



CASAS eWORKs Implementation Guide

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Introduction

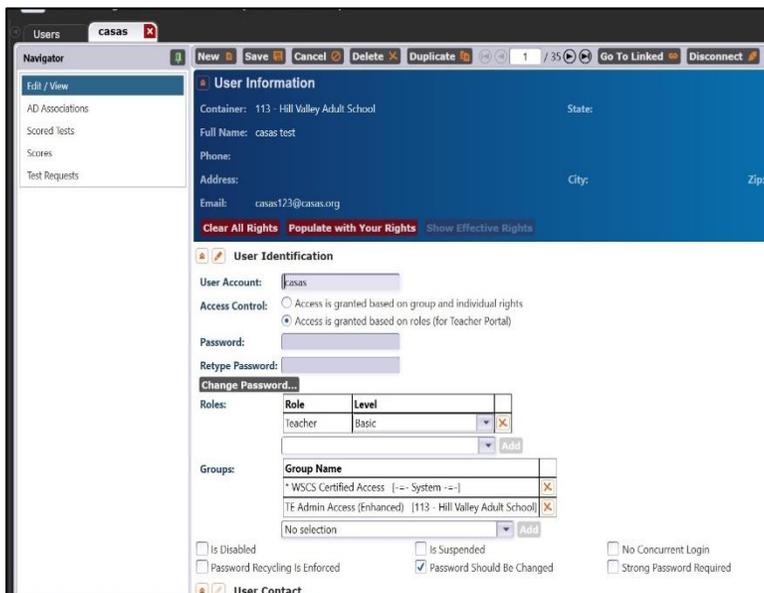
CASAS eWORKs provides teachers and students tools to help students improve their workplace readiness skills. CASAS eWORKs deals with reading and math skills as well as soft skills. The program is basically a 3-step process:

- Assess and profile students' existing skills,
- Develop their skills where needed, and
- Certify their existing skills and improved skills.

This Implementation Guide presents screenshots of the screens in Teacher Portal, Student Portal, eWORKs Portal and Alignmark Portal that a student or teacher will encounter while using eWORKs, along with step-by-step directions for each screen.

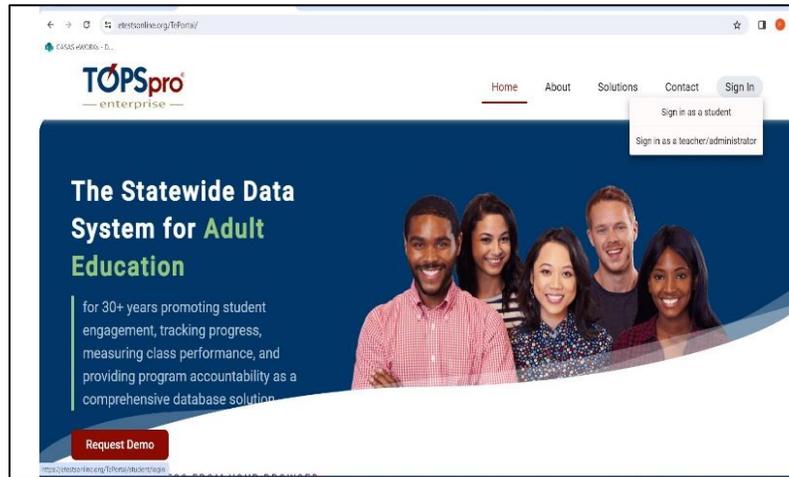
Before Implementing eWORKs

- 1) Get eTest certification if you don't have it already. Contact Go Live at golive@casas.org. Let them know you want to use eWORKs.
- 2) Get teacher Portal if you don't have it already. Contact CASAS Tech Support at techsupport@casas.org. Let them know you want to use eWORKs.
- 3) Do eWORKs training – contact eWORKs@casas.org.
- 4) Order eWORKs units
 - a. Go to CASAS website at casas.org
 - b. Click eWORKs
 - c. Click Order button
- 5) CASAS eWORKs coordinator provides Alignmark login info
- 6) CASAS eWORKs coordinator gives eWORKs access to your data manager
- 7) Data manager sets up eWORKs users in TE



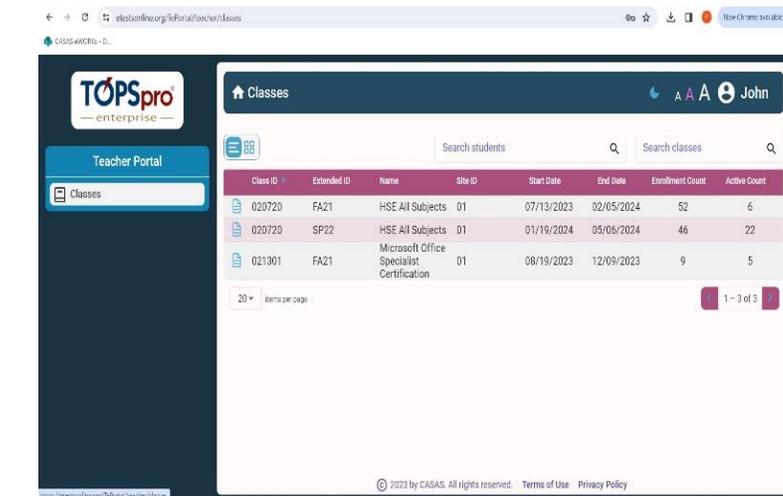
1. Find users in TE – Click organization. Click users. Select name of desired user.
2. Give access control based on roles.
3. Add role of eWORKs coordinator

Select Eligible Students

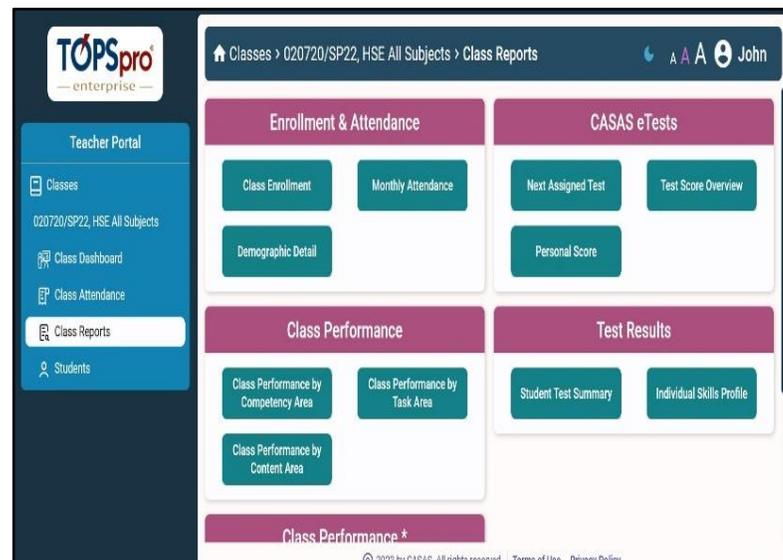


Log in at CASAS TE Portal

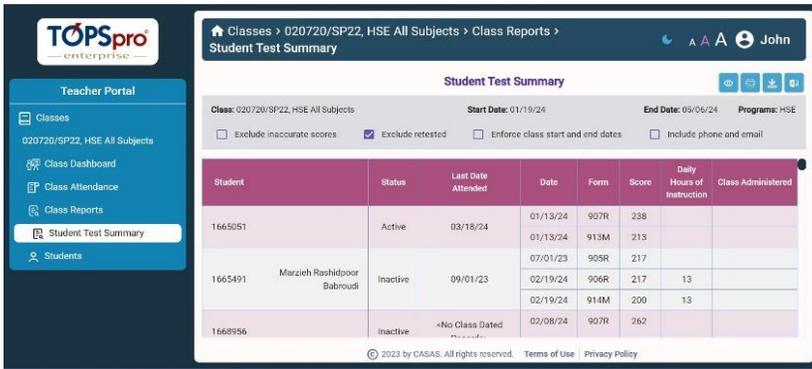
- TEPortal.org
- Log in as a Teacher/Administrator



- Select desired class

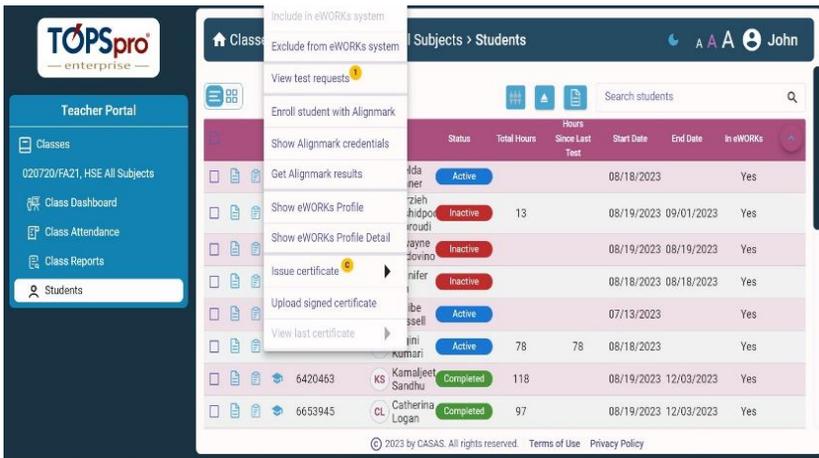


- Click *Class Reports*
- Click *Student Test Summary*



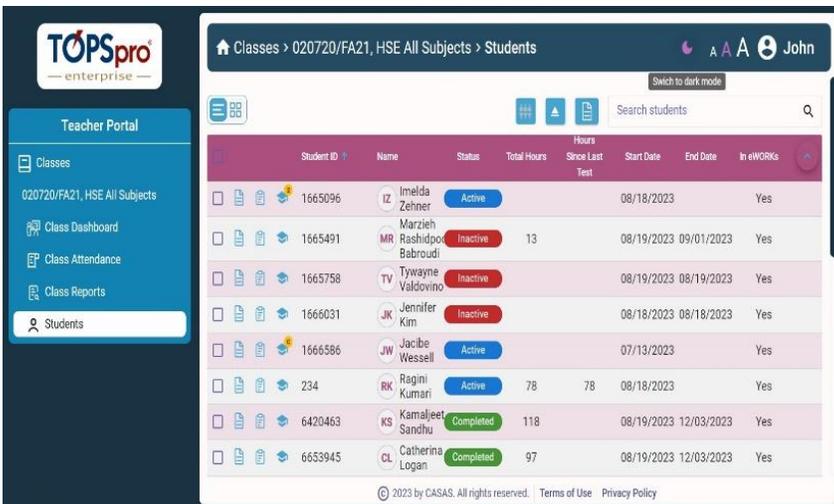
- Identify students whose reading score is 217 or above
- Print report or make note of students' names

Enroll Students in eWORKs and Alignmark

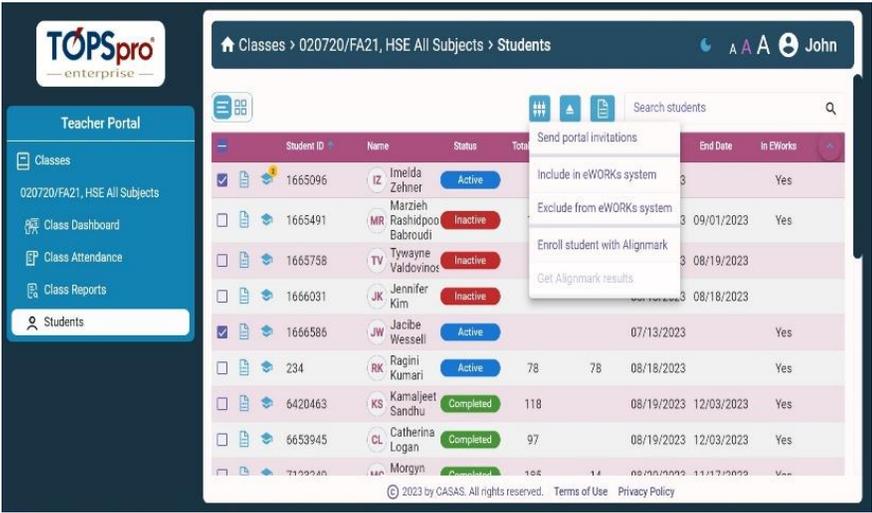


- Click *Students*
- Click HAT icon next to student's name
- Click *Include in eWORKs system* – Yes will appear in eWORKs column
- Click *Enroll Student with Alignmark*
- Click *Show Alignmark Credentials*
- Make note of Alignmark credentials

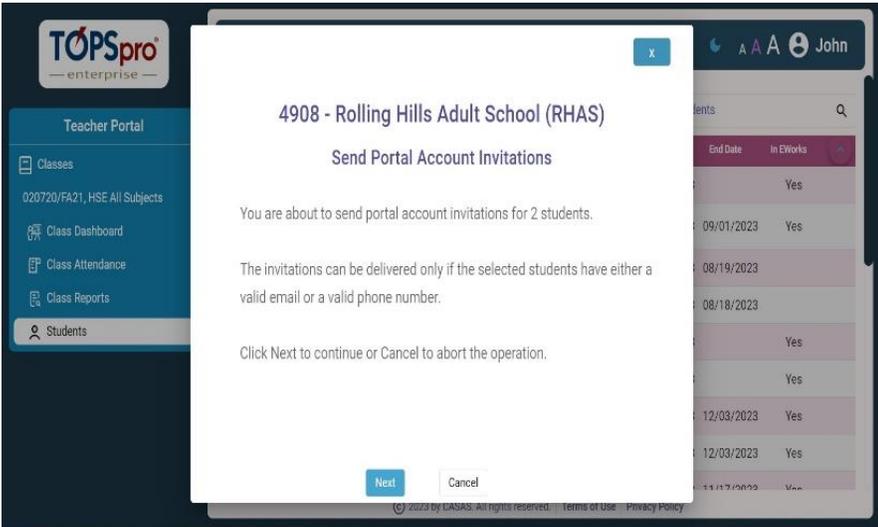
Invite Students to Create Student Portal Login



- Select eligible students
- Click checkbox next to one or more students' names

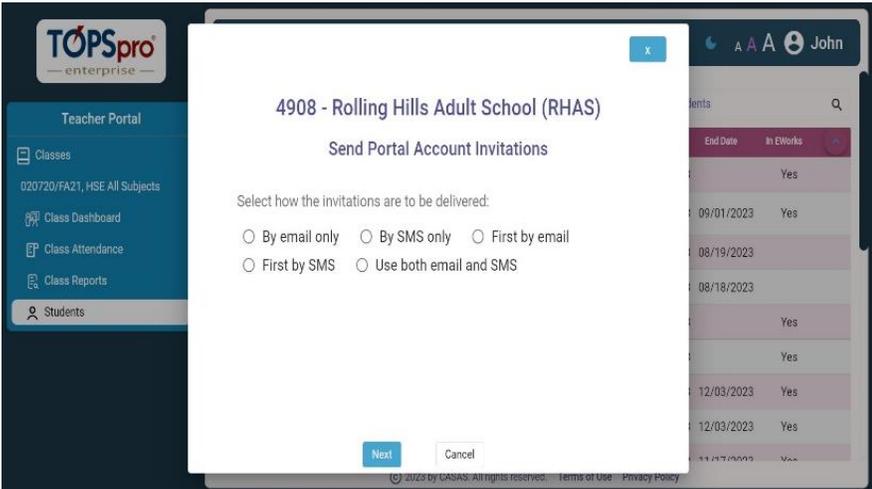


- Click Batch Operations icon
- Click *Send portal invitations*

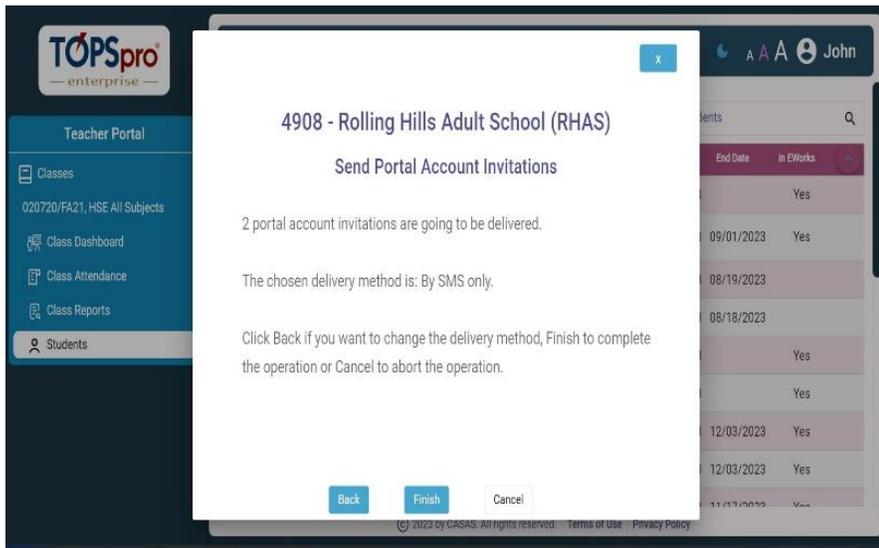


System confirms readiness to send invitations

- Click *Next*

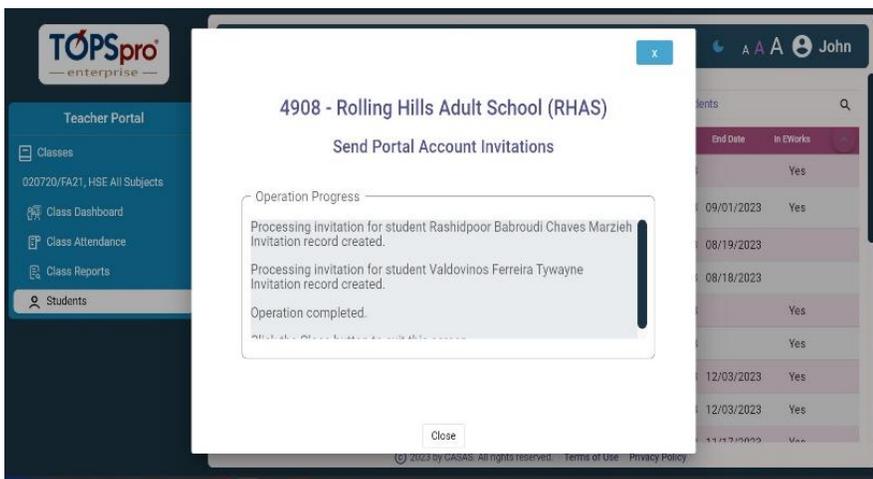


- Select delivery method
- Click *Next*



System confirms delivery information

- Click *Finish*



System confirms invitations are being sent

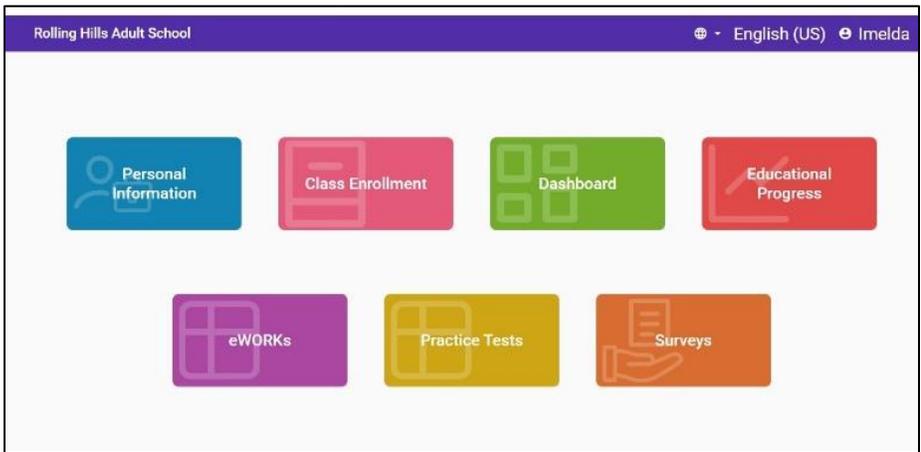
- Click *Close*

Assess Students' Existing Skills



Student logs into Student Portal

- Go to TEPortal.org
- Click *Sign in*
- Click *Sign in as Student*



Enter eWORKs Portal

- In Student Portal, click eWORKs.



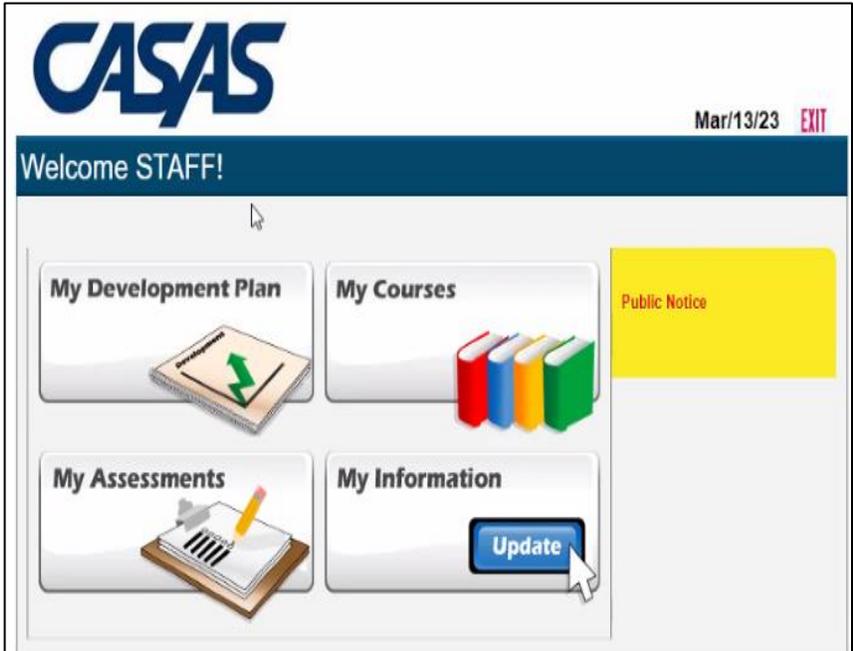
Take Math and/or Soft Skills Assessments

For math test, click *Request test appointment*

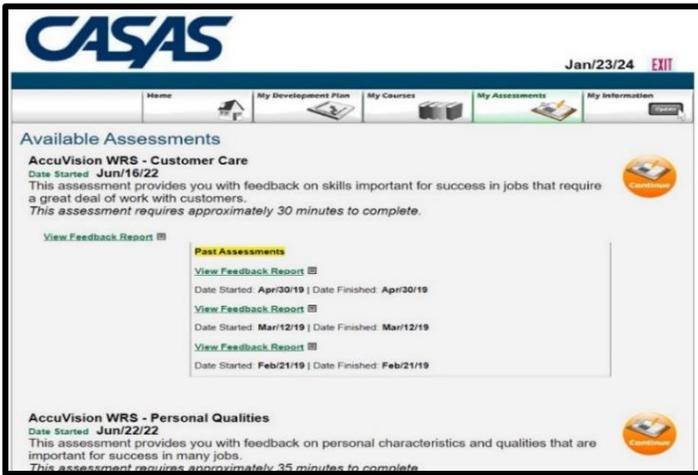
- Teacher sees test request in Teacher Portal and gives requested test

For soft skills assessments, go to Alignmark Portal.

- Click *Soft Skills Test and Courses*
- Enter Alignmark Portal
-



- For Soft skills assessments, click *My Assessments*

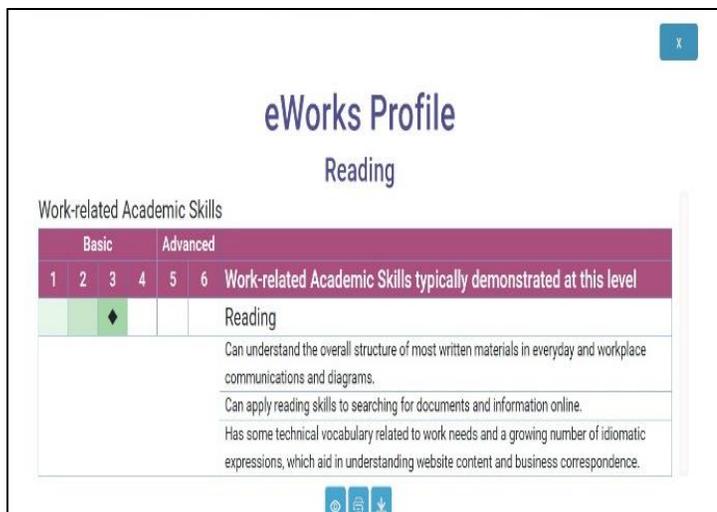


- Click *Continue* for desired assessment
- Click *Exit* to return to eWORKS Portal

Profile Student's Skills

Student: Generate Profile and Levels Report in eWORKS Portal

- Click *Profile* to view skills profile for specific modality
- Click *Levels* to view levels report.
- Click *eWORKS Profile* to view complete profile.



Sample of eWORKS Profile - Reading

Profile lists levels and competencies corresponding to levels of Reading, Math, Customer Care and/or Personal Qualities

eWORKs Profile

Soft Skills

Basic			Advanced			
1	2	3	4	5	6	Personal Quality Skills demonstrated
					◆	Integrity Has the opportunity to break a rule and get away with it, but decides to follow the rule. Tries to stop others who are about to break a rule. Reminds them of the rules and what could happen if they get caught. Will go to a manager or supervisor if necessary.
				◆		Responsibility Tries to keep private life from affecting work. Doesn't say "That's not my job." when something unusual or unexpected comes up that needs to be done. Willing to ask for help, more information or clearer instructions. Recognizes quality work, ready to go the extra mile to make sure the job gets done right. Makes sure the job is done before leaving, does not leave extra work for next shift.
			◆			Self-Esteem Willing to try new things, learn new skills and ask for help when needed.

Sample of eWORKs Profile – Soft Skills

Reading

My target level -->

5	Can read texts at the high school level and use academic vocabulary and idiomatic language with increasing ease. Can interpret the meaning of complex content containing some scientific or technical terms and symbols. Can also determine the order of events and causal relationships among these events. With training or support, can also undertake procedures that involve comprehending complex work-related texts such as detailed reports and proposals, manuals, operating instructions, policies, and regulations.
4	Can understand complex texts such as operating instructions, work reports, and manuals containing workplace and technical vocabulary. Can analyze and evaluate the reasoning in persuasive texts, determine central ideas or themes and identify supporting ideas. Can determine the meaning of general academic and content-specific words and phrases as well as idiomatic language in some academic and professional texts.
3	Can understand the overall structure of most written materials in everyday and workplace communications and diagrams. Can apply reading skills to searching for documents and information online. Has some technical vocabulary related to work needs and a growing number of idiomatic expressions, which aid in understanding website content and business correspondence.
2	Can understand text in formats such as tables, checklists, and more detailed forms in the workplace. With help, can cite specific details from and summarize texts such as routine emails and webpage content. Using context, can determine the meaning of general words and phrases and frequently occurring expressions in written texts about familiar every day and work contexts, such as

I am here -->

Sample of CASAS eWORKs Levels Report

The screenshot shows the TOPSPRO Teacher Portal interface. On the left is a navigation menu with options like 'Classes', 'Class Dashboard', 'Class Attendance', 'Class Reports', and 'Students'. The main area displays a table of students with columns for Status, Total Hours, Hours Since Last Test, Start Date, End Date, and In eWORKs. A dropdown menu is open over the table, listing actions such as 'Show Alignment credentials', 'Get Alignment results', 'Show eWORKs Profile', 'Show eWORKs Profile Detail', 'Issue certificate', 'Upload signed certificate', and 'View last certificate'. The student list includes names like Kamaljeet Sandhu and Catherine Logan with their respective status and hours.

Teacher: Generate Student Profile and Profile Detail in Teacher Portal

- Click HAT icon
- For Profile, click *Show eWORKs Profile*
- For Profile Detail, click *Show eWORKs Profile Detail*

Modality	Pretest				Posttest				Critical Thinking	Problem Solving	Personal
	Form	Score	Level	Date	Form	Score	Level	Date	Pass Date	Pass Date	Score
Reading	102R	225	4	02/08/2018	908R	254	6	11/13/2023	03/02/2023	03/02/2023	59
Math	102M	222	4	02/08/2018	917M	250	6	09/23/2023			

Sample of eWORKs Profile Detail

Develop Students' Soft Skills Using Online Resources

Rolling Hills Adult School (RHAS) English (US) Madison

My Path to Success

- Reading Level 5**: You are here. Request Submitted.
- Math Level 5**: You are here. Request test appointment.
- Customer Care Level 5**: You are here. Soft Skills Test and Courses.
- Personal Qualities Level 5**: You are here. Soft Skills Test and Courses.
- Critical Thinking Passed**: Request test appointment.
- Problem Solving Passed**: Request test appointment.

eWORKs Profile

Student: Develop Your Soft Skills with Online Soft Skills Courses

- In Student Portal, click *Soft Skills Test and Courses*

CASAS Mar/13/23 EXIT

Welcome STAFF!

- My Development Plan
- My Courses
- My Assessments
- My Information (Update)
- Public Notice

- In Alignmark Portal, click *My Courses*.

The screenshot shows the CASAS user interface. At the top left is the CASAS logo. To the right, it displays the date 'Jun/23/21' and an 'EXIT' button. Below this is a navigation bar with icons for Home, My Development Plan, My Courses, My Assessments, and My Information. The main content area is titled 'Available Courses' and includes a checkbox for 'Show courses that match my skills' and a 'Sort By' dropdown menu. Three courses are listed:

- Commitment to Quality** (Date Taken: Mar/31/21): Works and communicates with clients and customers to satisfy their expectations; actively listens to customers to avoid misunderstandings. Status: False Course.
- Customer Relations** (Date Taken: Jun/18/21): Communicates in a positive manner, especially when handling complaints or conflict; efficiently obtains additional resources as needed to satisfy customer needs. Status: Take Course.
- Decision Making** (Date Taken: Jan/20/21): Makes sound decisions when carrying out company policies and guidelines, develops solutions for customer problems, recognizes the limits of own authority and knows when a customer problem should be referred to others. Status: Take Course.

- In course dashboard, click *Take Course* to take desired course.

The screenshot shows a 'Workforce Development' section with a question titled 'Question 1 (Commitment to Quality)'. The question text is: 'You are finishing putting new stock on the sales floor when you see your coworker putting clothing from the fitting rooms back on the wrong clothing rack. How would you handle this situation?' There are four multiple-choice options:

- A. Tell the floor supervisor when you get a chance so she can correct the situation with the co-worker. (Selected)
- B. Continue with what you are doing but when you see your coworker later in the break room, let her know that she was putting the clothes in the wrong place and remind her to be more careful in the future so other team members don't end up having to re-stock the clothes again later.
- C. Go over to your coworker and express your concern that she is putting the clothes on the wrong rack. Offer to assist her find the correct racks for the clothing. Also, remind her that not only will customers be confused, but she will be making work for the rest of the team when they have to restock the items later.
- D. Continue with your work but if the subject comes up later about clothes being in the wrong place or that area being "a mess", be sure to let the supervisor know what you observed.

Below the options is a paragraph of text: 'While recognizing that there is a problem and taking some action to see that it is addressed is a good thing to do, a better course of action would be to take responsibility yourself to let your coworker know where the clothes are supposed to go and offering assistance if needed. Click on another answer to learn more.' At the bottom right, there is a 'Next>>' button.

Sample Course Question

The screenshot shows the CASAS user interface for a staff member. At the top left is the CASAS logo. To the right, it displays the date 'Mar/13/23' and an 'EXIT' button. Below this is a dark blue banner that says 'Welcome STAFF!'. The main content area features four large buttons: 'My Development Plan' (with a book icon), 'My Courses' (with a stack of books icon), 'My Assessments' (with a clipboard icon), and 'My Information' (with an 'Update' button). To the right of these buttons is a yellow box labeled 'Public Notice'.

Student: Develop Your Soft Skills with Soft Skills Development Plan

- Click *My Development Plan*.

CASAS Jan/23/24 EXIT

Home My Development Plan My Courses My Assessments My Information

Development Plan

Job Seeker Name: WSCS SAMPLE2 Date: Nov/21/23

Case Worker Name: _____

Skills to be improved: Decision Making, Customer Relations, Responsibility, Sociability

Comments: _____

Skill	Aspects of Skill To Be Developed (What)	Development Activities	Time Frame for Completion	Progress Checks / Follow-up
Decision	Recognizes when it is best to personally handle customer needs versus when to direct the customer elsewhere.	Take Decision Making Course	January 15, 2024	December 14, 2023
		When a situation occurs that requires you to direct a customer to a supervisor or more experienced coworker, ask the customer at least two questions regarding their situation so that you can relate that information to your supervisor or coworker.	August 31, 2021	August 23, 2021
		List ONE situation that would present a dilemma for you in terms of whether to help the customer yourself or direct them elsewhere. Write down how you think those situations should be handled and then double check them with your supervisor or more experienced coworker.	May 31, 2020	May 15, 2020

Sample of Development Plan

- Determine dates to complete actions listed in Plan

CASAS Mar/13/23 EXIT

Welcome STAFF!

My Development Plan My Courses My Assessments My Information

Public Notice

Update

Student: Develop Your Soft Skills with Feedback Reports

- Go to Alignmark Portal
- Click *My Assessments*

CASAS Jan/23/24 EXIT

Home My Development Plan My Courses My Assessments My Information

Available Assessments

AccuVision WRS - Customer Care
Date Started Jun/16/22
This assessment provides you with feedback on skills important for success in jobs that require a great deal of work with customers.
This assessment requires approximately 30 minutes to complete.

[View Feedback Report](#)

Past Assessments

[View Feedback Report](#)
Date Started: Apr/30/19 | Date Finished: Apr/30/19

[View Feedback Report](#)
Date Started: Mar/12/19 | Date Finished: Mar/12/19

[View Feedback Report](#)
Date Started: Feb/21/19 | Date Finished: Feb/21/19

AccuVision WRS - Personal Qualities
Date Started Jun/22/22
This assessment provides you with feedback on personal characteristics and qualities that are important for success in many jobs.
This assessment requires approximately 35 minutes to complete.

Click *Feedback Report*

RESPONSIBILITY: You work hard to do your job the best that it can be done; you pay attention to details and concentrate even when doing things you don't like; you always try to be on time for work; you do your work with a positive attitude.

Situations In Which Your Performance Was Acceptable

- Tries to keep private life from affecting work.
- Doesn't say "That's not my job" when something unusual or unexpected comes up that needs to be done.
- Willing to ask for help, more information or clearer instructions.
- Recognizes quality work, ready to go the extra mile to make sure that the job gets done right.

Situations In Which Your Performance Needs Development

- Responds by helping out when needed, even if it means giving up some personal time.
- Makes sure the job is done before leaving, does not leave extra work for next shift.

Sample of Feedback Report

- Report identifies areas in which performance is acceptable and areas which need improvement

The screenshot shows the TOPSpro Teacher Portal interface. The main content area displays a table of students for class 020720/FA21, HSE All Subjects. The table has the following columns: Student ID, Name, Status, Total Hours, Hours Since Last Test, Start Date, End Date, and In eWORKs. The data rows are as follows:

Student ID	Name	Status	Total Hours	Hours Since Last Test	Start Date	End Date	In eWORKs
1665096	IZ Imelda Zehner	Active			08/18/2023		Yes
1665491	MR Marzieh Rashidoo Babroudi	Inactive	13		08/19/2023	09/01/2023	Yes
1665758	TV Tywayne Valdovino	Inactive			08/19/2023	08/19/2023	Yes
1666031	JK Jennifer Kim	Inactive			08/18/2023	08/18/2023	Yes
1666586	JW Jacibe Wessel	Active			07/13/2023		Yes
234	RK Ragini Kuman	Active	78	78	08/18/2023		Yes
6420463	KS Kamaleet Sandhu	Completed	118		08/19/2023	12/03/2023	Yes
6653945	CL Catherine Logan	Completed	97		08/19/2023	12/03/2023	Yes

Teacher: Access Development Plan and Feedback Report in Teacher Portal

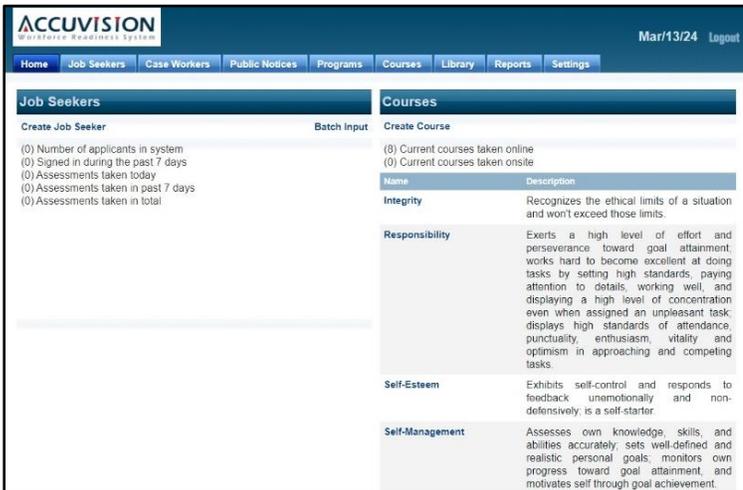
- Click on Navigate to Alignmark icon



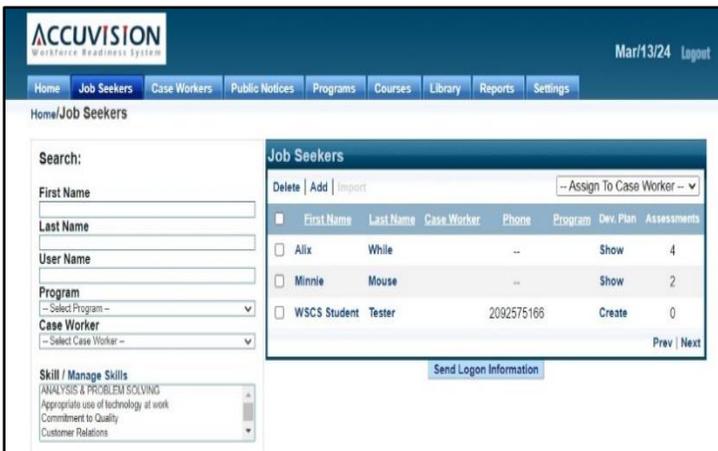
The screenshot shows the login page for the ACCUVISION Workplace Readiness System. The page has a dark blue header with the ACCUVISION logo. Below the header is a white login form with the following elements:

- A 'Login' title above the form.
- A label '*User Name' followed by a text input field.
- A label '*Password' followed by a password input field.
- A link for 'Forgot your Password?'.
- A blue 'Login' button.
- Copyright information: 'Copyright © AlignMark, Inc. All rights reserved.'

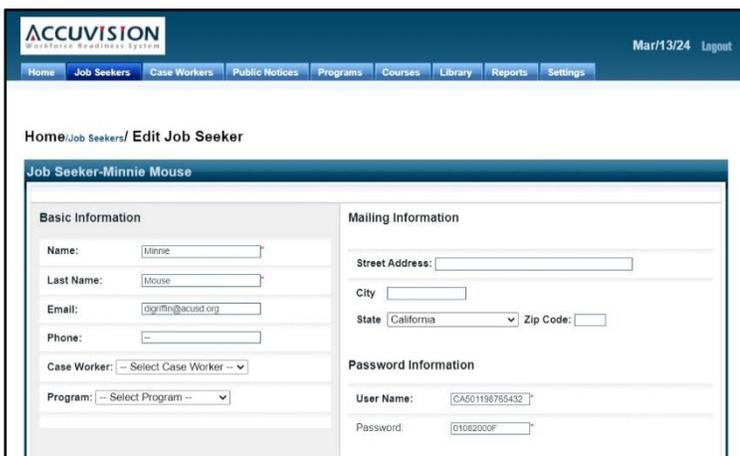
- Login to Alignmark portal using Teacher/Admin username and password provided by eWORKs Coordinator



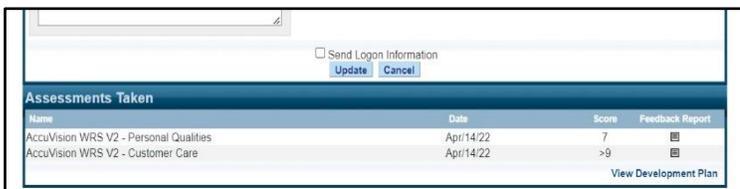
- Click *Job Seekers*



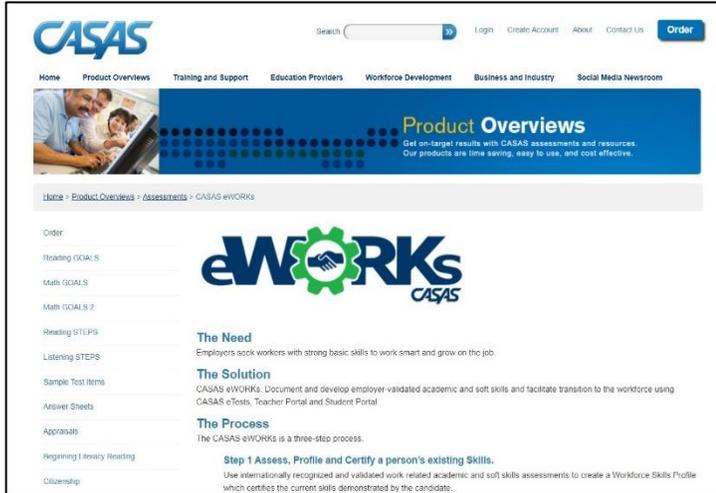
- Click on student's first or last name



- Scroll down to *Assessments Taken*
- Click on *View Development Plan* or *Feedback Report*



Develop Students' Skills Using Classroom Instructional Resources



Teacher: Access Instructors Guide, Discussion Guide or Performance Development Strategies

- Go to CASAS homepage at www.casas.org
- Click CASAS eWORKs
- Click eWORKs Resources
- Select *Instructors Guide, Discussion Guide, Discussion Guide Index, Customer Care Performance Development Strategies* or *Personal Qualities Performance Development Strategies*

Page	Personal Qualities					Customer Care	
	Integrity	Responsibility	Self Esteem	Self Management	Sociability	Customer Relations	Decision Making
4	X						
5							
6			X			x	X
7			X	X			X
8		X	X		X		
9							X
10						X	X
11						X	X
12		X				X	X
13		X				X	X
14		X				X	X
15		X		X		X	X
16		X		X			X
17		X	X			X	X
18		X				X	X
19			X	X			X
20		X			X	X	X
21		X	X	X	X	X	X
22			X		X	X	X
23		X	X		X	X	X
24		X	X		X	X	X
25		X				X	X

Discussion Guide Index

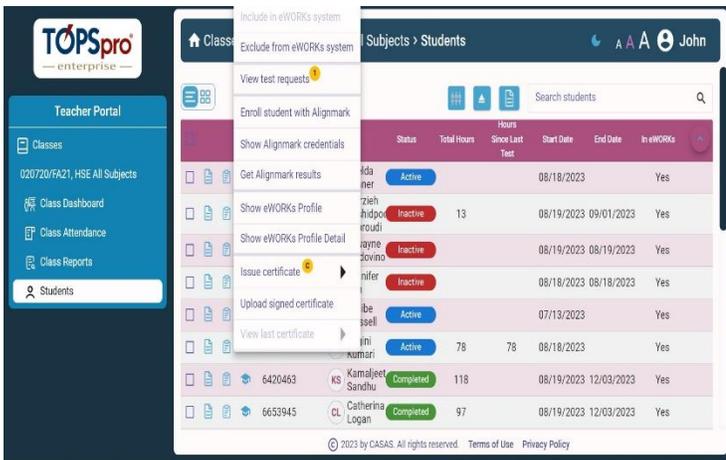
- Index provides page numbers for scenarios in Discussion Guide according to skills addressed
- Teacher: select scenarios based on scores given in eWORKs Profile (see page 9 above)

Retake Assessments as Needed



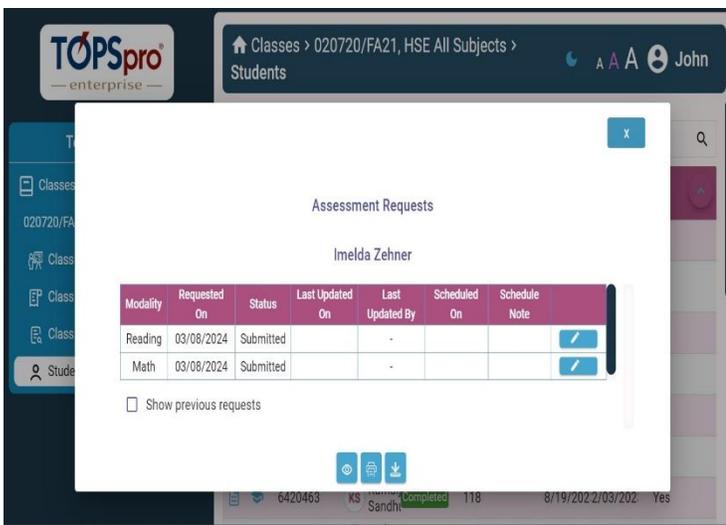
Student: Retake Assessments as Needed

- In eWORKs Portal, for Reading or Math Tests, click *Request Test Appointment*
- To retake Customer Service or Personal Qualities assessments, click *Soft Skills Test and Courses*



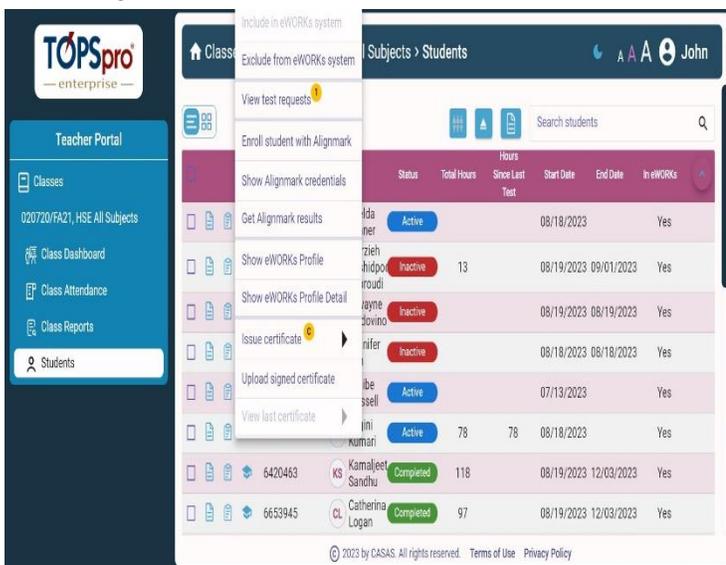
Teacher: Give tests as requested.

- When a number appears next to a student's HAT icon, they have requested a test.
- Click the number for more information



Sample of Assessment Requests

Certify Skills with eWORKs Certificates



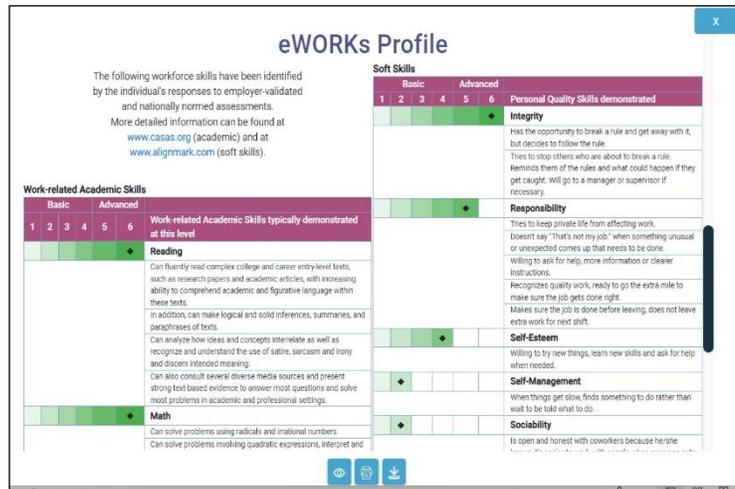
Generate Pathway Certificate

When Student has taken both soft skills assessments, they can earn a Pathway Certificate

- In Teacher Portal, click the HAT Icon
- Click *Issue Certificate*
- Select *eWORKs Pathway Certificate*
- Click *View as PDF* or *Download* or *Print*
- Print Certificate and sign
- Click *Upload Signed Certificate*
- Follow prompts to upload
- When student scores have improved, certificate can be re-issued



Sample of Pathway Certificate Front



Sample of Certificate Back



Generate Capstone Certificate

Student: Take Critical Thinking and Problem Solving Assessments

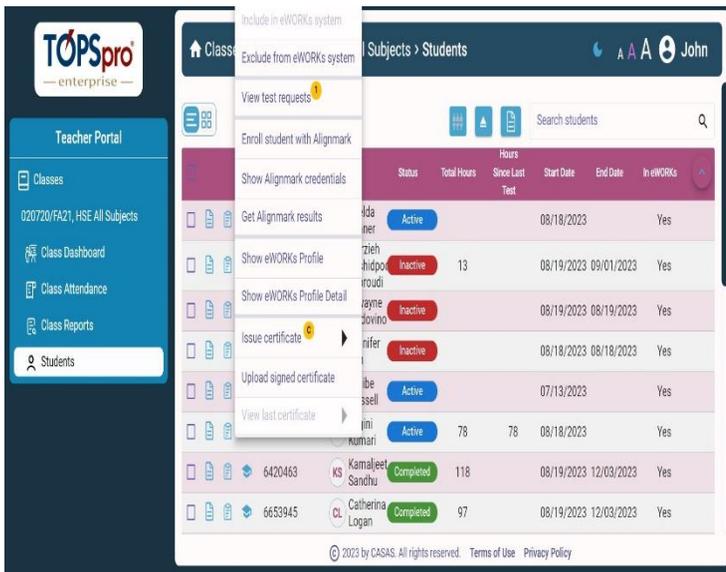
- When levels of Reading, Math, Customer Care and Personal Qualities are all 5, click *Request Test Appointment* for Critical Thinking or Problem Solving.

Critical Thinking & Problem Solving Test Forms*	Suggested Occupation/Industry Applications
Form 562: Processing Data and Money Transactions	Banking, retail, administrative, clerical, and other business occupations
Form 572: Helping People and Maintaining Safety	Health, education, safety, and other human/social service occupations
Form 582: Analyzing Production and Promoting Teamwork	Manufacturing, technology, investigative, scientific, and other analytical occupations
Form 583: Providing Customer Service and Solutions	Customer service, sales, hospitality, personal services, and other service occupations
Form 584: Working with Materials and Measurement	Construction, maintenance and repair, engineering, transportation, other hands-on occupations

*Choose the test that best matches a learner's work experience and/or career interest

Teacher: Give Critical Thinking or Problem Solving Assessment

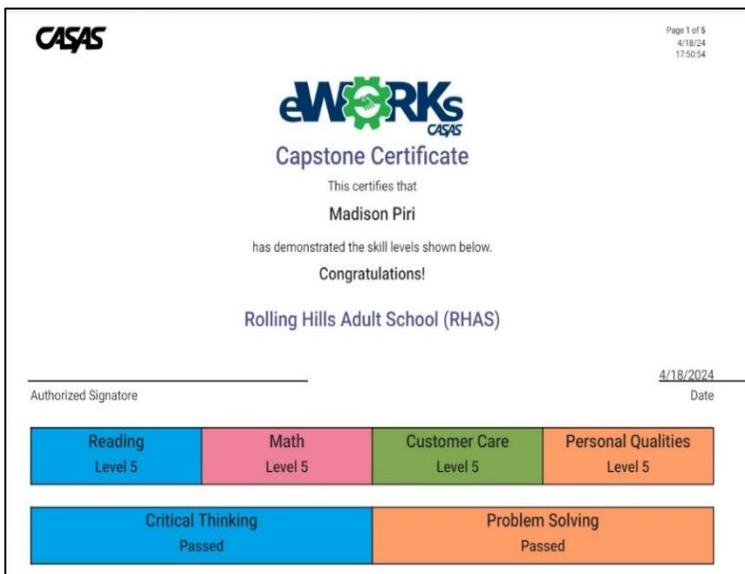
- In Teacher Portal, click the HAT Icon
- Click *View test requests*
- Ask student which industry they are interested in
- Provide requested test



Teacher: Generate CASAS eWORKs Capstone Certificate in Teacher Portal

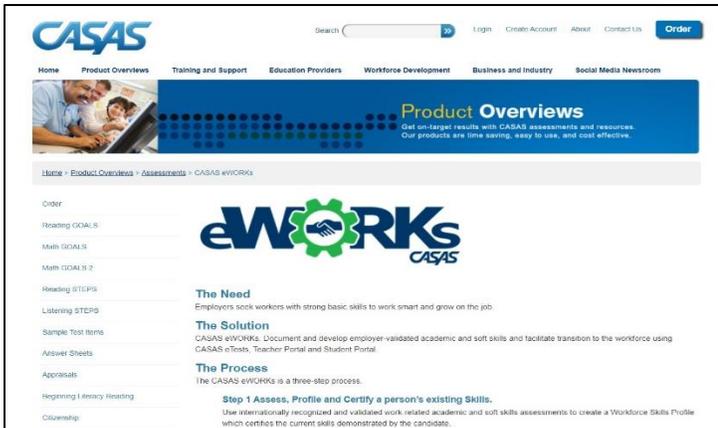
When Student has scored 5 in Reading, Math, Personal Qualities and Customer Care, and a Pass on both Critical Thinking and Problem Solving

- In Teacher Portal, click the HAT Icon
- Click *Issue Certificate*
- Select *eWORKs Capstone Certificate*
- Click *View as PDF* or *Download* or *Print*
- Print Certificate and sign
- Click *Upload Signed Certificate*
- Follow prompts to upload



Sample of Capstone Certificate

Engage Employers with Employer Needs Survey



- Go to CASAS homepage at www.casas.org
- Click CASAS eWORKS
- Click eWORKS Resources
- Select Employer Survey
- Print survey and give to local employers to complete

Customer Care (Soft Skills)

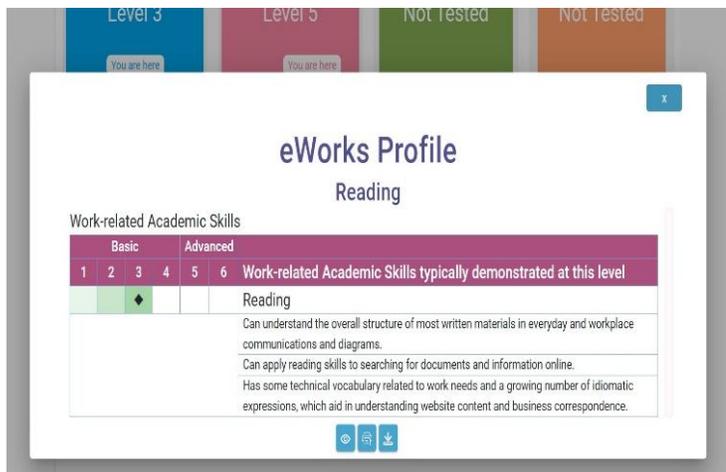
Please check the 8 most important **competencies** for your organization. Then, rank these 8 **competencies** in order of priority.

	Customer Care Competencies	Skill
1	Remains polite and professional when interacting with customers who make unreasonable demands.	Customer Relations
2	Faced with a hostile customer, maintains positive demeanor and earnestly attempts to help the customer.	
3	Increases customer loyalty by immediately addressing concerns and following up.	
4	Handles competing customer needs in a calm and helpful manner, follows through on commitments.	Decision Making
5	Recognizes when it is best to personally handle customer needs versus when to direct the customer elsewhere	
6	Recognizes priorities, then implements solutions based on an understanding of business need.	
7	Decides when to vary from routine operating policies/guidelines and when to adhere to them.	
8	Recognizes when more information is needed for making a decision.	
9	Recognizes the limits of own authority, correctly decides when to use those limits in order to keep the customer satisfied.	Commitment to Quality
10	Evaluates alternatives strategies for customer satisfaction, then chooses one that minimizes harm and makes the customer feel supported.	
11	Proactively assists peers for the purpose of increasing overall quality of company operations.	
12	Voice and body language communicate to the customer that satisfying the customer's need is of highest importance.	
13	Balances own work schedule against customer needs; willingly makes adjustments.	
14	Determines customer need and improves customer relations by "listening" to customer comments and requests.	

Note: "Customer" refers to **both** individuals **external** to the organization as well as **internal** employees

Sample of Employer Needs Survey, Customer Care Page

Match Employers' Needs to Students' Skills



- Compare results of Employer Survey to Student Profile
- Identify areas student needs improvement
- Target instruction based on student needs and/or on business needs