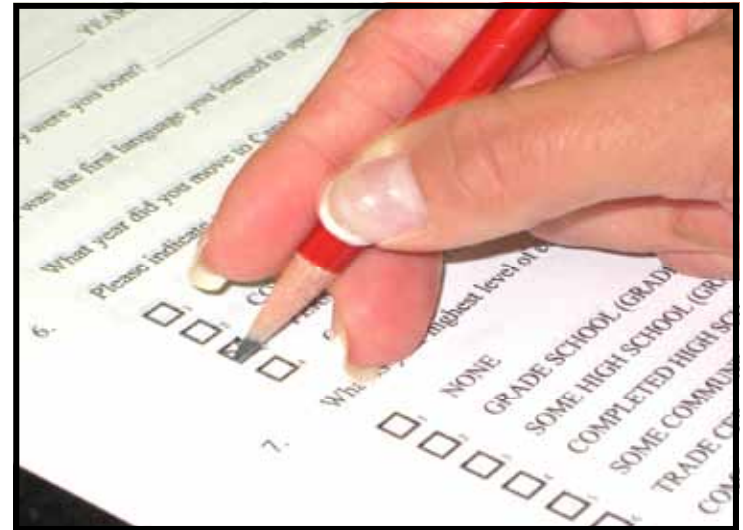


2011 Adult Non-Credit Language
Training Program Learner Survey

Instructor Handbook and Dictionary



Count Yourself In!



Specify	to be specific about, to state in detail, to give examples
Stay at home parent	the mother, father or legal guardian who stays home to take care of children instead of working outside the home for pay. <i>My husband goes to school every day and I am a <u>stay at home parent</u> to the children.</i>
Suggestions	to give an idea or a possible plan of action for someone to consider. <i>Eating less and exercising more are good <u>suggestions</u> for losing weight.</i>
Survey	to get opinions or information from people by asking questions. <i>Our class took a <u>survey</u> to find out if the class should visit the library or the bank.</i>
Trade Certificate	a certificate that students earn for a skill that involves working with their hands and using tools. <i>An automobile mechanic can get a <u>trade certificate</u> at a community college.</i>
Transportation	the movement of people or things from one place to another, for example by car, by bus, by airplane etc. <i>Riding a bicycle is my favourite method of <u>transportation</u>.</i>
Unemployed	a person who does not have a job; someone who is not earning money from working. <i>The factory where John works is closing next month. He will be <u>unemployed</u> if he does not find another job soon.</i>
University	an institution of higher learning and research which grants academic degrees. <i>My friend is going to <u>university</u> to study Engineering. It will take her four years to get her degree.</i>
Working	doing a job for payment; having employment. <i>He is <u>working</u> as a truck driver.</i>
Writing	the language skill of making words by using a pen or computer to communicate. <i><u>Writing</u> sentences and paragraphs in English is very difficult for Dieko.</i>

Questionnaire	a list of questions that people are asked so that information can be collected about something. <i>The owner of the store is giving a <u>questionnaire</u> to customers to find out how satisfied they are with the store.</i>
Rating	a measurement of how good or bad something is <i>My school is excellent! I give it a number one <u>rating</u>.</i>
Reading	the language skill of looking at words and understanding their meaning. <i><u>Reading</u> English books to your children every day is one way to improve your language skills.</i>
Refugee Claimant	a person in Canada who requests protection by the Government of Canada as a Convention Refugee or as a person in need of protection. <i>A person who is a <u>Refugee Claimant</u> needs to have a work permit in order to get a job.</i>
School Board	the legal authority that is in charge of local schools. <i>The <u>School Board</u> offers ESL classes at twelve locations in the city.</i>
Settlement Service Agency	Settlement Service Agencies are located in many Ontario communities and offer information about services to newcomers to Canada to help them adjust to their new life. They also provide programs in many languages and try to help newcomers with all their needs during the process of settling into a new community. <i>A <u>Settlement Service Agency</u> is a good place to find out more information about starting a new life in Canada.</i>
Social Assistance Recipient	a person who receives regular financial help from the government for living expenses because of need. In Ontario, it is also known as 'Ontario Works'. <i>A <u>Social Assistance Recipient</u> gets financial help from the government to pay for food and shelter.</i>
Speaking	the language skill of using words to communicate; talking. <i>Mischa wants to improve her <u>speaking</u> by joining an English conversation class.</i>

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Survey Introduction and Overview

This *Instructor Handbook and Dictionary* is intended both as a reference tool for instructors administering the Adult Non-Credit ESL/FSL Learner Survey and as a support for Program Coordinators.

This handbook contains specific instructions to ensure that the survey is consistently administered and understood. Question by question clarification is provided along with a dictionary of survey vocabulary.

The *Adult Non-Credit ESL/FSL Learner Survey* is a deliberate representative sampling of learners in Adult Non-Credit English as a Second Language (ESL) French as a Second Language (FSL) and Citizenship and Language (CL) training programs in Ontario. This survey is designed to assist with program planning and with identifying areas for additional research. As a result of learner needs identified through the survey, it may also benefit school boards in making planning decisions such as future potential course offerings.

Confidentiality

Completion of this survey is voluntary. Learners are to be assured that their identity will not be known. No one is to include his/her name on the survey. Please reinforce with learners that they are not to write their name anywhere on the survey. The information that is being collected in the survey will be used to gain a general profile of adult ESL and FSL learners in Ontario and is not for individual learner analysis.

Full Time Work	for the purpose of this survey...full time work is a paid job that is done for more than 35 hours per week. <i>Gloria works 5 days a week as an engineer. She has <u>full time work</u> in her profession.</i>
Goal	a person's aim or purpose. <i>Mikka's <u>goal</u> is to improve her English and then attend university.</i>
Job	the regular work that a person does to earn money. <i>Many people use the internet to find a <u>job</u>.</i>
LBS	The Literacy and Basic Skills program is a provincially funded non credit program that helps adults whose skills fall below a grade 9 level.
Listening	the language skill of hearing or paying attention to someone or something. <i>Listening to the radio is a good way to improve your <u>listening</u> skills in English.</i>
Moved	the past tense of 'move'; to go to a different place to live or work. <i>My brother <u>moved</u> from Toronto to Ottawa last year to start his new job.</i>
Part Time Work	for the purpose of this survey...part time work is paid job that is done for fewer hours than full time work; usually less than 35 hours per week. <i>John goes to school during the day and has <u>part time work</u> in the evenings.</i>
Public Library	a building where books are kept and where people can read or borrow them usually without payment. <i>The <u>public library</u> is open to everyone and is a great place to find new books to read.</i>
Permanent Resident	a person who has been granted permission by the government of Canada to settle in Canada permanently, and who may later apply to become a Canadian citizen. <i>Natalia came to Canada from Russia as a <u>Permanent Resident</u> in 2007.</i>

Convention Refugee	A person who is recognized and accepted as a convention refugee by the Immigration and Refugee Board of Canada and meets the definition of a refugee contained in the 1951 <u>United Nations Convention Relating to the Status of Refugees</u> . In general, it is someone who has left his or her home country. He or she has a well-founded fear of persecution based on race, religion, nationality, political opinion, or membership in a particular social group. And, he or she is unable or - because of that fear - is unwilling to seek protection in his or her home country. <i>Meena and her family were accepted as <u>Convention Refugees</u> in Canada and can apply to become permanent residents.</i>
Conversation	friendly talk among people; speaking with one or more people. <i>This morning I had a short <u>conversation</u> with my neighbour about the weather.</i>
Employed	to have a job; to provide work in exchange for wages. <i>He is <u>employed</u> as an engineer.</i>
ESL Learner	someone who regularly attends adult non-credit ESL class(es) offered by a school board. ESL learners are also informally referred to as ESL students. <i><u>ESL learners</u> will improve their language skills quickly.</i>
Family Obligations	responsibilities or duties; things that you must do for your family. <i>John could not come to the party on the weekend because of <u>family obligations</u>.</i>
Financial reasons	the facts about why something happens that has to do with money or finances. <i>Lucy decided to sell her big truck and get a small car for <u>financial reasons</u>.</i>
to finish a course	means to complete or come to the end of a scheduled end date or session for a particular class or course. <i>Ahmed plans to attend ESL class until the <u>course finishes</u> at Christmas.</i>
First Language	the language that a person first learned and used; mother tongue. <i>Ben grew up in Mexico and his <u>first language</u> is Spanish.</i>

ESL Coordinator's Role – ESL/FSL Learner Survey

- Step 1. To actively promote the value of the survey to instructors and learners.
- Step 2. To ensure all instructors and learners are aware of the survey week being conducted October 17th – 24th, 2011.
- Step 3. **To prepare and submit the *Learner Survey Distribution Plan chart that ensures an accurate and equitable representation of all ESL learners and classes within your Board*.** This representative sampling should include as many language levels and types of classes as possible. This may include literacy classes, multi-level classes, Citizenship and Language classes, evening classes, weekend classes, daytime classes, English for Special Purposes classes. It should also include a variety of sites/locations where possible. Please submit your Distribution Plan by September 30th, 2011.
- Step 4. To ensure that the *Count Yourself In!* curriculum resource document is made available to the instructors/classes that will be participating in the survey prior to the actual Survey Week.
- Step 5. To review this checklist and ensure receipt of the following materials: (the materials will arrive on various dates leading up to the Survey Week)
- Learner Survey Distribution Plan (chart)
 - Count Yourself In! curriculum resource document
 - Instructor Handbook & Dictionary
 - ESL/FSL/CL Learner Surveys
 - Survey Return shipping label and instructions
- Step 6. To distribute the Surveys, Instructor Handbooks & Dictionary and ensure completion during the specified *Survey Week* time frame. (October 17th, 2011)
- Step 7. To collect completed surveys, package, affix return label and return completed surveys. All surveys should be received by CCI Research by November 15th, 2011

Contact Diane Richards if you require assistance at dianerichards@cogeco.ca; or dianerichards@cesba.ca or call 289-837-3749

***** Thank you for your assistance *****

Instructor's Role – ESL /FSL Learner Survey

All learners should have received pre-survey instruction with the 'Count Yourself In!' curriculum resource material in order to enhance their understanding and participation in the survey.

Survey Day Instructions

The ESL/FSL Learner Survey is to be distributed and completed as part of the regularly scheduled class time during the week of October 17th – 24th. Please review the survey in advance to gain familiarity with its contents and allow sufficient class time for learners to complete the survey based upon their language level. There is no set time limit for completion of the survey. Response time will naturally vary based upon the language proficiency level of your learners.

Each learner should try to complete the survey as independently as possible.

Materials required: Learner surveys
 Instructor Handbook & Dictionary

Step 1. Distribute one survey to each ESL learner.

Step 2. Read the 'About This Survey' section on the cover page of the questionnaire to your class.

Step 3. Offer assistance to your learners to clarify any aspect of the questionnaire. It is advisable to 'walk' your learners through the questionnaire and answer their questions before they begin filling it out. Lower level learners may require more assistance and instruction.
See next section for definitions and question by question clarification.

Step 4. Remind learners that they are not to write their names on the survey.
Reassure learners that all information being collected will be kept confidential.

Step 5. Instructors are asked to collect and return all completed and surplus surveys to your school board ESL Program Coordinator or designate immediately following completion. All surplus surveys should be returned to your ESL program Coordinator as soon as possible to ensure that they are reassigned and completed by other learners during the survey week.

**** Thank you for your assistance ****

Dictionary

Age	refers to how many years a person has lived. <i>Michael is the same <u>age</u> as Marcela.</i>
Adult Credit ESL	a Ministry of Education approved course offered by school boards that grant a secondary school credit to the student upon successful completion.
Anonymously	means a person's name or identity is not known or disclosed
Citizen	a person who is a member of a particular country and has certain rights and responsibilities to that country. <i>He is a <u>citizen</u> of Canada.</i>
Canadian citizen	a native or inhabitant of Canada who has full legal citizenship rights. <i>I am proud to be a <u>Canadian</u>.</i>
Census	an official count of the population in a country or an area. <i>The last <u>census</u> in Canada was in 2006.</i>
Child Care	a person or place that looks after children while parents are at work or in school. <i>Louisa wants to study ESL but needs to find <u>child care</u> for her baby.</i>
Citizenship Test	a test one takes in order to become a citizen of a country. <i>I am so happy that I passed my <u>citizenship test</u> and now am a Canadian citizen.</i>
Class	a group of students who are taught together. <i>There are 15 students in this <u>class</u>.</i>
CLB	Canadian Language Benchmarks (CLB) are a national standard for measuring an adult learner's level of English language proficiency.
Confidential	private or secret information that is limited to persons allowed to use it. <i>Doctors keep <u>confidential</u> information about their patients.</i>
Community College	a school where students go after high school to learn a trade or skill usually in two or three years. Community colleges also offer courses for people who want to go to school part time or at night. <i>My sister went to <u>community college</u> to study Early Childhood Education.</i>

Commonly asked questions and answers

Why are we doing this survey?

We value your opinions, comments and ideas. Your answers will help us with future ESL planning.

How long will it take to complete the survey?

The amount of time that it will take to complete the survey will vary and depend greatly on your language proficiency. A CLB 5 learner should be able to complete the survey within twenty minutes while a lower level learner will require much more time. It is recommended that a minimum of one hour be set aside for the survey to ensure that everyone understands the questions and is able to complete it without feeling rushed.

What is the purpose of the survey?

Once all of the surveys have been completed and returned the information will be tabulated, analyzed and compared to the results of the 2008 survey. The results will provide us with a profile of learners. The profile will include first language, country of origin and goals in Canada. It will help us to understand learner needs better. Your answers will also help us plan future ESL programming.

Will we see the results of the survey?

Some results will be available after the data has been collected and analyzed.

Will I get paid for completing the survey?

No. Learners will not be paid for completing the survey.

Do I have to sign my name?

No. Do not write your name on the survey. All surveys are to be completed anonymously.

Why is our class completing a survey and other classes are not completing a survey?

This survey is a sampling of adult non-credit ESL learners in Ontario. Learners from small towns, rural areas and large cities are being surveyed as well as learners in daytime, evening and weekend classes. All school boards are being included in the survey but in some boards only a sample of classes are actually completing the survey.

Do I have to complete the survey?

No. Answering this survey is voluntary. You don't have to complete it if you don't want to.

What will happen if I don't want to complete the survey?

Nothing will happen. Completing the survey is voluntary. You don't have to complete it if you don't want to.

This section provides question clarification and specific response instructions to each survey question.

Section 1 – Your Background

- Question 1** Indicate your gender/sex by marking an X in the appropriate box. Do not circle your answer.
- Question 2** Indicate your age by marking an X in the appropriate box. Do not circle your answer.
- Question 3** Mark an X in the appropriate box. Do not circle your answer.
- Question 4** Mark an X in the appropriate box. Do not circle your answer.
- Question 5** Indicate the name of the country where you were born by marking an X in the appropriate box. If you choose *other*, then name the country you were born in on the space provided. Mark an **X** in the correct box. Do not circle your answer.
- Question 6** Indicate your first language by marking an X in the appropriate box. This is the first language that you learned growing up. If you choose *other* please specify your first language on the space provided. Mark an **X** in the correct box. Do not circle your answer.
- Question 7** Mark an **X** in the correct box. Grade school refers to elementary education; high school refers to secondary education, and some high school means that you did not complete a high school diploma. If you have a trade certificate, please be specific such 'plumber'. Do not use 'plumbing'.
- Question 8** Mark an **X** in the correct box for the type of work you did in your last job or main job before moving to Canada. If you choose *other*, please specify in the space provided.
- Question 9** For the purpose of this survey *working full time* is defined as 35 hours or more of paid work during the previous week and *working part time* is less than 35 hours of paid work. If you are working please specify your job title.
An Employment Ontario Program may include: Job Connect, Ontario Skills Development. Please specify all Employment Ontario Programs in the space provided.
Other government programs may include: HRSDC job training and support. Please specify in the space provided.
Other programs may include: college, university, or cooperative education. Please specify all other programs in the space provided.

Section 2 - Your ESL Course and Goals

- Question 10** Mark an **X** in all boxes that apply to you at the present time.
- Question 11** Mark an **X** in only one box. Do not circle.
- Question 12** Mark an **X** in only one box. Do not circle.
- Question 13** Mark an **X** in only one box. If you choose 'other' please specify
- Question 14** Mark an **X** in the box that best describes how helpful this course is in teaching you English. Also, if you choose 'poor' or 'very poor' please give a reason why.
- Question 15** Examine all of the possible answers and choose three that are most important to you. Then, rank those three by putting a number 1 beside the one that is the MOST important to you. Put a number 2 beside the second most important and a number 3 by the third most important. Do not put '1' next to several answers and do not rate beyond '3'. Use a number only. Do not write out the word 'one'. If you choose *other reason*, indicate any other reasons you are taking this course.
- Question 16** Mark an **X** in only one box. 'Your goals' may be one of the answers in question 15.
- Question 17** Mark an **X** in the 'Yes' box if this is the first ESL class you have taken since arriving in Canada. Skip questions 18, 19 and 20 if your answer is yes and go to question 21. If you answer 'No' go to question 18.
- Question 18** Mark an **X** in the box or boxes of all of the types of classes that **you** have taken. If you select 'Other' then please specify. 'Other' may include language training at a post secondary institution (college/university), and/or English for special purposes classes
- Question 19** 'Finish' means the end of the term, successful completion of the current level of study or a preset end date for the class. If you answer 'Yes', go to question 20 before going on to question 21. If you answer 'No', skip question 20 and go straight to question 21.
- Question 20** Same as question 19. 'Finish' means the end of the term, successful completion of the current level of study or a preset end date for the class. Mark an **X** in all boxes that apply.
- Question 21** Mark an **X** in the box or boxes of all of the types of classes, if any, that you **are** taking at the present time. If you select 'Other' then please specify. 'Other' may include language training at a post secondary institution (college/university), and/or English for special purposes classes.

Section 3 - Your Language Training Needs

- Question 22** Indicate which language skill area is the most difficult for you. (*The four skill areas - listening, reading, speaking, writing- are defined in the Survey Dictionary*). Select and mark an **X** in one box only.
- Question 23** Which language skill area do you think is the most important for you to reach your goal? Select and mark one answer only.
- Question 24** This response rating format is the same as Question 15. Examine all of the possible answers and choose three that are the most important to you. Then, rank those three by putting a number 1 beside the one that is the MOST important to you. Put a number 2 beside the second most important answer, and a number 3 beside the third most important answer. Do not put '1' next to several answers and do not rate beyond '3'. Use only a number response. Do not write the word, such as 'two'.
- Question 25** This question is intended to find out if you would take more ESL classes if more were available to you in your community. Mark an **X** in only one box. Do not circle.
- Question 26** Mark an **X** in all the boxes that apply. If you choose *other*, be specific, using the space provided.