

**Workforce Development System
Technical Advisory #23-04
May 16, 2023**

To: Workforce Development Community

SUBJECT: Implementation of the New York State Department of Labor (NYSDOL) partnership with Northstar Digital Literacy

PURPOSE

Provide guidance to the New York State (NYS) workforce development system on responsibilities related to the implementation of Northstar Digital Literacy assessments.

POLICY

NYS Career Center staff must assist participants with enrollment in Northstar Digital Literacy assessments for the duration of the NYSDOL-Northstar partnership, which runs from February 2023 to February 2025.

ACTION

Career Center staff will assist participants in accessing Northstar Digital Literacy assessments and awarding certificates and digital badges upon completion.

Up to three (3) Northstar Digital Literacy administrators must be identified for each location with a Northstar license. Administrators are tasked with:

- Providing additional staff with access to Northstar Digital Literacy, as appropriate;
- Collecting participant usage and completion data for each applicable location;
- Awarding certificates and specialized digital badges when users pass an assessment with a score of 85 percent or higher; and
- Making recommendations to participants for additional instruction based on completed assessments.

NYSDOL must be informed of a change in a location's administrator(s) through the submission of **Attachment A: Northstar Digital Literacy Administrators** to labor.sm.FutureofWork@labor.ny.gov using the subject line "Change to Northstar Digital Literacy administrators." **Attachment A** must continue to be used for any future administrator changes.

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Career Center staff must data enter digital literacy information in their appropriate case management system. Refer to **Attachment B: Northstar Digital Literacy and OSOS** for instructions on data entry.

BACKGROUND

Northstar Digital Literacy, a product of [Literacy Minnesota](#), is a computer and internet assessment tool developed to meet the needs of job seekers who may lack the digital literacy skills needed to seek, obtain, and retain employment. The assessments consist of multiple-choice questions and software simulation activities that cover three (3) main topics:

- 1. Essential Computer Skills** – Assessments include:
 - Basic Computer Skills;
 - Internet Basics;
 - Using Email;
 - Windows; and
 - Mac OS.
- 2. Essential Software Skills** – Assessments include:
 - Microsoft Word;
 - Microsoft Excel;
 - Microsoft PowerPoint; and
 - Google Docs.
- 3. Using Technology in Daily Life** – Assessments include:
 - Social Media;
 - Information Literacy;
 - Career Search Skills;
 - Accessing Telehealth Appointments;
 - Your Digital Footprint; and
 - Supporting K-12 Distance Learning.

NYSDOL has obtained an agency license to use Northstar Digital Literacy to create individual user accounts through which participants can complete the assessments and access the online learning lessons.

REFERENCES

[Northstar Digital Literacy](#)

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[Comprehensive and Accessible Reemployment through Equitable Employment Recovery \(CAREER\) National Dislocated Worker Grant](#)

INQUIRIES

Questions regarding this TA may be directed to labor.sm.FutureofWork@labor.ny.gov.

ATTACHMENTS

- A. [Northstar Digital Literacy Administrators](#)
- B. [Northstar Digital Literacy and OSOS](#)

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NORTHSTAR DIGITAL LITERACY ADMINISTRATORS

1. Administrator #1

Name:

Email Address:

Phone Number:

Title/Role:

2. Administrator #2

Name:

Email Address:

Phone Number:

Title/Role:

3. Administrator #3

Name:

Email Address:

Phone Number:

Title/Role:

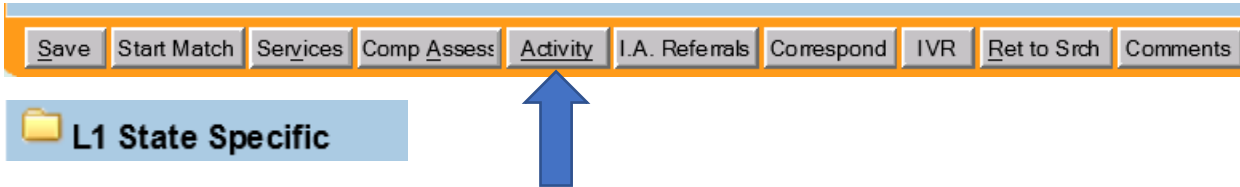
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Northstar Digital Literacy and OSOS

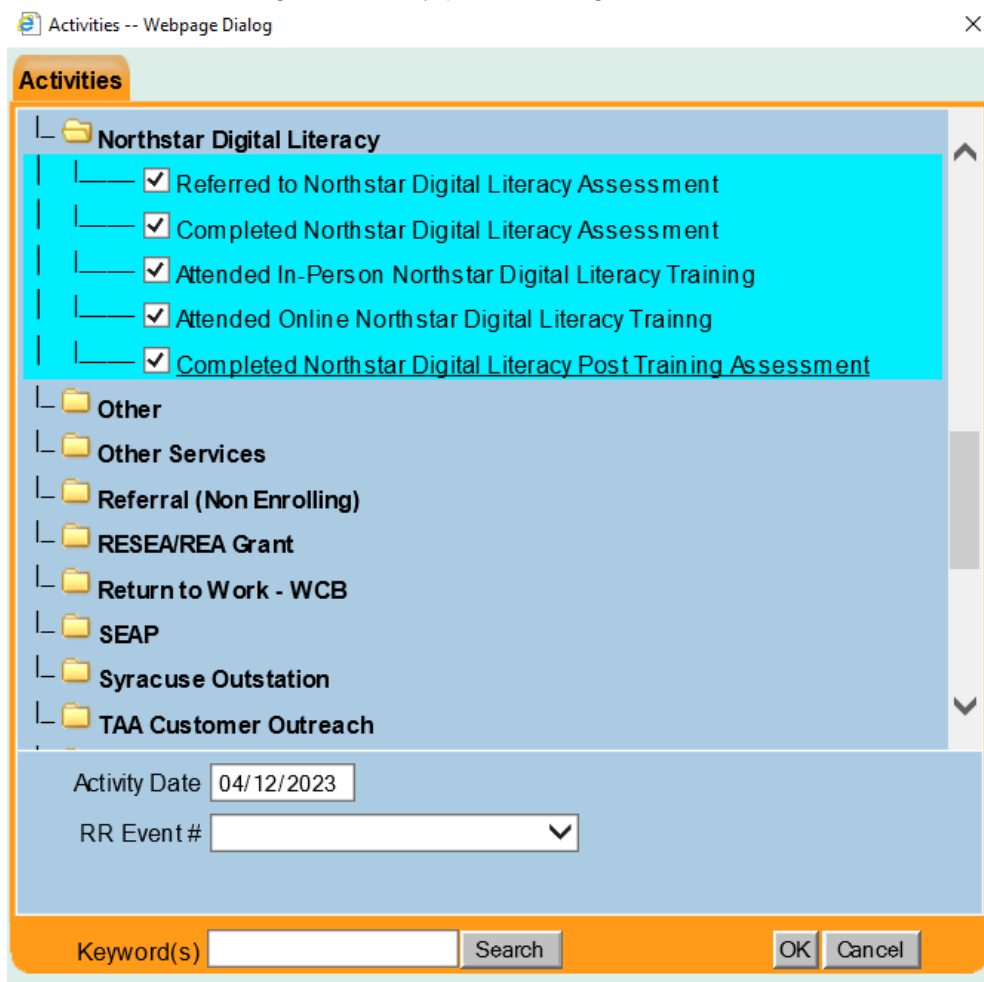
Activities have been added to the One-Stop Operating System (OSOS) to track customer progress through the Northstar Digital Literacy Program.

To access these activities, click the Activity button at the bottom of the screen and expand the L1 State Specific folder.



These activities should be used to record:

- Referrals to Northstar Digital Literacy;
- Completion of the Northstar Digital Literacy assessment;
- Attendance of in-person Northstar Digital Literacy training;
- Attendance of online Northstar Digital Literacy training; and/or
- Completion of the Northstar Digital Literacy post-training assessment.



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Northstar Digital Literacy and OSOS for Workforce Innovation and Opportunity Act (WIOA) Youth Participants

When recording an OSOS activity for attendance of in-person or online Northstar Digital Literacy training for WIOA Youth participants, staff should also record this as an L2 Service in the Services window of OSOS.

Staff should report digital literacy basic skills as one of the following Youth program elements, based on the educational goal of the youth (Training and Employment Guidance Letter (TEGL) [21-16](#)):

- For WIOA Youth with a High School Diploma or Equivalency, use Postsecondary Education/Training Preparation and Transition (Youth);
- For WIOA Youth working toward a High School Equivalency, use Alternative Secondary School/ Dropout Recovery for HS Equivalency (Youth); or
- For WIOA Youth working toward a High School Diploma Use Tutoring, Study Skills Instruction/Dropout Prevention for HS Diploma (Youth).



For technical assistance, please contact Help.OSOS@labor.ny.gov.