

# Bridging Workforce Gaps

*Digital Credentials, the Indiana Achievement Wallet, and State Innovations*



**SHEEO**

State Higher Education  
Executive Officers Association



INDIANA COMMISSION *for*  
HIGHER EDUCATION



**REACH**  
UNIVERSITY



*We graciously thank the Walmart Foundation and our partner Mallory Dwinal-Palisch, President at Craft at Western Governors University, for support of and leadership in this project.*

# Agenda

- Welcome
- Indiana's Digital Achievement Wallet
- Technology & Implementation of the Digital Achievement Wallet
- Panel Discussion
- Audience Q&A
- Closing



# The Workforce Gap in One Glance

- Across the country, there are more open roles than available workers
- Yet, employers still struggle to see and trust the skills candidates actually hold
- Over **36 million** adults hold “some college, no degree”
- **6.5 million** hold stranded credits that sit stranded are worth \$15B because they are difficult to verify and transfer
- At the time of our project’s inception, roughly **2M** working-age adults in Indiana were out of the labor force
- Data signaled a matching problem rather than a pure talent shortage
- Economic consequences for state and local economies including slowed growth, lost tax revenue, and wasted human potential



# Indiana Pilot Overview: Invisible Skills, Missed Opportunities

- Indiana Commission on Higher Education was selected for the project given their demonstrated commitment to integrating higher ed and workforce-aligned credentialing efforts
- Veterans, adult learners, first-generation students, and communities of color disproportionately affected
- 18-month cybersecurity upskilling pilot
- Paired with portable, verified Digital Achievement Wallet
- Focused on military-connected adults (e.g., military, veterans, spouses, ROTC, JROTC, National Guard), college and non-college adult learners, and job-seekers with under-recognized skills



# Digital Credentials Design Template

- **1** Survey the Landscape
- **2** Engage Stakeholders Early
- **3** Program Design to Align Funding, Tech & Learner Supports
- **4** Re-Engagement of Stop-Outs and 'Missing Workers'
- **5** Evaluation – Measure Skills, Wages, Opportunity Impact



# Why Should State Leaders Care?

- **Talent Alignment** – real-time skills dashboards for targeted reskilling
- **Opportunity & Mobility** – make invisible skills visible and verifiable
- **Policy Leverage** – align funding & comply with federal regulations



# iQ4's Technology & Implementation of Indiana's Digital Achievement Wallet

## Digital Achievement Wallet

## Academy Workforce Development Project – Cybersecurity Real-World Scenarios with Mentors from Companies



Hi Trisha, this is your **discovery dashboard**. Where do you want to go from here?

### Profile



Build out your **Profile** with skills and credentials you can share with employers

[Build My Profile](#)

### Credentials



Go to **Credentials** to add and manage all your educational achievements.

[Add a Credential](#)

**RECOMMENDED**

### Skills



Visit **Skills** to review, edit and add more skills to your Profile.

[Manage my skills](#)

### Career Pathways



Explore your **Career Pathway** job options from your current and projected skills and discover what employers you may want to connect with

[Explore Career Pathways](#)



Wallet Passport Projects Workgroups Role Profiles



2025 Multi-State Service2Cyber - The Threat Within and NIST Framework



#### Description

2025 - Multi State - Service2Cyber - The Threat Within and NIST Framework. IQ4 Corporation and its Cybersecurity Workforce Alliance (CWA), a 5,200 member organization of companies, mentors, subject matter experts and faculty, has partnered with the Indiana Commission for Higher Education, through a Reach Institute for School Leadership Grant. Funding for the program has been provided by Walmart, to offer cybersecurity pre-apprenticeships, through a program called Service2Cyber. The program is for transitioning military, veterans, and their spouses, National Guard, and High School JROTC students. This is a ground-breaking program with the purpose to provide 12-week workforce learning in cybersecurity with company subject matter experts that covers the real

#### Details

**Created by:** Lisa Acqualire  
**Name:** 2025 Multi-State Service2Cyber - The Threat Within and NIST Framework  
**Privacy:** LocalPublic  
**Dates:** Feb 11, 2025 - Apr 29, 2025

#### Roles

Information Security Officer  
Compliance Analyst  
IT Risk Analyst  
Cyber Threat Analyst  
Behavioral Analyst



Project home



Discussions



Schedule



**Lessons**



Assignments



Resources



Members

New Lesson

Insert Break

LESSON 1

Lesson 1: Course Introduction and On-Boarding - February 11, 2025  
IQ4 Virtual Cybersecurity Project The Threat Within and NIST Framework

Delete

LESSON 2

Lesson 2: Cybersecurity Overview, What is Insider Threat? - Due February 18, 2025  
READ: 1. Cybersecurity & Infrastructure Security Agency (CISA), "Defining Insider Threats". NOTE: Read all sections (expand each heading: "Define", ...

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LESSON 3

Lesson 3: Understanding Cyber Risk Management and the NIST Cybersecurity Framework - Due February 25, 2025

Read: 1. The Five Functions of the Framework, NIST 2. NIST CSF 2.0 Updates Watch: 1. "A Beginners Guide to Cybersecurity Risk Management", Cybe...



# Pilot Lessons & Results

- **Insights**

- Students and adult learners gained skills and proficiencies in cybersecurity
- The achievement digital wallet served as a have a tool for students to hold digital credentials, learn about the job market and understand in-demand skills, identify career pathways, and identify job opportunities
- The pilot transformed credentialing practices while demonstrating the importance of workforce-based training to provide knowledge, skills, abilities plus credentials, all bundled into a digital wallet, showcasing an individual's talent in the marketplace
- As states seek to close labor force participation gaps and create equitable pathways for economic and social mobility, Learning and Employment (LER) Records and Digital Wallets that contain verified digital credentials have emerged as powerful tools to align education with workforce needs

- **Results**

- 100 participants in two iQ4 Cybersecurity Workforce Development Projects (Service2Cyber) & 100 participants received and built-out iQ4 Digital Achievement Wallet as part of Projects





# iQ4 Profile Page

[illegible]

# Panel Discussion



**Edward Moskal**

Global Head of Academy, Learning  
and Employment Records and  
Customer Success, iQ4



**Darin R. Hobbs**

Learning & Employment Records and Digital  
Credentials Ecosystem Development at  
Western Governors University



# Resources

Reach University Digital Credentials Playbook  
(In Collaboration with SHEEO and Indiana CHE)



SHEEO Digital Credentials Design Template



# Future Engagement

- Ed Moskal
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