



Bridging the Gap Package:

**Resources for
Entering and
Exiting Programs**



Intake Interview: General Background

Interviewer: _____ Date: _____

PERSONAL INFORMATION

Name: _____

Address: _____

Telephone 1: (_____) _____ Telephone 2:(_____) _____

Email: _____

Birth date: ____/____/____ Gender: **M** **F**

Language At Home: _____ at School: _____

How did you hear about us?: _____

Times Available:

Mon. ___ Tues. ___ Wed. ___ Thurs. ___ Fri. ___ Sat. ___ Sun. ___

in the *Morning* ___ *Afternoon* ___ *Evening* ___

Other Considerations: ESL ___ disabled ___ allergies ___ other: _____

Transportation: car: ___ bus: ___ walk: ___ other: ___

Special Needs (glasses, hearing aid, medication) _____

GENERAL BACKGROUND:

1. Tell me a bit about yourself. (*Where are you from? What are your interests? etc.*)

2. What skills do you wish to develop or upgrade?

3. What kind of reading material do you have in your home?

4. What do you usually like to read?

5. Do you work?



SCHOOL EXPERIENCE

1. Where did you go to school?

2. What was the last grade you completed?

3. How long have you been out of school?

4. What language did you study in?

5. What did you study?

6. What did you like best about school?

7. What did you like least about school?

8. Why did you leave school?

9. Have you taken any other training or educational programs (community-based, work-related, etc.)? If yes, please tell me about them.

10. What do you want to learn now?

WORK EXPERIENCE


1. Are you looking for work? **Yes** _____ **No** _____
If yes:
 - What kind of work are you looking for?*


 - What skills do you think you will need for this type of work?*

 - What reading, writing, and math skills do you think you will need?*

2. Have you had a job before? **Yes** _____ **No** _____
If yes:
 - What kind of work have you done?*



 *What kind of skills (reading, writing, and/or math skills did you use at your job?)*

 *What was your favourite job and why?*

3. Have you volunteered before? **Yes** _____ **No** _____

If yes:

 *Where have you volunteered?*

LEARNING PREFERENCES

1. Do you prefer to learn on your own, in a small group, or in a large group?

2. What days of the week will you be able to study with us?

3. What time of day will you be able to come?

4. Do you have any concerns about coming back to school? What are they?

5. What can we do to make learning a positive experience for you?

ADDITIONAL COMMENTS/ OBSERVATIONS:



Initial Interview: Determining Goals

Interviewer: _____ Date: _____

PERSONAL INFORMATION

Name: _____

Address: _____

Telephone 1: (_____) _____ Telephone 2:(_____) _____

Email: _____

1. What is your number one reason for wanting to return to school?

2. Please describe your **short term goals** for each of the following. (i.e. *What do you want to be able to do?*)

Reading:

Writing:

Math:

Speaking:

Personal:

Other:

3. Please describe your **long term goals** (i.e. new job, better job, college, start a small business, etc.).



First Contact Checklist

*“Forty-three percent of callers do not enrol in a program for the following reasons: no follow-up procedures, long waiting lists, inconvenient hours, inappropriate content, and/or having a poor experience with the program contact person”**.

This checklist will help those responsible for enrolment inquiries to consistently include certain elements that promote a positive initial impression in their reception procedures.

Interviewer: _____ Date of first contact: _____

BACKGROUND DETAILS:

Name: _____

Comments on Interview/Inquiry:

Check each element that was included in the initial contact

- I made eye contact and smiled.
- I tried to put the potential learner at ease.
- We spoke in a private place (if in person).
- We identified goals for learning.
- I showed respect for their goals.
- I demonstrated interest.
- I demonstrated confidence.
- I was non-judgmental.
- I clearly explained how the program works.
- I answered all questions.
- I emphasized the diverse needs of our students.
- I provided suggestions for family and financial concerns.
- I explained what classes, learning groups, and/or tutoring are like.
- I made it clear that programs do not mix adults with children or teenagers.
- I let them know that they were welcome in the program.
- I got all necessary contact information to follow-up on this initial inquiry.
- I emphasized that upgrading is for adults of all ages.
- I let them know that adult basic education is for people just like them (i.e. “They are not alone”).

Signature: _____ Date: _____

* *Patterns of Participation in Canadian Literacy and Upgrading Programs, 2001*

Quick Tips for Literacy Practitioners

Greeting New Learners

1. Use eye contact.
2. Make small talk.
3. Address the learner's feelings when necessary.
4. Encourage the learner to express his or her opinions.
5. Demonstrate that you trust the learner through sharing your feelings and opinions.
6. Show the learner that you are interested in them.
7. Let the learner know that you are confident that they can reach the goals.
8. Accept the learner's level of performance. Avoid making comments that may seem judgmental.
9. Pay attention to verbal and non-verbal cues.

"If you want others to be happy, practice compassion. If you want to be happy, practice compassion."

~Dalai Lama



Enrolment Inquiry Follow-Up

NAME OF POTENTIAL LEARNER: _____

DATE OF INITIAL INQUIRY: _____

PERSON RESPONSIBLE FOR THE FILE: _____

COMMENTS ON INITIAL INQUIRY:

Phone Contact #1	Date: _____
Comments:	

Phone Contact #2	Date: _____
Comments:	

Phone Contact #3	Date: _____
Comments:	

UNABLE TO MAKE TELEPHONE CONTACT:

Despite efforts, we have been unable to reach this potential learner by phone. A follow-up letter was therefore sent on _____ Date Sent).

Reply Back: Yes _____ No _____

Lost Contact Follow-Up

(Template)

 Date

Dear Name of Potential Learner ,

We would like to give you a better idea of the services we offer at Name of program .

Please call Contact Person at Phone Number . We look forward to hearing from you.

Yours truly,

 Contact Person



Exit Interview

Interviewer: _____ Date: _____

Learner Name: _____
Address: _____
Telephone 1: (_____) _____ Telephone 2:(_____) _____
Email: _____
Program Start Date: _____ Program End Date: _____

1. What are you going to do when you leave this program?

2. Do you feel that your have reached all your learning goal(s)? Please explain.

3. How do you know you achieved your goal(s)?



4. Do you feel ready to move on?

5. What study materials and activities did you find helpful?

6. What new skills have you been able to use in your everyday life?

7. What would you change about this program? Please explain.



Exiting Survey

Interviewer: _____ Date: _____

Please complete the survey to help us identify our program strengths and weaknesses.

	Somewhat agree	Somewhat disagree	Strongly disagree	Do not agree or disagree
1. I was able to set my own goals for learning.				
2. My goals for learning were respected.				
3. Lessons helped me to reach my goals.				
4. Assessment helped to see how I was progressing.				
5. I made good progress in reaching the goal(s).				
6. Learning activities were useful in working towards my goal(s).				
7. I was aware of which skills we be developed.				
8. Program house were convenient for me.				
9. I would recommend this program to others.				
10. Overall, I was satisfied with the program.				