

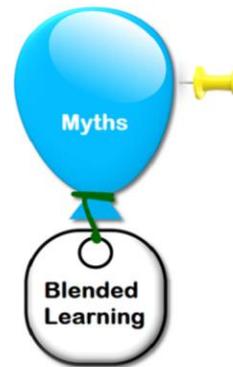
**e-Channel**

**EMPLOYMENT  
ONTARIO**  
Ontario's employment and training network

# Myth Busting

## The Top 10

Community of Practice Webinar  
September 28, 2017 2:30 – 3:30pmET



**e-Channel** E-Channel and Blended Learning Webinars **EMPLOYMENT ONTARIO**

The Online Community of Practice (hosted by the Learning Networks of Ontario in partnership with Contact North and e-Channel providers) is pleased to present a free webinar series for Ontario literacy practitioners on e-Channel and blended learning:

Webinar #1 Myth-Busting  
Webinar #2 No Body Snatching Allowed  
Webinar #3 Best Practices for Makin' it all Work  
Webinar #4 How to Make it a Win  
Webinar #5 Tips and Tools from the Front Line

 Learning Networks of Ontario

**Debera Flynn**, Executive Director of QUILL Regional Network, welcomes attendees.

The Online Community of Practice – at-your-desk training – has been hosted by QUILL for the past three years. It was a collaboration between Contact North and the Learning Networks of Ontario. Now it has been expanded to include support organizations (CLO, College Sector Committee, CESBA).

Contact North conducted a survey earlier this year which identified the need for more training around blended learning. Fortunately, the E-Channel providers were able to give these presentations. They will lead the first four webinars, and the fifth webinar will be led by practitioners who will provide tips and tools.

In this year's budget, Minister Souza stated that the government is interested in blended learning, so it is clear that this webinar series is timely!

Linda Wright is the Director of Sioux-Hudson's Good Learning Anywhere. Linda has been with E-Channel for a number of years. She has worked on a QUILL project that involved putting the Task-Based Portal together. We are happy to have Linda with us today, and we are excited to hear about myth busting!

**Linda Wright** welcomes webinar participants. She is excited to be a part of this series of webinars. Thanks to Learning Networks of Ontario for the opportunity. "At-your-desk" learning is a fantastic term! Those on mobile might even be sitting outside. Online learning allows for a lot of different opportunities.

Please join us for all of the upcoming webinars!



My name is Linda Wright. I am with the Sioux-Hudson Literacy Council which is located where the star is on the map. We also run the Good Learning Anywhere program which is the E-Channel lead for the Indigenous stream. I have been with the program for about 12 years now, although it doesn't feel that long.

I have been to a lot of programs across Ontario, and I know that you have such a big job! People think that we sit, we talk, and we learn with our clients, but really we are doing all sorts of things from laying on the floor hooking up computers to shovelling driveways. I know that people who work in literacy have such a big job, so today we are hoping that we can bust a few myths and use blended learning to make your job a little easier.

A poll is launched asking participants to identify the type of organization they are with (support organization, onsite program, E-Channel program, other, or are you in the wrong webinar).

Most participants are from onsite programs (62%), with 20% from support organizations, 11% from E-Channel programs, and 5% from other. That's a great variety.

A second poll is launched for participants from onsite programs to find out if they are currently involved in blended learning.

Almost half (48%) of participants select "a bit", 13% selected "what is blended learning", 17% have tried, and 20% say that most of their learners are involved in blended learning.

As we go through, I hope that those who chose yes share some of their insights via the text chat.

A third poll is launched asking "What is your top concern when it comes to blended learning?"

About 40% chose “we don’t have the staff numbers”. We know that’s a big concern. 33% selected “it’s too confusing”, 11% chose “my site won’t get credit” , another 11% chose “my staff don’t have the tech skills to set up and support”, and 7% chose “don’t have the dollars”.

Your responses help figure out where everyone is at.

**e-Channel**

## **Indigenous Stream e-Channel Lead**

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Good Learning Anywhere works with Indigenous communities, organizations and individuals to identify and meet their learning goals in our flexible online learning environment.



A bit about Good Learning Anywhere: we are the E-Channel lead, and we work

with Indigenous communities, organizations and individuals to identify and meet their learning goals in our flexible online learning environment. We are part of an E-Channel group, and I hope by the end of the webinar you will know a bit more about us.

**e-Channel**

# What is e-Channel?

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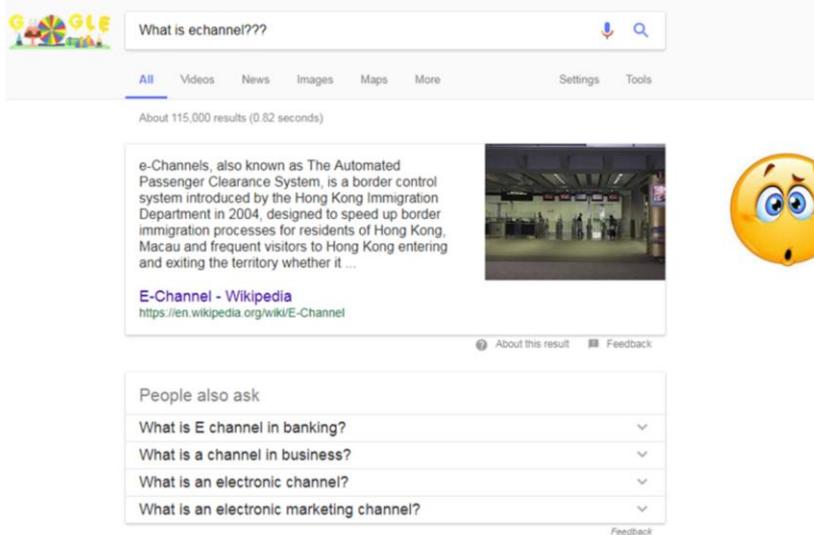
What is echannel???

Google Search

I'm Feeling Lucky

Google.ca offered in: [Français](#)

Before we get into blended learning, I think we also need to figure out what E-Channel is. I decided to Google E-channel.



What is echannel???

About 115,000 results (0.82 seconds)

e-Channels, also known as The Automated Passenger Clearance System, is a border control system introduced by the Hong Kong Immigration Department in 2004, designed to speed up border immigration processes for residents of Hong Kong, Macau and frequent visitors to Hong Kong entering and exiting the territory whether it ...

[E-Channel - Wikipedia](https://en.wikipedia.org/wiki/E-Channel)  
https://en.wikipedia.org/wiki/E-Channel

People also ask

- What is E channel in banking?
- What is a channel in business?
- What is an electronic channel?
- What is an electronic marketing channel?

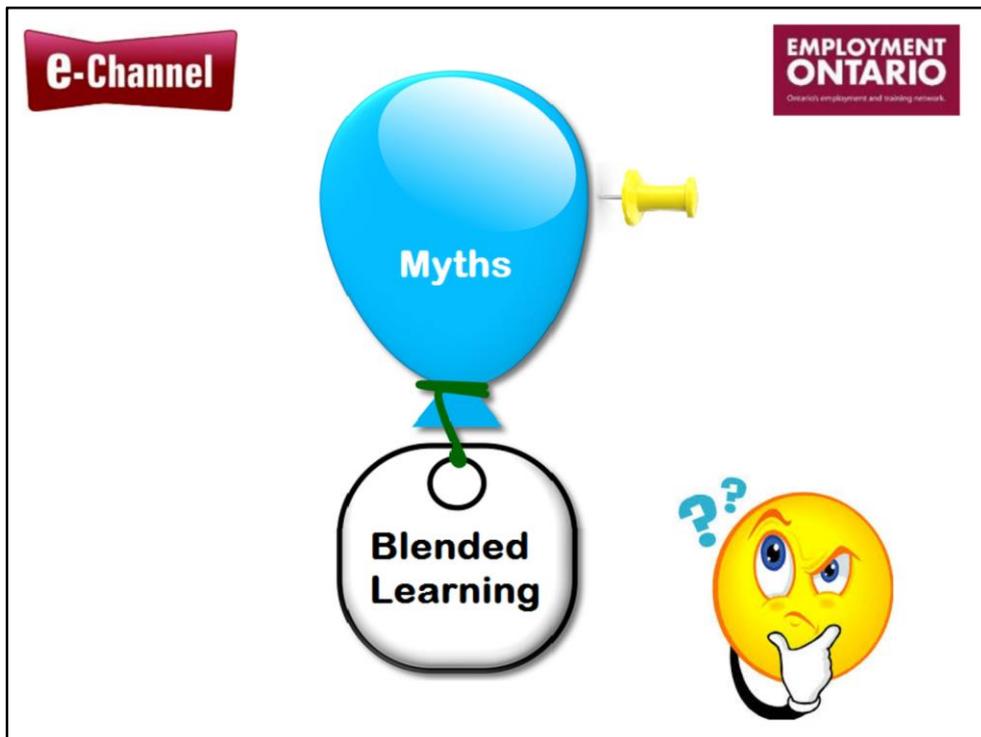


Google told me that E-Channel is an “automated passenger clearance system” that was introduced in the Hong Kong immigration department in 2004. But that’s definitely not the E-Channel that we’re talking about today.



What we are talking about is the E-Channel in adult literacy in Ontario. There are five E-leads, and my colleagues are: The Learning Hub, Formation a distance, Deaf Learn Now, ACE Distance and Sioux-Hudson Literacy Council's Good Learning Anywhere. We are supported by Contact North, the E-lead support organization.

It's an initiative that provides online learning opportunities for adults, but there are a lot of myths about what E-Channel is, how it's delivered, who it's for, and how to use it.



We understand a bit about what E-Channel is and about the groups that provide it – we’re going to go into more detail. But we also want to know what is blended learning. From the LBS guidelines:

- e-Channel is web-based literacy training that can be used by an individual learning independently or as programming that is blended with personal instruction.

Now let’s look at the Cathexis report. In there it says:

- e-Channel is the distance learning service within the LBS program, delivered through five service provider organizations. Learners may access e-Channel on its own, or in addition to in-person training (“blended learning”).

I also thought: “where else would LBS staff and practitioners be looking to find out what blended learning is?” I took a look at CLO’s LiteracyBasics.ca (<http://literacybasics.ca/training/training-delivery-methods/>) What they say is: In general, blended learning refers to a combination of face-to-face training, whether one-to-one or classroom, and online learning. However, for the Employment Ontario Information System Case Management System (EOIS-CaMS) data entry purposes, blended learning refers to a combination of face-to-face through an LBS service provider with e-Channel delivery only.

So blended learning definitely includes, from a Ministry point of view and from these guidelines that we have, both face-to-face learning and E-Channel.



So let's get into these myths and burst some of them. I have heard all 10 of these from programs. I didn't pull them out of a hat or make them up.

The first one is that Contact North is delivering courses to my learners.

The logo for e-Channel, featuring the text "e-Channel" in white on a red, rounded rectangular background.

## Contact North's many roles....

The logo for Employment Ontario, with the text "EMPLOYMENT ONTARIO" in white on a red background, and the tagline "Ontario's employment and training network" in smaller text below.

- Supports the 5 eLeads of e-Channel by coordinating outreach and facilitating their meetings
- Holds the web conference software license chosen by the ministry for **Saba Meeting and Plato**
- Provides **Moodle** environment
- Promote e-Channel through Social Media, Course guides, Videos and by creating Digital Tools



Contact North has many, many roles. They support the five eLeads of e-Channel by coordinating outreach and facilitating their meetings. We meet regularly to talk about best practices, similar to the LSPs, but it's our own avenue where we can talk about ways to improve e-Channel.

It also holds the web conference software license for Saba and Plato.

It also provides the Moodle environment, which is very important. Good Learning Anywhere is a small organization, and we don't have a tech department, so we do rely on Contact North for these things. They do it for all of the e-Channel programs that need them.

They also promote e-Channel through social media, course guides, videos, and by creating digital tools.

At the end of the webinar, we will provide a document with all of the links that I'll be talking about. We included e-Channel Partner Podcasts on that list. These are a great tool that were developed by Contact North to help get information out to the field about what e-Channel is.

**e-Channel**

## Contact North's many roles....

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- OALCF online assessment repository
- E-Channel Portal for practitioners and Clients
- LBS Online Community of Practice <https://cloforum.contactnorth.ca/>



They also hold an OALCF online assessment repository as well as the e-Channel portal for practitioners and clients. They also host the forum for the LBS Online Community of Practice.

So Contact North doesn't hire practitioners, they don't create curriculum – they are there to provide access. Literacy is just a small part of what Contact North does. What we really appreciate about them at Good Learning Anywhere is that our learners have access to all of the partners that Contact North works with. It's a foot in the door for our learners into online learning.



The second myth is that e-Channel organizations all offer the same courses.

 <b>Online Platforms</b>  		
Saba	Moodle	Plato 
Live Class	Short Course	Independent
Instructor is with you in the class	Instructor interacts through forums and emails	Instructor interacts via email
Courses are at a specific time; recorded for playback	Available 24/7	Available 24/7
GLA created content	GLA created content	Plato created content
Headset with microphone	Speakers for some modules	Speakers for some modules

Yes, everyone has math curriculum. But the different e-Channel providers serve different audiences: indigenous, anglophone, deaf and francophone. We all offer courses that best suit our streams. That means both the course content and the way that courses are delivered. So, for example, Good Learning Anywhere uses three platforms: Saba, Moodle and Plato. Each learner you have is unique, and we try to make it flexible to meet the needs of learners both from within and outside of LBS.

Saba is somewhat interactive so we use it for live classes. We use Moodle for short courses. Plato is very independent. I think of it like Lego blocks – content is created, and we organize it for the learner.

Each provider runs their program slightly differently. We don't have a master database with everyone's information, so we can't see what each other is doing. We each tailor our offerings to meet the needs of the organizations we work closely with.

The e-Channel providers offer anytime courses to learners for whom it is suitable using a variety of learning platforms/options: Learnscope, BlueJeans, Big Blue Button, Skillbot, Antidote, on different learning management systems.

Comment from a participant: I have heard the term blended refer to ES/LBS partnering, and it's confusing.

Linda's response: I've heard that too. People throw around the term "blended learning" pretty loosely, and it does get confusing. That's why we're working to get rid of some of the myths that are out there!



The third myth is one I hear a lot, and we did hear about it in the poll results at the beginning of the webinar. The myth is that if I refer a client to e-Channel, I won't be able to count them in my site stats.

I remember many moons ago that this was a real concern back when e-Channel was a project.

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## Upcoming Webinar

The logo for Employment Ontario, featuring the text "EMPLOYMENT ONTARIO" in white on a dark red rectangular background, with the tagline "Ontario's employment and training network" in smaller text below.

### **No body snatching allowed!**

Concerned that referring learners to e-Channel programming means losing credit for the work you do with them? Puzzled about how Milestones can be shared between your organization and e-Channel and reported in CaMS?

Find out how e-Channel supports your work and leaves the snatching to... zombies!

*Presented by Arlene Cronin, Program Director of the College Sector Committee for Adult Upgrading ACE Distance Delivery Program*

**Thursday, October 26, 2017 2:30—3:30 pm EST**

I'm not going to get too into it right now, but I will let you know that things have changed enormously. We are going to be talking more about this in a month's time when Arlene Cronin will be talking about "No body snatching allowed". It isn't about zombies, but it is about how milestones can be shared between your organizations and e-Channel and be reported in CaMS. This is an important webinar! There are ways to share the work that is done by the learners that we are both supporting.

**e-Channel is a viable delivery model**

e-Channel is a less intensive, lower-cost delivery model that is valued by learners. It is well suited to complement in-person LBS training, through blended learning for some learners and as a stand-alone option for others. Integration between e-Channel and in-person LBS could be stronger.

Recommendation E-1: Continue to fund e-Channel as a complement to, rather than replacement of, in-person instruction

Recommendation E-2: Better integrate e-Channel services with in-person services for blended learners in order to reduce competition and duplication of efforts.

Here's the other thing that makes me really hopeful for the direction of blended learning – Cathexis. We looked at the section that deals with e-Channel. We saw that it is well-suited to complement in-person LBS training, although it could be a stand-alone option for some clients, just as face-to-face is an option. I will be the first to say that e-Channel doesn't replace face-to-face. LBS programs have such a strength and skill in making connections with learners. You have them there with you, you can see what they are doing. It is not our intention to say that they can learn everything online. For some people, however, that is the only option. We were excited to see that the Cathexis report recommended the continuation of e-Channel as a complement to, rather than a replacement of, in-person instruction.

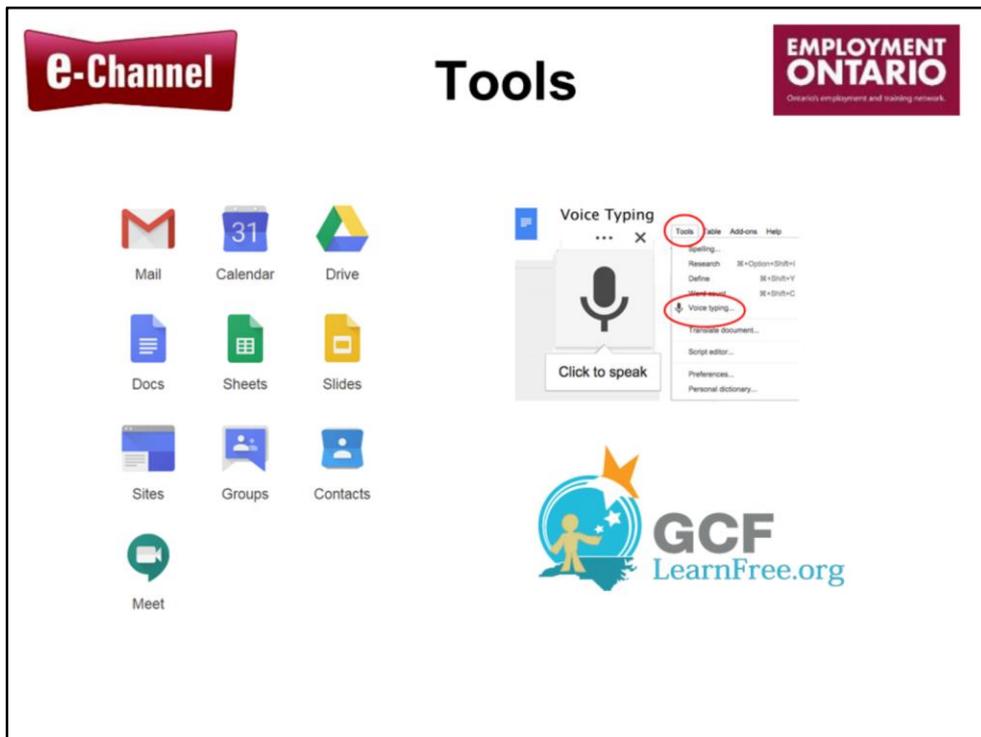
The other recommendation gives me hope and makes my spirit soar: Better integrate e-Channel services with in-person services for blended learners in order to reduce competition and duplication of efforts. I loved seeing that in the report. I think that goes a long way to being able to work on some processes. For example, there are two registration forms. They have to register at your program, and they have to register at my program, and maybe even also at Employment Ontario. We need to make it easier for the client to access multiple services and make it easier on us as administrators to facilitate that as well.



Myth #4.

We want better integration. We want to be able to support our clients in a more streamlined way and support them in blended learning, but who has the time and money for technology? We are busy doing reports, there are too few staff, there is too little money, we just can't do it.

I have heard this many times on my travels, and I get it. But there are options.



There is something for everyone, from someone who has never done blended learning to someone who is fully into online learning and has a wonderful computer lab. There are little steps we can do along the way, so I wanted to touch on some of the tools that are out there.

In the past, we had to buy MS Word for each computer, and we had to have licenses, etc. and it was expensive. It still can be – I'm not saying that we no longer need licenses. But there is a lot of free stuff out there. One of the links I am giving you is GSuite for non-profits. That's the Google suite of tools that includes docs, sheets and slides. These are very similar to Microsoft Word, Excel and PowerPoint. Gmail has so many great functions. What's great about all of these tools is that they are free. If a learner learns about how to use these tools at your site, they can also use them elsewhere – at home, on a friend's computer – for free without needing a license or having to carry around a USB key.

There are a lot of options out there that make it more affordable to integrate technology. Things like voice typing in Google is great. I tried it out, and it's actually pretty good. It can save me some time if I need to type long documents. It's great for me, my staff and my learners.

There is a lot of support out there to learn about these options. For example, there's GCF LearnFree which offers great tutorials for you, your staff and your learners. Google has a wonderful help site. I don't work for Google, but I do thank them for making my life easier almost daily!

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**Support**

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- free customized support with technology integration in teaching and administration
- Technology Coaching
- Webinars



But sometimes it's support that we need. Sometimes our staff hasn't had the time or the opportunity to learn about using these tools.

What we're really lucky to have in LBS is AlphaPlus. They do a great job of going out and doing the research for us on what technologies are out there, evaluating it for LBS use, and then offering the field support.

We at Good Learning Anywhere rely on them. They have quite a few webinars and they offer technology coaching. I encourage you to take a look, sign up for their newsletter, and get in touch with Monika and the team to figure out how they can support you.

I put a little sun here to remind me. One of the networks posted to follow them on Facebook – they hired a summer student to get them set up on Facebook, and now they have posts all ready to go all year long. What a great idea!

Have you heard the term reverse mentoring? The younger generation is very good with digital technology and social media and so on, so hiring a summer student to set up social media, or getting a high school volunteer to come in can be helpful. Or do you have a client who is very good with technology? Perhaps they can help you out. The point is to look outside the box and not just task your staff with technology demands. Of course, there would have to be some parameters around it. For example, they could research what other organizations do, and then start to develop a plan for you.

I think there are a lot of options out there, and remember that we do have these supports in place to help us out.

#### 4. How to make it a WIN

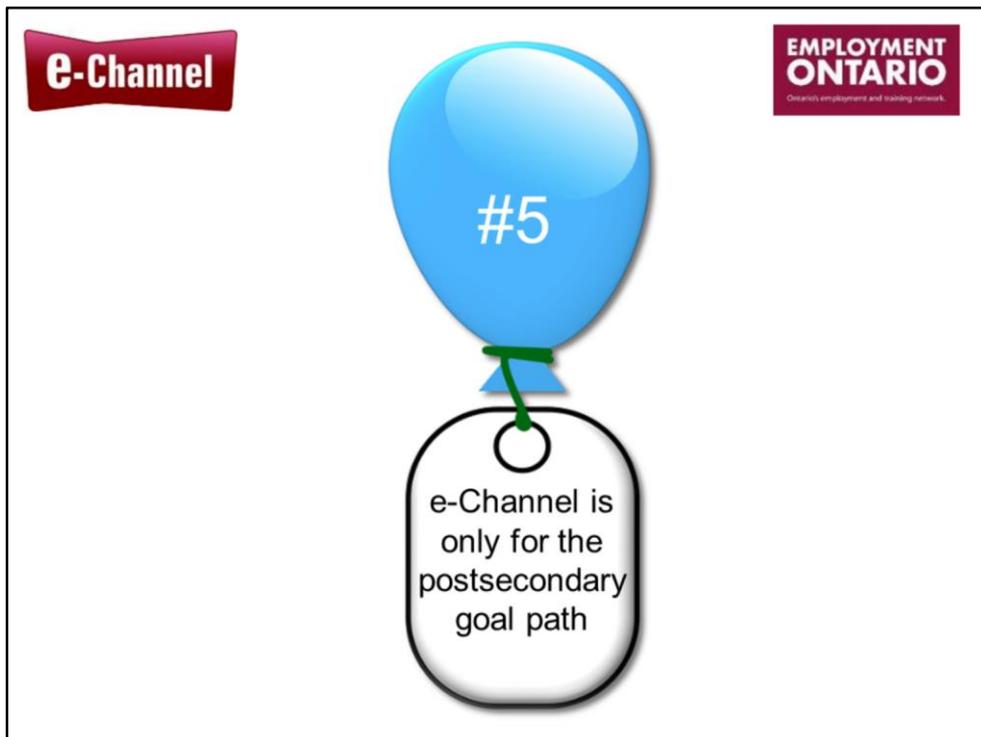
Have you ever hesitated before registering your learners to e-Channel Blended Learning? Do you sometimes feel that your technology skills are not up to par to support your learners properly? Do you fear that blended learning might take away from your other LBS activities or impact your targets? If you've answered yes to one of these questions, this webinar is for you!

Discover what supports are available to make working with e-Channel blended learning a WIN for you and your learners.

*Presented by Philippe Landry, Program Manager of the Coalition ontarienne de formation des adultes (COFA) Formation à Distance Program (F@D) and Rachel Anne Normand, consultant and trainer with COFA.*

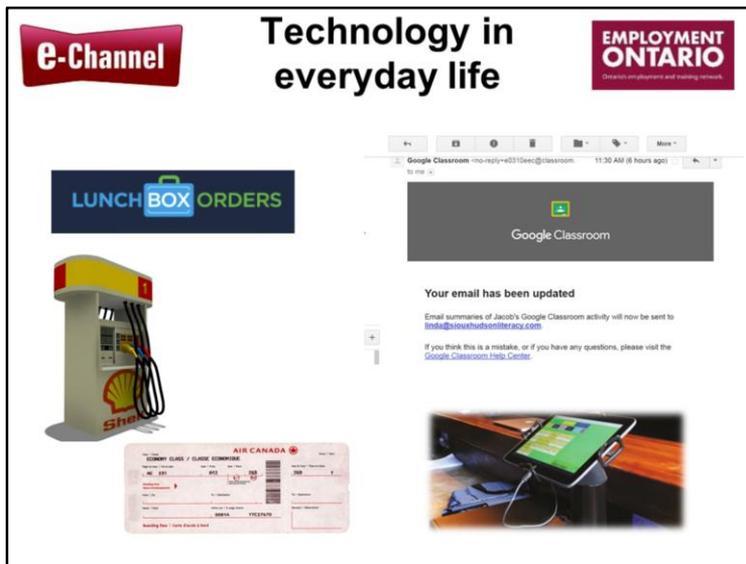
**Thursday, January 25, 2018 2:30 - 3:30 pm EST**

I'd also like to bring your attention to the fourth webinar in the series which will be with Philippe Landry, who will talk about the supports that are available to make with with e-Channel blended learning a win for your learners. That's going to be in January, and I encourage you to take the time to attend and join us for that webinar.



I'm catching up on some of the text chat and see some glowing recommendations for AlphaPlus' services.

The next myth that we have heard when we are out and out is the aspect that e-Channel is only for the post-secondary goal path.



That myth breaks my heart a bit because it's so important for all of our learners to include the competency of digital technology.

I pulled some examples from own daily life. When I get gas, I have to use my credit card to pay. I flew to Thunder Bay, and I checked in online and when I got to the airport, I had to use a machine to get my baggage tag, and I received email alerts that my plane was late. There are a lot of digital skills required to take a flight! We went out for supper, and I was handed an iPad to order my food. All of the servers had iPads.

I received two emails from my kids' school, including one about the Google classroom. It seems that I'll be getting email summaries about what's going on in my son's Google classroom. He goes to a physical school, but they put their stuff online. I'm interested to get my first summary and see what's going on with that. So if my client has kids, this could be a big deal. It can be very confusing, but in our LBS program we can offer a safe environment to work with learners and encourage them to ask questions, to fail (the first attempt in learning) and then to succeed with these daily technology requirements.

You can't even send \$2 with your kid for pizza day at school. Now there are online lunchbox orders – I couldn't even figure that one out.

There are all of these things that happen in everyday life. I really think that e-Channel is a great way of incorporating that technology into learning.

Another point: all Ontario government services are now online.

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Blended learning can help enhance  
learner outcomes

I do truly believe this statement that blended learning can help enhance learner outcomes and our learners' chance for success in reaching their goals.



Myth #6: My learners are too low level for e-Channel courses, and it's too much for them.

I won't totally disagree with this. I can understand how someone who has never turned on a computer before and who has very low reading skills will find this difficult. That's one of the many reasons I am so grateful that face-to-face exists, and that Contact North exists if there isn't an LBS site so learners can access that as well. It's important for those learners to have these supports.

However, I think we take it a little too far sometimes.

I know there are people out there who have never used technology, but it's so invasive in our society – it's everywhere. I think that we have the duty to expose our learners to technology and give them the opportunity to try and learn. I think that there are ways to do it for our low level learners so they can see what it is so they become engaged.

With Good Learning Anywhere, we have a sharing circle that happens once a term. It's not mandatory, but all learners are automatically registered. We encourage everyone to come. Our staff comes. It's a great way to start a Monday. We get some fantastic guest speakers who talk about their successes in life, and challenges they have overcome. It's a really exciting time.

We just had one this past Monday with Candace Maracle, who is an Indigenous film maker and journalist. It was a great morning of sharing ideas, and we heard a fantastic story about the struggle a Canadian lacrosse team had to use their own passports.

What I saw happen another time at an LBS site is that we put the sharing circle up on the SmartBoard. The learners were not into it at all. This was a low level class. They didn't want to participate in the Sharing Circle. I could see that in their faces. I was sitting at the front, running the controls. Another guest was Cody Jameson, a Canadian lacrosse player. I was really excited to hear him share his love of the game and the path he had taken. As he spoke, I could see learners start to put down their phones and become more engaged. Then they started to tell me to hit the happy face on the controls, or to hit the clapping hands. Finally I told one guy to come click the clapping hands. Then he sat there and used the icons. I could see that this learner was realizing that he could use this technology to learn. He was happy about this, and he has been sitting in on our sharing circles ever since.

It's a way to engage clients in technology. It's a great tool to help low level learners learn how to get online and use tools to communicate.

I encourage you to talk to the e-Channel leads you work with and ask them if there are courses they would recommend. I certainly have a few. I wouldn't start them out with creating documents, but there are courses they can listen to.

Here are some other examples of technology in every day life in the text chat: I can't even book a camp site without using the internet. Someone went to the doctor and was given an iPad to provide their information. Can you imagine if you didn't know how to use technology?



Myth #7: Once a client enrolls in e-Channel, I can't track what they are doing, and it's confusing.

This was confirmed as a concern in the poll at the beginning of the session.



# Referrals and Consent to Share









### Information and Consent Agreements

\* Consent to Share Information



*Information about your learning can be shared with other people who you are working with (for example a teacher, caseworker, etc?) Is there anyone you want (or need) us to share information with? If so, fill in their name and email below.*

Practitioner

Practitioners Email

Recommendation E-2: Better integrate e- Channel services with in-person services for blended learners in order to reduce competition and duplication of efforts.

I have a few tips for you. At GLA, we are looking into ways to communicate better. For example, a single registration would help the process. Remember the Cathexis report that recommended better integrating e-Channel services. Hopefully there will be some work done around that.

E-Channel leads have done some work around making the process easier. The LearningHub has a referral form that you can use. GLA's registration includes an area where you can enter a practitioner's email and includes a consent to share information.

With GLA, each learner is given a mentor. So make a note in the learner's file of who that is. So if you have a question about the learner, send a note to the mentor and ask for an update. We're happy to do that. We have close to 1,000 learners, and we do our best to keep in touch, but if you can reach out that's really helpful until we get a better system.

After someone completes a course with GLA, they get a certificate. So why not set up an achievement wall and ask learners to bring in their certificates. That gives you some feedback as well.

**e-Channel**

**Staying Connected**

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Stay connected with the various groups out there. Today's webinar is a great example. Stay informed about blended learning and what is offered. Because we're online, most of us are very involved in social media, so I encourage you to follow us on Facebook and Twitter and whatever social media each provider uses. Or follow it all!

Each lead tries to get information out to the field. For example, GLA was doing lunch and learns at the beginning of each term. So look for those opportunities which are often sent out by the networks. Come, join, send your staff! I encourage you to stay connected.



## Webinar



### **3. Best practices for makin' it all work**

Would you like to know how working with e-Channel can help you and your organization even as you juggle the many other tasks that support your learners?

Find out what success can look like for organizations taking advantage of e-Channel blended learning, and come away with some tips and strategies that you can use.

*Presented by Courtney Brown, Literacy Program Advisor for the Centres for Employment and Learning of the Avon Maitland District School Board.*

**Thursday, November 30, 2017 2:30—3:30 pm EST**

Our third webinar in the series is by Courtney Brown. She will take a look at tips and strategies you can use when you are taking advantage of e-Channel blended learning.

We know you have to juggle so many tasks, so we're going to take a look at some best practices and how that can be a bit smoother for you.



Myth #8: e-Channel doesn't use the OALCF

We've heard people who said that they can't refer learners to e-Channel because we don't do the competencies and milestones, but that isn't true. We have the same reporting requirements that programs have.

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## Competencies & Milestones

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e-Channel Leads do follow the OALCF and administers milestones online.  
LBS programs can work with e-Channel leads as partners where both agencies can take credit for administering a milestone to the learner.

We do follow the OALCF and administer milestones on line. The exciting thing is that LBS programs can work with e-Channel and both agencies can take credit for administering a milestone to the learner. This is great, because now there is acknowledgement that programs support the client in online learning to take blended learning classes, so we can both take credit. I am very excited to see that.

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#9

I'll lose clients  
and they won't  
come onsite  
anymore  
dropping my  
stats

Myth #9: I'll lose clients, and they won't come onsite any more, dropping my stats. I'll lose them to e-Channel.

This is a huge fear, and at one point this did happen.

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## Benefits of Blended Learning

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- Less face-to-face instruction required, which makes it possible for in-person service providers to serve more learners
- increased flexibility for students allowing them to progress at their own pace online and to access some material when in-person support is not available
- learners may access more learning time than could be provided by either method alone

-CLO Literacy Basics

<http://literacybasics.ca/training/training-delivery-methods/>

What I am excited about is that most sites are now starting to see that e-Channel and blended learning is actually a way to increase stats, and that we're not snatching clients. Arlene will get into that more in her October session.

I was trying to figure out how to summarize all of the benefits of blended learning, and I thought CLO did a great job highlighting the top three:

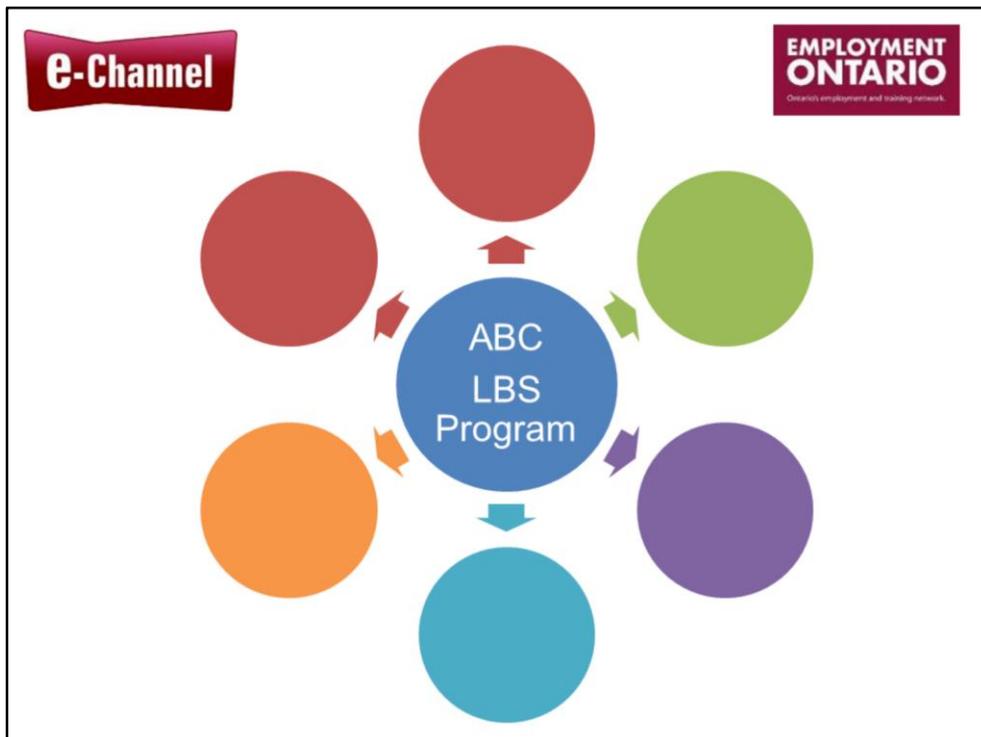
There's less face-to-face instruction required, which makes it possible for in-person service providers to serve more learners. It might take time to get someone up and working on e-Channel, but once they get going, you've got time to intake other learners and work with other learners who may need more of your time.

There's increased flexibility for students, allowing them to progress at their own pace online and access some material when in-person support is not available. This is also important for those lower level learners. We have clients go through a 2-hour course, and they go back and access it again. When it's online, you don't have to repeat teaching. The learner can do it on their own, they can take control which I love. Online learning gives the client control over their own learning.

Learners may access more learning time than could be provided by either method alone. Combined, we are giving them a more rounded experience.



So, clients come to XYZ LBS program. Clients come to them, and staff assesses them, and the client learns. That's how it has been for many, many years. I know this isn't how everyone work, but I have come across sites where this is their model.



I want to propose to you a different model. I want to propose that perhaps this is your program, and you do have learners coming in, but what other opportunities are there for you to do some outreach? Perhaps it's blended learning. Think about partners in your community who might have access to a computer lab but they don't offer LBS services, so historically clients have had to come to you. Where could you go in your community where you could sit down for a couple of hours and reach people like that?

I'm thinking about places like Ontario Works, the library where there are computers. You could ask to go to the library and meet people and register them. Band offices is another idea. Churches – I just heard about an awesome project at a church that runs Monday to Friday 9-5. Employment services, community hubs, legions, soup kitchens. There are some schools too. And shelters or senior centres or drop-ins for new mothers or Early Years Centres. You could take computers or use theirs.

I know you don't have the staff to go and sit there every day, all day, but perhaps you could go one morning every two weeks to check in and offer help, but in between, learners are working online.

I challenge you to think outside of the box. Think about small communities that might not have resources – can you go to them?

## Blended learning can help centres meet their performance targets



Blended learning can really help a centre meet its performance targets. That outreach, that doesn't take a lot of time, can help you meet your targets.



The last myth: There are no courses in e-Channel that my learners would be interested in.



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**Customer Service**  
Have you ever thought of working in the customer service field? There are actually 100's of jobs where you can be successful in the customer service sector. This short course will explore the most valuable customer service skills such as communication skills, coping with stress at work, time management, work ethics and conflict resolution.

**Learning Objectives**  
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**Be Your Own Boss**  
Have you ever thought of starting your own business? Join us for these 6 classes as we explore the skills that you already have, and learn how to use them in your planning, record keeping and marketing of your business. You will learn how to create and manage an accounting system and how to use it to your advantage. This course is offered in partnership with PMSI Centre for Women's Enterprise. This is a 6 session course.

**Dates and Times**  
Tue 27-Nov 2:00pm - 3:30pm  
Thu 29-Nov 10:00am - 11:30am

**Course Explanations**  
This independent course is designed for those looking at identifying employment opportunities and exploring different career options. You will learn how to create and manage an accounting system and how to use it to your advantage. This is a 6 session course.

**Complete an Online Job Application**  
This course is designed for the learner who is seeking for employment. In this course, learners will learn how to submit an online application with a resume in proper business format. They will learn to create a complete resume using their skills, experience, and educational background to follow the examples provided.



My response to that is that you don't know until you try...maybe there is a client that wants Bookkeeping, but they didn't say anything because there aren't enough people in the centre that also want that, so nothing has ever been offered. So, as they scroll through the e-Channel courses, they might express interest. You may not have the resources to offer a course for just one person, but when people are interested from other programs, they can all come together on e-Channel and take the course. So now there is an open door for a group of people. Have your clients take a look at what is offered, and maybe something will spark a light.

**e-Channel** We want to hear from you **EMPLOYMENT ONTARIO**  
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**NEW!**

**Live (Saba)**

**Is Math in Your Path?**  
Starts Nov 8th

**M'Nendamowin (A Good Way of Thinking): Introduction to Mental Health**  
Starts Nov 7th

**Off the Beaten Path: Geocaching with Your Smartphone**  
Starts Sept 27th

**Short Courses (Moodle)**

**Customer Service**

**Getting a jump on a Healthy Lifestyle**

**Sioux-Hudson Literacy Council**  
Good Learning Anywhere

Introduction to Postsecondary Readiness

I am also going to encourage you to is to talk to your e-Channel stream leads. Send us ideas.

These are the new courses that are coming to Good Learning Anywhere. Some of the ideas came from a session that was held up north. We had feedback that mental health is so important, so we decided to offer an awareness course.

Low level learners like the live classes, but there isn't anything live for math, so on November 8 we are starting "Is Math in Your Path?"

I've also heard how difficult it is to talk to clients about hygiene. I've been asked about having a course that clients could be directed to so staff doesn't have to have that awkward conversation. So now we have "Getting a jump on a healthy lifestyle" that includes a hygiene component.

Our Ontario Works readiness programs, and our introduction to post-secondary readiness course came from community suggestions and the needs out there. Don't be afraid to ask us what we can do for you. Give us a shout and talk to us about your needs.

**e-Channel**

**EMPLOYMENT  
ONTARIO**  
Ontario's employment and training network



I love this picture, because it represents to me something the field can aspire to. Pictured here are Sarah Stocker from Contact North, someone from a Northern Indigenous program, the e-Channel lead for the Indigenous stream, and an ONLC representative. We can all work together, and support our clients. I think that by all working together we have an opportunity to build a strong opportunity for our clients.

I am excited about these webinars and talking more about blended learning.



I hope that we have burst some myths about blended learning. The webinar will be followed up with links and resources that were shared. Thanks everyone for your participation!

From the text chat:

- A reminder to check out AlphaPlus for support and resources!
- A reminder that Contact North has computers available and may also have some technology support. In rural areas, connectivity may be a problem, so Contact North is a great resource.
- Remember that wi-fi is everywhere, even at McDonald's.
- Transportation may be an issue for learners, so online learning can help with learning when learners can't get into your site.
- As links are added to the Google document, it will update automatically via the link that was provided.
- A participant asked if any of the e-Channel courses could be provided via CD for areas that don't have good internet connection. Sarah Stocker indicated that the ministry is looking into solutions for those who can't access online services. Linda will discuss off-line activities with the other e-leads.
- Can a group of people attend a live course at the same time? Contact us with those ideas so we can all work together on these ideas.
- Do instructors get to overview/preview courses before signing up learners? There is a catalogue of courses available, and I encourage you to speak to the e-Channel leads. Please don't try to register as a student as this impacts the numbers. If you just want to take a peek at a course, give us a call and we will try to work with you on that. We're happy to brainstorm with you!

- The Contact North catalogue is put out every term.