Orientation: Case Study #2

BUSINESS TECHNOLOGY: Riverside Institute of Technology

The Integrated Business Technology program prepares students for positions in beginning administrative support, reception, customer care, and sales/marketing support. Students earn a certificate of completion for the program as well as a variety of Microsoft skill certificates. Graduates are also eligible for entry into a variety of certificate programs (in web maintenance, project management support, publication/sales/marketing support, customer service/product support, and Microsoft Office applications) as well as the full business degree program.

The 30-credit, two-quarter Business Technology program includes the following courses:

- **Term 1:** Keyboarding 1 (3 credits), WORD (5 credits), Business Computer Management (3 credits), and Communication Skills and Computer Applications I (3 credits)
- **Term 2:** Excel I (5 credits), PowerPoint (4 credits), Outlook (4 credits), and Communication Skills and Computer Applications II (3 credits)

Most students entering the Business Technology integrated program are dually enrolled in adult basic education and a postsecondary program. They are often students for whom English is their second language.

The curricula for the Business Technology program are developed jointly by the adult education faculty and the business tech faculty. Instructors typically work in two- or three-person teams. Faculty are paid for time spent on program development. The adult education instructors are present 50% of the time in the technical classes to assist students with basic skills. There are also pullout sessions in which basic skills instructors work with students on specific skills and lessons.

All students participate in workforce preparation activities that are embedded in the technical courses. Students learn skills that aid in résumé development and interviewing and a variety of soft skills that employers deem important. In addition, the school provides an Employment Resource Center, which also offers workforce preparation training as well as information about job opportunities. Assistance connecting employers with graduates is also provided.

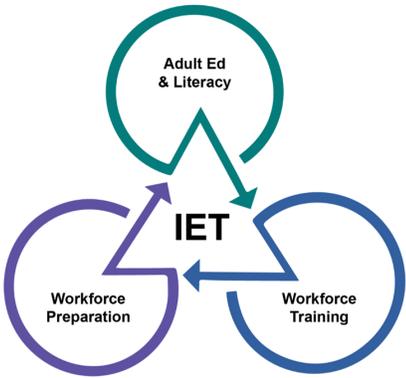**With your team, discuss the following:**

- What aspects of this program meet WIOA regulations for an IET program?

- What makes or would make it an IET program?

- What information is missing that would help you decide if it meets the requirements for an IET program?