



# Transition

**ANNUAL REPORT**  
April 2015 - March 2016

# Mission

- To provide flexible and accessible services that enable newcomers to succeed and reach their full potential.
- To provide a comprehensive online environment that brings resources, people and technology together to address newcomers' unique needs for settlement and integration into the workplace and community.



<http://myenglishonline.ca/>



<https://realizeforum.ca/>



<http://livelearn.ca/>

# Message from the Chair

The past year has certainly been a busy one for English Online! It is hard to believe that last year at this time, members of the Board of Directors were in the process of interviewing final candidates for the position of Executive Director. I would like to thank board members Doreen Cooper, Mary Anne Gribben, Marcela Mangarelli, and Margery Soloman for their tireless efforts over an extended time period to ensure that English Online would have the leadership needed to move forward.



I believe that we have in fact found that leader in the successful candidate, Dan Sylvester. Dan “hit the ground running,” and he has worked hard to develop strong working relationships with English Online staff and other language and settlement organizations in Manitoba and beyond. He has also worked hard to become familiar with Immigration, Refugees, Citizenship Canada policies and procedures and to keep the lines of communication open with project officers so as to ensure that English Online is first and foremost in their plans. With his guidance, English Online received continued funding so that all important English Online services could continue uninterrupted.

I would also like to thank the English Online staff, in particular Natalia, Iwona, and Pei-Jean, for their support throughout the selection process and for supporting Dan as he took his position.

Just one year later, the English Online Board is once again at full strength! In addition to the above mentioned board members, the following have joined our Board of Directors: Valerie Unwin, Greg Reader, and Mike Livingstone. These new members bring important expertise and experience and will be instrumental in guiding English Online over the next few years.

While I know that the coming year will bring a new set of challenges for English Online, I am certain that English Online, under the strong leadership of Executive Director Dan Sylvester, supported by a knowledgeable and enthusiastic staff and Board of Directors, will make even greater contributions to enhance the lives of new immigrants to Manitoba and those who serve them.

*Jo-Anne Schick*

Chair, Board of Directors

# Message from the Executive Director

The fiscal year, April 2015 to March 2016 was best characterized as continued transition. You can well imagine as the new Executive Director who joined the team in the latter part of the year what this may have entailed. But one aspect was for sure the team and myself kept our mission “to provide a comprehensive online environment that brings resources, people and technology together to address newcomers’ unique needs for settlement and integration into the workplace and community” at the forefront. In this annual report we will highlight some of the strides we’ve made in various parts of our organization such as learner and settlement services.



As immigration and technology have a constantly changing landscape; the importance of building partnerships was paramount. This resulted in maintaining and building our client base while also generating ideas for new services to better serve and meet our client’s needs. Success was a testament to our team in how flexible they are and able to adapt to the uniqueness with each client’s learning habits. Partnerships culminated with a very successful open-house which increased opportunities to communicate and perform other joint initiatives.

Through the next series of pages, the various team members will showcase ‘Live and Learn’ and some of the other services we offer. Our successes will tell stories as to how meaningful dialogue is exchanged through our online services. It’s through these online resources which provide our clients with reliable settlement information and flexible language learning options. The key for the team is to continue building this online community to assist with our client’s development and help them transition in a new environment.

As mentioned this past year has made us continue to realize change is constant and with it comes many challenges as to what and how we need to improve. The support shown by our major funder, Immigration, Refugees and Citizenship Canada, has provided us with the opportunity to embrace those challenges. Their contribution is the main reason why and how we can effectively support settlement and language needs for our clients.

I personally want to thank the board and my dedicated team members who continually display their commitment, enthusiasm and caring for the organization and our clients. I am immensely proud of the work they perform on a daily basis. I am confident, that together, we will continue to grow and develop to better serve to benefit our newcomer clients, both immigrants and refugees.

*Dan Sylvester*  
Executive Director



For Ashraf, the best thing about learning with English Online is “learning useful things without going outside. I can learn when I don’t have time to go to class,” she added. More than this, learning with English Online has given her independence. “Now I can go shopping by myself. I don’t have to bother my children. I can do it myself,” she said.

<http://livelearn.ca/2016/02/newcomer-story-ashraf-kharazi/>

# LIVE Statistics

153 Settlement articles

5 Newcomer stories

138 Comprehension and vocabulary quizzes

## Articles per theme:



15 About Canada



13 Language Training



9 Community Circles



7 Law & Justice



9 Digital Citizenship



6 Learning Strategies



5 Education



45 Living in Manitoba



14 Employment



14 Money & Finance



9 Health Care



5 Rights & Freedoms



### Learner's Feedback

“I found our lesson with my e-Tutor entertaining and useful. My goal was to remove some grammar gaps that I have had, and together we managed to improve my English level significantly within a very short period of time.” *OV*

“By continuous learning on my own I’m expecting to learn more and increase my knowledge.” *NC*

“I feel like I’m very privileged to be an student of English Online. Thank you very much for your help. Hopefully you continue helping newcomers like me. It really helps me specially on my case that dont have the liberty to come in the physical classroom anymore.” *AS*



“I do not only learn English but also learn more about Manitoba. It motivates us to learn more about the province where we live.”

“e-Facilitator’s proper feedback helped me to improve my presentation skills.”

“I believe English Online is a continuous tool for learning and developing personal confidence in communication.”

“I think LINC home study program is very useful for working mom like me. I can study English regularly and efficiently.”

“With the help of English Online I can communicate well with my co-workers and patients.”

# LEARN *Statistics*

**689** New Registrations

**e-Volunteers:**

**786** Hours of settlement & language support

**104** Unique learners supported

**8**

**Multi-week sessions delivered**

**217**

**Drop-in sessions facilitated**

**31**

**Canadian idioms activities developed**

**12**

**Learner newsletters published**

**60+**

**Drop-in workshops developed**

**40**

**LINC Home Study spots filled**

Learn Settlement Activities			
Click here for an overview, or select an area of interest below.			
Group Study 	Self-Study 	Peer-to-Peer 	One-on-One 
Virtual Coffee Chats	Canadian Idioms	All Forums	Connect with an e-Volunteer
Drop-In Workshops	English Exercises	Netiquette	LINC Home Study
Multi-Week Workshops	iEnglish Videos		

<http://livelearn.ca/>

## Live

**3,635**

total page visits to settlement topics by logged-in users

### Most Popular Articles

1. Canadian Citizenship (About Canada)
2. Housing Basics: what you need to know (Living in Manitoba)
3. 10 Basic Things to Know About Canada (About Canada)
4. Self-Assessment: your first step to success (Employment)
5. Your First Few Days in Manitoba: a newcomer checklist (Living in Manitoba)

**910**

total quiz attempts by logged-in users

## Learn

**11,712**

total page visits to activities by logged-in users

### Most Popular Activities

1. Intermediate Exercises (Employment)
2. Become an Autonomous Language Learner (Improving English)
3. Canadian Idioms (Improving English)
4. Summer Course (Community Circles)
5. Beginner Exercises (Employment)

# livelearn.ca

World-wide User Statistics

**18,597** Unique users  
**4,547** Hours spent on site  
**187,415** Page visits

### Top Countries

1. Canada \_\_\_\_\_ 10,615 unique users
2. Russia \_\_\_\_\_ 663 unique users
3. Philippines \_\_\_\_\_ 399 unique users
4. Israel \_\_\_\_\_ 367 unique users
5. China \_\_\_\_\_ 298 unique users

# livelearn.ca

Users Across Canada

**10,615** Unique Users  
**3,823** Hours spent on site  
**152,818** Page visits

“As we head into actually working with a learner, the webinar and synchronous meeting that we had last night were both useful and informative. It was nice to meet other like-minded e-volunteers and I felt like we were building ‘community’ in our session online together.” *EO e-Tutor*



# Volunteer Program

- 35** New volunteers hired and trained
- 50** Active volunteers
- 15** Orientation sessions delivered to new volunteers
- 6** Training webinars Teaching with Technology

## TWT Webinar Topics:

- Mobile Apps for Teaching and Learning
- Tools and Websites for Developing Writing Skills
- Open Educational Resources (What, Where and How)
- Tools for Effective Feedback in an Online Environment
- Tools and Websites for Teaching Pronunciation
- Online Presentation Tools for Teaching and Learning

### Volunteer Feedback:

“I’ve received high quality distance learning training that provides me with the tools to deliver knowledge addressing learner needs.” *EO e-Tutor*

“I decided to help newcomers before they come, to improve their language, so they do not lose time in language courses and become a productive member in the new country. When I registered with APEGM ( the regulatory body for Engineers) I found that they need every member to do a number of voluntary hours. So volunteering with EO helped me in covering this need.”  
*EO Career e-Mentor*

# Tutela - the online community for ESL/FSL professionals

11 guest blog posts for T2T blog:

- Summer time: Seasonal activities
- Self-study Resources for Your ESL Learners
- Summertime for Teachers: Learn, Plan, Recharge
- Spring: ESL activities and resource
- How do you motivate and engage your learners? Here’s my story...
- Creative Ways to Start and Leave a Lesson
- 10 Educational Blogs to Put on Your Reading List
- 10 Free Top-Rated Apps for Learning ESL
- More Winter Resources for Your ESL Classroom
- Podcasts in ELT: What, Why, Where and How
- 10 Random Grouping Techniques for ESL classroom



# Thank You!

## Volunteers

### Board Members:

Jo-Anne Schick  
Greg Reader  
Valerie Unwin  
Mary Anne Gribben  
Doreen Cooper  
Margery Solomon  
Marcela Mangarelli

### E-Tutors:

Pakinam Elalfy  
Augusta Avram  
Elham Meleka  
Catharine Plouffe  
Zareen Razzaq  
Meenu Kapoor  
Yuliya Malyk  
Elizaveta Larionova  
Louise Crawford  
Mark Houldsworth  
Jessica Hansen  
Anu Sidhu  
Amy He  
Samantha Kozak  
Asma Shahid  
Vanita Kumar  
Harleen Kaur  
Saba Saleem  
Lorena Quizan Martinez  
Shazana Nalim  
Rajwinder Nagpal  
Mariam Rezkalla  
Erum Imran  
Zoe Mukura

Adele Beitler  
Hilda Reed  
Annet Chu  
Lillian Bernard  
Alex Tilley  
Lawrence Marmel  
Shazma Tahir  
Yvonne Marshall  
Essam Mosaad  
Carol Falconer  
Carlos Barrera  
Mary Kutarna  
Alison McGillivray  
Yi-Fang Chen  
Hope Burridge  
Paula Segal  
Farnaz Saghafi

### e-Settlement:

Sangyukta Nath  
Maryam Kibo  
Zainab Jeni  
Kateryna Solnyshkina  
Cristina Licup  
Rupinder Pannu  
Monir Banirazimotlagh

### E-Mentors:

Vadim Nazimov  
Rhea Bugarin  
Mercedes Hudson  
Idowu Oduntan  
Abid Anwar  
Miyosha Tso De

## EO Staff

Briar Jamieson  
Dan Sylvester  
Iwona Gniadek  
Natalia Aleko  
Johanna Schmidt  
Cyrilin Loza  
Pei-Jean Toews  
Blaine Roberts  
Margarita Berezyanskaya  
Tatiana Nedelko  
Yuliana Bagan  
Soudabeh Golpaygani  
Erum Imran

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## EO Contractors

Evelyn Williams  
Kaleigh Quinn  
Kaori Matsuo  
Mariam Rezkalla