



## SUCCESS STORY

### Long Beach City College Increases Student Engagement with IC3 Digital Literacy Certification

#### IC3 Exams Motivate Students and Validate Basic Technology Skills

##### CHALLENGE

Long Beach City College (LBCC) is two-year community college that trains more than 25,000 students each year in Southern California. The LBCC mission is to promote equitable student learning and achievement, academic excellence and workforce development by delivering high quality educational programs and support services to diverse communities.

The LBCC Computer and Office Studies Department serves more than 8,000 students each year and focuses on helping students upgrade their skills in areas ranging from application software to cyber security to digital literacy. They offer the latest hardware and software to help students master technology skills.

“Our biggest challenge is the cost of certification exams and textbooks,” said Gene Carbonaro, Computer and

Office Studies Department Chair. “As a community college we try to keep student costs low, but we want to give them a leg up in the professional world and certifications can do that.”

In addition to giving students a professional credential, LBCC wanted to demonstrate how their students were succeeding in the Computer and Office Studies program. They felt there were three ways to show success: degrees and certificates awarded, industry certifications and employment.

Mr. Carbonaro championed finding a certification to validate student digital literacy skills.

##### SOLUTION

The Computer and Office Studies Department used Pearson textbooks and heard about Certiport, a Pearson VUE business. Certiport’s IC3 Digital Literacy Certification seemed like a good fit.



**LONG BEACH**  
CITY COLLEGE

#### LONG BEACH CITY COLLEGE

##### Location:

Long Beach, California, USA

##### Total Program Enrollment:

500 students per year

##### Success Metrics:

- Validates basic technology skills
- Prepares students to seek higher level certification
- Improves school reputation and attracts students



“With IC3 our students are more prepared to enter the workforce because they understand what it takes to be proficient in using technology on the job.”

**Gene Carbonaro**

Department Chair  
Computer and Office Studies

“I heard more about Certiport at conferences I attended when my peers would discuss certification, and I thought their certifications would be a good fit for LBCC,” said Carbonaro.

Mr. Carbonaro championed the IC3 certification and had to find a way to pay for the certification vouchers and practice exams. He worked with Certiport to get the best possible price and presented the plan to the curriculum committee. Everyone at LBCC was on board quickly.

“Adopting IC3 was a way to validate our program to the administration, even during a time of budget cuts,” said Carbonaro.

LBCC started by becoming a Certiport Authorized Testing Center. They purchased a small number of exams to get all of the faculty certified. They went to the curriculum committee and got approval to increase the student material fee by \$7 to pay for a site license for IC3. They implemented IC3 as a final exam for most students, while some take it after the semester has ended.

In addition to IC3, LBCC implemented the Microsoft Office Specialist (MOS) and Microsoft Technology Associate (MTA) certification exams from Certiport to give students more certification options. MOS is an entry-level certification while MTA helps students on a path to a career in technology.

## RESULTS

After the first year, an impressive 197 LBCC students passed all three exams – Computing Fundamentals, Key Applications and Living Online - and earned IC3 certification. During the second year of implementation LBCC will add GMetrix practice tests to increase their success rate.

“With IC3 our students are more prepared to enter the workforce because they understand what it takes to be proficient in using technology on the job,” said Carbonaro. “We are finding that students who pass a certification exam are very likely to enroll in another course that offers certification since they know what it takes to be successful. We have seen a dramatic growth in interest from students about getting certified.”

The Computer and Office Studies Department has added IC3 to more classes and more instructors are giving the certification exam as their final exam for the semester. They expect the program to continue to grow and they are one of the few schools doing certification testing on a large scale in the area.

“Implementing certification at LBCC has helped our reputation as a school and a department,” said Carbonaro. “Whenever you can offer students something more than other local colleges and show them how valuable it is, it is a win for the school and the student.”

Learn more about IC3 Certification.  
Visit [www.certiport.com/IC3](http://www.certiport.com/IC3)  
or call today at **888-999-9830**



### ABOUT CERTIPOINT

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