



PEOPLE.PLACES.THINGS.

INTERCULTURAL COMMUNICATION SERVICES

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2018 Program Impact: Voz Alta Language & Life Skills

Total Individual Learners: 857 (2017 – 750 +14%)

Total Sites Served: 21 (2017 – 13 +38%)

Total Classes Held: 688 (2017 – 645 +6.7%)

Total Visits: 5086 (2017 – 4,586 +11%)

Average Learners/Class: 7.39 (2017 – 7.11 +4%)

Average Visits/Learner: 5.93 (2017 – 6.11 -3%)

Total Languages: 40 (2017 – 37 +8%)

% Visits/Language: Spanish 47%, Vietnamese 14%, Japanese 6.5%, Somali 5.5%, All Other 27%

Most Engaged Learners: EU8 (179), AH4 (74), UG7 (73), EA8 (59), AA9 (57)

% of Learners who came 1 time: 41.3% (354)

% of Learners who came 2-4 times: 21.6% (185)

% of Learners who came 5-9 times: 21.1% (181)

% of Learners who came 10-24 times: 10.8% (93)

% of Learners who came 25-50 times: 4.4% (38)

% of Learners who came more than 50 times: 0.8% (7)

Total Instructors: 96 (2017 – 62 +55%)

Total Active Apprentices: 67 (2017 – 54 +24%)

Total New Apprentices: 34 (2017 – 30 +13%)

Total English For The Community Graduates: 3 (2017 – 9 -66%)

Total Classroom Confidence Practicum: 30 (2017 – 20 +50%)

Most Active Sites (Rank 2017):

1. Rockwood Library (1): 1,270 Visits (142 Classes, 8.94 Learners/Class)
2. Midland Library (2): 977 Visits (78 Classes, 12.52 Learners/Class)
3. Kelly Elementary (new!): 559 Visits (82 Classes, 6.82 Learners/Class)
4. St. Andrew (9): 282 Visits (42 Classes, 6.71 Learners/Class)
5. El Programa Hispano (6): 255 Visits (12 Classes, 21.25 Learners/Class)

Hardest Working Facilitators: Patrik M, 87 Classes/Zadok T, 56 Classes/Maureen R, 46 Classes/Brooke S, 45 Classes/Amanda G, 41 Classes

Most Engaging Facilitators: Patrik McDade, 775 Visits/Maureen R, 434 Visits