



Strategy + Technology + Engagement

We build purpose-driven online communities that deliver results.



Our Mission

To empower and engage people to connect, collaborate and succeed around a common purpose or interest.

To overcome barriers – such as time, physical, geographical or language – that can prevent key human connections from taking place.

A close-up photograph of a hand holding a pen, poised to write on a document. The background is a blurred laptop keyboard. The image is partially obscured by a white border and a semi-transparent dark blue overlay.

What We Do

We combine and leverage the skill sets and experience of our clients and our team to define and build successful online communities.

We harness the power of the collective – the insights and perspectives that everyone can contribute.

Our experience

200+ clients over the past 25 years*

25 categories



Non-profit



Government



Private sector

An Introduction: Tutela

-  The Goal:
- Unite all ESL/FSL professionals across Canada
 - Promote collaboration
 - Empower teachers with the resources and best practices needed
 - Reduce duplication of resources and information silos

An Introduction: Tutela



The Result:

- We currently connect over 13,000 teachers across Canada
 - Reached 4,000 in Year One
- Revolutionized how ESL/FSL teachers collaborate, learn and work every day

The need for Online Communities in Settlement

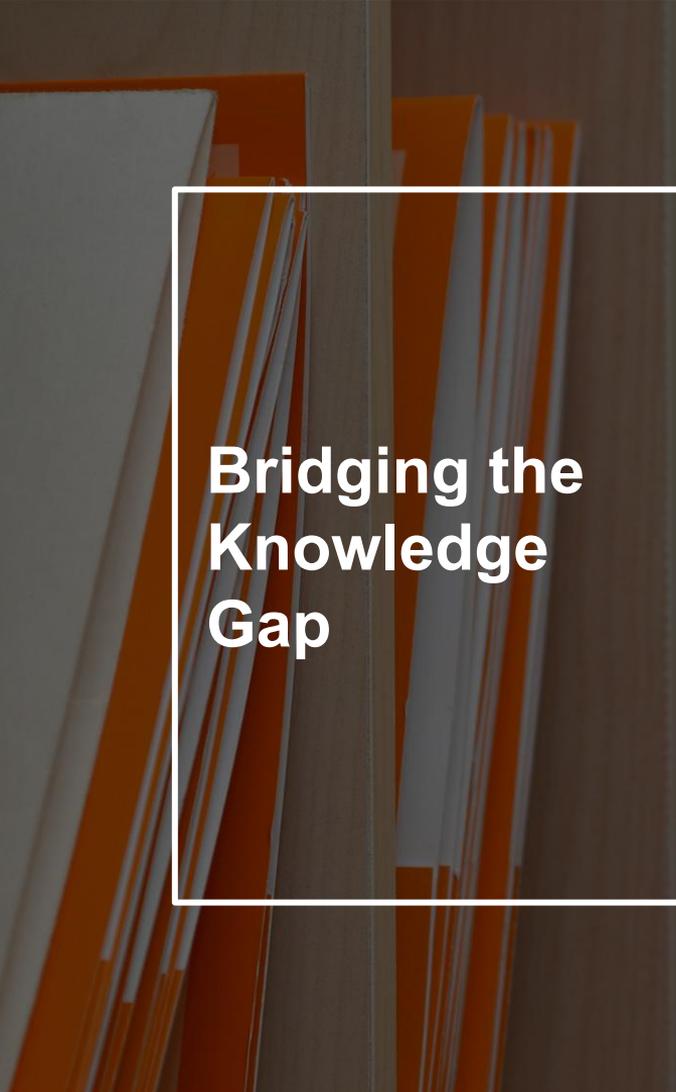
 Bridge the knowledge gap: a one-stop shop for newcomer resources

 Overcome isolation

 Engaging all stakeholders:

 Providing mentorship and guidance

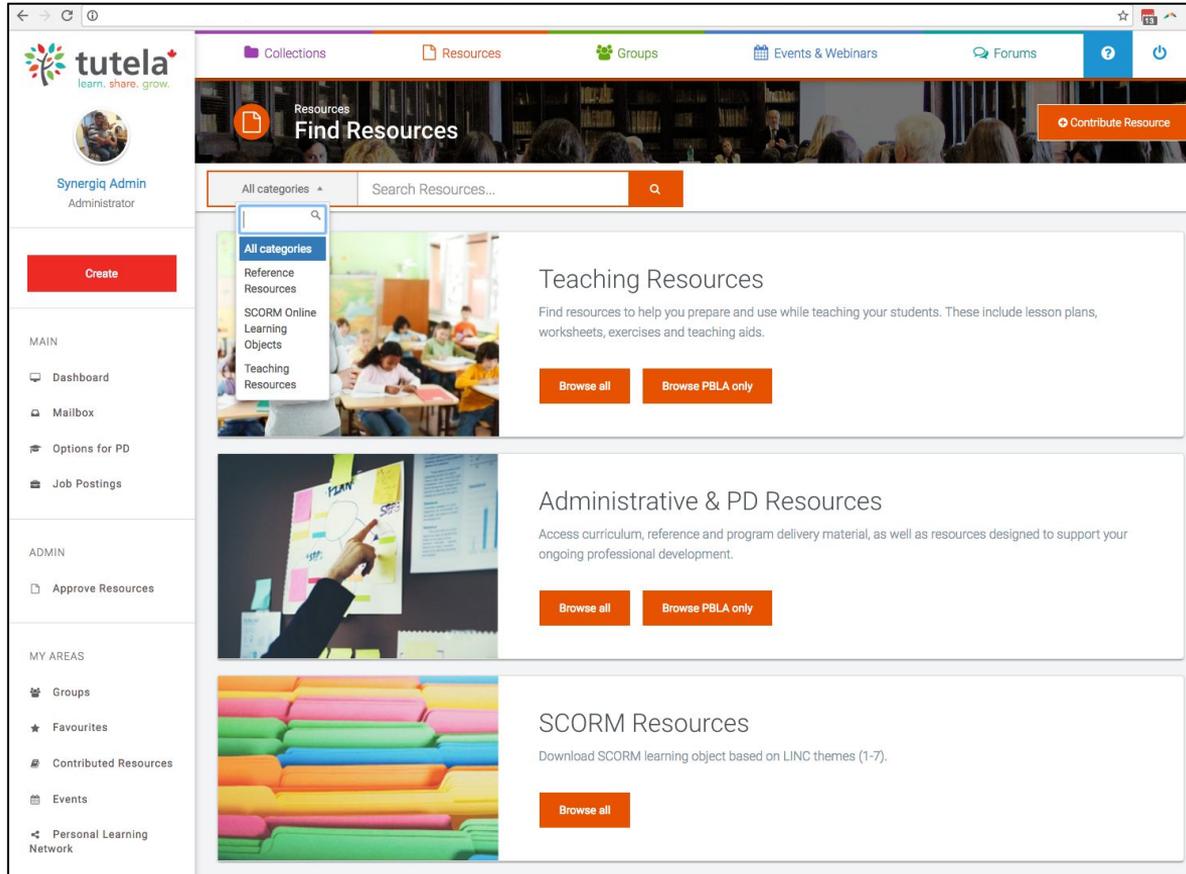
 Integrating newcomers into local community



Bridging the Knowledge Gap

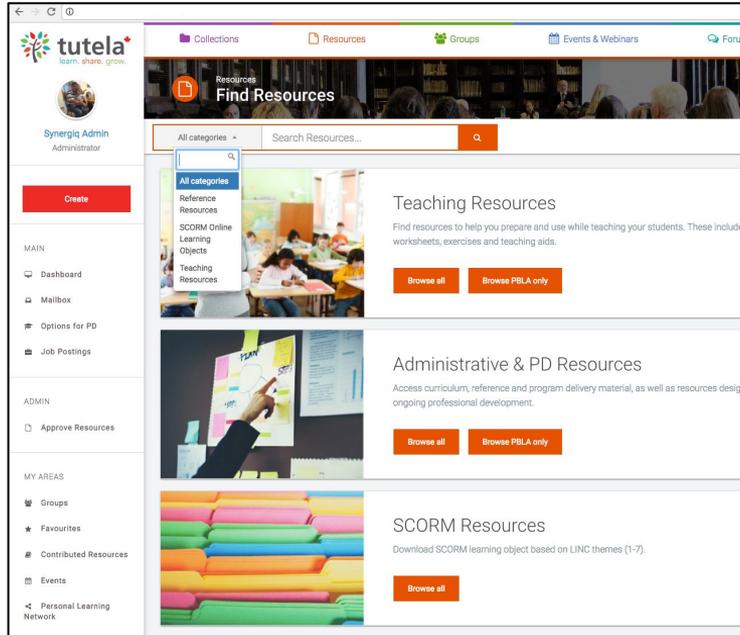
The ability to share resources in an online repository and host live webinars allows all stakeholders in the settlement process to learn from each other, share valuable information and overcome the feeling of not knowing what to do, throughout the settlement process.

Tutela: Resources

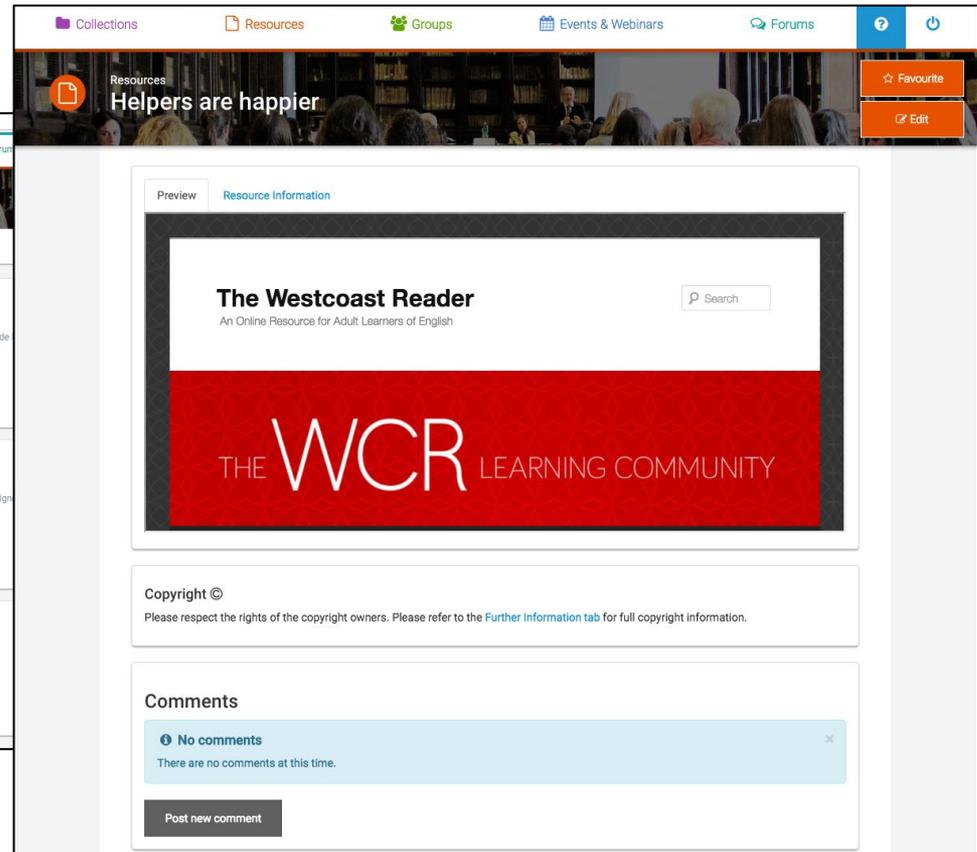


The screenshot shows the Tutela Resources page. At the top, there is a navigation bar with tabs for Collections, Resources, Groups, Events & Webinars, and Forums. The main header area features the Tutela logo, the user name 'Synergiq Admin Administrator', and a 'Create' button. Below this is a sidebar menu with sections for MAIN (Dashboard, Mailbox, Options for PD, Job Postings), ADMIN (Approve Resources), and MY AREAS (Groups, Favourites, Contributed Resources, Events, Personal Learning Network). The main content area is titled 'Find Resources' and includes a search bar with a dropdown menu for 'All categories' showing options like Reference Resources, SCORM Online Learning Objects, and Teaching Resources. There are three resource categories displayed: 'Teaching Resources' (with 'Browse all' and 'Browse PBLA only' buttons), 'Administrative & PD Resources' (with 'Browse all' and 'Browse PBLA only' buttons), and 'SCORM Resources' (with a 'Browse all' button).

Tutela: Resources



The screenshot shows the 'Find Resources' page in the Tutela system. On the left is a navigation sidebar with sections: MAIN (Dashboard, Mailbox, Options for PD, Job Postings), ADMIN (Approve Resources), and MY AREAS (Groups, Favourites, Contributed Resources, Events, Personal Learning Network). The main content area has a search bar and a list of resource categories: Teaching Resources, Administrative & PD Resources, and SCORM Resources. Each category includes a brief description and 'Browse all' or 'Browse PBLA only' buttons.



The screenshot shows the 'Resource Information' page for 'The Westcoast Reader'. The page features a large red banner with the text 'THE WCR LEARNING COMMUNITY'. Below the banner is a copyright notice: 'Copyright © Please respect the rights of the copyright owners. Please refer to the Further information tab for full copyright information.' At the bottom, there is a 'Comments' section with a message: 'No comments There are no comments at this time.' and a 'Post new comment' button.

Tutela: Webinars



The screenshot shows a webinar interface with several key components:

- Web Participants:** A list on the left showing participants: Denis, Richard, and Tyler (you).
- Presentation:** A central slide titled "The Precision Approach" with a diagram of a runway approach. The diagram labels include "Glideslope (typically 3 degrees)", "MAP", "Decision height", and "Runway".
- Group & Private Chat:** A chat window on the right showing messages from Tyler, Richard, and Denis.
- Voice Participants:** A list below the main interface showing audio status for Denis, Richard, and Tyler.
- Web Cam:** A video window showing a male presenter in a blue shirt.
- Desktop Sharing:** A window showing a shared desktop with a code editor.

Callouts from the surrounding text point to these features:

- Web Participants (top left)
- Presentation (top center)
- Group & Private Chat (top right)
- Voice Participants (bottom left)
- Web Cam (bottom center)
- Desktop Sharing (bottom right)

Tutela: Webinars

Web Participants

Presentation

Group &

Voice Participants

Web Cam

The Precision Approach

Glideslope (typically 3 degrees)

MAP

Decision height

Runway

Chat: [Tyler - 09:54:00 AM] Good Day Everyone! [Richard - 09:54:00 AM] Hi Tyler [Diane - 09:54:25 AM] Hi Tyler & Richard

Web Participants: Denise, Richard, Tyler (voice)

Voice: Denise, Richard, Tyler

Web Cam: [Video feed of a man in a blue shirt]

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tutela learn, share, grow.

Synergiq Admin Administrator

Events & Webinars

PD Webinar

DBA90669DF

How to Organize a Terry Fox School Run

Organize A Terry Fox School Run

Presenter: Susan W

Presented in English

Have you recently started Portfolio Development? Would you like to learn how to develop a portfolio of artefacts for PBLA?

Starting Sep 20, 2016 03:30 PM

Event Information

This session, in conjunction with Part 2, will explore a variety of assessment tool styles including rubrics that incorporate real-world tasks and relate to the CLB's, and will assist you to develop simple, yet effective assessment tools to evaluate learner portfolio artefacts for PBLA.

How to Obtain PD Time

Email at Diane and diane@tutela.ca after the event.

Files

1. TCET LCSS Rubrics Sept 20 2016 Final

Upcoming Events

- ELTPA Speaking Benchmark & Rationale Practice
- IATEFL/British Council: Language Resilience
- Tutela Webinar: Contract Grading in EAP/ESL Classrooms
- Concrete Strategies to Build an Intercultural ESL/EAL Practice
- Technology in Today's Language Classroom

Recent Events

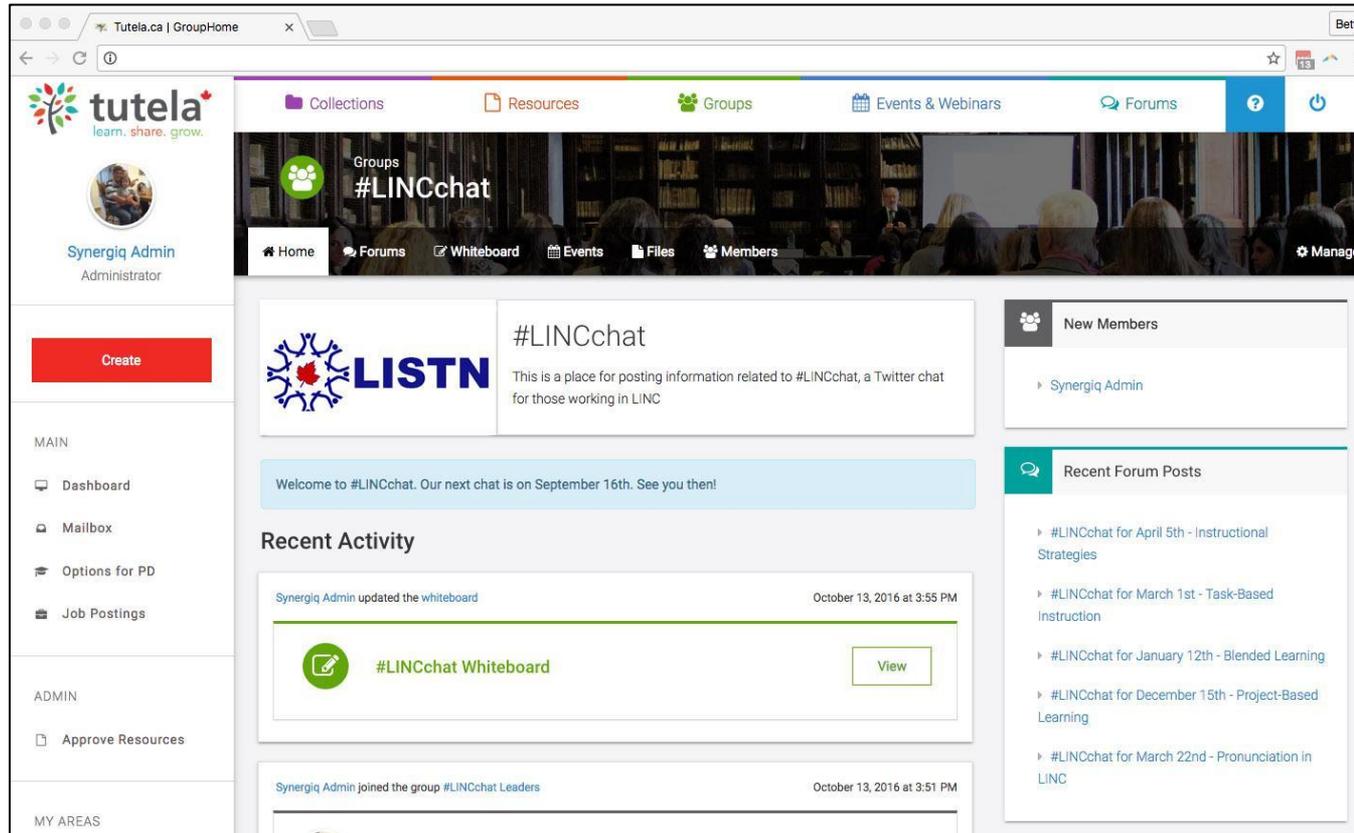
- Technical Check #5 (Cornwall)
- English Online Inc. TWT Webinar: Tools and Websites for Teaching Grammar
- English Online Inc. TWT Webinar: Tools and Websites for Teaching Grammar
- Webinar: Using ESL for ALL
- PD Webinar: PBLA Sharing Strategies that Work



Overcoming Isolation

Groups provide the opportunity to ask questions, share best practices and experiences as well as collaborate online. This could allow service providers, pre-arrivals and newcomers to easily interact with each other to seek out support and any information needed.

Tutela: Groups



The screenshot shows the Tutela Groups interface for the #LINCchat group. The browser address bar shows 'Tutela.ca | GroupHome' and the user 'Betty' is logged in. The navigation bar includes 'Collections', 'Resources', 'Groups', 'Events & Webinars', 'Forums', and a help icon. The main content area features a header for '#LINCchat' with a group photo and navigation tabs for 'Home', 'Forums', 'Whiteboard', 'Events', 'Files', 'Members', and 'Manage'. Below the header, there is a 'LISTN' logo and a description: '#LINCchat This is a place for posting information related to #LINCchat, a Twitter chat for those working in LINC'. A welcome message states: 'Welcome to #LINCchat. Our next chat is on September 16th. See you then!'. The 'Recent Activity' section shows two entries: 'Synergiq Admin updated the whiteboard' on October 13, 2016 at 3:55 PM, and 'Synergiq Admin joined the group #LINCchat Leaders' on October 13, 2016 at 3:51 PM. On the right side, there are sections for 'New Members' (listing Synergiq Admin) and 'Recent Forum Posts' (listing several posts related to LINCchat topics).



Engaging All Stakeholders

Online Communities provide an incredible range of possibilities for engaging stakeholders throughout the settlement process. Live chat rooms, newcomer buddy programs and volunteer opportunities are just a few ways this can be done.

Best Practices: Resources & Webinars

Resources

- Content is important but organization (ease of access) paramount
- Overcoming duplication of resources and information silos
- Maintain a central hub
- Encourage resource sharing

Webinars

- Making technology seamless
- Assistant to presenter
- Testing technology beforehand
- Engaging topics

Best Practices: **Managing Groups**

Groups:

- Initial onboarding
- Ongoing engagement
- Group leader training/content experts
- Techniques for supporting engagement

Challenges

Potential Hurdles:

- Disconnect in user journey
- Funding & project ownership
- Lack of human resources (engagement, onboarding, outreach)
- Ongoing development needs
- Accessibility of technology

Potential Online Communities in Settlement

- Knowledge sharing between researchers / policy makers
- Best practice sharing & collaboration between service providers
- Support for newcomers (pre-arrival/post-arrival)

Example: **NewStart** Program

- Corporate sponsor approach (i.e. a bank)
- Go beyond standard banking-related info
- Facilitate the community on all aspects of onboarding, getting acquainted in neighbourhoods... take it local
- Generate neighbourhood ambassadors from employees, bank customers (i.e. Welcome Wagon)

Questions?