

Academic Language & Learning (ALL) centres/units – Australian universities - November 2014



University faculty/campus 2013 student enrolments* international students %	Name of ALL centre / unit / program ¹ or ² (acronym) ¹ updated Nov. 2014 ² updated in 2013 or earlier	Contact e-mail	web page	number of General / Academic ALL staff. staff : stud. ratio
1. Australian Catholic University (ACU Natl.) 2013 total students*: 25 716 international students: 11.4 %	Academic Skills Unit (ASU) ¹	michael.russo@acu.edu.au	http://students.acu.edu.au/office_of_student_success/academic_skill_s_unit_asu	19.0 G 0.0 1: 1 353
2. Australian National University (ANU) 2013 total students*: 20 929 international students: 26.6%	Academic Skills & Learning Centre ¹	sage.Leslie-McCarthy@anu.edu.au	http://academicskills.anu.edu.au/	6.0 G -1.0 1: 3 488
3. Bond University Qld 2013 total students*: 6 569 international students: 38.9%	Student Learning Support (SLS) ¹	neil_roberts@bond.edu.au	http://www.bond.edu.au/sls	3.1 G +0.8 1: 1 955
4. Central Queensland University (CQU) 2013 total students*: 18 884 international students: 23.3%	Academic Learning Centre (CLC) ¹	v.cleary@cqu.edu.au	http://www.cqu.edu.au/about-us/service-and-facilities/academic-learning-centre	12.0 A 1.0 G +1.4 1: 1 450
5. Charles Darwin University (CDU) 2013 total students*: 10 807 international students: 10.6%	School of Academic Language & Learning ¹	linh.pallos@cdu.edu.au	www.cdu.edu.au/academic-language-learning www.cdu.edu.au/allsp	10.0 A +1.4 1: 1 081
6. Charles Sturt University (CSU) 2013 total students*: 39 119 international students: 15.2%	Academic Support (AS) ¹	elsmith@csu.edu.au	https://www.csu.edu.au/division/academic-support/welcome	21.7 G +8.6 1: 1 803
7. Curtin University (CU) 2013 total students*: 48 260 international students: 32.3%	The Learning Centre (TLC) ¹ CBS Communication Skills Centre ¹	p.dooyey@curtin.edu.au	http://life.curtin.edu.au/learning-support/learning_centre.htm http://business.curtin.edu.au/study/student_support/communication_skills_centre/index.cfm	4.0 A 0.8 G 3.0 A -1.2 1: 6 187
8. Deakin University 2013 total students*: 45 870 international students: 16.2%	Student academic & peer support services ¹	corinna.ridley@deakin.edu.au	http://www.deakin.edu.au/students/study-support	11.2 G +2.2 1: 4 096
9. Edith Cowan University 2013 total students*: 26 452 international students: 16.1%	Fac. Business & Law (FBL) ¹ Fac. Health, Engineering & Science (FHES) ¹ Fac. Education & Arts (FEA) ¹ Fac. Regional & Professional Studies (RPS) ¹ Research Writing Consultants (FBL, FHES, FEA) ¹	a.harris@ecu.edu.au	www.ecu.edu.au/fbllearning	3.0 G 3.0 G 5.0 G 1.0 G 2.0 G -1.0 1: 1 889

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2013 student enrolments* international students: %	¹ updated Nov. 2014 ² updated in 2013 or earlier			
10. Federation University Australia	Centre for Learning, Innovation & Professional Practice (CLIPP) ¹	t.barrett@ballarat.edu.au	http://federation.edu.au/students/learning-and-study/get-help-on- campus/learning-skills-advisors (TBC)	1.8 A +1.0 1: 7 181
2013 total students*: 12 925 international students: 49.0%				
11. Flinders University	Student Learning Centre (SLC) ¹	kathy.brady@flinders.edu.au	http://www.flinders.edu.au/SLC	7.6 A -2.4 1: 3 002
2013 total students*: 22 818 international students: 16.6%				
12. Griffith University	Information Services Learning & Teaching ¹ English Higher Education Language Program (EnglishHELP) ¹ English Language Enhancement Courses (ELEC) ¹	p.humphreys@griffith.edu.au	http://www.griffith.edu.au/library/workshops-training http://www.griffith.edu.au/englishhelp http://www.griffith.edu.au/international/english-enhancement- course	7.4 G 2.0 G 3.0 A 2.0 G 0.0 1: 2 997
2013 total students*: 43 151 international students: 21.3%				
13. James Cook University (JCU)	Academic Language and Learning unit (ALL) ¹	andrea.lynch@jcu.edu.au	www.jcu.edu.au/learningskills NB JCU web will be totally overhauled in early 2015. url will change at that time.	9.5 G 1.0 A -3.6 1: 2 084
2013 total students*: 21 883 international students: 32.1%				
14. La Trobe University	Student Learning (SL) ¹	a.cincotta-segi@latrobe.edu.au	https://www.latrobe.edu.au/students/learning	15.2 A -5.6 1: 2 230
2013 total students*: 33 895 international students: 22.5%				
15. Macquarie University	Learning Skills (ALL Unit) ¹ HDR Advisers ¹ Academic Communication, Linguistics ¹	tessa.green@mq.edu.au	http://www.mq.edu.au/learningskills/	5.0 G 3.0 A 2.1 A +3.3 1: 3 838
2013 total students*: 38 763 international students: 25.9%				
16. Monash University	Library ¹ Research Student Academic Support ¹ Arts, Academic and Professional Writing ¹ Education, Academic Language & Literacy Development ¹ Medicine, Nursing & Health Sciences (MNHS) Student Academic Support Unit ¹	leanne.mccann@monash.edu	http://monash.edu/library/skills/ http://www.eng.monash.edu.au/current-students/lis.html http://artsonline.monash.edu.au/apw/ http://www.education.monash.edu.au/students/current/study- resources/ http://www.med.monash.edu.au/current/ipas.html	18.0 G 0.5A 2.0 A 2.0 G 5.6 A +1.6 1: 2 295
Clayton Faculties 2013 total students*: 64 500 international students: 34.3%				
17. Murdoch University	Centre for University Teaching & Learning (CUTL) ¹	s.johnson@murdoch.edu.au	http://our.murdoch.edu.au/Student-life/Study-successfully/	19.0 A +7.0 1: 1 269
2013 total students*: 24 106 international students: 40.7%				

ALL centres/units – Australian universities, updated: 26/5/15

University faculty/campus 2013 student enrolments* international students: %	Name of ALL centre / unit / program ¹ or ² (acronym) ¹ updated Nov. 2014 ² updated in 2013 or earlier	Contact e-mail	web page	number of General / Academic ALL staff. staff : stud. ratio
18. Queensland University of Technology (QUT) 2013 total students*: 45 558 international students: 15.7%	Library Services, Learning & Study Support ¹ Academic Language & Learning Services (Student Support Services) ¹ Business School (QBS) learning advisers ¹ Business School 4S program ¹ QUTIC Language & Learning advisers ¹	p.nelson@qut.edu.au	http://www.library.qut.edu.au http://www.issupport.qut.edu.au/international/language-and-learning-support https://www.student.qut.edu.au/about/faculties-institutes-and-divisions/faculties/business/manage-your-studies/study-support https://www.qut.edu.au/international/qutic	26.3 G 9.0 G 3.0 G 1.0 A 2.0 G +10.3 1: 1 103
19. RMIT University [^] 2013 total student* [^] : 57 421 international students: 46.3%	Study & Learning Centre (SLC) ¹	scott.mcdonald@rmit.edu.au	http://www.rmit.edu.au/studyandlearningcentre/ http://emedia.rmit.edu.au/learninglab/	9.0 A 3.3 G +2.1 1: 4. 668
20. Southern Cross University (SCU) NSW 2013 total students*: 14 298 international students: 13.5%	Academic Skills ¹	peter.wignell@scu.edu.au	http://www.scu.edu.au/academicskills/	6.5 A -0.2 1: 2 200
21. Swinburne University [^] 2013 total student* [^] : 31 843 international students: 28.4%	Learning & Academic Skills (LAS) Centre ¹	everezub@swin.edu.au	http://www.swinburne.edu.au/student/study-help/las.html	6.8 A -5.3 1: 4 683
22. University of Adelaide (UA) 2013 total students*: 26 365 international students: 26.3%	Writing Centre ¹ Researcher Education & Development ¹ Professions Learning Centre ¹ Academic Language and Learning in Medicine ¹ Engineering Communication Unit ¹	david.butler@adelaide.edu.au	http://www.adelaide.edu.au/writingcentre/ http://www.adelaide.edu.au/red/language/ http://www.adelaide.edu.au/professions/current-students/plu/ https://curriculum.adelaide.edu.au/index.asp http://www.arts.adelaide.edu.au/current-students/support/	1.0 A 3.0 A 4.0 G 1.0 G 1.5 G -1.3 1: 2 511
23. University of Canberra (UC) 2013 total students*: 16 323 international students: 23.3%	Study Skills & Careers ¹	kim.taylor@canberra.edu.au	http://www.canberra.edu.au/studyskills/	7.0 G +1.0 1: 2 332
24. University of Melbourne 2013 total students*: 52 322 international students: 27.1%	Academic Skills ¹ Centre for Excellence in Learning & Teaching (CELT) ¹	g.ernst@unimelb.edu.au	http://www.services.unimelb.edu.au/academicskills/ http://fbe.unimelb.edu.au/celt	10.4 G 2.0 A -11.4 1: 4 220
25. University of New England (UNE) 2013 total students*: 19 931 international students: 6.3%	Academic Skills Office (ASO) ¹ First year advisors ¹	iwiiyew@une.edu.au	http://www.une.edu.au/current-students/resources/academic-skills http://www.une.edu.au/current-students/get-started/first-year-advisors	6.0 A 2.85 A +2.8 1: 2 358

ALL centres/units – Australian universities, updated: 26/5/15

University faculty/campus 2013 student enrolments* international students: %	Name of ALL centre / unit / program ¹ or ² (acronym) ¹ updated Nov. 2014 ² updated in 2013 or earlier	Contact e-mail	web page	number of General / Academic ALL staff. staff : stud. ratio
26. University of New South Wales (UNSW) Australian School of Business 2013 total students*: 49 390 international students: 26.4%	The Learning Centre (LC) ¹	s.starfield@unsw.edu.au	http://www.lc.unsw.edu.au/	5.4 G
	Education Development Unit ¹		http://www.asb.unsw.edu.au/learningandteaching/student-services/Pages/default.aspx	1.0 A 1.7 G
UNSW Canberra – ACT 2013 total students*: 2 991 international students: 7.6%	Academic Language & Learning (ALL) Unit ¹	l.devereux@adfa.edu.au	http://www.unsw.adfa.edu.au/all (internal access only)	3.0 A
27. University of Newcastle (UoN) 2013 total students*: 36 477 international students: 16.1%	Learning Development (LD) ¹	keith.foggett@Newcastle.edu.au	http://www.newcastle.edu.au/current-students/learning/study-skills/develop-your-skills	9.0 G
				0.0 1: 4 053
28. University of Notre Dame (UND) 2013 total students*: 10 968 international students: 2.9%	Academic Support (AS) Fremantle & Broome ¹ Sydney ¹	roselynn.lang@nd.edu.au alistair.symons@nd.edu.au	http://www.nd.edu.au/aesc http://www.nd.edu.au/academic_support/index_syd.html	1.6 A 1.0 A
				-6.4 1: 4 218
29. University of Queensland (UQ) 2013 total students*: 48 804 international students: 23.6%	Learning Hub, Student Services ¹	s.ainge@uq.edu.au	http://www.uq.edu.au/student-services/learning	5.6 G
				0.0 1: 8 715
30. University of South Australia (UniSA) 2013 total students*: 32 965 international students: 22.5%	Learning & Teaching Unit (LTU) ¹	rowena.harper@unisa.edu.au	http://www.unisa.edu.au/ltu/	12.0 A
				-1.0 1: 2 747
31. University of Southern Queensland (USQ) 2013 total students*: 26 734 international students: 19.4%	The Learning Centre. ¹	lindy.kimmins@usq.edu.au	http://www.usq.edu.au/learningcentre	7.3 A 2.4 G
	Learning & Teaching Services ¹			+4.5 1: 2 756
32. University of Sydney 2013 total students*: 54 311 international students: 22.6%	Learning Centre (LC) ¹	bronwyn.james@sydney.edu.au	http://www.usyd.edu.au/lc	6.8 A 0.6 G
	Learning & Teaching in Business ¹		http://sydney.edu.au/business/learning	0.5 A
33. University of Tasmania 2013 total students*: 26 783 international students: 18.2%	Student Learning and Academic Development Team ¹	lucy.sun@utas.edu.au	http://www.utas.edu.au/student-learning	5.8 A 2.0 G
	Student Centre ¹			+1.6 1: 3 434

ALL centres/units – Australian universities, updated: 26/5/15

University faculty/campus 2013 student enrolments* international students: %	Name of ALL centre / unit / program ¹ or ² (acronym) ¹ updated Nov. 2014 ² updated in 2013 or earlier	Contact e-mail	web page	number of General / Academic ALL staff. staff : stud. ratio
34. University of Technology, Sydney (UTS) 2013 total students*: 37 651 international students: 26.7%	Academic Language & Learning Group ¹ HELPS ¹ Research Literacies ¹	kerry.hunter@uts.edu.au	http://cfsites1.uts.edu.au/iml/staff/academic.cfm www.ssu.uts.edu.au/helps/ http://www.gradschool.uts.edu.au/researcher-skills/workshop-program.html	0.0 6.0 A 7.0 G 1.0 A 1: 2 689
35. University of the Sunshine Coast - Qld 2013 total students*: 10 718 international students: 11.2%	Student Life & Learning, Academic Skills ¹	mreeh@usc.edu.au	http://www.usc.edu.au/study/support-and-services/academic-support/	4.9 G +0.6 1: 2 187
36. University of Western Australia (UWA) 2013 total students*: 25 852 international students: 20.2%	STUDYSmarter (WRITESmart, (ma+hs)Smart, GETSmart ¹	siri.barrett-lennard@uwa.edu.au	www.studysmarter.uwa.edu.au	6.2 G +0.2 1: 4 170
37. University of Western Sydney (UWS) 2013 total students*: 41 904 international students: 10.3%	Learning & Teaching Portfolio (DVC Academic) ¹	d.yang@uws.edu.au	http://www.uws.edu.au/dvcacademic/dvc_academic/portfolio/learning_and_teaching_unit	3.6 A 8.4 G +8.0 1: 3 492
38. University of Wollongong (UoW) 2013 total students*: 30 556 international students: 40.5%	Learning Development (LD) ¹	alisa@uow.edu.au	http://www.uow.edu.au/student/services/ld/overview/index.html	10.4 A 1.0 G -4.4 1: 2 680
39. Victoria University (VU) 2013 total student* ² : 27 180 international students: 33.8%	Academic Support & Development (ASD) - Portfolio of Dean of Students ¹	fiona.henderson@vu.edu.au	http://www.vu.edu.au/campuses-services/student-support/academic-support-development	18.5 A -2.9 1: 1 469

ALL centres/units – Australian universities, updated: 26/5/15

NOTES

Academic Language & Learning (ALL) centres/units – Australian universities a few notes about the current update

This table summarises the provision of Academic Language & Learning (ALL) services available across the Australian university sector. The data is collected once/twice p.a. by contacting the people in column 3. The table shows that ALL services vary considerably in nature, size and status of ALL educators across the 39 universities listed in the table. The information provided here is as accurate and complete as this is what was provided by the contact people at the 39 institutions in November 2014. Where no update was provided, pre 2014 information was used. For consistency sake, student enrolment figures and percentage of international students were taken from the most recent Commonwealth government data available for a whole year: 2013.

This table is available on the website of the **Association for Academic Language & Learning (AALL)**, at <http://www.aall.org.au/australian-all-centres>

column 1 - University, faculty/campus, 2013 student enrolments, international student % (latest available complete Commonwealth update): This includes the name of each university and, where relevant, the name of faculties and/or campuses, if different ALL services have been reported. Student enrolment numbers and percentages of international students are those provided by the Australian Commonwealth government and may differ from those provided by universities. At dual sector universities (HE + TAFE) only HE enrolments are included.

column 2 - Name of ALL centre/unit/program (acronym). The superscript numbers mean: ¹ = updated Nov. 2014, either through direct contact with staff and/or through website information; ² = no update provided by end Nov. 2014.

column 3 - Contact email person: this is the email of the contact person (one per university). This may be the director/head of an ALL centre/unit or someone nominated by them, willing to be contacted about ALL activities at her/his institution.

column 4 - web page of the ALL program or a broader field (ALL staff development, etc.)

column 5 - status **G**eneral/**A**cademic staff, staff : student ratio: Number of staff reported and/or listed on ALL centre/program website or reported by contact people, and their status (G = general/professional staff, A = academic staff). This number includes full-time and/or permanent fractional ALL educators. Administrative staff and educators providing only numeracy support are not included. Nor are casual ALL educators employed on an hourly basis. The ALL staff : student ratio is obtained by dividing the total enrolments by the total number of ALL educators reported at each university. Ratios in **green** are **better** and those in **red** are **worse** than the average student:ALL staff ratio. The **average** ratio should however not be read as an **optimal** or a **best practice** ratio.

COMMENTS

The following 2 annually updated tables have been uploaded on the AALL website at <http://www.aall.org.au/australian-all-centres> table 1a. the Academic Language & Learning (ALL) centres/units - Australian universities, and table 1b. the accompanying spread sheet of ALL staff : student ratios

The purpose of these tables is to provide a **quantitative** overview of ALL educational services provided by full-time, permanent, contract ALL educators employed as academic or general/professional staff to university students enrolled in an under or postgraduate degree at one of the 39 Australian universities.

- all universities participated in the 2014 survey
- information about ALL centres was double checked and confirmed
- information/data inconsistent with the purpose of these tables was removed
- inactive websites were removed

ALL staff : student ratios The figures on tables 1a and 1b are often used to justify how satisfactory/unsatisfactory ALL provision is at a university, in comparison with another or others. To do this, people normally refer to the ALL staff to student ratio in the far right column of table 1a and see to what extent their university is above or below the average ratio (1 : 2,741 this year). It is incorrect to think that this ALL staff to student ratio average is an optimal or best practice ratio. It is merely an average obtained by dividing the total number of university students by the total number of (reported) ALL educators.

From a purely statistical point of view, the ALL staff : student ratio ranges, for all students from 1:997 (UNSW-Canberra) to 1:8,715 (U Queensland) and for international students only, from 1:68 (UNSW-Canberra) to 1:3,517 (Federation U).

So is there an optimal ALLstaff:student ratio? Yes, but this would vary from university to university and the optimal ratio would be affected by student profile factors such as: number of international students with limited language proficiency, underprepared pathway students, local students in need of language support, viz second language students, first in family, mature age and those from lower SES, etc.

However, in my own professional opinion based on over 30 years ALL field experience across the Australian HE sector, I would suggest as a rough guide that we should aim for ALL (FTE) staff student ratios considerably below 1:2,000. Only 10 universities meet this ratio. In case a university undertook to fully integrate ALL across undergraduate and postgraduate degrees, this ratio might be too high. A ratio of below 1:1,500 would be recommended. Only 7 universities meet this ratio.

Based on my own observations and on communications I have consistently had over the past 15 years with ALL colleagues at universities (all states/territories) where some kind of post-enrolment language assessment (PELA) is conducted, it is estimated that between 25-35% of **all** (not just international) 1st year university students have moderate to severe language difficulties, making it difficult for them to perform well academically, and creating considerable challenges for ALL educators and academics attempting to address their students' language issues. To the best of my knowledge, very little, if any, such data has been published.

Many university executives would argue that the suggested ALL staff:student ratio suggested here is unreasonable/unachievable and many ALL colleagues would argue the opposite. About one quarter of all universities surveyed have a ratio below 1:2,000 and 43% (34% in 2012) have a ratio above 1:3,000. It would be a worthwhile project to compare the quality of ALL services and their effect on academic performance of say 3 groups of students (international, local ESL and low SES) at these 2 groups of universities.

Staff status In any case, the figures on tables 1a and 1b need to be taken, to some extent, with a grain of salt as they do not provide the complete picture of ALL services: the tables only include full-time equivalent (FTE) ALL educators. Much of the ALL services are provided by non-permanent casual staff. These are not included on the table, as the task of recording ALL work completed by casual staff is too complex, given inter and intra institutional variations in how workloads are calculated. To provide a consistent and accurate sector wide overview, including casual ALL staff, would be a substantial project. Some universities reported this year that approximately 80 to 90% of ALL teaching is carried out by qualified and experienced casual staff, being paid only a portion of their full-time/contract colleagues' salaries.

Considerable discrepancies in salaries were also reported at universities which employ ALL educators as 'academic' or 'general/professional' educators, usually requiring staff in both groups to have the same qualification and experience background, but remunerating them at different pay levels. Table 1b shows that 45% of ALL staff are currently employed as academic staff, compared to 51% in 2013, 54% in 2009 and 67% in 2007.

... and our students The most common comment made by ALL educators I contacted while completing the survey over the last few weeks is that the level of students' needs had increased considerably as more and more students, both local and international, are undertaking university studies with limited English language proficiency. At many universities, this trend seems to be indirectly proportional to the number of ALL educators being employed to address students' needs.

Any changes to the 2014 tables will be included in the 2014/2015 updates. If however you find major and/or embarrassing errors/omissions on these tables, please let me know: lexybar@gmail.com.

Alex Barthel, 25 November 2014