

# Case Study

## Empowering Teachers of Multilingual Learners: Enhancing User Experience and Actionable Learning Practices in Reading Instruction

### Client Background:

The non-profit organization is dedicated to providing educational resources and support to underserved communities. They offer various online modules to help individuals acquire new skills and knowledge in different areas.

### Objective:

The objective of this case study was to conduct an instructional design audit for one of the non-profit organization's most popular modules. The client wanted to ensure that the instructional design aligned with the organization's standards, improved user experience, and met the expectations of the learners, specifically targeting older students, particularly multilingual learners, to enhance their reading abilities.

### Consultant Details:

Primary Consultant: Yashira Valentin-Rosas

Role: Instructional Design Consultant

Duration: 28 hours over one month

Collaborating Consultant: Collaborating Consultant

Role: Instructional Design Consultant

### Context and Approach:

The non-profit organization recognized the importance of continuously improving their online modules to better serve their audience, especially multilingual learners seeking to improve their reading skills. They hired instructional design consultants, Yashira Valentin-Rosas and the Collaborating Consultant, to evaluate the effectiveness of one of their most popular modules. The primary focus of the project was to enhance user experience while incorporating actionable

learning practices specifically tailored to support older multilingual learners in their reading journey.

### **Phase 1: Information Gathering**

Yashira Valentin-Rosas began the project by meeting with the organization's instructional design team. During this meeting, she actively listened to the team's concerns and goals for the module, paying special attention to the needs of older students with multilingual backgrounds who wanted to improve their reading abilities.

### **Phase 2: Collaboration with Another Consultant**

As part of the project, Yashira Valentin-Rosas collaborated with another instructional design consultant, referred to as the Collaborating Consultant. This collaboration allowed them to leverage their combined expertise in instructional design and multilingual education, ensuring the proposed solutions were well-rounded and effective.

### **Phase 3: Audit and Review**

Yashira Valentin-Rosas and the Collaborating Consultant conducted a comprehensive audit of the instructional design, with a particular focus on user experience for older multilingual learners. They evaluated various aspects, such as content relevance, organization, instructional strategies, multimedia usage, and engagement.

### **Phase 4: Recommendations and Solutions**

After the thorough audit, Yashira Valentin-Rosas and the Collaborating Consultant compiled their findings and presented a detailed report to the non-profit organization. The report included clear and actionable recommendations specifically tailored to enhance user experience and support the reading development of older multilingual learners. These recommendations were aligned with the organization's standards and instructional best practices.

### **Phase 5: Deadline and Deliverables**

The project was completed within the agreed-upon timeframe of 1 month, with a total of 28 hours invested. The deliverables included the audit report, which covered all the identified areas of improvement, emphasizing strategies to enhance user experience and support the reading skills of older multilingual learners.

### **Outcome and Client Satisfaction:**

The non-profit organization expressed great satisfaction with Yashira Valentin-Rosas's work and the collaborative efforts with the Consulting Consultant. The recommendations provided in the

audit report were well-received, as they addressed the unique challenges faced by older multilingual learners seeking to improve their reading abilities.

### **Impact and Future Considerations:**

With the implementation of the recommended changes, the non-profit organization anticipates a significant improvement in user experience, engagement, and reading outcomes for their older multilingual learners. The success of this project has opened up the possibility for further collaborations with the organization to enhance other online modules and cater to the diverse learning needs of their audience.

### **Conclusion:**

The instructional design audit conducted by Yashira Valentin-Rosas and the collaboration with the Consulting Consultant resulted in valuable insights and actionable recommendations, specifically targeting the enhancement of user experience and the support of older multilingual learners in their reading journey. The successful completion of this project showcases the importance of tailored instructional design approaches in meeting the diverse needs of learners in underserved communities.