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# Measuring Digital Upskilling Success

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## Abstract

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Upskilling has been attempted many times as job training to keep the labor force apace with technological change. However, it has historically tended to not provide the desired results; thus, it has generally been considered ineffective (Fadulu, 2018). Regardless, governments and organizations continue to invest significantly in upskilling efforts, with current “digital upskilling” efforts targeted mainly toward human-robot interaction and data analysis skills. My proposed research seeks to answer which metrics best measure the efficacy of digital upskilling success and how they should be considered. My current hypothesis is that a set of metrics will be required to capture both the company’s goals and the employees’ goals in a balanced way. To test that hypothesis, I intend to utilize three case studies—the Worker Innovation and Opportunity Act’s program, Amazon’s multiple career training program, and AT&T’s partnership with Georgia Tech—to evaluate metrics against qualitative data about the upskilling program and then analyzing the accurate metrics to see whether they are generalizable by evaluating them in different upskilling settings.