

Rethinking ESL at the Community College:

Leveraging a competency-based model to reach more learners and help them faster



**EN
GEN**



AGENDA

- Introduction
- ELLs and Community College
- Competency-based instruction
- Building a better model
- Making sure it works

Introduction



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The EnGen logo is located in the bottom right corner of the slide. It consists of the word "EN" stacked above the word "GEN". The "E" in "EN" has a blue horizontal bar extending to the left. The text is white on a dark blue background.

**EN
GEN**



There's a national focus on upskilling and reskilling job-seekers, **but we are ignoring immigrants and refugees**

- More than 10M jobs for the 8.4M unemployed adults in the U.S.
- 2M immigrants in the U.S. are either unemployed or underemployed
- ELL enrollment in community colleges nationally continues to drop
- 50,000 Afghan refugees are here or on their way



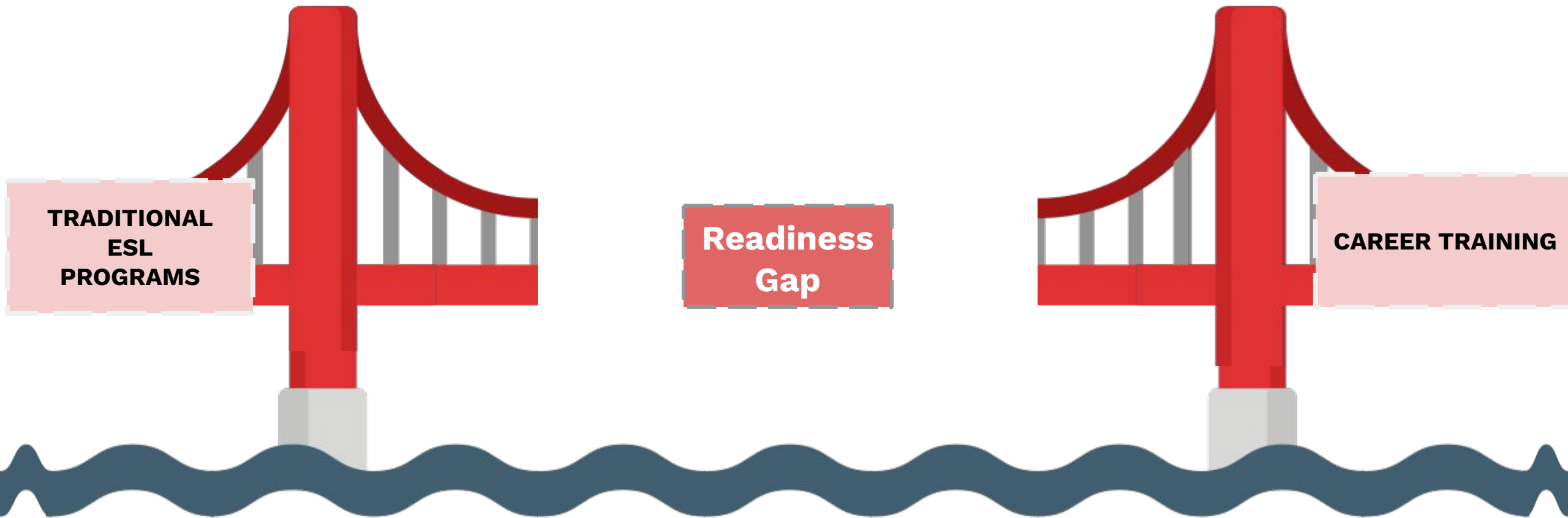
ENGLISH IS *THE* ENABLING SKILL FOR INTEGRATION AND OPPORTUNITY, BUT...the U.S. only reaches 4% of adult learners



In 2021, the way we teach ESL is often outdated, ineffective, and completely unscalable

-
- In-person instruction is an obstacle
-
- One-size-fits all Academic Programs
- Massive disconnect between research and practice
-

Traditional approaches to ESL instruction do not meet the needs of immigrants, refugees, and speakers of other languages





Why competency-based Instruction

Learning a language requires **acquiring a skill**, not studying a content area.



Key Requirements

Research-based framework for language learning



INPUT



OUTPUT



INTERACTION



FEEDBACK

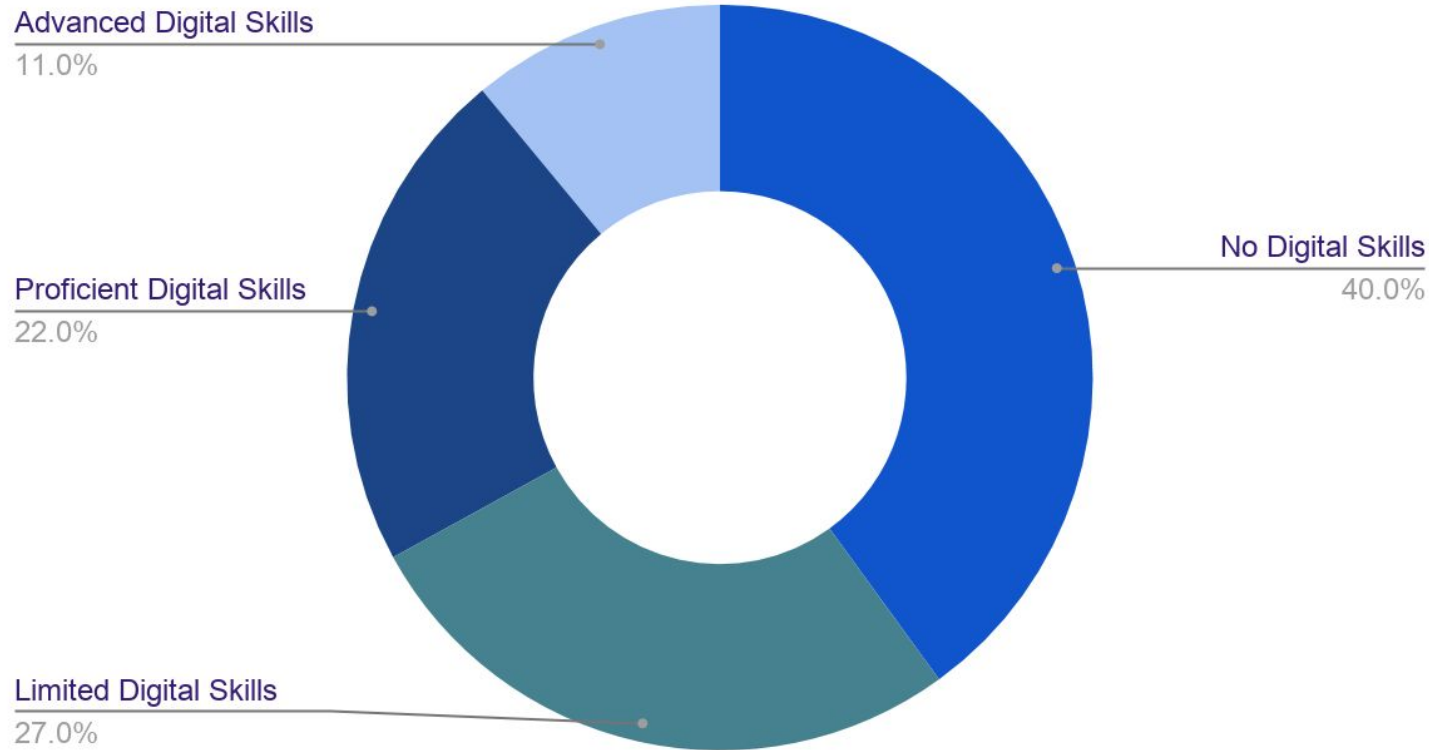


TASK-BASED LANGUAGE TEACHING (TBLT)

The most effective approach to adult language learning uses **relevant, contextualized content** from the real world that is **based on learners' real-world needs**. Use technology to **solve a problem**.

Digital literacy is a compounding factor

Percentage of English learners with Digital Skills



How do we address this?

- ❖ Mobile-online training
- ❖ Comprehensive digital literacy courses
- ❖ Integrating English with critical technological skills
- ❖ Career pathways for the jobs of the future

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**Building a
better
model**

Re-thinking the instructional model

Moving away from a linear approach to language learning

- 1 Self-paced, autonomous ESL**
- 2 Flipped classroom for multi-level learners**
- 3 Self-paced ESL with mandatory lab hours**
- 4 Integrated Education & Training (IET)**

Self-paced, Autonomous ESL Program

Learners improve their English skills on their own, and then move into credential programs



Sample Scenario:

- A. Rosa is a high beginner in English and wants to begin a CNA program
- B. Rosa uses platform to improve English skills focused on Allied Healthcare for 2 months
- C. Rosa's level improves to Intermediate
- D. Rosa enrolls in a CNA program and continues using the self-paced ESL program for support

Flipped Classroom for Multi-Level Learners

Teachers use learner data to drive in-class activities; learners move out of class as they demonstrate competency



Sample Scenario:

- Learners enroll in “Workplace” ESL
- Outside of class, learners work on personalized practice tied to their level, interest, and goals
- Instructors leverage out-of-class data to drive productive activities
- During class, learners work in small groups organized by level or sector or interest
- Learners move into CTE programs as they demonstrate competency

Self-paced ESL with Mandatory Lab Hours

Learners work on their own, but have a required number of sessions with an instructor



Sample Scenario:

- A. Carlos is a high beginner in English and wants to begin an IT career
- B. Carlos uses platform to improve English skills focused on IT careers for 12 weeks
- C. Carlos must attend a weekly “open lab” to practice his English and check in with an instructor on his progress
- D. Carlos’ level improves to Intermediate
- E. Carlos enrolls in an IT helpdesk program and continues using the self-paced ESL program for support

Integrated Education and Training

Learners are enrolled in a career or credential program, but use personalized English instruction to support their learning



Sample Scenario:

- A. Learners enroll in IT helpdesk Certificate program
- B. Outside of class, learners work on personalized English lessons tied to the course content and objectives
- C. Learners have access to an ESL teacher for synchronous or asynchronous support
- D. Learners complete IT helpdesk Certificate program while also improving their English skills

Getting a Competency-Based Model Started

▶ **Find an Internal Champion**

Someone needs to “own” the competency-based ESL model, whether it’s non-credit or for-credit ESL, someone working in CTE transitions, someone in recruitment / enrollment, or student services.

▶ **Rethink Recruitment**

There is an untapped learner pool who just can’t participate in one-size fits all language programming. Look at local employers, religious groups, community organizations, K-12 parent engagement coordinators, and advertise in other languages.

▶ **Take Advantage of Technology**

Technology can help you reach more learners who cannot access the traditional community college structure, and a flexible, adaptive content partner can save time and improve outcomes.

▶ **Pay Attention to Transitions**

The goal is to keep learners from slipping through the cracks, which involves bilingual coaching, support services, and a system to ensure that learners transition from English classes to career / academic pathways and then on to jobs.

▶ **Program Evaluation**

Competency-based models lend themselves well to program evaluation because outcomes are embedded into transitions. Make sure you can demonstrate success for funding, replication, and scale.

Getting a Competency-Based Model Started

THINGS TO KEEP IN MIND

- Faculty need to know that **they won't be replaced. A personalized, technology-mediated model of ESL instruction will allow them to do their jobs better.** The goal is to extend the reach of the community college program and help more learners access more careers.
- There are many successful examples of competency-based English models across the country, including **employers, community colleges, adult education providers, and public libraries.**
- Programs are successful when they are tailored to the needs of the **English learners, their goals, and the needs of the community.**

ESL Bootcamp: Transition to Community College

Competency-based language program efficiently moves learners into credential programs

The logo for ENGEN, with 'EN' in dark blue and 'GEN' in light blue.

STEP 1

English-language instruction with a two-hour-per-week digital commitment. These classes are taught with a blended model of virtual instruction by an ESL teacher and access to a digital learning platform for added flexibility and participation.

STEP 2

IET Career Bootcamps lasting two months with a 12+-hour-per-week commitment. These career bootcamps are offered for logistics, healthcare, and IT. They are taught in-person and maintain English-reading requirements, but include an embedded ESL tutor and continued access to a digital English-learning platform.

STEP 3

Career certification program in partnership with Thomas Nelson Community College. These career certification programs require a three-to-four-month commitment at 12+ hours per week.

English Apprenticeship: Transition to Credentials

Competency-based language program with wrap-around supports

ADVANCE 
learn • earn • grow




ENGEN

Introduction to Ski Lift Maintenance

1 Unit | 20 Lessons | 1 Achievement Test

As a Lift Maintenance Technician, you must learn about certain procedures and standards to ensure workplace safety. In this unit, you will learn how to use the NSAA Lift Maintenance Training Resource Guide and about the different requirements for LMTs. You will become familiar with the role of enforcement agencies and the standards of the ANSI B.77.1. Lastly, you will learn essential skills, such as how to work with wire rope and how to document and record-keep.

By the end of this course, you will be able to:

-  Follow standards and procedures to ensure safety.
-  Understand the role and requirements of a LMT.
-  Learn how to work with wire rope.

Enrolled



Introduction to Ski Lift Maintenance

20 Lessons | 1 Achievement Test

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Continue

Lessons 

EnGen partners have access to English on-ramps to career pathways in multiple sectors, with new content added daily

Including Allied Healthcare, Manufacturing, Retail, Customer Service, IT Helpdesk Support, Data Science, Software Engineering, Entrepreneurship, and more



IT Helpdesk & Support

Industry best practices as well as real-life examples of IT helpdesk and support through specific channels, including telephone, email, live chat and social media.



Pharmacy Technician

This course prepares learners for a career as a pharmacy technician, introducing them to the responsibilities, medications, and the rules and laws of working in a pharmacy.



General Industry Safety (OSHA)

Learn basic concepts in general industry safety and explore how OSHA requirements help protect you on the job.

+71
Additional
pathways

For learners interested in academic pathways, there are thousands of hours of content related to standardized tests, college readiness, and more



TOEFL Prep

Complete units on speaking, reading, listening and writing in order to be fully prepared for the TOEFL exam. [Read More](#) →

ACADEMIC AND TEST PREPARATION, GENERAL ENGLISH



Academic Readiness for Undergraduate Students

Learn what it takes to succeed at college, taking into account a variety of academic, social, health, and lifestyle needs.

[Read More](#) →



CASAS Prep

Prepare for the CASAS Reading GOALS Level C test.

[Read More](#) →

GENERAL ENGLISH



How do we
know it
works?

Learners must be able to show they have the skills

Moving away from a linear approach to language learning

- 1 Proficiency assessment**
- 2 Ability to handle the target coursework**
- 3 Completion of credential**
- 4 Job placement**

“I have learned a lot of new medical terms and procedures”

“I have been able to communicate better with people. I have also made calls making medical appointments and interviews for jobs”

“The course help me improve my skills in English so it will be easier for me to make job search, identity skills that related to my profile.”

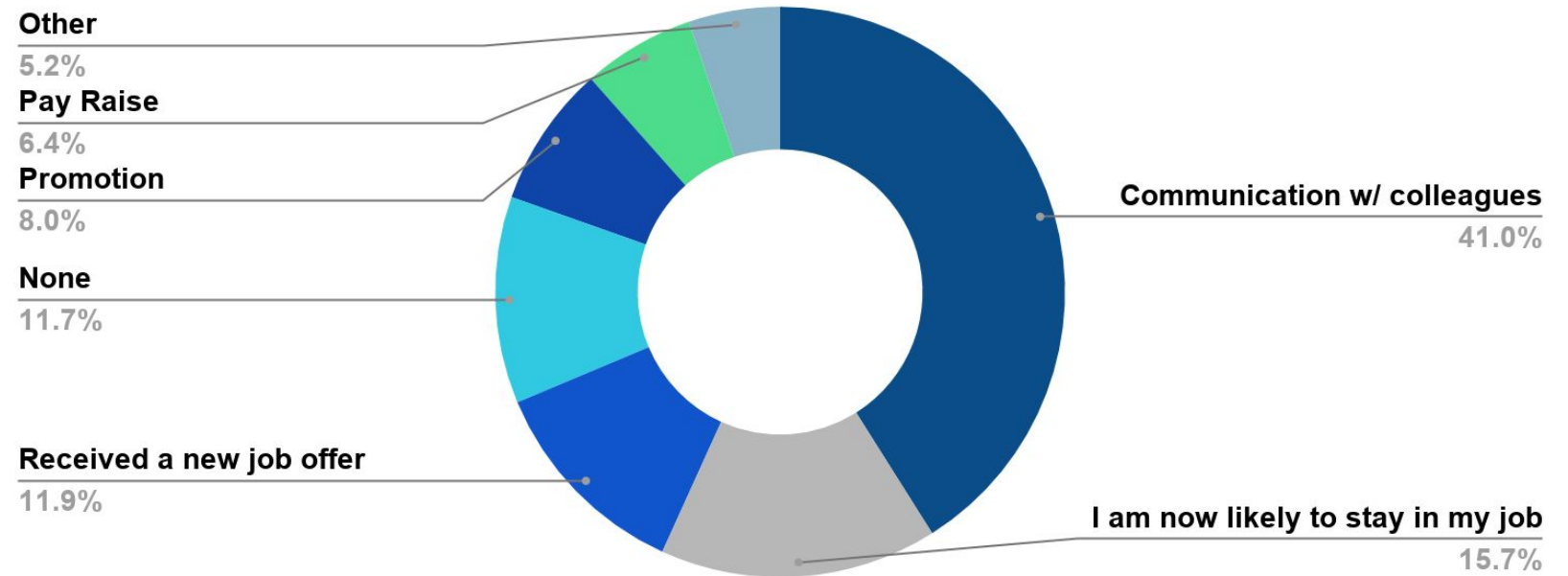
“I'm more confident to go find a job and get an interview”

2021 Q1 Impact Update: Integration and Employment

Integration and Employment – Socio-economic effects of the platform on learner population as measured through surveys as well as publicly available employment and civic participation records.

- April 2021 survey delivered to 5552 learners with an 8% response rate
- 88% said EnGen enabled them to achieve their real-world career goals

Real-World Career Goals



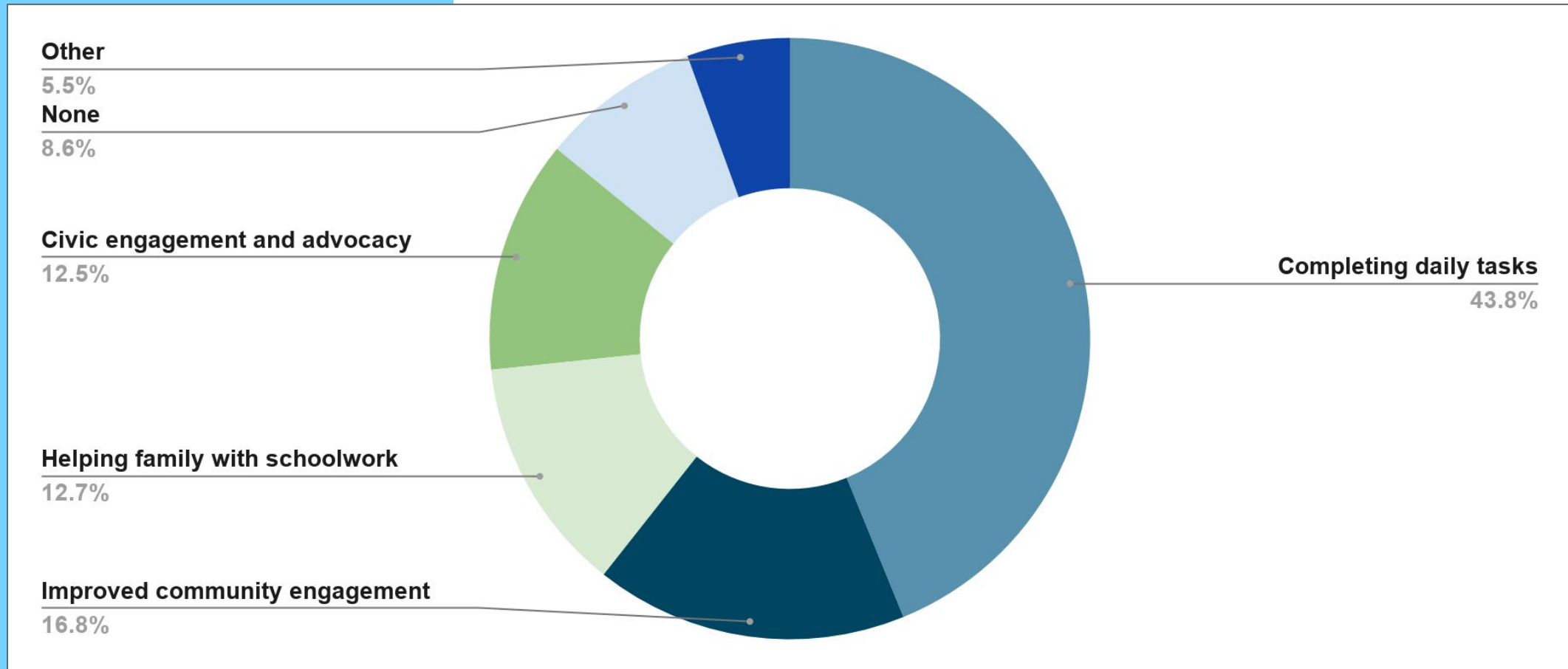
“I’ve improved my English and now I can easily communicate to my classmates”

“communicate with more confidence”

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EnGen improves learners' productivity and satisfaction

80%

EnGen learners who save time at work as a result of improving their English

53%

EnGen learners who report job skill improvement at a 4 or 5 on a 0-5 scale.

28%

EnGen learners who have received job offers or promotions

“How has EnGen helped you in your current job role?”

Magaly S., TX.



“I’m really happy with having enrolled in this course... I hope to continue with this training until I take my GED.”

173 Hours Studied

Norma G., AZ.



“It has helped me understand what customers are looking for, and give them better customer service.”

51 Hours Studied

Stephanie R., FL.



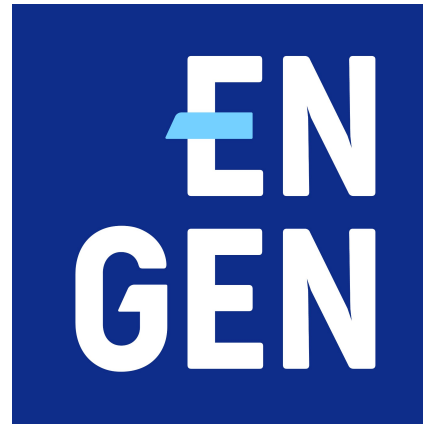
“I can communicate better with customers, coworkers and supervisors.”

7 Hours Studied

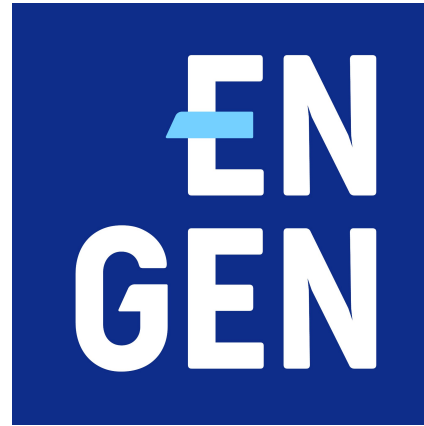
Let's Recap

- There is a **massive disconnect** between ESL programs and Academic & Career programs
- We have an untapped pool of potential **immigrant and refugee learners**
- ESL programs must be tailored to English learners' needs and goals
- A technology-enabled, competency-based model **reaches more students, more efficiently**
- There are **many models of competency-based instruction** that can work
- Leverage technology to offer flexibility and the data to improve efficacy and outcomes
- **Personalized, adaptive instruction is critical to student support and success**

Questions?



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Thank You!
