

Linking Existing Services with the Special Needs of English Language Students

Laura Phillips-Zee and Leena Chakrabarti



English Language Program (ELP) at Kansas State University Student Support

Characteristics of Student Support Program that encourage linking with Existing Services at K-State (central oval on poster)

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| Awareness of need | Support staff includes several teachers who are currently teaching, which provides not only direct student contact in the classroom, but also frequent contact with all teachers. Other staff members work closely with students who need individual help. |
| Interest & Enthusiasm | In addition to a strong English language foundation, support staff recognize that students must have an understanding of American culture to receive a good education at K-State. |
| Analysis | A student problem as it presents initially may have one or more underlying causes. For example, a student who is consistently late for a morning class may be suffering from jet lag, need to purchase an alarm clock, have a roommate who is disruptive, be on the computer late to communicate |

with friends in a different time zone or may have more serious attitude or even mental challenges. By taking the time to discover the true source of the problem, support staff is best prepared to assist the student take appropriate steps.

Personal responsibility Support staff meet individually with students and develop a personal relationship. Staff responsibility includes the knowledge that our job is to assist the student with accurate information so that the student is prepared to make a decision.

Autonomy While support staff have a great deal of autonomy in dealing with students and issues, we also meet weekly to discuss situations and progress. This extended support includes ELP administrators, office staff and other teachers.

Flexibility Dealing with human beings always requires a degree of flexibility. With a wide range of different cultural and personal attitudes, support staff must always be ready to deal with whatever arises.

Existing Services at K-State

ISSC—International Student and Scholar Services takes care of immigration and international travel issues for ELP Students, as well as all international students at K-State. They also provide orientation and cultural programs for the international community. There is some overlap because our students are not yet fully competent in English.

Hale Library—The Multicultural Librarian is available to work with both ELP teachers and students. For students, special services include library orientation tours geared toward ELP students. Library staff is friendly and helpful in explaining how to find material or how to use the library technology. Librarians can also work with a class to demonstrate how to find resources, verify that sources are appropriate and use proper citations.

Residence Halls—In addition to usual skills and training, Resident Advisors also get training in Inter-Cultural Issues. In general, ELP students living in residence halls feel very comfortable approaching their RAs for information and conflict resolution. If an ELP student stops showing up for class, Residence hall staff will check the student's

room and participate in making a plan for student improvement. In addition, they will help with unusual circumstances, such as an international student being quarantined in their dorm room for TB.

Student Life—International students who experience emergencies while studying in the US can be at a real disadvantage. The ELP and Student Life staffs work together to provide resources in an understandable format for international students facing these challenges.

Student Health—ELP students are eligible to use K-State's medical and mental health services. At Lafene Health Center, students can get immunizations and basic health care. The Counseling Center staff is experienced with international student issues. ELP staff can provide extra help with Intake forms and helping students to feel more comfortable in a American counseling center.

Student Lawyer—The student lawyer gives a presentation every semester to the Orientation Class. She bases her presentation on recent legal issues that international students at K-State have had recently, such as driving without a license or insurance and domestic violence issues. She will also accompany ELP students to court and give dispute advice.