STEP 2007 Opening Session
Update on Language Enhancement

by

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Dean of Student Learning
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Outline

- Requirements on Language Enhancement
- The Language Enhancement Framework
Progress Report on
Moving to the Four-Year Normative
Undergraduate Degree Structure

May 2006
Plan is underway to introduce a “Literacy Across Disciplines” program to bolster our existing efforts to enhance language learning. It has two key components: the Language Enhancement Centres (LEC) and Collaborative Learning through Language Assessed Courses (LAC) in all academic programmes.”
Education
**Sufficient and relevant skills**

How confident are you that Hong Kong’s university graduates possess sufficient and relevant skills for meeting the needs of society in the following areas?

<table>
<thead>
<tr>
<th>Skill</th>
<th>Not confident at all</th>
<th>Not confident</th>
<th>Fair</th>
<th>Confident</th>
<th>Extremely confident</th>
<th>Top 2 Box %</th>
<th>Bottom 2 Box %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Numeric skills</td>
<td>3%</td>
<td>10%</td>
<td>37%</td>
<td>39%</td>
<td>10%</td>
<td>49%</td>
<td>13%</td>
</tr>
<tr>
<td>Analytical thinking</td>
<td>11%</td>
<td>32%</td>
<td>40%</td>
<td>16%</td>
<td></td>
<td>16%</td>
<td>43%</td>
</tr>
<tr>
<td>Putonghua</td>
<td>7%</td>
<td>32%</td>
<td>49%</td>
<td>12%</td>
<td>1%</td>
<td>13%</td>
<td>39%</td>
</tr>
<tr>
<td>Interpersonal skills</td>
<td>1%</td>
<td>8%</td>
<td>32%</td>
<td>47%</td>
<td>12% 1%</td>
<td>13%</td>
<td>40%</td>
</tr>
<tr>
<td>Leadership</td>
<td>10%</td>
<td>30%</td>
<td>48%</td>
<td>12%</td>
<td></td>
<td>12%</td>
<td>40%</td>
</tr>
<tr>
<td>Creativity</td>
<td>11%</td>
<td>34%</td>
<td>43%</td>
<td>12%</td>
<td></td>
<td>12%</td>
<td>45%</td>
</tr>
<tr>
<td>English</td>
<td>12%</td>
<td>32%</td>
<td>44%</td>
<td>11%</td>
<td></td>
<td>11%</td>
<td>44%</td>
</tr>
<tr>
<td>International understanding</td>
<td>15%</td>
<td>40%</td>
<td>36%</td>
<td>8%</td>
<td>1%</td>
<td>9%</td>
<td>55%</td>
</tr>
</tbody>
</table>

Base: All respondents (n=698)
In what areas do you think European university graduates are better than HK university graduates?

Base: Those respondents reported that European university graduates are better (n=446)
Areas of better performance (North America)

In what areas do you think North American university graduates are better than HK university graduates?

Base: Those respondents reported that North American university graduates are better (n=422)
Areas of better performance (Mainland China)

In what areas do you think Mainland Chinese university graduates are better than HK university graduates?

- Putonghua: 99%
- Numeric skills: 76%
- Analytical thinking: 52%
- International understanding: 40%
- Leadership: 36%
- Creativity: 23%
- Interpersonal skills: 20%
- English: 18%

Base: Those respondents reported that Mainland Chinese university graduates are better (n=264)
In what areas do you think Asian university graduates are better than HK university graduates?

Base: Those respondents reported that Asian university graduates are better (n=143)
We made our commitment to the UGC

It is an important attribute of an Ideal CityU Graduate

Communication skills are highly valued in the workplace and are important in building human relationships.

Improving language proficiency, enables our students to communicate more effectively.
Strong communication skills means students are able to:

- Write and speak concisely and effectively
- Listen with empathy
- Express ideas clearly
- Facilitate group discussion
- Provide feedback
- Negotiate
- Persuade

To achieve the above requires good language proficiency
Key Initiatives for English:

- ELC courses – 6 credits, 200 hours of English
- IELTS training for students
- Language Clinics
- Language Companion Courses
- Tell Me More (Auralog)
Philosophy of Language Clinics

- Language learning is an on-going process

- Language learning should be integrated with academic courses

- Different Faculties have different needs

- Students are in a good position to help other students

- ‘Co-learning’ and Empowerment’
Language Clinics

- Started with EN/FHS

- FB and Student Residence ones established in 2005-06

- FSE and BST ones launched this semester
What is the Language Clinic?

- A peer-tutoring service for students
- Encourages students to take responsibility for their own learning
- Provides students with on-going help with their English writing assignments
- Creating the conditions for them to do so
Services

- Face-to-Face Consultations
  - 10:30 - 7:30 Monday-Friday
  - On-line booking

- MSN/ICQ Counseling
  - 8:30 p.m. – 12:30 a.m.

- Literacy events
Record Keeping, QC and Evaluation

- Database of student visits
- Student record card
- Trainers
- Recording of sessions
- Tutor self-assessment
- Client feedback questionnaires
- Student focus groups
- Diagnostic writing tests
Usage

Faculty of Humanities and Social Sciences (3 semesters)

Faculty of Business (1 semester)
Feedback (FHS)

Students felt that the tutors knew enough to give them useful advice.

Students felt the tutors helped them improve their assignment.

Students felt the tutors helped them understand how to improve their assignment THEMSELVES.
Faculty of Business Language Clinic Feedback Questionnaire

1. I feel like my visit to the Language Clinic helped me to improve the quality of my assignment.

2. After my visit to the Language Clinic I am more aware of my problems and better able to improve my assignment on my own.

3. I feel like my tutor was well qualified to help me.

4. How likely are you to visit the Language Clinic again?

- Strongly Agree, 50%
- Agree, 50%
- Strongly Agree, 39%
- Agree, 61%
- Strongly Agree, 56%
- Agree, 44%
- Very Likely, 61%
- Likely, 39%
- Strongly Agree, 56%
- Agree, 44%
- Very Likely, 61%
- Likely, 39%
- Strongly Agree, 56%
- Agree, 44%
- Very Likely, 61%
- Likely, 39%
- Strongly Agree, 56%
- Agree, 44%
- Very Likely, 61%
- Likely, 39%
- Strongly Agree, 56%
- Agree, 44%
- Very Likely, 61%
- Likely, 39%
- Strongly Agree, 56%
- Agree, 44%
- Very Likely, 61%
- Likely, 39%
Effect on Writing Test Scores in EN Department

Mean % improvement from DTII to DTIII and number of appointments

<table>
<thead>
<tr>
<th>Visits</th>
<th>Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 visit</td>
<td>5.55</td>
</tr>
<tr>
<td>2 visits</td>
<td>5.81</td>
</tr>
<tr>
<td>3 or more</td>
<td>13.65</td>
</tr>
</tbody>
</table>

Mean of Score Improvement from DT1 to DT2

<table>
<thead>
<tr>
<th>Visits to Language Clinic</th>
<th>Score Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>1.2</td>
</tr>
<tr>
<td>1</td>
<td>1.5</td>
</tr>
<tr>
<td>2-3</td>
<td>2.3</td>
</tr>
<tr>
<td>4 or Above</td>
<td>4.2</td>
</tr>
</tbody>
</table>
Philosophy:

- Language proficiency forms part of the assessment in a normal subject-content course
- Trace & track students’ mistakes and teachers’ comments to help students improve
- Online tutors
A Pre-Pilot

- 3 courses from MS, CTL and BCH
- Content experts to work with language experts from ELC to design assignments
- Will make use of UWiLL developed from TKU in Taiwan
- CSC and EDO will coordinate the technical and pedagogical efforts
- ELC to provide online tutor for the pilot
- Halliday Centre will carry out evaluation

A more extended pilot will be planned for Semester A 2007-08
Tell Me More

- Project planned for next academic year
- Online package to make use of our e-learning platform
- Practice for oral English and other European Languages
- Putonghua also available on CD-ROM
- Negotiation with publisher at present
Tell Me More

Selected language program

Advanced: All topics 1%

Lessons | Completed | Activities

Agreeing to meet | 1%
Business calls
The company stand
Comparing products
Additional module
Making a sale
Trouble with orders
Organising a stay
Welcoming visitors
The training course
Starting a new job
Additional module
After-sales service
Deferring payment
Negotiating
Handling an invoice
Developments for Chinese Language Proficiency

- More difficult to help our students improve as the majority of their courses are assessed in English.
- CTL currently operates its Language Clinic for its students only.
- University has a working group working on a Chinese Language Proficiency Exit Test.
- IELTS for Chinese is being developed.
STEP2007
Strategic Teaching Enhancement Program

Thank you!