BEST PRACTICES: INTENSIVE ENGLISH PROGRAM (IEP) SPECIAL GROUPS

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Georgia Institute of Technology

ABOUT GTLI - CONTEXT

- Housed within Georgia Tech Professional Education

- Non-credit

- Variety of Program Types and Lengths
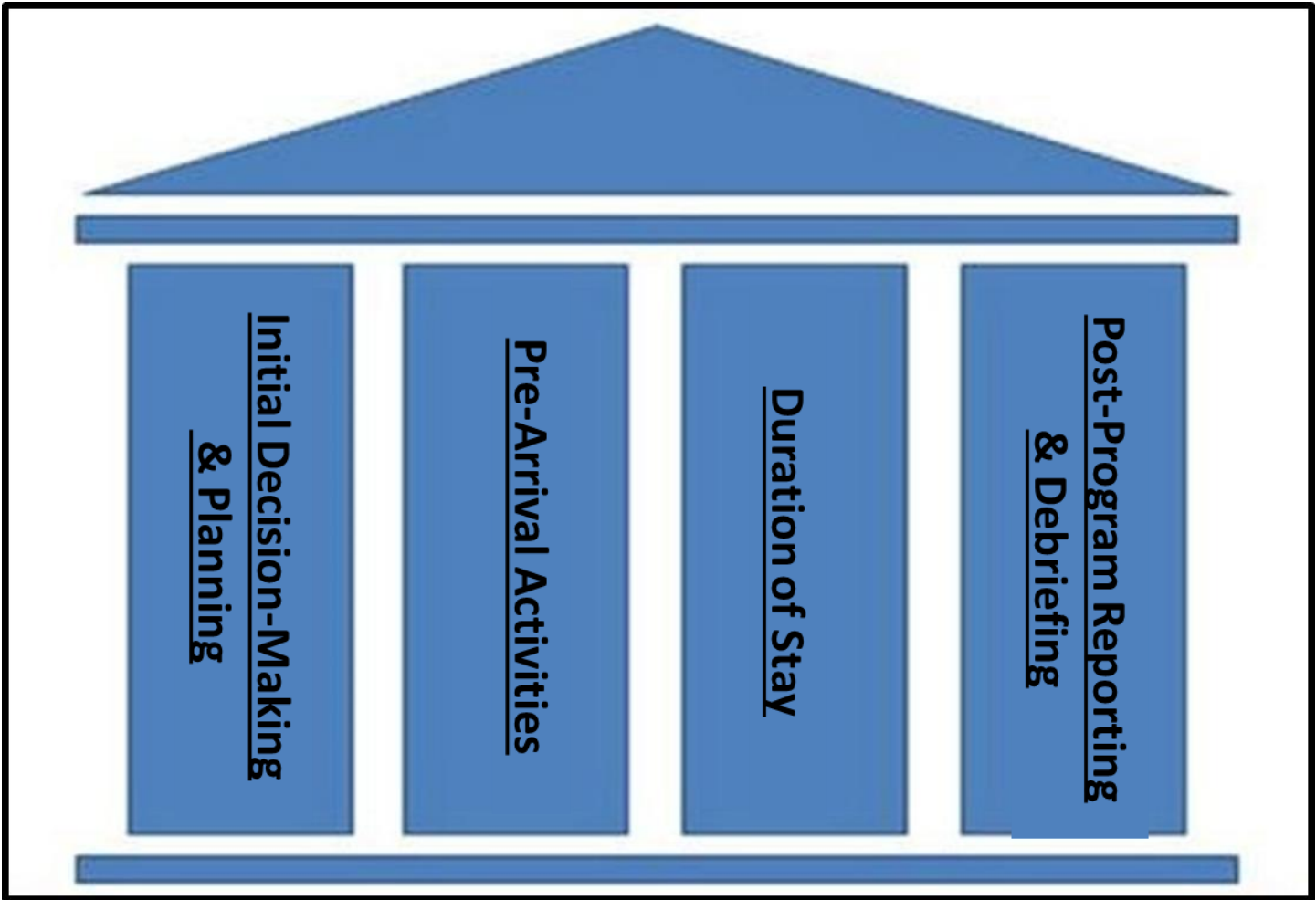
  - Special Groups (integrated or not)

How to Obtain a Special Group

How to Manage Special Groups

Review Three Types of Special Groups

THE FOUR PILLARS OF SPECIAL GROUPS

Initial Decision-Making & Planning

Pre-Arrival Activities

Duration of Stay

Post-Program Reporting & Debriefing

HOW DO YOU FIND SPECIAL GROUPS?

- Proactive

- Know the Types

- University Connection

- Website Info

TO DO OR NOT TO DO?

- Fit

- Impact

- Enrollment

- Diversity
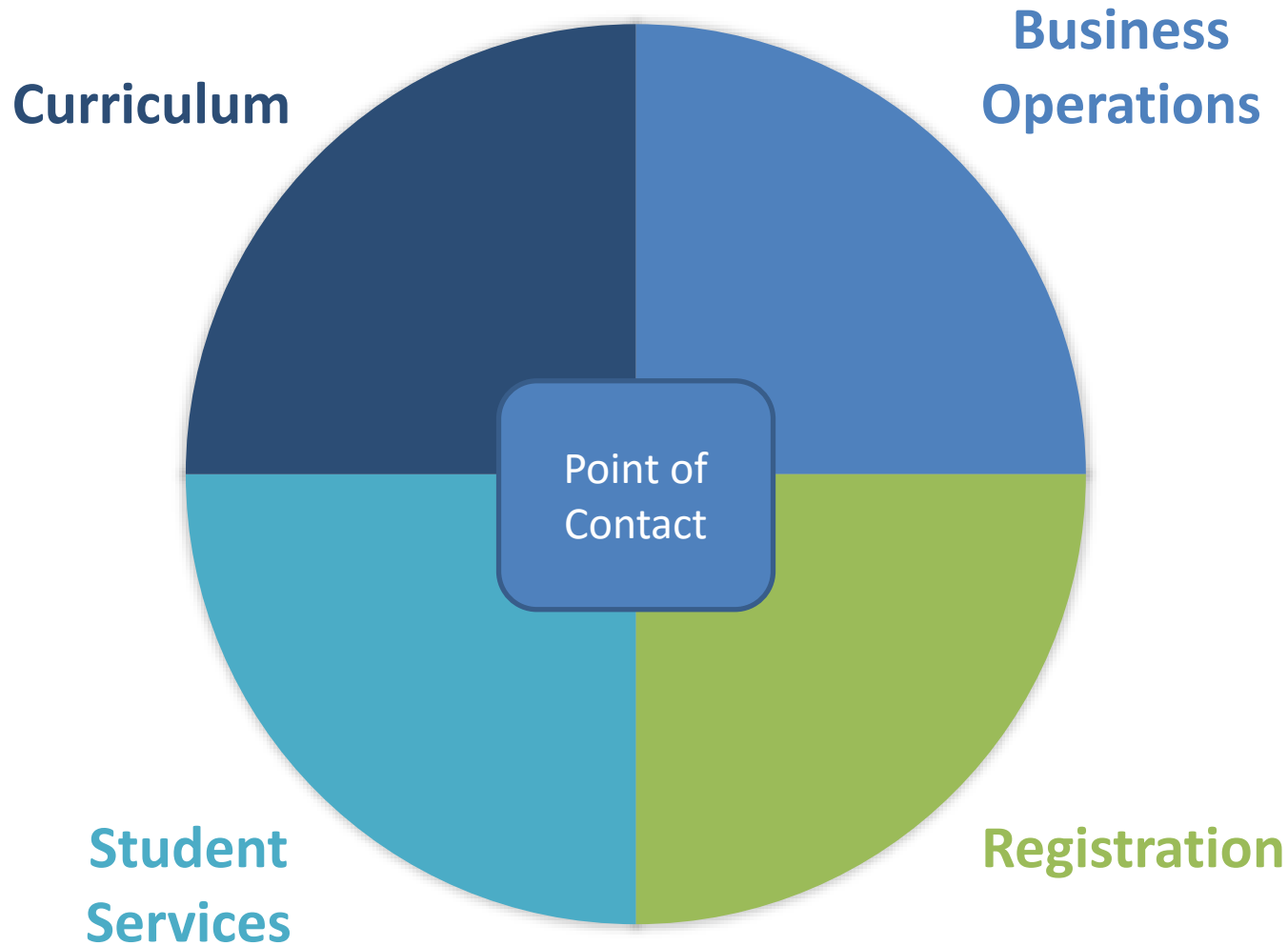
- Relationship

- Expertise

- Capacity

- ROI

INITIAL NEEDS ANALYSIS CHECKLIST

- When?

- How long?

- How many?

- Who are they?

- What are their goals?

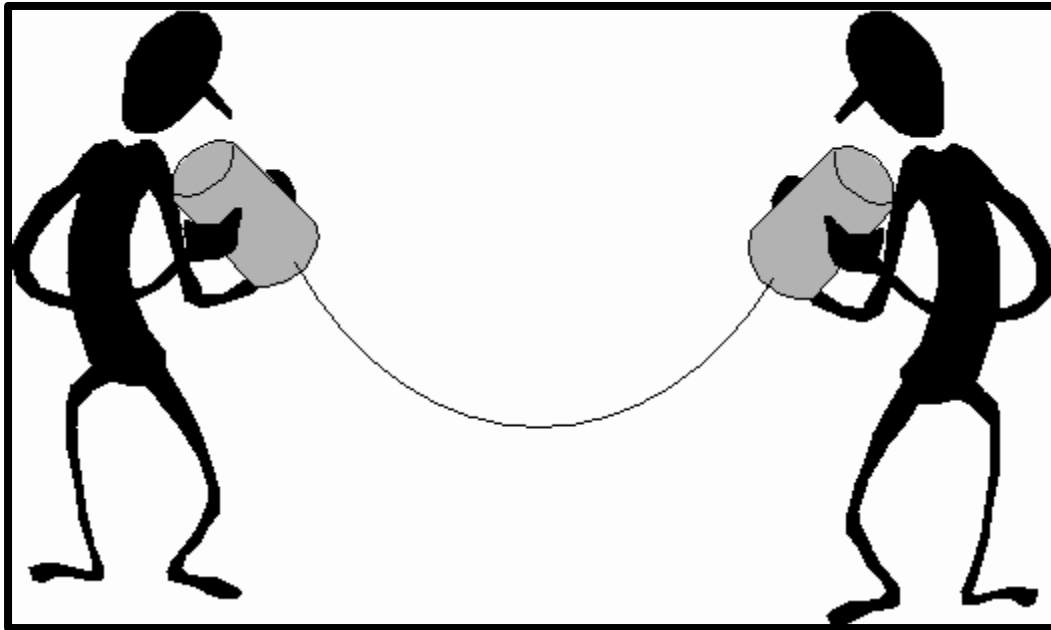- Is student services support needed?

"The facts, Ma'am. Just the facts."

ASSEMBLE THE PLANNING TEAM

Curriculum

Business Operations

Point of Contact

Student Services

Registration

- Defining roles within your organization

- Preparing information for students

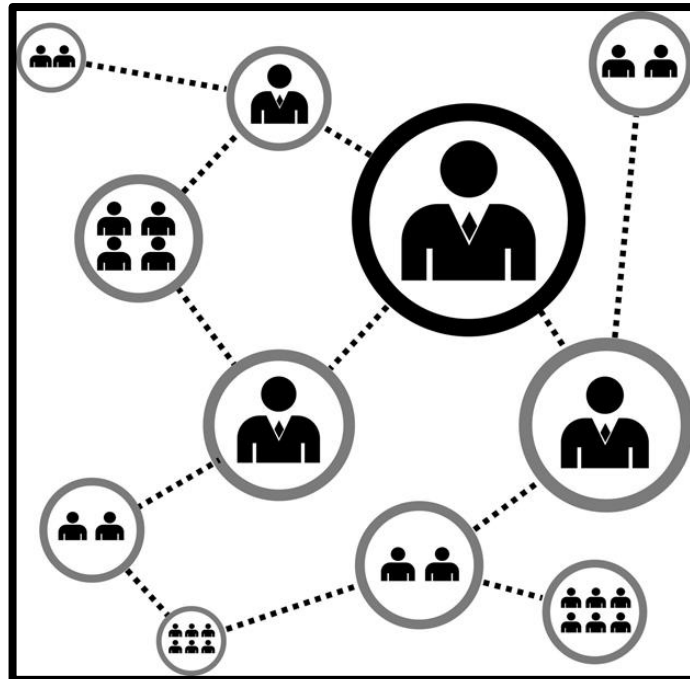- Keeping up with all the details

  - Checklist

THE NITTY GRITTY – POINT OF CONTACT

- Serves as liaison between institution and sponsor

- Usually an administrator

- Project Manager

- Follows up with internal stakeholders

BEST PRACTICES – EXTERNAL COMMUNICATION

- **Who** is going to communicate on both sides?

- **What** needs to be communicated?

- **When** does the sponsor want to receive communication?

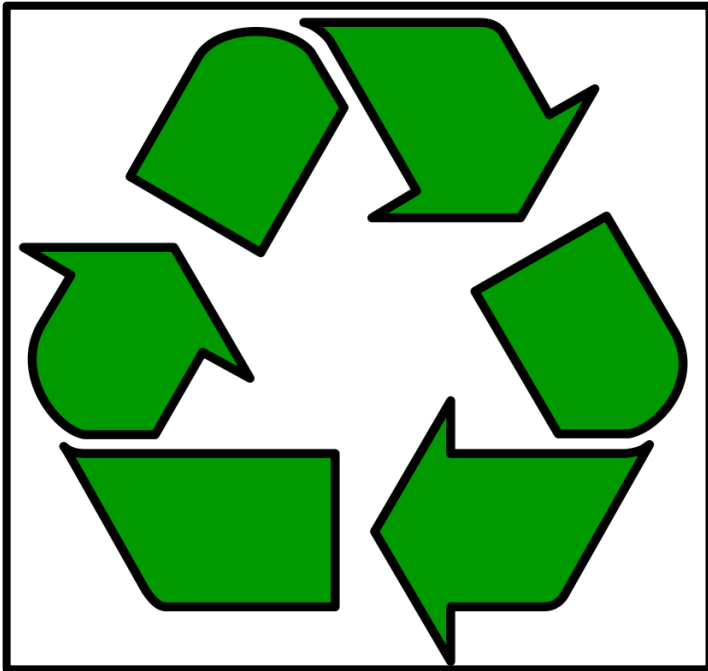- **How** does the sponsor want to receive communication?

Menu of Services

Housing

Curriculum

Activities

Example – Housing Menu

1. On-Campus Dormitory

2. Off-Campus/Private Dormitory

3. Hotel

4. Homestay

THE NITTY GRITTY - BUSINESS OPERATIONS

- Program Negotiations

- Statement of Agreement

- Budget & Invoicing

- Staffing Plan

- Schedule

THE NITTY GRITTY – CURRICULUM

- Proficiency Assessment Plan

- Determination of total instructional time

- Course Selection/Development of Course Descriptions

- Assessment Guidelines

- Syllabi with Learning Outcomes

- Materials Development

THE NITTY GRITTY - REGISTRATION

- Application Process & Acceptance Documents

- Medical Requirements
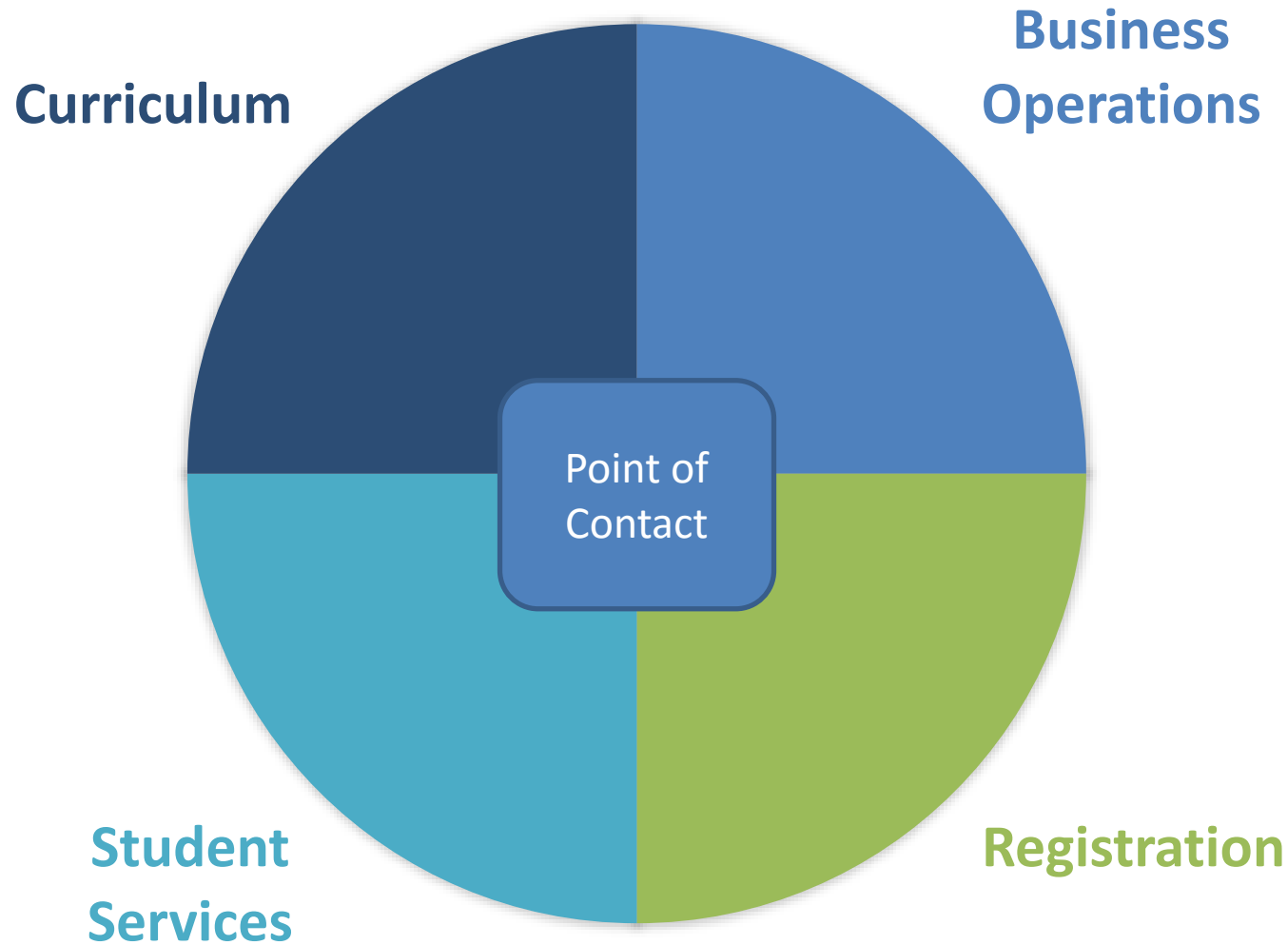
- Immigration Considerations

THE NITTY GRITTY - STUDENT SERVICES

- Orientation
  - Pre-Arrival
  - On-Site
- Transportation
- Student Activity Coordination
- Housing & Meal Planning
- Personal Advising (24/7 Availability)
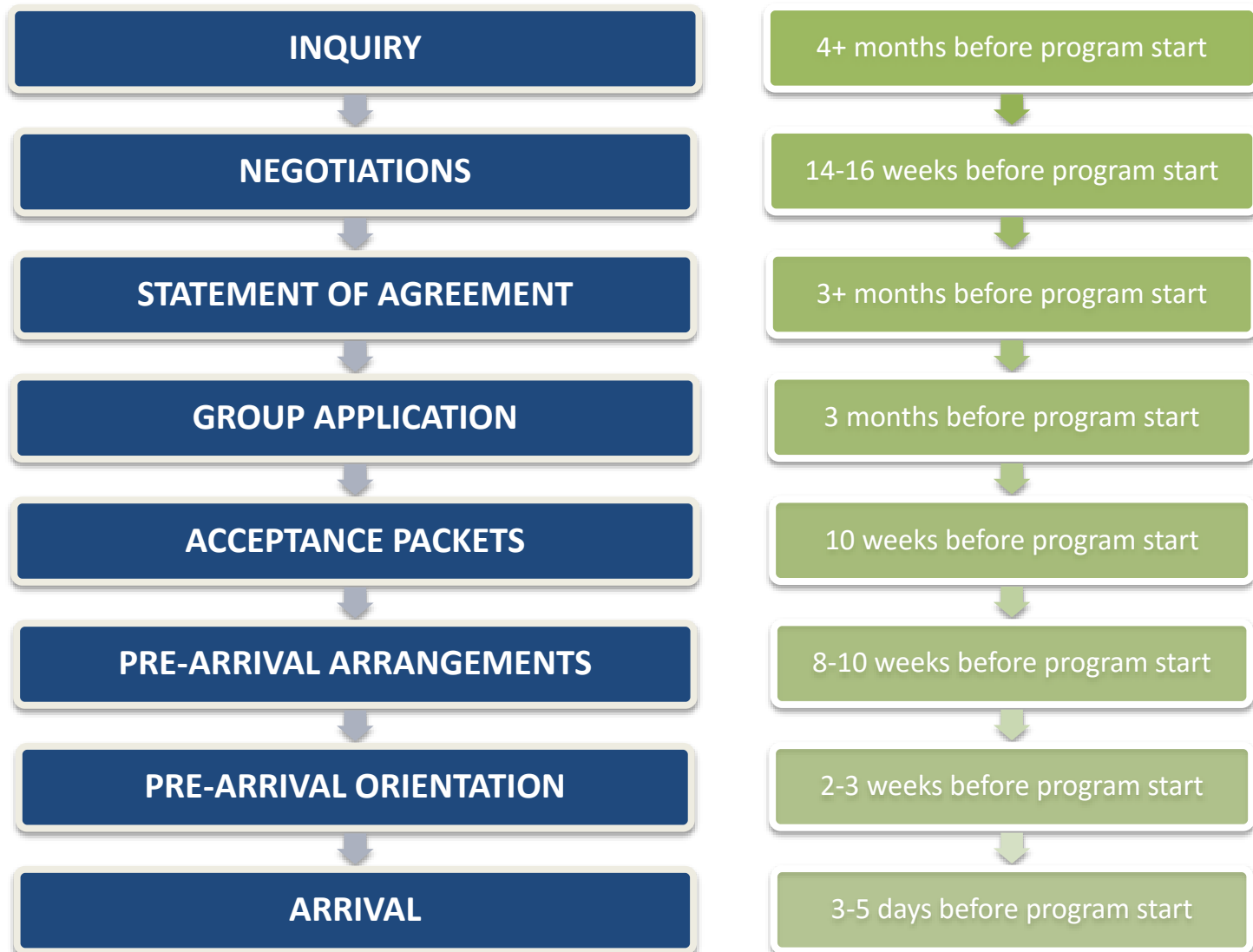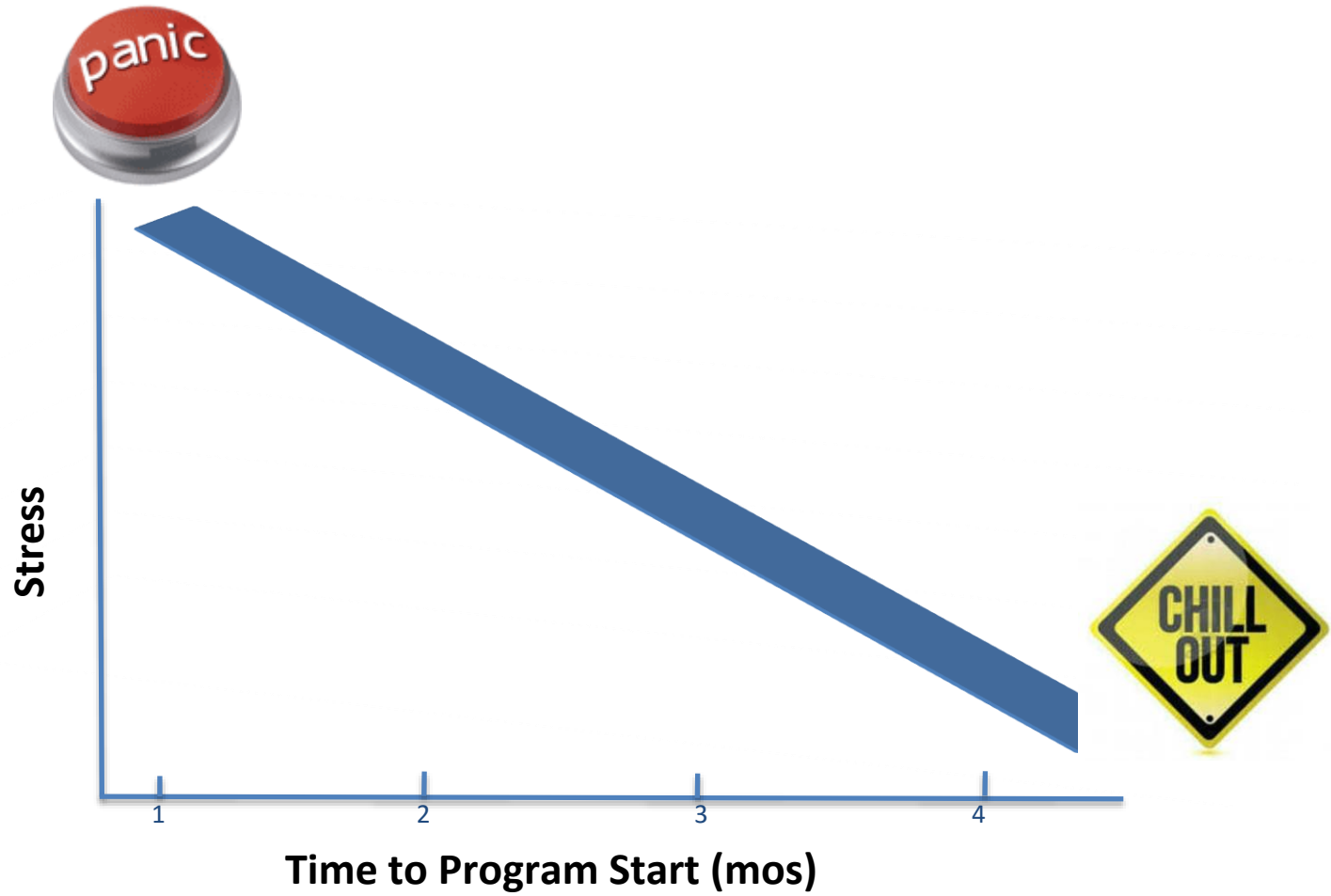
COMMUNICATE WITH THE PLANNING TEAM – PROBLEMS?

Curriculum

Business Operations

Point of Contact

Student Services

Registration

STAY FLEXIBLE

FROM INQUIRY TO ARRIVAL: AN **IDEAL** TIMELINE OF PROCESSES

Process	Timeline
INQUIRY	4+ months before program start
NEGOTIATIONS	14-16 weeks before program start
STATEMENT OF AGREEMENT	3+ months before program start
GROUP APPLICATION	3 months before program start
ACCEPTANCE PACKETS	10 weeks before program start
PRE-ARRIVAL ARRANGEMENTS	8-10 weeks before program start
PRE-ARRIVAL ORIENTATION	2-3 weeks before program start
ARRIVAL	3-5 days before program start

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TIMELINE VS. STRESS

IT'S GO TIME!– POINT OF CONTACT

- Responds to general inquiries

- Forwards to specialist for follow-up

- Troubleshoots

By HikingArtist.com

- Troubleshoots

- Third party billing

IT'S GO TIME! - CURRICULUM

- Last minute class changes

- Communicates any issues with students to POC

IT'S GO TIME! - REGISTRATION

- Payments

- FERPA Waiver/Release Forms

- Immigration Documents

- Course Registration

- SEVIS Registration

- Academic/Attendance Monitoring

IT'S GO TIME! - STUDENT SERVICES

- Personal advising

- Medical needs

- Immunization appointments

- Insurance issues

- Facilitating activities
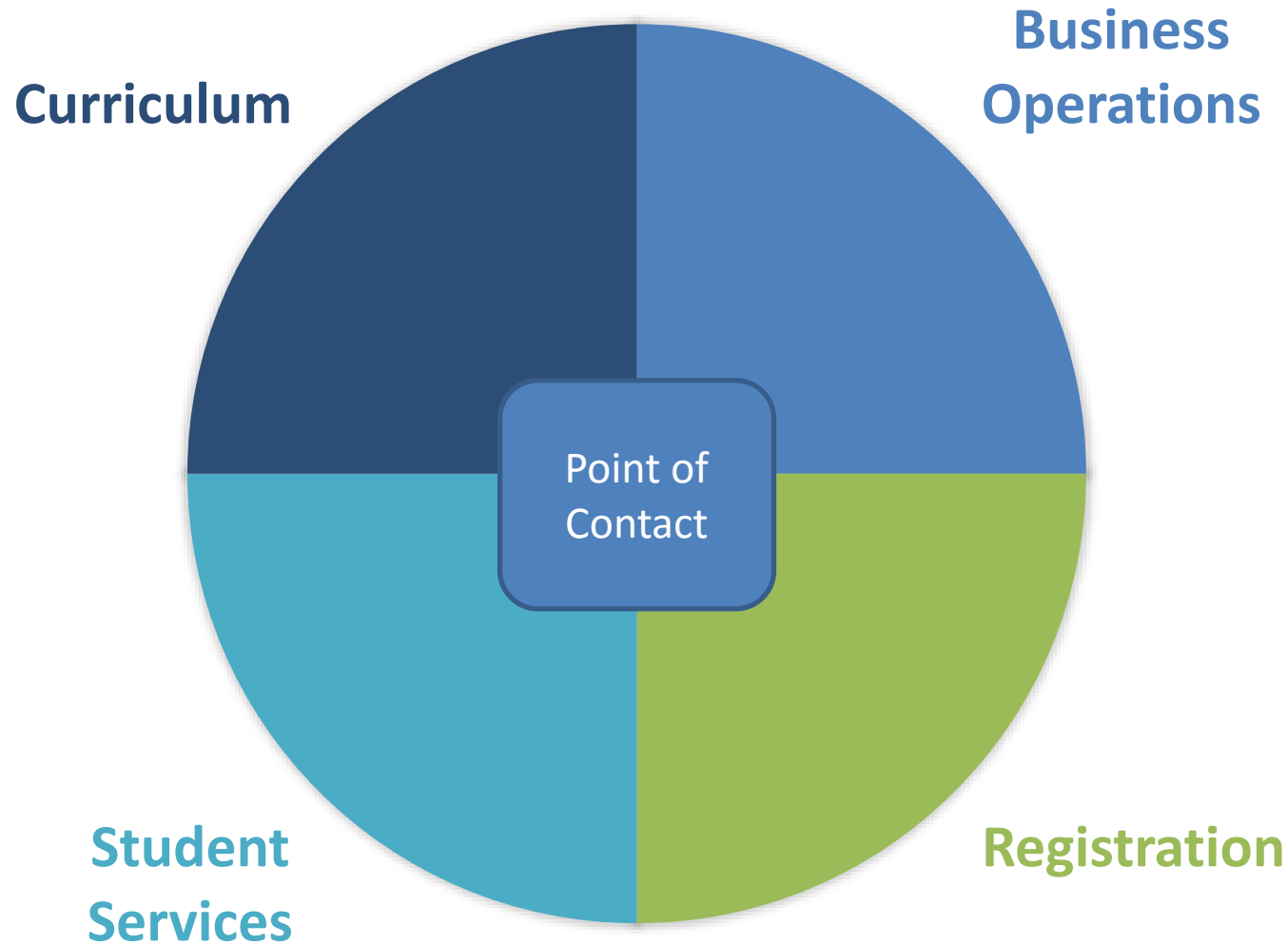
- Housing/Meals

THE POST-PROGRAM SHUFFLE

- The students have come and gone...now what?
    - Post-Program Reporting
        - What type of reporting does the sponsor require?
            - Program highlights
            - Photos
            - Lessons learned
            - Transcripts

Never Fail to **Follow Up**

DEBRIEFING – DO YOU *REALLY* WANT TO DO THIS GROUP AGAIN?

Curriculum

Business Operations

Point of Contact

Student Services

Registration

- Fit

- Impact

- Enrollment

- Diversity

- Relationship
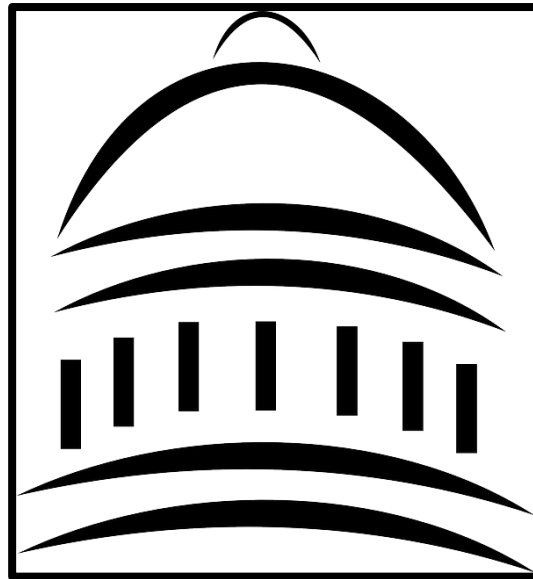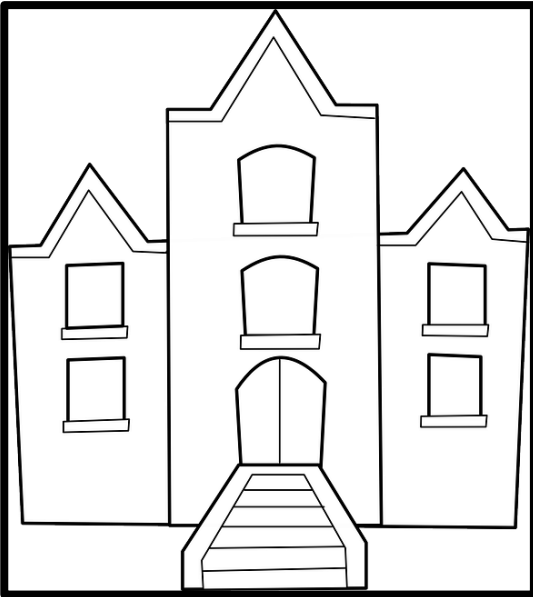
- Expertise

- Capacity

- ROI

- **Condensed Timeline**

- **Last minute additions or cancellations**

- **Change in plans – On either side**

- **Third-Party Billing Issues**

3 TYPES OF SPECIAL GROUPS

- University-Based
- Government-Sponsored
- Corporate

- Business Operations
- Registration
- Student Services
- Curriculum

Business Operations

-Checklist

-Invoice & Pay

Registration

-Group applications received

-I-20s created and checked by sponsor

-No special documents in acceptance packets

Student Services

-Volunteer, volunteer, volunteer

-Homestays coordinated by sponsor

Curriculum

-16-week program

-Integrated within IEP

-Special business focused course

Business Operations
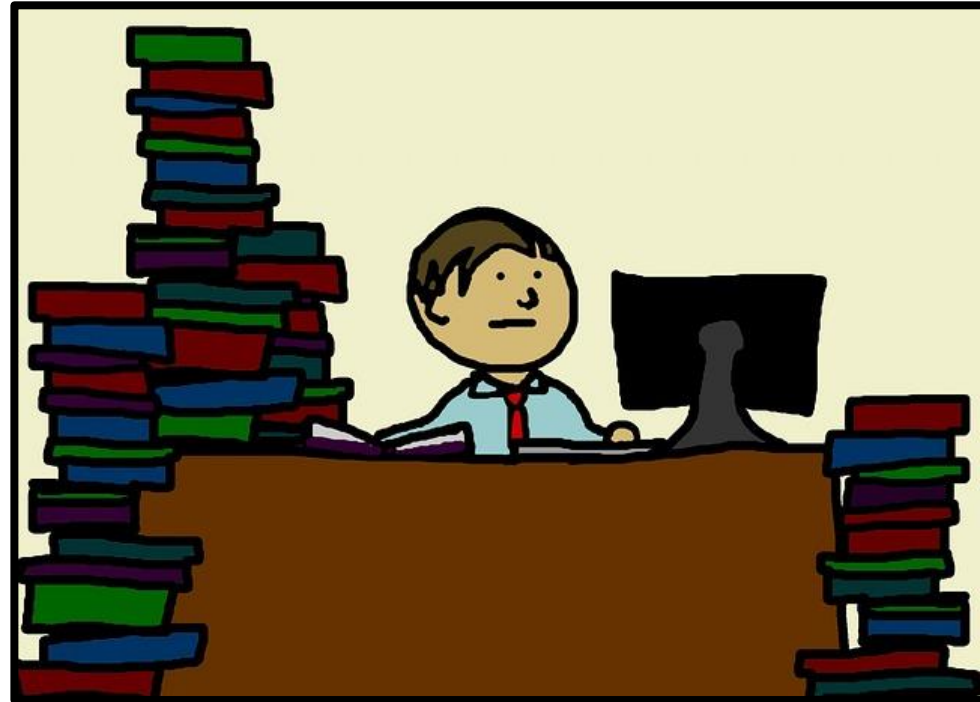
-Complicated SoA

-Special Invoice Required

-Late Payments

Registration

-Group applications received

-Regular communication with sponsor

-I-20s and SEVIS fees

Student Services

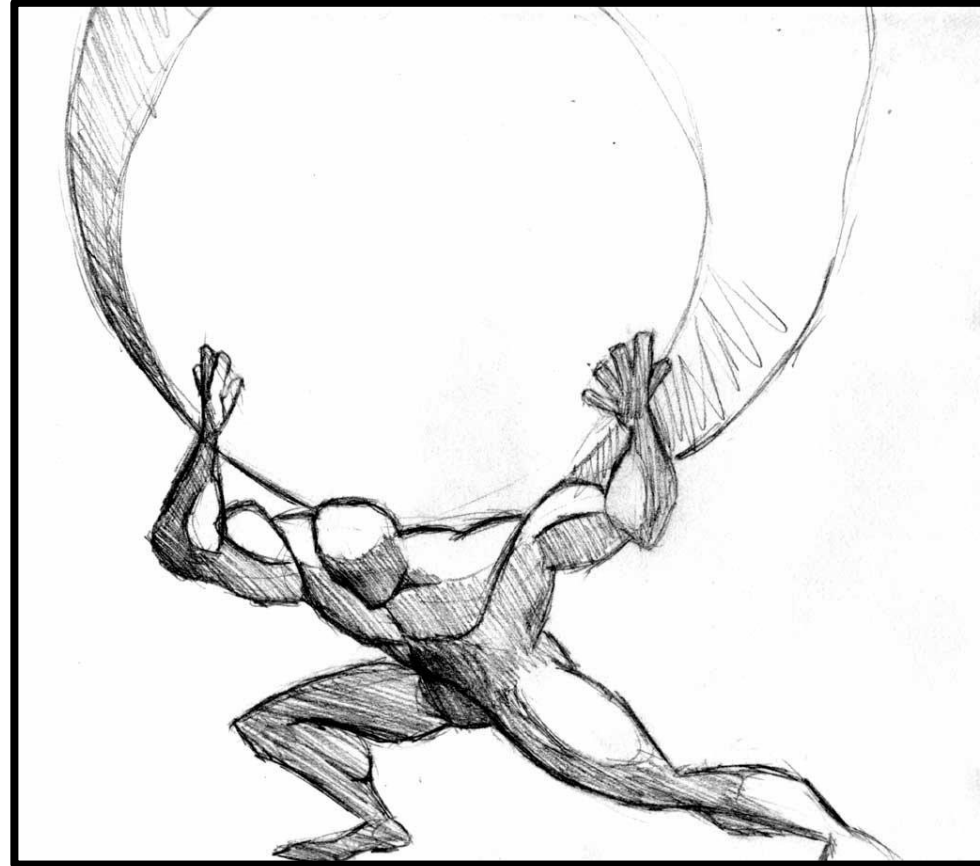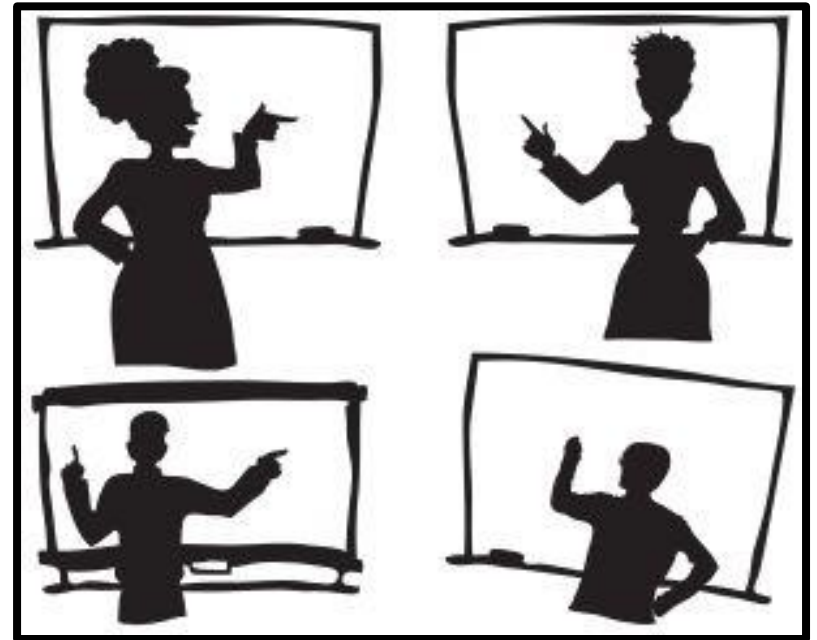-Airport pick-up/drop-off

-Textbooks

-Linens

-Activities

-Housing

Curriculum

-8-16 weeks program

-Integrated within IEP

-Special Teaching Methodology course

Business Operations

-Low maintenance

-Students pay individually

Registration

-Individual applications

-No special acceptance packet

-Withdrawal form needed if student leaves program early

Student Services

-Housing on their own

-Activities on their own

Curriculum

-4-8 week program

-Integrated within IEP

-Special 1-1 tutoring sessions

- University-Based

- Government-Sponsored

- Corporate

QUESTIONS?

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IMAGE SOURCES

- Slide 1: N/A

- Slide 2: Georgia Tech Language Institute Image

- Slide 3: N/A

- Slide 4: http://prdaveonline.blogspot.com/2012/11/2013-gcy-jwop-day-3-god-who-stoops-49.html

- Slide 5: http://rockymountainsnowcats.wikispaces.com/Geography+Scavenger+Hunt

- Slide 6: http://premium.pictofigo.com/download.php?id=10

- Slide 7: https://smashingonline.wordpress.com/2010/04/30/just-the-facts-maam/

- Slide 8: Georgia Tech Language Institute Diagram

- Slide 9: http://psychologyvce.wikispaces.com/

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- Slide 16: Georgia Tech Language Institute Image

- Slide 17: Georgia Tech Language Institute Diagram

- Slide 18: http://ttruth3829683.newsvine.com/_news/2012/04/12/11161238-mitt-gumby-the-most-flexible-president-ever?lite & http://www.keepcalmstudio.com

- Slide 19: Georgia Tech Language Institute Table

- Slide 20: Georgia Tech Language Institute Chart

- Slide 21: http://www.publicdomainpictures.net/view-image.php?image=2698&

- Slide 22: http://bytheirstrangefruit.blogspot.com/2013/05/listening-well-as-person-of-privilege_20.html

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- Slide 27: Georgia Tech Language Institute Diagram

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