

## PSOL & LBS REGIONAL NETWORKS PARTNERSHIPS

### LBS ONLINE ACTIVITIES

BY: SARAH STOCKER

Contact North | Contact Nord has been privileged to partner with fellow LBS Support Organizations to provide the LBS Online Community of Practice since 2015-16. Partnering initially with la Coalition ontarienne de formation des adultes, Laubach Literacy Ontario and LBS Regional Networks representative of each provincial region, a steering committee formed to:

- identify professional development topics important to the LBS practitioners
- engage appropriate presenters
- schedule, promote, present and evaluate an LBS webinar series

Since 2016-2017 coordination of the LBS Online Community of Practice has been undertaken by regional networks and Provincial Support Organizations for Literacy members currently including Community Literacy of Ontario (CLO) and the College Sector Committee for Adult Upgrading (CSCAU).

Webinar topics have ranged from presentation of options to provide learner supports for learning disabilities or mental health, to webinar series about digital learning and

math. LBS educators from across Ontario have participated in these webinars and evaluation results have been extremely strong. Nearly 400 LBS educators have participated in these various webinars.

To enhance knowledge transfer, all webinar resources: transcripts (available from 2017-18 forward), presentations and supplementary resources are posted at <https://e-channel.ca/practitioners/lbs-online-community-practice>.

The LBS Online Community of Practice partnership continues to grow valuable LBS resources as we look ahead to 2019-20 with two webinar series focused on apprenticeship and supports for learners with multiple challenges!

We would like to recognize the contributions to LBS of our late esteemed colleague Arlene Cronin, CSCAU's former Manager of ACE Distance, who in addition to her other work, participated on the LBS Online Community of Practice Committee and also presented webinars, including the October 2018 Math Anxiety Webinar.

# STORIES OF SUCCESSFUL PARTNERSHIP

## Community Literacy of Ontario and Literacy Link South Central Provincial Partners in Developing a Culture of Evaluation

BY: JETTE COSBURN

Community Literacy of Ontario (CLO) and Literacy Link South Central (LLSC) received funding from the Ministry of Citizenship and Immigration for the 3-year *Developing a Culture of Evaluation project*. This project helped not-for-profit organizations in Ontario to learn about the value of creating a culture of evaluation and how to foster this in their own organizations.

Intensive research was conducted with non-profits across Ontario via 30 key informant telephone interviews and an online provincial survey that received 55 responses. A literature review culminated in an annotated guide that features 41 resources including websites, articles, handbooks and videos that will help inform readers about evaluation. The research report and the annotated guide are available in the Resources section of the project web page at <http://www.communityliteracyofontario.ca/evaluation-culture/>

This project also offers a series of online training opportunities including 8 online evaluation modules on key topics identified by Ontario's small non-profits. There were also 6 webinars and 10 online evaluation clinics (started in 2015 and finished in January 2017) to support the creation of a culture of evaluation in small not-for-profit organizations. Project tools and resources, including the recorded clinics and webinars, are freely available on [CLO's website](#).



# STORIES OF SUCCESSFUL PARTNERSHIP

## An Effective Partnership on Experiential Learning in LBS Community Literacy of Ontario and CESBA

BY: JOANNE KAATTARI

In winter 2018, [Community Literacy of Ontario](#), in partnership with [CESBA](#), held two webinars on the topic of experiential learning. These webinars, entitled “HANDS ON, SKILLS UP! Employment-Related Experiential Learning in Ontario’s Literacy and Basic Skills Organizations”, are an excellent example of the benefits of an effective and beneficial partnership.

The “HANDS ON, SKILLS UP!” webinars were based on research conducted by CLO into experiential learning in various Literacy and Basic Skills organizations across Ontario. CLO received survey responses from 66 LBS organizations, conducted 25 key informant interviews, and collected success stories. CESBA supported us in the research process by sharing and actively promoting our provincial survey and by suggesting people for the key informant interviews.

In the webinars, CLO and CESBA were delighted to jointly share the resulting knowledge and success stories with LBS agencies and other stakeholders. These webinars were a huge success! The evaluation results were extremely positive. Between those who attended the webinars in person, and those

who watched the webinars afterwards, close to 300 people have viewed these webinars.

The recorded version of our “HANDS ON, SKILLS UP” webinar is available at: <https://vimeo.com/246294281>



“It was wonderful to hear some of the many great ideas that are currently being carried out in LBS programs!”

– Quote from a webinar participant



# A COLLABORATIVE PARTNERSHIP

BY: RACHEL ANNE NORMAND

Did you know that Contact North is the support agency for electronic service providers? Classroom-based LBS service providers certainly know about this agency through the Saba Centra web-based conference platform, but Contact North is much more than that! This support agency shares information on the distance learning programs offered by its members, makes web-based conference platforms available for users to participate, offers learners computer troubleshooting help, and produces and hosts resources specific to online training trends and tools. Furthermore, it facilitates seasonal meetings with its members and invites representatives and advisors from the Ministry of Training, Colleges and Universities (MTCU) to attend.

The Coalition ontarienne de formation des adultes (COFA) and its Programme de formation à distance (F@D) are constantly

drawing benefit from the resources, platforms and meetings made available to it by Contact North. COFA and F@D work alongside Contact North in various different ways. In particular, they ensure that resources produced by Contact North and its members are translated and adapted into French; they pilot new learning platforms, such as BigBlueButton and Adobe Connect; and they train French-speaking practitioners in Ontario on their use.

Last year, Contact North and its members focused on promoting mixed training. Firstly, they set up a series of webinars to meet the needs targeted by the network, which was asking for skills development training on this learning method. Each electronic service provider had the chance to deliver one webinar, so the F@D program conceptualized and delivered the webinar entitled How to Make it a Win, which was aimed at dispelling myths about mixed training

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## CONTACT NORTH A SUPPORT AGENCY THAT:

- SHARES INFORMATION ON THE DISTANCE LEARNING PROGRAMS OFFERED BY ITS MEMBERS
- MAKES WEB-BASED CONFERENCE PLATFORMS AVAILABLE FOR USERS TO PARTICIPATE
- OFFERS LEARNERS COMPUTER TROUBLESHOOTING HELP
- PRODUCES AND HOSTS RESOURCES SPECIFIC TO ONLINE TRAINING TRENDS AND TOOLS

and encouraging participants to reflect on any best practices that would make this training successful for both learners and trainers. The discussions acted as a springboard for highlighting all the challenges that could act as roadblocks in implementing a mixed training program and in peoples' participation in it. The participants then proposed solutions to address these challenges.

COFA also translated and adapted an explanatory video that was produced by Contact North, and that presented mixed training in a very visual fashion and explained how this training relates to the LBS program in Ontario. Specifically, the video explains the roles and responsibilities of each party, by focusing on the process to be followed and the data to be entered in the case management system of the LBS program in order to meet the MTCU requirements.

Lastly, the COFA has an annual speaking engagement at Apprentissage en ligne, a conference hosted by Contact North. This valuable conference is an opportunity to exchange ideas, insightful concepts, experiences and resources with trainers, practitioners and experts from the global education technology sector. In 2017, the manager spoke about the positive client experience approach put in place by COFA in order to better serve and equip its clients. In 2018, a trainer shared with participants the steps taken by COFA to develop the organizational capacities of its members in order to offer a mixed training program.

In short, Contact North's support, resources and advisory services are critical to the COFA when it comes to articulating its distance training services and developing its network's skills in this area.



# CONFERENCE PARTNERSHIPS ARE KEY

BY: ROBYN COOK-RITCHIE

Laubach Literacy Ontario has a long history of partnering with other support organizations across the province. Each year, for more than 20 years, LLO hosts a provincial conference for practitioners. The conference moves between a northern location and a southern location each year to maximize the ability of service delivery agencies access to professional development opportunities offered.

In 2017 the conference was held in London, Ontario. Over 140 participants from 38 organizations took part in the conference themed "A Step in the Right Direction". The 3 day event offered 30 great workshops for LBS and ES Providers, practitioners, administrators, coordinators, volunteer tutors, and adult learners. Three partner organizations were involved in the conference, including two support organizations. The Ontario Native Literacy Coalition (ONLC) and Literacy Link South Central (LLSC) both co-hosted

this successful event. A local service delivery agency, Nokee Kwe Native Literacy Centre, also participated as a co-host.

Partnering with other local and support organizations allows LLO to provide a more robust experience for the participants by facilitating access to local talent and opportunities. Participants can learn a bit about a different part of the province by experiencing local entertainment, keynote speakers and workshop presenters.

Past conference partners have also included Simcoe/Muskoka Literacy Network and Community Literacy of Ontario. Our upcoming conference in London (June 12-14, 2019) will again involve Literacy Link South Central as an invaluable partner.

