

## Increasing Student Involvement through Focus Groups

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### **1. Focus Group Procedures:**

1. Core teachers choose two student leaders
2. Student leaders meet with Student Services Committee to receive instructions
3. Student leaders distribute Student Services Survey to classes and choose a classmate to attend Leader/Classmate lunch
4. Student leaders and classmates meet to discuss survey results and focus group questions
5. Student leaders attend Leaders' Lunch with Student Services Committee
6. Student Services Committee compiles data from Surveys and focus groups and meets with Director

### **2. Sample Question from Student Services Survey**

ELI Orientation

\_\_\_\_ I used or \_\_\_\_ I didn't use or \_\_\_\_ I didn't know about this service

This service was: \_\_\_\_ very good or \_\_\_\_ good or \_\_\_\_ needs improvement

What did you like most about this service? How could we make it better?

### **3. Sample of Student Leader Guide Meeting with classmates**

Thank you for coming! Here are instructions for today's discussion:

1. Meet with your classmates
2. Ask your classmates the following questions
3. Write down their comments/suggestions
4. Bring your notes to the leaders' lunch next Thurs.

Focus Group questions:

1. What do you like best about ELI?
2. How could the ELI be better?

### **4. Sample Comments from Focus Groups:**

We want more opportunities for classes to communicate, especially same levels

More TOEFL classes

In OCS classes, we want more opportunities to speak

More information about electives before we have to choose

In midterm conferences, give more details about weaknesses.

Workshop on Mason application process very helpful

Move workshops to Tuesday and Thursday from 11:00 to 12:00

Fieldtrips give us chance to know other students, more fieldtrips with just Core class

**5. Sample data compiled from Student Services Survey**

	<b>ORIENTATION</b>		
	<b>VERY GOOD</b>	<b>GOOD</b>	<b>NEEDS IMPROVE.</b>
<b>HB</b>	3/10	6/10	1/10
<b>LI</b>	3/10	5/10	2/10
<b>I</b>	6/12	6/12	0/12
<b>HI</b>	1/8	7/8	0/8
<b>LA</b>	7/19	12/19	0/19
<b>A</b>	5/13	6/13	2/13
<b>T</b>	4/10	5/10	1/10
<b>Totals:</b>	29/82 = 35%	47/82 = 57%	6/82 = 7%

	<b>WORKSHOPS</b>		
	<b>VERY GOOD</b>	<b>GOOD</b>	<b>NEEDS IMPROVE.</b>
<b>HB</b>	3/10	6/10	1/10
<b>LI</b>	4/11	6/11	1/11
<b>I</b>	4/12	6/12	2/12
<b>HI</b>	1/7	5/7	1/7
<b>LA</b>	4/14	6/14	4/14
<b>A</b>	6/12	6/12	0/12
<b>T</b>	2/2	0/2	0/2
<b>Totals:</b>	24/68 = 35%	35/68 = 51%	9/68 = 13%

**6. Sample Data Compiled from Student Services Survey Responses sorted by Core level**

**Low-Advanced**

	<b>USED</b>	<b>DIDN'T USE</b>	<b>DIDN'T KNOW</b>	<b>VERY GOOD</b>	<b>GOOD</b>	<b>NEEDS IMPROVE</b>
<b>Orientation</b>	20/27 = 74%	4/27 = 15%	3/27 = 11%	7/19 = 37%	12/19 = 63%	0/19 = 0%
<b>LDC</b>	21/26 = 81%	5/26 = 19%	0/26 = 0%	8/20 = 40%	9/20 = 45%	3/20 = 15%
<b>GXP</b>	6/26 = 23%	6/26 = 23%	14/26 = 54%	5/7 = 71%	2/7 = 29%	0/7 = 0%
<b>TCP</b>	6/29 = 21%	17/29 = 59%	6/29 = 21%	0/6 = 0%	3/6 = 50%	3/6 = 50%
<b>Workshops</b>	15/28 = 54%	13/28 = 46%	0/28 = 0%	4/14 = 29%	6/14 = 43%	4/14 = 29%
<b>Academic Adv</b>	4/25 = 16%	10/25 = 40%	11/25 = 44%	1/3 = 33%	2/3 = 67%	0/3 = 0%
<b>F-1 Student Adv</b>	6/25 = 24%	7/25 = 28%	12/25 = 48%	2/5 = 40%	2/5 = 40%	1/5 = 20%
<b>Fieldtrips</b>	25/26 = 96%	0/26 = 0%	1/26 = 4%	12/ 23 = 52%	10/23 = 43%	1/23 = 4%
<b>Front Desk</b>	21/26 = 81%	2/26 = 8%	3/26 = 12%	11/21 = 52%	10/21 = 48%	0/21 = 0%

**7. Sample Comments from Student Services Survey Low Advanced**

**Orientation:**

I can get many information about many things about GMU  
Too long, add activities and humorous things to make it fun

**Workshops**

The time is too short  
I don't usually attend because of the time conflict with my lunch  
TOEFL practice is best  
It's helpful. Make it more often, but I don't like time schedule