

Work Smarter, Not Harder:

Let e-Channel Lighten
Your Workload



CONTACT **NORTH**
NORD
PRESENTED BY
ASHLEY HOATH-MURRAY

Land Acknowledgement & Shared Responsibility



About Your Facilitator



Ashley Hoath-Murray
— & ASSOCIATES —



ASHLEY HOATH-MURRAY

Ground Rules



Chat Poll:

When you hear
'e-Channel,' what
comes to mind?

Today's Journey

Clarity • Confidence • Capacity

WHAT WE HEARD

**HOW E-CHANNEL 101
CAN HELP**

**SPOTLIGHT ON
TOOLS**

**MYTH-BUSTING &
QUICK WINS**

**HOW YOU CAN
TAKE ACTION**

Q&A

What We've Been Hearing Across the Field



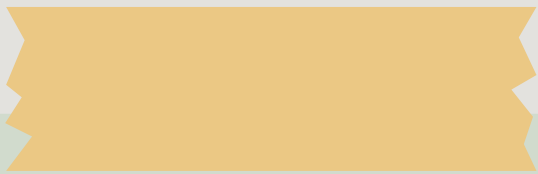
**I don't fully
understand
e-Channel.**



**Registration
is confusing
and
duplicative.**



**Learners
need more
tech support.**



**I don't have
time to figure
it out.**

From Confusion to Clarity



**It's confusing —
who does what?**



**It overlaps
with what we
already offer.**



**If I refer learners, will
they get lost in the
system?**

What e-Channel Practitioners Told Us They Needed

- 1. Clarity on what e-Channel is**
- 2. Practical tools for blended learning**
- 3. Simple ways to work together**

Make it simple and save us time.

What Is e-Channel?

- ✓ Ontario's online LBS system
- ✓ Complements face-to-face
- ✓ Five funded providers
- ✓ Contact North connecting the dots

What e-Channel *Isn't*?

- ✗ Not a competing program**
- ✗ Not one-size-fits-all**
- ✗ Not just for 'techy' learners**

Introducing e-Channel 101



How e-Channel 101 Was Built

**GROUNDING IN
FIELD
FEEDBACK**

**MODULAR &
SELF-PACED**

**FOCUSED ON
REAL
PROBLEMS**

**BUILT BY
CONTACT
NORTH & E-
CHANNEL
PROVIDERS**

Why This Conversation Matters

e-Channel can:

- ✓ Save time
- ✓ Reduce duplication
- ✓ Expand capacity
- ✓ Support success



Choose How You Use

For tech support call : 1-888-850-4628 E-mail : support@contactnorth.ca

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Course Introduction - Start...

Module 1: Introduction to ...

Introduction

What is e-Channel?

Overview of e-Channel Pro...

Meet the 5 e-Channel Provi...

ACE Distance

Deaf Learn Now

Formation à Distance (F@D)

Good Learning Anywhere

The LearningHUB

Partnership Delivery with Th...

Fast Facts

Practitioner Audit Opportunit...

Home Dashboard My courses

e-Channel 101

Course Introduction - Start Here!

Course Introduction - Start Here!

Course Overview

This self-paced training introduces Ontario's Get SET (Skills, Education and Training) practitioners to the fundamentals of e-Channel—Ontario's group of five fully online Get SET providers. From registration processes to blending learning strategies and accessibility considerations, this course equips you with practical knowledge and tools to confidently integrate e-Channel into your support of adult learners.

This course was developed by Contact North | Contact Nord in partnership with Ontario's five e-Channel providers to ensure that it reflects current practices, policies, and tools. Topics covered in the course include the following:

- Module 1: Introduction to e-Channel
- Module 2: Blended Learning
- Module 3: Registration and Referral Processes
- Module 4: Supporting Digital Literacy & Learner Success

By the end of the course, you'll:

ⓘ

?

Clarity: Finally Understand e-Channel

Module 1: Intro to e-Channel



- What it is (and isn't)
- How it complements, not competes with, face-to-face programs
- What Contact North does vs. what the 5 providers do

Benefit: Confidence in explaining e-Channel to colleagues and learners

What is e-Channel?

e-Channel refers to a set of online learning programs funded by Ontario's Ministry of Labour, Immigration, Training and Skills Development (MLITSD). These programs are specifically designed to:

- Provide online-only learning options for adults who prefer or require remote access,
- Serve learners who face barriers to in-person participation, such as geographic, mobility, or scheduling constraints,
- Offer flexible and goal-directed support to LBS learners.

Since its launch in 2007, e-Channel has played a vital role in expanding learning access across the province. It offers programs that align with the five common goal paths:



Employment



Post-Secondary



Apprenticeship



Secondary School
Credit



Independence

Each of the five e-Channel providers is aligned with one of the cultural streams within LBS (Anglophone, Francophone, Indigenous, Deaf).

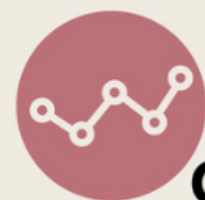
e-Channel programs do not replace or compete with face-to-face learning; rather, they complement and extend learning options, providing a valuable alternative or addition to in-person instruction.

e-Channel

E-channel.ca

FREE online literacy education for adults living in Ontario

"Supporting a blended delivery model with face-to-face programs."



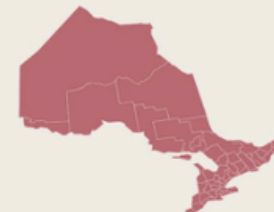
5 Organizations

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.



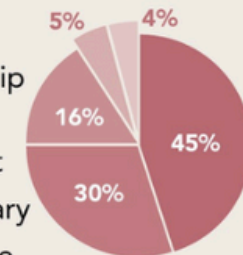
700+ Years of Experience

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

ACE
DISTANCE / ONLINE

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

FOD
FORMATION À DISTANCE

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

Good Learning Anywhere
SIOUX-HUDSON LITERACY COUNCIL

goodlearninganywhere.com

- Launched in 2003
- Provide a culturally supportive and flexible online learning environment for Indigenous individuals, communities and organizations to improve quality of life at home, work and in the community
- 2015 recipient of the Employment Ontario Leadership Award for Collaboration

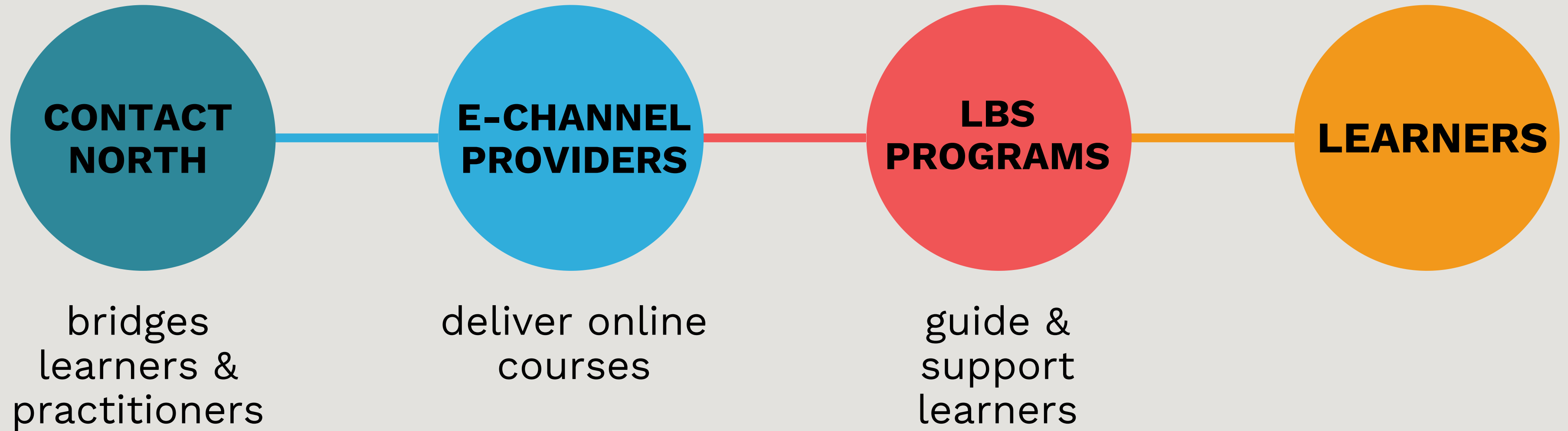
the learning HUB

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



How It Fits Together



Capacity: Support More Learners Without Burning Out

Module 2: Blended Learning Strategies



- How blended learning can expand your program's reach
- How face-to-face staff can use e-Channel to fill gaps
- Strategies to share milestones and reduce duplication

Benefit: Increase program results without adding to your workload

Blended Learning

HOW TO GET STARTED

Explain to the Learner that they must sign a "Consent to Share Information" form.



Blended learning combines the best of both worlds: **face-to-face instruction at an on-site LBS program** and **online learning through an e-Channel provider**. This approach allows learners to benefit from the structure and support of in-person instruction while also accessing the flexibility, variety, and digital tools of online education.

The online portion can be completed:

- **On-site** at the learning centre—either independently or with support from a practitioner
- **Independently** at home, a library, or another remote location

This model is especially effective in extending course options, reinforcing learning, and meeting learners' unique schedules and goals.



Practitioner Tips for Supporting Blended Learners

- Ensure learners are ready (time, tech, motivation) before recommending e-Channel
- Set clear expectations for when learners should focus on in-class vs. online work
- Collect learner consent to share assessments and learning plans between programs
- Coordinate learning plans across programs to reinforce the learner's goals
- Maintain regular communication with e-Channel instructors and support staff
- Avoid duplicating assessments or paperwork where collaboration allows
- Collaborate on milestone and culminating task planning, including who delivers and reports
- Document shared milestones or tasks in writing to ensure clarity and accountability
- Check off the Blended Learning Indicator for shared Sub-Goals and Plan Items in CaMS

CASE MANAGEMENT SYSTEM - SERVICE PROVIDER ADMINISTRATOR APPLICATION - AVON MAITLAND DISTRICT SCHOOL BOARD 4343

Kathryn M Rayner

Workspace

Shortcuts

Participant

Cases

Register a Person

My Cases

Find a Case

Service Provider

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

Real World Example: Niagara West + LearningHUB

Learners use e-Channel
modules between
tutoring sessions →

- ✓ Increased confidence
- ✓ Faster progress toward goals
- ✓ Less duplication for staff



Real World Example: Collège Boréal + F@D

**Evening F@D online
classes →**



-  Extended reach for working learners
-  No new staff hours required
-  Full bilingual access

Confidence: Make Referrals Without Double Work

Module 3: Registration & Referral Processes



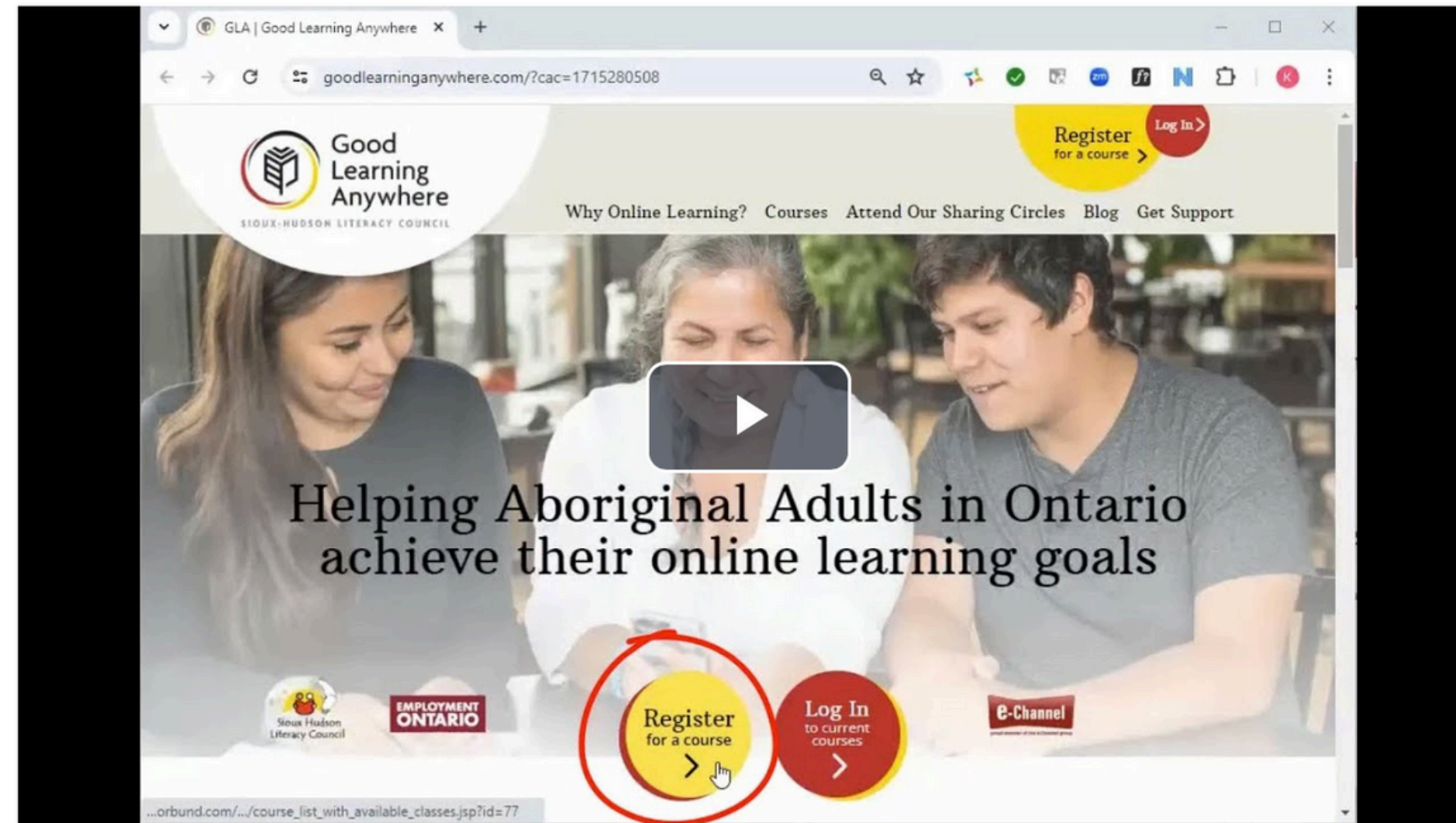
- Step-by-step guidance for smooth referrals
- How to avoid duplicate registration processes
- Practical forms and checklists

Benefit: Save time and reduce frustration for you and your learners

Assess → Refer → Confirm

Guide to e-Channel Registration

Each e-Channel provider has its own referral and registration process. For a full summary, download the [2024 e-Channel Referral Guide \(PDF\)](#).



Referral Steps at a Glance

1. **Assess** learner goals, digital skills, and access to technology.
2. **Select** the most appropriate e-Channel program based on cultural stream, goal path, and support needs.
3. **Refer** using the provider's intake or referral form—email or submit as directed.
4. **Follow up** regularly to share milestone updates, address issues, and maintain collaborative support.



Formation à Distance (F@D)

[Register for F@D](#)

Step 1: Complete the Registration Form

- The learner fills out and submits the online registration form.

Step 2: Discussion with F@D Staff

- A staff member contacts the learner by phone.
- They finalize the registration and discuss training needs.

Note: A valid **Social Insurance Number (SIN)** is required to complete registration.

Step 3: Complete the Diagnostic Assessment

- The learner completes the assigned diagnostic assessment.

Step 4: Course Selection

- The learner reviews assessment results with an instructor and selects suitable courses.

Step 5: Begin Training

- Login credentials are sent by email.
- The learner accesses and begins online training.



Deaf Learn Now

[Register Here](#)

Step 1: Online Registration

- Learners self-register or practitioners assist them using the online form.
- No formal referral form is required.

Contact:

 deaflearnnow@georgebrown.ca

 deaflearnnow.ca

Referrals Made Simple



One learner → one file



Clear points of contact for each provider



Confirmation at every step

Inclusion: Tools That Work for Every Learner

Module 4: Supporting Digital Literacy & Learner Success



- Why digital literacy is essential for every learner
- Accessibility tools that remove barriers and build independence
- Simple ways to boost learner confidence and digital intuition
- How to make tech feel approachable — even if you're not an expert

Benefit: Empower every learner to succeed in a digital world

Inclusive Digital Learning



Digital literacy
supports



Tools for
accessibility &
inclusion



Success
strategies for
online learning

Module 4: Digital Literacy Support Resources

Free digital literacy resources curated by Ontario’s Literacy and Basic Skills (LBS) programs, including:

 Digital Literacy Supports Resources

Addressing Common Learner Challenges

Challenge 1: Access to Technology

Not all learners begin with the tools they need to succeed in an online environment. Barriers include:

- No personal computer or tablet (many rely solely on smartphones)
- Unstable or no Internet access at home
- Missing essential peripherals (e.g., webcam, speakers, microphone)
- Incompatible or outdated software
- Shared devices or limited access time in public spaces

These barriers can limit or completely block participation in e-Channel programming, especially for learners in remote, rural, or low-income settings.

Solution Highlight: Laptop & Internet Loan Program

To reduce tech-related barriers, learners can take advantage of the **e-Channel Laptop & Internet Loan Program**, offered through Contact North | Contact Nord.



Practical Supports You Can Use Now

Laptop & Internet Loan Program

“Level the playing field.”



Practical Supports You Can Use Now

Practitioner Audit Opportunities

“Walk in your learner’s shoes.”



Practical Supports You Can Use Now

Digital literacy Checklists

- **Winning Strategies for a Blended Training Program (PDF)**
– practical strategies and readiness checklists for implementing blended learning in literacy programs
- **Curriculum Outline to Support Blended Learning (PDF)** – outlines key digital skills and curriculum areas to support learners before and during their participation in e-Channel programming

e-Channel

10,000+ Visitors Annually!

Welcome to e-Channel.ca

Free online education for adults living in Ontario

Free online education for current & future **Students**

Get the free education you need to upgrade skills, get a job, become an apprentice, get ready for college or university, finish high school or live more independently.

[STUDENT WEBSITE](#)

Literacy & Basic Skills resources for **Practitioners**

Ontario's online Literacy and Basic Skills program funded by the Ministry of Labour, Immigration, Training and Skills Development.

[PRACTITIONER WEBSITE](#)

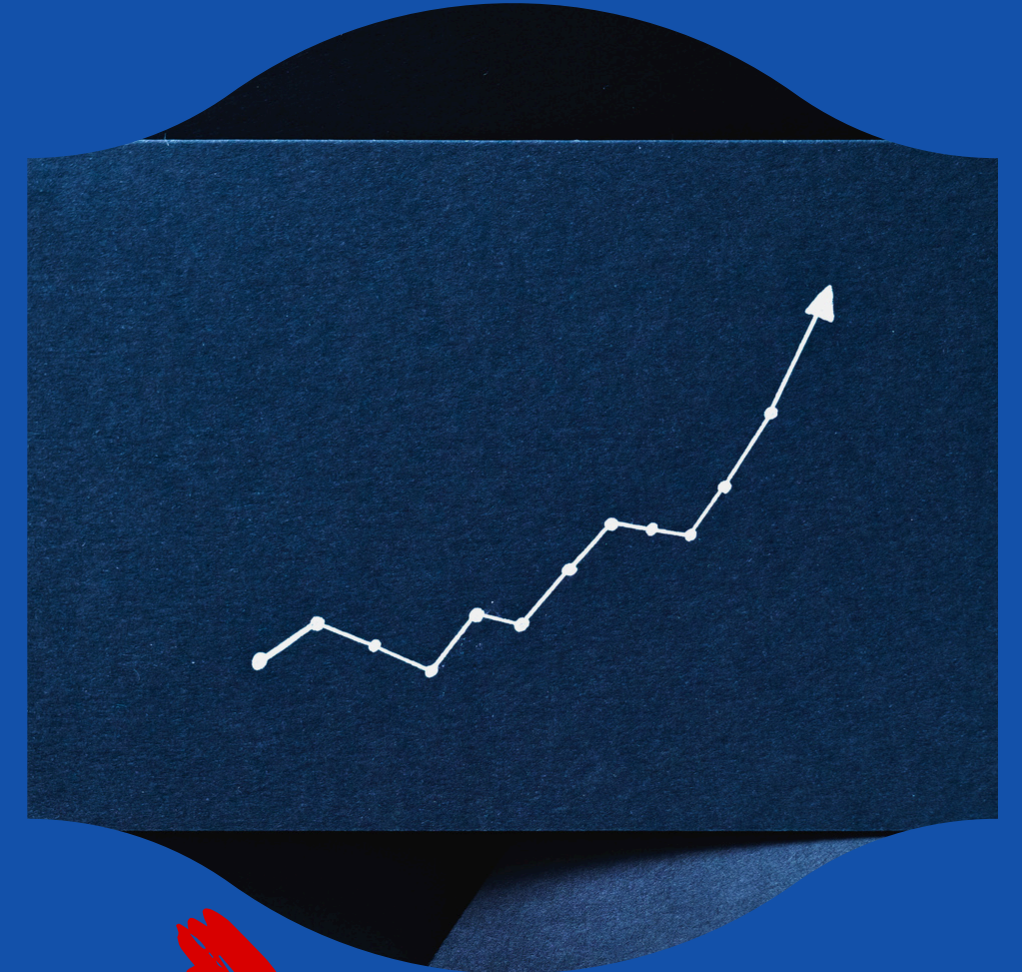
Myths Busted



Characteristics
reported face-
to-face
learning



Only teachers
savvy teachers
can succeed
online.



Proponents
can track
milestones if
learners use e-
channel.

Using Blended Learning Intentionally

 **Use e-Channel to fill gaps**

 **Share milestones**

 **Extend reach, not hours**

3 Things You Can Do Tomorrow

1. Refer a learner to e-Channel
2. Audit a course yourself – digital literacy is always changing and practitioners need support too
3. Add a blended learning checkbox to your intake form

Start small. Stay consistent. Watch it grow.



No Learner Left Behind

Coming Soon: e-Channel 101 launches
early fiscal 2026-27

Get support now: e-channel.ca

Every learner deserves options.
Every practitioner deserves
support. e-Channel makes both
possible.

Thank You

