



Association for Rehabilitation Programs in Computer Technology

ANNUAL REPORT

2018



**ARPCT and Skillsoft are proud to provide the EditU online campus for people with disabilities and those who serve them.**

# History

**Over 40 years ago the Association of Rehabilitation Programs in Computer Technology (ARPCT) was established to promote training and employment opportunities for people with disabilities in the field of computer technologies.**

In 1977, ten computer programming training programs for people with disabilities gathered together to pool their knowledge, resources, and interests with the help of the IBM corporation to become the ARPDP (Association of Rehabilitation Programs in Data Processing). Over time, as computer training needs changed and the mission of the organization was expanded to include all forms of computer training, ARPDP changed to ARPCT. As the growing PC market overtook mainframes, IBM was first replaced by CBT Systems (which later became SmartForce) as ARPCT's primary corporate sponsor.

In 2005, SmartForce was integrated into the Skillsoft Corporation. ARPCT, in partnership with Skillsoft, National Science Foundation, CARF International and the Educational Technology Graduate Program at Western Michigan University formed EditU (Education for People with Disabilities in Informational Technology University)—the first online international training center for people with disabilities and the professionals and paraprofessionals that directly serve them. EditU provides both online supplemental support to rehabilitation facilities, community based organizations and other workforce development training programs, as well as direct access for qualified individuals with disabilities to local vocational rehabilitation training and placement support. ARPCT's member organizations have since benefited greatly from this long-term partnership with Skillsoft—the world's largest provider of high quality corporate online learning.

ARPCT develops partnerships among businesses, government and private rehabilitation service organizations, people with disabilities, and education and training facilities. ARPCT's rehabilitation agencies to teach students the skills they need to help them find and prepare for employment.

ARPCT members serve clients with severe physical disabilities—learning resources must serve people who have limited mobility, sight or hearing. Skillsoft devotes considerable time and effort to ensure that courseware and the Skillport LMS meets the requirements of Section 508 of the Rehabilitation Act Amendments of 1998: courses have been designed to work effectively for learners who are blind, deaf or have poor motor skills.

***ARPCT develops partnerships among businesses, government and private rehabilitation service organizations, people with disabilities, and education and training facilities.***

Thanks to the breadth and depth of Skillsoft's course offerings, more than 43 ARPCT members across North America and Canada no longer have the burden of becoming experts in various business and technology topics. Skillsoft is a flexible elearning solution that is easy to implement and very affordable.

Though the number of people who have benefited from ARPCT's partnership with Skillsoft is an important measure of success, the impact the program has had for individual learners offers a clearer picture of its rewards.

# Impact

**Adam, 19, has hemiplegia from a traumatic brain injury and does keyboarding and data entry using one hand. He entered the Microsoft Office Certification Customer Service Essentials (MOCCSE) class at the School of Adaptive Computer Training (SACT) in Wichita, Kansas shortly after completing high school.**

Adam obtained both Microsoft Office Specialist (MOS) certifications in Word and Excel. An intensive component of the MOCCSE class was 70 hours of Customer Service training utilizing many Skillssoft courses.

The core Skillssoft courses used in the training were:

- Customer Service Representative
- Emotional Intelligence
- Customer Service Fundamentals: Building Rapport in Customer Relationships
- Making an Impact with Non-Verbal Communication
- Providing Telephone Customer Service
- Essential Skills for Professional Telephone Calls
- Keeping Business Calls Professional
- Controlling Conflict, Stress, and Time in a Customer Service Environment
- Customer Advocacy: Enhancing the Customer Experience
- Writing Effective E-Mails and Instant Messages
- Internal Customer Service
- Providing Effective Internal Customer Service

Adam did well in the class and completed the program in March of 2017. During his SACT training, Adam was referred to the Cerebral Palsy Research Foundation of Kansas (CPRF) job placement program for youth where it was identified that he had vocational interests of working as an office aide, performing data entry, or retail work. In the placement program, he was able to participate in job tours and informational interviews and was placed at several work experiences to identify his vocational strengths and likes and dislikes.



**Adam bagging purchases at Stein Mart**

He participated in work experiences with:

- Goodwill Industries Corporate Office, performing data entry on a scanning project cataloging photos from previous Goodwill events
- Global Signet Group (GSG), scanning documents and data entry
- City of Wichita Municipal Court, performing data entry related to various traffic citations

After the work experiences in data entry positions, Adam found the work to be boring and wanted to pursue employment working with people. Another work experience was identified for him in a retail establishment. Stein Mart brought Adam in on November 11, 2018 during the Christmas hiring season. Adam learned the job quickly but had difficulty bagging purchases with the use of only one hand. CPRF staff worked together with the employer to accommodate Adam by providing a plastic bag holder and garment hanger. His speed improved greatly after he received these accommodations. Adam did excellent in his retail position as a cashier. He utilized his customer service and computer skills and was hired permanently following the Christmas season on December 24, 2018.

Adam really enjoys working at Stein Mart. He has demonstrated excellent customer service skills (developed through his use of Skillssoft courseware) and recently has begun to take additional computer and business courses to help him advance in his employment.



# Members

- **Able-Disabled Advocacy, Inc.**, San Diego, CA
- **ANB Services**, Phoenix, AZ
- **Behavioral Health Services, Inc.**, Gardena, CA
- **Canadian Back Institute**, Toronto, ON
- **CARF International**, Tucson, AZ
- **Cedar Valley Services**, Austin, MN
- **Cerebral Palsy Research Foundation of Kansas**, Wichita, KS
- **Chinook Enterprises**, Mount Vernon, WA
- **Computer Technologies Program**, Berkeley, CA
- **Cornerstone Services, Inc.**, Joliet, IL
- **DKA Advocates**, Tucson, AZ
- **Goodwill NYNJ**, Astoria, NY
- **Goodwill of the Olympics and Rainier Region**, Tacoma, WA
- **Gulf Coast Jewish Family Services**, Clearwater, FL
- **Habilitative Systems, Inc.**, Chicago, IL
- **Indiana Professional Management Group**, West Lafayette, IN
- **MCTI/Pine Lake Fund**, Plainwell, MI
- **Medina County Board of Developmental Disabilities**, Medina, OH
- **MRCI Work Source**, Mankato, MN
- **National Foundation for Autism Research**, San Diego, CA
- **Peckham, Inc.**, Lansing, MI
- **RCS Empowers, Inc.**, Sheboygan, WI
- **Reliance House, Inc.**, Norwich, CT

## ARPCT Board

**Purpose: To promote communication and support among programs designed to train and place people with disabilities in areas related to computer technology and information processing.**



Pictured from left to right: Janis Krohe, Secretary; Robert J. Leneway, Treasurer; Lena Balk, President; Paul Andrew, Membership; Dot Kret, Vice President; Willard Scott, VP of Operations; and Shelly Johnson, Communications

- **Renew**, Sheridan, WY
- **Rise**, Spring Lake Park, MN
- **Riverside Community Care**, Dedham, MA
- **Senior Services**, Kalamazoo, MI
- **South Carolina Vocational Rehabilitation IT Training**, West Columbia, SC
- **Southern Oregon Goodwill Industries**, Medford, OR
- **Terros Health**, Phoenix, AZ
- **United Cerebral Palsy of Greater Suffolk, Inc.**, Hauppauge, NY
- **Viability**, Northampton, MA
- **Vocational Services Inc.**, Liberty, MO
- **West Yavapai Guidance Services**, Prescott Valley, AZ
- **Wiregrass Rehab Center**, Dothan, AL
- **Wilson Workforce & Rehabilitation Center**, Fishersville, VA

# Highlights

## Challenge

- Help people with disabilities working with ARPCT's member agencies effectively prepare for careers.
- Provide people with various career goals and backgrounds training for the work world.
- Find an online solution that works with many different computer systems and network technologies.
- Accommodate learners with severe disabilities.

## Solution

- Skillsoft® IT Skills Courseware Collection™
- Skillsoft Desktop Skills Courseware Collection™
- Skillsoft Business Skills Courseware Collection™
- Skillport® LMS

## Results

- More than 31,600 people have gone through Skillsoft training programs.
- Many individuals have gone on to find rewarding careers in technology fields.
- ARPCT users have suggested enhancements to Skillsoft—and the company has paid attention.

*Since 2006, more than  
31,900 people have been  
assisted in their career  
training and development  
by SkillSoft and EditU.*

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31,977

current users

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184,254

hours of training time

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967

completions

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