

EnglishOnline

MANITOBA'S ADULT EAL LEARNING NETWORK

Make

AGM 2010 - 2011

English Online

T

Happen



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Mission

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.

Definitely my favorite website is www.myenglishonline.ca. I am opted to time management lesson because it taught me how to organize and plan things ahead and have a good result. This also help me not to mixed up everything but just do thing one step at a time and achieved my goal.

Rizza, in a reflection assignment, October 2010

Learner Journey

Irin Gergis

“English Online” was the title that attracted me to search for some information about it on the Manitoba website.



Since I was going to a rural area in Manitoba, I was looking for some courses to help me to enhance my English language skills. The problem was there are no classes in my area. English Online was my saviour.

The story began when I contacted the administrative assistant; she referred me to someone else who helped me. To sign me up for this program, they asked me to find out my CLBs. I had the assessment and then I started with English Online.

It was amazing to contact my teacher and have her welcome me; for it was my first time to study via the Internet. First I was worried that I wouldn't understand but my online teacher taught me how to access my account and I was impressed by the good quality technology. It was simple and easy to follow the instructions. I did learn so much that was new including: Canadian idioms, how to answer the phone without fear or hesitation, safety at the workplace and many other things. I participated in lots of virtual classes. I experienced every part on the “EO” website like the assignments, and the discussion board. I do like the discussion board because it gives me a good area to practice writing. I enjoyed the work I did with my online teacher and the lovely chats I had with her and my classmates.

Actually English Online made a big difference in my life. It broke through my isolation in a new country with a different culture. It gave me lots of confidence. It enhanced my English. I became more comfortable with the online classes and I'm studying lots of topics online. Thank you for English Online.

When I start searching online English lessons before I chose English Online School in the internet, and I try it but I found difficult because there is a lot of requirements needed before you can learn smoothly in other website, but when I started here in English Online School website it was easy for me to program my timeline because everything was in order, and you are well guided with all the task and activities, and I'm sure that the result of this in the end is a very fruitful one.

Anonymous, feedback survey, March 2011

I am very glad to use [E]nglish [O]nline course, it is very comfortable for me. Nobody hurries me and I do it when I want, I feel the freedom. Thank you.

Natalia, via email, February 2011

“English Online made a big difference in my life. It broke through my isolation in a new country with a different culture.”

The Board of Directors of English Online Inc. is proud to present its third Annual General Report. This past year English Online Inc. made it by extending its reach to learners and expanding its language support services.



In 2011, every month brought a new milestone to celebrate as you'll read in this year's annual report. From our first anniversary of learners in the English Online platform to the surpassing of monthly goals for learner activity to the continuing enrollment of pre-arrival learners, English Online is making it happen. In March 2011 alone, 364 learners were actively engaged in the platform with English Online teachers and eLearning. The testimonials throughout this report show you just how much learners value their learning experience with English Online. English Online continues to work successfully with the Canadian Immigrant Integration Program to connect with and provide service to pre-arrival immigrants as well.

These accomplishments would not be possible without the dedication and enthusiasm of the small but mighty English Online staff who continue to work tirelessly to support an ever increasing number of new learners. I would like to take this opportunity to thank the English Online staff who play such a valuable role in the language acquisition of newcomers .

I would also like to thank the Board of Directors for their tremendous commitment of time and energy. We were pleased to welcome Michael Scott to the Board during the 2010/2011 fiscal year. Michael brings with him a broad and deep knowledge of both provincial and national partners that we anticipate will help the organization strengthen its partnerships and navigate potential funding opportunities.

As always, a special thanks to the Government of Manitoba's Department of Labour and Immigration that provides the financial resources needed to ensure English Online Inc. can continue to carry out its mandate.

Brendan Nagle

Briar Jamieson, Executive Director

Dear Friends,
This year, English Online achieved our highest level of registration since our inception with 1,928 learners supported by 4 staff members. I am often asked how we cultivate this level of growth and retain quality eLearning, and I can confidently respond that it is the vision of our Board and Advisory Committees, the support of our ALT Branch funder, the dedication and creativity of our staff and the fearlessness of EAL learners who choose to use online learning technology that has all made English Online a success.



When called upon, we were able to demonstrate our learning technology half-way across the world with Chinese government officials in a mid-night session. This demonstrated the significant role that English Online plays in welcoming newcomers, and also the level of professionalism and outreach we have achieved in working with newcomers pre-arrival to advance their language acquisition and access to provincial government and community services upon arrival.

In addition to a new eFacilitator and a maternity leave replacement for our administrative assistant, English Online created a professional video that is now being viewed internationally by potential immigrants considering Manitoba as a priority in their immigration planning. With this global expansion of our service offering, we now better understand the critical role we perform in helping newcomers achieve their goal to make Manitoba their choice to live and prosper.

This year our proactive mantra was “Make it Happen”. As a result, I am proud to say that English Online has achieved multiple successes as outlined in this report. I want to thank our staff, Board and Committees, ALT Branch and many of our formal and informal organizational partners in helping us to deliver world-class services to newcomers in Manitoba.

Thank you helping us “Make it Happen”!

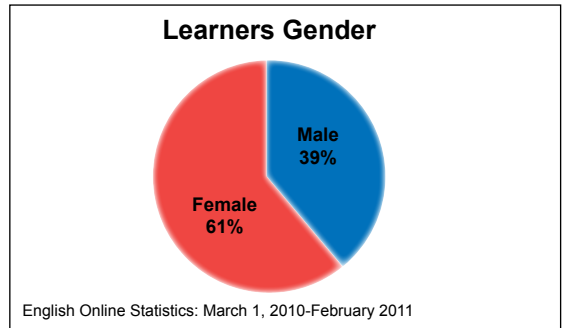
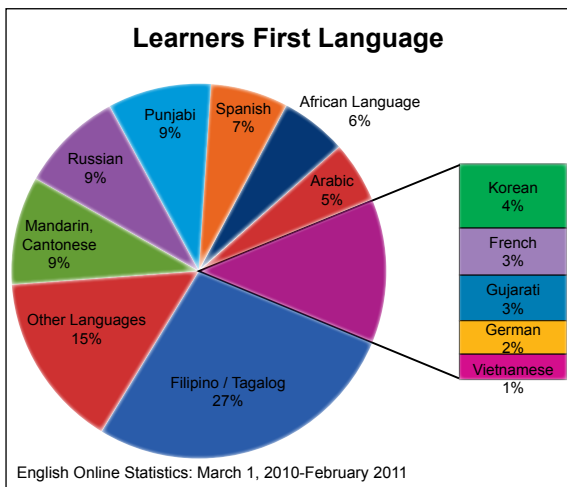
Sincerely,
Briar Jamieson

English Online School

English Online Inc. delivered quality eLearning to 1,928 EAL learners this fiscal year. In addition to the Manitoban referral process, English Online was able to register EAL students whose in-classroom programs stopped operations during the summer thereby providing continuous learning critical to achieving Canadian Language Benchmarks. English Online conducted outreach to different regional EAL partners and Winnipeg learning centres: Seven Oaks, the Mosaic Family Resource Network and the University of Manitoba.

English Online is a self-directed language learning program. EAL learners are encouraged to practice and develop their language daily within their Personal Language Learning Environments. EAL learners have several learning options that include:

- 1. Self-directed learning courses:** These are self-contained interactive online modules that lead to a number of pre-determined outcomes. Students engage at their own pace. The EAL learner can complete the whole module or focus on a specific learning outcome.
- 2. Enhanced self-directed activities** Our eFacilitators create extension activities that EAL learners can access. These activities include review materials for the self-directed learning courses, and materials that incorporate additional skills for language acquisition.



- 3. Virtual classes:** EAL learners participate in synchronous virtual classes in a group format. These complement the self-directed activities by creating a forum to review content, acquire additional skills, and interact with other learners to develop language fluency and their writing skills. To arrange virtual classes we joined WIZIQ at www.wiziq.com which is a free online learning centre. It offers a videoconferencing tool that includes a chat, a whiteboard, screen and web sharing.
- 4. Peer Interaction:** English Online has a Discussion Board that facilitates EAL learners to meet others in their cohort and exchange information on language learning and settling to life in Canada. Learners are able to start their own threads and/or contribute to the existing ones started by other learners or E-Facilitators. Peer-to-peer (P2P) interactions are encouraged during the virtual orientations and classes; P2P groups are formed in those sessions or for interested learners matched by eFacilitator to expand their Personal Language Learning Network.
- 5. Learner – eFacilitator Interaction:** English Online staff interact with EAL learners from the point of referral. The eFacilitator either focuses on audio or typed text based on the EAL learners' needs. If a learner wants to practise listening and speaking, the eFacilitator will use audio chats for communication purposes; however, if the EAL learner requires practice in writing then the focus will be on text-based chat. There are several points of contact between learners including telephone, email and Skype.

Online Learning Platform

The Online Learning Platform (OLP) is a customized software application that assists learners, instructors and service provider organizations with a means to deliver courses. English Online Inc. continues to provide a learning solution for other Service Provider Organizations who deliver various models of online learning (Manitoba Nurses Union and University of Winnipeg). This service includes use of the Online Learning Platform (OLP), oversight of the software development, consultation with program coordinators, technical assistance and support, orientation and training for staff, and trouble shooting for user issues.

The OLP was also the online location for several pilot projects that were run in Winnipeg this past fiscal year including:

- The iEnglish program in 2010 was a face-to-face model for 48 learners at a CLB Stage II.

Citizenship Classes piloted Winter 2010 to 38 learners.

This year, the Online Learning Platform experienced a rapid growth in both the level of activity and numbers of learners. This growth reduced the OLP's online speed and necessitated the need for a dedicated server which was approved in January 2011. Further, Adult Language and Training Branch (ALT branch) approved the reallocation of monies with the approved budget to apply for a National Teacher Repository RFP.

"I am enjoying the Telephoning course and learning a lot. The Call Research activity helped me build my confidence to speak on the phone without fear."

Jose via Skype, September 2010

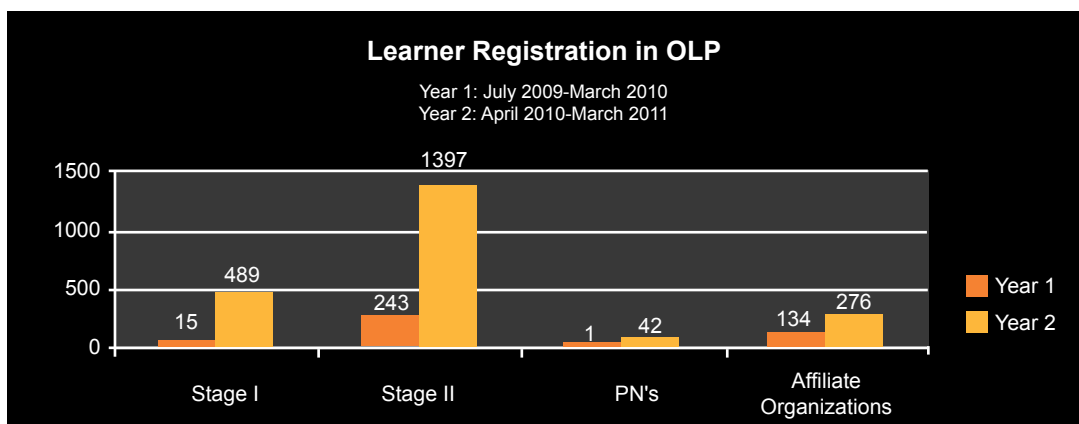
"Writing and reading my Learning Journal has been so much fun, I can see how I have progressed over time."

Laura, via email, March 2011

eCLPA

After consulting with ALT Branch and OLP stakeholders, English Online implemented functionality changes to the OLP with the development of an Electronic Collaborative Portfolio Assessment (eCLPA). This exciting new feature assists learners in creating S.M.A.R.T. language learning goals, managing their language portfolio, reflecting on their learning journey, and seeing progress in self-assessment activities. As a result, the functionalities for users increased which eased the facilitation of online learning.

Chart 1: Registration in OLP Statistics, Two Fiscal Periods*



The OLP went live in July 2009; Year 1 statistics show only nine months of learner registration.

“Making IT Happen” Statistics

- English Online Inc. processed a high volume of learners this fiscal year. English Online processed 3427 referrals in this fiscal year from self identified learners, Canadian Immigrant Integration Program and referral centers in Brandon, Steinbach, and Winnipeg. Of those learners that were referred to English Online, 56% registered with our Online School (N=1928).
- English Online learners active on the platform for a total of 81816 hours or 9.3 years!
- The analysis of English Online Inc. fiscal resources for cost per learner calculations needs to consider that English Online Inc. is as an online learning solution that provides flexible access 24 hours/365 days per year for learners who are unable to attend traditional face-to-face classes. Further, these learners also include English for Specific Purposes learners of other Service Provider Organizations including the Manitoba Nurses Union and the University of Winnipeg.

Cost per learner hour Calculation, April 1, 2010 to March 31, 2011

Total Revenue	\$353,467
# of new registered Learners	1928 ⁽¹⁾
# of potential learning hours	81916 ⁽²⁾
Absolute Cost/Learner	\$183.33 ⁽³⁾
Cost/Potential Learner Hour	\$4.31 ⁽⁴⁾

(1)EO reported number of new registered learners from April 1, 2010 to March 31, 2011. This does not include 276 learners from ESP programs.

(2) EO report pulled from OLP, Total Hours in OLP. This number only shows the time calculated in the Online Learning Platform (OLP). Learners do not have to complete or work within the Platform but can work offline which increases the number of potential learning hours. Further this does not include time spent in virtual classes.

(3) Calculation (Revenue/# of Learners)

(4) Calculation (Revenue/OLP Hours)

Community Activities

English Online Inc. presented at several conferences and professional development workshops over the year speaking to groups of learners, instructors, and coordinators; staff was also invited to participate in ongoing advisory committees and communities of practice. Some of these include:

- Brandon Settlement Conference, April 2010
- Seven Oaks School, April/May 2010
- Immigrant Career Fair, Fairmont Hotel, Winnipeg, May 2010
- iEnglish Advisory Committee, April-July 2010
- "Make it Home" Manitoba Advisory Committee, Summer 2010
- Special Area Groups, TEAL Manitoba, October 2010
- Regional Connections, Winkler, October/November, 2010
- EAL volunteer Workshop on teaching online, Immigrant Centre, January 2011
- Winnipeg Technical College, December 2010
- Portage la Prairie, January 2011
- Brandon Coordinator's Meeting, January 2011
- Communities of Practice: Online, Administrators, Volunteer
- Manitoba Lotteries Employee Appreciation Week, March 2011

In February, English Online Inc. hosted the first online professional development workshop for Manitoban EAL educators, a result of participating in the Online Community of Practice. The workshop session was lead by Nik Peachey who introduced online tools to use with learners. Instructors from Brandon, Winkler, and Thompson joined the session, along with colleagues from British Columbia and Saskatchewan.



Front: Briar Jamieson; back left to right: Natalia Aleko, Ianthe Warner, Iwona Gniadek, Pei-Jean Toews

Staff

Briar Jamieson, *Executive Director*

Briar Jamieson, Executive Director of English Online Inc., started as the lone staffer for English Online in the Fall of 2008. Since then, Briar has grown the online learning program, with the English Online team of 4 staff, to almost 2000 learners in the past two years. As a result, English Online has made inroads into the homes of independent learners at home across Manitoba and future pre-arrival newcomers still their country of origin.

Briar completed a Bachelor of Arts at the University of Toronto and after a decade working for a law firm in human resources, she made a career transition into Education having completed both a TESL certificate and a Bachelor of Education at the University of Toronto. She gained varied experience, first by teaching ESL with the Toronto Catholic District School Board and other EAL programs. Later, she applied her language teaching experience in Nunavut instructing Inuktitut-speaking secondary school learners in English Language Arts while coaching Aboriginal entrepreneurship teams to national level competition, and promoting indigenous language curriculum with the Iqaluit Literacy Council.

Briar combines her passion for education and

technology, notably with EAL learners, by directing English Online and also as Chair of the Mosaic Family Network that provides simultaneous EAL courses and childcare to newcomer women in Manitoba. As a strong proponent of the not-for-profit sector, Briar has sat as the Board Secretary of the Manitoba Federation of Not-for-Profit Organizations (MFNPO) and last year successfully Chaired the MFNPO Sector Summit.

Natalia Aleko, *Administrative Assistant*

Natalia joined English Online in June 2010 as the Administrative Assistant to fill in for Pei-Jean's leave. She "made it happen" by providing exceptional learner support and jumping into EO's efforts to increase learner activity rates. She is devoted to supporting new learners throughout the registration process. Her other important duties include handling incoming calls, submitting learner statistic reports and providing efficient executive assistance.

Before coming to English Online, Natalia worked as a part time Administrative Assistant and a Teacher Assistant at the English Skills Centre in Winnipeg. In addition to her administrative career, she taught EAL in Latvia for over a decade and gained a unique experience of interacting

with students of various age groups and cultures. Natalia studied English as Second /foreign language at the University of Latvia graduated from Riga Teacher Training and Education Management Academy with a Teacher Diploma and a Bachelor's Degree in Pedagogy and got her Master's Degree in the same discipline from Daugavpils University.

Ilanthe Warner, eFacilitator

In her first year with English Online, lanthe took on the motto of "Making It Happen". She became conversant in the use of the Online Learning Platform (OLP) and contributed to the development of an orientation to the foundation course for online learning. She created modules for virtual classes and is currently conducting Skype sessions to help learners extend the knowledge they gained through the Language Explorer modules. She completed her Principles and Practices of Online Teaching Certificate and attended conferences in Winnipeg and Halifax. She participated in the presentation of two workshops in Halifax and one in Winnipeg. In addition to all that, her regular duties included responding to learners and answering their questions so that they could make it happen too.

Ilanthe was born and raised in Winnipeg, receiving a Bachelor of Commerce (Honours) from the University of Manitoba and later completing a Certified Management Accountant (CMA) designation. Travelling to many places throughout the world, lanthe developed a great love of languages and the ability to communicate in French, German, sign language and pidgin.

In 2006, lanthe was able to combine her interest in foreign languages, cultures and teaching by completing a CTESL certificate program at the University of Manitoba. lanthe then worked in a variety of EAL programs in Winnipeg before joining the dynamic team at English Online.

Iwona Gniadek, Lead, Learner Services

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.

Before coming to English Online 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. In the UK, she gained experience in fa-

cilitating Computer-Assisted Language Learning 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. In spite of a very busy schedule, Iwona is an active member of the Board of Directors for MADLaT.

Ilanthe Warner, eFacilitator

In her first year with English Online, lanthe took on the motto of "Making It Happen". She became conversant in the use of the Online Learning Platform (OLP) and contributed to the development of an orientation to the foundation course for online learning. She created modules for virtual classes and is currently conducting Skype sessions to help learners extend the knowledge they gained through the Language Explorer modules. She completed her Principles and Practices of Online Teaching Certificate and attended conferences in Winnipeg and Halifax. She participated in the presentation of two workshops in Halifax and one in Winnipeg. In addition to all that, her regular duties included responding to learners and answering their questions so that they could make it happen too.

Pei-Jean Toews, Administrative Assistant and Website

While on maternity leave from 2010 - 2011, Pei-Jean took her newborn daughter to visit her family in Taiwan. She had not seen them for 3 years. She took yoga classes in Taiwan and then travelled to Bali to experience the art of a different culture while taking cooking classes. These were some of Pei-Jean's life goals and she was able to "make it happen".

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

Since May 2009 Pei-Jean has been the Administrative Assistant, Graphic Designer, and Website Developer for English Online. Among her important duties include helping new learners with the registration process and compiling learner data for monthly and annual status reports.

Thank You!

English Online Inc. truly appreciates the time and generosity of each member of the volunteer board and committees. Your expertise and willingness to share your knowledge ensures that English Online Inc. continues to “make it happen” for our learners. Thank you!

Board of Directors, as of March 31, 2011

Roberta Everson
Kathy Knight
Brendan Nagle
Michael Scott
Margery Soloman

Learner Advisory Committee

Rafia Chishti
Irin Gergis
Peter Kehler
Milad Mounir
Amalia Intac

EAL Advisory Committee

Manola Barlow
Mary Jean Davis
Linda Johansson
Debra Schweyer
Valerie Unwin

OLP Stakeholders

Manola Barlow
Ahrum Choi
Kathleen Clarke
Iwona Gniadek

Volunteers

Blaine Roberts
Stephanie Stetefeld

