
CONNECTED LEARNING

Expanding Adult Literacy
Through Blended Solutions

Host: Contact North

Presenter: Ashley Hoath-Murray

AGENDA



Welcome



Land Acknowledgement



Current Blended Learning Context



Meet the E-Channel Providers



Learnings from Blended Learning 2.0



Breakout Groups



Steps to Integrate Blended Learning

LAND ACKNOWLEDGEMENT



MEET YOUR FACILITATOR



16 years with Literacy Link Niagara



Currently acts as a consultant for not-for-profits in adult literacy & beyond

Project Coordination
Strategic Planning
Equity, Diversity, Inclusion & Decolonization
Event Planning



Coordinated Blended Learning 2.0



Believes that technology is quickly becoming essential to life, but boundaries are important

WHAT IS BLENDED LEARNING?



Combines online training with in-person training



Also known as hybrid learning (in preparation for hybrid work)



Online and in-person training may be synchronous or asynchronous

2 TYPES OF BLENDED LEARNING

- Hybrid Classroom
 - Learners work through different courses online vs. in-class
 - May be asynchronous, synchronous or mixed
 - Themes and knowledge are unlikely to cross
 - Example: Learner is upgrading writing in-person while taking a math course online

2 TYPES OF BLENDED LEARNING

- Flipped Classroom
 - Learners work with material on their own (asynchronous) and then bring it to a classroom or larger group to discuss/work with (synchronous)
 - Common themes and knowledge are used in both environments
 - Example: Several learners are taking a course online and then meeting in-person to discuss or build on the material

4 C'S OF BLENDED LEARNING

COLLABORATE (OR CO-CREATE)



Learning is co-created with learners, incorporating their goals, experiences, and real-world contexts



Technology supports group work, discussions, and shared projects to foster peer learning



Example: Adult learners use Google Classroom to collaborate on writing a resume, receiving feedback from both peers and instructors

4 C'S OF BLENDED LEARNING

COMMUNICATE



Digital tools enhance communication skills by expanding how learners interact and access information



Learners engage in real-world online activities like navigating service websites or participating in social media discussions



Example: An adult learner practices filling out online government forms to improve digital literacy and gain access to essential services

4 C'S OF BLENDED LEARNING

CREATIVE



Learners use technology to express their thoughts and demonstrate knowledge in multiple ways, such as videos, presentations, or blogs



Multimodal learning helps cater to different learning styles, increasing motivation and retention



Example: A learner creates a short video explaining budgeting strategies using a smartphone app and presents it to the class

4 C'S OF BLENDED LEARNING

CRITICAL



Learners develop digital literacy and evaluate online content for accuracy, bias, and relevance



Educators help learners navigate digital tools safely, fostering confidence in online interactions



Example: A class project involves researching news articles online, analyzing sources for credibility, and discussing findings

CURRENT CONTEXT

- Impact of COVID
 - Increase in technology knowledge by in-person practitioners out of necessity
 - Change in work – more jobs online – virtual or hybrid
 - Change in everyday use of technology – rapidly moved daily tasks online beyond work
 - Learners want more flexibility
 - More ownership over learning
 - Ability to work on their own, but ask for help if needed
 - Technology is evolving in a way that may mean learners have some tech skills that practitioners do not
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MEET THE E-CHANNEL PROVIDERS

<https://youtu.be/tSBGu2DerWo>



QUICK SUMMARY OF WHAT E-CHANNEL CAN DO FOR YOUR PROGRAM

BLENDED LEARNING 2.0 – PROJECT OVERVIEW

June 2023 to March 2024

Managed by Literacy Link South Central, in partnership with Contact North

Showcased the benefits and challenges of a strategic partnership between LBS onsite service providers and e-Channel providers in the delivery of blended learning programs

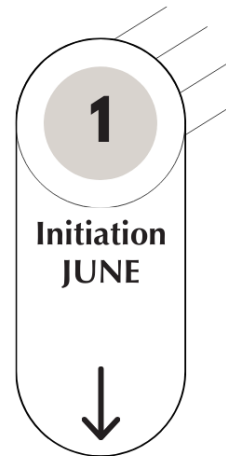
Provided insights, recommendations and tools that could be used by others in the field looking to implement similar programs and partnerships

Pilot sites wanted to explore working with an e-Channel provider in a closer and more integrated fashion

BLENDED LEARNING 2.0

JUNE 2023 TO MARCH 2024

PROJECT ACTIVITIES



Draft project plan and identify partners, market to potential pilot sites

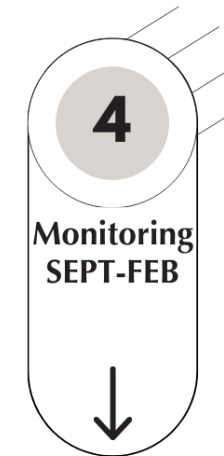


Identify 3 pilot sites who want to explore working with an e-Channel provider in a closer, formalized partnership



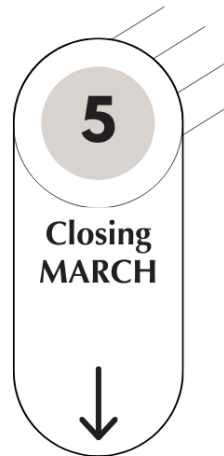
Host meetings between sites and relevant e-Channel provider(s)

Begin to create support tools



Track partnership activities through regular surveys and/or interviews

- November
- January
- February



Finalize tools

Host webinar to showcase findings

PARTICIPATING PROGRAMS

- Adult Learning Programs of Perth
- Alternative, Adult & Continuing Education – Greater Essex County District School Board
- Lambton College
- Niagara West Adult Learning Centre
- Niagara Catholic District School Board
- UHC – Hub of Opportunities



PROJECT ACTIVITIES

Learner Tracking

- 20 learners tracked
 - 17 included in learner numbers
 - 16 referred to the LearningHUB
 - 3 referred to secondary credit
 - 1 referred to GLA
 - 3 registered but never accessed

Selection of Pilot Activities

- How to be an online learner
- Virtual Networking with the LearningHUB
- LearningHUB marketing

PROJECT ACTIVITIES

- Pilot Activity 1 - How to be an Online Learner training
 - All programs that participated said it increased their working relationship with e-Channel and the LearningHUB
 - All programs except one said it increased their ability to support learners to reach their goals
 - Comments on Pilot Activity 1
 - Program who did not identify increased ability to support learners stated issues with staffing
 - Pilot activity going well except for issue with learner follow-through
 - Over summer, all secondary goal path learners took the training
 - Tool has been very helpful, plan to use and promote
 - LearningHUB has learned a number of new ways to help classrooms blend

PROJECT ACTIVITIES

- Pilot Activity 2 – Virtual Networking
 - All programs that participated said it increased their working relationship with e-Channel and the LearningHUB
 - All programs said it increased their ability to support learners to reach their goals
 - Comments on Pilot Activity 2
 - Having contact with frontline staff helpful to both themselves and their staff
 - The more networking we can do, the more likely we are to utilize services
 - I now have a better understanding of the workings of the LearningHub
- Pilot Activity 3 – LearningHUB Marketing Developed

VIRTUAL NETWORKING WITH THE LEARNINGHUB

1 hour meeting

Quick introductions to start to build connections

Majority of time in breakout groups discussing ideal relationships



What we learned

PROJECT LEARNINGS

CHALLENGES

Can be confusing to many practitioners

Can make more work for practitioners (up front)

Can feel like competition
(but not true!)

May require practitioners to increase their knowledge of technology

Some learners lack access to technology

OPPORTUNITIES

Easy to launch once you overcome the learning curve

Increase capacity and reduce workload

Fill knowledge gaps of practitioners

Continue learning during program closures

Meet the needs of learners who do not want/cannot access traditional learning

WHAT IS SHARED LEARNING?



HOW SHARED LEARNING WORKS



Supplements classroom learning (Math, Reading/Writing, Digital Skills, Job Readiness)



Offers both independent 24/7 learning & live classes



Supports learners at all skill levels – from foundational to advanced academic prep

WHY REFER LEARNERS TO E-CHANNEL?

01

Flexible learning options tailored to individual needs

02

Additional LBS practitioner support including milestone delivery

03

Helps learners build self-management & digital literacy skills

TYPES OF SHARED LEARNING PATHS



Basic skills support – Foundational Math & Reading/Writing



Academic prep – PLAR, ACE, Postsecondary readiness



Employment training – Soft skills, workplace readiness



Life skills development – Supporting learners with everyday tasks



Result: A more comprehensive, flexible learning experience that improves learner outcomes!

REFERRAL PROCESS – SIMPLE & STREAMLINED - LEARNINGHUB

- **Send an Email to the LearningHUB Intake Team**
✉ registration.learninghub@ed.amdsb.ca
Include Learner's **first & last name, LBS classroom registration, Initial assessment** (or an updated Reading/Writing sample, if needed)
- **Complete the Online Referral Form**
📄 <https://survey.alchemer-ca.com/s3/50069043/referralform>
- **Confirmation & Follow-Up**
LearningHUB Intake team confirms receipt and may request further details.
- **Learner Welcome & Next Steps**
Once all documents are received, the learner is **welcomed into the program** and guided on how to start!



STEPS TO INTEGRATE

- Actionable steps for programs to adopt blended learning:
 - Train staff
 - Start with pilot programs and gather feedback
 - Support learners with training on online tools – How to be an online learner
 - Connect learners with tech - Laptop Loan Program
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TRAIN STAFF



Make sure your staff feel comfortable with new technology



Being able to log on to Zoom, Microsoft Teams or an online learning platform as a participant is not the same as training someone to use the tool



Set regular trainings to update knowledge – tech changes all the time!

TRY, ADAPT, TRY AGAIN – POWER OF PILOT PROGRAMS



Identify an issue or gap you think an E-Channel provider may be able to fill in your organization



Contact an E-Channel provider and start talking



Be clear about what you need and what specific supports can help your learners



Agree on supports to be offered



Set a time period to test

SUPPORT LEARNERS WITH TRAINING ON ONLINE TOOLS

- How to be an Online Learner course
- Created by Niagara West Adult Learning Centre (NWALC)
- Community-Based
- Willing to share and adapt (exec@nwalc.ca)
- Delivered to support learners who are primarily going into LearningHUB programming
- NWALC has a working relationship with LearningHUB that includes a formalized agreement

SUPPORT LEARNERS WITH TRAINING ON ONLINE TOOLS

- Delivered in-person in computer lab with practitioner sitting next to learner
- Can be delivered all at once or broken up
- Pieces can be removed based on learning goals and previous knowledge

What does the How to be an Online Learner course include?

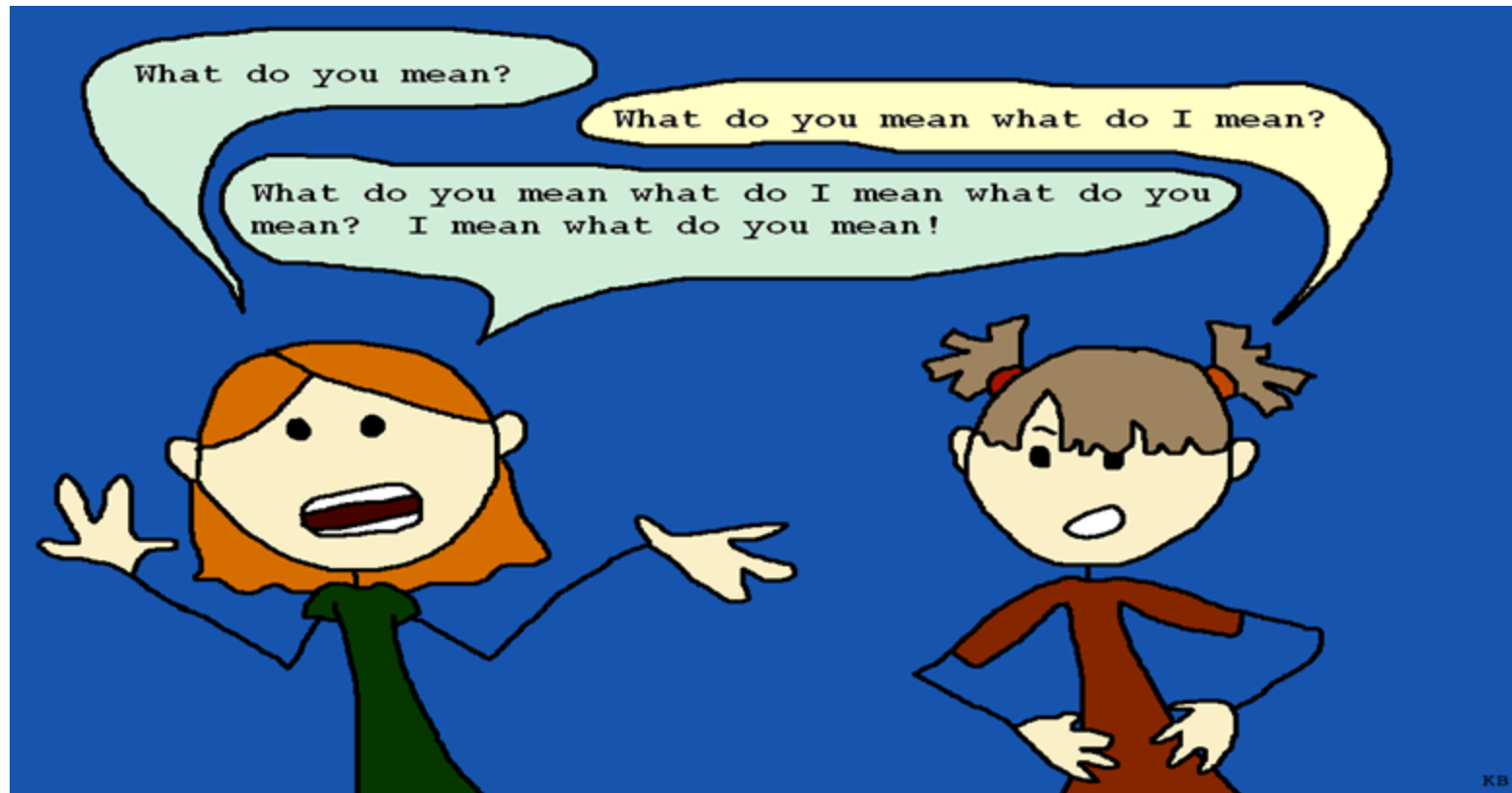


Niagara West
Adult Learning
Centre



How to be an Online Learner

Tricky words related to online learning





What kind of
learner are you?



Communications Platforms



Learning Management Systems



Online Course Options

Assistive Technologies



Goal Setting



Time Management



The Curve of Forgetting



This helpful resource is from the University of Waterloo.

It discusses the Curve of Forgetting and highlights the importance of reviewing your study notes.

In summary, the Curve of Forgetting shows how we forget information over time. After a one-hour lecture, on the first day, you know 100%, but by the second day, you forget 50%-80%. After a week, you remember even less, about 2%-3%. To improve memory, review within 24 hours (10 minutes), a week later (5 minutes), and by day 30 (2-4 minutes). Regular review is a good investment of time, making it easier to remember and learn. Spending some time each day and on weekends for review helps a lot, even if you can't do it every day. Regular review can make a big difference in understanding and retaining information. Try it for a couple of weeks to see the difference it makes.

Take an Online Course with Support



CONNECT YOUR LEARNERS WITH THE RIGHT TECH

Laptop loan program

e-Channel

KNOW A LEARNER WHO NEEDS A **LAPTOP LOAN FOR THEIR STUDIES?**

We've got them covered!

Laptops and Internet modems are available to loan to students who are registered in an e-Channel program or course.

- No fees, no deposit
- Free technical support
- Laptops come with Microsoft software (Word, Excel, PowerPoint)
- Shipping, setup support and troubleshooting done by our support partner, Contact North | Contact Nord
- Learners must be:
 - 18+
 - Living in Ontario
 - Registered in an e-Channel program or course

Ask us how your learners can get on board!
Email e-channel@contactnorth.ca or get the application form [here](#).



GET ENGAGED!



Questions about project- ash@ashleyhoathmurray.com



Connect with E-Channel Providers-
<https://e-channel.ca>
