Executive Summary

Evaluation Planning for Remote Workforce Services and Online Learning
10/29/2020

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As states and local areas adapt to provide services remotely through the use of virtual delivery tools, apps, and websites, the workforce development practitioners and researchers in this webinar present their efforts to deliver services remotely and share ideas for evaluation of their remote and technology-based services. Presenters describe efforts to use evaluation planning to:

- Engage customers and build a digital environment strategy in jobs4TN.gov, understand what matters the most to customers, address missing opportunities to engage 400,000 Tennesseans; and utilize new ways to expand customer engagement, modernize service delivery as a virtual American Job Center; and shift internal learning to evolve and anticipate the customers' needs.

- Conduct a COVID-19 rapid response qualitative study of the Evidence-Based Adult Education System; understand shifts in distance learning, technical access and capacity, learner activities, changes to adult educator jobs; examine how programs respond and evolve; explain the significant gaps in digital literacy and other learning needs; consider policy gaps and variation in leadership to address local program needs; and acknowledge how the evaluation accommodates state of flux and prior emergency preparedness.

- Act in response to workforce development staff needs in New Jersey based the New Start Career Network, operating a high-tech, high-touch virtual environment for long-term unemployed; create "Suddenly Virtual" and online community community of practice to address the needs; develop "Strategically Virtual" framework, and document lessons learned for considerations on how to evaluate virtual workforce services.

- Utilize the fundamentals of evaluation plans and methods as remote services and virtual learning are evaluated; consider logic models and select outcomes and evaluation approaches to measure impacts of the services provided.

■ **Federal** ■ *State* ■ *Other*

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*timestamps are not hyperlinked