Annual Faculty Retreat

Program Evaluation Results
Session V-12 to IV-13

2013 Retreat
# Rating System of Evaluation

<table>
<thead>
<tr>
<th>Score</th>
<th>Description</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Excellent</td>
<td>☑☑☑</td>
</tr>
<tr>
<td>2</td>
<td>Good</td>
<td>☑</td>
</tr>
<tr>
<td>3</td>
<td>Average</td>
<td>☑</td>
</tr>
<tr>
<td>4</td>
<td>Fair</td>
<td>☑</td>
</tr>
<tr>
<td>5</td>
<td>Poor</td>
<td>☑☑☑</td>
</tr>
</tbody>
</table>

The lower the score, the better!
ACADEMICS
Academics

Teaching

• For 2011-2012, the average was 1.70.
• This year, teaching is rated at 1.73.
• Faced with the continued challenge of an average of 600 students, ELI teachers are doing a great job!
Teaching 5-Year Progression

- '08-'09
- '09-'10
- '10-'11
- '11-'12
- '12-'13

BETTER

WORSE
Academics

Tutoring

- For 2011-2012, tutoring was rated at 2.06.
- Average rating over the past year = 2.13.
- For the last 6 sessions,
  - 28.6% of students gave an excellent rating
  - Overall, 40.8% claimed a good experience.
  - 22.7% thought tutoring was about average, and 7.9% rated the experience fair/poor.
Academics

SALC

• For `11–`12, the SALC earned a 1.62
• For `12–`13, the average is 1.66.
• The students’ opinion (this year):
  - 47.5% say it is excellent
  - 40.9% say it is good
  - 9.9% rank it as average
  - 1.3% gave it a fair
  - 0.4% of students thought it was poor.
Staff and Administrative Help

The help given by administrators and office staff received an overall average of **1.91** for 2012-2013, only a slight increase from **1.89** from last year.
Admissions Process

The survey asks about the admission process – the information and help received before arriving here.

- The average for `11-`12 was 2.01 and the average for `12-`13 is 2.05.
- Data from this year:
  - 73.9% of students who responded rate the process in the excellent and good categories.
  - 20.2% said it was average
  - 5.9% wish they had had a better admissions experience.
New Student Orientation

- Students gave their opinion on everything from help with housing, learning about how the program works, to introduction to the campus and community
  - 77.1% rated orientation as excellent or good
  - 19.1% said it was average
  - 3.8% did not get the orientation they expected.

The score over the past six sessions: **1.99**.
The same as in 11/12 and still better than 2.07 in 10/11.
Orientation Experience 5-Year Progression

- '08-'09
- '09-'10
- '10-'11
- '11-'12
- '12-'13

Better
Worse
ELI Trips and Activities

• In the last year, ELI trips were rated at 1.85, whereas our activities were rated at 2.02.

• Trips were rated the same in 11/12

• Student enjoyment of activities worsened from the previous year (1.96)
HOUSING
Since Rittenhouse Station opened to ELI students in Session I-12,
  - 72.0% are having, or had when they lived there, an excellent or good time at Rittenhouse
  - 9.0% prefer not to go back
  - The remaining 19.0% are enduring an average experience there.
Housing of ELI students (continued)

• Homestays:
  – 76.6% said excellent/good
  – 13.6% rated it as average
  – 9.8% are not enthused by the homestay experience

• Internationale:
  – 71.9% said excellent/good
  – 18.5% rated it as average
  – 9.7% weren’t sold on it
More housing of (more) ELI students

• Studio Green apartments:
  – 47.2% said excellent/good
  – 25.9% rate it as average
  – 26.8% are not happy there

• West Knoll apartments:
  – 61.5% said excellent/good
  – 21.8% rate it as average
  – 16.7% are not happy
All Housing 3-Year Progression

- Rittenhouse
- Homestay
- Studio Green
- West Knoll
- Internationale

BETTER

WORSE

V10-IV11 V11-IV12 V12 VI12 I12 II12 III13 IV13
Our overall rating

- In 10-11, the average was 1.97
- In 11-12, the average was 1.90
- And this year…
Overall '12-'13: 1.96
Overall Rating 5-Year Progression:

- '08-'09: 2.14
- '09-'10: 2.04
- '10-'11: 1.99
- '11-'12: 1.94
- '12-'13: BETTER
COMMENTS
Top 10 Complaints

- Tutor quality: 16%
- More interactions w/ Native Speakers: 14%
- Expensive: 12%
- More Activities/events/trips: 11%
- Classes are far apart: 9%
- Housing complaints: 10%
- Uncomfortable Conditions: 9%
- CAP Cohort complaints: 8%
- More Student diversity: 6%
- Bus system: 5%
Top 10 Positive Comments

- Teachers: 43%
- Tutoring: 12%
- Trips: 10%
- Everything: 8%
- Student Diversity: 6%
- Activities/Events: 6%
- Environment: 5%
- Listening Lab: 3%
- SALC: 5%
- Class Variety: 2%
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What Our Students Want

- All classes in one building (no walking)
- The ELI to have its own bus!
- Different class times and lengths
- Lower tuition
- More comfortable chairs in classrooms
- The ability to choose their own housing
- A cafeteria or more food options
- More interactions with native speakers
Recommendations/Goals
(what we can do)

- Continue to maintain focus on improving the academic aspects of the program by supporting teachers, tutors, and Tutoring, SALC, and Listening Labs coordinators.
- Continue to develop integration opportunities to the campus and community for increased interactions with Americans and cross-cultural relationships.
- Continue to enhance our client-centered focus in all areas of program.
- Continue to try to increase diversity through teacher training relationships, scholarship opportunities, marketing, and the admissions process.
- Some suggestions may be met once we are fully converted to the UD-SIS system