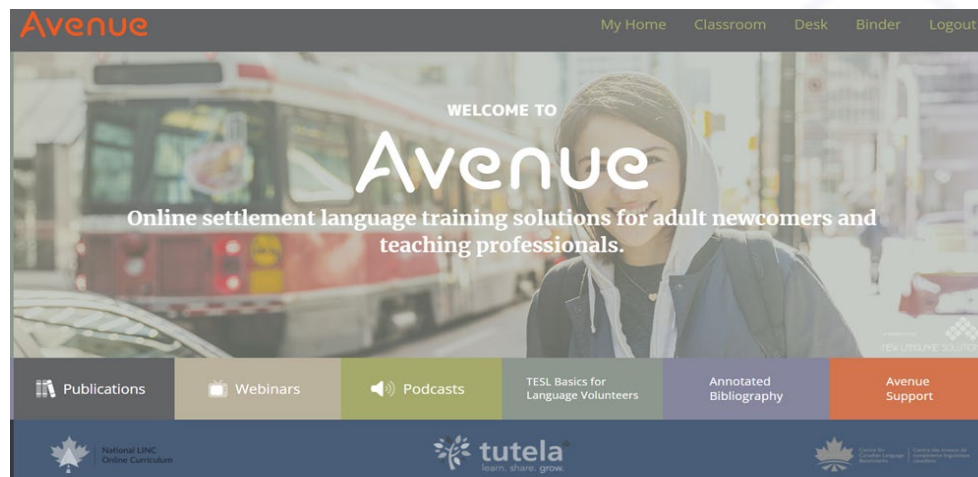


## Panel Discussion: Using Avenue with LINC Literacy Learners: Challenges, Successes, Opportunities

Shayna Jepsen, Kerry Clark, Sarah-Ann Wijngaarden, and Vesna Radivojevic



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New Language Solutions is based in Ottawa, Ontario. We acknowledge that our head office is on the traditional, unceded territory of the Algonquin Anishnaabeg People.

Beyond Ottawa, we have staff working in locations across Canada. New Language Solutions is grateful to have the opportunity to work as a guest in communities and territories across the country, and we honour the stewardship of the many Indigenous peoples who have resided on these lands since time immemorial.

## Kerry Clark

Language Instructor for the Columbia Basin Alliance for Literacy.

Twenty-five (25) years international teaching, programming and LAC curriculum development.

Passionate about creating low-risk, high-reward environments where participants feel empowered to master basic skills and overcome previous educational barriers.



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## Shayna Jepsen

Language Program Coordinator for  
the Columbia Basin Alliance for  
Literacy.

Experienced Lead Teacher, LINC  
Instructor, CLB Assessor.

Excited about turning barriers into  
opportunities and possibilities.



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# Sarah-Ann Wijngaarden

LINC Instructor for Archway Community Services since early 2023.

Experience teaching low level English and French in Montreal, as well as in person Literacy/CLB 1 classes in Abbotsford.

Inspired by her courageous literacy students to create and share accessible solutions to common obstacles to developing digital literacy.



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# Vesna Radivojevic

Vesna Radivojevic has been teaching EAL in the Greater Vancouver area for 23 years, mostly in the ELSA/LINC programs. She has been using EduLINC/Avenue courseware with her f-2-f and blended classes since 2014. She assists teachers in BC as a LearnIT2teach mentor. She supports ESL Pathways instructors at VCC in her Assistant Department Head role.



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# Outline

- Needs Assessment
- Challenges
- Wins and Successes
- Materials and Supports
- Q&A

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# Needs Assessment

## → Teaching in LINC:

- ◆ < 1 year
- ◆ 1 - 3 years
- ◆ 3 + years

## → Class format:

- ◆ In-person
- ◆ Online
- ◆ Hybrid or Blended

## → LINC Level:

- ◆ Foundations
- ◆ 1 - 2
- ◆ 3 - 4
- ◆ Stage 2

## → Have you used Avenue?



# What challenges do you face and how do you deal with them?

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# Where do I start?



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# The Overwhelming “Teacher...!”



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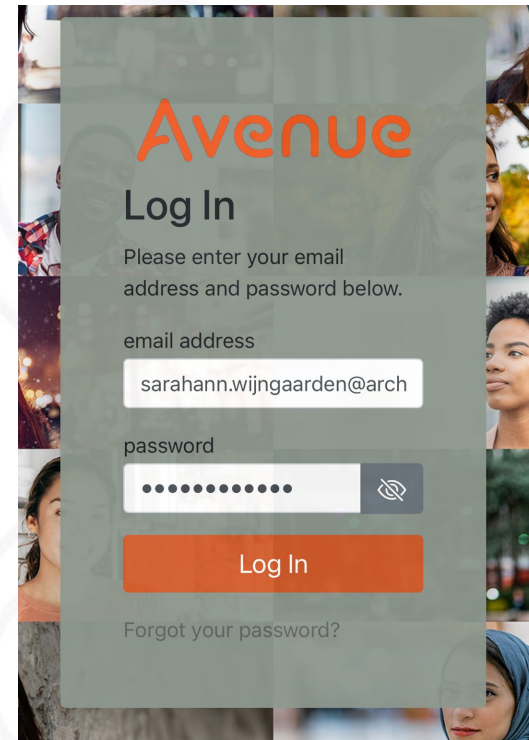
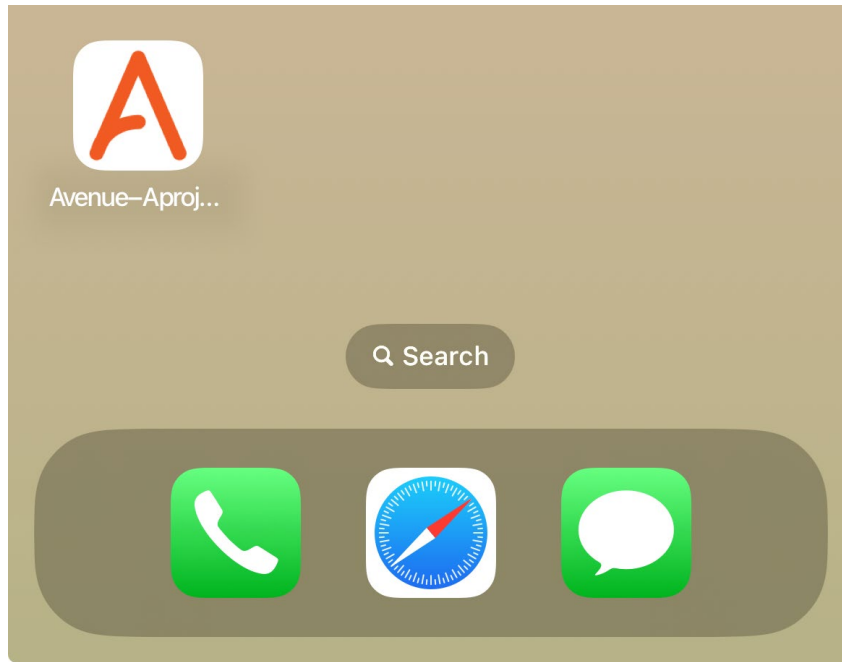
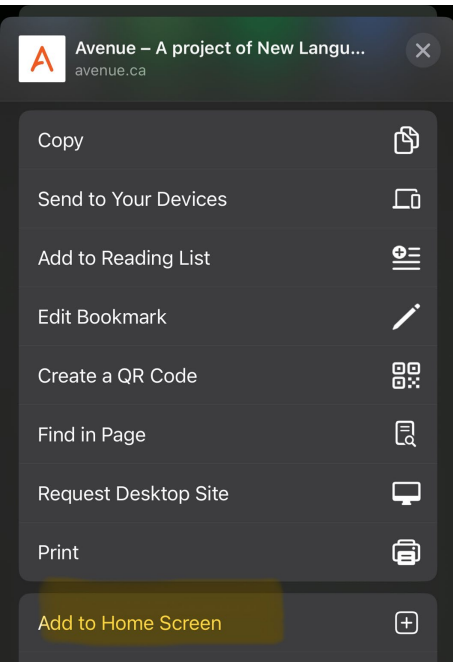


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# They don't have a computer...



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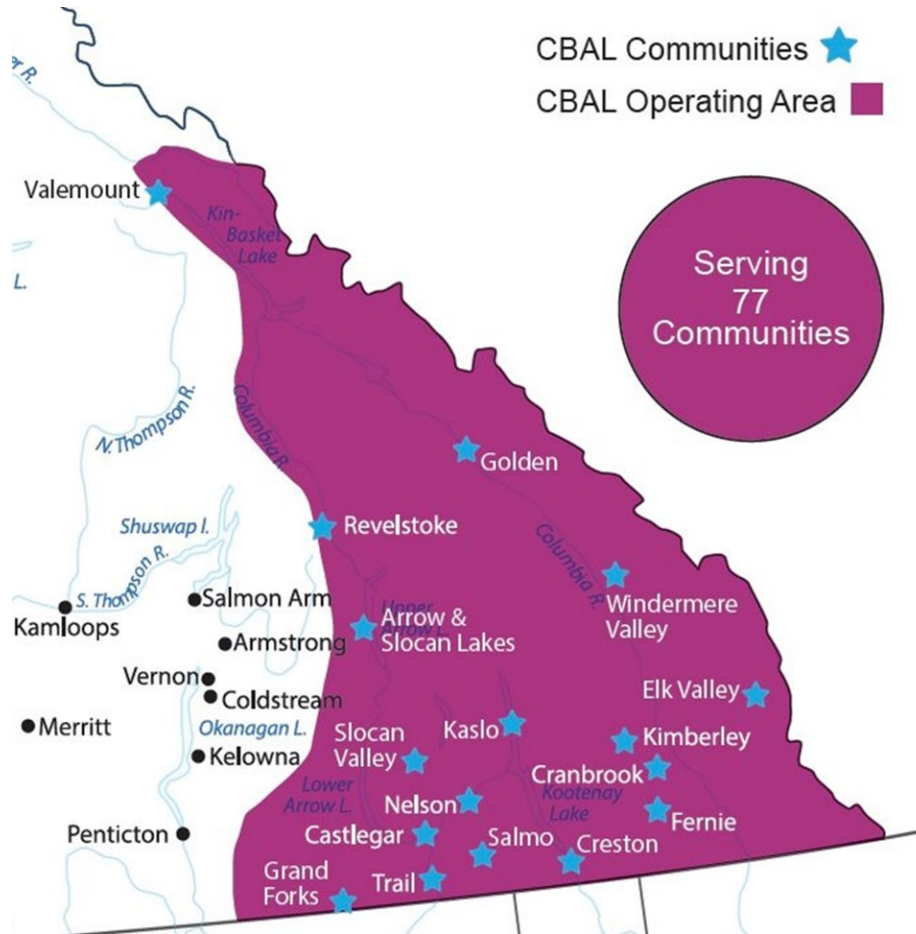


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# Geography



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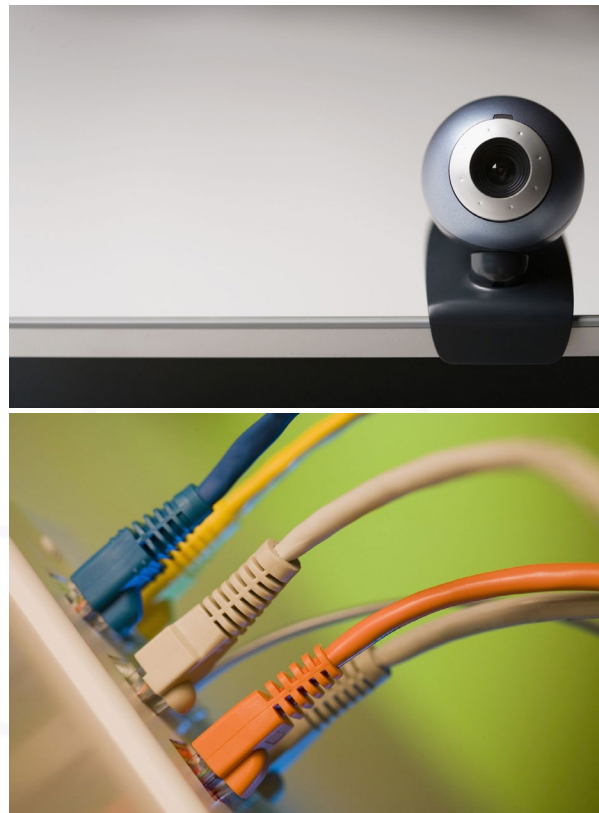


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# Lending Library



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# The Overwhelmed Teacher



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# Create a Course Template

My Courses Classroom

**CBAL LINC Online Literacy**

Course Settings Participants Grades Reports More

Welcome to (Instructor's Name) Class A / B Collapse all

**LINC Online**

**Learn. Grow. Thrive.**

Hidden from students

Completion

**Your teacher:**

Upload photo or video

Sample audio script:  
 Hi. My name is \_\_\_\_\_.  
 I am your teacher.  
 You can send me an email anytime.  
 I will email you ONLY Monday..... from 9:00 to 2:30.  
 I don't send messages at night and I don't send messages on the weekend.  
 You can call Holy at the LINC Online Office at XXX-XXX-XXXX. You can email her at linonline@cba.org  
 Thanks.

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**Webinar**




# Embrace Technostress

## Key Technostress Inhibitors

Three main types of organizational inhibitors help manage technostress:

**Literacy Facilitation:** Providing comprehensive training, documentation, and workshops to boost user confidence and competence.

**Technical Support Provision:** Ensuring reliable, prompt technical assistance to quickly resolve ICT (Information and Communication Technology) issues.

**Involvement Facilitation:** Involving users in the decision-making process before introducing new technology to address concerns and reduce anxiety.



# Keep Them Motivated

Dashboard / Kerry's LINC Online Literacy Winter 2025  
/ Talk About Job Duties / Waa'ee Dirqama Hojii Haasa'aa(CLB 1-2) / \*\*\* Verb

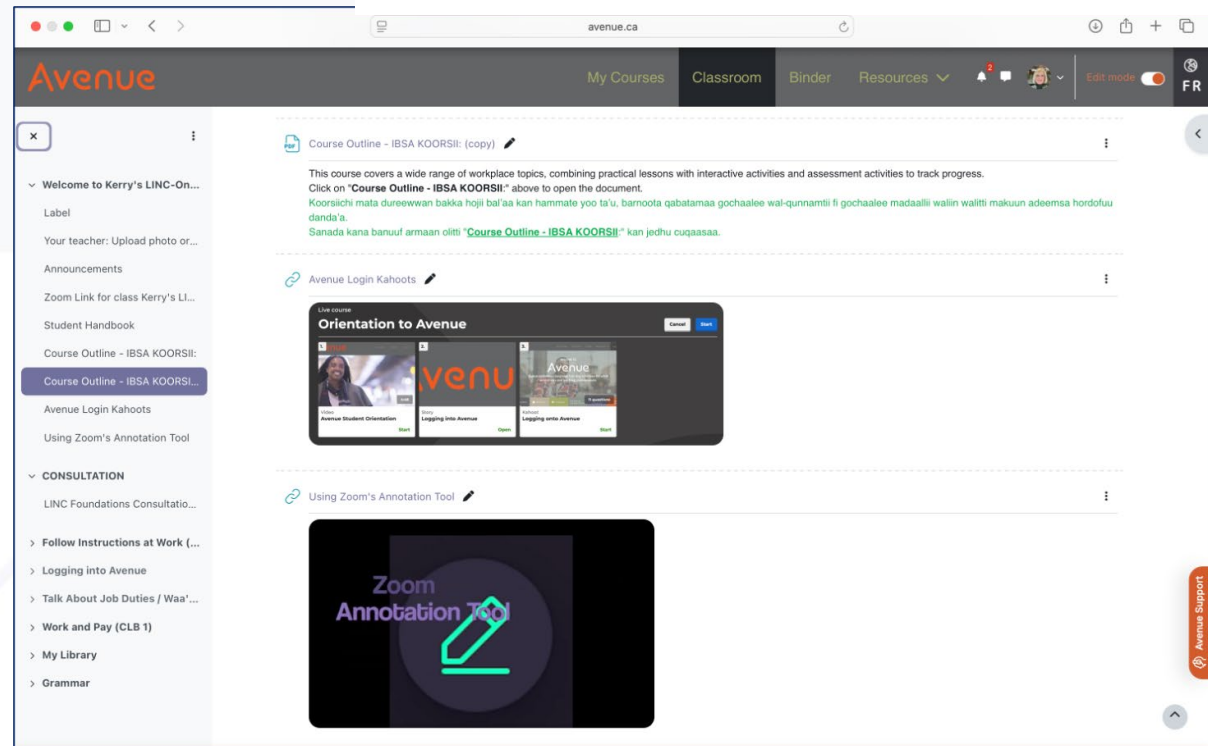
URL  
\*\*\* Verb 'To Be' Afaan Oromo

URL Settings More ▾



Click on \*\*\* Verb 'To Be' Afaan Oromo to open the resource.

- [Kahoot 'Course'](#)- Just have to have fun!
- [Multimodality](#) - Zoom annotation video - step by step instruction
- [Translanguageing](#)



The screenshot shows the Avenue LINC Online Literacy Winter 2025 dashboard. The main content area displays the 'Course Outline - IBSA KOORSII: (copy)' document, which includes a welcome message and instructions to click on 'Course Outline - IBSA KOORSII' to open the document. Below the document, there is a 'Kahoots' section with a 'Live Kahoot' titled 'Orientation to Avenue'. The Kahoot interface shows three questions: 'Avenue Student Orientation', 'Logging into Avenue', and 'Logging into Avenue'. The dashboard also features a sidebar with navigation options like 'Welcome to Kerry's LINC-On...', 'Announcements', 'Zoom Link for class Kerry's LL...', 'Student Handbook', 'Course Outline - IBSA KOORSII:', 'Avenue Login Kahoots', 'Using Zoom's Annotation Tool', 'CONSULTATION', 'LINC Foundations Consultatio...', 'Follow Instructions at Work (...)', 'Logging into Avenue', 'Talk About Job Duties / Waa...', 'Work and Pay (CLB 1)', 'My Library', and 'Grammar'. At the bottom, there is a 'Zoom Annotation Tool' video thumbnail.

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# What are your Avenue wins and how do you build learner digital literacy capacity?

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# Building Lasting Capacity



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# What's my password?

**A** avenue.ca

**Student:**

**Email:**

**Password:**

**A** avenue.ca

**Student:**

**Email:**

**Password:**



# Weekend Chat Practice



Check Answers



loonie



toonie

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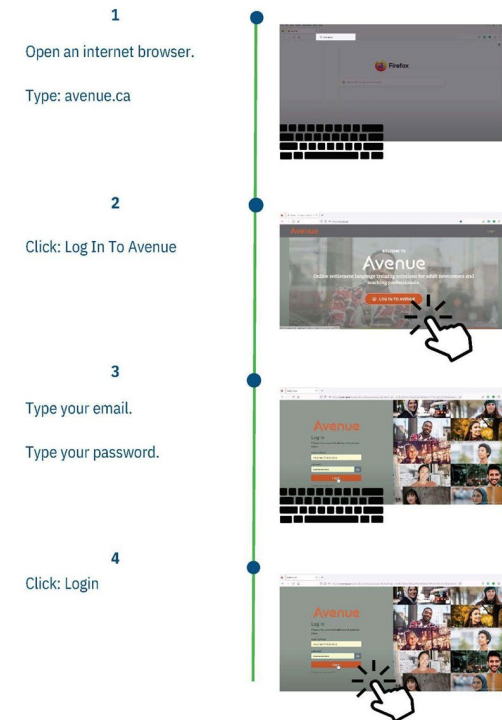
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# Classroom Supports

- Dedicated Digital Navigator
  - Digital Orientations
  - How-To Guides
  - In class teaching demo's
- Classroom Teaching Assistants

## Avenue Log In



LINC Online

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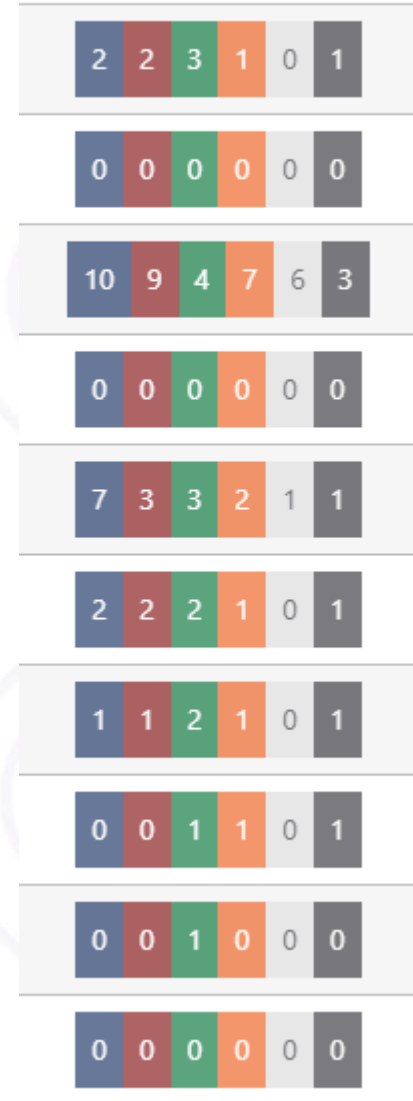


# E-Portfolios

The screenshot shows an e-portfolio interface with the following elements:

- Navigation Tabs:** My Portfolio, Canadian Language Benchmarks, My Canada, Where I Live, Helpful English, Francophone Communities in Canada.
- User/Class Info:** Krista's Morning Class LINC 1-2 CBAL LINC Online, Imen A.
- Search:** Search artifacts...
- Filters:** This Course Only, Listening, Reading, Writing, Speaking, Other, About Me, Name, Course, All, Most Recent.
- Artifacts:** A grid of artifact thumbnails including:
  - 11. CLB 2 Reading Assess...
  - Imen\_CLB 2\_Writing Test...
  - Course Outline LINC On...
  - Imen\_CLB 2\_Speaking S...
  - Imen\_CLB 2\_Reading\_Ge...
  - Imen\_CLB 2\_Speaking Pr...

## Generated Artifacts (This Course)



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# Building Community - Building Literacy Skills

**Avenue**

- ×
- Welcome to Kerry's LINC-Onl...
  - Label
  - Your teacher: Upload photo or ...
  - Announcements**
  - Zoom Link for class Kerry's LIN...
  - Student Handbook
  - Course Outline - IBSA KOORSII:
  - Course Outline - IBSA KOORSII...
  - Avenue Login Kahoots
  - Using Zoom's Annotation Tool
  - CONSULTATION**
  - LINC Foundations Consultation...
  - Follow Instructions at Work (...)**
  - ...
  - FOR INSTRUCTORS (copy) (co...
  - Unit Guide: Follow Instructions ...



Your teacher: Kerry

Hi. My name is Kerry Clark. I am your teacher.

Please contact me at: KClark@cl

Announcements

Zoom Link for class Kerry's LINC-Online Foundation Class

Student Handbook

Course Outline - IBSA KOORSII:

This course covers a wide range of workplace topics, combining practical lessons with interactive activities & progress.  
 Click on "Course Outline - IBSA KOORSII:" above to open the document.  
 Koorsichi mata dureewwan bakka hojji ba'aa kan hammate yoo ta'u, barnoota qabatamaa gochaalee wal-q walitti makuun adeemsa hordofuu danda'a.  
 Sanada kana banuuf armaan olitti "Course Outline - IBSA KOORSII:" kan jedhu cuqaasaa.

Read and listen to the conversation. What is Laylo's job?

0:00 / 0:26

**Sugal:** Good morning, Laylo.  
**Laylo:** Good morning, Sugal. I'm ready to start.  
**Sugal:** Great. Get your cleaning cart and clean linens. Go to room 312. Today you work on the 3rd floor.  
**Laylo:** Thank you.  
**Sugal:** You have four rooms to clean today.  
**Laylo:** Okay.  
**Sugal:** Please, take the dirty linen to the laundry after you finish cleaning the last room.  
**Laylo:** Okay.

My Library

- Donna's Job
- Gus
- My School Bag
- I work in hotel.**

Settings More

## I work in a hotel.

**I work at the Copper Point Resort Hotel**

**I work at the Basecamp Resort**

Look at the pictures. Click or tap on each picture to hear the sentences. **Suuraalee ilaalaa. Himoota dhaga'uuf tokkoon tokkoon fakkii irratti cuqaasaa ykn tuqi.**

I am a driver. I drive a taxi in the city.  
**Ani (konkolaachisaa) dha. Magaalaa keessatti taaksii nan oofa.**

I am a housekeeper. I clean and prepare rooms in a hotel.  
**Ani nama mana eegudha. Hoteela tokko keessatti kutaalee qulqulleessuun qopheessa.**

I am a ballet dancer. I dance with the Royal Ballet Company.  
**Ani shubbisaa baaleeti. Ani Dhaabbata Baaleetii Mootii wajjin shubbisa.**

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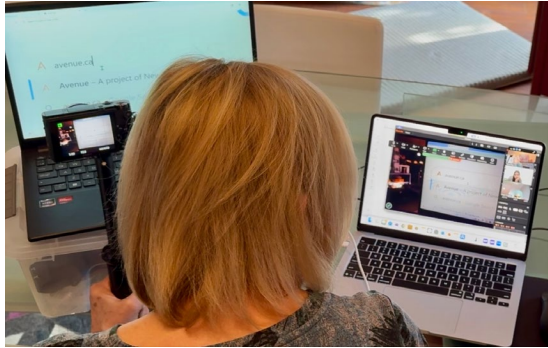


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# Building Digital Skills

## Learning to “minimize and move screens” by doing it



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# What Avenue materials and Moodle functions work best? What Avenue training support have you been using?

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# The URL Resource: Endless Opportunity

## Add an activity or resource

Starred

All

Activities

Resources



URL

**Learning Chocolate****TIES**Literacy Centre  
of Expertise

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## Appearance

Display



New window ▾

Automatic

**Embed**

New window

Open

In pop-up

> URL variables

> Common mode

> Restrict access





# Avenue Help



1

Avenue

How to ...

Login

Login

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# Editing in Moodle 4.5

The screenshot shows the Moodle 4.5 editing interface for a Reading activity. The top navigation bar includes 'My Courses', 'Classroom', 'Binder', and 'Resources'. The 'Edit mode' toggle is turned on, and the language is set to 'FR'. The activity title is 'Reading - Getting Information from an Online Flyer 3' and the competency is 'Getting Things Done'. A light blue banner at the bottom indicates 'You are in preview mode.' At the bottom right, there are two buttons: 'View attempts (0)' and 'Edit H5P content'. An orange arrow points to the 'Edit H5P content' button. Another orange arrow points to the 'Edit mode' toggle in the top right corner. A 'Support' button is visible in the bottom right corner of the page.

My Courses Classroom Binder Resources 14 Edit mode FR

Skill: Reading

Activity Title: Reading - Getting Information from an Online Flyer 3  
Competency: Getting Things Done

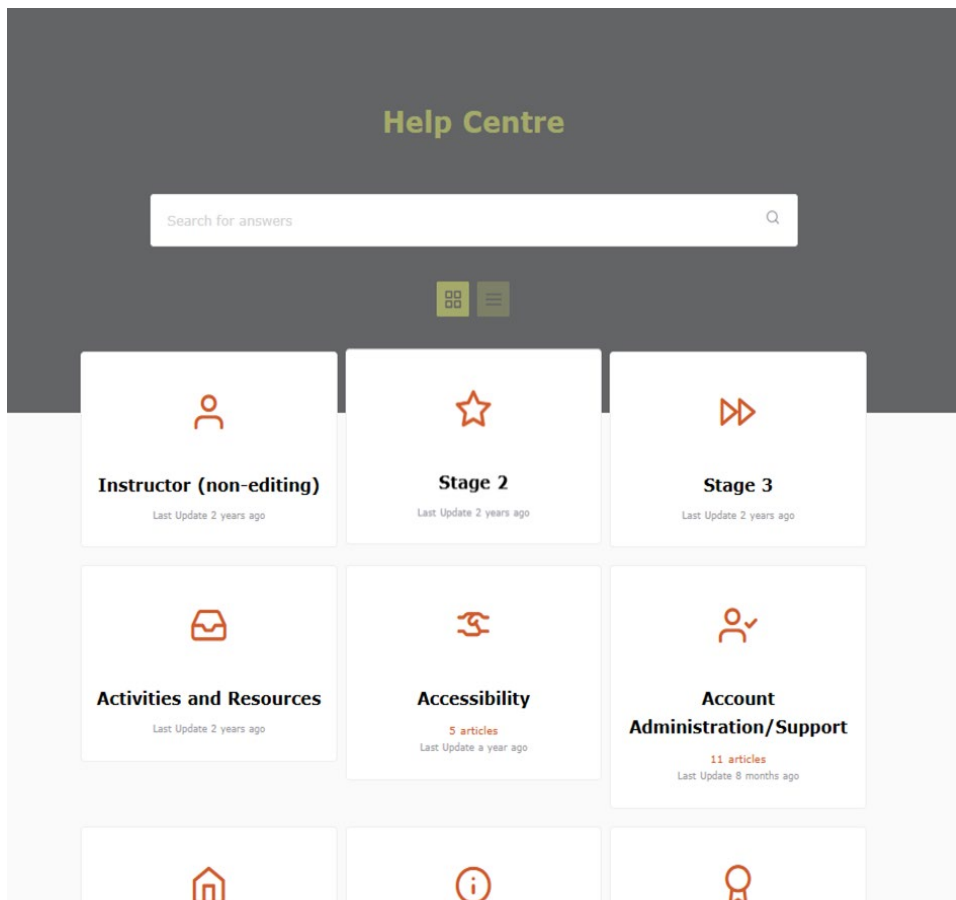
You are in preview mode.

View attempts (0) Edit H5P content

Support



# Training support



## Knowledge Base



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# Training support



## Avenue Digital Assistant Course

Avenue Digital Assistants support instructors and adult learners in LINC/ESL programs by helping them use digital tools confidently and effectively. In this course, you will learn how to navigate and support teaching and learning in Avenue. You'll build practical skills to troubleshoot common issues, guide learners step by step, and collaborate more smoothly with instructors and program staff. By the end of this course, you'll



## Digital Assistant Course



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# Best Moodle Every - My Portfolio



My Portfolio | Canadian Language Benchmarks | My Canada | Where I Live | Helpful English | Francophone Communities in Canada

Kerry's LINC-Online Foundation Winter 2026 | Mafuza M

Search artifacts...

This Course Only | Listening | Reading | Writing | Speaking | Other | About Me | Name | Course | All | Most Recent

CLB 2L Reading - Read... | CLB 2 L: Instructions at... | CLB 2L R - Getting thin... | CLB 2L W - Reproducin... | 10. CLB 2 Listening Ass... | AT CLB2L-R Digital Lit...

Kerry's LINC-Online Foundation Winter 2026 (Updated one week ago)

Kerry's LINC-Online Foundation Winter 2026 (Updated 3 weeks ago)

Kerry's LINC-Online Foundation Winter 2026 (Updated 3 weeks ago)



	First name / Last name	Email address	8. Numbers 10-100 (tens)	9. Cards: Numbers 10-100 (tens)	10. Listening Practice: Numbers 10-100	11. Writing Practice: Numbers 10-100	12. Listening Practice: Numbers 100-1000
Robi H	robihassan2021@gmail.com	10.00	✓ 10.00	✓ 100.00	✓ 100.00	✓ 100.00	
Iftu M	iftuyusuf34@gmail.com	-	✓ 10.00	✓ 100.00	✓ 100.00	✓ 100.00	
Sartu M	SartuMohamed6@gmail.com	-	-	-	-	-	
Laylo Mohamed	laylomoo@gmail.com	-	✓ 10.00	✓ 100.00	✓ 100.00	✓ 100.00	
Sugal T	hadsane27@gmail.com	10.00	✓ 10.00	✓ 100.00	✓ 100.00	✓ 100.00	
<b>Overall average</b>			10.00	10.00	100.00	100.00	100.00

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# Q&A

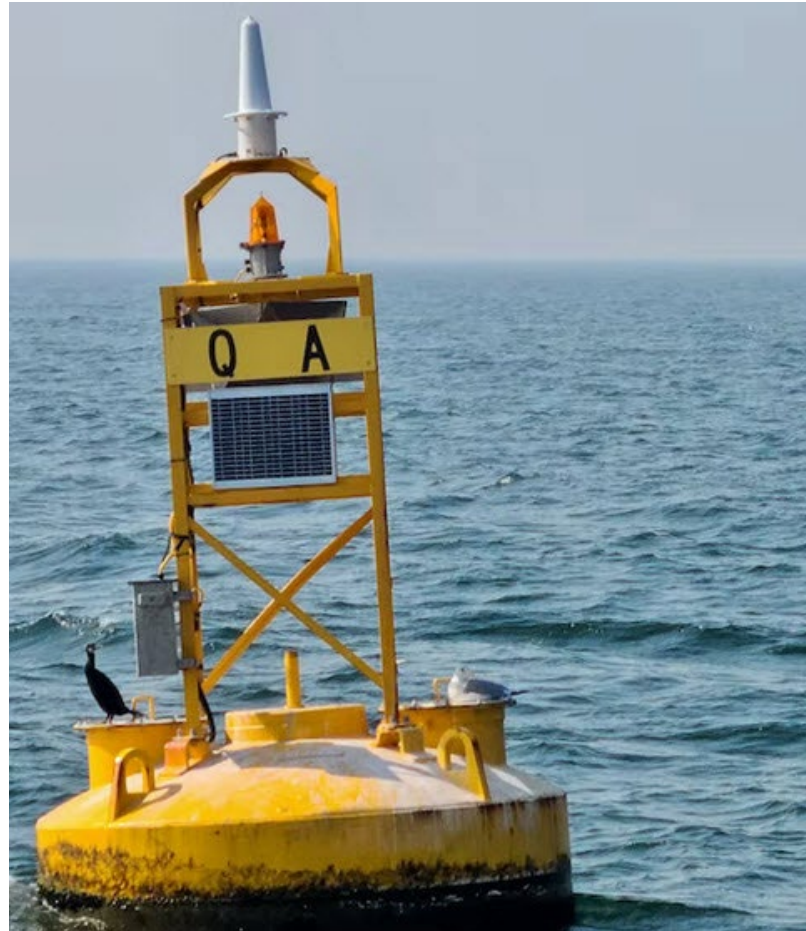


Image by Kristin Jarvis on Unsplash

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# Contact Us

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Shayna Jepsen

[sjepsen@cbal.org](mailto:sjepsen@cbal.org)

Sarah-Ann Wijngaarden

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Vesna Radivojevic

[vesna.radivojevic@avenue.ca](mailto:vesna.radivojevic@avenue.ca)

Project Info: [avenue.ca](http://avenue.ca)

Email: [admin@learnit2teach.ca](mailto:admin@learnit2teach.ca)

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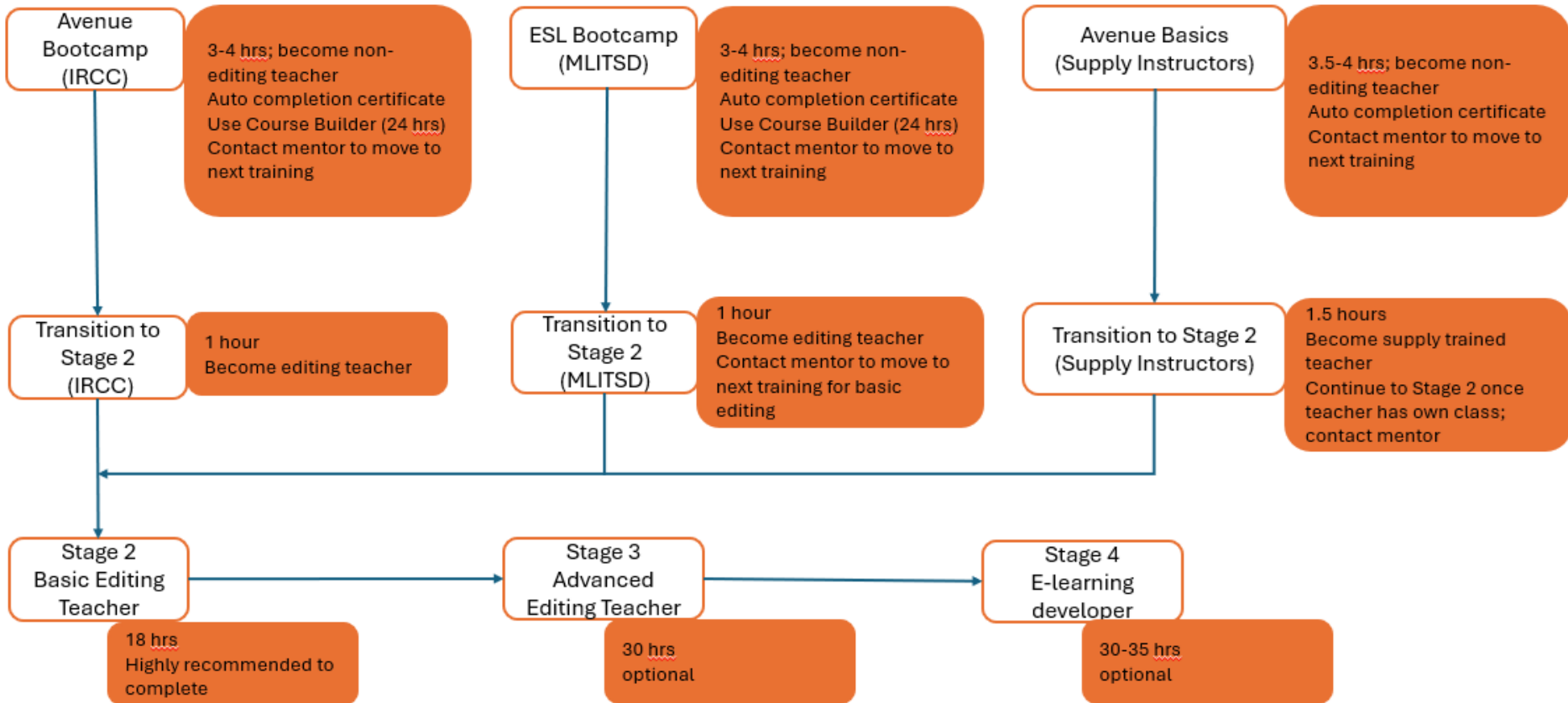
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# Help on Avenue

- Use the Avenue Support tab to access live help
  - Access the knowledge base
  - Report an issue
  - Suggest an idea
  - Webinars, podcasts, publications and more!
- Go to Avenue Teacher-Only Forum and ask your questions
  - Search for answers
  - Avenue related links block
  - Archived and upcoming webinars block
  - Teacher Postings with Resources block
- Email your mentor



# Avenue Training Stages



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# Other Avenue Training

- Leadership Training
- TESL Basics for Language Volunteers (TBLV)
- Avenue Basics for Supply Teachers
- Avenue Digital Assistant Course



Thank you!

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