

**Performance Measures & e-learning  
Issues and Implications  
Prepared by ETI- Dec 2008**

**Background**

Short-term e-learning courses in selected skills such as Desktop Computers, IT, and Business and Customer Service are growing in popularity in the public workforce system. This growth is the result of the relative low cost of these courses and the convenience of 24-7 access for end users. The following outlines the possible implications of e-learning for U.S. DOL performance measures for WIA and Wagner Peyser.

The following assumes a customer is provided a learning license for a limited time frame i.e. 60, 90, 180 days to access a wide range of short-term courses (i.e. 3-6 hours each).

**ONE STOP Customers & e-Learning**

Short term e-Learning courses can be categorized as either self-service or staff assisted depending on the extent of staff involvement in assessing the customers and/or assisting in the development of a learning plan (as defined in TEGLE 17-05).

1. Self-Service –some customers can utilize e-learning without significant staff assistance. These customers are typically computer literate, have a good idea of the type of skills and courses needed to advance their careers and are motivated to utilize e-learning resources.

If the customer is self-service using WIA funds, they are counted as served but are not counted in WIA Performance Measures. If co-enrolled in Wagner Peyser, they are counted in the W-P Entered Employment Rate (if unemployed), Employment Retention Rate and Average Earnings. The customer again, would not count in the WIA Measures.

2. Staff-Assisted – other customers will require staff assistance in assessing career goals and/or selecting relevant courses and learning plans from the e-learning menu to advance their careers.

If using WIA funds, these customers would count in the WIA measures as served and exited with intensive (short-term prevocational) service (**not training**) for adult or dislocated workers. In co enrolled in Wagner Peyser, they would also count in those measures.

Assuming WIA money is used to fund learning licenses, the following summarizes the applicable performance measures and the potential impact of e-learning on these measures. In addition to the significant value-added of providing skill enhancement options to motivated customers, the overall impact of performance should be positive.

**Performance Measures & e-Learning using WIA funds  
Program & Performance Measures**

<b>ONE-STOP Customer Nature of Service</b>	<b>Wagner Peyser</b>	<b>WIA Core Self Service</b>	<b>WIA Intensive</b>	<b>Implications</b>
1. Internet access only – SS# obtained – issue learning license	If co-enrolled Ent Emp Rate (if unemployed) Emp Ret Rate Avg Earnings	Count as served. Not subject to any Performance Measures	N/A	Should improve all outcomes by skill enhancements and extending exit date one or more quarters for Wagner-Peyser.
2. Self-Service in ONE-STOP – SS# obtained - issue learning license	If co-enrolled Ent Emp Rate (if unemployed) Emp Ret Rate Avg Earnings	Count as served. Not subject to any Performance Measures	N/A	Should improve all outcomes by skill enhancements and extending exit date one or more quarters for Wagner-Peyser.
3. Staff Assisted in ONE-STOP SS# obtained– issue learning license.	If co-enrolled Ent Emp Rate (if unemployed) Emp Ret Rate Avg Earnings	N/A	Ent Emp (if unemployed) Emp Ret., Avg. Earn.	Should improve all outcomes by skill enhancements, extending exit date and serve as low-cost option to ITAs for some customers. As intensive, not subject to Employment & Credential Rate.