Landscape Scan of Current Employability Assessments

<u>Prepared for HR 477 Career Pathway Endorsements Advisory Committee</u>

As employers increasingly demand job-ready workers, secondary, postsecondary, and workforce organizations seek to provide documentation of employability of their graduates. Employability assessments take a number of formal and informal forms, and can achieve different ends. These assessments often include significant components around "soft" employability skills, such as verbal/non-verbal communication, timeliness, attitude, and problem solving. Three overarching categories areas that assessments measure are applied knowledge, effective relationships, and workplace skills. One of the core differences across models is the form of the assessment itself: many are computer-based assessments, which often requiring testing centers to administer the tests, but there are a few in-person observational assessment tools as well.

While there are a number of employability assessments in use across the United States, this report focuses on three as potentially helpful models for the HR 477 Career Pathway Endorsements Advisory Committee: the National Workforce Readiness Credential, Chicago Public Schools and MHA Labs tools, and the Massachusetts Work-Based Learning Plan (WBLP).

National Workforce Readiness Credential (WRC)

Jobs for the Future released an insightful landscape scan of work readiness assessments in 2007. One notable example in the JFF report, the National Workforce Readiness Credential (WRC), is a national portable credential that provides a thorough report of the evaluated student in four modules: *active listening, situational judgment, math,* and *reading*. The WRC is a battery of web-based assessments administered at approved training centers. Depending on the registration of the training center, the test costs \$74.95 at a minimum, but can cost as much as \$145.95. While it was initially administered by OneStop Centers across six founding states, (FL, NJ, NY, RI, WA and the District of Columbia), when it was transformed into an online platform it shifted to administration by testing centers. Currently, over 213 testing centers around the country provide the test, and the cost is covered either by the individual being assessed, or on occasion by training centers. Currently, the primary target of the WRC is the

¹ "A Survey of Selected Work Readiness Certificates" Norma Rey-Alicea and Geri Scott, January 2007 (Prepared for Skill Up Rhode Island, United Way of Rhode Island)

² http://www.castleworldwide.com/nwrc/documentation/candidate_handbook.pdf

jobseekers themselves, as a tool to market their skills while pursuing entry-level jobs. WRC's modules are based on Equipped For the Future and DOL's SCANS standards, and result in a certificate that can provide valuable information to students, job seekers, and employers alike.

Chicago Public Schools (CPS)/MHA Labs

Chicago Public Schools original Employability Assessment Rubric tool was launched in 2011 in CTE programs. This initial tool rapidly grew to be a "go to" tool for schools, afterschool programs as well as CTE and workforce programs - often being used on youth as young as 6 years of age. As a result, CPS received an innovation grant from the W.K. Kellogg Foundation to transform the Employability Assessment into a cradle to career tool for college, career and life outcomes. This revised 21st century skills building block framework, assessment and learning initiative was called MHA Labs. This new system then grew to serve thousands of classrooms and programs in and out of school. In 2014, the MHA Labs project became in independent nonprofit now serving 5 major cities - including CTE schools in Chicago and New York City.

In Spring of 2015, MHA Labs collaborated with a workforce researcher to use 4 years of data from the original employability assessment and the building block assessment to create a new evidence-based Employee/Intern Performance Review tool that focuses on the skills most predictive for success in an entry level internship and job. This tool is currently being used in 4 city summer jobs programs impacting over 5,000 youth.

In collaboration with the public/private nonprofit MHA Labs, the Chicago Public Schools Career and Technical Education Department is pioneering the use of a foundational 21st century skills framework to skill-up lesson and unit plans across 60+ career programs while assessing on-the-job performance in internships using a workplace-specific Employee/Intern Performance Review Assessment. This approach allows for a complement of high school, college and workforce readiness programming to co-exist in a single classroom.

Massachusetts Work-Based Learning Plan (WBLP)

In 2013, the Massachusetts Board of Elementary and Secondary Education and the Board of Higher Education agreed upon a definition of college and career readiness for all students in the state. This work was part of broader efforts within the state prompted by their joining of the Partnership for Assessment of Readiness for College

and Career (PARCC) coalition in 2010. The essential competencies addressed in this definition are around learning and workplace readiness.

From this framework came the Massachusetts Work-Based Learning Plan (WBLP), which is used both as a diagnostic tool and a goal-setting tool to structure enriching work-based learning experiences. The WBLP is comprised of two sections. The first assesses foundation skills, particularly in two categories: (1) work ethic and professionalism; and (2) communication and interpersonal skills. The second section is tailored to the particular work-based learning opportunity and assesses specific workplace and career skills such as occupation-specific skills or time and project management more broadly. As it is tied directly to work-based learning experiences, the WBLP provides structure to assess students prior to and twice during during their job or internship. In this way, students, employers, and internship facilitators are all aware of the assets and areas for growth to focus on throughout that period.

In addition to a paper format, the WBLP is part of a larger set of resources including an online database of job descriptions, built-in rubrics for the evaluation, and guides for implementation for both employers and potential employees.

Conclusion

As states and localities pursue new ways to assess their students and provide various types of work readiness documentation, the models in this report can be useful guideposts. While computerized testing leads to efficiencies in assessment administration, some assessments such as the WRC not only have barriers to entry for students or communities that have little access to testing centers, but also fail to evaluate core employability skills such as communication and resource management. Models such as the CPS/MHA Labs tools and the Massachusetts Work-Based Learning Plan are more holistic, flexible models that can be adapted for communities at a variety of resource levels.

Employability Assessment Appendices

I. Matrix of Assessments

II. National Work Readiness Credential

A. The National Work Readiness Credential Profile

III. Chicago Public Schools/MHA Labs Framework

- A. Performance Review
- **B.** 2015 Workforce Development Tool Roadmap
- C. Basic Workflow Of MHA Tools In Workforce Programming
- D. Employment/Internship Performance Review
- **E.** Youth Performance Review Teacher/Mentor Form
- **F.** One Summer Chicago Youth Survey

IV. Massachusetts Work-Based Learning Plan

A. MA WBLP Assessment

EMPLOYABILITY SKILLS FRAMEWORK-MATRIX OF ASSESSMENTS

EIVIPLOTABILITY SKILLS FRAIVIEWORK-IVIATRIX OF ASSESSIVIENTS											
	Form of Applied Knowledge Effective Relationships Wo					Workplace Skills	5				
Resource	Assessment	Applied Academic Skills	Critical Thinking Skills	Interpersonal Skills	Personal Qualities	Resource Management	Information Use	Communication Skills	Systems Thinking	Technology Use	
Massachusetts Work-Based Learning Plan	Observed		x	X	x		x	x	x	x	
Employability Assessment Rubric, Chicago Public Schools	Observed		х	X	x		x	х		x	
National Career Readiness Certificate/WorkKeys, ACT	Online	x	x	•	•		x				
National Work Readiness Credential	Online		x	•	•			x	x	x	

NOTE: These examples represent a sample of employability standards and assessments compiled during an inventory of employability skills conducted in 2012. They do not represent an exhaustive list of employability skills but rather include sources that are widely cited. The content of these sources may change over time to address skills that are not reflected in the above matrix.

This page contains links to resources created and maintained by outside organizations that may be useful to the reader. The Department is not responsible for the accuracy of the information contained therein. Inclusion of this information does not constitute an endorsement by the U.S. Department of Education of any products or services offered or views expressed.

Source: http://cte.ed.gov/employabilityskills/index.php/framework/source_matrix Modified to inlcude Masachusetts Work-Based Learning Plan

⊙=denotes as a qualified observation due to computerized nature of assessment

What New Workers in Entry-Level Jobs Need to Be Able to Do

New workers need to be able to use these EFF* Skills...

Communication Skills

- 1 Speak So Others Can Understand
- **2** Listen Actively
- 3 Read With Understanding
- 4 Observe Critically

Interpersonal Skills

A Cooperate With Others
A Resolve Conflict and

A Resolve Conflict and Negotiate

Decision-Making Skills

- Use Math to Solve Problems and Communicate
- Solve Problems and Make Decisions

Lifelong Learning Skills

Take Responsibility for Learning

...well enough to successfully carry out these critical entry-level tasks:

Acquire and Use Information

- Acquire, use, and share information accurately and in a timely manner in order to:
 1 2 3 4 1 1
 - Get work done.
 - Identify appropriate procedures.
 - Respond to requests from internal and external customers.
- Read and understand information presented in written form well enough to get the job done.
- Communicate in spoken English well enough to get the job done. 1 2 3
- Ask for clarification or help from supervisor or appropriate others when needed.
 1 2 4 1 1

Use Technology

- Learn how to use appropriate computer-based technology to get the job done most efficiently.
- Be able to use a telephone, pager, radio, or other device to handle and process communication.
 2
- Make sure that all equipment is in safe working order.
 4 1 2
- Use equipment properly to minimize damage to equipment or injury to oneself or others.
 4

*Based on Equipped for the Future Standards

Use Systems

UNDERSTAND SYSTEMS

- Understand how one's own performance can impact the success of the organization.
 1 2 4 14
- Comply with organizational policies and procedures in a consistent manner.
 2 3 4 4 4
- Pay attention to company guidelines regarding: 12344
 - Personal and professional interactions.
 - Appropriate dress.
 - Health and safety.
- Follow established procedures for handling urgent situations or emergencies.
 1 2 3 4 2
- Keep informed about quality and health standards set by external sources, including unions, OSHA, and other national and international organizations.
- Go to the appropriate person/source when approval is needed for workrelated activities.
 1 2 3 4 4 4 4

MONITOR AND CORRECT PERFORMANCE

- Monitor quality of own work.
- Accept and use constructive criticism for continuous improvement of own job performance.
 4 A 2 4
- Keep track of changes within the organization and adapt to them.
 1 2 4 1

Work With Others

DIVERSITY

- Work as part of a team to develop and achieve mutual goals and objectives.
 1 2 4 1 2 2
- Develop and maintain good working relations with coworkers, supervisors, and others throughout the organization, regardless of background or position:
- Be respectful and open to the thoughts, opinions, and contributions of others.
- Avoid use of language or comments that stereotype others.

NEGOTIATE

• Work through conflict constructively. 1 2 4 1 2 2

SERVE CLIENTS

- Address customer comments, questions, concerns and objections with direct, accurate, and timely responses.
 1 2 3 4 A 2 4
- Verify customer or client identification to validate forms, provide services, or carry out procedures.
 1 2 3 4 2

Integrity

- Demonstrate integrity. 1 2 4 1 1
- Maintain confidentiality, as appropriate, about matters encountered in the work setting.

Know How to Learn

- Learn new/additional skills related to your job. 2 3 4 ↑ 2 ◆
- Learn about the products/ services of the organization. 2 3 4 4

Responsibility

- Demonstrate willingness to work. 1 2 14
- Take responsibility for completing one's own work assignments:
 2 3 4 1
 - Accurately.
 - On time.
- To a high standard of quality.
- Even when the work is physically or mentally challenging.
- As efficiently as possible, to minimize costs, rework, and production time.
- Show initiative in carrying out work assignments.
 1 2 A •

Allocate Resources

- Use basic math well enough to get the job done. 3 1 2 1
- Manage time effectively to: 234 A
 - Get the work done on schedule.
- Prioritize tasks.
- Make sure that urgent tasks are completed on time.
- Make sure that materials, tools, and equipment are available to do the job effectively.

Solve Problems

- Cope with a work situation or tasks that change frequently: 1 4 1 2 4
 - Demonstrate flexibility.
 - Accept new or changed work responsibilities with a positive attitude.
 - Adjust to unexpected problems and situations by seeking advice from a supervisor or appropriate others.
- Identify actual or potential problems related to one's own work:
- Report them in a timely manner, according to company policy.
- Help to fix them.

Self Management

- Display responsible behaviors at work: 1 2 3
- Avoid absenteeism.
- Demonstrate promptness.
- Maintain appropriate grooming and hygiene.
- Do not attend to personal business when on the job, except in emergencies.
- Manage stressful situations effectively.



www.workreadiness.com

MHA Labs Performance Review Surveys are designed to help employers, teachers, and out-of-school mentors communicate with each other in a collaborative effort to improve the 21st century skills of individuals newly entering the workforce. This One Pager lists the MHA Performance Review Survey questions by their skill category results. The questions on the actual Employment/Internship and Teacher/Mentor Survey tools will be randomized to minimize question order bias and improve overall data integrity. This One Pager is designed to help guide you in both the development of work readiness performance as well as assess skills at the end of the internship or job.

Work Ethic Survey Questions

- » Arrives on time and is rarely absent without cause.
- » Works hard to get the job done well.
- » Willingly follows rules and procedures.
- » Actively looks for additional tasks when own work is done.
- » Dresses according to the defined norms of the setting (workplace, class, or program).
- » Perseveres in difficult tasks, not giving up when facing a setback or barrier.
- » Does not procrastinate and gets work done on time.

Time Management

- » Breaks large assignments into a schedule of smaller deadlines.
- » Can prioritize tasks based on importance and deadline.
- » Manages time to complete tasks on schedule
- » Can accurately estimate time required to finish assignments.

Collaboration

Research and evaluation shows that collaboration is a complex skill that draws on items from every section of the survey. MHA Labs included this overall rating question to identify, through data analysis, which skills on the survey comprise the collaborating rating. Results of survey research will be available in time for Summer 2015 reporting.

- » Has strong teamwork skills.
- » Is a team player.

Positive Attitude

- » Graciously accepts criticism.
- » Has a "can do" attitude even in negative situations.
- » Stays calm, clearheaded and unflappable under stress.
- » Takes responsibility for his or her actions and does not blame others.

Social Awareness

- » Actively looks for ways to help other people.
- » Talks to other people before taking actions that affect them.
- » Adapts approach in response to changes in plans or others' priorities.
- » Seeks other people's input during joint work.

Verbal Communication - Speaking

- » When speaking, is easy to follow and concepts are presented logically.
- » Clearly pronounces words, making it easy for the listener to understand (e.g. pace, volume, enunciation).
- » Chooses words carefully when speaking (e.g. no technical jargon, slang, or potentially harmful language).

Verbal Communication - Listening

- » Accurately remembers information from a conversation or presentation.
- » Signals listening in conversations and presentations (e.g. keeps eyes on speaker, smiles, nods, does not text, does not interrupt).
- » Asks clarifying questions in conversations and presentations to make sure message was understood.

Written Communication

- » In written assignments, information is tailored to the task, purpose, and audience.
- » Writing is organized, making it easy for reader to understand and follow.
- » Uses mechanics of good written communication (e.g. complete sentences, proper grammar, correct spelling).

Problem Solving

- » Unpacks problems into manageable parts.
- » Generates multiple potential solutions to problems.
- » Knows where and how to get information to solve a problem.
- » Looks at the pros and cons of potential solutions before selecting one.
- **»** Willing to learn new information, skills, or approaches, as needed, to solve a problem.
- » Identifies new and more effective ways to solve problems.

Research Questions. These questions are being tested, prior to being used in next year's survey.

- » Has strong critical thinking skills.
- » Has a rich vocabulary.
- » Can read and understand complex documents.
- » Brings energy and enthusiasm to the workplace, classroom, or program.

Overall Evaluation - Employer

- » If I had a job opening, I would hire this employee.
- » I would recommend this employee to a colleague, for a similar position.
- » I would seek out this person to be on my next project.
- » I definitely consider this youth work ready.

2015 WORKFORCE DEVELOPMENT TOOL ROADMAP



Yearlong

Recommendation Tool(s)

Teacher, Instructor,
Mentors, Employers
Personal Success
Factor Survey Data to
be made accessible
to Profile Platforms or
Badge Platforms

2016 Work Readiness Recommendation Report

Automated reporting functionality from Profile Platforms or Badge Platforms

Due to increased market demand, MHA Labs must make a major investment in survey data analysis, survey design updates, training and survey administration platform

Pre-Placement

2016 Application

Personal Success Factors Anchor Survey Questions, Technical Skills Profiling, Goal Planning

2016 Employer Engagement Form

Work Description &
Expectations Form
with Personal
Success Factors
Anchor Survey
Questions

2016 Teacher, Instructor, Mentors Hiring Form

Personal Success Factors Anchor Survey Questions

Pre-Placement

2016 Employee Onboarding Report

Automated Employer
Work Description &
Expectation
Onboarding Report

2016 Employer New Hire Onboarding Report

Automated Employee Personal Success Factors, Technical Skills Profiling, Goal Planning Onboarding Report

2016 Pre-Placement Training

Personal Success Factors, Technical Skills, Goal Planning Training (By Agency or Employer)

Placement

Employee Survey

Work Experience Impact Survey with Personal Success Factor Survey Questions

Employer Survey

Employee
Performance Review
with comprehensive
Personal Success
Factors Survey

Teacher, Instructor, Mentors Survey

Student/Mentee
Performance Review
with comprehensive
Personal Success
Factors Survey

Impact Reporting

Youth Performance Report

Report with Category Weighted Averages and Individual Skill Ratings

Employer Performance Report

Individual and Group Employee Reports for promotion, employee development and continuous improvement

Employer Performance Report

Individual and Group Reports for development and continuous improvement

Program Impact Report

Aggregate reporting on all administrative and survey data

BASIC WORKFLOW OF MHA TOOLS IN WORKFORCE PROGRAMMING

PRE-PLACEMENT

YOUTH PRE-EMPLOYMENT TRAINING

Youth build awareness of their own skill profile and build stronger work readiness skills. Youth develop career goals and know the skill requirements of the career path as well as their immediate jobintern placement. Placement may or may not be an exact match to their career goal but does serves as an aligned skill-building experience. (Wide range of dosage options)

MHA skill checklists. MHA Recommendation tool. MHA does not pre-post test performance based skills but other pre-post attitude/noncognitive factor surveys can be used.

EMPLOYER ENGAGEMENT

Employers design work experiences that provide a scope of work realistic for the employment time period. Employers skill profile this job position(s) with MHA and technical skills that are most critical to performance on the tasks of the job scope.

MHA skill checklists



EMPLOYER TRAINING

Employers receive training on how to provide a skill-based job orientation and skill-based feedback as a means to manage on the job performance.

Employers learn how to use the Employee Performance Review survey. Employers review the skill profile of their youth job placement along with their resume. As well as MHA recommendation when used.

MHA skill feedback tools. MHA Recommendation tool. MHA Employee-Intern Performance Review. Youth skill profile tool.

PLACEMENT

Day 1

Job Experience Orientation and expectations for skill performance.

<u>During Job Experience</u>
Employment supervisor provides real time feedback on performance.

During Job Experience

Placement Source (school, workforce agency..) provides ongoing coaching and debriefing on workplace performance. Provides supplemental skills training

End of Job Experience

Employment Supervisor completes the MHA Employee-Intern Performance review and conducts a debriefing session

End of Job Experience

Placement Source (school, workforce agency..) provides additional debriefing and recognition activities. Provides youth with scorecard for use in future job placement.

Post-Job Experience

Data is shared and used for continuous improvement at the employer, agency and other potential stakeholders to improve outcomes and increase opportunity.



Internal Use or Student ID	prove the 21st centing form will be releasext year's teachers training in. Finally passed on to the en	ury skills on sed to the sed to the sed to the sed on t	of individ e employ school m if the stu	uals newl ee/stude entors to dent/emp	ly enterir nt as determin blovee so	ng the ne
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9 9 9 9 9 9 9 First Name Last N						
How long have you known this employee/intern? Include this summer	•	•	ditional ir	iteraction		
○ 2 months or less ○ 3-4 months ○ 5-12 months	◯1 year or more	;				
Supervisor						
First Name Last Name		le				
Company Email Addre	ess					
Skill Questions: Please rate youth honestly on each work readine	ss skill.	Strongly Disagree	Disagree	Neither Agree nor	Agree	Strongly Agree
Has a 'can do' attitude even in negative situations.		0	0	Disagree	0	0
Seeks other people's input during joint work.		0	0			0
Knows where and how to get information to solve a problem.	0	0	0		0	
4. Manages time to complete tasks on schedule.		0	0	0		0
Has strong critical thinking skills.		0	0	0		0
Can prioritize tasks based on importance and deadline.		0	0	0		0
7. If I had a job opening, I would hire this employee.		0	0		0	
Graciously accepts criticism.		0	0			
Takes responsibility for his or her actions and does not blame other.	re					
10. Is a team player.	13.					
11. Identifies new and more effective ways to solve problems.						
<u> </u>		0				0
12. Has strong teamwork skills.		0	0	0		-
13. Dresses according to the defined norms of the workplace.14. Asks clarifying questions in conversations and presentations to m	ake sure message	0	0	0	0	0
was understood.		0	0	0	0	0
15. Works hard to get the job done well.16. Clearly pronounces words, making it easy for the listener to unde	rstand (e.g. nace	0	0	0	0	0
volume, enunciation).		0	0	0	0	0
17. I would recommend this employee to a colleague, for a similar po		0	0	0	0	0
18. When speaking, is easy to follow and concepts are presented log	ically.	0	0	0	0	0
19. Stays calm, clearheaded and unflappable under stress.		0	0	0	0	0
20. Looks at the pros and cons of potential solutions before selecting	one.	0	0	0	0	0
21. In written assignments, information is tailored to the task, purpose	e, and audience.				\bigcirc	

Skill Questions (continued)	Strongly Disagree	Disagree	Agree nor Disagree	Agree	Strongly Agree
22. Unpacks problems into manageable parts.	0	0	0	0	0
23. Writing is organized, making it easy for reader to understand and follow.	0	0	0	0	0
24. Does not procrastinate and gets work done on time.	0	0	0	0	0
25. Breaks large assignments into a schedule of smaller deadlines.	0	0	0	0	0
26. I would seek out this person to be on my next project.	0	0	0	0	0
27. Actively looks for ways to help other people.	0	0	0	0	0
28. Sets goals and monitors progress towards goal achievement.	0	0	0	0	0
29. Arrives on time and is rarely absent without cause.	0	0	0	0	0
30. Accurately remembers information from a conversation or presentation.	0	0	0	0	0
31. Generates multiple potential solutions to problems.	0	0	0	0	0
32. Perseveres in difficult tasks, not giving up when facing a setback or barrier.	0	0	0	0	0
33. Signals listening in conversations and presentations (e.g. keeps eyes on speaker, smiles, nods, does not text, does not interrupt).	0	0	0	0	0
34. Can accurately estimate time required to finish assignments.	0	0	0	0	0
35. Willingly follows rules and procedures.	0	0	0	0	0
36. Adapts approach in response to changes in plans or others' priorities.	0	0	0	0	0
37. Chooses words carefully when speaking (e.g. no technical jargon, slang, or potentially harmful language).	0	0	0	0	0
38. Actively looks for additional tasks when own work is done.	0	0	0	0	0
39. Talks to other people before taking actions that affect them.	0	0	0	0	0
40. Intern/employee's skills improved over the course of the work experience.	0	0	0	0	0
41. I definitely consider this youth work ready.	0	0	0	0	0
42. Communicates professionally.	0	0	0	0	0
43. Uses mechanics of good written communication (e.g. complete sentences, proper grammar, correct spelling).	0	0	0	0	0
44. Brings energy and enthusiasm to the workplace.	0	0	0	0	0
45. Willing to learn new information, skills, or approaches, as needed, to solve a problem	0	0	0	0	0
Key Strength If you had to hire this individual for just one skill, what would it be? Keep your answer text (e.g., 'brings infectious enthusiasm to the office')	message	sized, ar	ound 140) charact	ers
Additional Comments (optional)					

Nternal Use or Student ID	with each other in a constructive feedback which areas the yout wishes – a summary take the time to response. Youth	rey is designed to help em collaborative effort to impr mation you provide on this k but also provided to ney th will receive additional tr of these ratings will be pa ond thoroughly, but hones	ove the 21st centure form will be releast year's teachers alining in. Finally assed on to the enstity.	ury skills sed to the or out-of- but only	of individ e employ school m if the stu	uals newlyee/studenters to dent/empnext emp	ly enterii nt as determi bloyee so loyer. P	ng the ne o lease
9999999	First Name	Last Na					ting Date	Э
O 2 months or less	n this young adult? Ind	clude current class/progra	m experience as v ○1 year or more		ny additio	nal intera	action.	
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First Name	Last Nan	ne		hool/Org	anization	/Compan	v Name	
Rater Role:		○ Counselor	Supervisor	_		, compan	-	
<u> </u>	<u> </u>	Ü						
Program Name (if applica	able)	Email Address	3					
Skill Questions: Please	rate youth honestly	on each work readiness	skill.	Strongly Disagree	Disagree	Neither Agree nor	Agree	Strongly
1. Brings energy and en	thusiasm to the classr	room or program.		0	0	Disagree	0	0
2. Actively looks for add	itional tasks when owr	n work is done.		0	0	0	0	0
3. Seeks other people's	input during joint work	ζ.		0	0	0	0	0
4. Graciously accepts cr	riticism.			0	0	0	0	0
5. Writing is organized,	making it easy for read	der to understand and foll	DW.	0	0	0	0	0
6. Generates multiple po	otential solutions to pro	oblems.		0	0	0	0	0
7. In written assignment	s, information is tailore	ed to the task, purpose, a	nd audience.	0	0	0	0	0
8. Talks to other people	before taking actions	that affect them.		0	0	0	0	0
9. Manages time to com	plete tasks on schedu	ıle.		0	0	0	0	0
10. Accurately remember	ers information from a	conversation or presentat	ion.	0	0	0	0	0
11. Stays calm, clearhea	aded and unflappable	under stress.		0	0	0	0	0
12. Takes responsibility	for his or her actions a	and does not blame other	S.	0	0	0	0	0
13. Asks clarifying ques was understood.	tions in conversations	and presentations to make	e sure message	0	0	0	0	0
14. Has strong critical th	ninking skills.			0	0	0	0	0
15. Dresses according t	o the defined norms o	f the classroom or progra	n.	0	0	0	0	0
16. Intern/employee's sk	kills improved over the	course of the work exper	ience.	0	0	0	0	0
17. I definitely consider	this youth work ready.			0	0	0	0	0
18. Can prioritize tasks	based on importance	and deadline.		0	0	0	0	0
19. Breaks large assign	ments into a schedule	of smaller deadlines.		0	0	0	0	0
20. Has a 'can do' attitud	de even in negative sit	tuations.		0	0		0	

Skill Questions (continued)	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
21. Uses mechanics of good written communication (e.g. complete sentences, proper grammar, correct spelling).	0	0	0	0	0
22. Knows where and how to get information to solve a problem.	0	0	0	0	0
23. When speaking, is easy to follow and concepts are presented logically.	0	0	0	0	0
24. I am confident that this young person would succeed on whatever project I put them on.	0	0	0	0	0
25. I would happily take the time to write this person a job recommendation.	0	0	0	0	0
26. Arrives on time and is rarely absent without cause.	0	0	0	0	0
27. Communicates professionally.	0	0	0	0	0
28. Is a team player.	0	0	0	0	0
29. Adapts approach in response to changes in plans or others' priorities.	0	0	0	\circ	0
30. Has strong teamwork skills.	0	0	0	\circ	0
31. Can accurately estimate time required to finish assignments.	0	0	0	\circ	0
32. Sets goals and monitors progress towards goal achievement.	0	0	0	\circ	0
33. If I were given funds to hire one of my students/youth to help me complete general tasks, I would hire this person.	0	0	0	\circ	0
34. Willing to learn new information, skills, or approaches, as needed, to solve a problem.	0	0	0	0	0
35. Willingly follows rules and procedures.	0	0	0	0	0
36. Clearly pronounces words, making it easy for the listener to understand (e.g., pace, volume, enunciation).	0	0	0	0	0
37. Signals listening in conversations and presentations (e.g. keeps eyes on speaker, smiles, nods, does not text, does not interrupt).	0	0	0	\circ	0
38. Actively looks for ways to help other people.	0	0	0	0	0
39. Unpacks problems into manageable parts.	0	0	0	0	0
40. Does not procrastinate and gets work done on time.	0	0	0	0	0
41. Works hard to get the job done well.	0	0	0	0	0
42. Looks at the pros and cons of potential solutions before selecting one.	0	0	0	0	0
43. Chooses words carefully when speaking (e.g. no technical jargon, slang, or potentially harmful language).	0	0	0	\circ	0
44. Perseveres in difficult tasks, not giving up when facing a setback or barrier.	0	0	0	0	0
45. Identifies new and more effective ways to solve problems.	0	0	0	0	0
Key Strength If you had to hire this individual for just one skill, what would it be? Keep your answer text is	message	sized ar	ound 140) charact	ers
(e.g., 'brings infectious enthusiasm to the office')	neooago	0120 0 , 01		onarao	.010
Additional Comments (optional)					

MHA Labs one summer chicago youth survey

If CPS Student: CPS ID Purpose: One Summer Chicago partners want to learn about summer jobs and programs for the future. How Your Inform be reported in aggregate form (for example, reported for all jobs at aff outside One Summer Chicago and its member organization).	it your experience thi ation Will Be Used: obs). Your individual	Please no responses	te that you will not be	r response shared w	és will				
2 2 2 2 2 2 2 3 3 3	First Name Last Name Birth								
4 4 4 4 4 4 4 4 5 5 5 5 5 5 5 5 6 6 6 6	Program:								
	Greencorps Other								
Please start by answering these few additional experience questions?				Yes	No				
1. I received training in 21st century skills (e.g. work ethic, attitude, communication, problem 2. I received training in job specific technical skills (e.g. office skills, sales, computer skills		ition)		$ \frac{\circ}{\circ}$					
3. I received extra support from my agency (housing, transportation, clothing, counseling, 4. I participated in a second job, internship or program this summer 2015.	emergency funds)	l		Ö	Ŏ				
Prior to this summer experience, I participated other paid/unpaid work or internship experience.	periences.			Ŏ	Ŏ				
How true are the following statements about the impact of your summer	Not at all	A little	Somewhat	Mostly	Completely				
experience?	true	true	true	true	true				
6. I enjoyed what I did this summer.	0	0	0	0	0				
7. I found a sense of purpose and meaning in what I did this summer.	0	0		\bigcirc	0				
8. The summer experience was challenging.		0		\bigcirc	0				
9. My summer experience helped prepare me for what I plan to do in life.	0	0	0	0	0				
10. I got better at avoiding or handling conflict with other people.	0	0	0	0	0				
11. I learned to better think before I act.									
12. I take pride in how I performed this summer.									
13. Working hard this summer is going to pay off later.	0	0	0	0	0				
14. I made lasting friendships with youth I met this summer.	0	0	0	0	0				
15. What I learned during this summer is necessary for my success in the future	e. O	0	0	\circ	0				
16. Overall, my summer experience made me more hopeful about the future.	0	0	0	0	0				
17. Overall, I was satisfied with my summer experience.	0	0	0	0	0				
How true are the following statements about your summer experience impa	acts on education	, career	and life p	lans?					
18. Taught me valuable skills.	0	0		\bigcirc	0				
19. Required me to use skills I learned from school such as English, Math, Soci Studies, and Science.	ial	0	0	0	0				
20. Helped me see that earning a high school diploma or college degree is import my life goals.	ortant to	0	0	0	0				
21. Helped me to focus on specific educational options that align to my life goal	ls.	0	0	0	0				
22. Helped me to focus on specific career pathways that align to my life goals.	0	0	0	0	0				
23. Made me more likely to pursue higher education (college or vocational certi	fication).	0	0	\circ	0				
24. Improved and expanded my technical-occupational job skills.	0	0	0	0	0				
25. Required me to improve my 21st century skills.	0	0	0	\circ	0				
26. Increased the number of professionals in my social network.	0	0	0	0	0				
27. Allowed me to make a bond with an adult who can give me advice about my goals.	y life	0	0	0	0				

How true are the following statements about interactions with your workplace supervisor? My supervisor:	Not at all true	A little true	Somewhat true	Mostly true	Completely true					
28. Helped me set and achieve goals.	0	0	0	0	0					
29. Helped me work through barriers that could stop me from achieving my goals.										
30. Noticed if I had trouble learning something.										
31. Gave me feedback on my work that helped me do better.										
32. Helped me understand what went wrong if I made a mistake.										
33. Provided step-by-step instructions for the work I did.										
34. Took me seriously and treated me fairly.	0	0	0	0	0					
35. Let me know that they liked being with me or expressed positive feelings towards me.	0	0	0	0	0					
36. Made it a priority to understand who I am and what I care about.	0	0	0	0	0					
37. My supervisor/instructor is someone I can trust	0	0	0	0	0					
38. Helped me see future possibilities for myself.	0	0	0	0	0					
39. Made it clear that he/she wanted me to live up to my potential.	0	0	0	0	0					
40. Recognized my abilities while also pushing me to strengthen them.	0	0	0	0	0					
41. Held me accountable for appropriate boundaries and rules	0	0	0	0	0					
42. Asked for and listened to my opinions.										
43. Considered my input when they made decisions.										
44. Worked with me to solve personal problems on the job.										
45. Introduced me to new ideas, experiences, or places	0	0	0	0	0					
46. Introduced me to people who can help me grow.	0	0	0	0	0					
47. Usually gave me work that was meaningful to me.	0	0	0	0	0					
48. Made me feel the work I did was important to the organization.	0	0	0	0	0					
What financial literacy impacts did you experience this summer? 49. I completed financial literacy training (workshops or online). 50. I understand the importance of saving money and how to do it. 51. I know how to open and manage an bank account. 52. I understand the benefits of using a bank to manage money versus a currency exchange. 53. I opened a bank account.	 49. I completed financial literacy training (workshops or online). 50. I understand the importance of saving money and how to do it. 51. I know how to open and manage an bank account. 52. I understand the benefits of using a bank to manage money versus a currency exchange. 									
Please answer a few questions about your spending habits this summer. Estimate h summer on the following:	ow much	n money	you spe	nt over	the					
54. Personal living expenses (cell phone, gas, lunch, work clothes) \$ 55. Contribution to your Family (rent, utilities, groceries) \$ 56. Things you wanted to buy for yourself that were not living expenses \$ 57. Public Transportation to/from work that was not given to you by your agency (CTA and Metra) \$										
58. How much money did you save this summer? \$										
59. Did you put savings into a bank account? OYes ONo										
60. What are your plans for the fall? Please select all that apply. O I have a job at										



Interacting with Co-Workers

Massachusetts Work-Based Learning Plan

The Massachusetts Work-Based Learning Plan is a diagnostic, goal setting and assessment tool designed to drive learning and productivity on the job.

Participant's Name: Worksite: Job Title:	Participant's ID Number (if applicable): Supervisor Name: Teacher Name:									
Career Specialist / Facilitator Name:	School / Program:									
Start Date:	Review Date #1:									
	Review Date #2:									
Job Description:										
Section 1: Foundation Skills										
Instructions: The Foundation Skills on this page are common to all jobs and should be viewed as the foundation upon which specific workplace and career skills are added. Please review and discuss the following Foundation Skills that will set the basic expectations for the job or internship. These skills will be included in the evaluation in Section 3. Work Ethic and Professionalism										
Skill	Performance Expectations									
Attendance and Punctuality	Showing up in timely manner prepared for work Providing sufficient notice if unable to report for work									
Workplace Appearance	Dressing appropriately for position and duties Practicing personal hygiene appropriate for position and duties									

Attendance and Punctuality	Showing up in timely manner prepared for work Providing sufficient notice if unable to report for work		
Workplace Appearance	Dressing appropriately for position and duties		
	Practicing personal hygiene appropriate for position and duties		
Accepting Direction and Constructive Criticism	Accepting direction and feedback with positive attitude through appropriate verbal and non-verbal communication skills		
Constructive Chileisin	Displaying willingness to work in a cooperative manner		
Motivation and Taking Initiative	Participating fully in task or project from initiation to completion		
	Initiating interaction with supervisor for next task or project upon successful completion of previous one		
Understanding Workplace Culture,	Demonstrating understanding of workplace culture and policy		
Policy and Safety	Complying with health and safety rules for the specific workplace Respecting confidentiality and exhibiting understanding of workplace ethics		
Communication and Interpersonal Skills			
Skill	Performance Expectations		
Speaking Speaking clearly Using language appropriate to the environment, both in person a			
Listening	Listening attentively Making and maintaining eye contact appropriate to the workplace culture		

Confirming understanding

Relating positively with co-workers

Respecting racial and cultural diversity

Working productively with individuals and in teams



Massachusetts Work-Based Learning Plan

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Section 2: Specific Workplace and Career Skills

Instructions: Choose the specific Workplace and Career Skills that you will focus on during this workplace experience, concentrating on skill areas that relate to the individual's job description, the company's goals, the individual's academic or career goals or other relevant skills. Select from the list or add additional skills. For each of the skill areas you select, please briefly describe related job tasks and performance goals.

Reading

• Computer Technology

• Time Management

- Writing
 - willing
- Equipment Operation Interacting with Customers or Clients

• Teaching and Instructing

• Collecting and Organizing Information

- Project Management
 - Mathematics and Numeric Analysis
 - · Research and Analysis
 - Occupation-Specific Skills
- OR IDENTIFY YOUR OWN SPECIFIC WORKPLACE SKILLS

Specific Workplace and Career Skills	Tasks and Performance Goals
Skill #1:	
Q1 31 //A	
Skill #2:	
Skill #3:	
~~~	
Skill #4:	
Skill #5:	
Skill #6:	
Skill #7:	



# **Massachusetts Work-Based Learning Plan**

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# **Section 3: Evaluation of Performance and Progress**

**Instructions**: Please meet at least twice during the workplace experience to review performance and progress and to set additional goals as needed. The first review meeting (Review 1) should take place during the first few weeks to assess the individual's level of competency and to set goals. The next review meeting (Review 2) should be scheduled at that meeting to review progress.

Performance Assessment (See key below)									
			(1)	(2)	(3)	(4)	(5)		
			Performance Improvement Plan Needed	Needs Development	Competent	Proficient	Advanced		
Found	ation SI	kills							
Work E	Ethic an	d Profession	alism					Goals	
Attenda	ance and	d Punctuality							
Revie	w #1								
Revie	w #2								
Workpl	lace Ap	pearance							
Revie	w #1								
Revie	w #2								
		ection and Criticism							
Revie	w #1								
Revie	w #2								
Motiva Initiativ		d Taking							
Revie	w #1								
Revie	w #2								
		Workplace and Safety							
Revie	w #1								
Revie	w #2								
Commi	unicatio	on and Interp	ersonal Skills						
Speakii	ng								
Revie	w #1								
Revie	w #2								
Listenii	ng								
Revie	w #1								
Revie	w #2								
Interact	ting wit	h Co-Worker	S						
Revie	w #1								
Revie	w #2								
KEY	(1)	Performar Plan Need	nce Improvement ed		nstrating the foun kills and performa		aired for the posit	ion and needs to have a formal plan	
	(2)	Needs Dev	elopment	Beginning to de	monstrate and de	velop the founda	tion skills require	ed for the position	
	(3)	Competen	t		oundation skills re	-			
	(4)	Proficient		Consistently der own skills	monstrates founda	ation skills requi	red for the position	on and shows initiative in improving	
	(5)	Advanced		Consistently demonstrates the foundation skills required for the position and shows initiative in improving own skills and using these skills to support the work of the organization					



**Massachusetts Work-Based Learning Plan**The Massachusetts Work-Based Learning Plan is a diagnostic, goal setting and assessment tool designed to drive learning and productivity on the job.

	(1)	(2)	(3)	(4)	(5)	
	Performance Improvement Plan Needed	Needs Development	Competent	Proficient	Advanced	
Specific Workplace and Ca	reer Skills from S	Section 2				Goals
Skill #1:						
Review #1						
Review #2						
Skill #2:						
Review #1						
Review #2						
Skill #3:				_		
Review #1						
Review #2		Ц				
Skill #4: Review #1						
Review #2						
Skill #5:	Ш	Ш	Ш			
Review #1		П	П	П		
Review #2	П				П	
Skill #6:	_			_		
Review #1						
Review #2						
Skill #7:						
Review #1						
Review #2						
Comments:						
Review #1:						
Review #2:						
Review #1 Signatures:						
Participant Signature:					Dat	e:
Supervisor Signature:						e:
Career Specialist / Facilitato Teacher Signature:	or /				Dat	
Toucher Signature.						e
Review #2 Signatures:						
Participant Signature:					Dat	e:
Supervisor Signature:					Dat	e:
Career Specialist / Facilitato Teacher Signature:	or /				Dat	e: