

SERVICE ACCESS REVIEW
English Language Centre (ELC), Division of Continuing Studies
May 2-3, 2018

EXECUTIVE SUMMARY

ELC is one of the biggest and most successful providers of university-level English language programs in Canada. It is notable for its wide variety of offerings as well as for the range of socio-cultural activities provided to its students. It generates significant revenue for the Division of Continuing Studies at UVic and shares the stated goals of the University in terms of providing quality programs and supporting strategic initiatives to promote internationalisation. ELC plays an important role for the University as a whole in fulfilling the goals of its International Plan – *Making A World of Difference 2017-2022*. As a conclusion of the review process, the review committee sees the role of ELC in the UVic community as needing to be defined more clearly, as well as expanded and strengthened. Particularly when scarce resources are at a premium, ELC needs to heighten its profile in the University to coordinate joint efforts in marketing and recruiting. In addition, academic collaboration between ELC and other units on campus such as Linguistics could be a source of dynamic and fruitful exchange.

RECOMMENDATIONS

Quality of Academic Programs

- Implement strategies to position UVic's Pathway program competitively in the international education marketplace
- Increase enrolment in long-term programs to help balance workload
- Encourage effective use of technology to support learning

Quality of Professional Development

- Increase collaboration between ELC and academic units on campus, particularly Education and Linguistics
- Use pod casts, videos and webinars for teacher professional development

Quality of the Student Experience and Learning Environment

- Increase the diversity of student nationalities
- Examine the student journey from registration to graduation
- Provide more opportunities for international students to interact with domestic students
- Increase ELC students' access to all university facilities: gym, Health Clinic, Centre for Accessible Learning, UVic clubs
- Provide pre-arrival information to students in homestay
- Collect more analytical data to assess student success, Learning Centre, programs, and impact of marketing

People

- Address staff capacity issues and create work efficiencies through IT solutions
- Address issues regarding benefits and pension for teachers who have not reached continuing status
- Foster more transparency, collaboration and greater communication between teachers and staff management
- Standardize and improve procedures for working with agents