended Learning Series: Entrepreneurship
6/04 – Blended Learning Series: Learning Exchange Reporting
Thank you!

Contact:

Jackie Guzman
Assistant Program Officer, FIWB LISC
10 s Riverside plaza, Suite 1700
Chicago, IL 60606

jguzman@lisc.org