

We've moved!

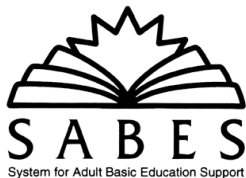


We're still based at Holyoke Community College...just elsewhere on campus.

After much planning, purging and packing, the SABES Office has been relocated to the Frost Building—Room 269. We're now right in the hub of college activity, although most of our training events will continue to be held in the Kittredge Center.

Telephone and fax numbers remain the same.

Come visit us the next time you're on campus!



This project is funded by a grant from the Massachusetts Department of Education and is supported by Holyoke Community College.

Capitalizing on the strengths of a Latino workforce

It is well known that in the Connecticut River Valley and beyond there is serious gap between people who need/want jobs and jobs that go vacant for lack of a skilled workforce. A large workforce development system is in place to help bridge the gap, yet it doesn't seem to diminish. Many reasons are given, having been discovered through a research grants: lack of job readiness, knowledge and technical skills, literacy, childcare and transportation problems, not enough English speaking proficiency and so on.

To address these deficits workforce development and ABE are being encouraged to collaborate to help potential workers become work ready. That is, through an integrated curriculum, ABE students will be taught not only math and English skills for the workplace, but also "work readiness" skills. The hope is that ABE students will complete a course of study that will help them overcome their deficits and become good workers.

Some employers, however, have taken on the job of developing their own workforce, looking to build on the strengths and assets that the Latino culture develops in its people, rather than trying to "fix" the deficits. One such company is Mastex Industries located in Holyoke. Mastex is the third largest manufacturer of airbag textiles in the world and attributes its success to its predominantly Puerto Rican male workforce.

("Latino workforce" (Continued on page 2)

What's inside

Learning specialist to assist WMass programs..... 3
 SABES advisory board 3
 E-mail etiquette 4
 WMass. shines at Network '07 4-5
 Sharing group updates 6
 Technology tidbits 7
 Calendar of events..... 8

Latino workforce

(Continued from page 1)

Mastex is a high technology company with QS9000, ISO9002 and S16949 certifications but does not require new hires to speak, read or write English nor to have a GED.

This company develops its workforce with peer instruction and on-the-job training. Accommodating the strong visual and oral learning orientation of Latino culture, training and instructions are given orally and repetitiously, pictures are used wherever needed and computers have touch screen capabilities. Process flow charts depicting operators, machines and documents are hung throughout the plant and are used as training aids and daily reminders. Employees know exactly where they are in the process flow, how they need to react and what they need to do for documentation.

Math and language skills are developed in the context of the job. Almost all people know some rudiments of math: if something is wrong with their paychecks, they know in a heartbeat. Mastex takes the basic knowledge that people come with and expands it on the job. Within six months or so, new hires' language and math skills improve dramatically. Mastex recognizes that formal classrooms can be intimidating and demeaning to this largely unschooled, male Latino workforce. However, they do learn effectively from their peers on the job.

Capitalizing on the Latino strength of collectivism, Mastex has created and developed self-directed work groups by shift and work area. Each group helps set goals in production, quality, attendance and turnover and is accountable for achieving these goals. All employees are continually informed about the state of the business and its financials, so the goals they set are realistic, achievable and geared to strengthen the "bottom line." Mastex uses graphs and charts, easily understood by all, to depict goals and chart their progress.

Work groups are encouraged to make decisions on their own, tapping into their intelligence and creativity. Mistakes are acknowledged and used as a learning tool. Employees feel free to think and to try ideas and the company benefits greatly from their collective abilities. For example, Mastex technicians engineered a modification to a machine which reduced waste by 25%. The change was so successful the equipment manufacturer adopted it themselves. This change was designed and installed by people who haven't a GED or other high school credential, but who are respected and treated as intelligent, thinking people and can, therefore, do really good work.

Many employers are looking to the ABE and workforce development communities to develop Latino and other workers to fit into a traditional workplace culture of independence, willingness to take initiative, motivated by achievement and money – and to enter with highly developed math and English speaking skills. While it is important to teach people the culture of work in the U.S., it is equally important for employers to create a work environment that is culturally compatible so that people can do their best work and make their best contribution. Mastex Industries is a clear example of the success that can be achieved when a company capitalizes on cultural strengths, rather than focusing on fixing "deficits."

This piece was written by Kate Koski and based on a longer article she wrote that was published in "Business West." Kate is the founder and principal of CultureWorks Consulting (www.cultureworks.biz) and has presented several workshops for the ABE community in Western Massachusetts.

Learning specialist to work with SABES and local ABE programs in the spring semester

Pennie Marcus, Learning Specialist with Holyoke Community College's Office for Students with Disabilities and Deaf Services, will be working with SABES and local ABE programs for the Spring '08 semester. She will be providing trainings with SABES, beginning with a Counseling Sharing Group on January 17, 2008 and a Disabilities Sharing Group on January 25, 2008. She also hopes to visit Western Mass ABE/ESOL programs. While she has worked with students with all types of disabilities, she has the most experience in the areas of Learning Disabilities, ADD and Asperger's Syndrome.

SABES is delighted that Pennie has chosen the field of ABE to focus on during her sabbatical. The Western Mass ABE community will have a great resource to call upon!

More information about Pennie's activities and her contact information will be posted on our listserv. In the meantime, if you have questions, contact Michele at msedor@hcc.mass.edu or 413-552-2442.

SABES advisory board

Since the inception of SABES in 1990 the statewide advisory board has played a crucial role in the development and delivery of SABES training activities. This representative group of practitioners will meet twice in FY'08 with a focus on improving the quality and effectiveness of professional development in Massachusetts. Your WMass representatives to the advisory board this year are Joe Hennessy of Berkshire Community College, Sheila Murphy of TLP/Pioneer ALC and Emily Fox, Volunteer Coordinator at the Holyoke Chamber of Commerce—Holyoke Tutor/Mentor Program.

Thanks to our most recent advisory board members, Jim Ayres and Michele Faith Brown, for all their work and for representing WMass.

College for a day

At this time, we are planning to do an evening College for a Day (CFAD) in March, 2008, in response to feedback we have heard from programs. We will not be offering a daytime CFAD this year. Our long-range plan is to alternate having a daytime program one year with an evening program the following year. Information on this year's CFAD will be posted on our listserv once we firm up our plans.

Student leadership mini-grants

SABES will not be offering student leadership mini-grants for FY'08 due to budget constraints. If you have any questions, please contact Michele Sedor at msedor@hcc.mass.edu or 413-552-2442.



It's not what you say, its how you say it

- ⇒ Find out whether you've been rude via e-mail at the ultimate Netiquette Web site, www.netmanners.com. Learn the core rules of Netiquette. Take the Netiquette Quiz to test your network etiquette knowledge.
- ⇒ Help keep flame wars under control. Flaming is what people do when they express a strongly held opinion without holding back any emotion. It's the kind of message that makes people respond, "Oh come on, tell us how you really feel." Tact is not its objective.

We've all been exposed to Flame Mail to some degree — as sender or recipient. Netiquette suggests that when you really want to run off at the keyboard (aka venting), let your readers know that you know that you're momentarily flaming. Before you begin your rant, simply enter the words FLAME ON, then rant away. When you're done, write FLAME OFF and resume normal discourse. Learn the Art of Flaming, including choosing your flames well, and what to do when you are called on your flame mail.

Albion.com and Seth T. Ross
www.albion.com/netiquette

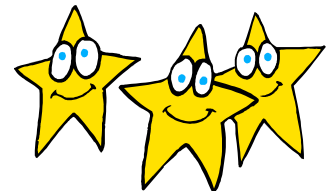
WMass. leaves it's mark at Network!

Congratulations to the following people who presented at Network 2007! Please let us know if we missed anyone and we'll add their name in the next issue of *The Pipeline*.

- | | |
|---|--|
| ☞ CARE CENTER
Tzivia Gover | ☞ CAREERPOINT
Jackie Lazado |
| ☞ CENTER FOR NEW AMERICANS
Laura Porter
Diane Worth | ☞ HALO CENTER
Glenn Yarnell |
| ☞ HCC-ADULT LEARNING CENTER
Aliza Ansell | ☞ HCC-ADULT LEARNING CENTER/HOLYOKE WORKS
Erin Doherty |
| ☞ HOLYOKE TUTOR/MENTOR PROGRAM
Emily Fox | ☞ JONES LIBRARY ESL PROGRAM
Lynne Weintraub |
| ☞ LITERACY PROJECT, THE
Amber Ortiz & learners | ☞ READ/WRITE/NOW
Michelle Faith Brown |
| ☞ SABES
Dori McCormack
Michele Sedor | ☞ INDEPENDENT PRESENTERS
Janet Kaplan Bucciarelli
Tim Cohen-Mitchell |

We'd like to give special recognition to our own George Kohout and Charlie Herbert who provided technology support to all presenters over the two-day conference.

MCAE's "Volunteer of the Year," Stephanie Gale, hails from WMass, too. (See article, Page 5).



TLP graduate named "Volunteer of the Year"

Helping comes naturally to some people. Take STEPHANIE GALE, a 24-year-old single parent from Greenfield who was named "Volunteer of the Year" by the Massachusetts Coalition for Adult Education (MCAE) at their annual conference in Marlborough today. "After dropping out of high school at sixteen years old, I knew that I wanted to get my GED," remembers Gale. "I knew that I would need an education so that I could work as a probation officer for juvenile court and help troubled youth."

Seven years later, Gale is well on her way to meeting her goal. She earned her GED in March 2000 while studying at The Literacy Project's Greenfield classroom, the Charboneau Adult Learning Center. After taking several years off to focus on raising her daughter, she enrolled in Greenfield Community College and plans to transfer to a four-year college to complete her B.A.

Once in college, Gale returned to The Literacy Project as a volunteer, offering twenty hours a week last summer to administer an on-line fundraising project. She uses her federal work-study hours to reach out to another part of the community, through Franklin County's Big Brothers/Big Sisters program. After seeing how many parents struggle with balancing college, work and children, Gale started "The Parent Network" to help GCC students with children connect with one another on issues such as childcare and transportation.

"In addition to her strong academic success, Stephanie reaches out to other new students as an informal mentor," notes Lindy Whiton, coordinator of the Next Step Up program at GCC, which provides support to GED graduates like Gale who are making the transition into college. "She has quickly made herself an invaluable member of the community."

Her many accomplishments earned her the MCAE Volunteer of the Year Award. "She was chosen for this award because she has excelled in so many ways as she balances college, work and parenting," explains Fred Abisi, director of Lowell Adult Education and Chair of the MCAE Awards Committee. "She has become a role model to many students who have dropped out. Her success is inspiring to all."

"Stephanie Gale is actively improving her life," comments Judith Roberts, executive director of The Literacy Project. "But she doesn't stop there. She is making the world a better place, and we are inspired by her determination and proud of her work."

The Literacy Project (TLP), a non-profit adult basic education program, has offered adult literacy and GED classes to adults in western Massachusetts since 1984. The Massachusetts Coalition for Adult Education (MCAE), a private, nonprofit organization based in Boston, advocates for adult education programs and resources across the state and provides professional development opportunities for adult educators. Gale is the fourth volunteer of The Literacy Project to receive the Volunteer of the Year Award.

Press release from The Literacy Project
October 25, 2007



Sharing Group Updates

⇒ **ADARN** (The **A**merican with **D**isabilities **A**ct Coordinators **R**egional **N**etwork)

Jackie Fletcher of DOE-ACLS will convene the ADA coordinators regional sharing group on February 19, 2008 (1:30 p.m.—4 p.m.) and again on May 29, 2008 (10 a.m.—12:30 p.m.) to share effective strategies. Keep your eyes peeled also for a short, web-based survey on priority training topics for ADA coordinators. Contact George Kohout (gkohout@hcc.mass.edu) for more information about this activity or to confirm that your program's ADA Coordinator is on the invitation list for these meetings and other ADA related announcements.

⇒ **Counseling** - Starting in January

The term "Educational Counseling," as it used in the ABE field, is not always clear to those who find themselves in the role of "educational counselor." For example, when learners bring family concerns, emotional problems or economic worries into discussions about their educational goals, the line between personal and educational counseling can become a little blurred. Many of you in the field have expressed an interest in getting together to share your experiences, concerns, questions and insights about your role as education counselors. In response, SABES has made arrangements for a Counseling Sharing Group to meet a few times during the year. If you are a counselor in an ABE or ESOL program, or if you are a teacher or other staff person who finds yourself "counseling" students, please join your colleagues in an open discussion about the issues you deal with. The first meeting is January 17, 2008 (1:30 -3:30 at HCC's Kittredge Center—Room 302) and will begin with a discussion on mental health issues, and HCC's Learning Specialist, Pennie Marcus, will attend. Future discussion topics, possible guest speakers and meeting dates will be decided upon by the group. For more information, contact Dori McCormack at dmcormack@hcc.mass.edu or 413-552-2393.

⇒ **Disabilities Sharing Group**

The first meeting of this group will be on January 25, 2008 (1 p.m.—3 p.m.). More information will be forthcoming on the SABES West listserv.

⇒ **SMARTT/COGNOS**

These sessions are for SMARTT and Cognos users and typically divided into two hours. The second hour is more of an open lab, where individual questions can be addressed and participants can share tips and helpful data collection systems/procedures. The first hour is more structured and includes a focus on activities one needs to know for this particular time of the year and also the recent relevant ACLS updates as delineated in their monthly mailings. For example, the first SMARTT update of the fiscal year, in July/August, is on getting ready for submitting a rollover request. The SMARTT update in September/October is on 'Starting the New Year.' In January, the SMARTT Update will be on Reviewing Mid-Year Data and the Cognos Update will cover 'intermediate' topics including customizing favorite reports.

⇒ **Tech Roundtable**

These sharing groups are for tech aficionados and enthusiasts in the ABE/ESOL field. There will be 3 to 5 a year. Recent past foci have been digital video in the classroom and digital photography. The February Roundtable will be focused on GED and ABE/ESOL educational software. Contact Charlie for more info or suggestions for topics.

Sharing Groups ((Continued from Page 6)

⇒ **WPE**

Workplace Educators from across the state met via video conference in November. Participating in the Sharing Group were an ESOL teacher in a jewelry-making company; an ESOL teacher in a hospital; a pre-GED teacher in a manufacturing plant; and a couple of administrators from ABE and ESOL programs. A number of really interesting issues were discussed, including: How the teachers in these workplace ed programs deal with their limited classroom hours, in one place as few as 9 hours per week; the importance of funders, employers, employees/students, and educators all communicating clear expectations of program goals and outcomes; the challenge that workplace ed teachers have staying connected to workplace supervisors; and several other topics. All who participated in the discussion said how valuable they found it to be able to “meet” with their colleagues. The next two meetings will be some time in the spring. For information, contact Dori McCormack at dmccormack@hcc.mass.edu or 413-552-2392.

Tech Tips

Making Movies

Even if you don't have the camera equipment to start filming, you can get started using the free movie editing software that comes with most computers – Windows MovieMaker in XP systems and iMovie on Apples. All you need are video clips. Here are a few sources of free video clips:

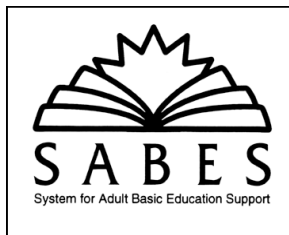
- WGBH's Sandbox -- <http://lab.wgbh.org/sandbox/> -- “[The Sandbox is open!](#) Watch and download free video clips selected from WGBH Media Library. **Cut, loop, and mash them**, and let us know what you make.”
- [Creativecommons.org](http://creativecommons.org/)– “Creative Commons provides free tools that let authors, scientists, artists, and educators easily mark their creative work with the freedoms they want it to carry. You can use CC to change your copyright terms from "All Rights Reserved" to "Some Rights Reserved.””
- Also, check out the Internet Archive for free audio and video at archive.org. Not only can you interesting movies like “Black Boy of Harlem” but you can also find gems like the oldest recorded music (piano and clarinet).

In addition, you can create video clips by recording the actions of your computer screen. This could be helpful for anything from showing students how to operate various aspects of software, to navigating forms, to exploring websites. Anything you want to show a student on a computer can be recorded and saved as a file, complete with voice audio to go.

Camtasia Studio (about \$200 for the Ed version, but can be tried out for free for 30 days) comes with screen recording, audio recording, and a ‘studio’ application that allows you to edit. This is great for Technical Assistance but is also being used to create tutorials. Find it at Techsmith.com. Older versions of Camtasia may be installed for free via Techsmith as well.

CamStudio is a freeware version of Camtasia, the price being free but the cost being the troubleshooting of added complications such as not perfectly synched audio and video. For the financially-challenged, it's an unparalleled substitute. Get it at sourceforge.net.

TeacherTube.com is a site for educators to upload educationally relevant videos. It's under the YouTube umbrella but for teachers. Here you can find everything from tutorials to raps for calculating perimeter. If you want pre-made tutorials on Excel or Word, created with a screen-recorder like Camtasia or Camstudio, search at TeacherTube.



Four-month calendar of events at a glance...

PROFESSIONAL DEVELOPMENT OPPORTUNITIES

For detailed information on these activities, please look on the SABES statewide calendar website — <http://calendar.sabes.org>.

All activities will be held at Holyoke Community College unless otherwise noted.

All trainings are offered FREE of charge to ABE practitioners. If enrollment is limited, registrations will be accepted on a first-come, first-served basis.

3-Option Registration:

On-line website: <http://calendar.sabes.org> Telephone: (413) 552-2586 E-mail: amorris@hcc.mass.edu

PRE-REGISTRATION is required for all SABES' activities. Low registrations result in the cancellation of workshops. Please register at least 1 full week prior to the date of activity.

CANCELLATION POLICY/INCLEMENT WEATHER: Call Holyoke Community College's Hotline — (413)-552-2600 x1418 — for information on closings and delays due to inclement weather. The Hotline is accessible 24 hours a day and is updated at 6 a.m. and 4:30 p.m. for each questionable day. In addition, HCC's website — www.hcc.mass.edu — will post notice of closings and delays. Local radio and television stations also carry closings and delays.

PARKING for SABES' events is assigned to A-E & Q Lots, unless otherwise indicated.

Regional Trainings

JANUARY

- ☞ SMARTT Updates: Attendance and Goals (at HCC & PALC)
- ☞ COGNOS Updates: Intermediate COGNOS (at HCC & PALC)
- ☞ ABE/ESOL Counseling Sharing Group
- ☞ Disabilities Sharing Group
- ☞ How Teachers Teach
- ☞ Volunteer Coordinators' Sharing Group

FEBRUARY

- ☞ Countable Outcomes
- ☞ Goal Setting in the Classroom
- ☞ ADA Regional Network
- ☞ Introduction to Excel
- ☞ Tech Roundtable—ABE/GED Software

MARCH

- ☞ College for a Day / Evening
- ☞ SMARTT Updates: Program Planning (at HCC & PALC)
- ☞ COGNOS Updates (at HCC & PALC)
- ☞ SMARTT New User Training
- ☞ Advanced ESOL Pronunciation
- ☞ ADARN
- ☞ Citizenship 2008: What's new on the new test?
- ☞ Planning for Program Improvement
- ☞ Teaching Job Readiness
- ☞ Workers' Rights

CONFERENCES

- ☞ WE LEARN (New York City)
- ☞ CHOC Conference (Worcester)

For detailed information on these activities, please look on the SABES statewide calendar website — <http://calendar.sabes.org>.

Interested in staying in touch with training events, job postings, DOE alerts or tidbits of classroom strategies? Sign up for listserv by sending e-mail to cherbert@hcc.mass.edu.

Stay connected!

General Staff Development — Michele Sedor..... (413) 552-2442
msedor@hcc.mass.edu

Technology — Charlie Herbert..... (413) 552-2019
cherbert@hcc.mass.edu

Assessment/Licensure/Curriculum/Workforce Development — Dori McCormack..... (413) 552-2393
dmccormack.mass.edu

PROFESSIONAL DEVELOPMENT

Office Manager — Adrienne Morris..... (413) 552-2586
amorris@hcc.mass.edu

Regional Director — George Kohout..... (413) 552-2069
gkohout@hcc.mass.edu

ADMINISTRATION

SABES/West Staff

SABES General Message Center — (413) 552-2586
FAX : (413) 552-2067

The Pipeline Of WMass.

Holyoke Community College
303 Homestead Avenue
Holyoke, MA 01040

[Affix label here]

Dated material!
Open immediately!