 **Live & Learn**  
A Project of English Online



... is newcomers' online resource  
... settlement information and flexible  
... learning options in Manitoba.

**Today to access:**

... on living in Manitoba, employment,  
... and more  
... one career and settlement guidance  
... language instruction from ESL experts  
... ources on language learning

**livelearn.ca**



# ANNUAL REPORT

April 2018 - March 2019

## 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.



## Message from the Chair

First off, I would like to acknowledge that English Online is situated on land that is Treaty 1 territory. The land on which we serve newcomers and settlers, and are holding this AGM on, is the traditional territory of Anishinaabek, Cree, Oji-Cree, Dakota, and Dene Peoples, and the homeland of the Metis Nation. The opportunity to live, work and learn on their territory is something I and all Canadians can be thankful for.

Being on the board of English Online has provided me the opportunity to involve myself in an organization that is passionate about its work and its mandate. This year marks the 10th Anniversary of English Online, and all of us have had a hand in making this organization successful in responding directly to those in need of EO services. Please congratulate yourselves on a job well done!

This past year has proven to be a bit challenging for Board. Leadership changes within the organization required a concerted effort for those on the board, and I feel we accomplished our goals in a focused way. I would like to personally thank the board members for their dedication and taking responsibility and accountability in a year of great need and change within English Online.

Further to staffing changes, the board also saw a few members come and go this past year. Most notably was the departure of Jo-Anne Schick, a longstanding member of the EO board. Jo-Anne's contribution to English Online and the board will resonate for years to come. Jo-Anne has graciously agreed to be a part of this evening's AGM and speak to you about her many years of experience with English Online. The board also saw another long serving board member move on, Marcela Mangarelli. Marcella has been with the English Online board for over 5 years, we appreciate her contribution and she will be missed! Iwona Gniadek also stepped down from her role as Board Chair, requesting a leave of absence to complete her Master's degree. I was asked to take on the Chair role in an acting position and I have to say it's been both an eye opening and rewarding experience.

Looking ahead to the upcoming year, I feel English Online is in a strong position to be able to expand its offerings to an increased audience across Canada. The Board will be there to support and help provide guidance in these endeavours and others that are pursued by this passionate and eager organization. The board wishes to thank all of the staff who endured the changes throughout this year and welcomes new staff to the organization.

*Mike Livingstone*  
*Chair, Board of Directors*



## Message from the Executive Director

The past fiscal year, April 2018 - March 2019, was a year of change and challenge for English Online. Aside from welcoming a new e-Facilitator, EO onboarded e-Volunteer Coordinator, Lead e-Facilitator/LHS Coordinator, and Settlement Services Coordinator.

Another change that EO experienced was the change in leadership. While encountering changes, the primary challenges were to hold together, face the changes, and work through them as a team. The EO crew embraced and withstood successfully these changes and challenges.

Despite the changes and challenges, EO adhered to its mission of "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." The following pages showcase some of the highlights in delivered settlement, integration, and language services by the EO crew.

Moreover, Learners' Feedback page sheds some light on how instrumental and invaluable EO services are in "providing flexible and accessible services that enable newcomers to succeed and reach their full potential."

I would like to conclude this message by the words of Michael Jordan: "Talent wins games, but teamwork and intelligence win championships." Reflecting again on the past fiscal year in the role of Executive Director as of August 2019, I would like to acknowledge the EO crew for their collaborative, creative, and professional work and invite their collaboration, creativity, and professionalism to the current fiscal year.

*Irina Volchok*  
*Executive Director*



# LIVE and LEARN Statistics

## LIVE Statistics:

- 108 Settlement articles
- 6 Newcomer stories
- 7 Language Tips of the week videos
- 79 Articles for CLB 3-4

## LEARN Statistics:

- 64 Learners serviced
- 500+ Hours of settlement & language support (e-Volunteers)
- 65 Unique learners supported (e-Volunteers)

71

Multi-week sessions delivered

182

Drop-in sessions facilitated

12

Canadian idioms activities developed

131

Settlement Workshops developed

50

LINC Home Study students serviced

12

Monthly Learning Plans shared

# livelearn.ca Registered User Statistics

47,221 Page visits  
508 Logged-in learners

## Live

4,238

total page visits to settlement topics by logged-in users

### Most Popular Articles

1. 5 Steps to an engaging presentation (Language Training)
2. Canadian Citizenship (About Canada)
3. Your communication skills and the CLB (Language training)
4. Setting English learning goals the SMART way (Language training)
5. 5 Best reasons to learn English online (Language training)

136

total quiz attempts by logged-in users

## Learn

16,862

total page visits to activities by logged-in users

### Most Popular Activities

1. Language tip of the week (Language Training)
2. Canadian Idioms (Improving English)
3. Digital Citizenship (Settlement in Manitoba)
4. iEnglish (Learning Strategies)
5. Language Explorer (Language Training)

### Most Popular Content (across Canada)

#### Activities

1. Canadian Idioms (Improving English)
2. Lunch & Learn (Language Training)
3. iEnglish (Learning Strategies)

#### Articles

1. Canadian cultural values and beliefs (About Canada)
2. Canada's three levels of government (About Canada)
3. 10 Basic things to know about Canada (About Canada)

## livelearn.ca Users Across Canada

141,120 Unique Users  
6,428 Hours spent on site  
350,306 Page visits

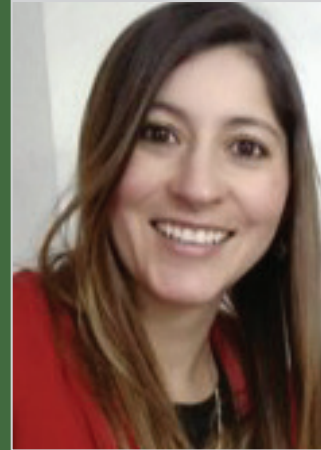


# Learners' Feedback



"I joined these classes 1 and half months ago and I feel big change in myself. I feel more confident to talk in English and also these classes improved my listening skills. Thanks for your all team who gave me a chance to improve my English skills."  
*Amandeep D.*

"I think that English Online is a fantastic way to improve your English, you only need a computer, without thinking about the weather conditions. Everything is so organized; you can see the schedule and join the class that you want; the teachers are really good doing their jobs. It's a perfect space to talk, read, learn English with people around the world."  
*Esperanza C.*



"I am very thankful to all faculty members of English Online, who have provided a great opportunity to learn English to all newcomers or people who cannot attend classes due to some reasons. All learners learn new things such as how to survive in different seasons, about banks, transportation, health, jobs, taxes, history of Canada, important days, education, activities etc. These classes are time saving. There is no need to waste some time on the road. Once again I thanks a lot to English Online group".  
*Amandeep S.*

"Online class is more convenient for those who are busy and could not attend the class. Student feels more comfort especially old people when attending the class with younger students. In online classes, there is more concentration between the teacher and a student. Direct communication gives more positive results upon discussion or answering questions."  
*Ayman F.*

"I really would like to write about the English classes because they gave me a chance to learn from home. I learnt lots of things and improved my English as well. If I don't have a chance to attend the classes from home, it could be impossible for me to learn English because of my work schedule. Thanks to the all LHS staff for being with us, thanks a lot."  
*Kiranjit K.*

"I would like to say big thanks to LINC. They provide great online website for one-on- one learning. Moreover, I would like to appreciate teacher Jill who always encourage and support me to complete my task and achieve my goal. She is a great teacher along with lots of experience in teaching. Thanks for being my teacher, Jill."  
*Harjeet D.*

"I attended online classes because Regional connections in my area had basic English classes only. With my very busy schedule online learning was very convenient for me. My English improved for sure, and I got more comfortable with speaking in public."  
*Jenny H.*

# Thank You!

## Volunteers

### Board Members:

*Mike Livingstone  
Iwona Gniadek  
Greg Reader  
Cathy Dowd  
Stephanie Olson  
Marcela Mangarelli*

*Rainer Stadius  
Sophia Coley  
Christiana Eliott  
Tehreem Zafar  
Nourhan Ibrahim  
Anne Horton  
Meral Hussein  
Alison Mcgillivray*

### Volunteer e-Tutors:

*Catherine Bray  
Bushra Majid  
Debbie McCuaig  
Fiona Smith  
Mark Houldsworth  
Mary Moore  
Mary Kutrana  
Samir Hammad  
Yuen Wong  
Ken Yardimoglu*

### Career e-Mentors:

*Vadim Nazim  
Mechanical engineering  
Samir Hammad*

### Settlement e-Volunteers:

*Farida Khatoon  
Walter Galvarino  
Mischella Diwa*

## EO Staff

*Natalia Aleko  
Cyriln Loza  
Pei-Jean Toews  
Blaine Roberts  
Yini Song  
Elena Yemelyanova  
Pakinam Elalfy*

## LHS instructors

*Jill Hart  
Irina Volchok  
Karen Loeb*

## EO Contractors

*Alex El  
Guadalupe Camorlinga*

## Partners

*Manitoba Nurses Union CCCN program  
New Language Solutions (former TVLT Media Language Training Inc)  
The Manitoba Association of Newcomer Serving Organizations (MANSO)*

Funded by:



Immigration, Refugees  
and Citizenship Canada

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Immigration, Réfugiés  
et Citoyenneté Canada