

Improving the Exit Survey for the ESL Program

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The Old Survey

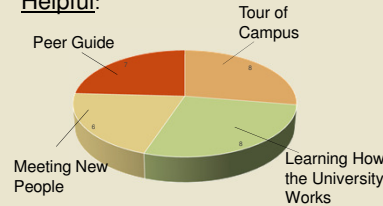
- Online Qualtrics Survey
- Given to every ESL student
- Given after every semester
- Problems:
 - Very general
 - Answer choices are constraining
 - Students are not able to elaborate on their answers
 - Open-ended question about improvements to the ESL program is rarely answered

For the following statements check the responses that apply to you	Strongly Agree	Agree	Neutral/Not Sure	Disagree	Strongly Disagree	Don't Know/No Answer
I would recommend the intensive English program to my friends	0	0	0	0	0	0
I met people who were helpful	0	0	0	0	0	0
Meeting new people was helpful	0	0	0	0	0	0
Learning the university rules and procedures was helpful	0	0	0	0	0	0
Learning how to use the library was helpful	0	0	0	0	0	0
Learning how to use the computer was helpful	0	0	0	0	0	0
Learning how to use the library was helpful	0	0	0	0	0	0
Learning how to use the computer was helpful	0	0	0	0	0	0
Learning how to use the library was helpful	0	0	0	0	0	0
Learning how to use the computer was helpful	0	0	0	0	0	0

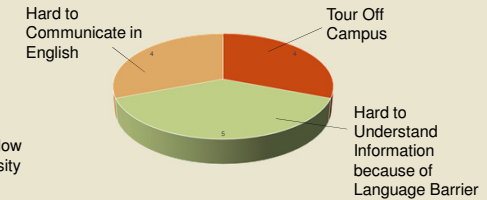
Results

Orientation

Helpful:



Unhelpful:



Procedure

Questions for Focus Groups

What was your experience with orientation?

- What did you find helpful?
- What did you find unhelpful?
- What should we do differently?

What was your experience with where you lived?

- What did you find helpful?
- What did you find unhelpful?
- What should we do differently?

What was your experience with classes?

- What did you find helpful?
- What did you find unhelpful?
- What should we do differently?

What was your experience with support services? (Tutors, Mentor, Host Friend, Conversation Partner, Health Services, Writing Center, Counseling, Career Services, Service Learning, Environmental Adventure Center)

- What did you find helpful?
- What did you find unhelpful?
- What should we do differently?

What was your experience with advising, both academic and financial?

- What did you find helpful?
- What did you find unhelpful?
- What should we do differently?

What questions should we ask on the exit survey in the future?

Goal: Create a survey that will collect more specific feedback.

- Went into three ESL classes and conducted focus groups
- Gave sheet of questions to everyone (pictured on the left)
- In class, presented each category separately
 - Gave students time to think about the topic at hand
 - Could write down answers to questions if they preferred
 - Otherwise, facilitated class discussion on each category
- The responses that came out of discussion were documented

Future Survey

- Change format from online to in-person
- Focus on the 5 categories: Orientation, Living Situation, Classes, Support Services, and Advising
- Ask students about experiences, what was helpful, unhelpful, what should be done differently
- Ask specific questions in each category
 - For example with Orientation, we will ask specifically about tours and topics that should be followed up on
- Allow students to write down responses or talk aloud

Classes

Helpful:

- Patient, Helpful Professors
- Small Classes
- Improve Writing, Reading, Listening and Speaking Skills
- Introduction to Academic Reading and Writing Class
- Oral Presentation Skills Class

Unhelpful:

- Pronunciation Class
- Too Much Homework

Living Situation

Helpful:

- R.A.
- Dorms (Resources in dorms, convenient location)

Unhelpful:

- Roommate
- Having to move to an open dorm during breaks
- Not enough public transportation
- Temperature of dorm room

Advising

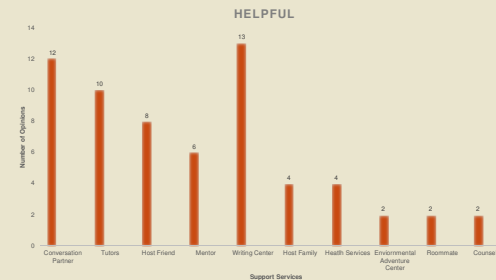
Helpful:

- The Center for International Education
- Professors
- Learning how to pay tuition

Unhelpful:

- Program requirements changed
- Lack of financial advice
- Not enough help applying to Grad School

Support Services



Unhelpful:

- Health Coverage
- Conversation Partner
- Host Friend

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