

# Improving Service Delivery in the Digital Age



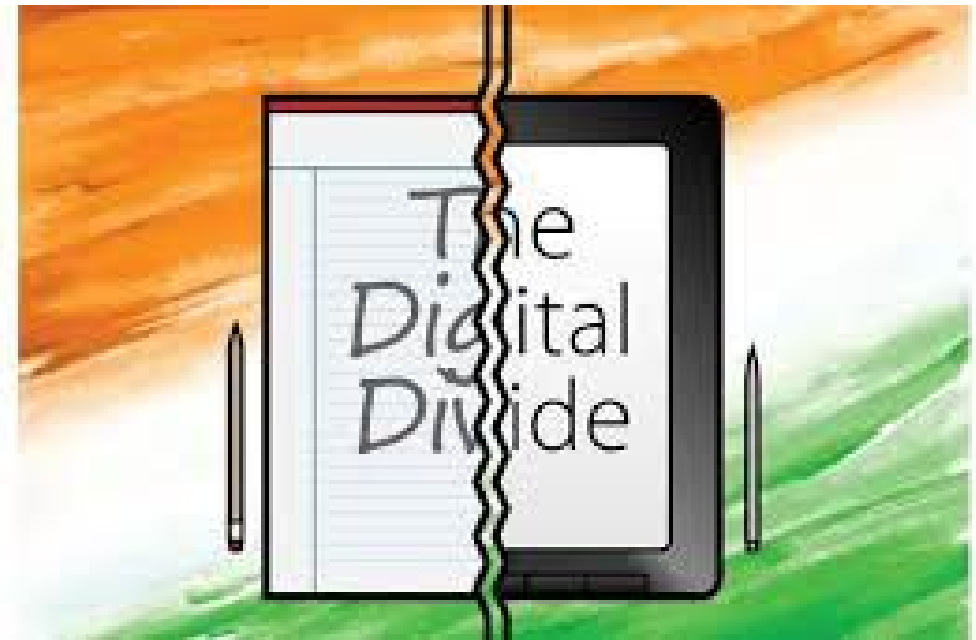
# Introductions



# Background: Project Context & Rationale

## Problem

- Digital divide is wide & widening
- Language level not an indicator
- Professional contexts require:
  - communication skills *within* digital environments



# Background: Project Context & Rationale

## Solution:

- Competency based
- Self-paced
- Asynchronous
- Interactive
- Not program or app specific
- Learn by doing
- Pre-program, waitlist, concurrent/embedded course, pre-career

**eSkills** 

Use. Share. Create.

**WHY DO**

# Background: Project Elements

## **Team Structure:**

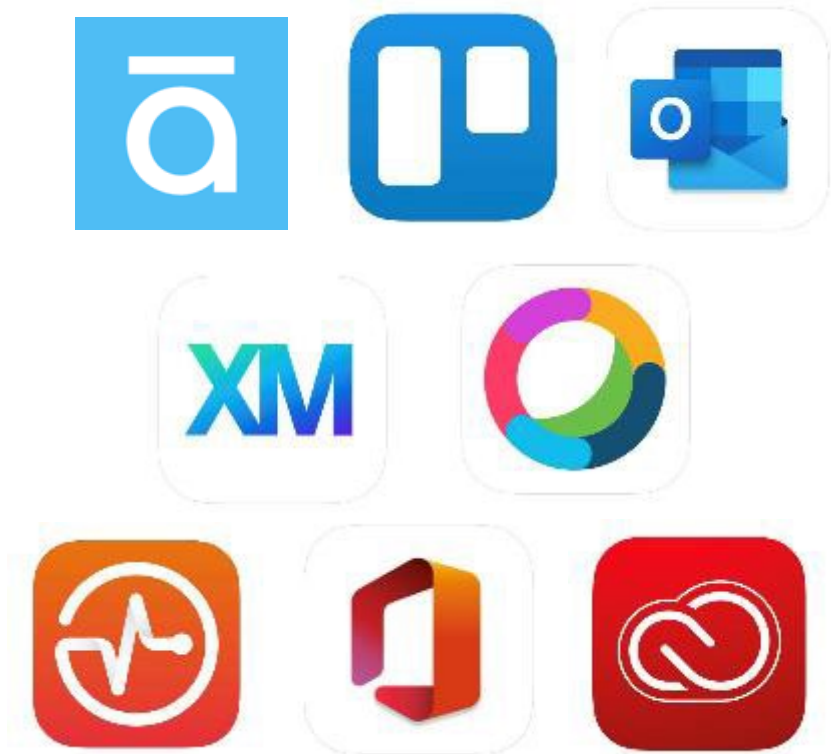
- Project manager
- Project lead
- Instructional designer
- Content developer
- Facilitator

## **Team charter & values:**

- Consensus-based decision making
- Meet F2F bi-weekly and as needed
- Values: respect, transparency, positivity

# Virtual Teaming

## Software:



## Hardware:

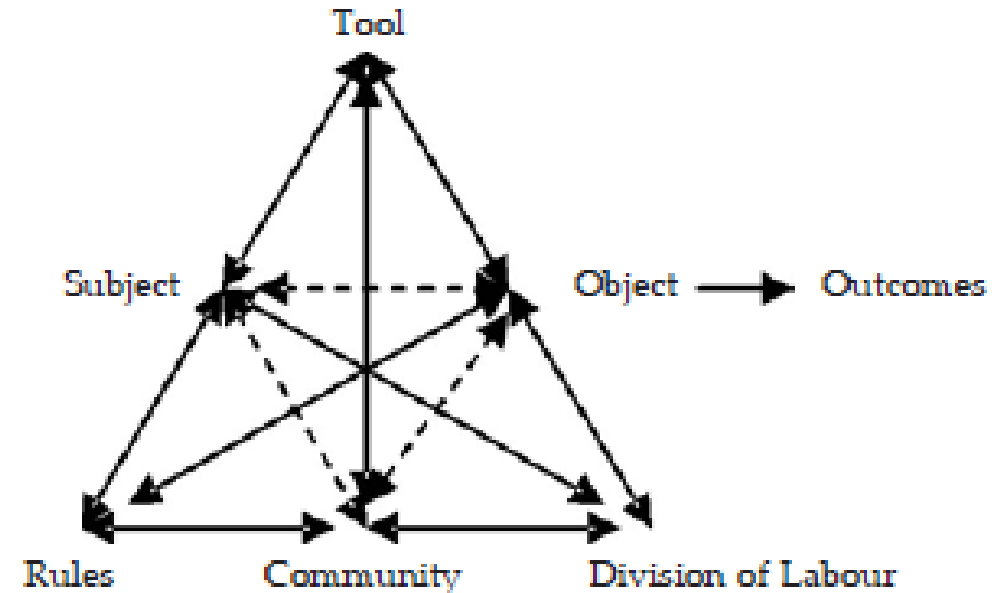
- 2 Large Displays
- 1 High-end Laptop
- 25 Webcams & Mics



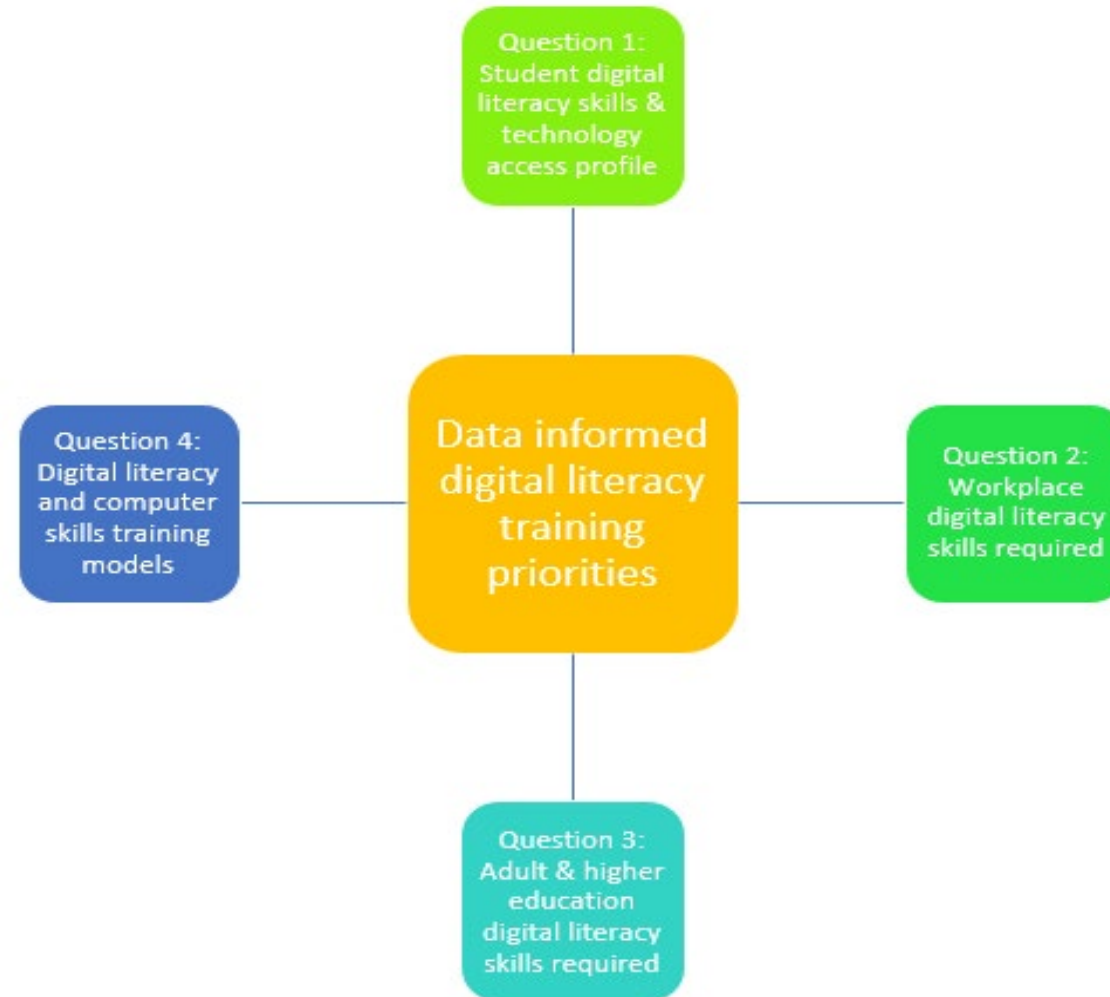
# Background: Research Focus

## Areas of influence:

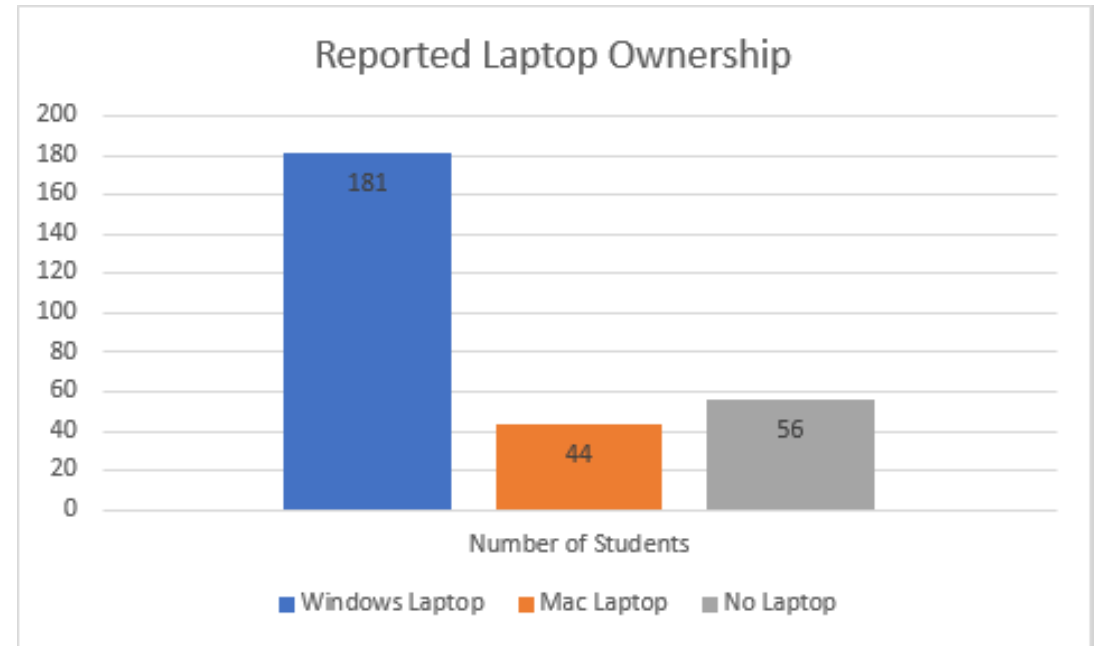
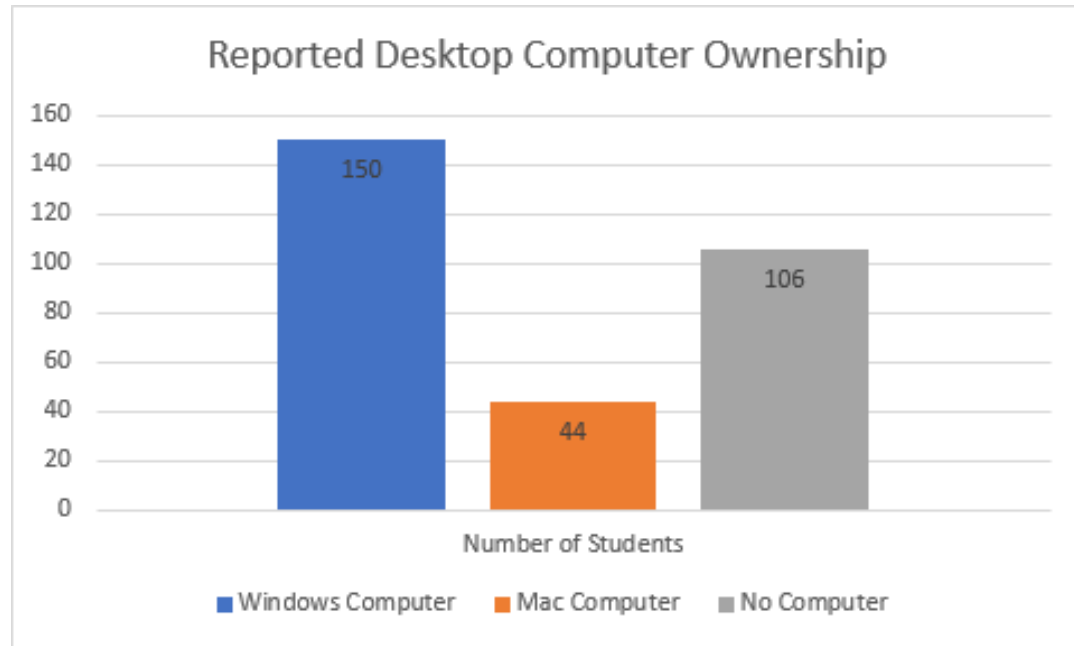
- Digital divide
- Universal Design for Learning
- Accessibility standards
- Intercultural competence
- Technology mediated communication
- Computer Assisted Language Learning



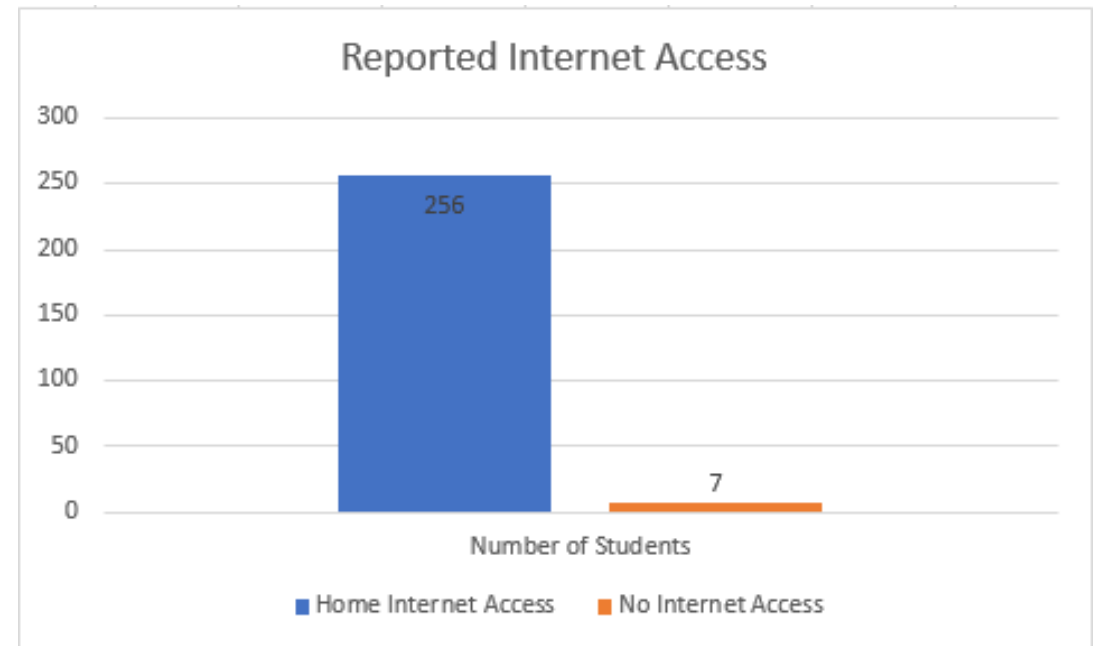
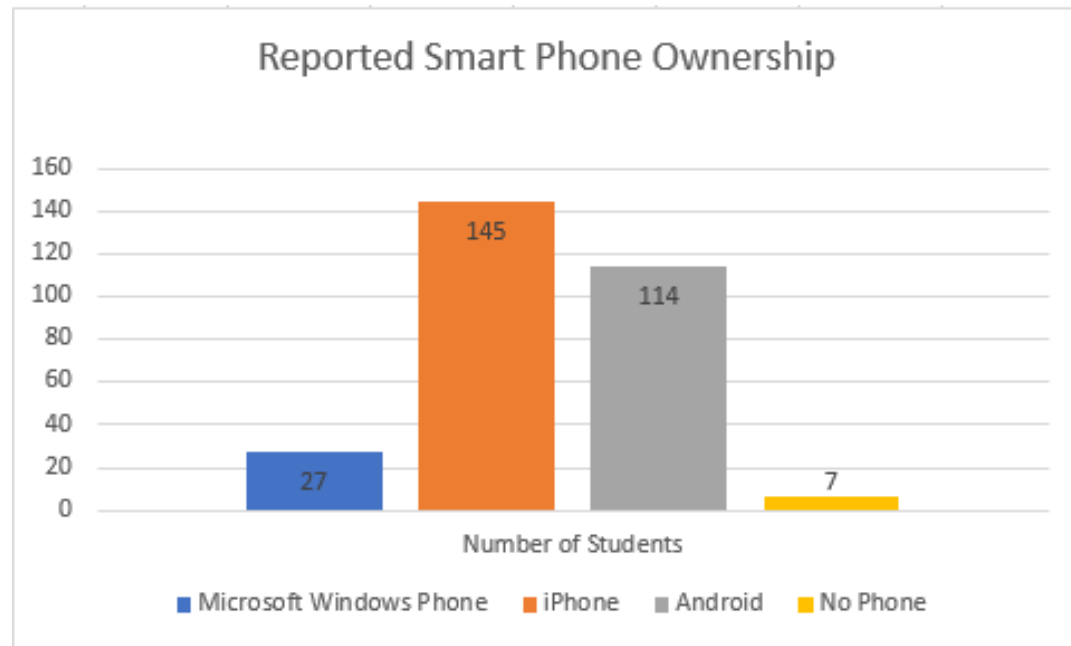
# Primary Research Approach



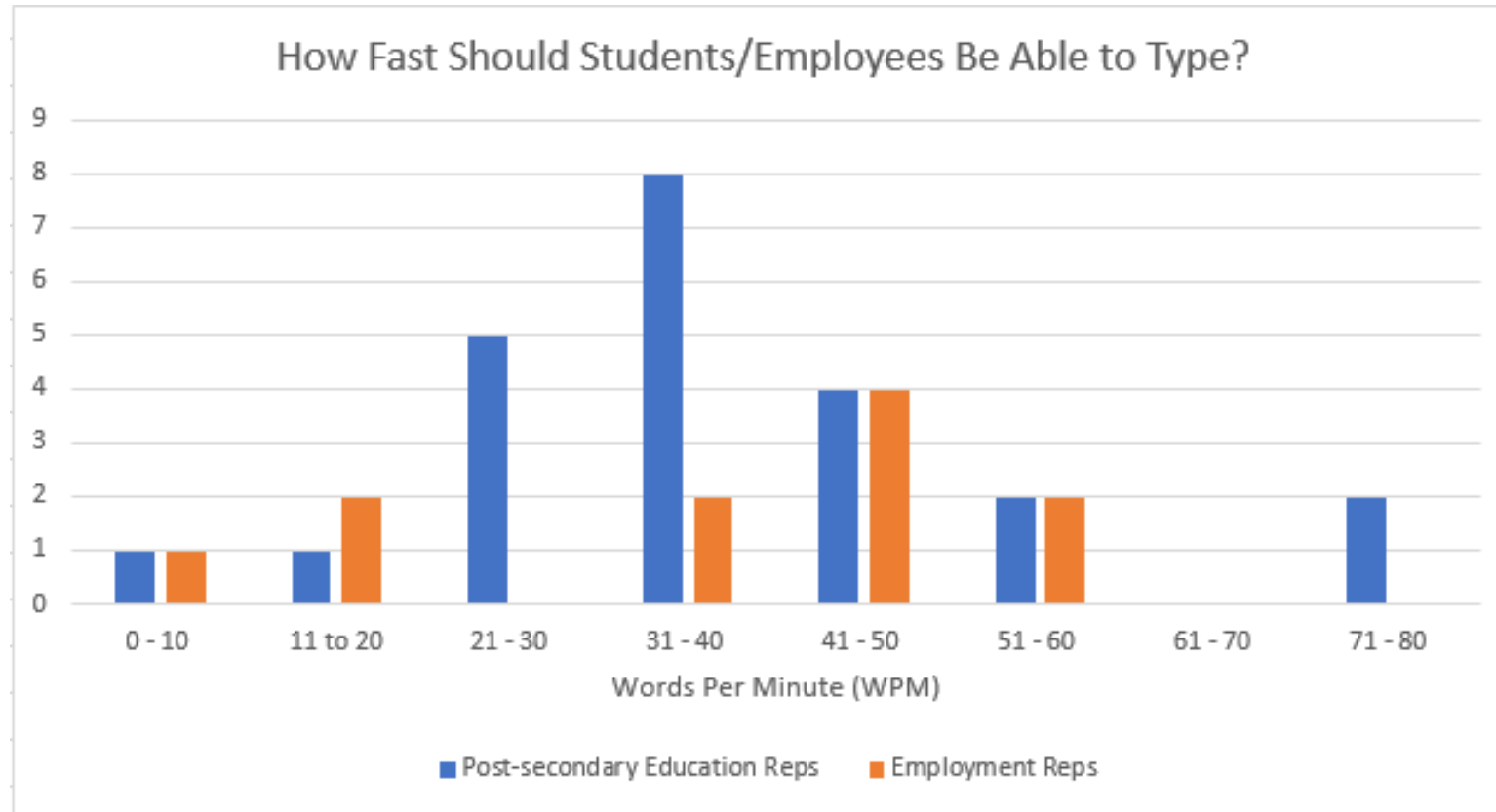
# Notable Survey Results: Students



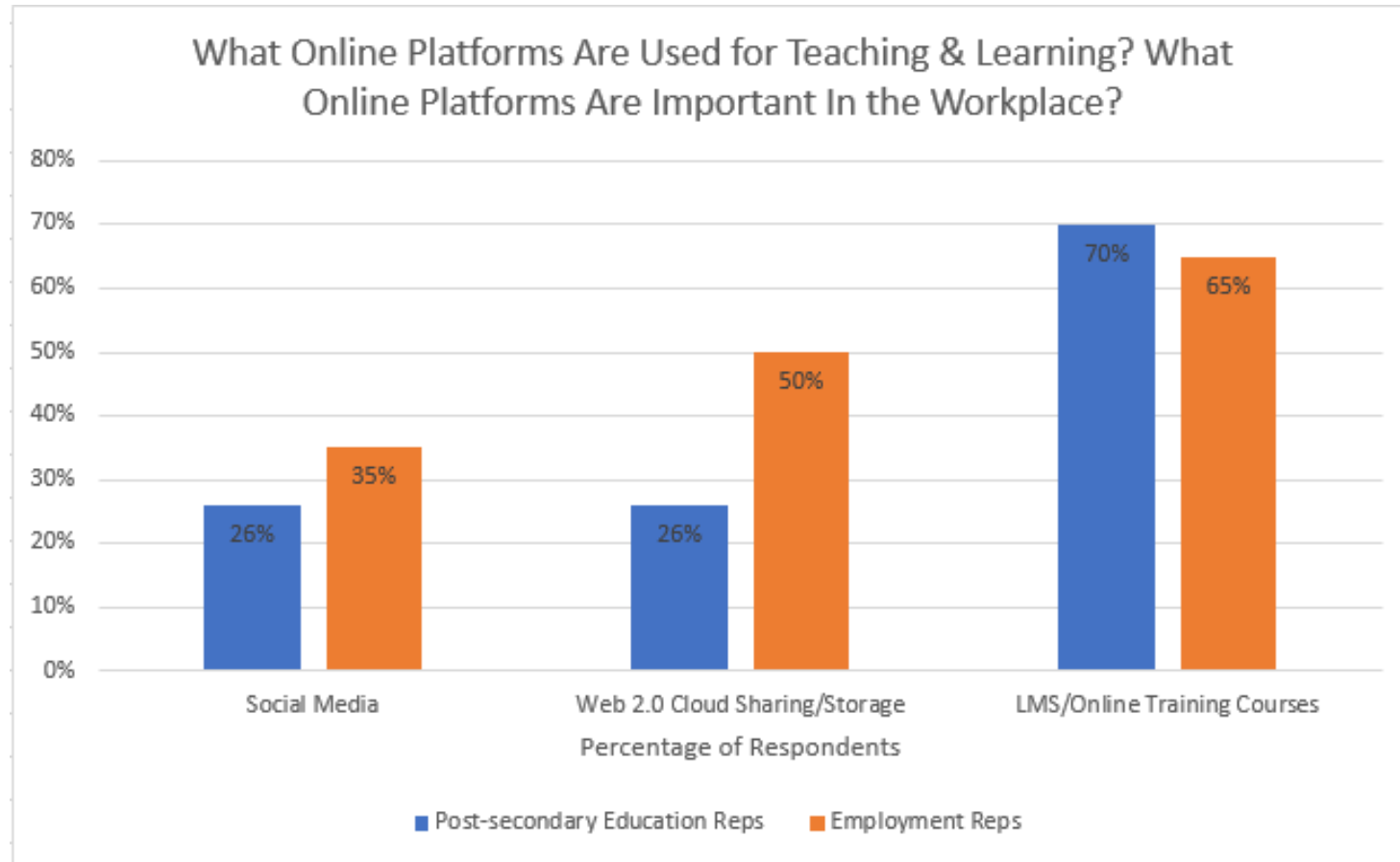
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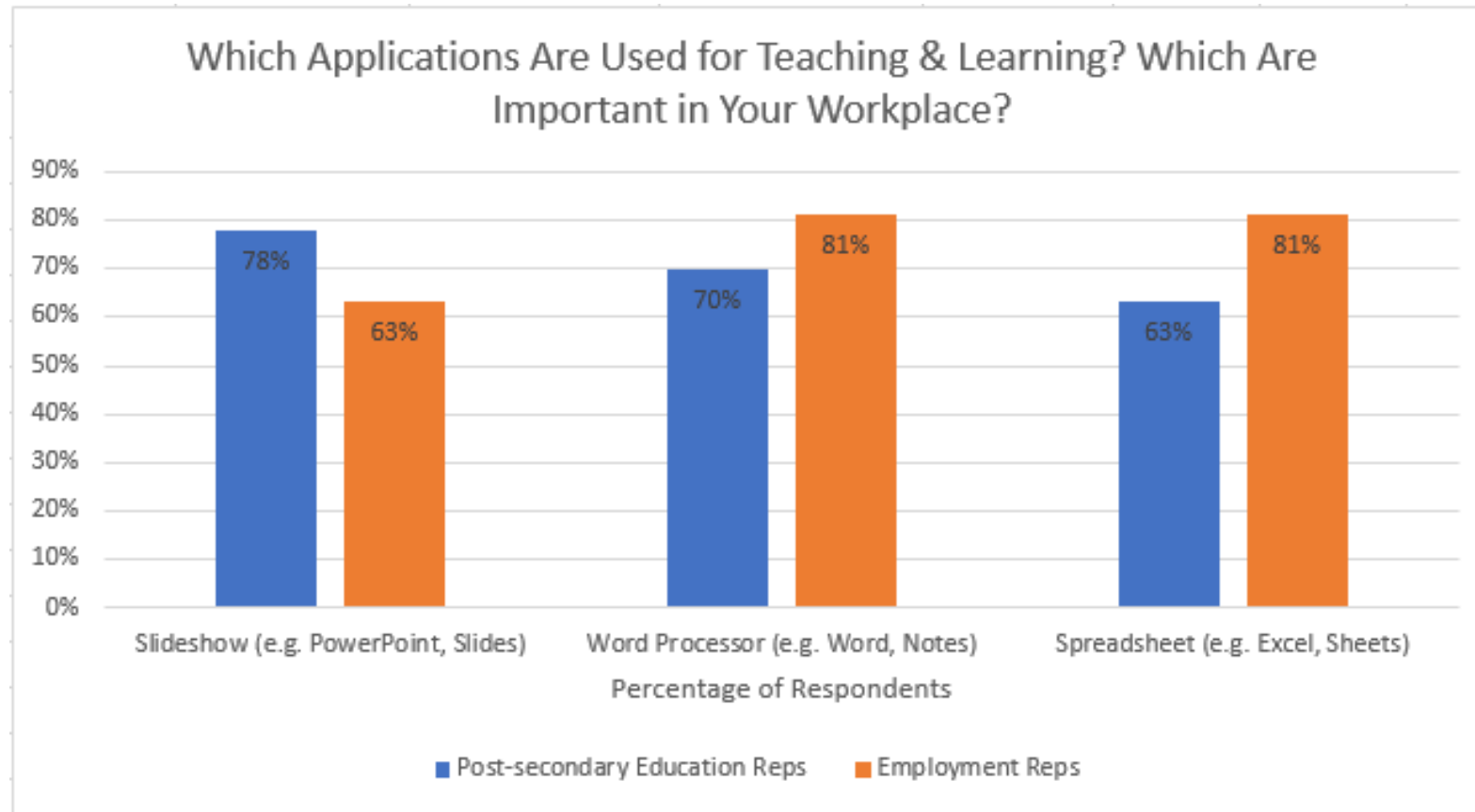
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# Implementation: User-testing Pilot 1

## Test Group 1:

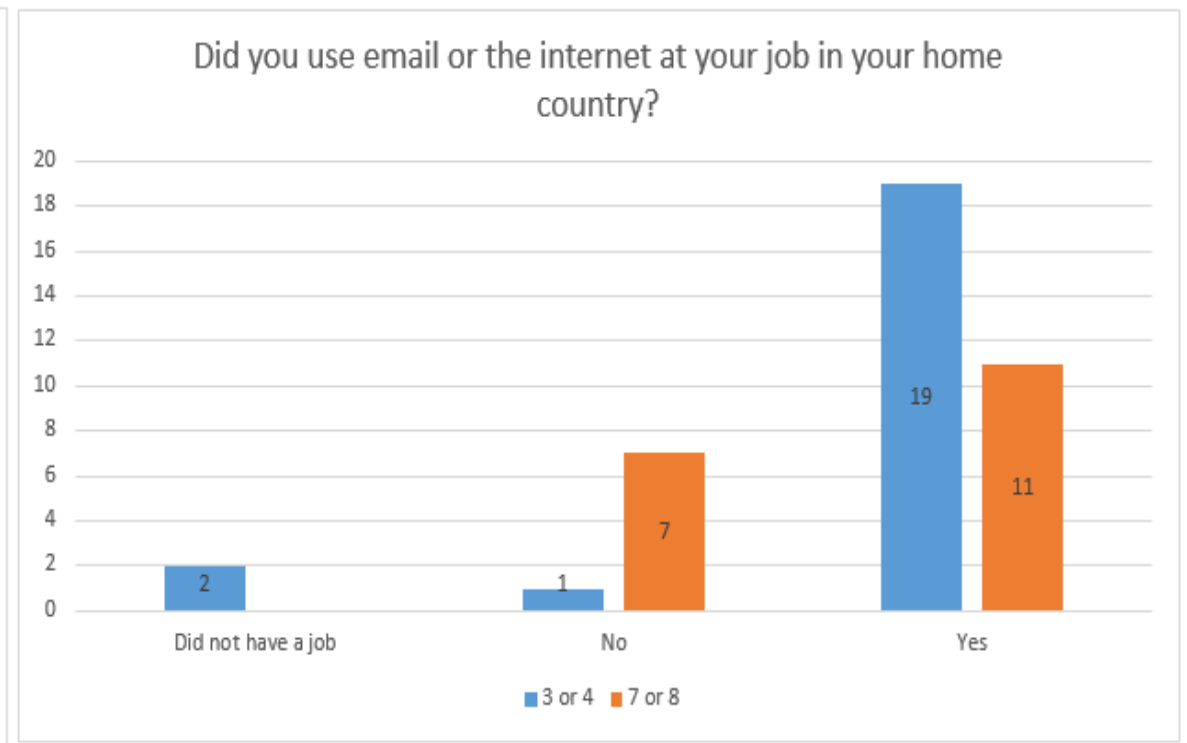
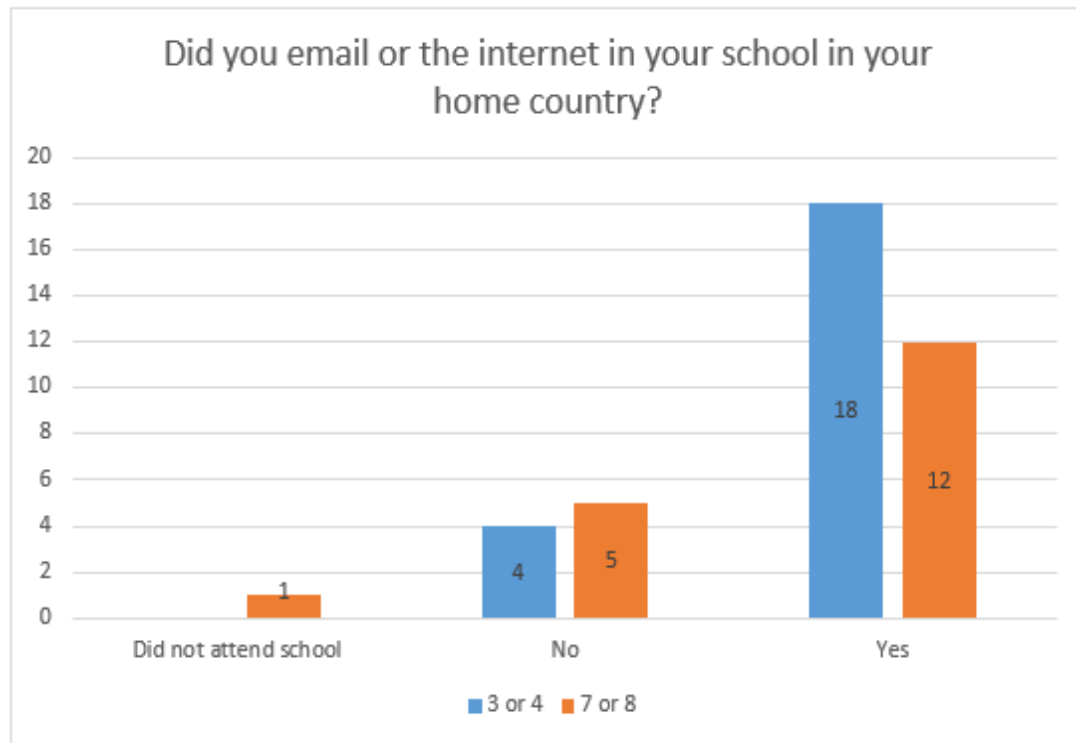
- CLB 3/4 class (n = 22)
- 10 hours in 2 weeks
- 82% used email/internet at school
- 86% at work
- 77% use email/internet more in Canada
- 23% prior online learning

## Test Group 2:

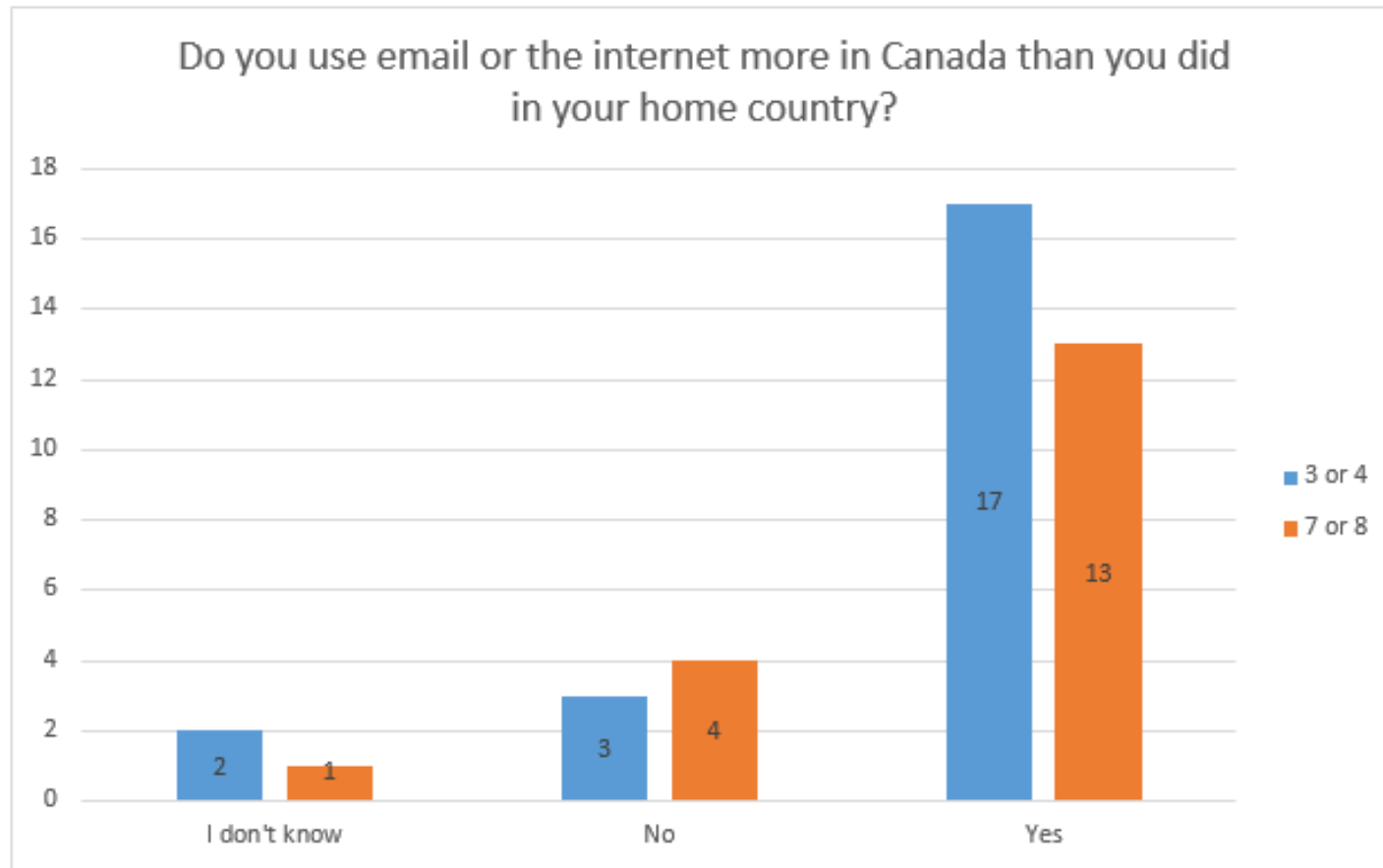
- CLB 7/8 class (n = 18)
- 8 hours in 2 weeks
- 67% used email/internet at school
- 61% at work
- 72% use email/internet more in Canada
- 17% prior online learning



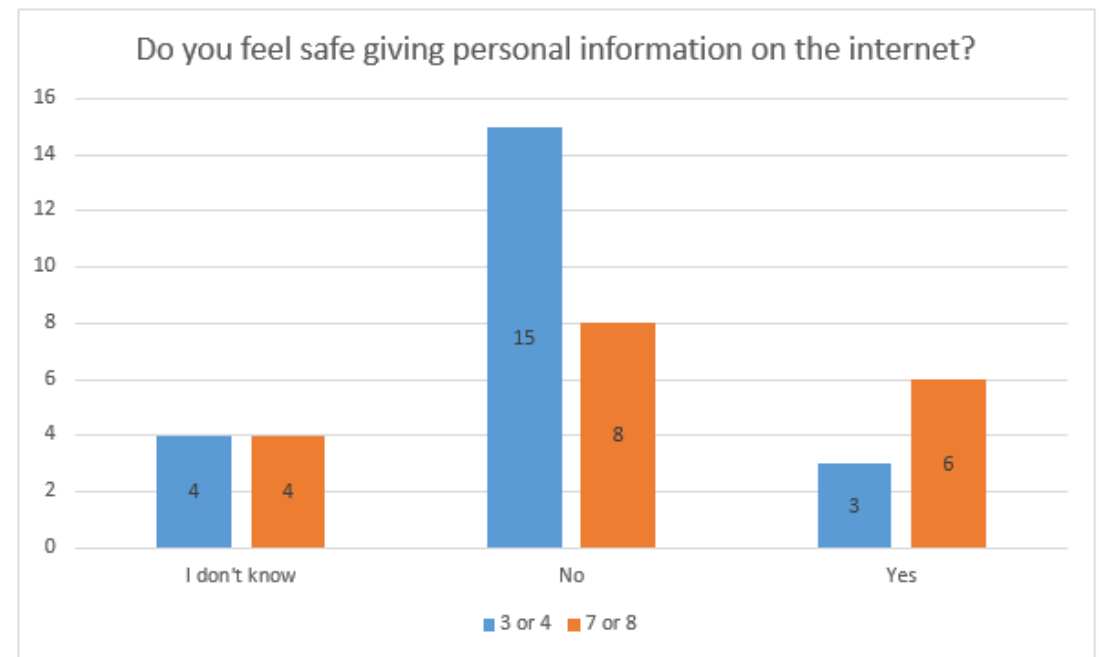
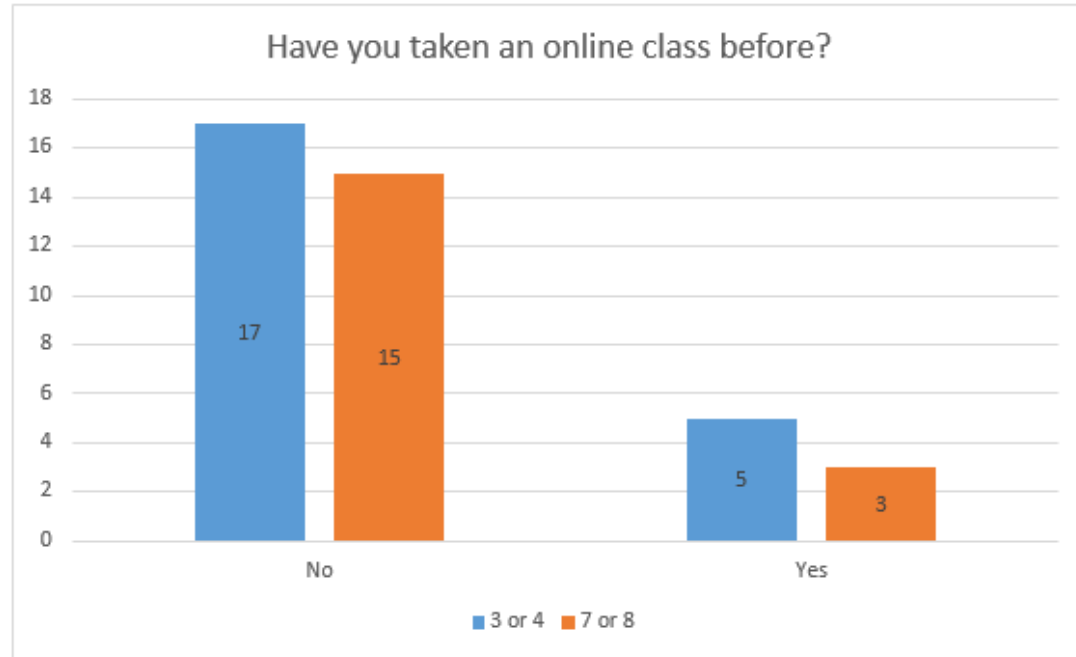
# Implementation: User-testing Pilot 1



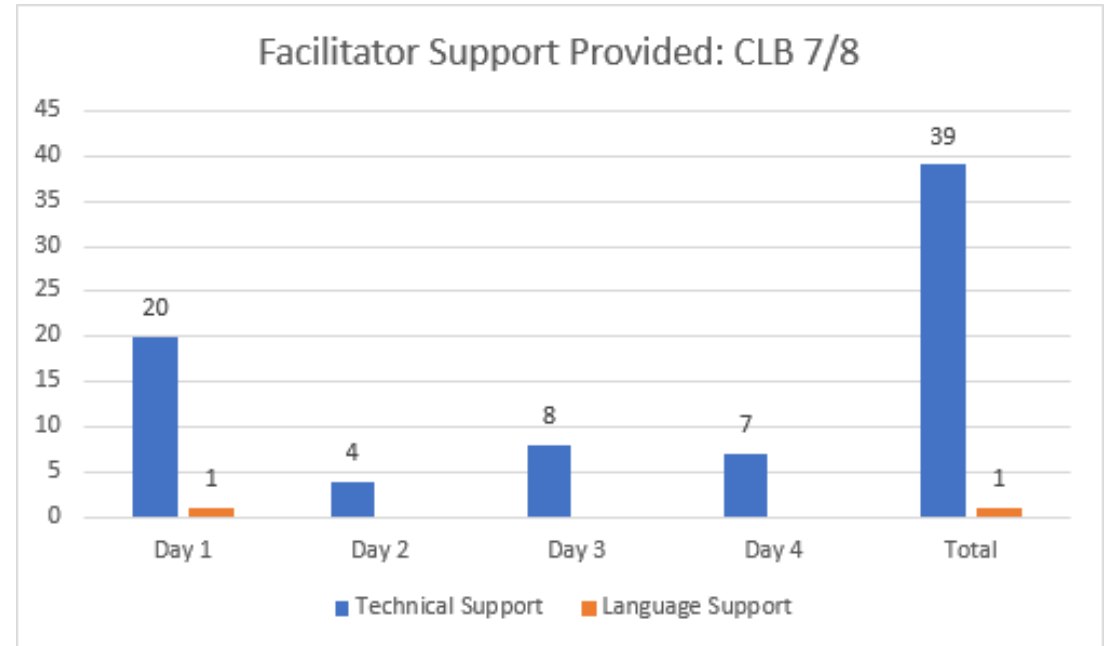
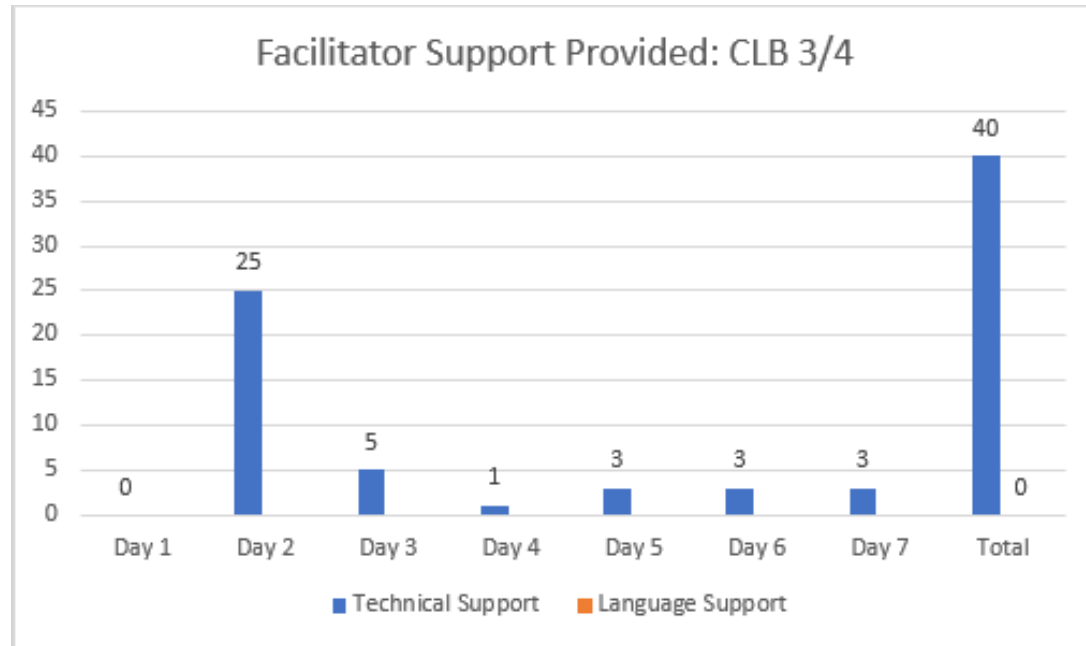
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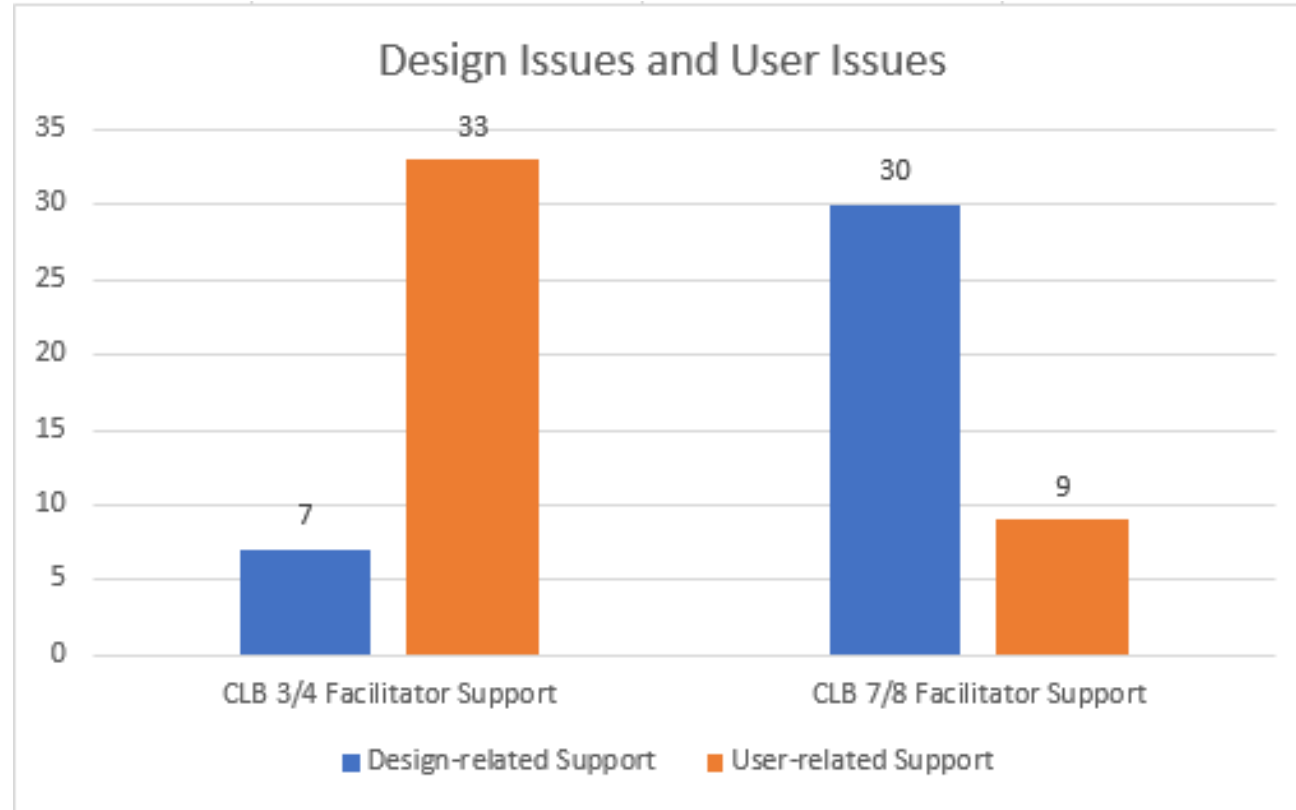
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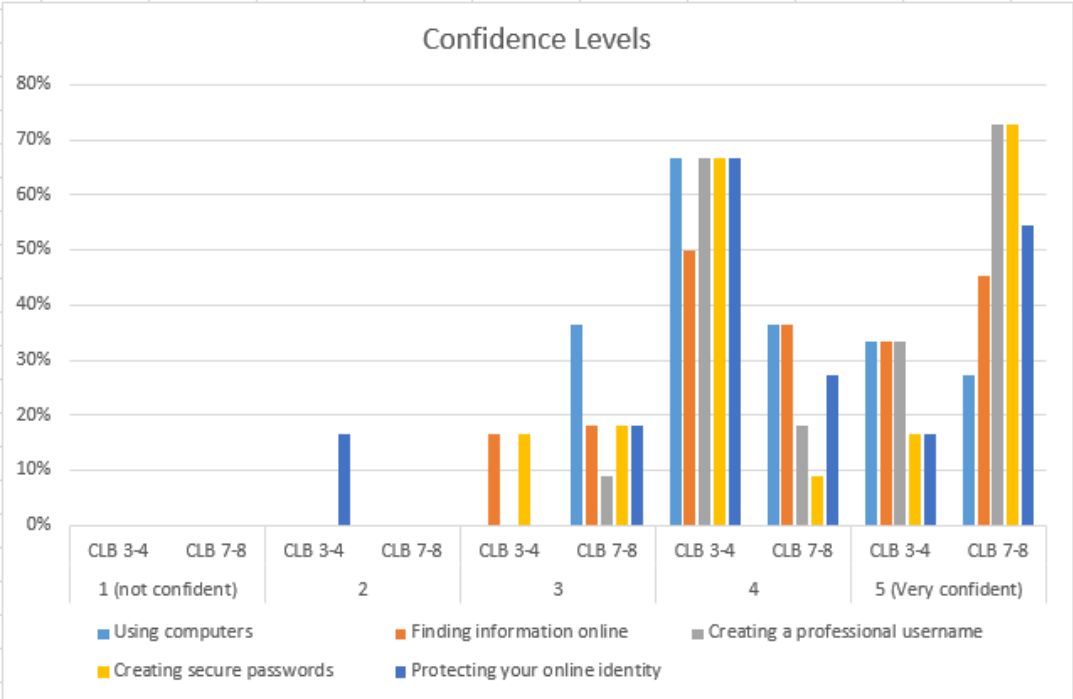
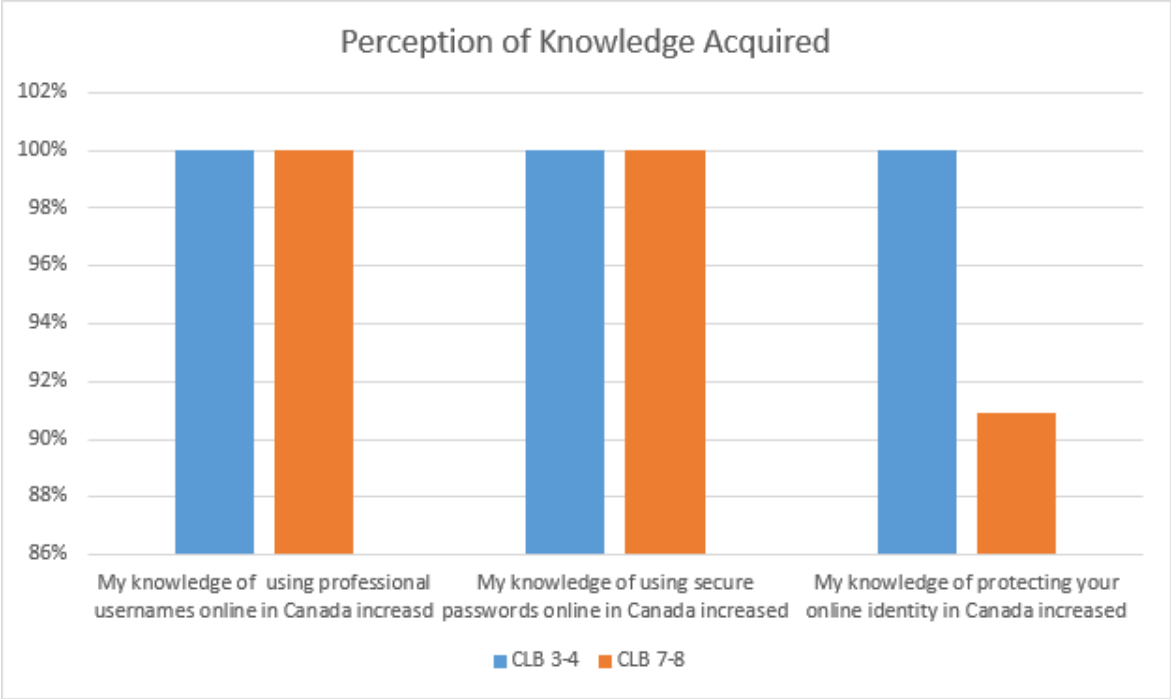
# Evaluation: User-testing Pilot 1



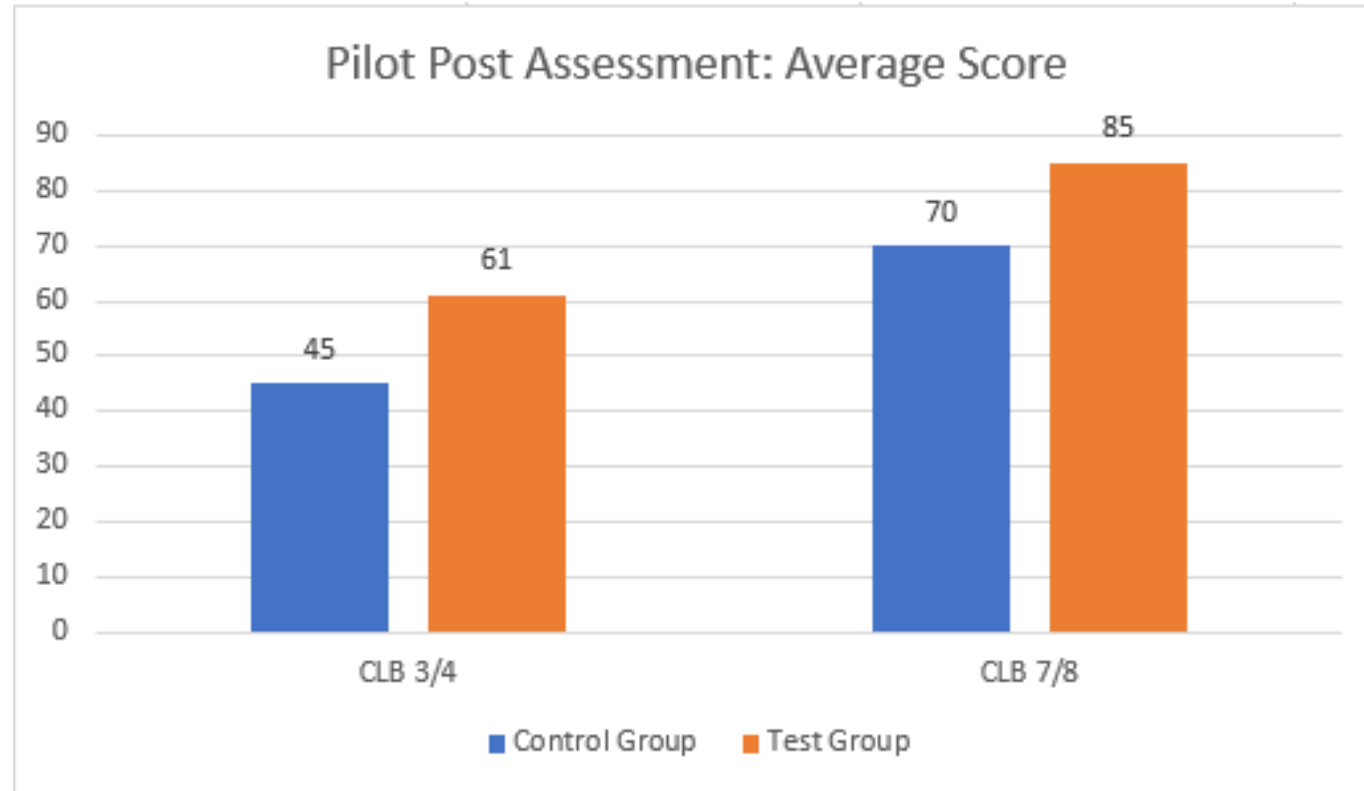
# Evaluation: User-testing Pilot 1



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# Focus Group Findings



"eSkills shows you how to be safe and professional online.  
I can do that now. I didn't know that before."

-Armand, CLB 3-4