

**ANYWHERE
ANYTIME
YOUR OWN PACE**



EnglishOnline

MANITOBA'S ADULT EAL LEARNING NETWORK

Annual Report 2011-2012



www.myenglishonline.ca

Funding provided by the Manitoba Immigrant Integration Program

Contents

- 2 Learner Point of View**
- 3 Growing a Learning Organization**
- 4 Chair Message 2011-2012**
- 5 Self-Directed Learning**
- 6 Electronic Collaborative Language Portfolio Assessment (e-CLPA)**
- 7 Learning Options**
- 8 e-Facilitators and the Learner Community**
- 9 Teacher Exchange Network**
- 10 English Online Inc.**
- 11 Learner Growth & EAL Teacher Needs**

Learner Point of View

My name is Peter Kehler. I moved from Paraguay SA to Winnipeg Canada on December 2009. I was German and Spanish teacher in Paraguay for 39 years. When I came to Canada I was convinced how necessary it was to learn English. My purpose was it to learn as soon as possible to be able to communicate fluently with Canadian people. As a newcomer I had the opportunity through the Entry Program to gain a lot of information about Canada and all things that newcomer needs to know. When I had my

examination for my English level the teacher offered me to learn with English Online. So I started both: English classes at McLeod and English Online. English Online was for me the best option to learn fast and easy, to listen, to write, to speak and to read. English Online offers you a lot of videos, lessons and all kinds of practice.

I am very proud of my new country for their great support for English Learners. After one year I was able to speak and to communicate in English. As an English Learner I have approached all kinds of activities and practice to learn. My advisor Iwona was a big help for me as a learner and one day she asked me to be a part of the Learner Advisory Committee (LAC). I made an excuse that I am an English Learner and therefore I am not able to be a member of the LAC committee. Iwona said: We need the opinion of the learner and I know you can help!

English Online is very easy to practice. It's accessible for everyone at home anytime. You can sit down in comfort to learn. Now I have lots of friends from different countries and with them I can share my experience and talk about everything.

English Online is very important for newcomers who really want to learn English. Canada has a lot of newcomers every year. Let's focus on learning and teaching English! That's the best way to integrate people from different foreign countries and to build a Canada we all dream to have.

Peter Kehler
Learner Advisory Committee
September 2011

Growing a Learning Organization

Welcome to English Online's 2011-2012 Annual Report. In the past year, we have achieved significant growth in three key areas: Online Learner Support, Canada's first Electronic Collaborative Language Portfolio Assessment (e-CLPA) and the Teacher Exchange Network (TEN). This year, developments in these three areas, extended hours of service and our outreach programs have helped us increase learner activity by 30% to a level of 350 active learners monthly on our online learning

platform.

English Online, as Manitoba's only self-directed EAL learning provider, continues to build strong language acquisition services for newcomers to the province. With a comprehensive online toolkit that includes learning modules, weekly tips, discussion boards and instructor feedback, English Online is in a unique position to service newcomers' EAL needs from any location. This year, we introduced the first Electronic Collaborative Language Portfolio Assessment (e-CLPA) in Canada. The e-CLPA is already helping EAL learners, using the interactive freedom of the Web 2.0, to interact with multiple EAL instructors, set their individualized learning goals and reflect on their language learning progress.

To enhance support for EAL professionals in Manitoba, English Online created and promoted the Teacher Exchange Network (TEN). As an online social network, TEN functions as a community of practice to aggregate EAL professionals online to share EAL resources, instructional best practices, and develop collaborative learning initiatives. Through marketing efforts across Manitoba, TEN had 130 registrants in this online professional learning network as of March 31, 2012.

English Online continues to increase its registration levels and service offerings for EAL learners and EAL professionals across Manitoba and we realize that our goals continue to be successfully achieved through the active participation of our Board of Directors, Advisory Committees, Staff, and Contractors.

On behalf of English Online, I gratefully acknowledge the support of the Adult Language and Training Branch, Labour and Immigration, Government of Manitoba. Today, our success as Manitoba's online EAL provider is a testament to the vision that the late Margaret Pidlaski conceptualized. English Online will continue to be indelibly marked with her presence. This report is dedicated to her memory.

Briar Jamieson
Executive Director
September 2012

Chair Message 2011-2012

The Board of Directors of English Online Inc. is proud to present its fourth Annual General Report. English Online has truly become an indispensable part of the Manitoba EAL learning landscape. At the same time, English Online must now transition to become part of the larger national family of language service providers.

The steadily increasing number of learners and the broadened capability to facilitate learner and teacher development, online collaborative

language portfolios and other major successes can characterize this fiscal year. Each of these successes strengthens English Online's learning model while further underscoring the indispensable role English Online plays in a comprehensive set of language learning services for newcomers. The comments from learners you will see throughout this report serve as a testimonial not only to how much learners value their learning experience but also to the work of English Online's small but dedicated staff. They play such a valuable role in the language acquisition of so many newcomers.

I would also like to thank the Board of Directors for their commitment of time and energy this year. Our year was characterized by lively and important discussion regarding the future of the organization. Major announcements concerning funding have served to broaden the board's view of the ways in which English Online can have a major impact on language learning across Canada. As a board, we look forward to supporting good decision-making as we evolve the organization into the future.

As always, but in particular this year, a very special thanks goes to the Government of Manitoba, Department of Labour and Immigration. In this environment of change, it is important to recognize the visionary steps taken by the Adult Language Training Branch almost five years ago now. Through their efforts, English Online was able to grow and prove the effectiveness of online, self-managed language learning for newcomers. We anticipate our new funding partner, Citizenship and Immigration Canada, will be excited to see how far we've come.

Brendan Nagle
Chair, Board of Directors
September 2012

Self-Directed Learning

Some students can't finish their studies because they have to struggle from work to school which is very tiring. Thank you we have online studies now, we can study in our own home, in our own time.

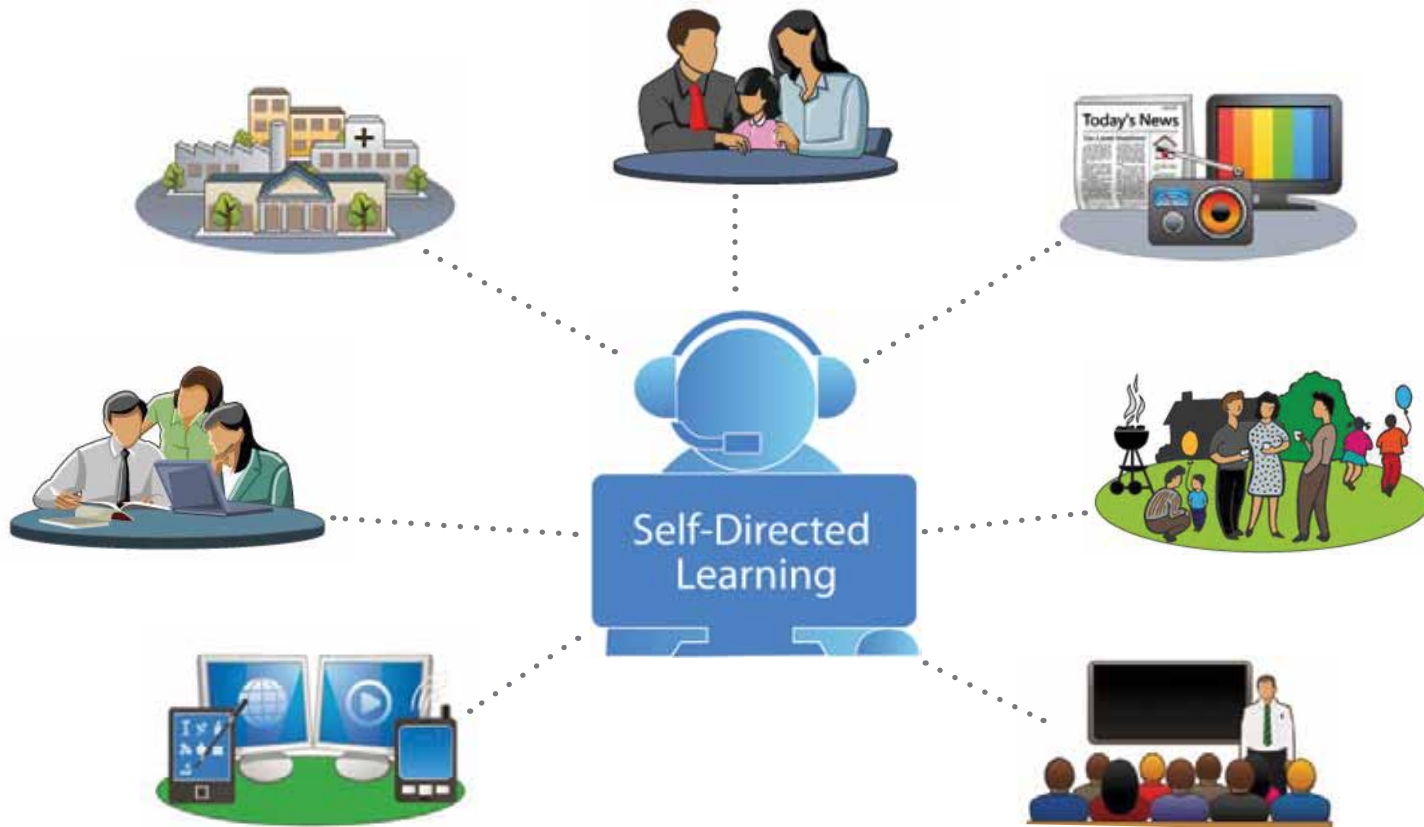
- April 2012, Discussion Post from Marietta

English Online is boon for me because I have a small baby. I took care of my baby along with practice.

- May 2012, Discussion Post from Harmeet

English Online facilitates learning for newcomers studying English independently. We provide language learning solutions that allow newcomers to improve their English in employment-related language activities that increase their employability and integration into Canadian society.

Our learners access our service at home, in public libraries, EAL computer labs, and post-secondary campuses and even during the pre-arrival phase of immigration. Newcomers are able to articulate their own learning goals in accordance with CLB benchmarks. This increases their level of commitment and rate of progress in all four areas of language learning: speaking, listening, reading and writing.



Personal Language Learning Network (PLLN)

Problem-solving activities built around daily real-life situations at home, work and the marketplace in the Canadian context.

Independent Action Plan

Learners identify, commit and follow-up on their own individualized learning goals to achieve goals.

Accountability

Self-directed learners track and continuously self-assess their progress. A key component of success in an adult learning environment.

Electronic Collaborative Language Portfolio Assessment (e-CLPA)

It's been a week or two since I logged in to My English. It's because I've been applying what I've learned on the course to real life.

- March 2011, e-mail from Marianne

I have very limited time for learning online. My English is improving now via day by day communication at work.

- June 2012, e-mail from Victor.

The Electronic Collaborative Language Portfolio Assessment (e-CLPA) is a customized online tool for learners to track their language learning development. The e-CLPA structure promotes and nurtures reflection on authentic examples of language production and reception.

For autonomous language learners the e-CLPA provides tangible evidence of growth, documentation of time spent practising English, and an accumulation of achieved language goals.

The added value of the e-CLPA is the safe interactive learning environment and the targeted feedback provided by e-Facilitators on learner language samples and learning journal submissions.

Benefits

Goal-oriented

Encourages life-long learning

Ongoing dialogue

Learner ownership of learning process

Monitor progress

Strategies development

Continuing assessment

Transparent learning process



Self-Assessment

Evaluation checklists inform learners of their current language proficiency related to specific language tasks

Goal Setting

Targeted language goals are specific, measurable, attainable, realistic and time-bound tasks that are aligned to the CLB

Evidence of Language Ability

e-Facilitators provide learners with individualized feedback on submitted audio and written language samples

Reflective Learning

Critical thinking skills steers learners to become self-aware of their own learning styles and practice

Virtual Classes

- All language skills
- Morning, evenings and Saturday classes
- Different CLB levels
- Professional English language e-Facilitator

Progressive Courses

- Speaking focused
- Peer-to-Peer and Self-Study tasks
- e-Facilitator feedback
- Certificate of Participation

Online Discussions

- Writing practice
- Peer-to-peer engagement
- Learner generated topics
- Time to absorb, reflect and respond to posts

Learning Options



Last week I had a job interview. It was easy for me answer their questions briefly. English [O]nline...helped me a lot to gain self-confidence on facing the interview.
- March 2011, e-mail from Diana

The class was very interactive; we were all involved in learning process. I felt as if we were sitting in one classroom.
- October 2011, Journal Entry, Ayesha

I really like studying with English Online because there are interesting exercises, and professional teachers. Also, we can find many good links for the study of English.
- February 2012, e-mail from Elena

English Online offers learners a wide variety of opportunities to learn. Through a custom-built web application, learners access workplace themed courses, weekly language tips, lessons, assignments, tests, online discussions and the e-CLPA.

English Online also provides real-time support with professional second language e-Facilitators who deliver virtual classes, Programmed Courses and feedback in the e-CLPA.

Learners appreciate the flexibility to create an ideal learning environment respectful of different learning needs, styles and comfort levels.

Literacy (Foundations-Phase 3)

Shopping for Food



Beginner (CLB 1-4)

What is my job?



Intermediate (CLB 5-8)

Answering the Telephone Promptly and Professionally in the Workplace



Weekly Tips

- New every week
- Idioms at work
- Grammar practice
- Quizzes and fill-in-the blank

e-CLPA

- e-Facilitator feedback
- Self-reflective
- Goal date reminders
- Exportable printouts

Lessons and Tests

- All language skills
- Self-selected
- Self-paced
- Available 24/7

e-Facilitators and the Learner Community



Getting started for English Online was challenging for me. I was a bit nervous but after talking with Iwona, I gained confidence that I can do it. [...]Thank you Iwona for your help and inspiring words.

- April 2012, Learning Journal Entry, from Maria

Thank you very much for your kind and detailed feedback given in my Learning Journal with the links which will enable me to improved my English.

- April 2012, e-mail from Viviane

e-Facilitators support learners acquisition of English language skills in an online environment. Using Canadian workplace-themed resources, e-Facilitators moderate learning in the Online Learning Platform.

e-Facilitators recognize newcomers are at different stages of self-directedness and patiently promote autonomous language learning strategies. Learners are encouraged throughout their language learning journey.

e-Facilitators are continually searching for additional free online language resources to recommend to learners for further study.

Learner Support

e-Facilitators provide timely and individualized feedback to learners with suggestions to improve language skills.

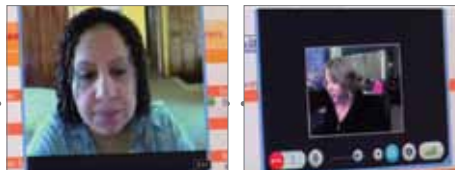


Links to Other Resources

e-Facilitators provide links to the latest online learning materials to practise various language skills and grammar.

Online Classroom

e-Facilitators orient learners to learning with English Online and deliver a series of classes six days a week via the online classroom in WIZIQ.



Availability

e-Facilitators are available Monday through Saturday by Skype, telephone and email to answer questions and provide support.



Self-Directed Wiki

<http://myenglishonline.wikispaces.com>

- Autonomous language learning strategies
- Additional learning resources
- Grammar items mapped to CLB 2000



Skype

- e-Facilitator support
- Conversation practice
- Monday through Saturday



Twitter

<http://twitter.com/englishonlinemb>

- 140-character microblog
- Regular tweets with language learning information
- Sharing globally



YouTube

<http://www.youtube.com/myenglishonline>

- Promotional videos with captions
- Videos created in-house to support learning
- Course introductory videos

Teacher Exchange Network

<http://bestmbteachers.ning.com>

Connect • Share • Expand

English Online provides English as Additional Language (EAL) teachers with opportunities for continuous professional development. A connected network of language professionals improves teaching practise through the shared knowledge in personal learning networks (PLN) and environments (PLE).



Online Community

- Share language teaching and learning resources
- Provide professional feedback and support
- Connect with peers in community discussion forums



Professional Development

- Presentations at key industry conferences
- Workshops for regional EAL teachers and coordinators
- TEN Webinars



Resources

- Teacher Newsletters
- Best Practices in Fostering Learner Autonomy
- Research of Online Teaching Resources

English Online conducts surveys to discover opinions of EAL practitioners on common professional interests and needs. Feedback drives English Online's delivery of professional development and support services to meet community needs.



Volunteer e-Tutors

- Receive training to teach in an online environment
- Assist EO learners in the acquisition of English language skills
- Promote a self-directed learning model

Mission of English Online Inc.

English Online's mission is to develop an online EAL learning system that serves the English learning needs of newcomers, 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.

Board of Directors

A volunteer Board of Directors oversees English Online Inc. The Board of Directors meets quarterly and is comprised of professionals from not-for-profit, newcomer and online learning organizations. The Annual General Meeting is held every September.

Advisory Committees

Advisory committees add expertise and years of collective knowledge and experience to the services provided by English Online.

- EAL Advisory Committee
- Learner Committee
- Online Learning Platform Stake holders
- TEN Committee

English Online Inc.

Expansion Opportunities

- Pre-arrival supports
- Workplace programs
- Electronic Portfolio Based Language Assessment
- Language resource partners

English Online is a self-directed online delivery model offering English as an Additional Language (EAL) services and programs to newcomers. This alternative language program addresses issues of access for learners in remote areas, working or underemployed and for people looking for additional language practice.

English Online is primarily a self-study resource but its added support of e-Facilitators and access to a community of other newcomers provides a language-rich learning space.

English Online products are also appropriate for use in the EAL classroom. An additional benefit of English Online is its indirect development of digital literacy and critical thinking skills.

Staff

- 5 Full-time Staff/3 Part-time
- Qualified EAL staff with 3+ years of online experience
- 63% of staff are newcomers
- 88% speak 2+ languages



Affiliates

Affiliated Organizations are learning institutions supporting English language learning and access English Online Inc.'s products and services.



Manitoba Nurses Union

<http://eal.manitobanurses.ca>



University of Winnipeg

<http://esp.uwinnipeg.ca/index.html>

Learner Growth & EAL Teacher Needs

Figure 1 shows the upward tendency of learner activity at English Online. In the second year, the registrations skyrocketed with the introduction of the Online Learning Platform and hiring of an online instructor. In the third year, the registration rate leveled off, but the learner activity level has kept growing. Knowing that online learning needs time to build reputation, it is not surprising that the unique login number went up in the third year. In the fourth year, thanks to having two additional part-time instructors facilitating self-directed learners, English Online increased its learner outreach with monthly newsletters and the creation of Weekly Language Tips to raise awareness of its programs.

Figure 1. Comparison of English Online Learner Registrations and Sum of Unique Monthly Activity by Year.

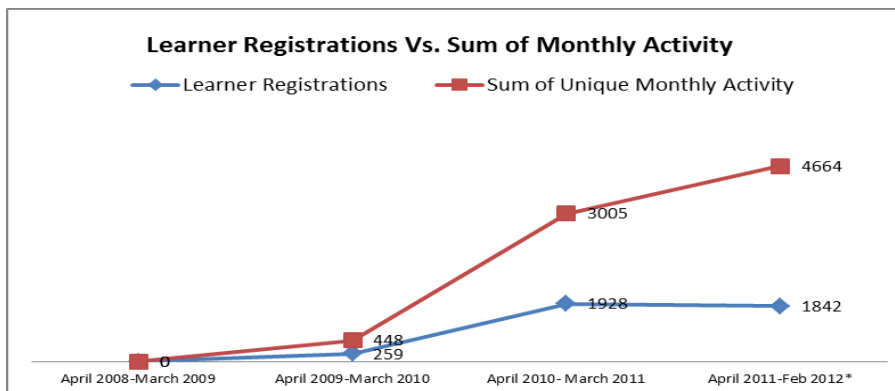


Figure 2. EAL Community of Practice Survey Question #5, published October 19, 2011. What would you like to learn about? Are there any gaps in your teaching practice that you would like to improve? Mark as many as applicable.

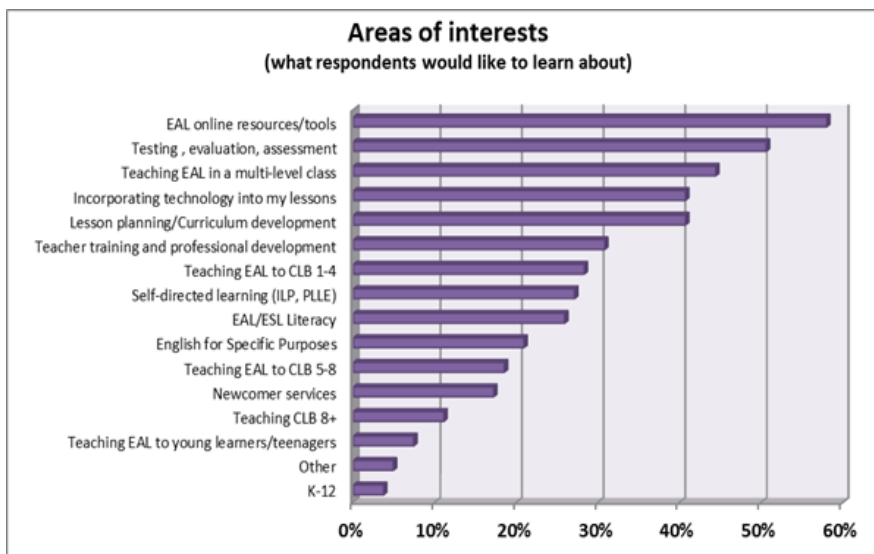


Figure 2 shows the aggregate professional development needs of EAL practitioners across Manitoba. Respondents expressed their interest in learning more about EAL online resources and tools (58%), Assessment (51%), Teaching EAL in a multi-level class (44%), Incorporating technology into the lessons (41%), Lesson planning/Curriculum

development (41%), Teacher training and professional development (31%). In response to the community needs, English Online sent out newsletters, conducted webinars, delivered workshops and sought out expert knowledge around these theme areas to bring to EAL teachers.

English Online Inc.

<http://www.myenglishonline.ca>
info@myenglishonline.ca

(204) 946-5140
330 – 70 Arthur Street
Winnipeg, MB R3B 1G7

www.myenglishonline.ca

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