

# Stronger Together:

*Lessons for Collaboration  
through Service Learning*

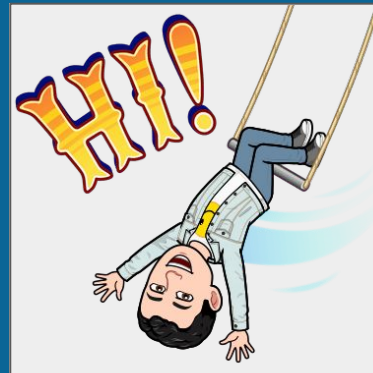
Jeff Goumas  
World Education

October 22, 2024



**WORLD EDUCATION**  
— A DIVISION OF JSI —

# EdTech Center @ World Education



## World Ed's EdTech Aim & Initiatives

Advancing digital equity and enabling all people to thrive in our digital world...

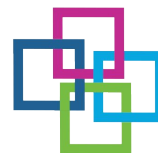
- Nationwide consortium
- Center for innovation
- Open Education initiative



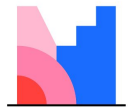
**IDEAL**  
**Consortium**  
Innovating Digital Education  
for Adult Learners



**EdTech**  
CENTER @  
**WORLD EDUCATION**



**CROWDED**Learning®  
**LEARNING. EVERYONE.**  
*A World Education Initiative*



# Mentimeter

Go to

**menti.com**

Enter code

**3679 8001**





# What is one tech tool / app that has made your life challenging? 😞

Most popular



Also prominent



# What is one area where you feel collaboration would help fill a need / solve a problem for you / your organization?

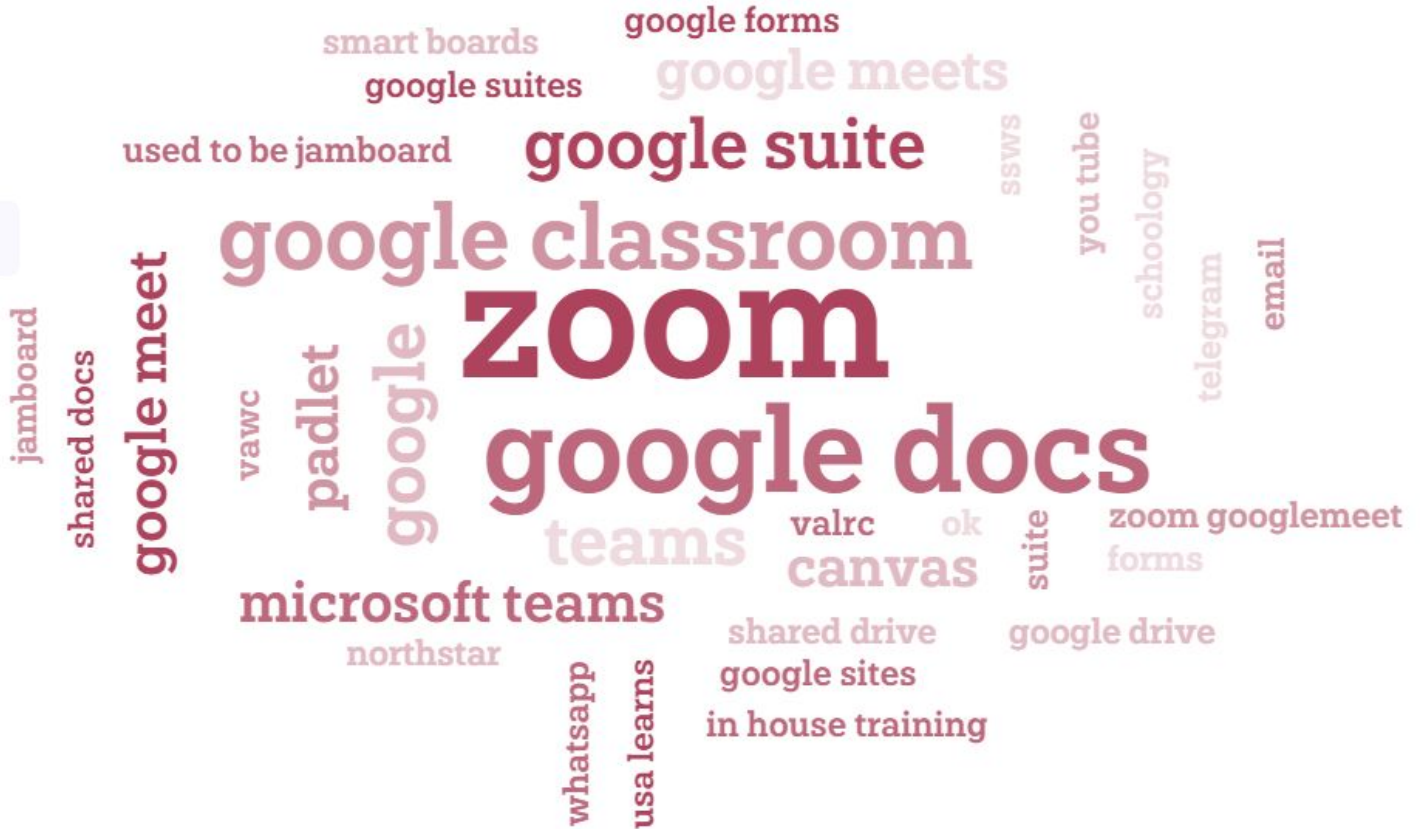
Ability to cross train staff	Help ESL students focus more on specific skills	Open communication
Ability to share securely across platforms	utilizing the strengths of many teachers	OpenAI for education
Admin	Help to collect and organize information	Outreach
All	IET	Q&A problem solving
All areas	IET	Regional IETs
All the things	IETs	Retention
Avoid duplication	IETs	Retention
Best practices	If they truly understood the power of it.	Scale
Building community for educators	implementation of a new program, tool or	Sharing lesson plans
Clearer communication across all departments	mode of instruction	Sharing lesson plans/coordinating them across
Communication	Incentives to grow digital learning	multiple teaching sites
Communication	Innovation	Store and organize lesson plan resources
communications	Integrated student support services	Student information system
Corrections	Knowledge base and resources	Student retention
Create supportive community and establish clear	Laces	Student retention and motivation
workflow	Laces	Suggestions for student retention....
Credential lists	Laces	Team collaboration
Cross region IETs	Laces	To reach educators who have questions, share ideas
Decreases travel time	LACES	and opportunities for growth.
Digital literacy	Laces adaption	Training
ESL lesson ideas	Mo' Money	Training teachers on digital tools
Everything!	Money	Training that leads to employment
FREE INTERNET ACCESS FOR EVERYONE	Money	Training, ESL classes
Funding	more access to low-cost or loaner devices for	Trainings
Funding and Laces	learners	Tutoring
Google meets, zoom, Google drive	More full time teachers.	Virtual learning
Have more cross region IET's.	More IT training on current technologies	Workplace readiness skills
	More tech support	

# What is one tech tool / app that has been helpful for fostering collaboration 🤝 within your program, with your learners, with partners, etc.?

Most popular



Also prominent





# Technology fosters collaboration...



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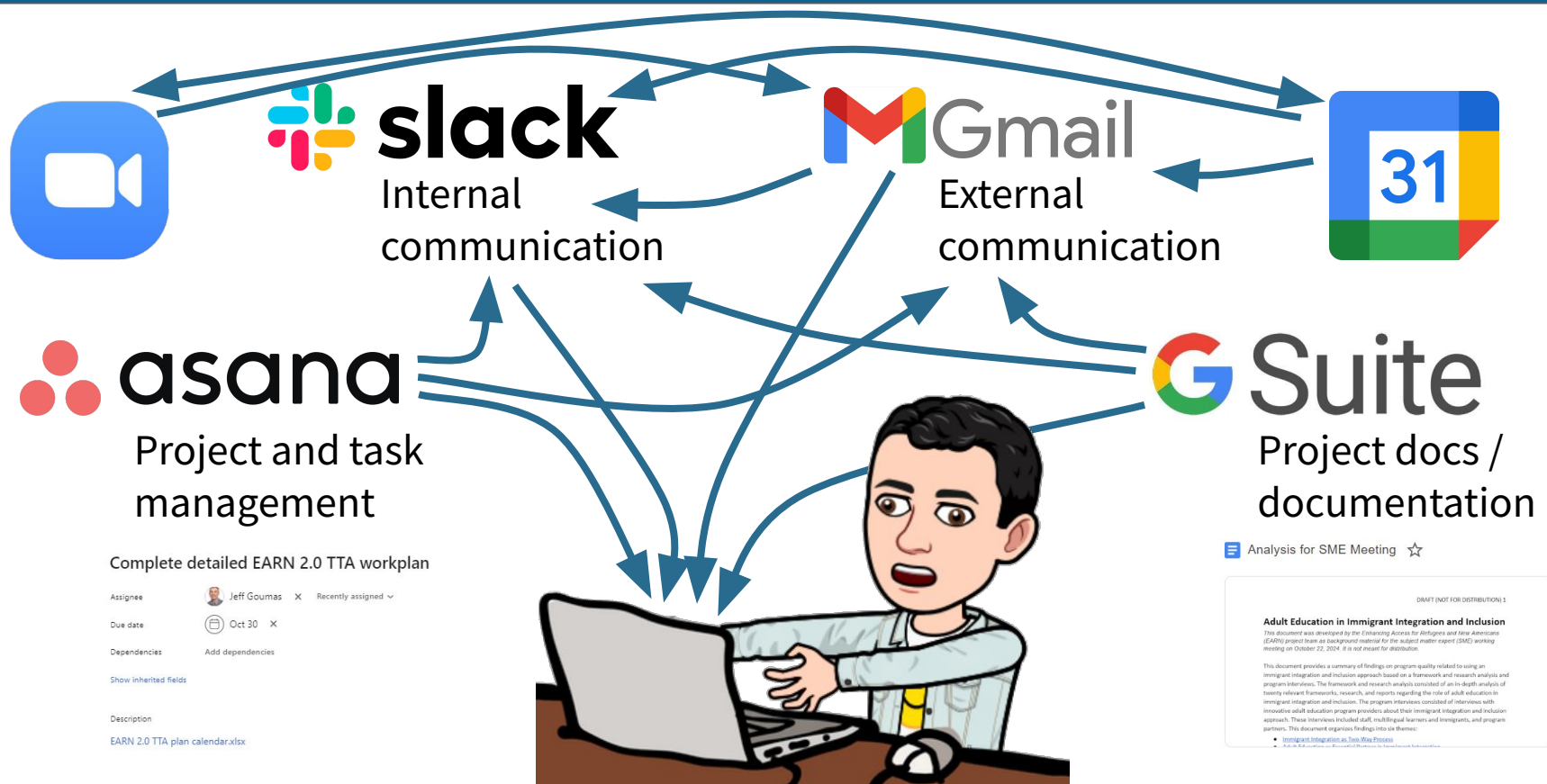
**...AND  
KYRGYZSTAN**

## Probably a Good Time for a Disclaimer...

*“The opinions expressed in any content of this presentation are solely the author's and don't reflect the opinions or beliefs of World Education, its employees, or its affiliates.”*



# ...tech can also be an agent of chaos!



Complete detailed EARN 2.0 TTA workplan

Assignee Jeff Goumas x Recently assigned v

Due date Oct 30 x

Dependencies Add dependencies

Show inherited fields

Description

EARN 2.0 TTA plan calendar.xlsx

Analysis for SME Meeting ☆

DRAFT (NOT FOR DISTRIBUTION) E

**Adult Education in Immigrant Integration and Inclusion**

This document was developed by the *Enhancing Access for Refugees and New Americans (EARNA)* project from an background material for the subject matter expert (SME) working meeting on October 22, 2024. It is not meant for distribution.

This document provides a summary of findings on program quality related to using an immigrant integration and inclusion approach based on a framework and research analysis and program interviews. The framework and research analysis consisted of an in-depth analysis of twenty relevant frameworks, research, and reports regarding the role of adult education in immigrant integration and inclusion. The program interviews consisted of interviews with innovative adult education program providers about their immigrant integration and inclusion approach. These interviews included staff, multilingual learners and immigrants, and program partners. This document organizes findings into six themes:

- Immigrant Integration as Two-Way Process

# ...tech can also be an agent of chaos!



 **slack**  
Internal  
communication

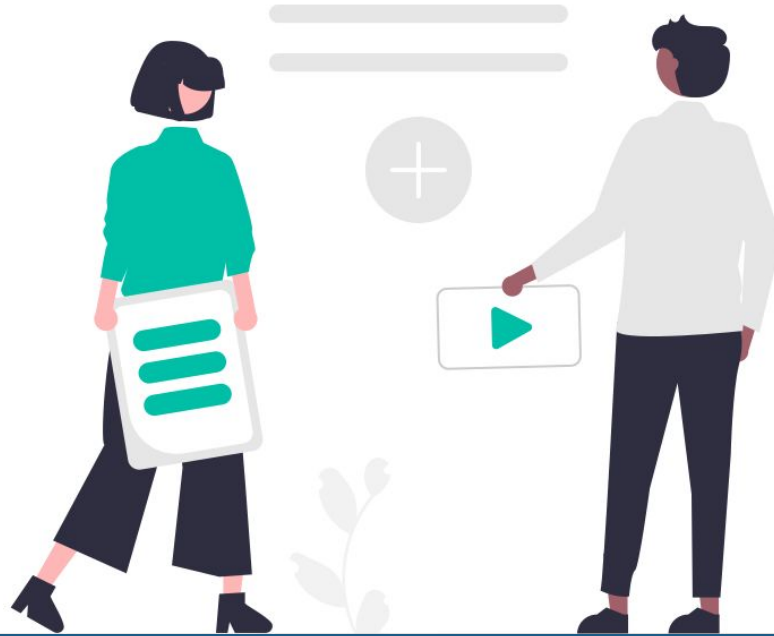
 **Gmail**  
External  
communication



 **asana**  
Project and task  
management



 **Suite**  
Project docs /  
documentation



**Building Collaboration with Tech**

## Collaboration



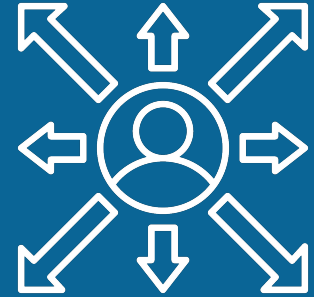
### **Efficiency**

Identify ways to work better within our day-to-day work processes



### **Fill Gaps**

Leverage partners to fill gaps in program expertise or resources



### **Expand Options**

Provide more opportunities / pathways for learners

## School closures on account of COVID....

...forced wholesale pivot in how we operated

...required us to leverage technology

...ushered in a culture of collaboration



**EdTech**  
Strategy Sessions



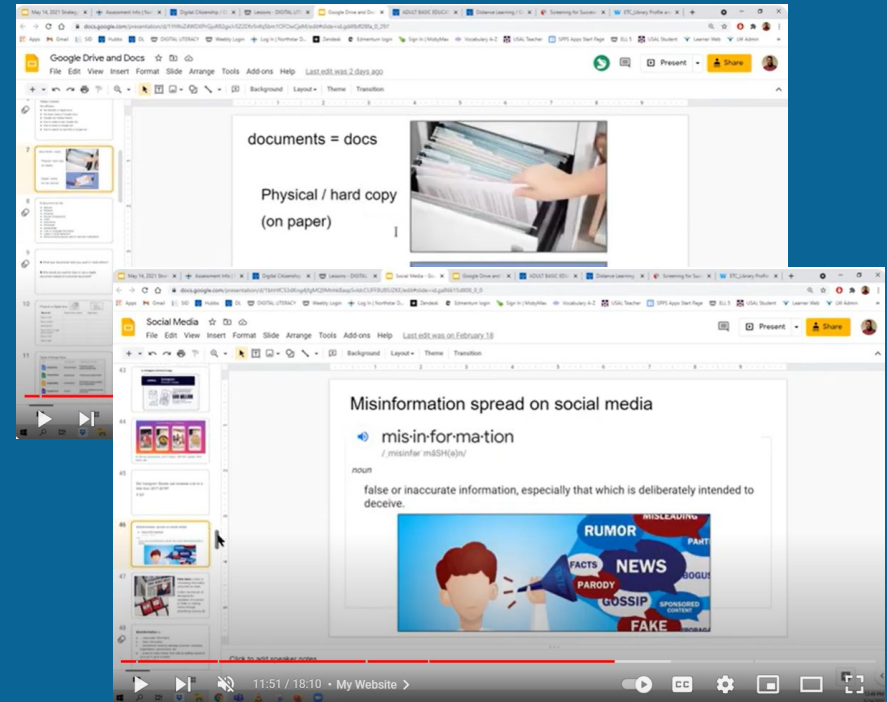
# Four years ago...





## Strategy: Be more explicit...

Educators shared ways to provide explicit digital skill instruction by building foundational terminology around skills and concepts that were important to learners

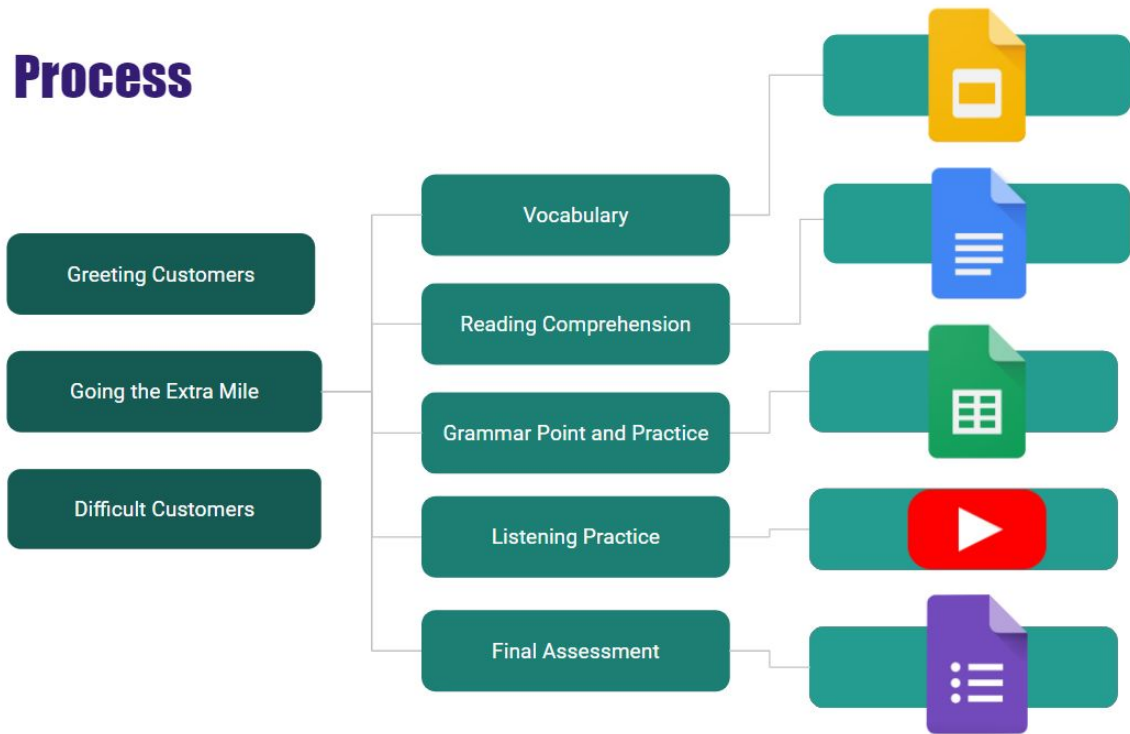


## Strategy: Be more intentional...

Educators shared ways to use edtech to create routinized experiences for learners *while designing for reusability*



### Process



# Strategy: Meet Learners Where They Are



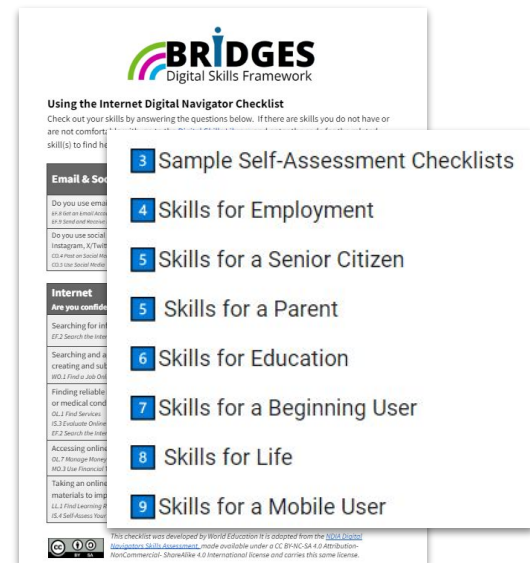
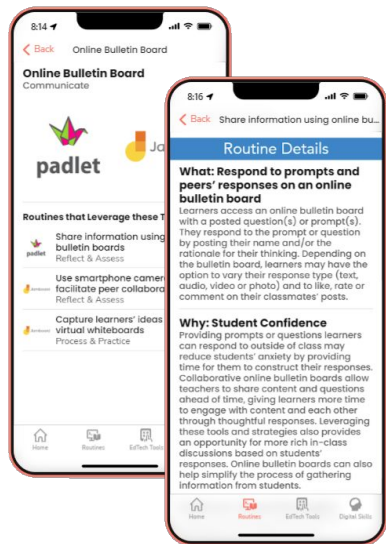
Student success will be accelerated if we are intentional in the skills that they will need for effective program participation.



Skill	B1	B2	Int 1	Int 2	Adv 1	Adv 2	CD A
<b>Zoom</b>							
Participate in Zoom sessions on phone and Chromebook							
Participate in creating group expectations for Zoom participation							
Demonstrate appropriate behavior, use phrases to show respect in Zoom setting							
Use hand signals/other nonverbal communication in Zoom meetings							
Turn camera on/off							
Turn microphone on/off							
Raise hand virtually using "hand raise" Zoom function							
Use reactions							
Type name in chat for attendance/Rename self in own panel							
Send/read messages in chat							
Click a link in chat							
Open another document while in Zoom							
Navigate between tabs							
Join a breakout room							
Click to navigate between gallery view and speaker view							
Answer polls							
Use the Annotate function							
Share screen							
<b>WhatsApp</b>							
Receive/read/access text messages and audio messages							
Send text messages and audio messages							
Send photos							

# BRIDGES

## Digital Resilience Toolkit



Strategy Toolkit

Skills Glossary

Skills Checklists



# SkillBlox

LEARNING. ORGANIZED.  
A World Education Initiative



# March 2020

[www.skillblox.org](http://www.skillblox.org)

**1 Select Subject**  
Subjects  
Digital Literacy

**2 Select Topics/Subtopics**

By Framework      By Keyword

**Topic/Subtopic**

- Foundational Skills
- Productivity
- Communication**
- Communicate Effectively
- Collaborate with Technology
- Make Voice and Video Calls
- Post on Social Media
- Use Social Media

**Search by Skill**

**3 Select Learning Activities**

Publisher  
All (31)

Format  
All (31)

**Learning Activities**      2 of 31 Selected

- Productivity
- Communication
- Make Voice and Video Calls**

- Good Things Foundation  
Video calling  
CO.3
- Goodwill Community Foundation  
iPhone Basics: Using the Phone App  
CO.3
- Goodwill Community Foundation  
WhatsApp: Voice Calls  
CO.3

**Select Activities**

SkillBlox  
LEARNING. ORGANIZED.

Billy Blox

**View Skillblox**      PREVIEW      SAVE AND EXIT

Make Voice + Video Calls

Select Learning Activities      Add New Activity      Access Code: LE1BP8

- Course/Tutorial | Goodwill Community Foundation  
**Communication Skills**  
CO.1 PS.1 CO.3  
CO.7 CO.5 CO.4
- Lesson Plan / Activity Guide | Mobile Internet Skills Training Toolkit  
**Module 2: Whats App**
- Lesson | Goodwill Community Foundation  
**iPhone Basics: Using the Phone App**  
CO.3 MO.4  
CO.1
- Lesson | Goodwill Community Foundation  
**WhatsApp: Voice Calls**  
CO.3
- Lesson | Goodwill Community Foundation  
**Skype: Making Video Calls with Skype**  
CO.3

**Customize + Share**

# Just Having OER Available Not Enough

EdTech  
Maker  
Space






**SkillBlox**  
LEARNING. ORGANIZED.

Service learning that leads  
to high-quality OER

Build, share, and adapt  
lessons powered by OER

# Service Learning to Address Resource Gaps

 <b>Adapt + Remix Content</b>	 <b>Create New Content</b>	 <b>Curate Existing Content</b>
Resources exist, but if adapted they could be made more usable and accessible.	Limited resources exist or are missing key components, so new content is needed.	"As-is" resources are available, but they may need to be organized to be more usable.

*How can we make OER easier to find and use?*



*How can we make better use of teachers' time and expertise?*

# ✨ Adapting + Remixing Content

## Why this is needed...

- Resource suitability
- Access / usability of resources
- “Granularity” of existing OER

## Examples...

- Adjusting content for readability, relevance
- Digitization of content

Static OER

Calling in Sick (Level 1/C

### I. Vocabulary

#### Definitions

- alarm clock (noun): a small clock with a bell or buzzer that can be set to wake someone up at a specific time
- wakes (verb): cause a person to be awake after sleeping
- fever (noun): body temperature that is higher than normal
- aches (verb): hurts
- return (verb): go back
- combs (verb): rake through hair with a comb (noun)
- lies down (verb phrase): moves to a flat position on a bed or couch

#### A. Vocabulary Cloze Paragraph. Complete the story with words from the box.

Lynn \_\_\_\_\_ up by hearing her \_\_\_\_\_ She gets dressed and \_\_\_\_\_ She is ready for work. Then she \_\_\_\_\_ She doesn't feel well. She touches her forehead. Lynn \_\_\_\_\_ She feels sick. Lynn knows \_\_\_\_\_

\_\_\_\_\_ She doesn't feel well. She touches her forehead. Lynn \_\_\_\_\_ She feels sick. Lynn knows \_\_\_\_\_

\_\_\_\_\_ She doesn't feel well. She touches her forehead. Lynn \_\_\_\_\_ She feels sick. Lynn knows \_\_\_\_\_

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\_\_\_\_\_ She doesn't feel well. She touches her forehead. Lynn \_\_\_\_\_ She feels sick. Lynn knows \_\_\_\_\_

\_\_\_\_\_ She doesn't feel well. She touches her forehead. Lynn \_\_\_\_\_ She feels sick. Lynn knows \_\_\_\_\_

Calling in Sick: Lesson Vocabulary

7 terms

CrowdED Learning

The words and definitions in this set reading passage "Calling in Sick" for Today's Adults (https://www.readingisalladay.com/) The licensed CC-BY-NC-SA 4.0 by South Adult Basic Education.

2. Check Your Understanding

Select the option that best answers each question.

What is wrong with Lynn?

- She didn't get enough sleep
- She doesn't her job
- She is sick

How does Lynn feel?

- She has chills
- She has a fever
- She is throwing up

alarm clock (noun) a small clock with a bell or buzzer that can be set to wake someone up at a specific time

Wakes (verb) causes a person to be awake after sleeping

Fever (noun) body temperature that is higher than normal

Aches (verb) hurts

Return (verb) go back

Combs (verb) rake through hair with a comb (noun)

Lies down (verb phrase) moves to a flat position on a bed or couch

Vocabulary Practice

Use this Quizlet to practice and learn the vocabulary from this story.

Reading Selection: Calling in Sick

Read the story. The audio files can help you practice reading aloud. The timer can help you check your reading speed.

Reading Comprehension

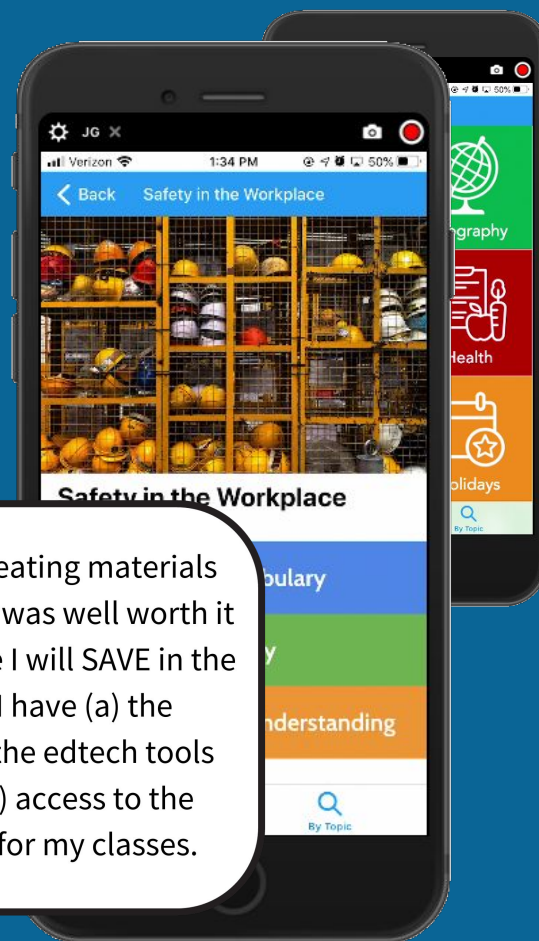
Interactive OER



# The Result?

Teachers created over 1,000 mobile-friendly, supplemental reading activities that can be completed independently or in a classroom setting.

*Marshall Leveled Reading Program*  
[Program Page](#) | [Mobile App](#) | [Teacher Resources](#)



The time I spent creating materials for the Maker Space was well worth it considering the time I will SAVE in the future because I have (a) the knowledge to use the edtech tools effectively and (b) access to the amazing content for my classes.



# Create New Content

## Why this is needed...

- Limited/lack of relevant content
- Resources that fit new models

## Examples...

- Interactive activities to support vocabulary development
- Activities that develop digital skills and **digital resilience**

**attachment**

DEFINITION:  
(n) a file sent in an email or message

**USE IT IN A SENTENCE:**  
Send the picture as an attachment.

**reply**

DEFINITION:  
(n) a response to an email or message  
(v) respond to sender of email via email or to a sender of a message via text

**USE IT IN A SENTENCE:**  
He needs a reply to his email by the end of the week.

**Templated Slides**

Created by Ilex Kumsawan from Noun Project

<b>at</b>		(v) respond to everyone included in the original message
<b>attach</b>		(v) send a previously sent message to a new recipient
<b>forward</b>		(v) add a file to an email or message
<b>reply</b>		(n) a response to an email or message
<b>reply all</b>		(v) respond to sender of email via email or to a sender of a message via text.

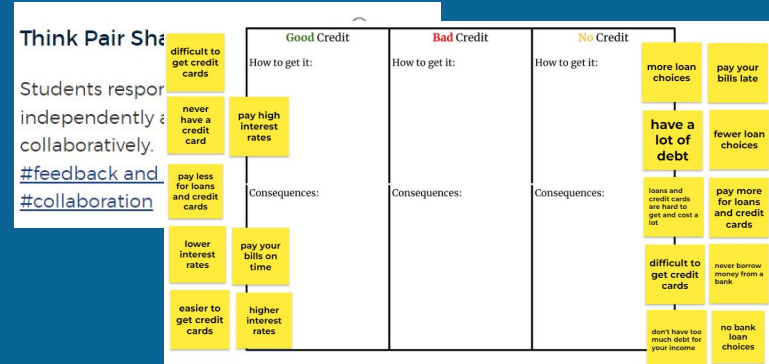
Match each word with its icon. Then draw a line from word to the correct definition.

**Original Activities**

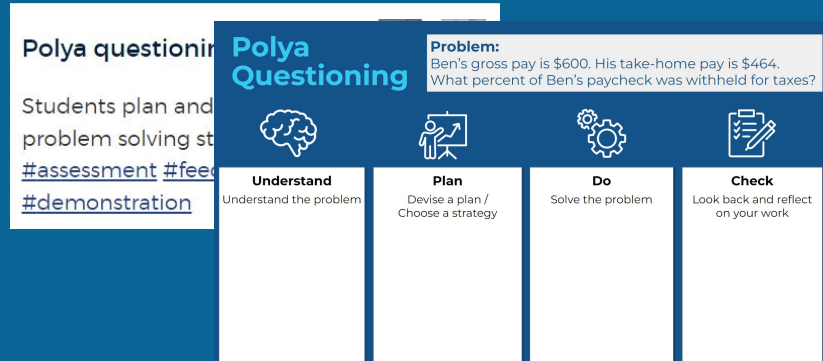
# The result?



Teachers design reusable OER while leveraging high-use, high-impact instructional routines.

If a digital illiterate can learn as much as I did, then I recommend this type of instruction to anyone.



 CC.2 Understand Credit History, Reports, & Scores



 TX.1 Understand Income Taxes  
 6.RP.3 Solve problems involving percents.


# Curate Existing Content

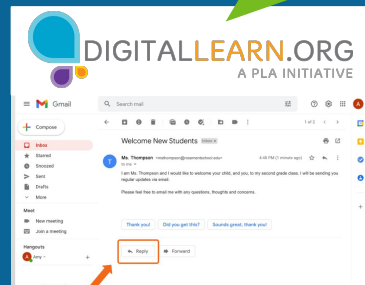
Why this is needed...

- Quality OER exists, but retrieval can be challenging
- No “one-size-fits-all” resource for all learners

## Examples

- *Khan Academy* for adult ed
- Organized digital skills OER

 Send and receive email



**e-Modules**



**Projects**

# The Result?

Libraries of content aligned to skills and topics that are relevant to adult learners and align to OCTAE initiatives



## Vetted, aligned content

-  Civics Education
-  Digital Literacy
-  Financial Literacy
-  Health Literacy
-  Workforce Prep



Overall Impact?



**1,200 adapted/created**

**~7,000 resources**

**2,400 curated/aligned**

**ETMS-Generated Resources To-Date...**

**Over 3,600**

# ETMS Generated Products

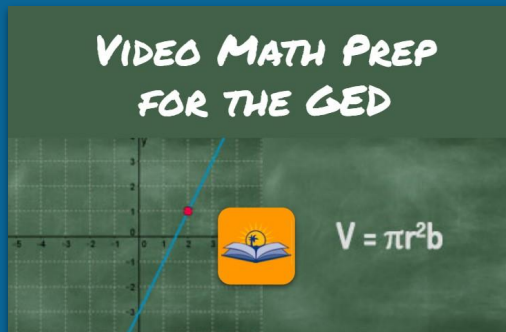
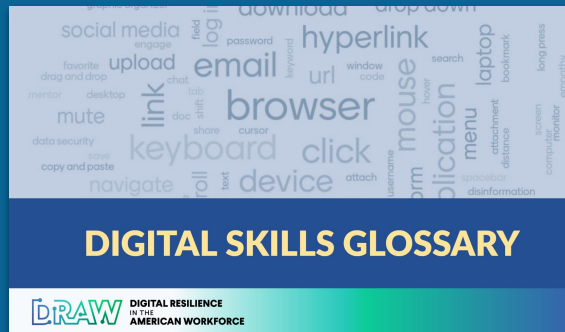
## Digital Literacy

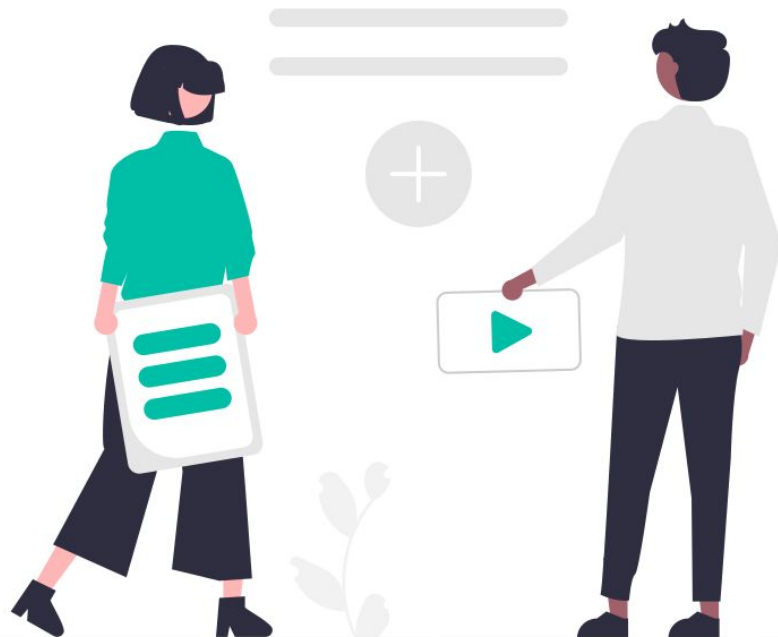


## Literacy + Numeracy



## ESOL + Health Literacy





**Let's Collaborate**



## Share an Educational Video

- 1 Find a YouTube video you have used with learners or search for a video on a topic you teach/ plan to teach.
- 2 Open the following form and enter info about your video.

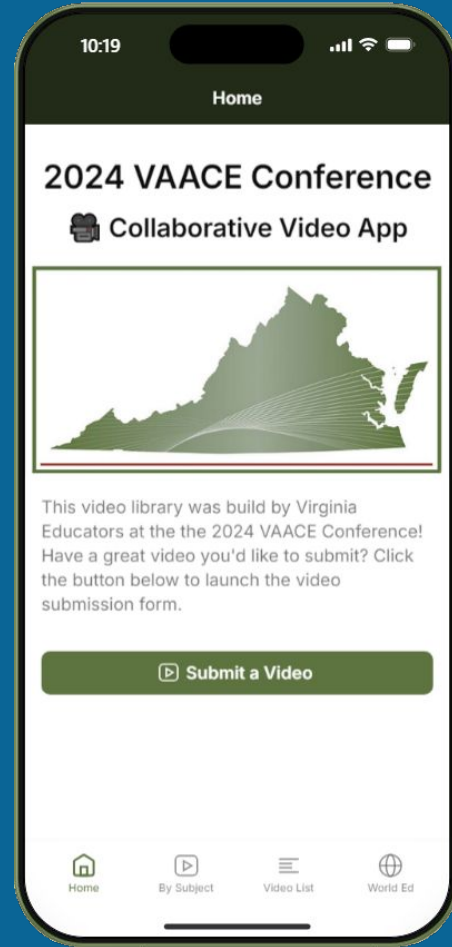
**[bit.ly/vaace2024](https://bit.ly/vaace2024)**

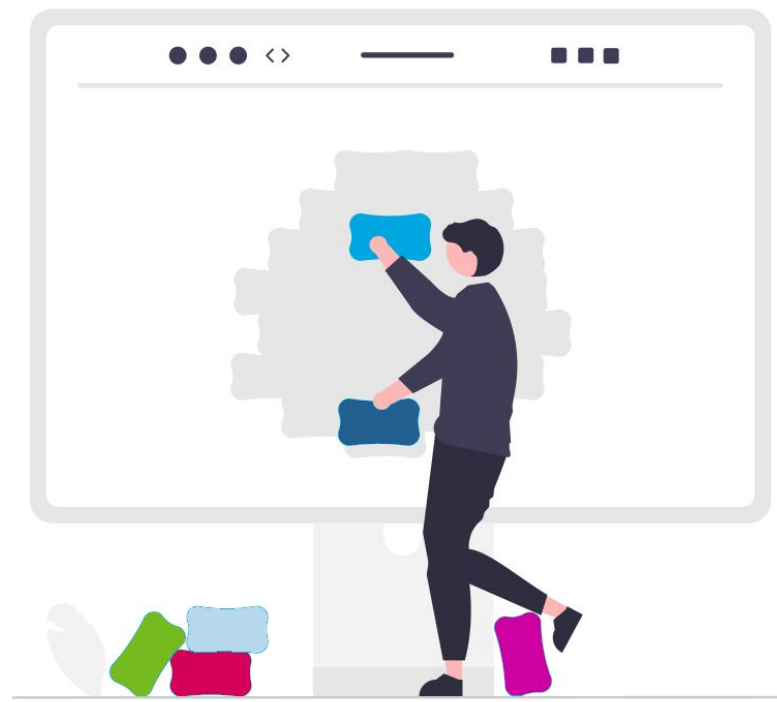


Share a Video!!!!



[bit.ly/VAvidlib](https://bit.ly/VAvidlib)





# Putting the Pieces Together

# Lesson #1: Synchronous Time is Important

## “Let’s Build a Video Library”

- One-month contest
- Sent to nearly 1,000 people
- \$50 gift card raffle

## Key takeaways...

- Synchronous, sustained engagement
- Benchmark tasks and accountability



# Lesson #2: Planning and Clear Structure is Key



## Key takeaways...

- Organize resources clearly
- Don't overload with communication or expectations
- Establish a regular cadence for check-ins

**Create Your Wakelets!!!!**  
Jeffrey Gourmas • Aug 12 (Edited Aug 13)  
100 points Due Aug 28, 11:59 AM

Your work Turned in  
No work attached

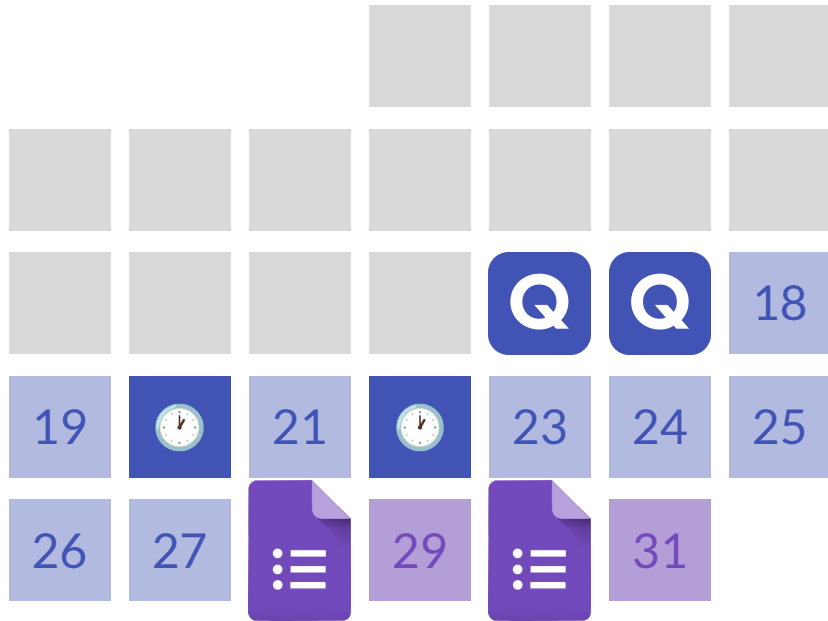
Thank you for participating in the Wakelet training! It's now time to create your Wakelets! Again,

- All About Wakelet!...  
[https://wke.it/w/s/\\_T...](https://wke.it/w/s/_T...)
- CrowdEDGuides...  
Google Docs
- Wakelet Checklist  
Google Docs
- 202009811\_Wakel...  
Google Slides
- ETMS Resource Tr...  
Google Sheets
- Wakelet Icons  
Google Drive Folder
- EdTech Maker Spa...  
YouTube video 1 ho...

# Sessions Every Other Week with Gradual Assignments

July

August



# Lesson #3: Create Space for All Voices

## Key Takeaways:

- Understand who is involved and what they will require for success
- Leverage strengths of participants and dedicate time for idea generation and sharing

What is  
CREATIN  
teachers

## Surveys

(4) I use this tool a... (3) I've dabbled wit... (2) I've seen it but ... (1) I've never used ...

Quizlet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Google Forms (Qui...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wakelet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Padlet

IDEAL Consortium • 22 • 2yr

DESIGN SLAM! Activity Submission Board

Once you have designed your activity, please add it to the appropriate column. Use the example provided in Financial Literacy as a model for what information to include. Ideally, please log into Padlet before posting so we know creative genius is behind each activity!

Financial Literacy

Health Literacy

Civics Education

Workforce Prep

Digital Literacy

Mary Gaston 2yr  
Money Management Google Form Survey

Evelyn Cassano 2yr  
Word Map for Vocabulary

Lien Harris 2yr  
1st Amendment Appendix A Matching

Jennifer Rueda 2yr  
IDEAL problem Solving Method (interactive video lesson)

Laura Stockton 2yr  
Social Media Mind Map

Jeff Oumas 2yr  
Love Flipity!

Eleanor Cass 2yr  
Sweet! I'd never heard of Flipity before. Just tried it out - easy, fun and nice-looking.

Laurie Hansen Cardona 2yr  
This is great! I'll try it with my...

ksherzog 2yr  
Laura, another way to compare might be to have a GoogleSheet where students can add the name of the social media (supply a pulldown menu with media names). Why they use it (pull-down...

## Feedback

## Create Opportunities to Learn From Each Other

I love the  
spirit of  
generosity!

...the biggest gift to  
me as an educator is  
the collaboration...

...being able to  
collaborate and bounce  
ideas off of each other...



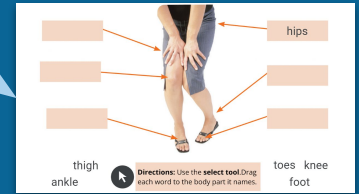
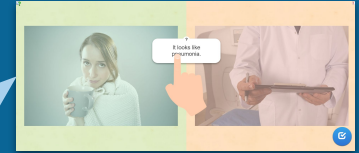
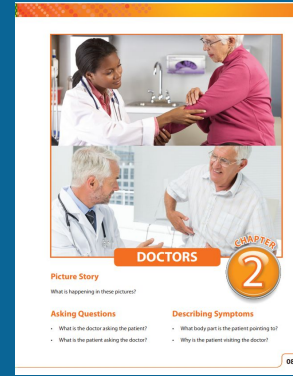
# Lesson #4: Celebrate Successes (Big & Small)

Biggest motivator has been the service aspect

*“Helps make it more worthwhile knowing it’ll be available to entire field!”*

## Key Takeaways:

- Establish tangible outcomes
- Acknowledge shared successes



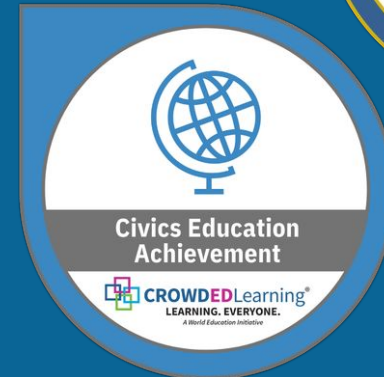
# Lesson #5: Foster a Culture of Learning + Reflection

When Makers are **creating**:

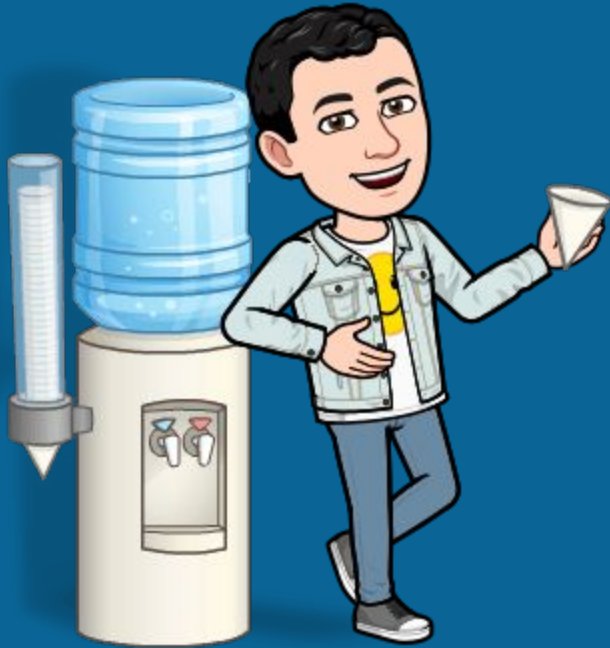
- “Not good enough”
- “intimidating to share what you have made with the world”

## Key takeaways...

- Not everyone want to stand out
- Emphasize the impact of people’s contributions with empathy



# While we're together...how can you start collaborating?



ABE / HSE

Instruction

ELA

IET

Workforce

Corrections

Administration

# Thank You!

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