



**FORWARD
TOGETHER**

CESBA Conference 2024

December 4-5

CELEBRATING 25 YEARS

**AVANCER
ENSEMBLE**

Conférence de CESBA 2024

4-5 décembre

CÉLÉBRONS NOS 25 ANS

The Best of Blended Learning

Presenters:

Kathryn Rayner, Program Advisor - Marketing, Outreach and Partnerships, The Centres for Employment & Learning of the Avon Maitland District School Board

Sarah Gauvreau, Director, Literacy & Basic Skills (e-Channel), Contact North | Contact Nord

History of e-Channel

- 2007 Launch: Following a successful 2003 pilot in distance learning.
- Initial Streams:
 - Anglophone: The LearningHUB
 - Indigenous: Good Learning Anywhere
 - Francophone
- 2008: ACE Distance (College Sector Committee) added for online academic upgrading
- 2010: Deaf Stream piloted by George Brown College
- 2011: COFA designated for Francophone stream delivery
- 2010-11: Transitioned to permanent program funding
- 2022 Council of the Federation Literacy award



e-CHANNEL.CA

November 2024

STRENGTHENING LITERACY & BASIC SKILLS (LBS)

HOW CONTACT NORTH SUPPORTS ONTARIO'S E-CHANNEL PROVIDERS

Contact North is one of 10 Provincial Support Organizations for Literacy (PSOL), providing free capacity-building support and service enhancement for e-Channel's five literacy & basic skills service providers, for other PSOL members and for Ontario's 16 LBS Regional Networks. We are funded by the Ministry of Labour, Immigration, Training and Skills Development to provide these services.



We facilitate research that examines technology integration into LBS programs. Examples include Extended Reality in LBS, Blended Learning 2.0, and unlocking learning potential with affordable AI tools.



LBS RESEARCH PROJECTS

We manage and maintain the English/French e-Channel portal at <https://e-channel.ca>.

e-CHANNEL EN/FR PORTAL

We provide technical facilitation and co-chair activities to enhance online LBS capacity, such as Pop-up PD and regional training sessions.

TECH FACILITATION, HOSTING & CAPACITY BUILDING



PARTNERSHIPS WITH EMPLOYMENT SERVICES

Contact North works with Ontario Works and Employment Ontario to recruit and refer clients to suitable training and education.

We coordinate and organize e-Channel-specific meetings and professional development events.

NETWORKING AND PROFESSIONAL DEVELOPMENT

We host and maintain the repository for new Skills for Success (SFS) curriculum resources at <https://lbsresourcesandforum.contactnorth.ca/>

SKILLS FOR SUCCESS RESOURCE REPOSITORY



MILESTONES & CULMINATING TASKS REPOSITORY

We host, manage and provide secure user access to a website with all milestones and culminating tasks.

EDTECH PLATFORMS



We support and maintain licences for Zoom, BigBlueButton, Moodle and XR technologies. We also maintain the Edmentum software licence, and support students and instructors with resources such as videos, recordings and PDF guides.

BLENDED LEARNING PROMOTION AND TRAINING

We develop and deliver resources, videos and presentations for blended learning.

LAPTOP LOAN PROGRAM



We administer and support the laptop loan program, which provides laptops and Microsoft Office software, and covers maintenance and shipping.

IT HELPDESK



We troubleshoot issues with Zoom, BigBlueButton, Moodle, and XR technologies, provide specialized support for Moodle users, and provide technical assistance for the laptop loan program.

We create and distribute Winter, Spring/Summer, and Fall course guides, promotional flyers and social media content.

e-CHANNEL PROGRAM AND COURSE PROMOTION

HERE'S HOW WE HELP

Blended Learning 2.0 Pilot (2023-2024)

- Managed by Literacy Link South Central with Contact North
- Case study to demonstrate the benefits and challenges of partnerships between LBS onsite service providers and e-Channel providers in the delivery of blended learning programs
- Aimed to share insights and recommendations for blended programs
- **Full report and webinar available:** e-Channel portal - Blended Learning resources

Did you attend the
Best of Blended
Learning Webinar on
March 5, 2024?






Have you ever referred someone to an e-channel provider before?

ACE
DISTANCE / ONLINE

F O D
FORMATION À DISTANCE


Good Learning Anywhere
SIOUX-HUDSON LITERACY COUNCIL

DEAF LEARN NOW 

the learning HUB 


FORWARD TOGETHER AVANCER ENSEMBLE


cesba



E-Channel.ca

FREE online literacy education for adults living in Ontario

"Supporting a blended delivery model with Face-To-Face programs."

5 Organizations

ACE Distance
Deaf Learn Now
Formation à distance
Good Learning Anywhere
The LearningHUB



7000+ Learners Served

Serving 7000+ learners across all of Ontario each year!



500+ Courses

500+ unique courses specifically designed for online learning.



700+ Years of Experience

Over 700 years of practitioner experience combined developing and delivering online courses.



5 Goal Paths

45% Employment
4% Apprenticeship
5% Secondary School Credit
30% Post-Secondary
16% Independence



***2019-20 Data-Numbers approximate



acedistancedelivery.ca

Offers grade 12 equivalent e-learning courses to help learners qualify for:

- Post-secondary admission
- Apprenticeship registration
- Employment/promotion



deaflearnnow.ca

- The first fully online literacy program for Deaf and Hard of Hearing Adults in the world
- Plays a role of integrating community & reduces social isolation for individuals to connect with one another
- Deaf-First - in program and course design



sefad.ca

- Online micro-courses are offered on an individual independent basis, or via blended learning with COFA members and other community partners
- 2016 recipient of the Association canadienne d'éducation des adultes des universités de langue française Business Excellence Award



goodlearninganywhere.com

- Mission: to provide a *culturally supportive, flexible environment* for First Nations, Aboriginal, Métis and Inuit individuals, communities and organizations striving to improve their skills in order to improve the *quality of life* at home, at work and in the community.



learninghub.ca

- Part of the e-Channel Strategy project starting in 2007; established as a program in 2010
- 2013 recipient of the Great-West Life and London Life and Canada Life Literacy Innovation Award
- 2017 recipient of the Council of the Federation Literacy Award for Ontario

ACE

DISTANCE / ONLINE

- College Sector Committee for Adult Upgrading
- Provides Grade 12 equivalent courses for adult learners aiming for employment, apprenticeship, or college admission
- Sample Courses: Biology, Chemistry, Physics, Communications, Self-Management, Math (Apprenticeship, Business, Core, Technical), Computer Fundamentals

DEAF LEARN NOW

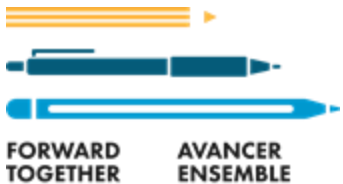
- George Brown College
- Online literacy and basic skills for Deaf and hard of hearing learners
- Sample Courses: Deaf Culture, Math, Basic English, Resume & Cover Letters, Canadian Citizenship, Food Certification, G1 Driver's Test Prep, WHMIS Certification



- Coalition ontarienne de formation des adultes (COFA)
- Online courses for Francophone learners
- Sample Courses: Conflict Resolution, Computer Basics (Windows), Web Security, Basic Math, Math for Apprenticeships, Essential Job Skills, Microsoft Office (Word, Excel, PowerPoint)



- Sioux-Hudson Literacy Council
- Literacy and essential skills for Indigenous adult learners
- Sample Courses: Business Planning (Be Your Own Boss), Excel & Google Spreadsheets, Indigenous Cultures & Innovation, Food & Culture, Truth and Reconciliation





- Centres for Employment & Learning, Avon Maitland District School Board
- Online courses for anglophone adult learners
- Sample Courses: Intro to Graphic Design (Canva), Microsoft Office (Excel, PowerPoint, Word), Quickbooks, CAEC math prep, Journaling for mental health

Have you ever used blended learning with an e-channel provider before?



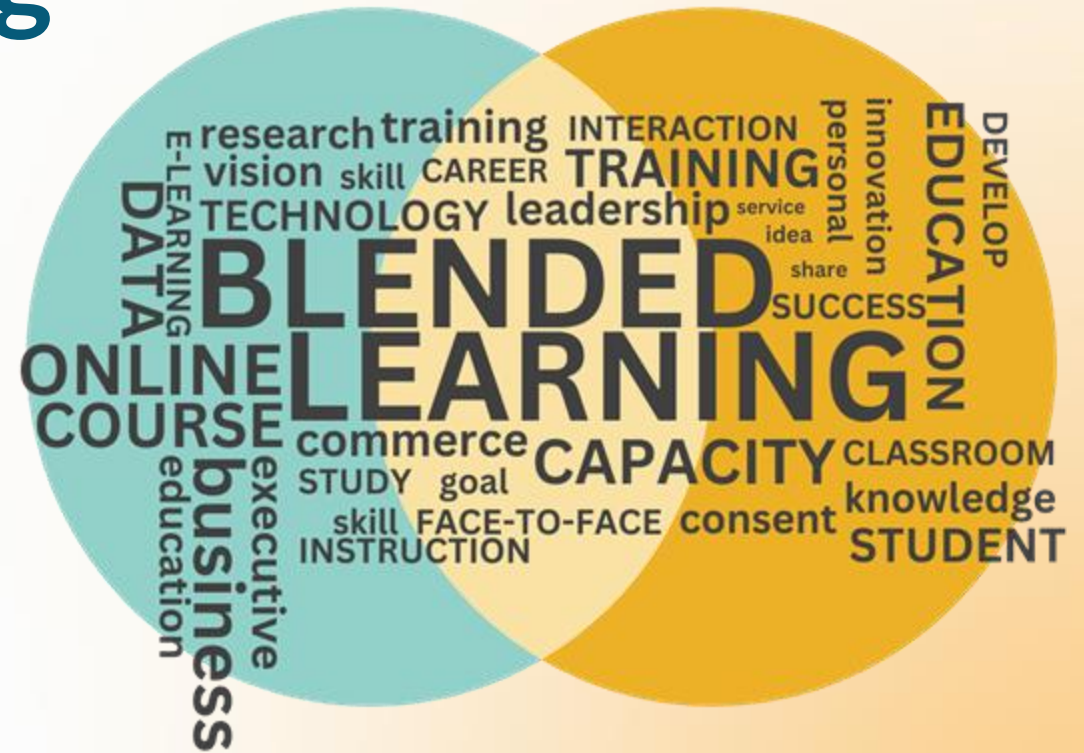
What is Blended Learning

According to Alphaplus

Blended learning is an approach where educators leverage technology and digital access for learners to create, communicate, collaborate and apply critical thinking skills to construct knowledge in our connected world

What is Blended Learning

- Combines Face to Face with online learning
- Supplements classroom courses
- Can review online course materials in person
- Reinforce concepts that are taught in face to face
- Provide courses not available locally



Face to Face LBS

- **Characteristics:**
 - Interactive classroom settings, hands-on activities.
- **Benefits:**
 - Personal interaction, immediate feedback
- **Challenges:**
 - hours, summer closure, learners who can't / don't want to come into the classroom



e-Channel

- **Characteristics:**
 - Online courses and virtual training sessions
- **Benefits:**
 - Self-paced learning, wider accessibility, large pre-made curriculum
- **Challenges:**
access to technology, need to be self-motivated



Blended Learning Challenges

- two goal paths = time management issues
- office closures = accessibility issues

Solutions

- loaner laptops
- proper documentation and hand off
- clear communication between practitioners

Benefits

- Share Milestones
- Provide more opportunities for service coordination
- Added support of a second LBS practitioner
- Shared caseload management
- Collaborative learner plan development



Modify Plan Item :

* required field

Details

Name	Manage Learning	Outcome	
Expected Start Date *	06/11/2024	Expected End Date *	06/01/2025
Actual Start Date	06/11/2024	Actual End Date	
Estimated Cost		Actual Cost	
Expected Outcome *	Level 1	Good Cause	

Additional Information

Service Delivery Site *	AMDSB - Centre for Employment & ...	Delivery Method *	E-Channel
Blended Learning	<input type="checkbox"/>		
Milestone	229-E.1 - Monitor and manage your learning plan.		

Comments

Save Cancel



Benefits

- Share Milestones
- Provide more opportunities for service coordination
- Added support of a second LBS practitioner
- Shared caseload management
- Collaborative learner plan development



Blended Learning Registrations



How do I register one learner?

Classroom Practitioner Steps:

- fill in the referral form on LH website
- email registration.learninghub@ed.amdsb.ca with name(s) of learner and if you'll be sending us the paperwork OR if you want link sent to learner
- classroom practitioners can scan in the PRF and assessment (minus SIN)

LearningHUB Steps:

- intake reaches out to the learner to get their SIN
- learner is assigned to a LH practitioner
- LH Practitioner reviews referral form for communication preferences and learning goals

How do I register a group?

Classroom Practitioner Steps:

- email kathryn.rayner@ed.amdsb.ca to set up partnership and get Excel file
 - Partnership details include timeline, courses, # of participants
- email registration.learninghub@ed.amdsb.ca with learner names, password protected excel file, and any additional documentation

LearningHUB Steps:

- intake registers learners from information given
- all learners are assigned to 1-2 practitioners for consistency



Blended Learning Registration Process

Blended Learning Registration Process - Sharing your LBS Learner's Registration/Assessments with the LearningHUB

[Click here to download a printable copy of these instructions.](#)

The LearningHUB has started a new registration process for learners who are being referred in by LBS classroom providers. Our goal is to prevent the duplication of registration and assessment (which can be onerous for learners), in order to provide a streamlined process for LBS classrooms who wish to blend their learners with the LearningHUB; and to encourage more LBS classroom programs overall to refer learners to us for blended learning. Here are step-by-step instructions for this new registration process:

Step 1) Classroom LBS practitioner sends an email to the LearningHUB's Intake team, info.learninghub@ed.amdsb.ca letting us know that you will be sending a referral for a learner. Please include the learner's first and last name + attach their classroom LBS Participant Registration form and initial assessment/s in that email.

Please Note: If you feel the learner's initial assessment no longer reflects their current Reading/Writing skills, please provide an updated sample of their Reading/Writing.

Step 2) Classroom LBS practitioner completes the LearningHUB's online Referral form - <https://survey.alchemer-ca.com/s3/50069043/referralform>

Readiness Checklist

Referral Form [↗](#)

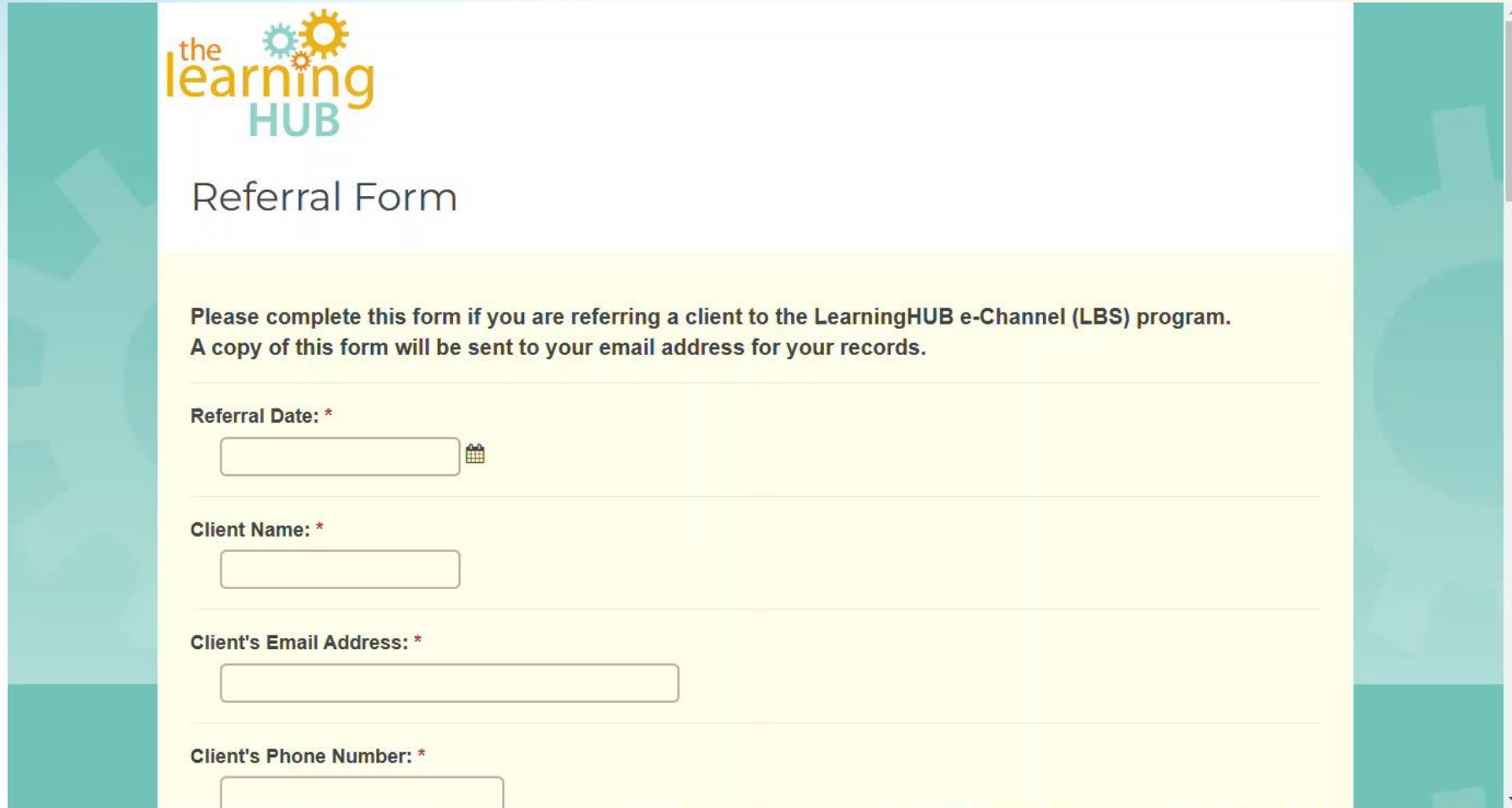
Referral FAQs

Blended Learning

Blended Learning Registration Process



Our Referral Form




The Learning HUB logo is at the top left, featuring the text "the learning HUB" with three gears of varying sizes above the word "learning". Below the logo, the title "Referral Form" is centered. A yellow highlighted box contains the instruction: "Please complete this form if you are referring a client to the LearningHUB e-Channel (LBS) program. A copy of this form will be sent to your email address for your records." Below this are four form fields, each with a label and an asterisk indicating it is required: "Referral Date:" with a calendar icon, "Client Name:", "Client's Email Address:", and "Client's Phone Number:". The form is set against a light green background with faint gear patterns.

the learning HUB

Referral Form

Please complete this form if you are referring a client to the LearningHUB e-Channel (LBS) program. A copy of this form will be sent to your email address for your records.

Referral Date: *



Client Name: *

Client's Email Address: *

Client's Phone Number: *

Excel Group Registration

- Legal First Name, Legal Last Name, Middle Name, Preferred Name
- Social Insurance #
- Gender
- Date of Birth
- Country of Birth, Status in Canada
 - Immigrated to Canada? Date Arrived in Canada (if born outside of Canada)
- Marital Status, # of Dependents
- Primary Phone #, Email Address, Address
- Preferred language, Language spoken at home, last workplace
- Newcomer, Francophone, Disability, Racialized person
- Highest level of education & where did you complete it
- Time out of school & training
- History of interrupted education?
- Employment experience, current employment status & time out of work
- Income source

	Legal First Name	Legal Last Name	Middle Name	Preferred Name
3				
4	Example: Jane	Doe	E	Jane
5				
6				
7				
8				
9				
10				
11				
12				
13				

No Referral In - what happens?

- Intake team makes note that learner is active with LBS provider in CaMS, but no contact given
- LH practitioner follows up with the learner about classroom
- If the learner still active with classroom, consent will be requested
- If no classroom response, LH does not consider it to be blended

Success Stories

- Kingsbridge - DOORS
- Conversation Circle
- Reach For Success
- NWALC - Excel



Tip: Loaner laptops and Internet HUBS are available through Contact North



**NEED A FREE
LOANER
LAPTOP AND
INTERNET
ACCESS?**

Access to technology shouldn't get in the way of your goals! Contact us for more details.

CONTACT NORTH
NORD

Tip: Check out our curriculum and tools!



Time to try!

We have created trial accounts for all of our platforms

Take some time to try out the different platforms!

Scan here to
try InStage





Let's Review...

- **Recap of Key Points:**
 - Importance of blended learning in LBS
- **Review of blended learning docs on e-Channel Portal**
- **Laptop loan program**
- **Future Directions:**
 - Innovations and potential improvements in delivery



Tell us what you think!

Visit:

www.cesba.com/2024surveys

or use the QR code to share feedback on this workshop.



Thank you

Merci



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