

**Individual Online Consultation (IOC)**

Institute for Higher Education and Research, S. Muller

**GENERAL DESCRIPTION**

To fulfill the Institute for Higher Education and Research's mission of **supporting students with their English learning past their first year** of required classes, we launched the Individual Online Consultations (IOC) initiative in April 2021.

These **20-minute** consultations are held on Zoom, one-on-one, unless a student would like to invite another student. Students can receive support in the following four categories:

- **Language focus:** students can get answers on grammar, vocabulary, pronunciation, and other language skills.
- **Conversation focus:** students can freely discuss topics they have chosen.
- **Academic focus:** students working on academic presentations can get feedback on their presentation content as well as delivery skills. Students writing an article can submit their abstracts, or specific sections of their article for review.
- **Learning advisory focus:** students looking to build a study plan can get advice on setting language goals, and choosing study materials.

Students have to **book a consultation on LiveCampus**. How to book a consultation is explained in a video on the Institute website, where students can also download a PDF with explanations in Japanese. In addition, students can watch a video explaining the IOC system in detail. This video especially emphasizes the **active role** students have to play during a consultation: they are in charge of what happens during an IOC, and have to bring their questions, topics of conversation, or materials to the lecturer.

Each lecturer offers four consultations of 20 minutes per week. These consultations are offered **before, after and during class periods, as well as during lunch breaks** depending on the lecturer. There is a break of 5 minutes between consultations to give the lecturer time to create or update the IOC student file stored on Teams.

The **IOC student file** contains the following information: date of consultation, lecturer in charge, what happened during the consultation, and any other relevant notes. These IOC student files allow lecturers to share information and build on each other's contributions in order to support students more efficiently.

Last but not least, the IOC initiative was **advertised** to all faculty members, and all departments received posters to display on bulletin boards. In April 2021, R. Salonga and I made ourselves available to briefly introduce IOC (6-minute presentation) to students during their orientation days. The Pharmacy Department solicited our presence, so that all nursing students know about IOC directly from us.

## LOOKING BACK AT A SEMESTER OF IOC

Between April 13<sup>th</sup> and August 4<sup>th</sup> 2021, sixteen (**16**) students used the IOC system, for a total of thirty (**30**) consultations. The highest frequency of IOC usage by one student was eight (**8**) times. First to fifth-year students participated in an IOC according to the following breakdown:

	1 <sup>st</sup> year	2 <sup>nd</sup> year	3 <sup>rd</sup> year	4 <sup>th</sup> year	5 <sup>th</sup> year
Number of students	<b>2</b>	<b>2</b>	<b>6</b>	<b>5</b>	<b>1</b>

All lecturers were satisfied with their interactions, especially regarding students' active role. We hope to conduct a survey among students using IOC during the 2021 fall semester to assess what students think of this initiative.

## LOOKING TO THE FUTURE

Discussions with I.T. companies are under way to create a reservation system adapted to our needs. We hope that it will **simplify** the **reservation** process, and allow for **more interactions** with the students.

As the IOC system becomes more and more known among students, we hope to see an increase in the number of users. However, word of mouth might not be enough, and we take this opportunity to restate our willingness to come and promote IOC directly to students during orientation days. Any other forms of support from all departments regarding **publicity** would also be appreciated.

Finally, we believe that supporting students after their first year of compulsory classes could be done on a larger scale too, through **on-demand classes** of eight weeks focused on specific topics (media literacy, social businesses, ...). Students could improve their English abilities by taking these classes whenever they want, choosing topics they are interested in, without getting academic credits.

### 事務局教務企画室より

『NCU 高等教育院通信』の最新号をお届けいたします。全学のFD活動や各部局における取り組み、旬なトピックスなど、“教育”に関する話題を広く皆様に提供していきますので、ご愛読いただければ幸いです。ぜひ取り上げてほしい話題などありましたら、下記までご連絡ください。

TEL: (052) 872-5804    Email: [kyoumu\\_kikaku@sec.nagoya-cu.ac.jp](mailto:kyoumu_kikaku@sec.nagoya-cu.ac.jp)

ご意見・ご要望等はこちらまで ⇒ 名古屋市立大学事務局教務企画室  
TEL: (052) 872-5807    Email: [kyoumu\\_kikaku@sec.nagoya-cu.ac.jp](mailto:kyoumu_kikaku@sec.nagoya-cu.ac.jp)

The Institute for Advanced Education and Research

## Language Program

# Individual online consultations



新企画 **IOC**

だれでも個別に語学講師と Zoom で相談できます！

(英語の質問がある人、英語学習のアドバイスがほしい人、とにかく英語が話したい！という人。)

You can make an appointment with an advisor for a **20-minute Zoom** session to discuss **your questions** on the following topics:



## Language Focus

Get answers on grammar, vocabulary, pronunciation, and other language skills.



## Conversation Focus

Free discussion on topics your own choice.



## Academic Focus

Practice and get feedback on your presentations and abstracts.



## Learning Advisory Focus

Get advice on setting language learning goals, choosing study materials, and making a study plan.

Learning Advisors:



Avril Haye-Matsui



Sophie Muller



Reginald Salonga



Louise Haynes



Ashley Ford



Ben Backwell

Got a question?

Make an Appointment on **LiveCampus**

Scan it!

