

Quarterly Newsletter

Instructor Connections

Spring 2007

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Customizing Curriculum

One of the primary assets that potential and existing clients gain from working with TDS is our ability to customize training to their specific needs. TDS engages the client in a discussion about what their perceived need is, including a discussion about what actions or behaviors and what outcomes within the work place environment led them to the conclusion that training would help solve a particular problem or alleviate a specific technical challenge.

A comprehensive list of topics is sent so the client can review ideas that may be applicable or of interest. This will often generate lively discussions and create an opportunity to assess their needs more specifically. Once the topic discussion clarifies course needs, TDS provides sample curriculum on the topics of choice that allows the client to pick and choose the course elements that best fit their requirements.

Once we get close to the "bottom-line" needs, TDS identifies a potential instructor for the client and contacts them to discuss the client's expectations. At this juncture, we prefer to meet with the client and an instructor to ensure that there is compatibility (personality-wise). This allows the instructor to hear about the client's needs directly from the source. The instructor's input and professional experience weighs in and together we determine how to customize the course materials.

This is also a great time to ensure that there is a baseline for specified training – is the workforce ready for the recommended training, or do they need some basic skills upgrades (soft or technical) before the selected training can begin?

The instructor applies the information from their own firsthand insights to specifically customize the training by asking questions and possibly setting up a meeting with client employees so that examples, role plays and interactive training will all be a good fit. Prior to delivery date, the instructor provides copies of the curriculum and support materials to TDS, at which time there is a final review.

When the material/topic is delivered, evaluations are provided, compiled and reviewed by TDS with client management and also the instructor to ensure that the objectives of the course were met. TDS' goal is client satisfaction – that the training was an excellent fit for their needs, and customized to produce the results that bring the client back for more!

News you Need to Know

New Staff Person – Elizabeth Alvarez Assistant Program Coordinator (925) 485-5279

We are please to announce the addition of Elizabeth Alvarez to our department. Elizabeth is a graduate from Cal State Hayward with a Bachelor's Degree in Mass Communications. After graduation, she worked for 8 years in the staffing industry working her way up from recruiter to a Branch Manager position. After a brief time at Nordstrom as a Budget Analyst, Elizabeth was hired by Chabot College as an Administrative Assistant, Student Staff Liaison Office Specialist for the Counseling Division. She is currently attending graduate school on a part time basis, pursuing professional psychology.

As the Contract Education Assistant Program Coordinator, Elizabeth will provide a wide variety of administrative and support activities for our Title IV-E and apprenticeship training programs. This includes assisting in the coordination and the implementation and delivery of on-site training and services for Title IV-E trainings and apprenticeship programs including: instructor scheduling, timecards, and payroll; materials reproduction and venue coordination (on campus or at client site). She will also assist with setting up new apprenticeship programs, including pulling together the required documentation and maintaining the database.

SME Profile: Suzanne Fong



Since 1990, Suzanne Fong has taught English as a Second Language (ESL) to adult students locally and internationally at universities, community colleges, private language schools and companies. Her students have ranged from absolute beginners to very advanced, university-level students and business people, from over 30 different countries. She has taught a wide variety of courses, from academic reading and writing to conversation to content, such as culture and current events. She customizes the curriculum for workplace ESL, according to each company's needs.

Recently, Suzanne taught Vocational English as a Second Language (VESL) to a TDS client's employees. She customized the training to include reading, understanding and responding to on-the-job forms, signage and work orders. The students compiled a glossary of acronyms and terminology used by the company, and also learned how to read procedures for their job positions. With the full support of management, Suzanne worked with the students through three levels of ESL training, and helped the company produce a special graduation ceremony and dinner for the students.

TDS Website – New and Improved

Updated website, here we come – The website has recently been updated! Featured updates include: new training topics, updated SME Guidelines, current events, and more FAQs. If you have any suggestions to further enhance the website, feel free to contact Chris Paczocha by phone or email at cpaczocha@clpccd.org

Check out the updated Instructor Forms page on our website! Our Instructor Forms page has gone through some reconstruction and is now more user-friendly! Try our newly featured interactive forms, including Instructor Survey Form, Professional Specialist Timesheet, Partnership Referral Form, and Request for Materials/Services. Also included is a new Sample Invoice for all independent contractors who have the option of filling out the invoice online and submitting it via email.

Contact Info for TDS

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