

**T**he mission of Literacy Services of Wisconsin (LSW) has always been focused on adult literacy education. That is where our expertise lies, and we continue to think courageously in order to constantly improve upon the fundamental principles of adult learning. Integral to adult learning are the students who trust us to support them in pursuing their academic goals. LSW has always put the adult students who enroll in our programs front and center. In the last year, we approached our Student First guiding principle with a new platform for engagement.

LSW recognizes that lived experience is a crucial factor in program design and continuous improvement. Beginning in July 2022, LSW initiated the Learner Advisory Board (LAB), which centers on the experiences and perspectives of LSW students who are either currently enrolled or recently completed a program at LSW. The committee is composed of eight active or former LSW students that represent a wide range of LSW programs and locations and who advise the organization on matters of policy, procedure, and learning. LAB members are provided a stipend for their participation and have been attending organizational events to help us think about new ways to engage the LSW community in this meaningful work.

Literacy Services returned to in-person programming in September 2022. COVID impacted everything about how we operated, so we had to start from scratch when we returned. What did it look like to create hybrid programming that would best serve our learning community? We didn't have all the answers, but we were eager to move forward. We relied on all of our Guiding Principles - Student First, Purposeful Connection, Honor Diversity & Inclusion, and Courageous Thinking - to keep us on track.

LSW's programming serves learners at all academic skill levels from non-readers in our foundational reading program through advanced learners prepping for an upcoming semester of our high school equivalency program or studying for GED exams. We're able to deliver this model through volunteer support, our varied class offerings, and behind-the-scenes staff management.

Literacy Services creates pathways between each step of our students' academic journeys toward reaching their goals. Our program areas of Adult Education, English Language Learning, and GED / HSED Certification are offered in a variety of formats: online learning, one-on-one tutoring, small group instruction, classroom instruction, and workshops.

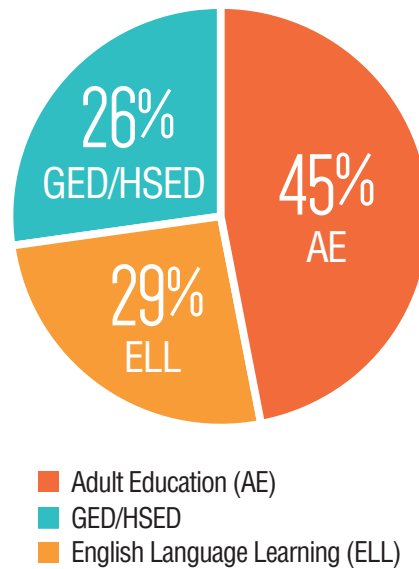


# STUDENTS & VOLUNTEERS

It's personally tailored, it's an individual and not a classroom setting. You don't have to be on track with everyone else. It's where you are and where the teacher is going to help you.

Austin - GED Graduate

## Enrollment by Program



1,053

Total Students



55,440

Total Student Hours



42,328

Total Virtual Hours



76% Virtual Hours

of Total Hours



167

GED/HSED Grads



49%

Students are Parents



60 Countries

Represented in ELL



60%

Reached Enrollment Goal of GED/HSED



287

Total Volunteers



7,769

Volunteer Hours



\$259,228

Volunteer Value



Give, volunteer, and learn more at [literacyservices.org](http://literacyservices.org)