



## Pima Community College Virtual Site Visit

### Virtual Site Visit Resource

This resource was developed based on key themes and questions submitted by attendees of the October 8, 2020, *Advancing Innovation in Adult Education Pima Community College Virtual Site Visit*. This document includes questions posed by chat participants with accompanying responses from the panelists.

### Student Enrollment

Does co-enrollment take place with both partners, or is one partner the lead in getting students into the system?

- The IBEST intake process is designed to integrate co-enrollment with our Adult Education program and Arizona@Work (WIOA Title 1).
- The leadership team, which includes representation from Adult Education, Arizona@Work, and CTE, agrees on the intake process prior to recruiting for an IBEST program.
- The Adult Education Student Services team typically takes the lead on ensuring students move through our registration and enrollment systems. Students begin the enrollment process by attending an IBEST information session.
- Students complete the college admission application and required placement tests.
- After a student completes the placement process, they are referred to the Arizona@Work Liaison, who facilitates the assignment to a Workforce Development Specialist (WDS).
- The WDS will reach out to the student to coordinate an intake appointment over the phone and, once completed, the student will be transferred to the WDS designated for each specific IBEST program.

### Instruction

How are the technical skills taught?

- Before the COVID closure, all classes were taught in person. After March 16th, most of the coursework moved to virtual instruction, and this varies between programs.
- Much of the coursework in the Automated Industrial Technology (AIT) IBEST is done in the lab, where students apply what they have learned during regular class time. Because the technical skills instruction requires that students use the lab equipment under trainers' supervision, and students must demonstrate multiple skills competencies, the AIT IBEST has continued requiring students to attend in-person lab time even after the COVID closure, adhering to careful safety protocols established by the College.

- The Medical Assistant IBEST program has shifted all coursework to a virtual environment, with the exception of a clinical component that will require in-person participation at the end of the program.
- The Logistics and Supply Chain Management program is being taught 100% virtually. Pre-COVID, the courses in this certificate program were available both in person and virtually, so the quick adjustment to online learning for our IBEST cohort was a smoother transition than with other programs.

### Is GED curriculum integrated into all I-BEST curriculum, or do HSE students concurrently enroll in a GED class?

- IBEST students do not concurrently enroll in separate GED® classes. All students seeking the HSE diploma in IBEST get the contextualized basic skills instruction they need to be able to pass the GED® test.
- Our IBEST models build additional instructional time into every program, typically an additional hour per class. This class time is facilitated by an Adult Education Instructor, who teaches reading, writing, and math contextualized to the CTE course content, so the students who are aiming for their HSE Diploma get that additional support in areas needed to be able to successfully pass the GED® test.
- It is important to note that all of our IBEST programs have students participating 4 days a week, at an average of 3 hours per day. They are engaging with more rigorous material than they might find in a typical ABE classroom, which also serves to accelerate their basic skills development.

### Do you help learners learn how to manage various life and family tasks (e.g., financial literacy, managing eldercare and childcare, staying healthy, managing housing and transportation tasks) that people need to be able to hold a job?

- The IBEST model as a whole supports the whole learner, helping them to persist through various life challenges. The wraparound support that each student receives often encompasses life challenges such as childcare, transportation, food insecurities, and homelessness.
- Support may come from the Program Advisor, Instructors, or Arizona@Work/One Stop Workforce Development Specialists, and sometimes all three work together to help a student. It is truly a collaborative effort depending on the need of the student.
- During the integrated skills time, the adult education instructor includes units on financial literacy and employability skills.

## Employability

### Could we hear a bit more about how the Pima County employment landscape plays a role in the IBEST program?

- We work very closely with our Arizona@Work (WIOA Title I) partners to both plan for and implement all IBEST programs. As we begin an exploratory phase of launching a new IBEST, we begin with our Title I partners. They bring their labor market data and feedback

from their networks of employers to the table to inform our direction for a new IBEST program.

- We seek to understand where the healthiest sectors are in Pima County, where growth is predicted, and where there is demand. From there, we meet with our CTE partners to determine which programs align with the sector demand, and if the programs have the capacity to partner with Adult Education to launch an IBEST program.
- We also seek CTE partner programs that have stackable credentials and a strong pathway for students to be able to continue their education beyond the initial credential, leading them to greater opportunities for advancement in the sector. Logistics and Supply Chain Management and Automated Industrial Technology IBEST programs both have two levels of certificates that lead to an associate's degree.
- At the end of every IBEST program, all partners collaborate to organize a Job Fair for students in the cohort. Employers are invited to participate, building opportunities for IBEST students to find employment in the sector immediately upon completion of the certificate program.

### What are the average wages after completion?

- We find a lot of variation in what students earn after they complete a level 1 certificate. For students who have completed the first certificate, they have found entry-level positions with salaries averaging from \$14/hour for Medical Assistants to \$15-\$16/hour for Logistics and AIT certificate completers, depending on the employer and position.
- The Logistics and Supply Chain Management (Basic) certificate and the Automated Industrial Technology (Level 1) certificate typically lead students to entry-level work, but provide pathways that allow students to apply all credits toward the next level certificate, and beyond to an associate's degree.