



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



The screenshot shows the homepage of the TOPSpro enterprise website. The header includes the CASAS eWORKS logo, the TOPSpro enterprise logo, and a navigation menu with links for Home, About, Solutions, Contact, and Sign In. The Sign In dropdown menu is open, showing options to 'Sign in as a student' and 'Sign in as a teacher/administrator', with the latter option highlighted by a red rectangle. The main content area features a large blue banner with the text 'The Statewide Data System for Adult Education' and a group of five diverse adults smiling. Below the banner, there is a text block describing the system's benefits for 30+ years, followed by a 'Request Demo' button. At the bottom left, a URL is visible: <https://chestsonline.org/TePortal/student/login>.

CASAS eWORKS - D...

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://chestsonline.org/TePortal/student/login>

Teacher/Administrator Portal Login Page

etestsonline.org/TePortal/teacher/login

WORKs - D...



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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

← → ↻

etestsonline.org/TePortal/teacher/classes

🔒 ☆ ⬇ 📱 🟠

New Chrome available

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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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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
665096	Imelda Zehner	Active			08/18/2023		
	Iarzieh 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
	torgyn	Completed	185	14	08/20/2023	11/17/2023	Yes

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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

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
	Marzieh Hashidpoor	Inactive	13		08/19/2023	09/01/2023	Yes
	Wayne Abdou	Inactive			08/19/2023	08/19/2023	
	Alfredo	Inactive			08/18/2023	08/18/2023	
	Imagini	Active	78	78	08/18/2023		Yes
	Amaljeet	Completed	118		08/19/2023	12/03/2023	Yes
	Atherina	Completed	97		08/19/2023	12/03/2023	Yes
	Morgyn	Completed	185	14	08/20/2023	11/17/2023	Yes
	Alakiz	Inactive	18		08/02/2023	08/15/2023	

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Enroll student with Alignmark

Show Alignmark credentials

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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			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	185	14	08/20/2023	11/17/2023	Yes

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Alignmark Credentials

User account: CA49081665096

Password: 081019952

Okay

Invite Students to Create Student Portal Login

Mail - Paul Kratzer - Outlook

TOPSpro Enterprise Portal

etestsonline.org/TePortal/teacher/classes/1380388036/students

CASAS eWORKs - D...

TOPSpro

enterprise

Teacher Portal

Classes

020720/FA21, HSE All Subjects

Class Dashboard

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Search students

	Student ID	Name	Status	Total Hours	Hours Since Last Test	Start Date	End Date	In EWorks
<input checked="" type="checkbox"/>	1665096	Imelda Zehner	Active			08/18/2023		Yes
<input type="checkbox"/>	1665491	Marzieh Rashidpoo Babroudi	Inactive	13		08/19/2023	09/01/2023	Yes
<input type="checkbox"/>	1665758	Tywayne Valdovinos	Inactive			08/19/2023	08/19/2023	
<input type="checkbox"/>	1666031	Jennifer Kim	Inactive			08/18/2023	08/18/2023	
<input checked="" type="checkbox"/>	1666586	Jacibe Wessell	Active			07/13/2023		Yes
<input type="checkbox"/>	234	Ragini Kumari	Active	78	78	08/18/2023		Yes
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Send portal invites



Mail - Paul Kratzer - Outlook

TOPSpro Enterprise Portal

etestsonline.org/TePortal/teacher/classes/1380388036/students

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Teacher Portal

Classes

020720/FA21, HSE All Subjects

Class Dashboard

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Classes > 020720/FA21, HSE All Subjects > Students

A

A

John

Send portal invitations

Include in eWORKs system

Exclude from eWORKs system

Enroll student with Alignmark

Get Alignmark results

Search students

	Student ID	Name	Status	Total	End Date	In EWorks	
<input checked="" type="checkbox"/>	1665096	Imelda Zehner	Active			Yes	
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<input type="checkbox"/>	7122240	Morgyn	Completed	195	08/20/2023	11/17/2023	Yes

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1/7/2026

13

[View Student Skills Profile](#)

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Teacher Portal

Classes

020720/FA21, HSE All Subjects

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TOPSpro
— enterprise —

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Include in eWorks system

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Enroll student with Alignmark

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View eWorks Certificate

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.
				■		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 homepage of the TOPSpro enterprise website. The header includes the CASAS #WORLDWIDE logo, the TOPSpro enterprise logo, and a navigation menu with links for Home, About, Solutions, Contact, and Sign In. The Sign In dropdown menu is open, showing options for 'Sign in as a student' (highlighted with a red box) and 'Sign in as a teacher/administrator'. The main content area features a large blue banner with the text 'The Statewide Data System for Adult Education' and a description of the system's capabilities. A group of five diverse adults is shown smiling on the right side of the banner.

CASAS #WORLDWIDE

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

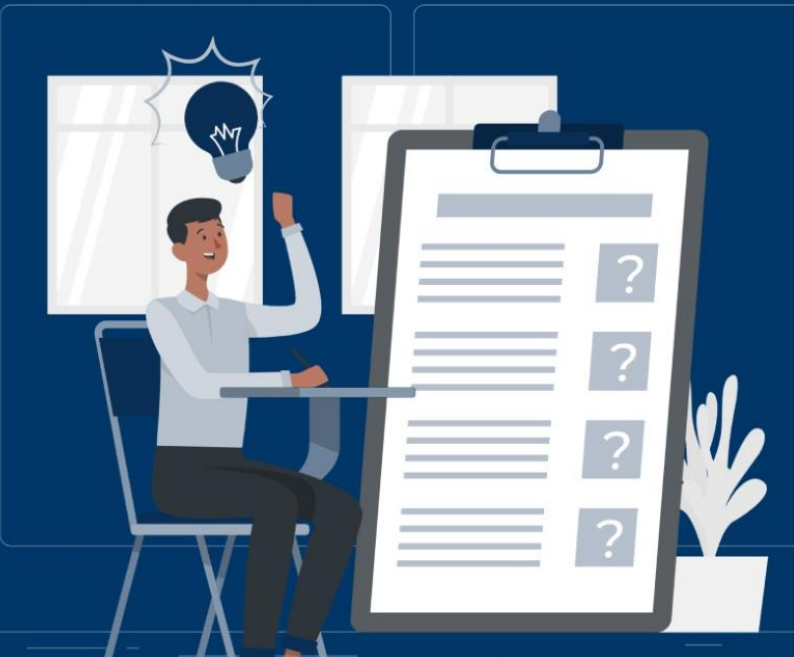
for 30+ years promoting student engagement, tracking progress, measuring class performance, and providing program accountability as a comprehensive database solution


Student Portal Login Page

etestsonline.org/TePortal/student/login

New Chron

WORKs - D...





Student Portal

Email or phone*

imelda_zehner@rhas.org

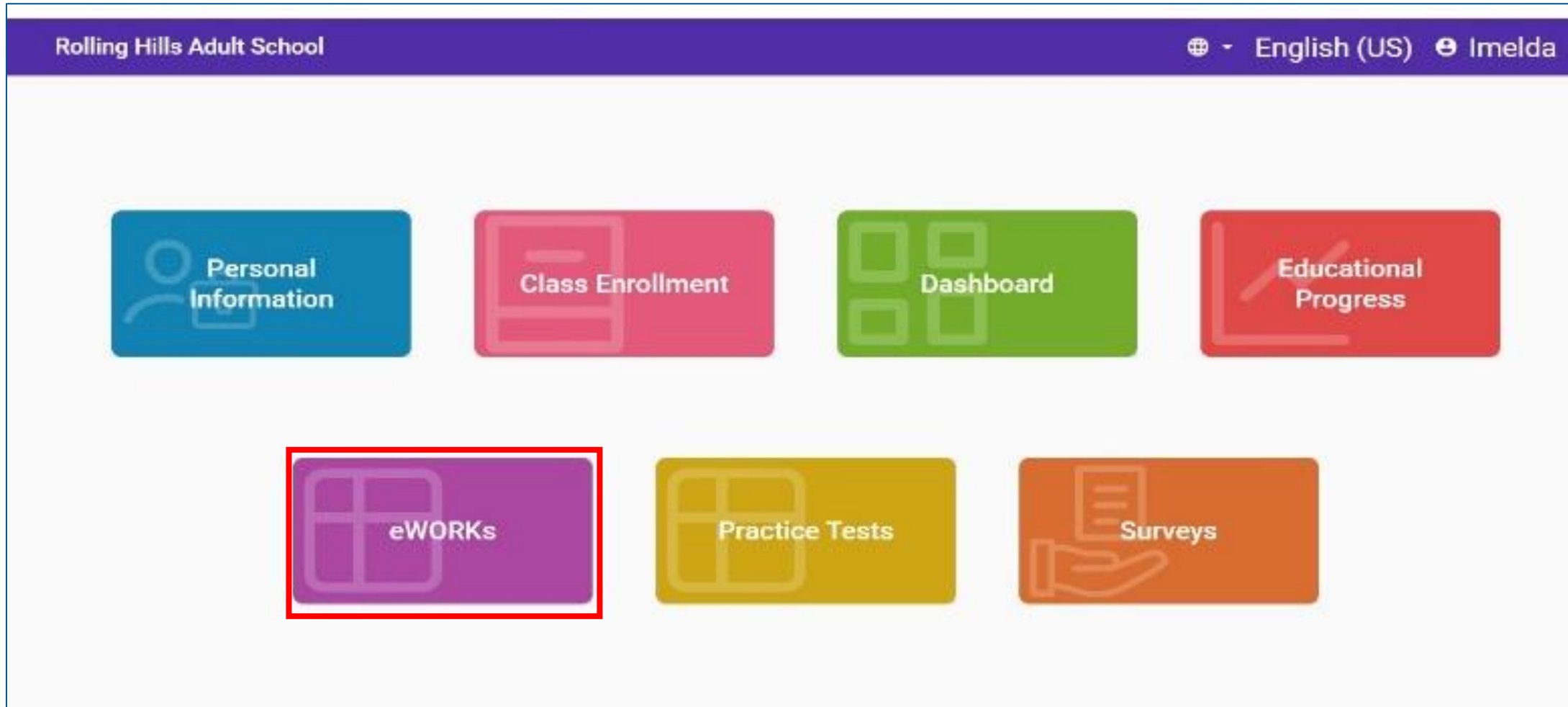
Password*

.....

Login

Forgot password?

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



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

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

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Customer Care

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You are here

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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






Mar/07/24 EXIT


Home




My Development Plan




My Courses




My Assessments




My Information




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.



1/7/2026

26

Test question – choose best and worst action

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

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

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Customer Care

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				■		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

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

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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



Mar/13/23 EXIT

Welcome STAFF!

My Development Plan



My Courses



My Assessments




My Information

Update

Public Notice




Jun/23/21 EXIT

Home

My Development Plan

My Courses

My Assessments

My Information Update

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>>](#)




Mar/13/23 EXIT

Welcome STAFF!


My Development Plan



My Courses



My Assessments

**My Information****Update****Public Notice**

Jan/23/24 EXIT

Home

My Development Plan

My Courses

My Assessments

My Information

Update

Development Plan

Modify

Print

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.		
		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

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Scores

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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



Search

»

Welcome, [Paul Kratzer](#)

[Logout](#)

[About](#)

[Contact Us](#)

Order

Home


Product Overviews

Training and Support

Education Partners

Workforce Partners

Social Media



PRODUCT OVERVIEWS

[Home](#) > [Product Overviews](#) > [Assessments](#) > [CASAS eWORKs](#) > CASAS eWORKs Resources

CASAS eWORKs Resources

Workforce Development

Business and Industry

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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