

# Viewpoint



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## Manpower, Inc. and ARPCT Announce Partnership

By Steve Lawrence

ARPCT and Manpower, Inc. have formed a partnership to help train and place people with disabilities in information technology jobs.

Terry Heuneke, Manpower Board member and former Executive Vice President, and Steve Lawrence, President of ARPCT introduced the partnership at the ARPCT annual conference in Washington, DC on May 3, 2002.

interview coaching, and internship assignments for ARPCT graduates.

A pilot partnership has begun at Computer Training for People with Disabilities at the Community College of Denver. Kay Ash, Vice President of

Manpower's Mountain Region will mentor a current student, and Mary Oringdulph, Business Development Manager for MP-Professional will join the BAC and coordinate job placement through Manpower for Denver graduates.

This idea grew from the introductions by Don Emery



Steve Lawrence, ARPCT President (left) and Terry Heuneke, Manpower Board Member

(formerly of SmartForce) and Branka Minic, Director of Workforce Development for Manpower Professional to ARPCT's Steve Lawrence. Since Manpower is a SkillSoft (formerly SmartForce) e-Learning client, students who begin their

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## Editor

Joe Quinn

## Contributors

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## Viewpoint

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Under the terms of the agreement, Manpower managers will be invited to participate on the BAC of ARPCT member organizations. Manpower can also provide job readiness classroom training and materials,

## 2002 ARPCT Washington DC Conference Highlights

By Joseph Quinn

Keynote speaker Susan Daniels set the tone for this year's conference with her opening address. In this "click here for info" world, training programs for people

with disabilities need to orient themselves to a services-on-demand delivery model. Using humor and personal insight from her years in the disability movement, she challenged member programs to be ready to change as training options

and customer expectations dictate.

ARPCT and I-NABIR members who attended the 2002 joint conference in Washington DC were treated to

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## Manpower, Inc. and ARPCT Announce Partnership, continued...

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training in an ARPCT program using SkillSoft e-Learning classes can make a seamless transition to continued skills updates and certifications as a Manpower Professional employee.

Two leading newspapers recently published stories about this endeavor. HR NEWS (June 2002 – [www.shrm.org/hrnews/](http://www.shrm.org/hrnews/)), a newspaper publication of the Society for Human Resource Management (SHRM), carried a detailed

story about our new relationship. IT SERVICES BUSINESS REPORT (May 2002 - [www.itreport.com](http://www.itreport.com)) also discussed the employment opportunities for ARPCT graduates with IT Staffing firms.

ARPCT member programs interested in pursuing a partnership with the Manpower office in their local area should contact Steve Lawrence by email at [steve@arpct.org](mailto:steve@arpct.org).



**ARPCT and Manpower  
join forces  
to connect  
people with disabilities  
to careers in IT**

## 2002 ARPCT Conference Highlights, continued...

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presentations by both organizations aimed at helping their members position themselves to better meet this challenge. Training delivery via the Internet through EditU and SmartForce (now SkillSoft), a benefit of ARPCT membership, was the centerpiece of several presentations. Bob Leneway and Steve Lawrence presented findings from the first year of a three-year National Science Foundation grant to evaluate the effectiveness of e-Learning for people

with disabilities at the community college level. There was also a demonstration on courseware administration for programs considering incorporating e-Learning into their curriculums.

A presentation by Maureen Fitzgerald of the Computer Technologies Program (CTP) in Berkeley, presented some practical advice on recruiting women into technology training programs that has increased the number of women applicants at that program. The Com-

puter Training Program for People with Disabilities in Denver outlined the transition that program has undergone from a traditional year-long classroom-based curriculum, to one centered on e-Learning with quarterly entry points.

The Berkeley project (CTP) provided a preview of coming attractions for the next ARPCT Conference to be hosted Spring 2003 in the San Francisco Bay Area to celebrate ARPCT's 25<sup>th</sup> Anniversary. Joe Quinn showcased the capital campaign that allowed CTP to partner with a Berkeley developer to build

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## ARPCT Outstanding Achievement Awards for 2002

by Joseph Quinn

The following awards were presented at the 2002 national conference:

Outstanding Student Award—Dexter DeMurrell, Lift, Inc., Princeton, NJ.



**Salt Lake City PWI program proudly displays ARPCT awards**

Outstanding BAC Member—Jeff Lensman, Technology Manager, Wells Fargo Bank; Salt Lake City Community College (SLCC) Skills Center/Projects with Industry Program.

Program of the Year—Salt Lake Community College (SLCC) Skills Center/PWI Program.

Willard Scott Award—Christy Russell, SLCC Skills Center/PWI Program; outgoing ARPCT Vice President.

## SkillSoft Merges with SmartForce

SkillSoft Corporation and SmartForce merged last September to become one e-Learning company, commencing operations as SkillSoft.

According to the merger press release, "the new combined SkillSoft is a global leader in corporate e-Learning and brings together SmartForce's leading portfolio of IT e-Learning content with SkillSoft's extensive suite of business skills e-Learning courseware, as well as its IT and business referenceware libraries."

EDITU, the e-Learning portal for ARPCT, is also updating its content library by adding about 300 new and



updated learning modules, including Windows XP, Dreamweaver, Fireworks, JCL and new interpersonal skills area. For a listing of these new courses please e-mail Bob Leneway at

by Joe Quinn and Bob Leneway

bob.leneway@wmich.edu.

Since January, there have been over 5,200 unique-user visitors to EDITU, with 458 students currently using the service. In June, ARPCT member Able Disabled in San Diego has finally edged out Michigan Career and Technical Institute 96 to 77 for the highest number of EDITU users.

Check out [www.EditU.org](http://www.EditU.org) for more info about e-Learning for ARPCT

## New NSF/ARPCT Research Sites Selected

Three new ARPCT Community College research sites have been selected for the 2002-03 NFS Grant Project year. This project is in its second year of a three-year pilot e-Learning project with the National Science Foundation (NSF). The new sites include the Northcentral Technical College in Wausau, WI, Miami Dade Community College in Miami, FL and Valencia CC in Orlando, FL. Janet Starzinski from NCTC, Teddy Lang from Miami Dade, and Joe Lynn Look from Valencia

Community College will be directing the local efforts.

All three met at the SmartForce Perspective Conference in New Orleans with project staff and first year representatives Rie Kenkel Community College of Denver and Christy Russell from Salt Lake

by Bob Leneway

City Community College. Sharon Lake from the third first year partner school Michigan Career and Technical Institute was unable to attend.

**EDITU received the 2002 SmartForce Educational Learning Foundation Award at this year's SmartForce Conference.**

## ARPCT Board Elected at National Conference

ARPCT membership elected the following officers for a 2 year term on the ARPCT Executive Committee:

President Steve Lawrence, Denver  
([SteveLawrence@2111USA.com](mailto:SteveLawrence@2111USA.com))

Vice President Joe Quinn, Berkeley

([jquinn@ctpberk.org](mailto:jquinn@ctpberk.org))

Treasurer Bob Leneway, Western Michigan University  
([Bob.Leneway@wmich.edu](mailto:Bob.Leneway@wmich.edu))

Secretary Kathy Hurley, Orlando  
([hurley101@msn.com](mailto:hurley101@msn.com)).

by Joseph Quinn



International Vice President Trevor VanEerden, Vancouver ([trevorv@ola.bc.ca](mailto:trevorv@ola.bc.ca)) continues in the second year of his two year term (elected 2001).

## Meed Program Moves to e-Learning in Miami

by Steve Lawrence

The Microcomputer Education for Employment of the Disabled (MEED) Program at Miami-Dade Community College in Florida has become a participant in the National Science Foundation's project, "Building Capacity for a National Community College Collaborative IT e-Learning Support Network for People with Disabilities". Five other ARPCT member programs are currently participating in this study led by Dr. Robert Leneway at the Tate Center for Research at Western Michigan University.

In August, 16 faculty members, staff and students at MEED participated in a hands-on training session to learn how to use and administer the e-Learning tools which are provided as scholarships to ARPCT students by SmartForce (now known as SkillSoft). Using internet-based collaborative learning tools,



Steve Lawrence leads e-Learning hands on training at MEED

Steve Lawrence led the class in Miami and Pam Payne (now of SkillSoft) taught via a live WebEx link from Scottsdale, Arizona. MEED will begin using e-Learning to support mainstream information technology classes leading to industry certifications for students with disabilities at Miami-Dade Community College.

At the MEED graduation, members of  
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## 2002 Conference, continued...

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a multi-purpose live/work building. The ARTech Building will house the CTP training program, a restaurant and provide revenue-generating accessible apartments. Come to the next conference, and view the Golden Gate Bridge from CTP's rooftop garden!

ARPCT members also attended I-NABIR sponsored presentations on Small Business and Self-employment, and how Ticket to Work could benefit programs

**Come to the Spring 2003  
ARPCT Conference in the  
San Francisco Bay Area  
to Celebrate  
ARPCT's 25th Anniversary  
May 13-16, 2003**

that place customers in permanent employment.

On the lighter side, Comedy Sportz presented a delightfully entertaining

evening of improvisational humor and then a workshop seminar, "Coloring Outside the Lines", training conference participants to use some of those same techniques for creative problem-solving.

As always, members took away some of their most useful information from the "Project Share", where each program presents innovations and challenges from the past year. The conference concluded with the exciting announcement of the new ARPCT partnership with Manpower, Inc.

## CARF and EditU Help Bridge Digital Divide for People with Disabilities

CARF, an independent, not-for-profit accrediting body, has joined forces with ARPCT and EditU to provide e-Learning scholarships to support training and employment opportunities for people with



**CARF members may now  
enjoy ARPCT benefits**

disabilities and the professionals who serve them.

The more than 3,500 CARF-accredited rehabilitation service providers across the United States, Canada, and Europe are eligible to use the scholarships for their

clients and training and placement staff once they become members of ARPCT.

"EditU and SmartForce (now SkillSoft) share the same core belief in the great potential within each individual to develop personally and professionally

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## Last Graduating Class at Valencia Yields Student Success by Kathy Hurley

On June 18, 2002, the last graduating class received their vocational certificates from The Center for High Tech Training for Individuals with Disabilities at Valencia Community College, Orlando, Florida. Keynote address was given by Kevan Donewald, a 2001 graduate of the Center's Computer Programmer Training curriculum.

Mr. Donewald is an example of the



power of rehabilitation programs in computer technology. Due to a severe disability, Kevan Donewald was referred to The Center by the state Division of Worker's Compensation.

A single parent, Kevan overcame numerous obstacles to enroll in the program. Once registered, his diligence,

humor and positive attitude endeared him to the staff and fellow students.

He was offered an internship at NASA-Kennedy Space Center in Cape Canaveral, Florida. The internship responsibilities included building a database for the Human Resources office. As a result of his excellent work, he was offered a full-time position in the EEO office after graduation. In June 2002, Kevan was named the employee of the month for the Kennedy Space Center.

## CARF and EditU Help Bridge Digital Divide, continued...(from CARF/EDITU press release)

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through continued learning," said Greg Priest, chairman and CEO of SmartForce. "SmartForce leads the industry in making e-Learning accessible to everyone, and we are pleased to help CARF clients and service providers better serve their customers."

"The EditU training is an exceptional opportunity for clients and their service providers to upgrade their information technology skills or to learn new skills

at their own time and pace," said Dr. Robert J. Leneway, the EditU director. "The courses can also increase the provider's capacity for client career training and professional development."

CARF-accredited service providers

that become members of ARPCT may register to receive full support services from EditU.

**"...we are pleased to help CARF providers better serve their customers."**

## Meed Program Moves to e-Learning in Miami, continued...

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the Business Advisory Council, including Mr. Doug Eney, Vice President, Carnival Cruise Lines, and Jim Bussey the incoming BAC Chairperson, commended the 15 new graduates on their persistence and commitment to earning

good career positions in PC Support and Customer Office Assistance.

Teddie Laing, Director of the MEED Program noted that the support from the business com-



**MEED graduates poised to launch their careers**

munity, including new ARPCT partnerships with Manpower Professional Services and SkillSoft are key to making the MEED program a success.



## Viewpoint

Viewpoint is published quarterly. This publication is designed to provide news and information about technology, issues that effect the disability community and ARPCT member programs.

**Are you interested in contributing articles?** Share your program's successes and innovations? E-mail your articles to: [jquinn@ctpberk.org](mailto:jquinn@ctpberk.org)

### To become an ARPCT Member

Please contact Bob Leneway, ARPCT Treasurer at (269) 387-2053 or E-mail: [bob.leneway@wmich.edu](mailto:bob.leneway@wmich.edu)

## Notes from the Editor

Viewpoint sports a new look, as well as a new editor with this issue. I bow with arms outstretched in the direction of outgoing editor (and deserving winner of the Willard Scott Award at this year's ARPCT Conference), **Christy Russell**.

Thank you, Christy, for your years of dedicated service to the ARPCT Executive Board, and for sharing your creativity and innovation with other ARPCT member programs as editor of "The Viewpoint". You've left big hiking boots to fill...I'm excited to try.

### 2003 ARPCT Conference dates announced:

I am also excited to announce that the Berkeley Project will be hosting the **2003 ARPCT Conference** to celebrate **ARPCT's 25th Anniversary**. The Conference will be held **May 13-16, 2003** at the Waterfront Plaza Hotel in Jack London Square, Oakland, CA. Save those dates, and look for more conference information coming your way soon!

**Joe Quinn, Viewpoint Editor**

## Denver Graduate Now Nurses Network

Rita Raines graduated from Computer Training for People with Disabilities (CTPD) at the Community College of Denver on August 8, 2002 as an Associate of Applied Science with a Network Administration Emphasis.

Rita is a Registered Nurse with 15 years of work history as an OR Scrub Nurse as well as Family Practice and Pediatric Clinic experience. In 1989 Rita joined Kaiser Healthcare. However, Rita's vision began to deteriorate due to Pseudoxanthoma Elasticum (PXE), a rare genetically linked disease which causes loss of central vision. By 1999 Rita's vision loss meant she could

not continue with her current nursing job.

On September 30<sup>th</sup> Rita will return to Kaiser as a Computer Information Systems employee. She will be supporting the conversion from OS/2 and a Windows/NT network to Windows/2000, and she will also learn more about Unix. While working part time, Rita intends to complete Microsoft Certifications and earn a Bachelor's Degree with the support of Kaiser's Employee Education Benefit program.

Rie Kenkel, Program Director at CTPD said, "Rita is our first sight-impaired graduate in network administration.

by Steve Lawrence

She made us all open our eyes to career opportunities for sight-impaired people in the IT industry."



Rita Raines from CTPD and Pete O'Reliey from Manpower.