

ELI PLANNING PROCESS FOR STUDENT SERVICES REVIEW

ELI'S planning process for reviewing student services encompasses the review of admissions policies; promotional materials; orientation materials and activities; social, cultural, recreational, and engagement activities; student counseling, academic advisement, and immigration advising; housing services; health insurance policies, student health services, and advisement; and outside service providers (e.g., host/homestay programs, student transportation, and contracted housing complexes). The process for conducting review and planning is described below.

Gathering data: Student Services review begins with the program evaluation administered to all students at the end of each session of study. This instrument, which is distinct from our course/instructor evaluations, asks students to provide feedback on all aspects of their experience at the ELI, including the quality of student services through initial and ongoing orientation, the quality of administrative service, the quality of personal, academic and administrative advising, housing, facilities, host, homestay, and language partner programs, cultural trips and activities. In addition, the ELI's standing Advisory Committee serves as a conduit for faculty, tutors and staff to voice their concerns and suggestions to their colleagues serving as representatives on the Advisory Committee.

Student services staff also gain feedback through direct communication with students through email messages and appointments. The Office of the Director receives all student complaints, and relays this information to student services staff through regular staff meetings and weekly meeting with the Orientation office. Input from student sponsoring organizations is also disseminated from the Admissions Office to appropriate departments within the ELI.

Reporting data: The data from the program evaluations are reviewed each session but also compiled and analyzed by the registrar's office in preparation for the Institute's annual planning retreat in spring. In addition, annual reports submitted by the chair of the Activities & Events committee include data and recommendations for administrative and faculty consideration. Issues related to student services are raised during staff and manager meetings, which are each held once per session. Action items can be added to the implementation plan during these meetings.

Annual planning retreats: The ELI Orientation and Housing Manager combines the results of the annual analysis of the program evaluation with reports collected from student services offices at the ELI to create a final annual report submitted in April and describing progress made on stated improvement goals from the previous year(s) as well as recommendations for changes or improvements in student services in the year(s) to come. These findings and recommendations are discussed and considered at the annual spring planning retreat.

Implementation: As a result of deliberations at the retreat, approved recommendations are translated into goals, with a subsequent implementation plan developed by the Orientation and Housing Manager in collaboration with the Assistant Director for Admissions and Recruitment. This plan is approved by the Director prior to July 1, the start of the new fiscal year. At quarterly intervals throughout the year, the Orientation and Housing Manager and the Assistant Director will update the Director and administrative staff on progress toward meeting the goals outlined in their Implementation Plan

Area	Goal	Who	Action Step	When	Outcome/Evidence
Student Services	Analysis of Program Evaluation data	Registrar's Office	1. Review feedback from program evaluations regarding student services	1. At the end of every session and annually in Session 5 (May/June)	Presentation of analyzed data from multiple sources of input to managers throughout the year and to all ELI stakeholders at annual ELI retreat
	Analysis of feedback from sponsors, agents and individual student input	Director, Assistant Director for Admissions and Recruitment, Orientation and Housing Manager	2. Review of Best Practices as a result of attending NAFSA sessions and webinars, UCIEP annual conferences attended by the Director, and reading NAFSA publications.	2. May (NAFSA), February (UCIEP), and ongoing throughout the year (readings)	
	Analysis of feedback from current service providers (homestay and host coordinators, contracted housing, etc.)	Orientation and Housing Manager and Business Manager			
	Analysis of feedback from ELI staff, managers, and faculty through meetings and retreat	Director, Assistant Director for Admissions and Recruitment; Orientation and Housing Manager			
	Application of Student Services Evaluation Data	Orientation and Housing Manager; Assistant Director for Admissions	Review data from multiple sources (program evaluation, sponsors, service providers, ELI personnel) and recommend goals for improvement in the student services departments	May/June at annual retreat	Orientation and Housing Manager reports to stakeholders the recommendations for improvement
	Review progress on goals for	Orientation and Housing Manager or	1. Final Report on progress to ELI director	1. Session 4 (March/April)	Creation of student services implementation plan report and

	improvement for student services	staff appointed by Orientation and Housing Manager Admissions Office team	2. Preside over spring planning retreat sessions on student services to develop goals for improvements	2. Session 5 (May/June)	presentation for annual retreat.
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