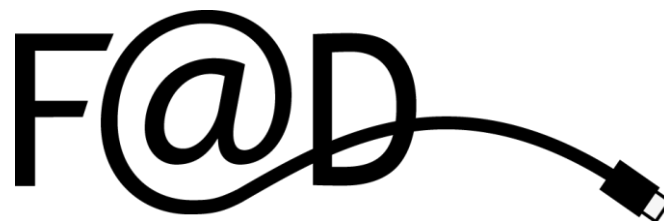# How to Make it a Win

in Blended Learning

Facilitator: Rachel Anne Normand, Program Manager

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Le service de formation à distance
pour adultes de l'Ontario

Who are we?

OUR MISSION

WHAT DO WE DO?

To offer French Ontarians with literacy needs the possibility to reach their learning objectives by following courses that are

- either given entirely online, or

- given partly online and partly in-class in a learning centre.

F@D offers:

- free courses to develop writing, mathematical and computer skills;
- referrals so that the learner may profit from the best possible learning experience;
- an evaluation before registration in order to help determine which course would best fit the learner, as well as another evaluation after their course to verify what they have learned;
- individualized learning plans clearly stating the steps to follow in order to reach learning objectives;
- follow-ups to verify learner satisfaction.

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Introduction

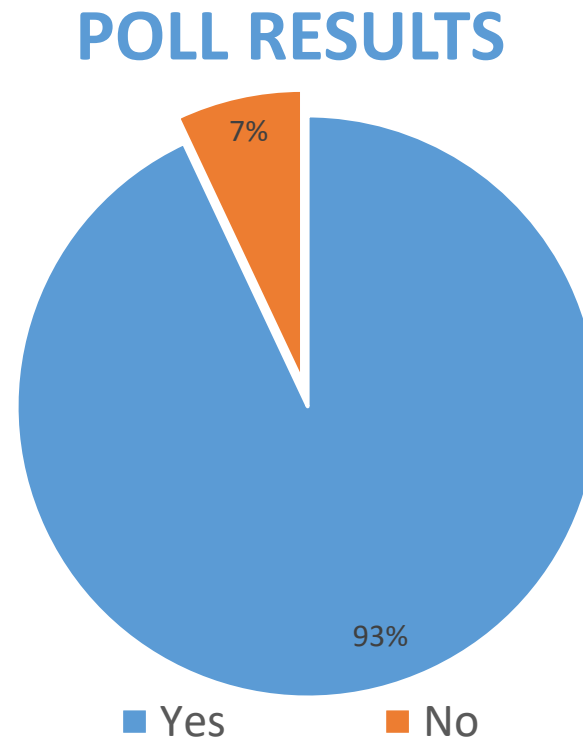What do you hope to gain from this webinar?

Participants answers

- To be able to offer more options to our learners.
- To be able to support our learners better, and with less frustration for everybody.
- To learn how to sign a learner up for 2 programs.
- To have a better knowledge of how e-channel programming can support us in the LBS classroom.
- To gain a better understanding about the process of e-channel learning so that I can apply it to our students.
- To get tips and tools about blended learning.
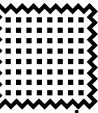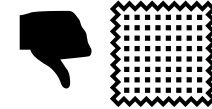- To be more efficient in giving our services.

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Round Table

Have you ever taken an online course?

POLL RESULTS

Pie chart showing 93% Yes, 7% No

■ Yes   ■ No

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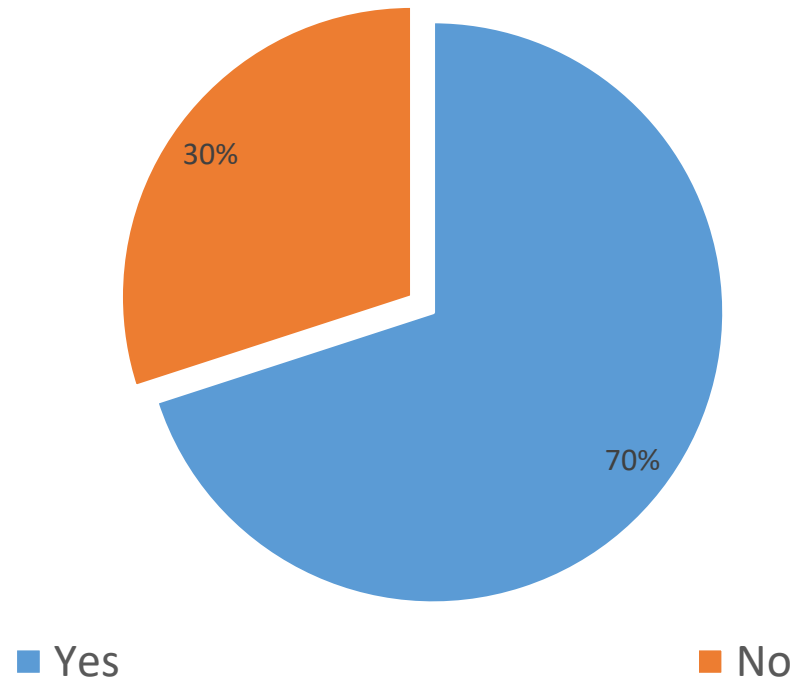# If you have taken an online course, briefly talk about your experience.

- It was a good experience; it's a different experience than an in-person classroom.
- I did a whole bachelor's degree online. It was excellent.
- I did it for a year and half and it was great. I didn't have to drive in town to be in class.
- My experience was mostly positive. It improved as I became more familiar and comfortable with the platform.
- I loved the flexibility it offered.
- I took courses to get different certifications.
- My experience was quite positive!
- It worked well with my schedule.

- There was a lot of self-study and reading materials. I found it very boring and mundane.
- I'm not a fan of online. I like to be in a classroom with options of asking questions as soon as possible.
- I find online classes are impersonal. You don't really make connections with your peers or generate meaningful discussion.
- The website/platform was not well organized or easy to use or follow. It was very confusing.
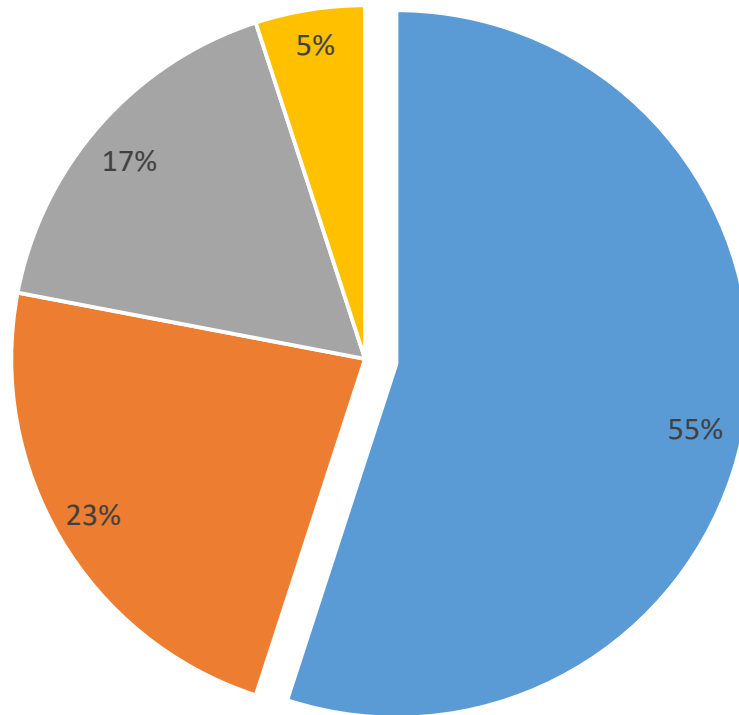- A lack of deadlines meant a lot of cramming at the end!

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Have your learners ever participated in blended learning programs?

POLL RESULTS

- Yes (70%)
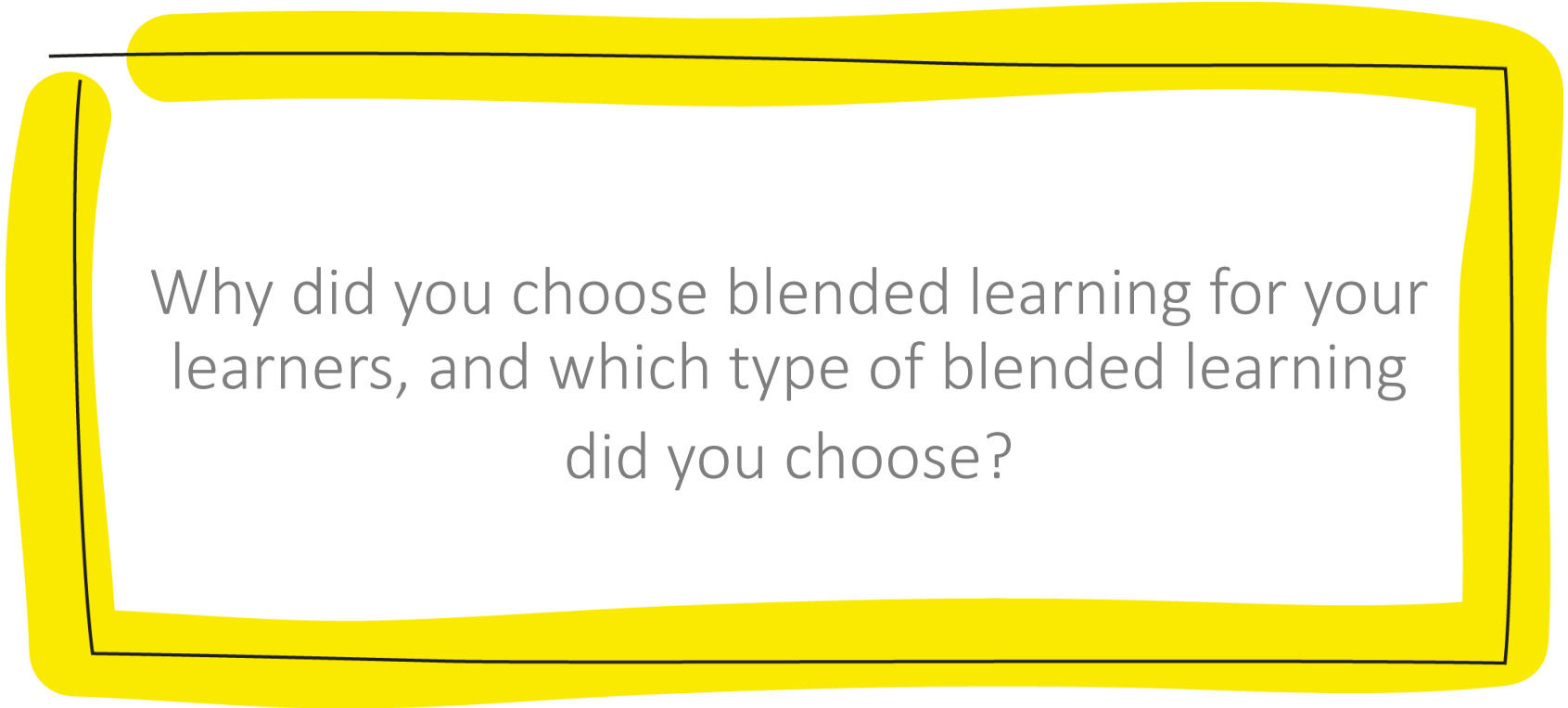- No (30%)

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Which blended learning options are offered to your learners?
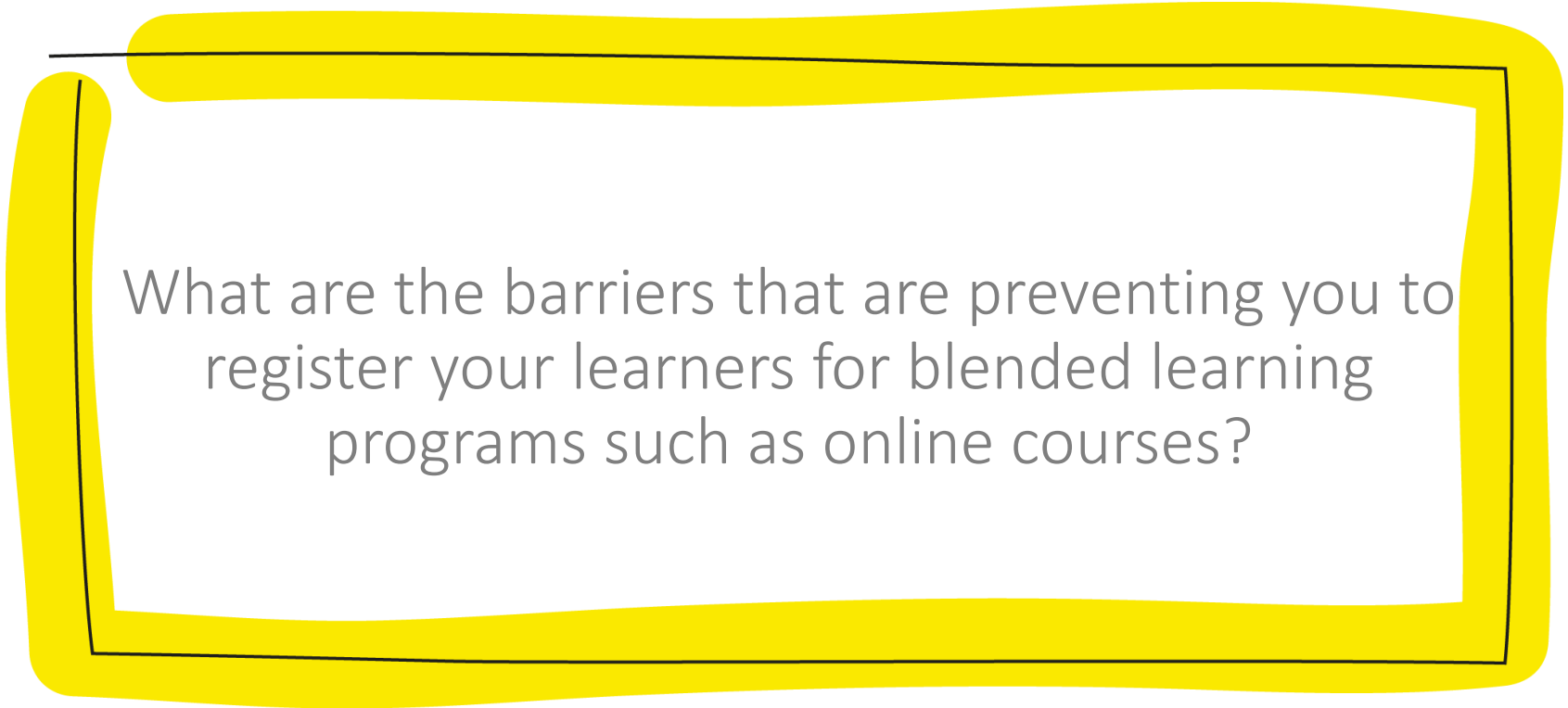
POLL RESULTS

- 55% — Online learning material (pre-recorded lectures or courses, online quizzes, etc.)
- 23% — Web-delivered courses (virtual classrooms)
- 17% — Online Workshops or Webinars
- 5% — Other

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Why did you choose blended learning for your learners, and which type of blended learning did you choose?

Participants answers

- To offer more teaching styles and accommodate more learning styles.
- To offer the opportunity to work with another practitioner.
- To provide students with another way to engage with the material.
- To keep training interesting.
- To offer students more hours of training and increased flexibility.
- To familiarize our students with the learning management system they would be working with if they moved on to post-secondary at our college.
- To offer courses that were not part of our program.

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What are the barriers that are preventing you to register your learners for blended learning programs such as online courses?

Participants answers

- Lack of computer or Internet access.
- Not sure if the learners will complete their courses.
- Lack of computer skills (for learners and instructors).
- Couldn't find desired courses.
- Unfamiliar territory for LBS staff.
- Not sure what options are available to the learners.
- Don't know how to stay in contact with online instructors.
- Learners with low literacy skills find they need more support.
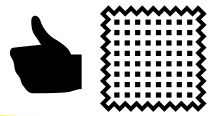- Sometimes registration is difficult for students.
- Lack of learner motivation.

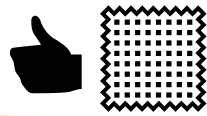F@D

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Open Discussion

Let's discuss

@ How can you make blended learning a positive experience for your **learners**?

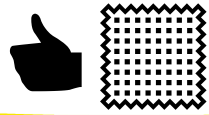@How can you make blended learning a positive experience for yourself as an **instructor**?

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👍🔲 experience for **learners**

- Offer them a course they are interested in.
  - Have good knowledge of what is available for courses so you can tailor the learning to the learner in terms of literacy level, interest, goal path, etc.

- Use tools such as videos and step-by-step instructions showing learners how to use the platform.

- Have someone available (preferably in person) to help troubleshoot technical issues.

- Offer online courses to a small group with an in class instructor.

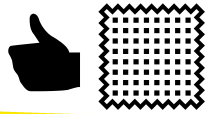- Advise the learners on how this is beneficial within their goal.

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👍 ▦ experience for **learners**

- Give them more exposure to technology (computers, tablets) so they feel more comfortable to take online courses.

- Help learners with course material when difficulties arise.

- Take an interest in what they are working on.

- Have the learners come into the classroom to do the online course.
  - o Make sure the learning centre has good computers, quality internet, and hours that work for the learners.
  - o Offer open computer lab time to learners (drop in style).

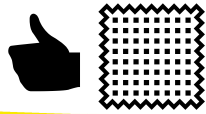- Make sure the learners know where they can access computers in the community.

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👍▦ experience for **learners**

- Create peer-support / peer-mentoring systems.

- Encourage them to use the computer and tell them that they can't break it. ☺

- Allow the learners to observe online learning before hand so they can see it's not so scary.

- Familiarize students with accessibility features.

- Get learners to participate in an "Introduction to online learning course" (orientation to online learning).

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👍🖩 experience for **instructors**

- Try a course so that you know how to help them.
    - Field test the system before the learners are exposed to it so that you know how to guide them into it with the least issues.

- Take an interest in what they are working on.

- Ask feedback from students.

- Engage with the delivery organization so that you have a contact for issues and can get some feedback.
    - Build a relationship with the online instructor so that you are virtually a team.
    - Share helpful digital and blended learning resources between instructors.

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👍 ▦ experience for **instructors**

- Have a backup plan in case of big technical issues.

- Give online service provider a heads up when you want to take a course to sample.

- Get volunteer tutors to help with this type of program.

- Participate in an "Introduction to online learning course" (orientation to online learning)

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Recap

@ **What will you take away from all of these discussions?**

→ There are tons of good resources out there to support learners and instructors.

→ To engage with e-channel service providers.

→ How important it is to engage with learners to keep their interest.

→ Learners will make faster progress!

→ Blended learning is more possible for all learners and taking the time to help the learners will be beneficial for the learners and myself. It opens doors for learners.

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Recap

@ **After all that we've discussed, what can blended learning offer to you centre?**

→ It can free up a group instructor enabling them to spend time with one student knowing the other is busy.

→ It can offer access to a broader array of resources for our learners; and it also equips our learners to function in an increasingly digitized world.

Closing statement

BLENDED LEARNING WILL…

- Provide a more fulsome learning experience and the learners will feel more comfortable working in the digital environment. It is providing "real world" experience.

- Help with flexibility for learner schedules.

- Prepare learners for future learning.

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