

# Ohlone College

## Program Review Report

- **Program Description and Scope:**

- *Program Review Title:* English Language Institute
- *Academic year:* 2015/2016
- *Review Type:* Student Services Program Review
- *Program/Departments:* English Language Institute (68204)
- *Authority Code:* 00-International Programs and ELI
- *External Regulations:* Yes X No

The English Language Institute (ELI), like the International Student Program, must comply with United States Citizenship and Immigration Services (USCIS) regulations, and must ensure that its students do the same.

- *Provide a brief narrative that describes the services provided.*

The Ohlone College English Language Institute (ELI) is entering its fifth year of operation within the unit of International Programs and Services. As we grow (enrollments started with 45 FTE per semester and we now serve about 70 FTE per semester), we continue to focus on our primary objective of providing intensive English Language instruction to international students who do not yet have the English proficiency to meet Ohlone College admissions criteria. Students (primarily from Asia) follow 22 hours per week of core classes in all language skill areas. The program and course objectives are designed to help students gain English competency so that they can meet the English admissions requirements and then enroll into Ohlone courses as matriculated students. In the past, ELI class size was in keeping with industry practices—about 15-18 per class; the past few semesters, because of limited availability, class sizes did run over 20 students in all of our sections.

- **College Mission**

- *Mission Statement*

Ohlone College responds to the educational needs of our diverse community and economy by offering high quality instruction supporting basic skills, career development, university transfer, and personal enrichment and by awarding associate degrees and certificates to eligible students in an innovative, multicultural environment where successful learning and achievement are highly valued, supported, and continually assessed.

- *Program Relation to College Mission.*
  - Personal Enrichment
  - Support Services

- *State your program Mission/Purpose.*
- .
- *Briefly describe program accomplishments.*
- .

- **Student/Program Achievement**

- *List area-specific outcomes.*

For the English Language Institute, we can work towards specific outcomes in the following areas:

**Enrollment:**

-Increase ELI enrollment to about 80-100 students per session, and if possible, broaden the diversity of the program.

The obvious impact is one of budget and program revenue, but in terms of program quality, a larger program is often a stronger program. At present, we interact frequently with students and are able to know their individual strengths and weaknesses. As we grow, we would like to maintain the friendly atmosphere and personal touch, but with more students and more sections, we can offer more interaction, various specialized tracks of specialized English, and more options for the students.

Last year our enrollment had a slight uptick and with fewer direct recruitment efforts of overseas trips. We made significant efforts to become more effective in enrollment management with more frequent and stronger outreach to prospective students who submitted applications. We have also made extra efforts to generate enrollments through a more targeted approach of agent management. By working more closely and effectively with our agent network, we are seeing an increase in enrollments through agents, and we want to maximize this particular form of recruitment.

Even though we have increased student numbers slightly, we have done so with fewer resources—three overseas trips compared with 6 trips the previous year. The market is getting more competitive but over the past four years, we have built a good foundation and we are ready to springboard in enrollment numbers with a more aggressive and defined recruitment strategy.

-ELI would also like to increase the diversity of its student body. At present, the ELI enrollment is 95% Asian. We have broadened out from a heavily based Chinese population to include more students from Viet Nam and are making efforts into Indonesia, but other parts of the world could be explored for reasons

of diversity.

**Instructional and Curriculum:**

-Develop and Implement a more integrated and content based curriculum:

Now that we have the language learning portion of the curriculum fundamentally established, we will work on integrating content that covers study skills, personal development, and basic social and cultural skills as identified in the Student Learning Outcomes section.

-Work with instructors on prioritizing learning objectives for each level and providing support and follow-up to determine if/how students are meeting tier one learning objectives.

-Work with International Programs and ELI staff to help apply cultural and communications learning into our regular interactions with ELI students.

**Program Identity:**

-Create a stronger and more defined program identity:

After four years of providing ELI instruction and other supportive services to ELI students, we have established a good level of credibility with our students. The students know that we are sincerely interested in their academic and personal development. We will continue to emphasize trust and rapport with our students—that theme helps in the overall operations of the program and also has an impact on enrollment (a good portion of international enrollment does come through word of mouth; students share their experiences with friends and relatives back home)

- o *Identify internal and/or external benchmarks and regulations.*

-Enrollment:

-We now have target numbers set and have weekly meetings with staff for status reports and action items to better move applications (both complete and incomplete) to enrollments. We are following this system of additional updates and communications with both prospective students as well as agents.

-Curriculum:

-Work more closely and regularly with instructors and appropriate staff for design and delivery of curriculum measures. Identify a point person for this initiative and have follow-up sessions to ensure progress.

-Program Identity

-Earmark this as a target theme and work with staff and instructors to develop program identity (nature of who we are, how we integrate core values and objectives, and how we practice those elements on a regular basis.

- *Enter assessment results for area-specific outcomes and analyze trends.*  
Assessment ongoing. More data will be available in Fall 2013
- *Analyze program budget trends and expenditures. Comment on how the program can best use budget resources.*
- *Analyze the program's current use of staff, equipment, technology, facilities, and/or other resources. Comment on how the program can best use these resources.*
- *Additional Program Table Files.*
- *Future Actions*  
Current levels of achievement indicators maintained.

- **Program Improvement Objectives**

1. *Based on the program data analysis and PSLO analysis, identify your Program Improvement Objective(s): What are you going to do? Why are you going to do it?*

Explore options for additional classroom space and more efficient scheduling to meet ELI program student demand.

*Notes (optional): Please include any notes related to your PIO. (2500 Character limit)*

ELI continue to grows and needs to consistency in class scheduling.

*Program PIO will address the following:*

- Success Rates
- Increase Program Enrollments
- Service Impacts
- Access to high quality courses - community needs

*How will you assess the effectiveness of your PIO:*

Ability of ELI course schedule to meet student demand.

**PIO Action Plan:**

*How will you accomplish this?*

Bring awareness to the need of additional classroom space for the ELI program. Assess the feasibility of the ELI program purchasing portable classrooms and/or obtaining space in building 4 once the academic core opens.

*What is your timeline?*

No later than 2018

*Who is going to do this?*

Bill Sharar with assistance from VP Student Services.

*PIO Status:*

- New

*Closing the loop - Describe the results of your PIO implementation or completion:*

*Conclusion: Complete if PIO has been completed*

*Fiscal Resources Status:*

**PIO Resources:**

- Resource: Other Budget Related Resources Needed  
Description: Additional classroom space needed to meet program demands

**Attached Files:**