

## **REPORT ON A PILOT PROJECT**

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# **Integrating an Assessment, Advising, and Orientation Process for ESOL Students**

August 16, 2008



Office of Student Success

## **Executive Summary**

Prospective students needing ESOL services often face a series of daunting tasks in their quest to access college courses. Aside from facing an obvious language barrier, they must contact a campus to have their English language skills assessed; report a second time to have their written and oral scores interpreted; perhaps come back a third time to meet with a counselor/advisor to determine an appropriate course selection, i.e. credit or non-credit.

The ESOL Department together with the Office of Student Success embarked on a pilot project to bring a host of services together, at one time and at one location, to more efficiently assist these students. The following pages describe in more detail the results of an all-day arena-style session for ESOL students held on a Saturday at the Rio Grande Campus. The event, "ESOL Assessment, Advising and Orientation Day," offered services that included a full complement of Assessment Center staff, five ESOL faculty members to interpret written and oral scores, a team of three advisors and two counselors, and an ESOL Department Head Representative.

With minimal advertising and within a two-week window the following results were achieved:

- 58 students many with family members came seeking information and assistance
- 26 were formally assessed and advised into ACC courses
- Students expressed their gratitude in having a comprehensive one-stop array of services that for many of them cut "red tape," and eliminated running around in light of high fuel prices
- The planning committee unanimously seeks to repeat this event and improve the effort by providing concurrent registration and enrollment options to students

# **Integrating an Assessment, Advising, and Orientation Process for ESOL Students**

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## **ESOL Department and Office of Student Success Project**

### **Purpose**

A College-wide ad-hoc committee met several times over the summer 2008 to discuss feasibility of implementing a pilot project designed to address the following goals:

- To demystify the assessment and advising process for ESOL students as a response to numerous complaints from frustrated students
- To outline a more efficient procedure that utilizes a “one place,” “one-stop” format instead of current referral process that requires a prospective student to visit multiple campuses
- To engage prospective students and address their questions more effectively
- To enhance mini-college connection and credit recruitment efforts of Hispanic students

### **Project Description**

To address the above stated goals, the committee decided to conduct an arena-style session for prospective ESOL students – “ESOL Assessment, Advising and Orientation Day.” To avoid parking and conflicts with on-going summer term classes, the event was scheduled on Saturday, August 16, 2008 from 8 am to 5 pm, at the Rio Grande Campus. Computerized language proficiency assessments were administered to the students via the RGC Assessment Center staff. ESOL department faculty interpreted the assessment scores; provided oral proficiency tests; and, placed the students into appropriate course levels. Advising staff from RGC and HBC, and Counseling staff from the campus assisted students in selecting appropriate FALL 2008 course sections.

### **Results**

Student participant headcount:

58 students reported to campus (some to ask questions in general or get information).

Of these, 26 students assessed, advised, and received orientation/recommendations on classes.

### **Discussion**

Staff reported capacity of 130 students maximum for the Assessment Center for one day of testing. Whereas a total of 26 persons tested appears low, this number was predictable given

that the Committee chose not to “formally” advertise this event for several reasons. Advertising would have resulted in a much larger response, which has been the experience in the past. This was a pilot project, therefore, advertising was limited within a two-week’s lead time. No outside media advertising or press notification was initiated.

The event drew a positive response from students. Staff members received direct comments from students indicating that they like having all the services in one place and that everyone was “friendly.”

## **Outcomes**

The Committee met on August 21, to de-brief on the process and results regarding the event.

The following are recommendations and next steps.

- There was unanimous agreement that the event was very successful and that it should be repeated and elevated to the level of a comprehensive event.
- Date for the next event: November 15, 2008.
- The event should include the option to complete registration on-site.
- The Committee will continue to streamline and codify this process to allow its transportability to other campuses.
- Additional services to be represented: Admissions & Records, International Student Office, a Campus Counselor, Student Financial Aid Services, and ACC Cashier.

## **Note of Thanks**

Collaboration of all of the following should be noted as contributors to the success of the pilot:

- Dean of Arts and Humanities – Lyman Grant
- ESOL Department – Mary Corredor, Anne-Marie Schlender, Lulu Pyron, Beata Wukash, Sean McGrath, Kathleen Shimizu, Janine Lanier
- RGC Dean of Student Services – Von Wright; and, Kathy James, Sandy Clevenger, Glo Foley and Olden Jordan
- Office of Student Success – Raja Faris, Alejandra Martinez

## **Appendices**

- Decision Notes
- Process Flow Chart
- Key for ESOL Advising
- Debriefing Notes

## Appendix A

### College-wide ESOL Planning Session ESOL Assessment, Advising and Enrollment Day

Revised August 6, 2008

Attendees: Ann Marie Schlender, ESOL; Raja Faris, SRO Manager; Sandy Clevenger, RGC Assessment Center Coordinator, Alejandra Martinez, Spanish Communications Specialist; Lyman Grant, Dean Arts and Humanities; Kathy James, Advising Supervisor; LuLu Pyron, Administrative Assistant III; Richard Armenta, AVP Student Success

The following are updated planning details as a result of the meeting held Wednesday, August 6, 2008 at RGC.

#### Planning Notes

##### Decision:

- Conduct an all-day Assessment, Advising, and Orientation session for prospective ESOL students.
- *Enrollment for CE classes will not be possible since sections will likely close due to CE Registration on the previous Monday, August 13. For students who qualify, registration may be possible in credit sections.*

- Specifics

Date: Saturday, August 16, 2008

Time: 8 am to 5 pm

Student Test Taking Sessions

8 am

10 am

12 pm

2 pm

Place: RGC Campus

Staff Set-up Start Time: 7:30 am

Advisors & Faculty Sessions: 9:30 am – 5 pm

- Anticipated Headcount and Testing Capacity: 130 students

##### Staffing:

RGC Assessment Center – Sandy Clevenger, plus three support staff will provide use of the Assessment Center and manage traffic flow.

Faculty – Anne Marie Schlender plus 3 faculty who can interpret assessments and conduct oral exams. Anne will hire faculty from the department at \$15/hr.

Advising – Lulu Pyron, Alejandra Martinez, plus 2 additional advisors from RGC or SRO will meet with students to assist them with appropriate course selections based on assessments.

## Appendix A

### Assigned Tasks For Next Committee Meeting:

- Sandy Clevenger:* Develop a process flow-chart, or a written list of steps for students to follow that day at RGC starting at the point of assessment through advising. Sandy and Kathy will number the steps on the flow-chart and label rooms accordingly.
- Alejandra Martinez:* In consultation with LuLu Pyron and Kathy James, develop a hand-out for students that helps explain the process, ESOL levels, cost, etc. The general announcement flyer and Key to ESOL Enrollment hand-out was well received and distributed by Raja Faris in Alejandra's absence.
- Kathy James:* Will brief Von Wright regarding project progress. Will request if Von can assign Ana Lahti or other support staff to assist with student intake/applications. Obtain master key. Will work with Lulu on the format of a tracking list of students who have been advised and referred.
- Richard Armenta:* Inform Marketing that mass media saturation would generate more students than there are sections.
- Lyman Grant:* Investigate ways to offer more sections.
- Ann Schlender:* Will email to Richard the names of faculty.
- NOTE: All workers should wear their ACC Name Tags.
- Irma Apolinar:* Will direct the caterer where to locate food and will inform Judy to plan for 25 staff.
- Breakfast for staff in Deans Office
  - Juice, Sodas, and Water for Students in Rm 156
  - Lunch for staff in the Deans Office
  - Will develop a poster of the flow-chart and will help orient students of the process for the day.

### Support from Student Success (Richard Armenta):

1. Morning coffee, juice and lunch for workers; coffee and cookies for students.
2. Brief Lyman Grant on details during Mary Corredor's absence. Lyman is investigating the possibility of opening new sections likely to be scheduled at CYP, RVS, and EVC due to space limitations at other campuses.
3. Coordinate with Marketing to advertise in local media

**Next Committee (De-Brief) Meeting: RGC, Thursday, August 21, 2008, 1:30 pm.**

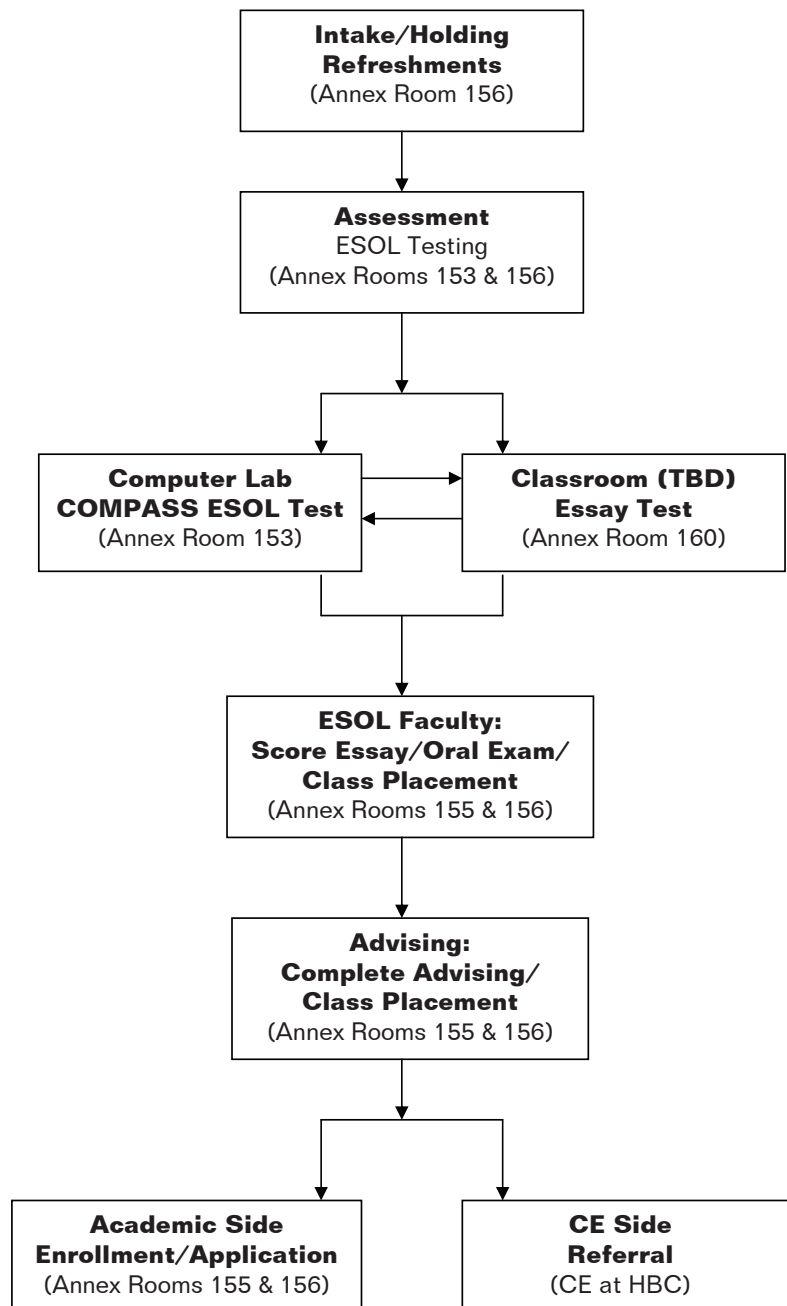
## Appendix B

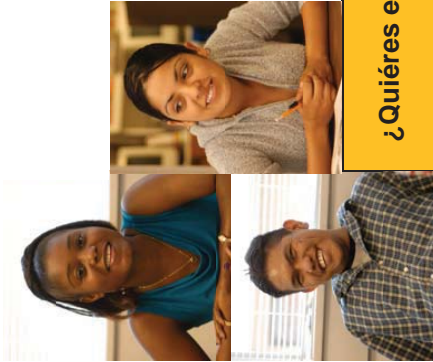
### ESOL Assessment, Advising and Orientation Day Process Flow Chart

August 16, 2008 8:00 am to 5:00 pm

Student Test Sessions: 8:00 am; 10:00 am; 12:00 pm; 2:00 pm

Testing Capacity per time block: 16 seats in computer lab & 16 seats in classroom for essay



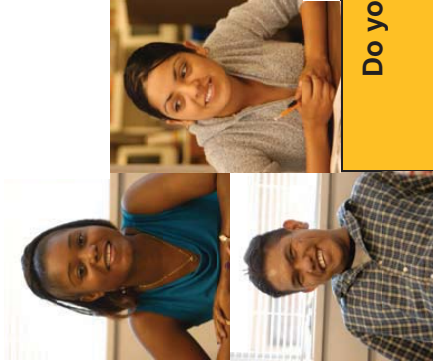


## La clave para las clases de ESOL Verano 2008



### Appendix C

	¿Quiéres estudiar una carrera?	¿Quiéres mejorar tu Inglés?	¿No sabes nada de Inglés y necesitas empezar de cero?
<b>TIPOS</b>	<b>ESOL con Crédito Académico</b>	<b>ESOL en Continuing Education</b>	<b>ESL en Adult Education</b>
<b>COSTOS</b>	<ul style="list-style-type: none"> <li>Mejora tu Inglés y luego continúa en ACC estudiando una carrera</li> <li>Para estudiantes dentro del distrito desde \$162 por materia</li> <li>Es posible solicitar ayuda financiera o becas</li> </ul>	<ul style="list-style-type: none"> <li>Mejoras tu Inglés dividido en 3 materias, lectura, escritura y expresión oral</li> <li>Cada materia cuesta \$198</li> <li>No es obligatorio tomar las 3 clases</li> <li>No existe ayuda financiera o becas para este programa</li> </ul>	<ul style="list-style-type: none"> <li>Aprendes el idioma y vocabulario para expresarte de manera básica</li> <li>El costo de este programa es gratuito</li> </ul>
<b>PROCESOS DE APLICACIÓN</b>	<ul style="list-style-type: none"> <li>Visita el sitio <a href="http://www.austinctcc.edu">www.austinctcc.edu</a> pulsa en la opción "Future Students" y sigue los pasos</li> <li>Necesitas una forma de residencia y una relación de estudios de preparatoria</li> </ul>	<ul style="list-style-type: none"> <li>Ve a la oficina 401 en Highland Business Center. (5930 Middle Fiskville Rd. Austin, TX 78752)</li> <li>Llena una aplicación</li> <li>Toma el examen de colocación</li> </ul>	<ul style="list-style-type: none"> <li>Ve al campus de Eastview (3101 Webberville Rd. Austin, TX 78702) edificio 8000 en el lobby</li> <li>Necesitas identificación con foto (no escolar)</li> </ul>
<b>FECHAS DE INSCRIPCIÓN</b>	<ul style="list-style-type: none"> <li>Del 21 de Julio al 21 de Agosto. Online o por teléfono</li> <li>Llama al 223-9201 para mayor información</li> </ul>	<ul style="list-style-type: none"> <li>El 13 de Agosto en Highland Business Center (Oficina 401)</li> <li>Inscripciones empiezan a las 8 de la mañana</li> <li>Llama al 223-3139 para mayor información</li> </ul>	<ul style="list-style-type: none"> <li>Los días 18 y 19 de agosto. (Obligatorio ir los dos días)</li> <li>Hay dos sesiones una a las 8:00 am y otra a las 5:00 pm. Sé puntual, el cupo es limitado.</li> <li>Llama al 223-5123 para mayor información</li> </ul>



## The Key for ESOL Enrollment Summer 2008



### Appendix C

	Do you want to study a career?	Do you want to improve your English?	Do you need to start from zero? You do not know English.
<b>TYPES</b>	<p><b>ESOL with Academic Credit</b></p> <ul style="list-style-type: none"> <li>Improve your English and then continue in ACC studying a career</li> </ul>	<p><b>ESOL in Continuing Education</b></p> <ul style="list-style-type: none"> <li>Improve your English studying reading, writing and oral expression</li> </ul>	<p><b>ESL in Adult Education</b></p> <ul style="list-style-type: none"> <li>Learn the basic vocabulary and grammar</li> </ul>
<b>COST</b>	<ul style="list-style-type: none"> <li>Starting from \$162 per course for In-district students</li> <li>You can apply to receive financial aid or scholarships</li> </ul>	<ul style="list-style-type: none"> <li>\$198 per course</li> <li>You are not obligated to take the 3 courses</li> <li>There is no financial aid or scholarships for this program</li> </ul>	<ul style="list-style-type: none"> <li>The cost of this program is free</li> </ul>
<b>APPLICATION PROCESS</b>	<ul style="list-style-type: none"> <li>Visit the website <a href="http://www.austinctc.edu">www.austinctc.edu</a> go to "Future Students" and continue the steps</li> <li>You need a HS transcript and a residency form</li> </ul>	<ul style="list-style-type: none"> <li>Go to Highland Business Center (5930 Middle Fiskville Rd. Austin, TX 78752 Office 401)</li> <li>Fill an application</li> <li>Take a placement test</li> </ul>	<ul style="list-style-type: none"> <li>Go to Eastview Campus (3101 Webberville Rd. Austin, TX 78702) building 8000 at the lobby</li> <li>You will need a Photo ID (school ID's are not accepted)</li> </ul>
<b>REGISTRATION DATES</b>	<ul style="list-style-type: none"> <li>From July 21 to August 21. Online or by phone</li> <li>For more information call 223-9201</li> </ul>	<ul style="list-style-type: none"> <li>August 13 in Highland Business Center Office 401</li> <li>Registration starts at 8:00 am</li> <li>For more information call 223-3139</li> </ul>	<ul style="list-style-type: none"> <li>August 18 and 19. Mandatory attendance for both days.</li> <li>There are two sessions one at 8:00 am and the other at 5:00 pm. You must attend on time.</li> <li>For more information call 223-5123</li> </ul>

## **Appendix D**

### **Debriefing Notes ESOL Assessment, Advising and Orientation Day August 21, 2008**

**Committee Members and Attendees:** Mary Corredor, Anne-Marie Schlender, Lulu Pyron, Kathy James, Sandy Clevenger, Raja Faris, Alejandra Martinez, Marvi Reyes , Dean Jones, Casey Caliz, Scott Svec, Richard Armenta

#### **Positive Observations**

- Students felt welcomed
- Signage and directions were clear, easy for students and staff to follow process
- Faculty and staff were organized, well prepared
- Students were exposed to advisors and counselors in an uninterrupted process
- Staff was positive throughout – a very rewarding experience

#### **Recommendation for Change and Improvement**

- Conduct the event earlier in the semester
- Open recruitment to the community, advertise
- Have the International Office assist with proof of residency questions
- Need to have Financial Aid services, staff available
- Keep secure track of intake forms
- Provide information on how students can get their documents translated
- Coordinate with Admissions and Records and cashier to complete registration for credit students
- Invite a Counselor and David Borden from ABE to serve on the committee
- Consider an overflow date