

## Needs Assessment

### Do we need an ESL program in our community?

Use the ready-made needs assessment tools to help you determine the needs of your community. **NOTE:** If the links won't open when you click on them, then copy and paste the link into your web browser.

#### A Needs Assessment Tool for ESL Programming

A toolkit specifically designed for assessing ESL needs in rural Alberta:

- Includes guidelines and sample tools
- Available on the Resources Tab on the Rural Routes website or directly from:

<https://www.norquest.ca/NorquestCollege/media/pdf/educationalresources/NeedsAssessmentToolAug2004.pdf>

#### Community Learning Needs Assessment Toolkit

A toolkit designed to help CALPs and community colleges to:

- Collect data related to adult learning and the local labour market
- Map learning assets
- Identify and prioritize gaps
- Develop new programs
- Includes 40 pages of sample tools
- Available through the CLN website or directly from:

[https://calp.ca/\\_uploads/resource-doc-372.pdf](https://calp.ca/_uploads/resource-doc-372.pdf)

### How do I determine my learners' needs?

Ask questions to help your learner identify **why** they need to learn English and what they **need to use** their English for. Learning about your learner's educational and cultural background is also helpful when choosing resources and activities. For example:

- What can you already do in English?
- What challenges do you have when communicating in English?
- Where do you need to use English?
- What kinds of things do you need to listen to (read, write, talk about) in English?
- What topics do you need to learn about (i.e., banking, shopping, employment, safety, law, citizenship, health, school system, winter, etc.)?
- How many years did you go to school in your own country?
- What was school like in your own country?
- What type of a job do you want to have in Canada?
- What type of a job did you do in your own country?
- What are your interests and hobbies?

### Where can I find information to help me?

To determine:	Look at these resources:
➤ Language level	<ul style="list-style-type: none"> <li>➤ RR (Rural Routes) Tip Sheet #6 – Settlement and Language Assessment</li> <li>➤ RR Tip Sheet #8 – Learner Assessment</li> <li>➤ RR Tip Sheet #9 – The CLBs</li> </ul>
➤ Language needs	<ul style="list-style-type: none"> <li>➤ Use visuals to help low level learners identify their needs. See examples of goal-setting forms for ESL 1, ESL 2, ESL 3 at: <a href="http://www.eastsideliteracy.org/tutorsupport/Groups/GroupIdeas.htm">http://www.eastsideliteracy.org/tutorsupport/Groups/GroupIdeas.htm</a></li> </ul>
➤ Learning needs	<ul style="list-style-type: none"> <li>➤ RR Tip Sheet #12 – Learning Disabilities</li> <li>➤ RR Tip Sheet #16 – Working with ESL Literacy Learners</li> <li>➤ RR Workshops:               <ul style="list-style-type: none"> <li>○ ESL Assessment</li> <li>○ Learning Disabilities</li> <li>○ Learning Styles</li> <li>○ Teaching Pre-Benchmark Learners</li> <li>○ Working with Trauma Affected Learners</li> </ul> </li> </ul>
➤ Settlement needs	<ul style="list-style-type: none"> <li>➤ Roots and Connections Toolkit provides checklists to determine your learner’s knowledge of community resources and skills in assessing community resources (see pages 11-19). Available at: <a href="https://eslruralroutes.norquest.ca/getattachment/Resources/Content/Roots-Connection/NorQuest_Toolkit.pdf.aspx">https://eslruralroutes.norquest.ca/getattachment/Resources/Content/Roots-Connection/NorQuest_Toolkit.pdf.aspx</a></li> </ul>
➤ Workplace needs	<ul style="list-style-type: none"> <li>➤ RR Tip Sheet #14 – EAP, ESP, and EWP</li> <li>➤ Essential Skills job profiles provide information about the type of English required for over 350 jobs in Canada. Available at: <a href="https://www.jobbank.gc.ca/essentialskillsprofilelist/A;jsessionid=92A9753B54B0566E39667DB039B65FEA.jobsearch76">https://www.jobbank.gc.ca/essentialskillsprofilelist/A;jsessionid=92A9753B54B0566E39667DB039B65FEA.jobsearch76</a></li> </ul>

### What do I need to do to help my learner?

Understanding how cultural perspectives affects learning will help you to help your learner. Take advantage of the following workshops and resources that Rural Routes provides:

#### Located under the Services: Workshops Tab

- Intercultural Communication Levels 1, 2, and 3, offered on a yearly basis  
<https://eslruralroutes.norquest.ca/services/workshops/rural-routes-intercultural-communication-series.aspx>
- Introduction to Intercultural Communication, offered as requested  
Look under the “Intercultural section”

#### Located under the Resources Tab

- Cultural Incidents for Intercultural Communication in the Workplace