



## ***ANNUAL REPORT***

April 2019 - March 2020

## 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

An important tradition has been established by previous Chairs, and that is to remind us that recognition and respect are important elements for fostering healthy and reciprocal relationships among community members. In this spirit, I would like to acknowledge that English Online is situated on land that is Treaty 1 territory. The land, on which we serve newcomer clients is the traditional territory of Anishinaabek, Cree, Oji-Cree, Dakota, and Dene Peoples, and the homeland of the Métis Nation. We are grateful for the opportunity to live and learn on their territory and support the needs of newcomers.

For all of us, the year 2020 has been unlike any other. The global pandemic has interrupted our lives and wreaked havoc with our routines. For English Online, these past six months have been business as usual. Teachers have continued their online instruction via well-established communication channels; learners have continued their online learning from the comfort of their home. While other settlement service providers may have struggled to adjust to the new reality, English Online benefitted from having a learning system in place that proved immune to the turmoil caused by the pandemic. In these times of unprecedented change, the organization's approach to delivery of language and settlement services has proven to be a model for stability and success.

This is not to say that 2019/20 has been without its challenges for the organization. It was another year marked by changes in leadership and uncertainty about future funding. It speaks to the strength of the organization that it has emerged from these challenges with renewed energy and stamina. In August 2019, the Board welcomed Irina Volchok to the position of Executive Director. Irina brings with her a wealth of knowledge in English language teaching and the delivery of settlement services. The Board is confident that it has found in Irina a leader who will help the organization prosper and thrive as it enters a period of new funding arrangements. In 2019/20, these included new funding by the Manitoba Government, which allows English Online to extend its services to many more Manitoba clients. In addition, amendments negotiated with its federal partner allowed the organization to continue delivery of its LINC Home Study Program throughout the year.

The pandemic has changed the educational landscape in significant ways. A few years ago, it would have been unthinkable for mainstream education providers – schools and universities – to deliver their courses online. Now, it has become a reality. In this new environment, English Online has had an important strategic advantage. It brings significant expertise and experience in the design and delivery of online education. Together with the organization's leadership team, the Board hopes to build on this strategic advantage to serve and assist an ever-increasing number of newcomers to Winnipeg and Manitoba. The Board thanks Irina and the staff at English Online for their dedicated and successful support of newcomer clients. Lastly, a thank you to the board members who served in 2019/20, particularly to Iwona Gniadek, who served as Chair between March 2018 and March 2019, and Mike Livingstone, who took on the role of Acting Chair between March 2019 and October 2019.

*Stephanie Olson*  
Chair, Board of Directors



## Message from the Executive Director

I would like to begin this message by acknowledging that English Online is in Treaty 1 territory and that the land on which English Online serves newcomers in the traditional territory of Anishinaabek, Cree, Oji-Cree, Dakota, and Dene Peoples, and the homeland of the Métis Nation.

If 2018-2019 is remarkable for onboarding four new staff and welcoming Natalia Aleko in her new role as the Interim Executive Director, 2019-2020 is outstanding for a two-fold leadership change, piloting a provincially funded project, and re-evaluating English Online's internal processes and programming.

I would like to thank English Online's Board of Directors, staff, funders, partners, and contractors for being patient, caring, and supportive as I transitioned to the role of Executive Director. Also, I would like to acknowledge everyone's collaboration, professionalism, and creativity in the network and the work we jointly completed over the last fiscal year.

Another leadership change was among the Board of Directors. Mike Livingstone became the Acting Chair at the beginning of the fiscal year. In October, 2019, the Board of Directors welcomed Stephanie Olson as the Chair. Stephanie brings a wealth of experience and expertise in the field of English as an Additional Language. Thank you, Mike and Stephanie, for your contributions to the life of English Online.

In 2019-2020, English Online signed an agreement with Manitoba Economic Development and Training and piloted the Live&Learn Plus project. For the first time, English Online began to service Manitoba clients: Temporary Workers and their spouses and adult dependants, Refugee Claimants and their spouses and adult dependants, Canadian Citizens who present as newcomers, and spouses and adult dependants of Study Permit Holders. And, two new staff were welcomed to English Online to execute the project. The success of the project would not be possible without the collaborative work of all staff.

Lastly, English Online team collectively re-evaluated the execution of English Online's internal processes as well as programming. The team revamped such process as Registration and Attendance Reporting, piloted two new drop-in, Conversation Circles – Writing Workshop and Reading Club, and developed English Self-Assessment tool for learners who lack the formal CLB assessment report.

English Online success also depends on its learners – the newcomers to Manitoba. The following pages showcase the contribution of “flexible and accessible services that enable newcomers to succeed and reach their full potential” as well as the benefit of 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.”

To conclude, I am looking forward to another year of teamwork, expertise, and breakthroughs!

*Irina Volchok*  
Executive Director



# LIVE and LEARN Statistics

## LIVE Statistics:

- 93 Settlement articles
- 6 Newcomer stories
- 8 Language Tips of the week videos
- 39 Articles for CLB 3-4

## LEARN Statistics:

- 48 e-Volunteers
- 500+ Hours of settlement & language support (e-Volunteers)
- 85 Unique learners supported (e-Volunteers)
- 50 LINC Home Study students served

68

Multi-week sessions delivered

150

Drop-in sessions facilitated

132

Conversation Circles delivered

24

Canadian idioms activities developed

38

Settlement Workshops developed

12

Monthly Learning Plans shared

# livelearn.ca Registered User Statistics

46,330 Page visits  
583 Logged-in learners

## Live

4,241

total page visits to settlement topics by logged-in users

### Most Popular Articles

1. Nursing is a long term investment (Employment)
2. 5 steps to an engaging presentation (Language Training)
3. Canadian Citizenship Overview (About Canada)
4. Manitoba Health Care coverage (Health Care)
5. Tips to maximize your online experience (Digital Citizenship)

110

total quiz attempts by logged-in users

## Learn

13,577

total page visits to activities by logged-in users

### Most Popular Activities

1. Language tip of the week (Language Training)
2. Canadian Idioms (Language Training)
3. iEnglish (Learning Strategies)
4. Intermediate Exercises (Employment)
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. Taking your citizenship test? 5 tips to ace it (About Canada)
3. Canada's three levels of government

## livelearn.ca Users Across Canada

171,258 Unique Users  
7,004 Hours spent on site  
398,742 Page visits



# Learners' Feedback



"When I moved to Canada from Mexico to live with my husband, I supposed I spoke English. But soon I discovered it was not good enough. When I found English Online I can't believe how lucky I was: free, convenient and personalized weekly tuition. Also their website is so friendly and the

exercises are easy to understand. Every 3 months my teacher and me review my advances and together we can redefine and set new goals. My English level improved a lot and I have gained the confidence to interact in any situation, personal and in my job. Thanks to all the English Online team to facilitate my integration to the Canadian lifestyle and in special to my awesome teacher Yini Song."

*Gabriela C., LHS Student*

"I am very grateful for the opportunity to study English online; I have improved my skills and communication with my co-workers. I also appreciate the flexibility of being able to continue my classes online especially when I am in Winnipeg or working up North."

*Octavio C., LHS Student*

"I've been on English Online since October, 2019. This program has helped me improve my speaking. My friends and coworkers ask me what I'm doing because they say that now I sound more confident when I am talking in English. Definitely I feel more comfortable and secure when I am speaking in English."

*Carina T., LHS Student*

"My name is Syeda, being a new immigrant in Canada I am willing to improve my English language. I recently enrolled myself in 'English Online', where I got the opportunity to improve my English language skills i.e. speaking, listening, reading & writing. English Online is a great platform for newcomers & provide all their support especially in current pandemic situation with flexible timing options. I really appreciate all the teachers for their honest efforts & for providing friendly environment. In a very short span of time I am feeling myself so confident. I would recommend all newcomers to join 'English Online' which providing right path in a right manner to get English language skills."

*Syeda F.*



"Hello, I am very pleased with the online training. I would like to thank the online training teacher for the quality, affordable and very interesting training. I would like to note such points as: flexibility of the schedule of classes, professional activities of the teacher, a large amount of educational material, control over

homework. The systematic and attentive study of the English language with this course helps me a lot in integrating into the Canadian environment."

*Sergii K., LHS Student*

"I have very good experience learning with English Online. The courses are very well organized and the teachers are always preparing the content very well too. In the course the instructors are not only teaching the learning material but also encouraging learners to read, speak and think. The contents they prepared are always practical, up-to-date, and interesting. These online courses for me, a new comer, just like a ray of sunshine during this miserable pandemic period of time. I would take this opportunity to say- Heartfelt thanks to Nastashya, Pam, Blaine and other instructors! I like all of you here, you are always nice and ready to help. I wouldn't improve my English and establish my confidence so quickly without your instruction and help in past three months."

*Yanbin (Vincent) Z.*



"English Online was my first English language learning website; studying in a group, participating in online sessions, and sharing my ideas helped me to be confident when I am communicating. There is always a language barrier, but when I started with English Online that barrier was slowly disappearing because English Online classes made me understand different ways of adhering to the Canadian traditions and culture. In this way I can speak without judging or fearing making a mistake. If I make a mistake, the facilitators are always telling me to say the correct way. In addition, the facilitators were picking different topics, and I was able to express my feelings and explain what I know. Also hearing other students' ideas helped me to expand my knowledge."

*Rahwa M.*

"Where there is a will there is way. I am remarkably happy to share my opinion regarding English online classes. I enhanced my English skills with the assist of the tremendously assertive and practical curriculum of English Online. For instance, my instructor points out my mistakes while I am talking, and gives me the chance to improve it by writing it, so I can kill two birds with one stone. There is no doubt that it's the prime site to obtain information about all aspects of Canadian society such as history, culture and places to visit. I can distinctly see my improvement after joining the program. Thank you so much to all the staff for providing a chance for us to integrate the Canadian language and culture."

*Khadija (Sedna) A.*



"The good thing about this program (in MB) is that you can learn English while you're working. You can practice your English at work in the day and then at night you can learn grammar or other language skills. In my case, my work demands that I travel abroad. Even then, I can still work on my English lessons and study.

It has a certain level of flexibility and I think that's the great advantage of this program."

*Alfredo S.*

# Thank You!

## Volunteers

### Board Members:

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

### e-Volunteers:

*Catherine Bray  
Bushra Majid  
Debbie McCuaig  
Fiona Smith  
Mark Houldsworth  
Mary Moore  
Mary Kutrana  
Samir Hammad  
Yuen Wong  
Ken Yardimoglu  
Rainer Stodus  
Sophia Coley  
Christiana Elliott  
Tehreem Zafar  
Nourhan Ibrahim  
Maria Lee Fook  
Anne Horton  
Meral Hussein  
Alison McGillivray  
Heather Luong  
Afshan Hussain  
Philip Swan*

*Amrita Gill  
Ghada Hassan  
Prashant Matlani  
Mariana Kalvatcheva  
Shyrose Jiwa  
Jian Gao  
Tony Tao  
Susie Dong  
Gloria Han  
Sabika Abbas  
Alex Tilley  
Chris Legg  
Tia Arcaro  
Mehmet Sahiner  
Shaheen Kapadia  
Nadine Russell  
Sania Marwaha  
Bibi Kawthur  
Marjorie Bowen  
Vadim Nazim  
Samir Hammad  
Essam Kolta  
Farida Khatoon  
Andria Wolgemuth  
Walter Galvarino  
Mischella Diwa  
Tamer Khedr  
Heba Farag  
Maricelle Banay  
Jacinta Uramah*

## EO Staff

*Irina Volchok  
Yini Song  
Pei-Jean Toews  
Natalia Aleko  
Elena Yemelyanova  
Cyrilin Loza  
Blaine Roberts  
Pakinam Elalfy  
Nastashya Wall  
Mounira Ajenkar*

## 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:

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Immigration, Refugees  
and Citizenship Canada

Immigration, Réfugiés  
et Citoyenneté Canada

Manitoba Education and Training  
Education et Enseignement Supérieur

