



Good to GREAT

ANNUAL REPORT
April 2016 - March 2017

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

In my experience, in times of great uncertainty, organizations respond in much the same way as individuals do. In some cases, the spectre of change paralyzes an organization, and it finds the fear of the unknown too great to overcome. In a climate of “What if . . .” and “When will we know?” some organizations find themselves sitting and waiting to see what will happen.

In other cases, organizations continue to do the work needed each and every day. In fact, some go above and beyond to be sure that the needs of their clients are met, clients who are also wondering what the future will bring. This type of organization is not “in denial;” rather, staff recognize that, in spite of what may lie ahead, there is important work to do.



I am pleased to acknowledge that, in 2016 – 2017, a year filled with uncertainty and anticipation, the Executive Director and the staff of English Online chose to keep on working and planning to better serve newcomers to Manitoba.

The Board of Directors of English Online has chosen a similar path. Throughout the past year, the Board has reviewed and updated several important policy documents, including the Bylaws, the Employee Handbook, and the Privacy Policy. These documents are the foundation of an organization that is looking toward the future. We were sad to say farewell to several valued board members in the past year. Valerie Unwin served just a short time on the board, but made a valuable contribution, especially in the area of computer education. Both Margery Soloman and Mary Anne Gribben were long-standing board members who had served English Online well through times of difficult transition. We accepted their resignations with reluctance, but both indicated that they felt that English Online was “in good hands.”

In looking toward the future, we are pleased to report that two new, but experienced individuals have joined the Board of English Online in the last year: Iwona Gniadek and Mike Livingstone. Both bring a wealth of experience that will serve this organization well.

It is then with much optimism that I look toward the future. I believe that as an organization, English Online has the right people, the experience and the vision to ensure that the best years are yet to come!

Jo-Anne Schick

Chair, Board of Directors

Message from the Executive Director

Last fiscal year, April 2016 to March 2017, we at English Online continued our transition and achieved greater success in assisting and supporting newcomers in meeting their goals and aspirations. Each team member and the organization as a whole committed ourselves to our purpose 'in providing flexible and accessible services that enable newcomers to succeed and reach their full potential in Manitoba.' The team worked diligently, specifically our Outreach team. This resulted in higher numbers of interactions both with new clients and returning clients. The real good news story is not only the increase in numbers but also we are experiencing more and more of our clients returning for additional sessions with the English Online team. This in itself strongly attests to English Online's responsiveness, effectiveness and personalized services.



This year we want to expand on our transition theme and move our organization from "Good to Great" (Jim Collins, 2001). We are confident this strategy will not only benefit our clients but also lead us to develop new opportunities and build stronger relationships with other organizations. As Collins stated "Greatness is a conscious choice!" And when it's combined with an optimistic team who have a willingness to change, possibilities seem endless 'in providing 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.'

Through the next series of pages, our team members will showcase 'Live and Learn' and some of the other services we offer including our web page. Our web page continues to grow and has become an excellent source for our newcomer clients to access various types of information. Our successes will tell stories as to how meaningful dialogue is exchanged through our online services. It's through English Online resources which provide our clients with reliable settlement information and flexible language learning options to make better decisions.

The key for our team is to continue building this online community to assist with our client's development and help them transition in a new environment. Each year brings with it some aspects of change. It's through these changes that we must assist clients to address and overcome any obstacles in their way. The support shown by our major funder, Immigration, Refugees and Citizenship Canada, has provided us with the opportunity to embrace those challenges.

I personally want to thank our funder, Immigration, Refugees and Citizenship Canada, our board, and our dedicated team members who continually display their professionalism, 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 also confident, that together, we will continue to grow and develop to better serve our newcomer clients, both immigrants and refugees as we move from "Good to Great".

Dan Sylvester
Executive Director



“Nobody could tell me the equivalent of my profession and education here in Winnipeg in my first few days. My English Online e-tutor, Augusta Avram helped me understand what kind of education I have in Canadian terms. I liked that I get to talk directly to my teacher. She also helped me improve my English faster.” *Maksim A.*

<https://livelearn.ca/2016/09/newcomer-story-maksim-antipev/>

LIVE Statistics

136 Settlement articles

8 Newcomer stories

84 Comprehension and vocabulary quizzes

57 Articles for CLB 3-4

Featured Community Partners:

Neepawa and Area Immigrant Settlement Service

Westman Immigrant Services

English for Specific Purposes (UofW)

Immigrant Centre

Regional Connections

Enhanced English Skills for Employment (EASE)

Mosaic, Winnipeg

Manitoba Families (Newcomer Unit)

SEED Winnipeg

Swan Valley Settlement & Immigrant Services

Thompson Newcomer Settlement Services

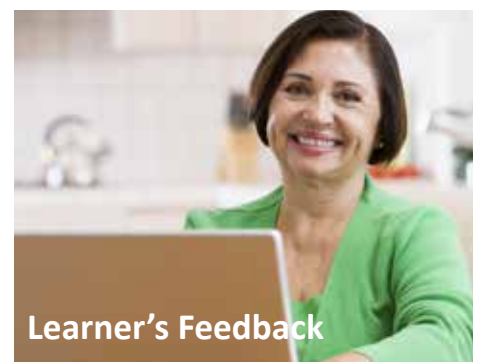
Parkland Immigration Community Services

Virden District and Settlement Services

Portage la Prairie Newcomers' Welcome Centre

Cartwright Killarney Boissevain Settlement Services

SOPA, Manitoba



“I have taken online workshops, virtual coffee chats and the Summer Course. Learning with EO is very convenient! No need for child care, no need to travel, and the lessons are useful. I don't only learn English, I learn about Manitoba and Canada as well. I joke with my relatives back home that I now know more about Canada than my home country.” *Sana A.*

“I was so inspired by the other learners I met during the chats. I could see their progress every time I meet them online. From knowing very little English, they improved with every session. It was very encouraging.” *Echo D.*



“Live and Learn is perfect for parents like me who have work and have kids. I definitely recommend Live and Learn even for people who can attend school. You can find really good materials here. You have a lot of information, you even have seminars! In my opinion, it’s great! I definitely recommend it.” *Monica M.*

“The best thing about learning with English Online is that it gives me the opportunity to communicate with a variety of people from different countries. Some of them still in their home countries and others already in Winnipeg. This experience prepares us for living in Winnipeg as it is the most diverse city in the world.” *Nikita K.*

LEARN *Statistics*

1,148 Learners serviced

e-Volunteers:

665 Hours of settlement & language support

56 Unique learners supported

8

Multi-week sessions delivered

289

Drop-in sessions facilitated

43

Canadian idioms activities developed

30

Weekly Learning Plans shared

66

LINC Home Study students serviced

1121

LINC Home Study classes conducted

Online Registration System

Launched on December 5th, 2016.



<https://register.myenglishonline.ca>

Live

4,817

total page visits to settlement topics by logged-in users

Most Popular Articles

1. Canadian Citizenship (About Canada)
2. 5 Steps to an engaging presentation (Language Training)
3. Online resources to improve English pronunciation (Language Training)
4. Self-Assessment: your first step to success (Employment)
5. Top 10 Manitoba facts (Living in Manitoba)

1,025

total quiz attempts by logged-in users

Learn

14,058

total page visits to activities by logged-in users

Most Popular Activities

1. Canadian Idioms (Improving English)
2. Beginner Exercises (Employment)
3. iEnglish (Learning Strategies)
4. Intermediate Exercises (Employment)
5. Language Explorer (Language Training)

livelearn.ca
World-wide User Statistics

39,500 Unique users
4,826 Hours spent on site
209,612 Page visits

livelearn.ca
Users Across Canada

25,466 Unique Users
4,152 Hours spent on site
173,168 Page visits

Top Countries

1. Canada ————— 25,466 unique users
2. Russia ————— 1,871 unique users
3. Philippines ————— 923 unique users
4. India ————— 907 unique users
5. Israel ————— 208 unique users



“Assisting new Canadians as an e-volunteer is a truly rewarding experience. English Online staff provide all the technology tips, training and creative ideas and we gain the benefit of meeting and helping new Canadians and learning about different cultures. I’ve volunteered with English Online for the past 3 years and met many interesting learners from Cuba, Israel, Korea, Russia and Somalia. I enjoy learning from the rich EO webinars and teaching from the comfort of my home! If you are interested in giving AND receiving, come and join the English Online eVolunteer Team!” *Mary K.*



Volunteer Program

- 27** New volunteers hired and trained
- 37** Active volunteers
- 14** Orientation and training sessions delivered
- 4** Teaching with Technology webinars delivered

Teaching with Technology Webinars

- Using Mobile Apps for Effective Time Management in Your Classroom and Beyond
- Free Video Hacks to Create Learning Events
- Tools and Websites for Teaching Grammar
- Tools for Creating eLearning Content

Volunteer Feedback:

I have been volunteering with the English Online Live & Learn program for newcomers to Manitoba for the past three years. What makes it enjoyable for me is the clients, our learners. They have the willingness and energy to embrace the many challenges in their lives, especially English. I realize it is daunting for them but helping to realize their dream of settlement in Canada is my goal with language skills and applications. *Hope B.*

I want to say thanks to all the staff from English Online for giving me such an opportunity to be an eVolunteer there, for teaching ME in the beginning how to work online. That helped me a lot. All the webinars that were provided by English Online were really interesting, useful and helpful. I got lots from that and it helps me plan, create and make my online lessons more interesting. Thanks a lot to our coordinator Tatiana for coffee chats, for helping and supporting us. *Anastasiya R.*



Supporting EAL Community in MB

In partnership with Teachers of EAL to Adults in Manitoba (TEAM), organized and delivered 2 webinars:

- MyStory – Digital English (November 19, 2016)
- An Introduction to PBLA (March 25, 2017)

Thank You!

Volunteers

Board Members:

Doreen Cooper
Mary Anne Gribben
Marcela Mangarelli
Jo-Anne Schick
Margery Soloman
Dan Sylvester
Greg Reader
Mike Livingstone
Iwona Gniadek
Val Unwin

Settlement e-Volunteers:

Kateryna Solnyshkina
Zainab Jeni
Valeria Castellanos
Joy Frett
Ethel Nwamaka

Career e-Mentors:

Vadim Nazimov
Vera Sokolyanskaya
Linda Olson
Anzhelika Makarenko

Volunteer e-Tutors:

Alex Tilley
Catharine Plouffe
Pakinam Elalfy
Mark Houldsworth
Samir Hammad
Louise Crawford
Carol Falconer
Zareen Razzaq
Jill Hart
Yvonne Marshall
Elham Meleka
Lubna Sheikh
Fiona Smith
Anastasiya Roldugina
Alison McGillivray
Farnaz Saghafi
Hope Burridge
Jo-Ann Wiebe
Charmaine Patrick
Pamela McKenzie Wayne
Mary Kutarna
Lawrence Marmel
Anu Sidhu
Shazana Nalim
Mareen Sachdeva
Veronica Khusial
Elena Artemeva
Deborah Sooley

EO Staff

Dan Sylvester
Natalia Aleko
Johanna Schmidt
Cyriln Loza
Pei-Jean Toews
Blaine Roberts
Margarita Berezyanskaya
Tatiana Nedelko
Yuliana Bagan
Erum Imran

EO Contractors

Evelyn Williams
Mariam Rezkalla
Guadalupe Camorlinga