



January 6, 2026

Paul Kratzer, CASAS Program Specialist and Trainer
Adrian Boggess, Tech Support Specialist and Trainer



Today:

- Teacher Portal - Adrian
- Student Portal and Alignmark Portal - Paul
- Implementation Options - Adrian
- Resources for in-person instruction & Employer survey - Paul

In Teacher Portal

Enroll Students in eWORKs and Alignmark



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TOPSpro®
enterprise

Home About Solutions Contact Sign In

Sign in as a student

Sign in as a teacher/administrator

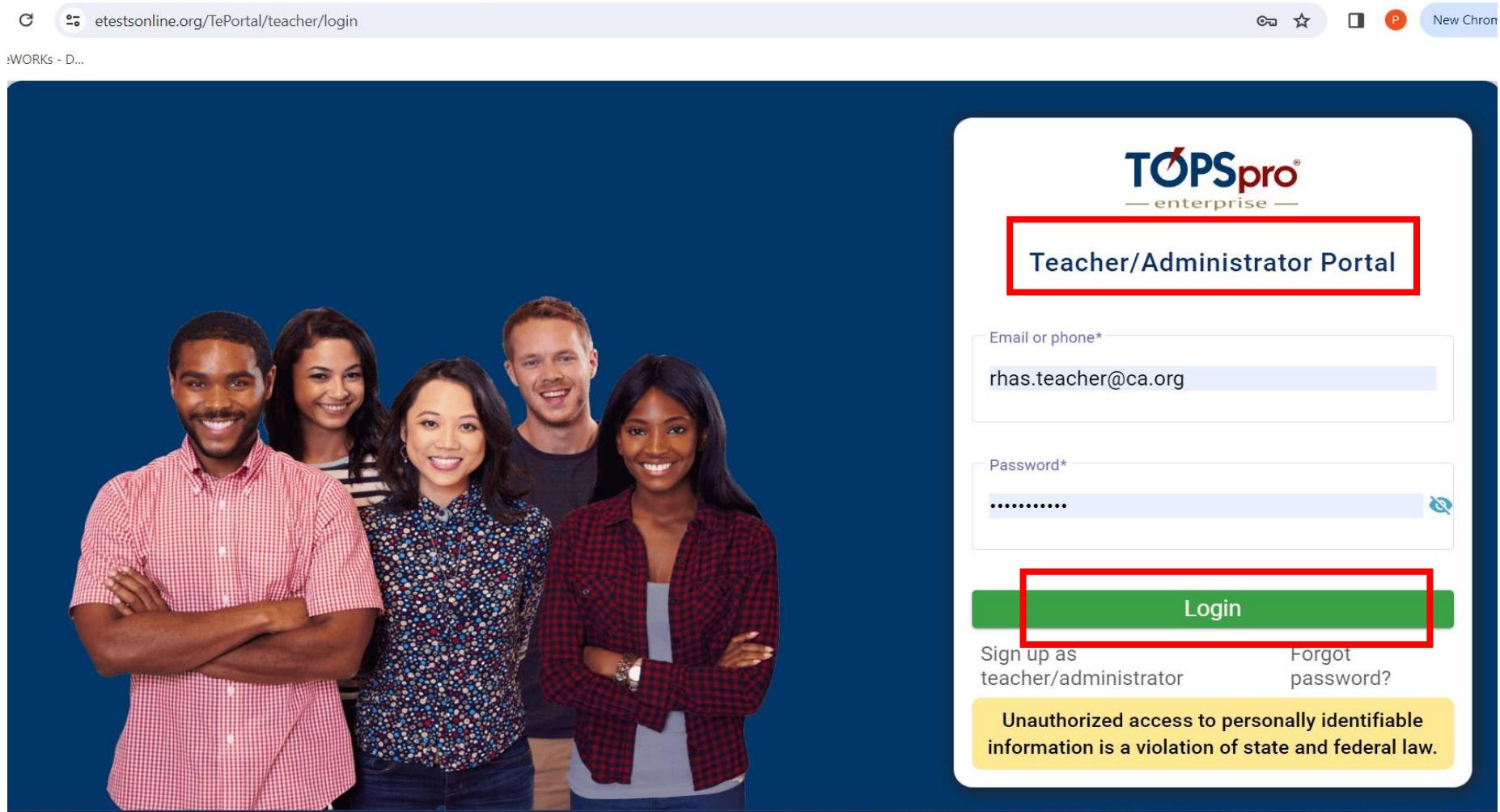
The Statewide Data System for Adult Education

for 30+ years promoting student engagement, tracking progress, measuring class performance, and providing program accountability as a comprehensive database solution

Request Demo

<https://teportal.org/TEPortal/student/login>

Teacher/Administrator Portal Login Page



The image shows a screenshot of a web browser displaying the Teacher/Administrator Portal login page. The URL in the address bar is `etestsonline.org/TePortal/teacher/login`. The page features a dark blue header with the **TOPSpro** logo and the word **enterprise** below it. A red box highlights the **Teacher/Administrator Portal** button. Another red box highlights the **Login** button. Below the login fields, there are links for **Sign up as teacher/administrator** and **Forgot password?**. A yellow callout box at the bottom right contains the text: **Unauthorized access to personally identifiable information is a violation of state and federal law.**

etestsonline.org/TePortal/teacher/login

TOPSpro
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Teacher/Administrator Portal

Email or phone*

rhas.teacher@ca.org

Password*

.....

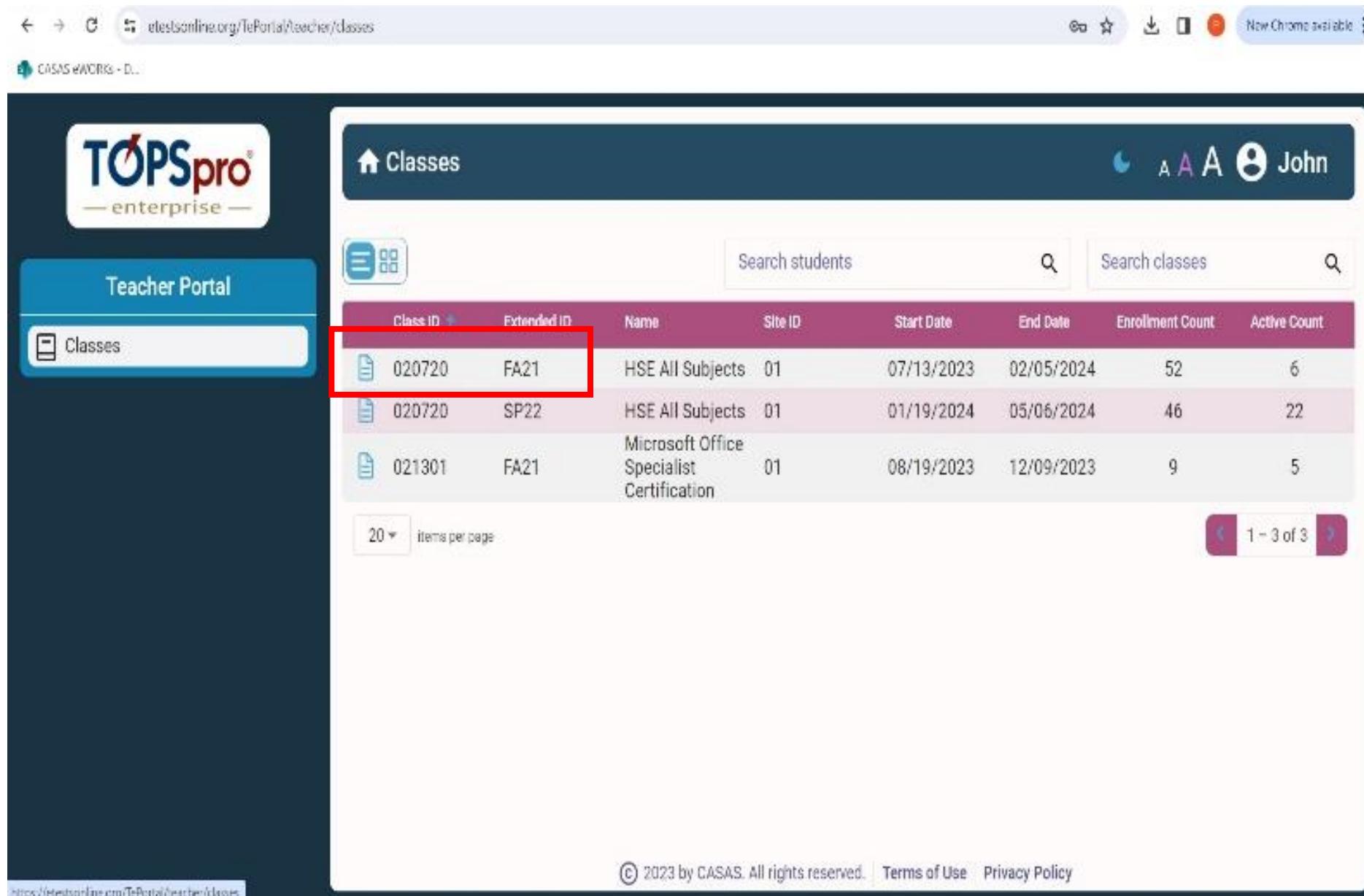
Login

Sign up as teacher/administrator

Forgot password?

Unauthorized access to personally identifiable information is a violation of state and federal law.

Select Desired Class



etestsuiteonline.org/Teacher/teacher/classes

CASAS eWORKS - D...

TOPSpro®
enterprise

Teacher Portal

Classes

Classes

Search students Search classes

Class ID	Extended ID	Name	Site ID	Start Date	End Date	Enrollment Count	Active Count
020720	FA21	HSE All Subjects	01	07/13/2023	02/05/2024	52	6
020720	SP22	HSE All Subjects	01	01/19/2024	05/06/2024	46	22
021301	FA21	Microsoft Office Specialist Certification	01	08/19/2023	12/09/2023	9	5

20 items per page 1 - 3 of 3

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Enroll Students in CASAS eWORKs

TOPSpro®
enterprise

Teacher Portal

- Classes
- 020720/FA21, HSE All Subjects
- Class Dashboard
- Class Attendance
- Class Reports
- Students**

Include in eWorks system

Student ID	Name	Status	Total Hours	Hours Since Last Test	Start Date	End Date	In eWorks
1665096	Imelda Zehner	Active			08/18/2023		
	Marzieh ashidpoor abroudi	Inactive	13		08/19/2023	09/01/2023	Yes
	ywayne aldovinos	Inactive			08/19/2023	08/19/2023	
	ennifer im	Inactive			08/18/2023	08/18/2023	
	acibe /essell	Active			07/13/2023		Yes
	agini umari	Active	78	78	08/18/2023		Yes
	amaljeet andhu	Completed	118		08/19/2023	12/03/2023	Yes
	atherina ogan	Completed	97		08/19/2023	12/03/2023	Yes
	lorgyn	Completed	105	14	08/20/2023	11/17/2023	Yes

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Classes > 020720/FA21, HSE All Subjects > Students

Search students

Student ID	Name	Status	Total Hours	Hours Since Last Test	Start Date	End Date	In eWorks
1665096	Imelda Zehner	Active			08/18/2023		
	Marzieh ashidpoor abroudi	Inactive	13		08/19/2023	09/01/2023	Yes
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	ennifer im	Inactive			08/18/2023	08/18/2023	
	acibe /essell	Active			07/13/2023		Yes
	agini umari	Active	78	78	08/18/2023		Yes
	amaljeet andhu	Completed	118		08/19/2023	12/03/2023	Yes
	atherina ogan	Completed	97		08/19/2023	12/03/2023	Yes
	lorgyn	Completed	105	14	08/20/2023	11/17/2023	Yes

Enroll with Alignmark

TOPSpro®
enterprise

Teacher Portal

Classes
020720/FA21, HSE All Subjects

Class Dashboard

Class Attendance

Class Reports

Students

Classes > 020720/FA21, HSE All Subjects > Students

Search students

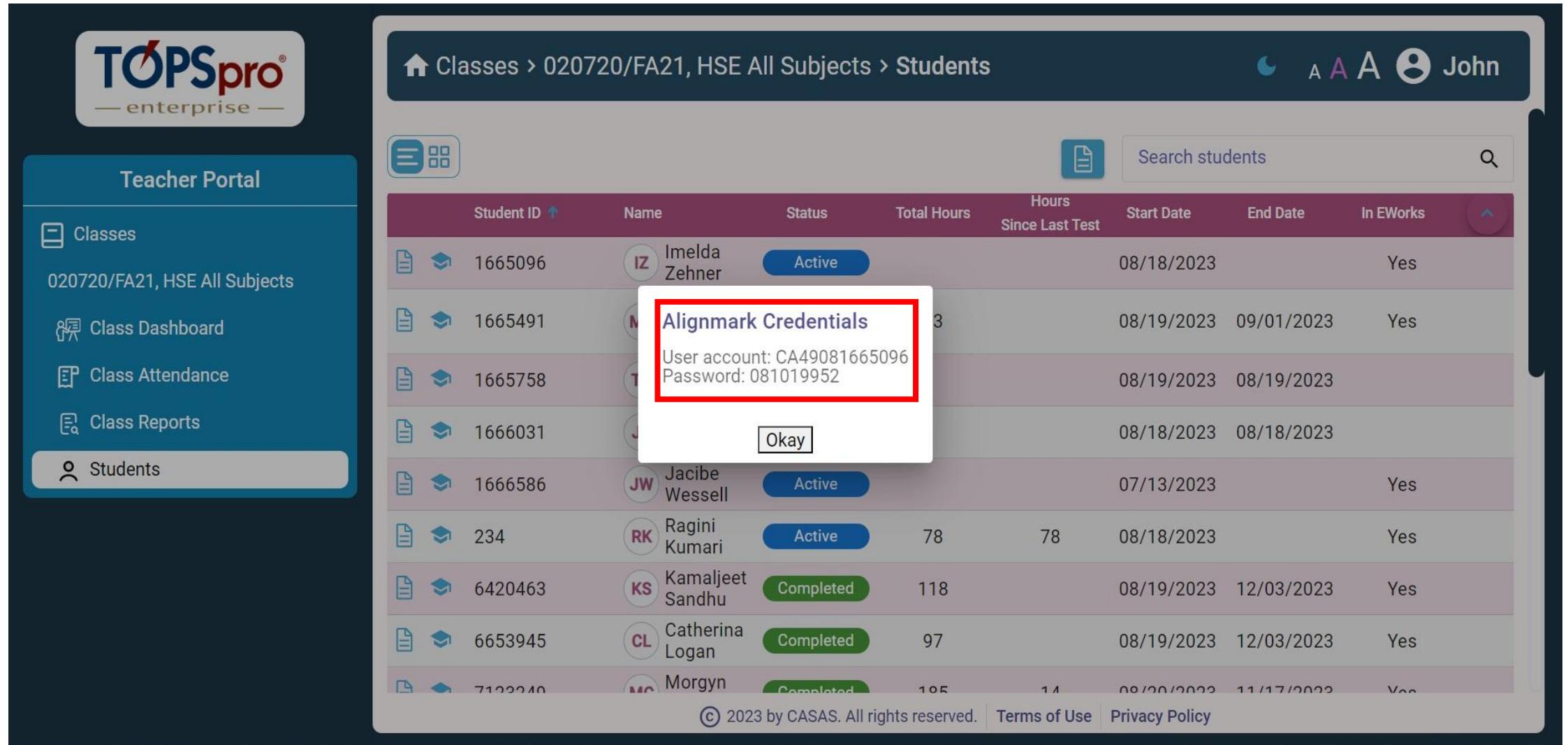
Student ID	Name	Status	Total Hours	Hours Since Last Test	Start Date	End Date	In eWorks
1665096	Imelda Zehner	Active			08/18/2023		Yes
	Include in eWorks system						
	Exclude from eWorks system						
	Enroll student with Alignmark						
	Show Alignmark credentials						
	Get Alignmark results						
	Show eWorks Profile						
	Show eWorks Profile Detail						
	Award eWorks Certificate						
	View eWorks Certificate						

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1/7/2026

9

View Alignmark Credentials



The image shows a screenshot of the TOPSpro enterprise Teacher Portal. The left sidebar is titled "Teacher Portal" and includes links for "Classes", "020720/FA21, HSE All Subjects", "Class Dashboard", "Class Attendance", "Class Reports", and "Students". The "Students" link is highlighted with a light gray background. The main content area shows a list of students in the class "020720/FA21, HSE All Subjects". The columns in the table are: Student ID, Name, Status, Total Hours, Hours Since Last Test, Start Date, End Date, and In EWorks. A modal window is open for the student with ID 1665096, named Imelda Zehner, who is Active. The modal contains the text "Alignmark Credentials" and "User account: CA49081665096" and "Password: 081019952", which are highlighted with a red box. A button labeled "Okay" is at the bottom of the modal. The footer of the page includes the text "© 2023 by CASAS. All rights reserved." and links for "Terms of Use" and "Privacy Policy".

Student ID	Name	Status	Total Hours	Hours Since Last Test	Start Date	End Date	In EWorks
1665096	Imelda Zehner	Active			08/18/2023		Yes
1665491			3		08/19/2023	09/01/2023	Yes
1665758					08/19/2023	08/19/2023	
1666031					08/18/2023	08/18/2023	
1666586	Jacibe Wessell	Active			07/13/2023		Yes
234	Ragini Kumari	Active	78	78	08/18/2023		Yes
6420463	Kamaljeet Sandhu	Completed	118		08/19/2023	12/03/2023	Yes
6653945	Catherina Logan	Completed	97		08/19/2023	12/03/2023	Yes
7122240	Morgyn	Completed	105	14	08/20/2023	11/17/2023	No

Invite Students to Create Student Portal Login

Select Students

Mail - Paul Kratzer - Outlook x TOPSpro Enterprise Portal x + – □ ×

etestsonline.org/TePortal/teacher/classes/1380388036/students ☆ ↓ P ⋮

CASAS eWORKs - D...

TOPSpro® enterprise

Teacher Portal

Classes
020720/FA21, HSE All Subjects

Class Dashboard

Class Attendance

Class Reports

Students

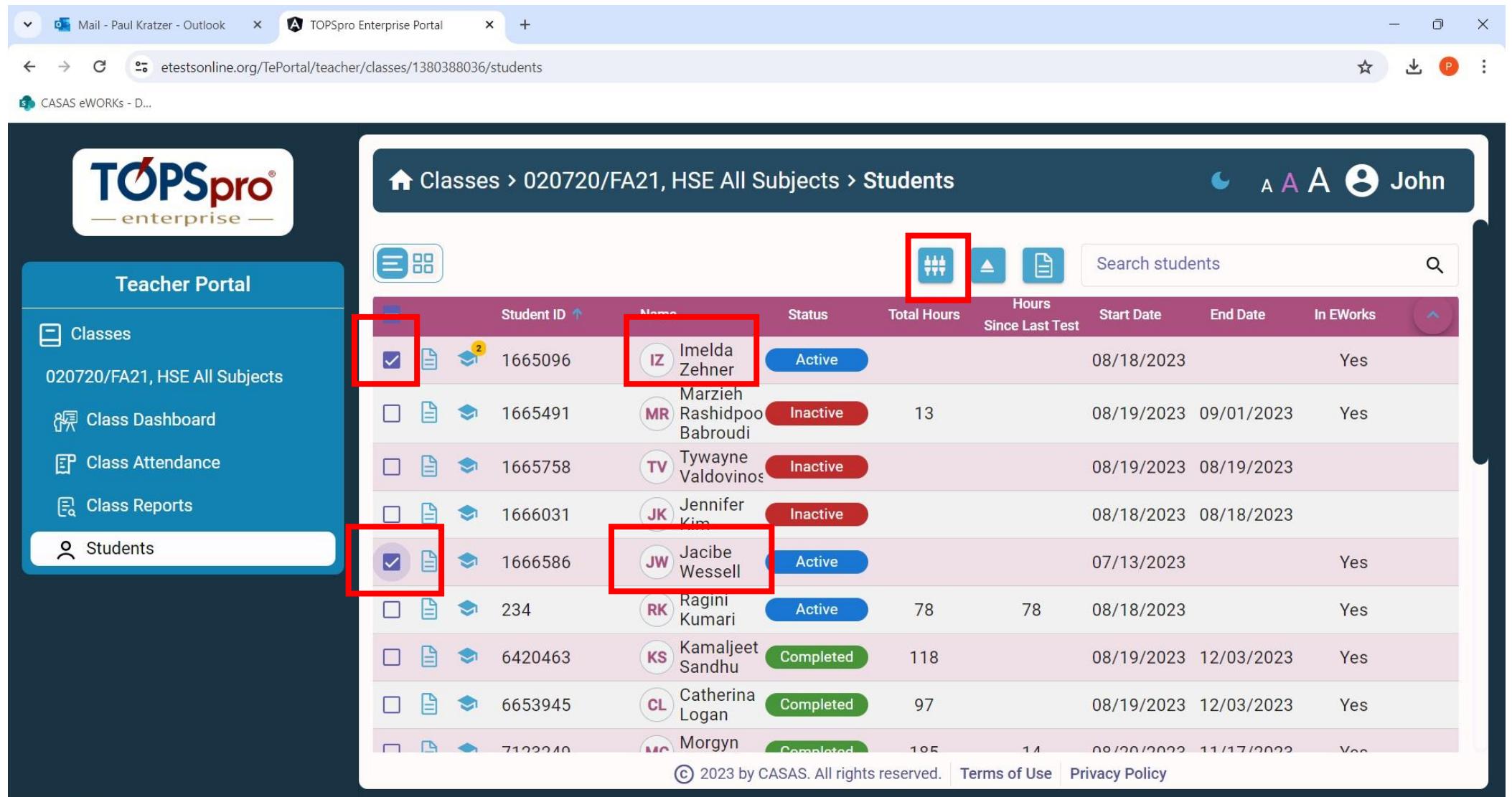
Classes > 020720/FA21, HSE All Subjects > Students

John

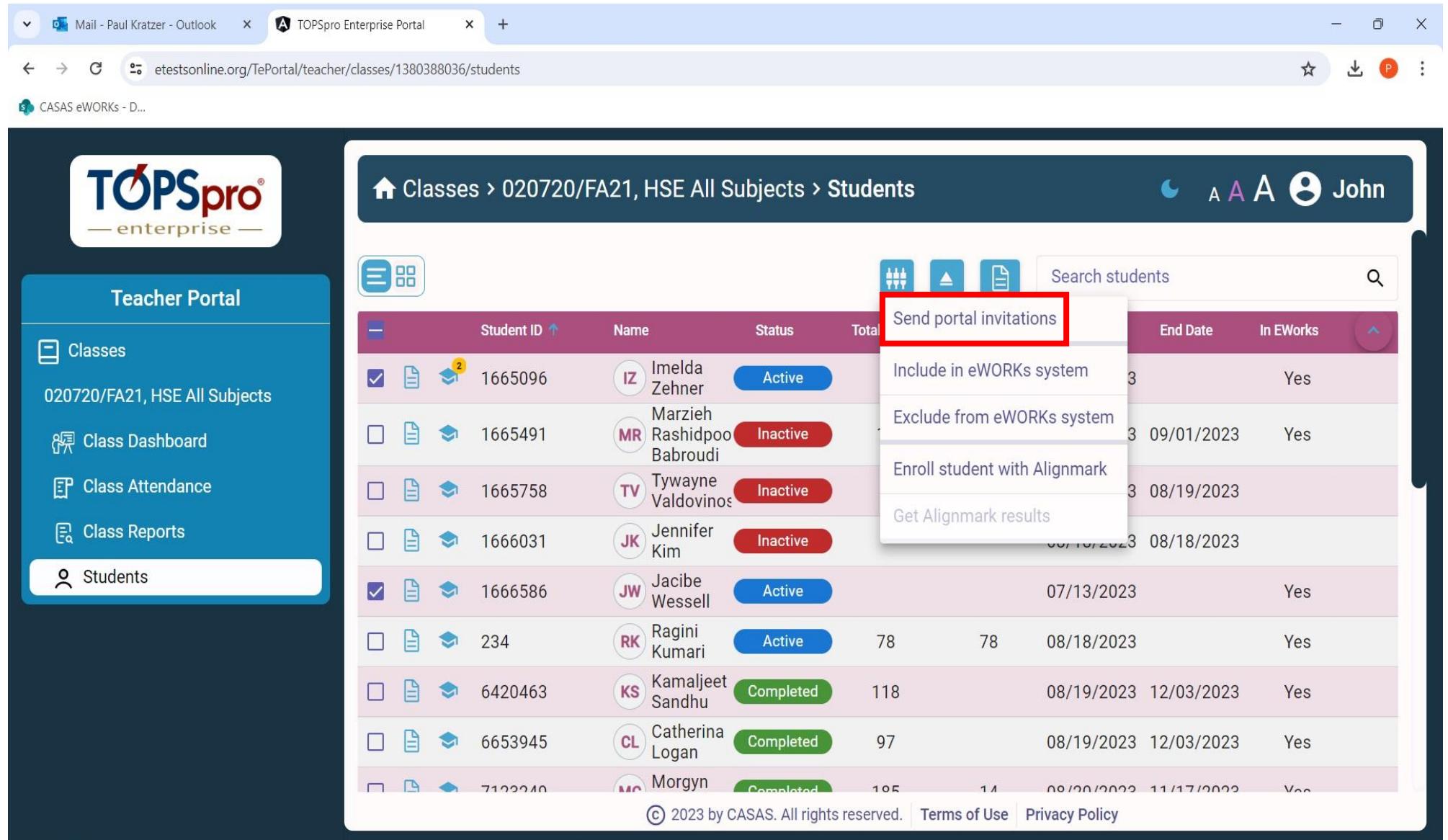
Search students 🔍

Student ID	Name	Status	Total Hours	Hours Since Last Test	Start Date	End Date	In EWorks
1665096	Imelda Zehner	Active			08/18/2023		Yes
1665491	Marzieh Rashidpoo Babroudi	Inactive	13		08/19/2023	09/01/2023	Yes
1665758	Tywayne Valdovinos	Inactive			08/19/2023	08/19/2023	
1666031	Jennifer Kim	Inactive			08/18/2023	08/18/2023	
1666586	Jacibe Wessell	Active			07/13/2023		Yes
234	Ragini Kumari	Active	78	78	08/18/2023		
6420463	Kamaljeet Sandhu	Completed	118		08/19/2023	12/03/2023	Yes
6653945	Catherina Logan	Completed	97		08/19/2023	12/03/2023	Yes
7122240	Morgyn	Completed	105	14	08/20/2023	11/17/2023	Yes

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Send portal invites



The screenshot shows the TOPSpro Enterprise Portal interface. The left sidebar is titled 'Teacher Portal' and includes links for 'Classes', '020720/FA21, HSE All Subjects', 'Class Dashboard', 'Class Attendance', 'Class Reports', and 'Students'. The 'Students' link is highlighted with a white background and a thin border. The main content area shows a list of students under '020720/FA21, HSE All Subjects > Students'. The list includes columns for Student ID, Name, Status, Total, End Date, and In eWORKs. A context menu is open over the first student in the list, with the 'Send portal invitations' option highlighted by a red box. The menu also contains other options: 'Include in eWORKs system', 'Exclude from eWORKs system', 'Enroll student with Alignmark', and 'Get Alignmark results'. The bottom of the page includes a copyright notice for CASAS and links for 'Terms of Use' and 'Privacy Policy'.

Student ID	Name	Status	Total	End Date	In eWORKs
1665096	Imelda Zehner	Active		07/13/2023	Yes
1665491	Marzieh Rashidpoo Babroudi	Inactive		09/01/2023	Yes
1665758	Tywayne Valdovinos	Inactive		08/19/2023	
1666031	Jennifer Kim	Inactive		08/18/2023	
1666586	Jacibe Wessell	Active			
234	Ragini Kumari	Active	78	08/18/2023	Yes
6420463	Kamaljeet Sandhu	Completed	118	08/19/2023	12/03/2023
6653945	Catherina Logan	Completed	97	08/19/2023	12/03/2023
7122240	Morgyn	Completed	105	08/20/2023	11/17/2023

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View Student Skills Profile

Student List

TOPSpro® enterprise

Teacher Portal

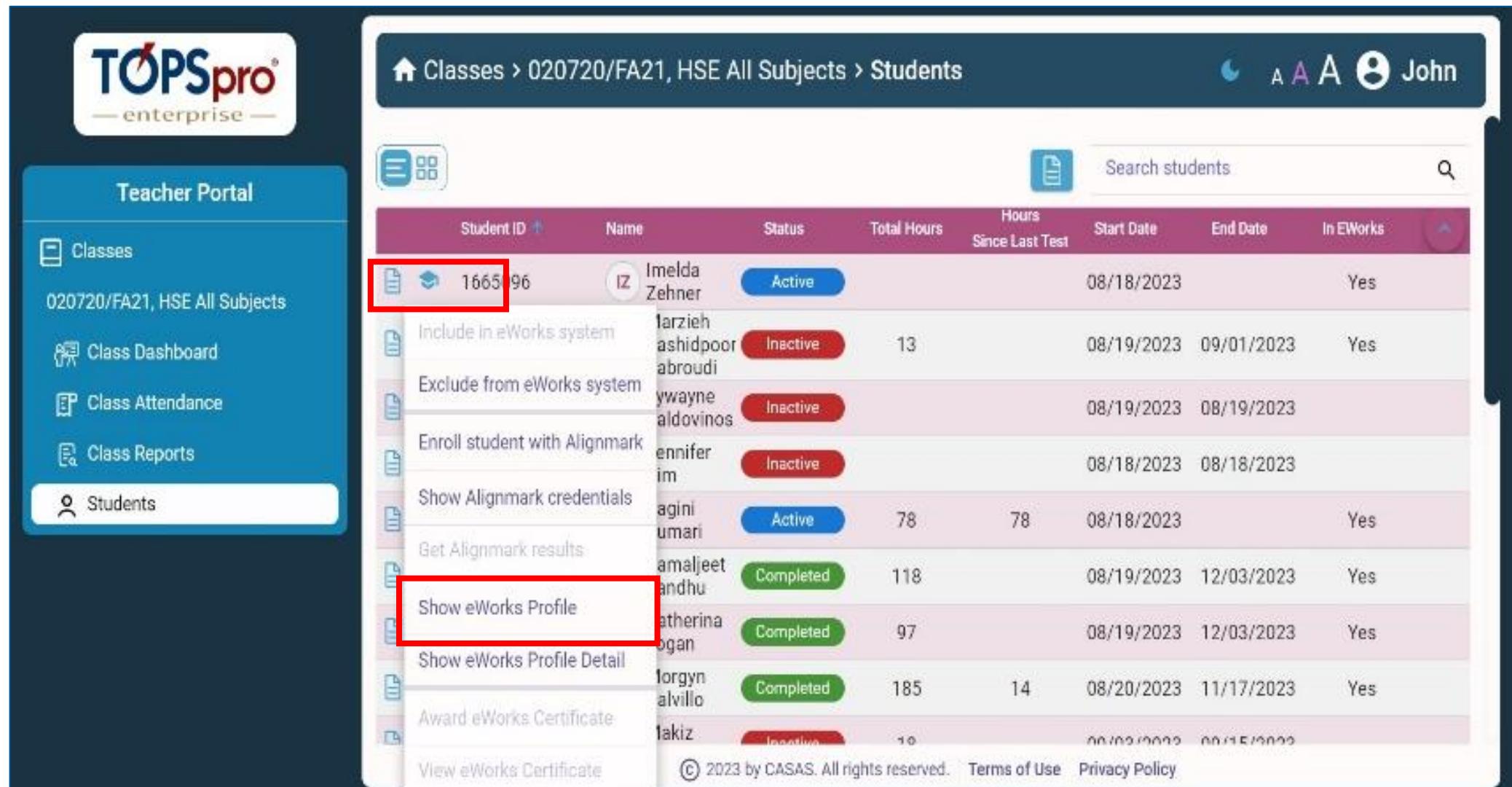
- Classes
- 020720/FA21, HSE All Subjects
- Class Dashboard
- Class Attendance
- Class Reports
- Students**

Classes > 020720/FA21, HSE All Subjects > Students

Search students Search

Student ID	Name	Status	Total Hours	Hours Since Last Test	Start Date	End Date	In EWorks
1665096	Imelda Zehner	Active			08/18/2023		Yes
1665491	Marzieh Rashidpoor Babroudi	Inactive	13		08/19/2023	09/01/2023	Yes
1665758	Tywayne Valdovin	Inactive			08/19/2023	08/19/2023	
1666031	Jennifer Kim	Inactive			08/18/2023	08/18/2023	
1666586	Jacibe Wessell	Active			07/13/2023		Yes
234	Ragini Kumari	Active	78	78	08/18/2023		Yes
6420463	Kamaljeet Sandhu	Completed	118		08/19/2023	12/03/2023	Yes
6653945	Catherine Logan	Completed	97		08/19/2023	12/03/2023	Yes

Show eWORKs Profile



TOPSpro® enterprise

Teacher Portal

Classes
020720/FA21, HSE All Subjects

Class Dashboard

Class Attendance

Class Reports

Students

Classes > 020720/FA21, HSE All Subjects > Students

Search students

Student ID	Name	Status	Total Hours	Hours Since Last Test	Start Date	End Date	In eWorks
1665-96	Imelda Zehner	Active			08/18/2023		Yes
	tarzieh ashidpoor abroudi	Inactive	13		08/19/2023	09/01/2023	Yes
	ywayne aldovinos	Inactive			08/19/2023	08/19/2023	
	ennifer im	Inactive			08/18/2023	08/18/2023	
	agini umari	Active	78	78	08/18/2023		Yes
	amaljeet sandhu	Completed	118		08/19/2023	12/03/2023	Yes
	atherina logan	Completed	97		08/19/2023	12/03/2023	Yes
	forgyn alvillo	Completed	185	14	08/20/2023	11/17/2023	Yes
	lakiz	Inactive	10		08/09/2023	08/15/2023	

Show eWorks Profile

Show eWorks Profile Detail

Award eWorks Certificate

View eWorks Certificate

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eWORKs Profile

The following workforce skills have been identified by the individual's responses to employer-validated and nationally normed assessments.

More detailed information can be found at www.casas.org (academic) and at www.alignmark.com (soft skills).

Work-related Academic Skills

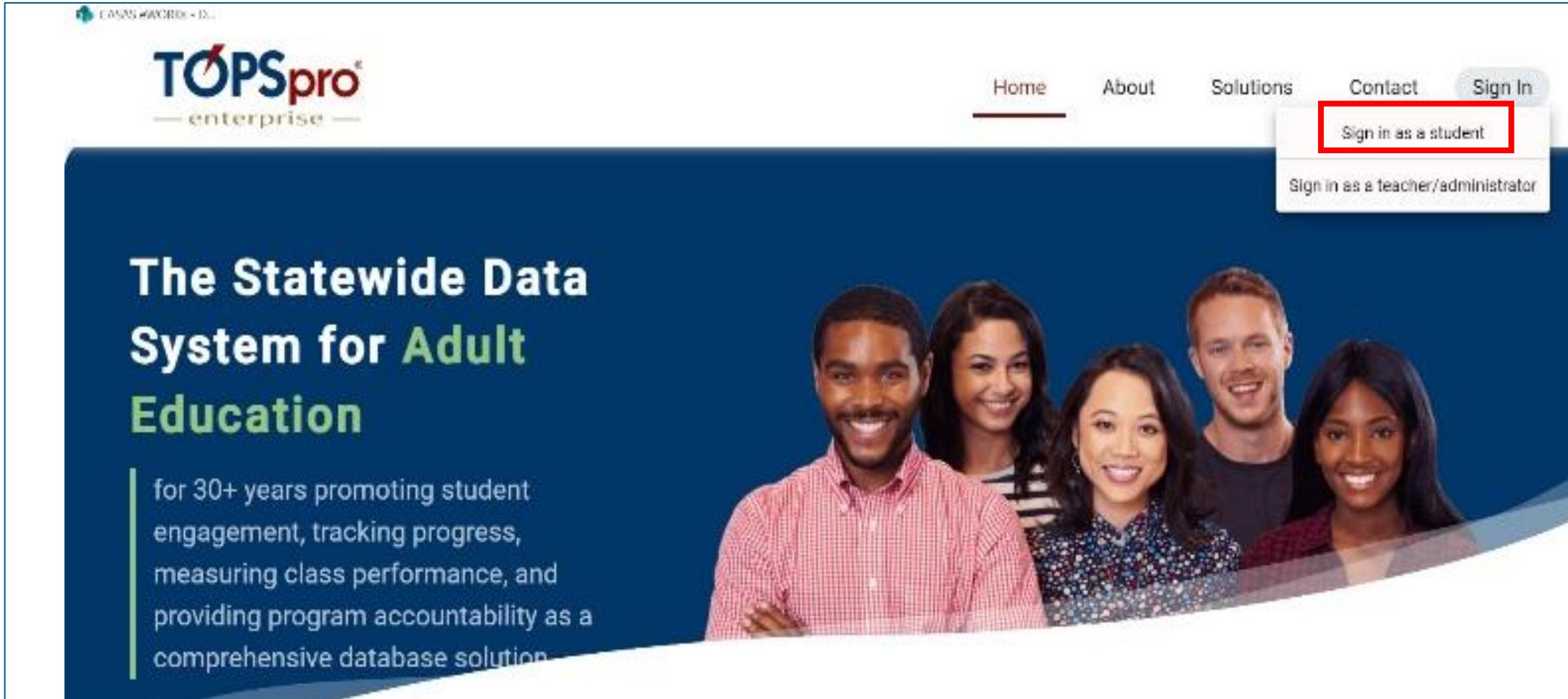
Basic						Advanced	Work-related Academic Skills typically demonstrated at this level
1	2	3	4	5	6		
							Reading
							Can read texts at the high school level and use academic vocabulary and idiomatic language with increasing ease.
							Can interpret the meaning of complex content containing some 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.
							Math
							Can solve multistep, real-world mathematical problems using rational numbers.

Soft Skills

Basic						Advanced	Personal Quality Skills demonstrated
1	2	3	4	5	6		
							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
							Stands up for self where appropriate; yet, doesn't take it personally when a manager points out incomplete or poorly done work; accepts suggestions for ways to do the job better.
							Willing to try new things, learn new skills and ask for help when needed.

In Student Portal

Assess Students' Existing Skills



The screenshot shows the TOPSpro enterprise website. The top navigation bar includes links for Home, About, Solutions, Contact, and Sign In. The 'Sign In' link is highlighted with a red box, and a dropdown menu below it contains the options 'Sign in as a student' and 'Sign in as a teacher/administrator'. The main content area features a large image of five diverse adults smiling. To the left, text reads 'The Statewide Data System for Adult Education' and 'for 30+ years promoting student engagement, tracking progress, measuring class performance, and providing program accountability as a comprehensive database solution'.

CASAS AWARDS • D...

TOPSpro*
—enterprise—

The Statewide Data System for Adult Education

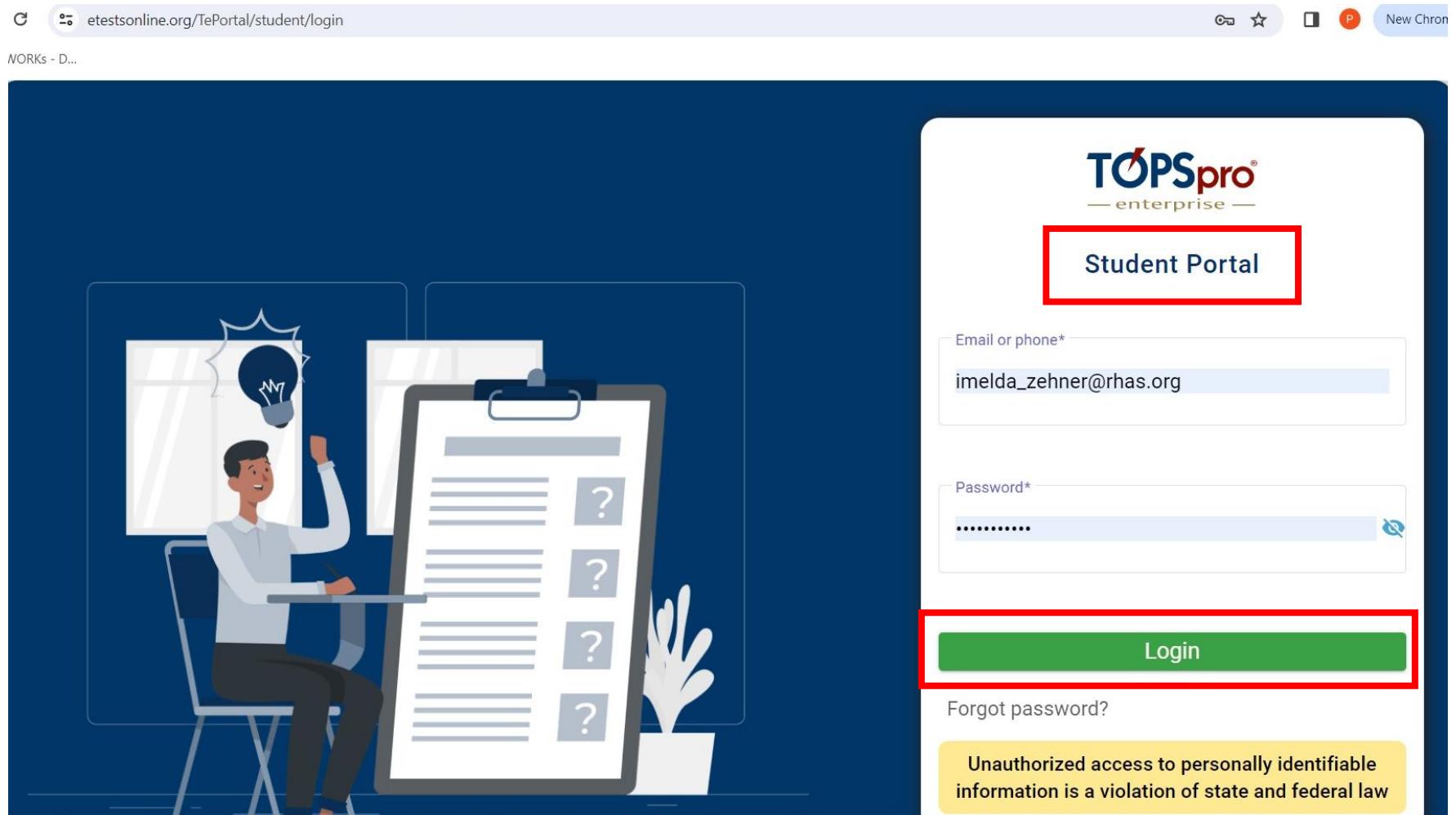
for 30+ years promoting student engagement, tracking progress, measuring class performance, and providing program accountability as a comprehensive database solution

Home About Solutions Contact Sign In

Sign in as a student

Sign in as a teacher/administrator

Student Portal Login Page



etestsonline.org/TePortal/student/login

WORKS - D...

TOPSpro®
enterprise

Student Portal

Email or phone*
imelda_zehner@rhas.org

Password*
.....

Login

Forgot password?

Unauthorized access to personally identifiable information is a violation of state and federal law

Student Portal – Go to eWORKs

Rolling Hills Adult School

English (US) Imelda

Personal Information

Class Enrollment

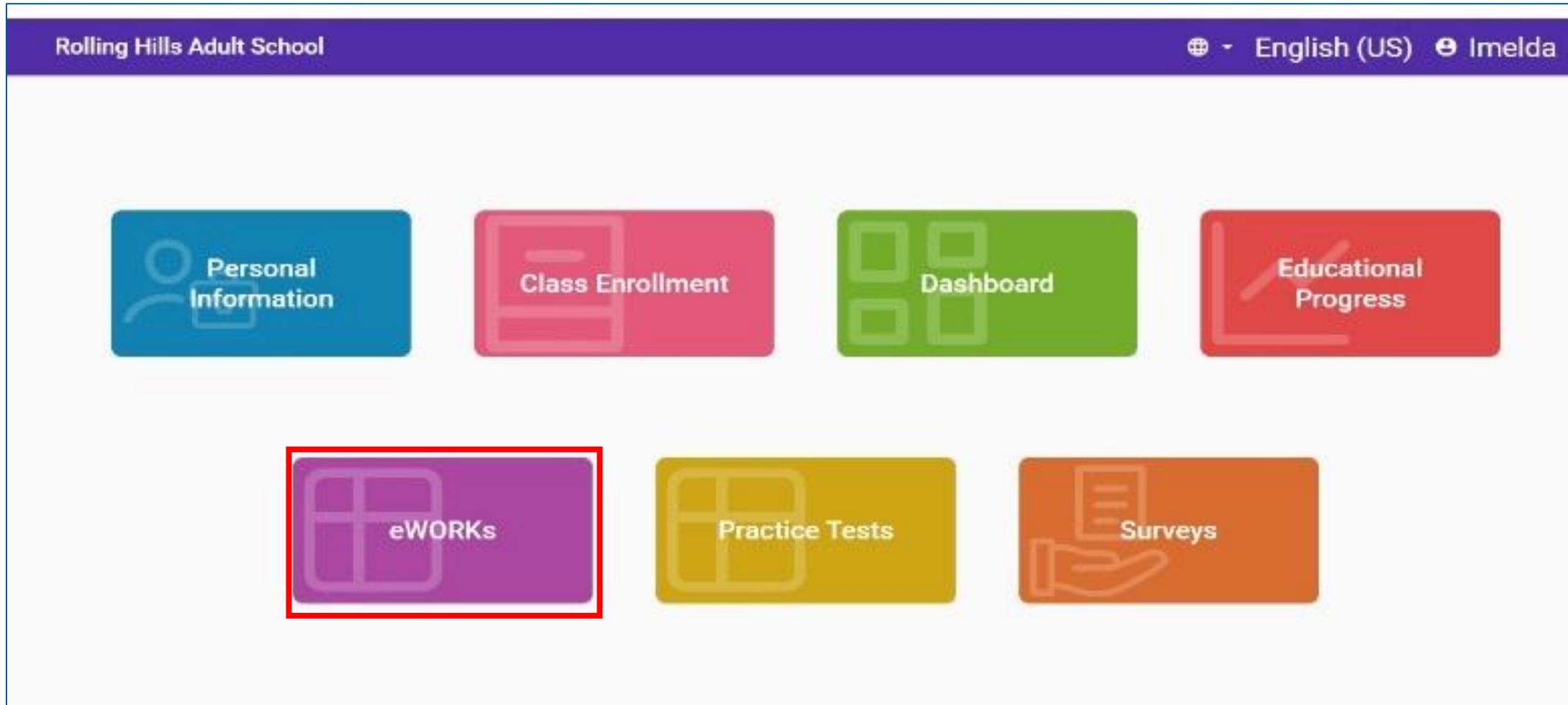
Dashboard

Educational Progress

eWORKs

Practice Tests

Surveys



Rolling Hills Adult School English (US) Kamaljeet

My Path to Success

Reading
Level 5

You are here

Profile Levels Help

Request Submitted

Math
Level 4

You are here

Profile Levels Help

Request Submitted

Customer Care
Level 4

You are here

Profile Scores Help

Practice / Study

Personal Qualities
Level 3

You are here

Profile Scores Help

Practice / Study

Critical Thinking

Request test appointment

Problem Solving

Request Submitted

Full Profile

Back to homepage

Assess Soft Skills

Rolling Hills Adult School English (US) Kamaljeet

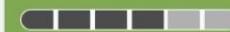
My Path to Success

Reading
Level 5
You are here

[Profile](#) [Levels](#) [Help](#)
[Request Submitted](#)

Math
Level 4
You are here

[Profile](#) [Levels](#) [Help](#)
[Request Submitted](#)

Customer Care
Level 4
You are here

[Profile](#) [Scores](#) [Help](#)
[Practice / Study](#)

Personal Qualities
Level 3
You are here

[Profile](#) [Scores](#) [Help](#)
[Practice / Study](#)

Critical Thinking
[Request test appointment](#)

Problem Solving
[Request Submitted](#)

[Full Profile](#)

[Back to homepage](#)

Take Soft Skills Assessments

CASAS

Mar/13/23 [EXIT](#)

Welcome STAFF!

[My Development Plan](#)

[My Courses](#)

[Public Notice](#)

[My Assessments](#)

[My Information](#)

[Update](#)



CASAS

Mar/07/24 [EXIT](#)

[Home](#)  [My Development Plan](#)  [My Courses](#)  [My Assessments](#)  [My Information](#) 

[Update](#)

Available Assessments

AccuVision WRS V2 - Customer Care
Date Started **Mar/07/24** Date Finished **Mar/07/24**
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](#) 

AccuVision WRS V2 - Personal Qualities
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.



Test question – choose best and worst action

The image shows a test question interface. At the top, the AlignMark logo is on the left and the AccuVision Customer Care logo is on the right. Below the logos, the text "Select Both Best and Worst Actions" is displayed. The question asks: "A. Ask for more information." To the right, there are two columns: "Best" (containing a radio button with a red border) and "Worst" (containing an empty radio button). The next option, "B. Ask supervisor how to handle the call.", has empty radio buttons in both columns. The third option, "C. Take down name and phone number of caller, promise to have Mr. McCoy call back.", also has empty radio buttons. The fourth option, "D. Pass the call onto Mr. McCoy.", has an empty radio button in the "Best" column and a radio button with a red border in the "Worst" column. At the bottom, a "Confirm" button is highlighted with a red border, and the number "18" is displayed in a circle next to it. The footer contains the text "Copyright © AlignMark, Inc. All rights reserved".

ALIGNMARK

ACCUVISION Customer Care

Select Both Best and Worst Actions

A. Ask for more information.

B. Ask supervisor how to handle the call.

C. Take down name and phone number of caller, promise to have Mr. McCoy call back.

D. Pass the call onto Mr. McCoy.

Best

Worst

Confirm 18

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Profile Students' Skills

Profile Skills

Rolling Hills Adult School English (US) Kamaljeet

My Path to Success

Reading
Level 5

You are here

Profile Levels Help

Request Submitted

Math
Level 4

You are here

Profile Levels Help

Request Submitted

Customer Care
Level 4

You are here

Profile Scores Help

Practice / Study

Personal Qualities
Level 3

You are here

Profile Scores Help

Practice / Study

Critical Thinking

Request test appointment

Problem Solving

Request Submitted

Full Profile

Back to homepage

eWORKs Profile

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							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.
							Math
							Can solve multistep, real-world mathematical problems using rational numbers.

Soft Skills

Basic						Advanced	Personal Quality Skills demonstrated
1	2	3	4	5	6		
							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
							Stands up for self where appropriate; yet, doesn't take it personally when a manager points out incomplete or poorly done work; accepts suggestions for ways to do the job better.
							Willing to try new things, learn new skills and ask for help when needed.

Develop Students' Skills

Develop Skills with Online Resources

My Path to Success

Reading
Level 5

You are here



Profile Levels Help

Request Submitted

Math
Level 4

You are here



Profile Levels Help

Request Submitted

Customer Care
Level 4

You are here



Profile Scores Help

Request Submitted

Personal Qualities
Level 3

You are here



Profile Scores Help

Request Submitted

Critical Thinking

Request test appointment

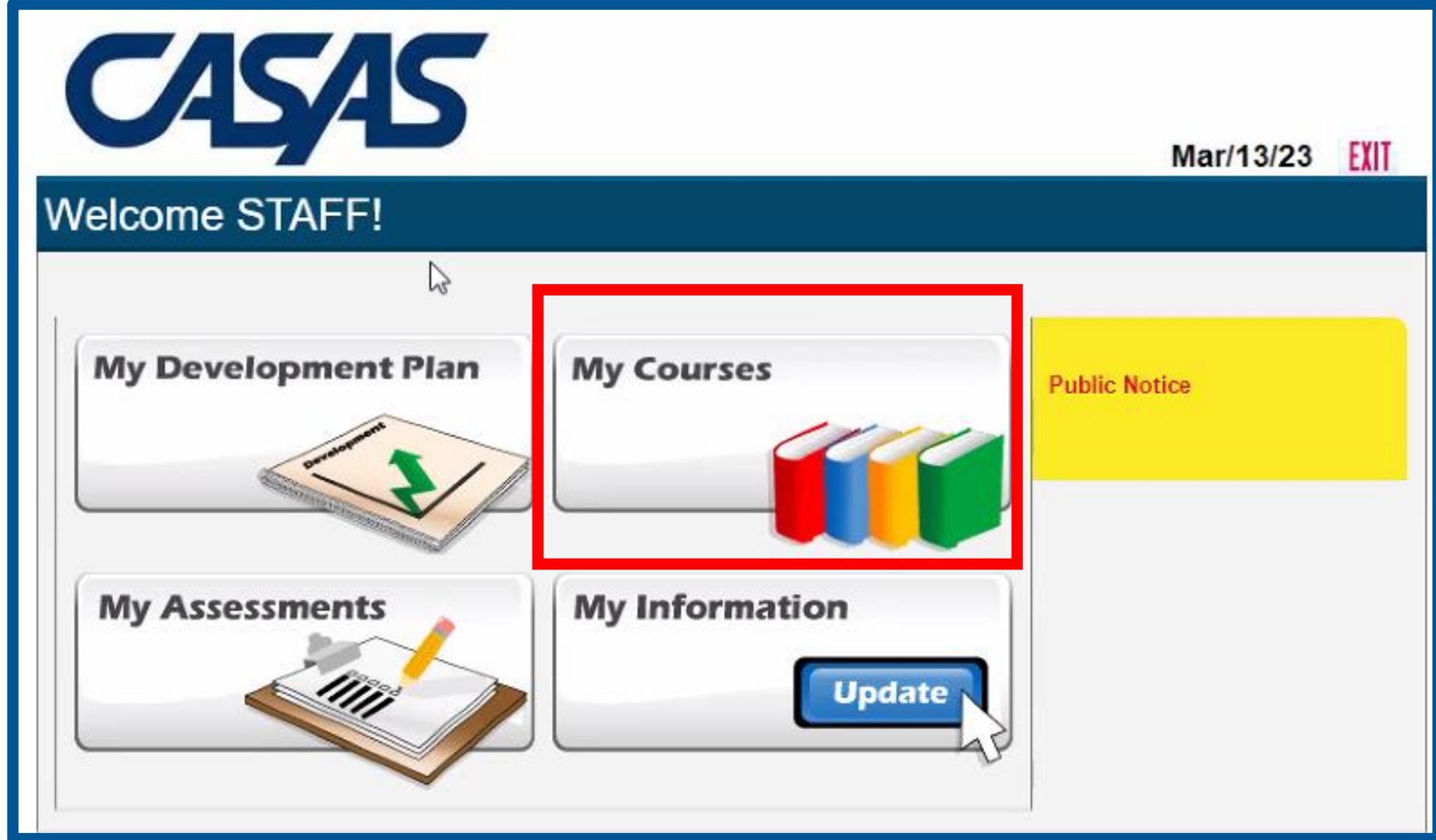
Problem Solving

Request Submitted

Practice / Study

Practice / Study

Practice Soft Skills with Online Courses



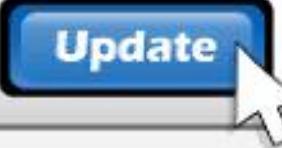
Welcome STAFF!

Mar/13/23 [EXIT](#)

My Development Plan 

My Courses 

My Assessments 

My Information 

Public Notice

Jun/23/21EXIT

- Home 
- My Development Plan 
- My Courses 
- My Assessments 
- My Information 

Available Courses

Show courses that match my skills Sort By: --- Select ---

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.	
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.	
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.	

Workforce Development

Question 1 (Commitment to Quality)

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?

- A. Tell the floor supervisor when you get a chance so she can correct the situation with the co-worker.
- 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.

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.

[Next>>](#)

Develop Soft Skills with Development Plan

CASAS

Mar/13/23 [EXIT](#)

Welcome STAFF!



My Development Plan



My Courses

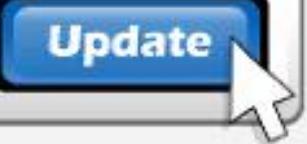


Public Notice

My Assessments



My Information



Development Plan

CASAS

Jan/23/24 [EXIT](#)

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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: _____

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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.			
		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.	August 31, 2021	August 23, 2021	
Ask your apprenticeship supervisor what customer issues you can resolve and which need to be referred to someone with more authority.	May 31, 2020	May 15, 2020			

Request CASAS Tests or Retake Soft Skills Tests

Rolling Hills Adult School English (US) Kamaljeet

My Path to Success

Reading
Level 5
You are here

Profile Levels Help

Request Submitted

Math
Level 4
You are here

Profile Levels Help

Request Submitted

Customer Care
Level 4
You are here

Profile Scores Help

Practice / Study

Personal Qualities
Level 3
You are here

Profile Scores Help

Practice / Study

Critical Thinking

Request test appointment

Problem Solving

Request Submitted

Full Profile

Back to homepage

Some Implementation Options

- Stand-alone class, 1-2 hrs per week, invite students from other classes.
- Incorporate eWORKs into existing classes. 1-2 hrs per week.
- eWORKs boot camp – 4-6 hrs in one day or two days

- COAAP 57.3
- NEDP
- Workforce Prep

eWORKs Resources

Available on CASAS website

Go to casas.org

Type eWORKs Resources in the search box

- Classroom Instructional Materials
- Employer Survey

casas.org/product-overviews/assessments/CASAS-eWORKs/eWORKs-resources



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CASAS eWORKs Resources

Implementation Resources

Screenshots and step by step directions for every task in eWORKs

 [CASAS eWorks Implementation Guide July 2024](#)

Survey for employer to provide soft skills needs and academic skill levels

 [Employer Survey](#)

Instructional Resources

Materials for teaching soft skills in an in-person setting. For information on our online soft skills assessments and courses, please email eWORKs@casas.org

eWORKs resources include:

- Instructor's Guide – Practice videos and discussion prompts
- Soft Skills Discussion Guide – more than 50 workplace scenarios with discussion prompts, aligned with specific soft skills
- Discussion Guide index
- Performance Development Strategies – a page of strategies for each of the 28 soft skills competencies
- Employer Survey

Employer Survey

- Use to engage with local employers
- Use to determine employers' needs
- Use to match student skills with employers' needs

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.	
5	Recognizes when it is best to personally handle customer needs versus when to direct the customer elsewhere	Decision Making
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.	



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