

Instructional Plan:

Teaching Grandparents How to Write a Resume Using the Resume Builder on Indeed.com

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Dear Director,

Grandparents raising grandchildren are a family structure which faces many unique challenges in American society, including financial issues. Because of the financial issues faced by grandparents having to provide for their grandchildren, and the patchwork of social welfare programs, Social Security payments, and charitable services in the area may not be sufficient to help grandparents support their grandchildren, they need to look for jobs, and because they will need to have a resume in the job search process, it would be helpful to teach a class on resume building. And because the majority of jobs are now found in online job search sites such as Indeed.com (which provides a resume builder), teaching grandparents raising grandchildren the develop resumes on Indeed.com is going to give grandparents an opportunity to submit their resumes to employers on a highly usable, convenient site, giving them a strong advantage in entering/re-entering the job market.

To obtain the consensus needed to make this class happen, I will review the instructional plan with the library director, the staff member responsible for the computer lab, and one or two interested learners. The library director will approve the instruction plan and advise as necessary, the staff member will look at the plan and review it to see if they can provide assistance (especially with learners who are having trouble using the computers due to lack of experience). Finally, the learners will review the instructional plan and any handouts to see if they are user-friendly in format and style.

Section 1. Needs Assessment

The course is targeted to grandparents raising grandchildren. This family situation can arise in any racial, ethnic, and/or socioeconomic group, but is more widely represented in minority communities such as African Americans and Americans of Hispanic descent. They are

of all ages, so the group can extend down to middle age (about 40 years old) to older adults (up to 90 years old). They become grandparents raising grandchildren for various reasons (e.g., death of child's parents, relocation of children after child abuse, parents are drug-addicted, etc.).

They need this instruction because they are often unemployed or the income sources they use to support themselves (e.g., pensions, Social Security, 401ks) are inadequate to support themselves and their grandchildren. Many grandparents do not know how to use computers and/or internet applications and are not aware of resources available on the internet for job hunting. Their knowledge of computers may be limited.

Our community, Happyville, has a very high percentage (25.8 percent) of individuals over the age of 65, and on any given day, you can see grandparents with young children coming in to the library to use the computer terminals, read newspapers, and allowing the grandchildren to attend programming in the children's department. The library has job training classes for a general adult population, but because of the special challenges of raising grandchildren (especially those by single parents), the grandparents need classes tailored to their specific need for a quiet library environment to develop resumes while their grandchildren attend supervised children's programming (thus providing the grandparents peace of mind that their grandchildren are in a safe, nurturing environment).

The site Indeed.com was chosen above other job searching sites because of the simple design of the search functions on the website for job search and resume searching. The site includes a resume builder, but they will likely need help with stylistic issues to make themselves attractive to potential employers.

Finally, I am anticipating that the course instruction can be completed in about three hours taken over three weeks.

Section 4. Extant Materials

Since the program is expected to be conducted online, internet-connected computer terminals are the primary requirement. Word-processing programs such as Microsoft Word, Notepad, and WordPad are not needed because the resumes can be printed directly from the internet browser. Because many grandparents may need extra time beyond the 1-hour time limit imposed on library computers, the computerized time-management system will give the grandparents an extra hour-and-a-half to work on the resumes.

Handouts describing how to develop each part of the resume on Indeed.com are another must, and must be written in simple, concise English so that individuals with lower levels of literacy or who speak English as a second language can continue working on their resumes at home if they have home computers. Due to the large amount of information and the little amount of time available, books will not be required.

Section 5. The Instructor

The program is designed to be taught by the adult services librarian. The adult services librarian focuses exclusively on programming for adults (grandparents raising grandchildren are within this group), and would be the most suitable person to teach this program. Volunteers will be on hand to help individuals who are having trouble with basic computer functions. However, the adult services librarian will be solely responsible for the teaching of the instructional program itself.

Section 6. Instructional Goals Statement

The resume building course is designed to help grandparents raising grandchildren learn the art of building a resume on Indeed.com so they can conduct more effective job searches using this well-designed, user-friendly website. After the three hours of instruction are completed, the

grandparent will be able to develop each section of their resume using the resume builder tool, they will also know how to properly format each section using appropriate English language grammar and correct usage of English language conventions.

Section 7. Entry Behavior and Learning Characteristics

Since the anticipated amount of time for conducting the class is only 3 1-hour sessions over a three week period, those who sign up will be expected (and this will be stated in the flyer for publication of the program) to understand the programs used in the instruction. If they do not have the necessary skills, they will be provided with a list of remedial classes provided by the library. I will observe the learners during the first class session in the first 10 minutes to ascertain their ability to use the computers, applications, and the internet (with specific focus on the Indeed.com website). They will be asked to locate the browser, then type in the relevant URL, and sign in or create an account with Indeed.com.

Section 8. Learning Objectives

The learner will have developed a resume, with all sections completed.

Section 9. Motivating the Learners

I will discuss the benefits of writing a resume. Specifically, I will emphasize that a resume will allow the grandparent to submit resumes for positions for which a job application form may not have been provided by the employer. In fact, many employers expect a resume (and perhaps even a cover letter) as part of the hiring process. There are other institutions, such as schools and universities, which may require a resume as part of their application process.

The primary objective is to help seniors write a resume on Indeed.com. A resume is necessary for many jobs. Another potential outcome of this learning program is the fostering of social contacts between grandparents in the learning group.

Section 10. Learner Participation

The learners will be sitting in the computer lab at individual work stations. Volunteers will be on hand to assist. The instructor will be located in the center of the room with a projector and will walk over to the screen and point out what to enter in the boxes. One idea for involving the learners is to invite group members to come to the instructor's computer and type in a section, and the instructor can point out issues of concern.

Section 11. Testing/Assessment

The difficulty in objective testing/assessment arises from the fact that the ultimate goal of this instruction is to help the grandparent acquire a job. Acquiring a job is often a matter of luck (i.e., the prospective employee has suitable skills which the employer lacks in their current employee base). Employers may not hire the individual for whatever reason (even if the resume is "perfect" and the senior has the correct skill sets the employer requires). Therefore, no testing will be necessary/required for exit from the course

However, testing for basic computer skills will be necessary in determining whether the individual has the computer skills necessary to complete this instructional program. The class will begin with a non-written, informal evaluation of the basic computer skills needed to complete the course. The reason for this is because if the users do not have the basic computer use, word processing and internet skills needed to complete the course, then they will need to complete other basic (perhaps remedial) computer use courses offered by the library.

Section 12. Follow-through Activities

This training will be used not only to help people create resumes on Indeed.com, but to give them a general idea of how to write a resume. This instructional program will assist the prospective jobseeker by providing them with a written record of their education and work

experiences in summary form. This is much simpler than writing all of the information on a job application. Additionally, not all employers have paper job applications for positions, and some require a resume. Determining whether one of the learners is using this tool to look for a job is a bit difficult to verify, but possession of a paper copy of the resume is prima facie proof.

Section 13. Instructional Materials/Learning Objects

There are no text books on Indeed.com and since I anticipate that the training will be in-person, a textbook would take too much time to create. The activities will be web-based since Indeed.com is a website. However, I will create short 1-page handouts of information to assist the learners in creating their resumes at locations other than the library. To cover the basic log-in process plus each of the 3 sections in the Resume mean there will be 4 handouts.

I anticipate that the best learning environment for the purposes of my instructional unit will be within the library, which means the training will be in-person. Since I have stated before that computer proficiency among the adult learners in my course is likely to be uneven, having the training in-person will permit the instructor as well as volunteers and the learners themselves to assist other learners in the group.

Since my skills with “classroom communications tools” may not be up to par, I would rather train the individuals in person, although I would be willing to write short blogs if necessitated by the instructional unit.

Section 14. Formative Evaluation

I will deliver the evaluation as a printed 1-page form to the learners. The questions will revolve around whether the learner thinks the teacher is effective in their training. Specific questions revolving around this theme will be “Did you feel the instructor listened effectively to your concerns?,” “Which of the following formats do you prefer for your instruction?” More

general questions such as “What did you like about this course?” “What did you not like about this course?” “How could the instructor improve the course?” are likely candidates for inclusion in the formative evaluation.