

# EnglishOnline

MANITOBA'S ADULT EAL LEARNING NETWORK

## Annual General Report

2009—2010

## Building a Learning Organization

### A Year of Learning

[www.myenglishonline.ca](http://www.myenglishonline.ca)

## Mission

English Online's Inc. mission, derived from the Strategic Plan document is:

*To develop an online EAL learning system that serves the English learning needs of immigrants across Manitoba, linking learners with new and existing online EAL learning resources, EAL institutions, Immigrant Service Organizations and community groups to improve access to effective EAL learning*

English Online continues to deliver the following benefits to new immigrants:

- Synchronous expert teacher assistance through e-facilitation.
- Asynchronous access for EAL learners with limited classroom access. EAL learning resources targeted for both life skills and career development.
- Outreach to rural learners throughout Manitoba.
- Blended EAL learning options with other Service Provider Organizations using the Online Learning Platform (OLP) to deliver courses.

### Board Members, as of March 31, 2010

Brendan Nagle, Chair

Kathy Knight, Vice-Chair

Roberta Everson, Secretary

Margery Soloman

## Communications

As a non-profit organization, English Online Inc. takes advantage of all 'at no cost' promotional opportunities. In the past fiscal staff engaged in a number of conferences to EAL teachers and settlement workers to let them know about English Online Inc.; these included: TEAL Manitoba SAG, Westman Immigrant Centre Regional Coordinators and EAL Teacher, Manitoba Best Practices Conference (Jamieson presented with a panel of Literacy experts and Gniadek presented with Manola Barlow on *Empowering Self-Directed Learners*).

Part of our outreach strategy is to volunteer our time with other community organizations and activities. Briar Jamieson, continues to sit as Secretary on the Boards of Mosaic, Family Resource Network and the Manitoba Federation of Non-Profits. This year she joined the advisory committee of WELARC, the "Make it Home" for the Manitoba Museum and the Work IT project at IC-TAM. Iwona Gniadek sits on the board of directors for Manitoba Association for Distributed Learning and Training.

English Online Inc. also attended trade shows for learners, settlement workers. This year English Online Inc. visited: Thompson, Brandon, Steinbach, Swan River, and Portage La Prairie.

It was exciting to meet Minister Jennifer Howard, who spoke to a room of business and community members about the role that English Online Inc. is playing in supporting pre-arrival learners and learners across the province.

March 25, 2010



## Pei Jean Toews



Since May 2009 Pei-Jean has been the Administrative Assistant, Graphic Designer, and Website Developer for English Online. Some of her more important duties are to help new learners with the registration process and submit learner status reports.

Pei-Jean worked as a professional Graphic Designer in Taipei before joining English Online. In addition to a broad portfolio of freelance work, she has done layouts for catalogues and directed photo-shoots.

She studied video editing, graphic and website design, photography, and animation at the Tainan University of Technology and Art. Pei-Jean graduated in 2002 with a Bachelor of Fine Arts in Visual Communication.

## Message from the Board Chair



The Board of Directors of English Online Inc. is proud to present its second annual general report. Perhaps more importantly though, the successes detailed in the following pages help us to reflect on the journey and to appreciate the magnitude of what has been accomplished in such a short time.

English Online's Inc. success has been achieved through hard work. That work has been made possible by the Adult Language Training Branch of the Department of Labour and Immigration who has embraced the vision and supported English Online's Inc. development. It is indeed gratifying to see a learning technology solution built for Manitobans... by Manitobans.

Funding alone is not enough. The board of directors has embraced the English Online Inc. mission and has worked in unison to lay a solid foundation for success, often in the face of great uncertainty. Their intelligence and patience throughout and their willingness to keep the goal clear and in view has helped to make the successes real. We thank the contribution of Amanda Kletke-Neufeld and Shannon MacFarlane, who left the board the past fiscal.

Milestones are met because people care. Without the tireless efforts of our Executive Director and her team, simply, we would not be here today. Day by day they shape the organization in a way that creates legitimacy. They do so without benefit of the familiar touchstones available to others in similar circumstances. Their skill and commitment speak to a future of possibility, one grounded in the belief that technology can be made to serve people effectively and that learner success is important.

In this past year the Board has witnessed tremendous growth at English Online Inc. as you will see. From launching the online platform, to registering English Online's Inc. first learner, to going live with partner organizations and positioning the organization for success in all the regions of Manitoba, this has truly been a year of building a learning organization. But of all the learning and growth, perhaps nothing speaks to the power of English Online Inc. more than its first request for service from a provincial nominee in Egypt planning to immigrate to Manitoba. There is nothing more friendly than a friendly face, even if that face is digital.

While the Board is strengthened by the many successes, it is also focused on the future, a future characterized by community, by learners, teachers and stakeholders coming together to build a learning environment and reach learning goals. The board of directors and I look forward to the challenges to come.

Brendan Nagle

## Staff

English Online Inc. built its capacity to support self-directed learners by increasing our human resources. The Lead, of Learner Services position oversaw the development of support of learners and programming in an online environment. The addition of an administrative assistant provided the important first contact for learners registering and ongoing maintenance of an import link to learners, our website.

English Online Inc. was fortunate to hire two candidates who brought with them a wealth of experience and skills to firmly establish the organization as a learning organization.

### Iwona Gniadek



Iwona has been the Lead of Learner Services for English Online Inc. since May 2009 and is working on developing, implementing and supporting an online learner support system for self-directed learners. It is a huge undertaking but she enjoys feeling a part of a new, exciting and different initiative to support adult EAL learners in Manitoba.

Before coming to English Online Inc. she taught EAL for the Portage Learning and Literacy Centre in Portage La Prairie. She also has international teaching experience in Poland and the United Kingdom (UK). In the UK, she gained experience in facilitating Computer Assisted Language Learning (CALL) in a blended model of delivery and support (i.e. face-2-face and online).

She holds an M.A. in Teaching English as a Foreign/Second Language from the University of Warsaw and is currently involved in instructional design projects in the EAL field.

## Online Learning Platform (OLP)

An important milestone in building a learning organization is the tool that supports our delivery model. As an online model of learning, English Online Inc. has as its metaphorical 'bricks and mortar', the Online Learning Platform which was built for online delivery of language resources in Manitoba. The build for the Online Learning Platform was customized for the needs of Service Providers. Through the collaboration with the Manitoba Nurse's Union and the University of Winnipeg additional functionalities were identified to support learners across the province. User Guides were developed for clients to improve their success with both online learning and self-directed learning. Orientation sessions and technical support were delivered to the Manitoba Nurses Union, the University of Winnipeg and the Diversity and Intercultural Trainers.

Threads	Posted by	Posted Date	Last Response	Responses/Views/Views
newWhat is your temperament? Take the quiz to find out.	Ivona	09-09	09-13 by Ivona	5 / 46
news this year's winner will be your first	Jason	09-07	09-12 by Yoseph	1 / 9
newWebcam	Jennifer	09-07	09-08 by Janthe	1 / 7
newDiscussion Board	Yuko	09-07	09-09 by Ivona	1 / 11
newHello everyone. How's your long weekend?	Harveen	09-06	09-08 by Woo Jin	1 / 2
newThank you	Amala	08-26	09-03 by Amala	2 / 28
newElope group	Jose	08-24	09-08 by Janthe	2 / 31
How to begin ?	Ronald	08-23	08-24 by Janthe	3 / 39
newWould you like to use free online english ?	Harveen	08-17	08-17 by Harveen	0 / 4
newDo you think every professional should get his/her credential evolution	Karwaljit	08-15	08-15 by Karwaljit	0 / 25
newTreat of	Jason	08-08	09-09 by Peter	6 / 49
newDo you find it difficult to adjust to the new country that we now call our HOME?	Duong	06-22	08-06 by Janthe	14 / 121
newHow to have the right pronunciation and widen vocabulary in brains?	Ivona	06-15	07-23 by Ivona	18 / 132
newWorld Cup 2010	Clotilde	06-01	09-12 by Haydee	43 / 223
newIntroduce yourself	Gaut	04-28	09-08 by Janthe	22 / 78
newHow to develop communication skills who is very shy ?	Yohannes	04-11	08-26	5 / 23
newWhat do you do if the person you are talking on the phone did not give				

## Message from the Executive Director



Dear Learners, Board Members, Funders, and Colleagues:

It has been an extraordinary year of building English Online Inc. On July 20, 2009 the first phase of the Online Learning Platform (OLP) was completed. We started registering English Online Inc. learners into this customized tool with 66 people registering before the end of the month and by the end of the year 259 registered learners with 12,462 hours in the OLP!

I am proud of all of the learning that took place over the year. Our learners gained access to a centralized location for access to more language modules, extension activities and a community of learners in a moderated discussion board. English Online Inc. hired for learners the experienced and knowledgeable support of our Lead of Learner Services, Iwona Gniadek. The addition of Pei-Jean Toews furthered our learners' engagement with English Online Inc. because of her knowledge of graphic design to communicate a message without words.

English Online Inc. also learned a lot organizationally about the support of self-directed learners, and the need for processes to ease learner integration into a self-directed online learning experience. We worked hard to 'read the book' on systems, theory and research on online learning to build a learner support model.

As service provider organizations learnt more about the people of English Online Inc. and our service model we made fantastic headway with functionality enhancements for the learner OLP tool. Further, as word spread beyond the perimeter about English Online we made inroads into regional Manitoba. These are both areas that I look forward to growing and strengthening this fiscal.



Building English Online Inc. was accomplished through the support of our volunteer board members who bring a depth of knowledge and patience to growing our service to the newcomer population. Through our Funder's confidence in our service model, we continue to serve the language learning needs of immigrants to Manitoba.

Thank you for your support.

Briar Jamieson

### 2009-2010 Achievements

- Launch of the newly developed Online Learning Platform (OLP).
- ALT Branch funded enhancements to increase level of end-user functionalities.
- Expanded support to Stage 1 learners from previous intermediate EAL client base.
- Creation of the EAL advisory committee.
- Hiring of a full-time e-facilitator and part-time administrative assistant transitioned to full-time status.

### EAL Advisory Committee Members

Linda Johansson

Mary Jean Davis

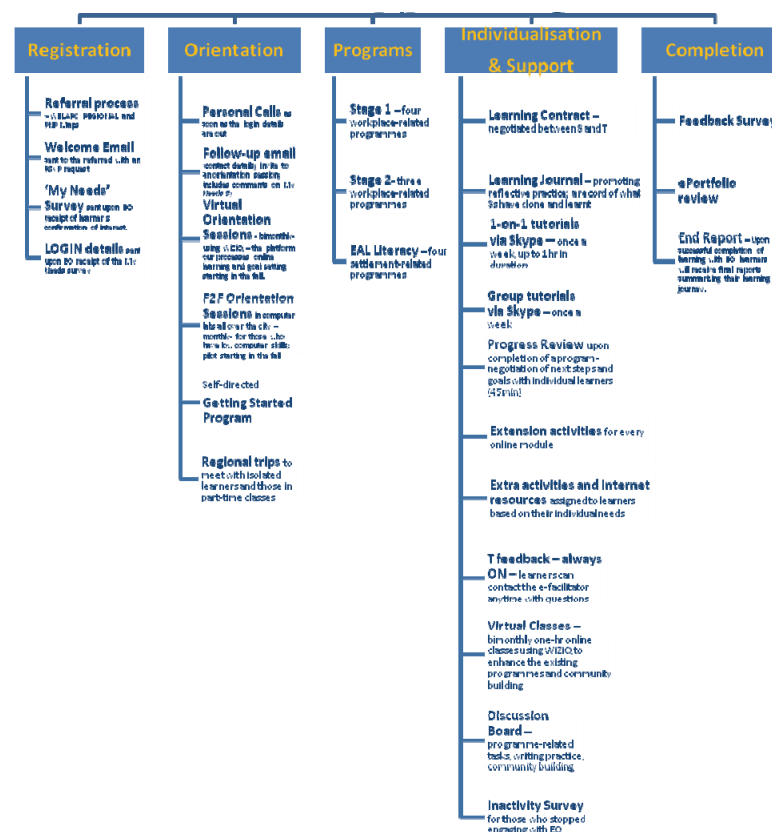
Manola Barlow

Lisa Allard

Debra Schweyer

Valarie Unwin

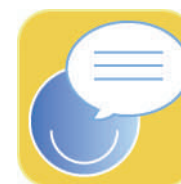
## Learner Support System



### Extension Activity Icons



Listening



Speaking

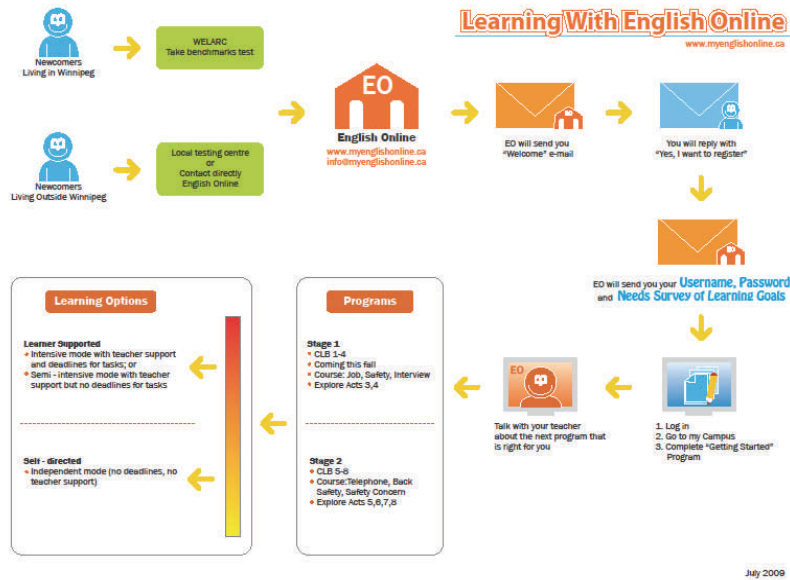


Reading

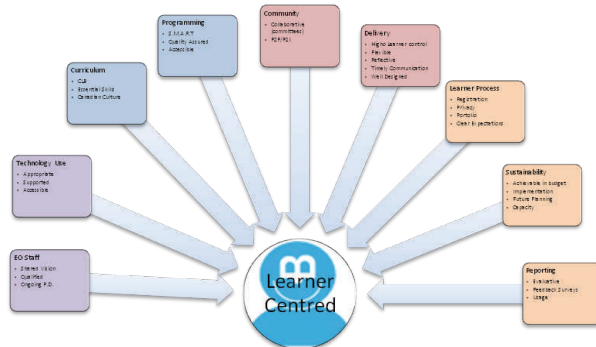


Writing

## Learner Registration Process



## Functions of Learner Support



## Learners

English Online Inc. opened registration for new clients in July 2009 in the Online Learning Platform. Through the mapping of multiple operations processes, English Online Inc. now has a learner support model which has at its centre – the learner. The design of the learner support model recognizes that facilitation of learning happens with each organizational decision made before a client even contacts English Online Inc. The learner support model moves them through initial inquiry, registration, needs assessment, module orientation and content usage. An emphasis on delivering a self-directed delivery model which allows our adult learners control over their learning now incorporates facilitated methods including support by e-mail, telephone and Skype.

### Interesting Learner Statistics

- As of March 31, 2010, English Online Inc. had registered 259 learners, capturing 2% of newcomers arriving in the province in 2009 (N=13,518)<sup>1</sup>.
- Our regional registration was 8% of our total registrants, which does not yet reflect the settlement of 30% of newcomers who settle outside of Winnipeg<sup>1</sup>.
- 41% of our learners fall into the 35-44 age which is higher than the median age of newcomers who are 27 years old.<sup>2</sup>
- Over one quarter of our learners speak a language that is not shared by two or more registered learners; another quarter of our learners have Tagalog as their first language.
- 87 % of our learners have landed less than 5 years ago.
- 63% of our learners are working.

<sup>1</sup> Common Statistical Questions: [http://www2.immigratemanitoba.com/browse/news\\_resources/dept-stats.html](http://www2.immigratemanitoba.com/browse/news_resources/dept-stats.html) (accessed August 2010)

<sup>2</sup> Manitoba Immigration Facts, 2008 Statistical Report.