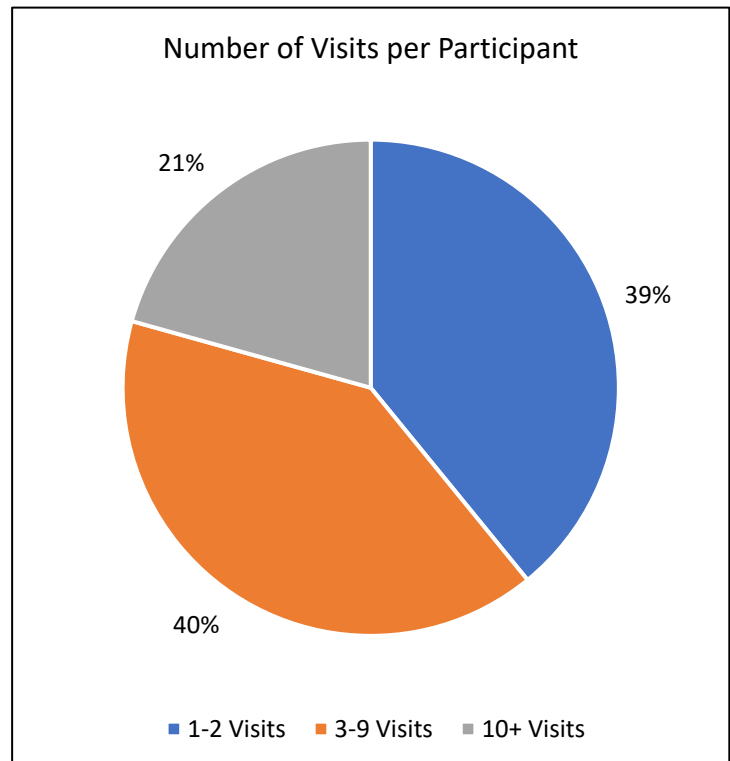


TfCS Programming Report Fall 2025

This report overviews quantitative and qualitative data on TfCS participant involvement in—and experiences of—Fall 2025 services. General statistics are gathered from the program’s online scheduler and off-schedule services when available. Data on participant satisfaction and feedback are collected through an experience survey participants receive after attending each session, and through a mid-semester reflection survey.

FA25 Snapshot	
Online Scheduler Unique Participants	179
Estimated Off-Schedule Unique Participants	201
Total Instructional Hours ¹	1,746.5
Assessments Delivered	97

First Language	Number of Participants²
C – Mandarin	59
Spanish	36
Russian	9
Korean	8
Bengali	6
French	6
Japanese	5
C – Cantonese	4
English	4
Hindi	4
Italian	4
Portuguese	4
Arabic, Tagalog, Ukrainian	3 each
Burmese, Farsi, Haitian Creole, Nepali, Urdu	2 each
Other ³	1 each

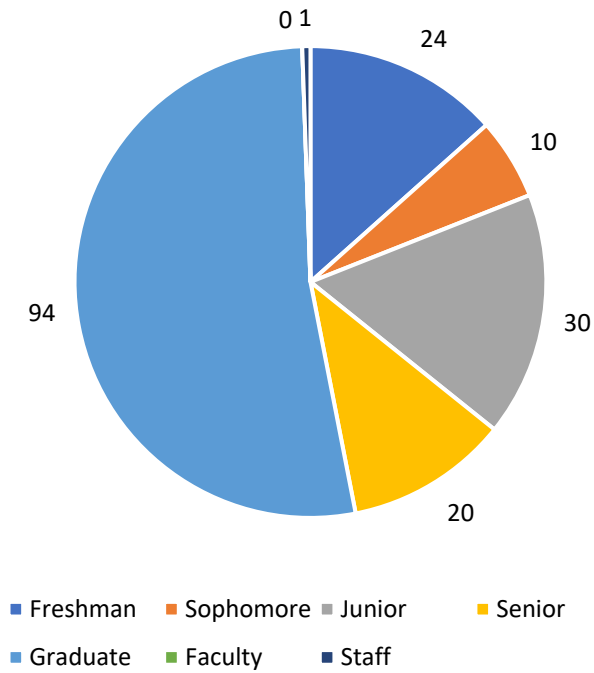


¹Includes: FA25 online scheduler hours (1,092 hours); SU25 MFE instruction (263.5); off-schedule events (239 hours); assessment scoring (68 hours); and additional MFE 2-1s (84 hours).

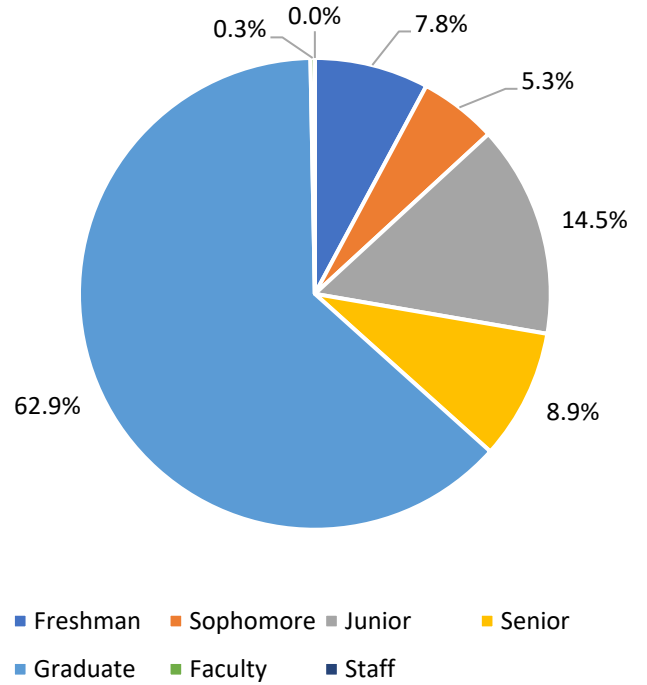
²Based on online scheduler numbers only.

³Amharic, Armenian, Dutch, Indonesian, Kazakh, Mongolian, Tamil, Telugu, Tibetan, Turkish, and Vietnamese

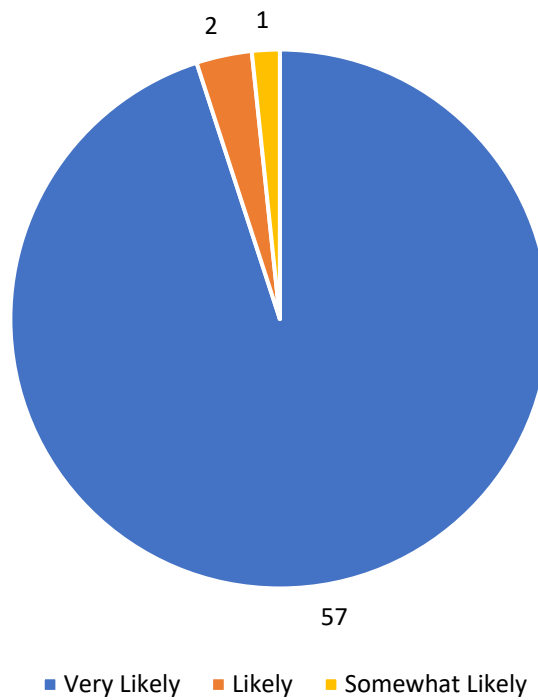
Standing of Unique Participants
(N = 179)



Program Usage Based on Standing
(Based on 999 Total Appointments)



Likelihood of Attending Future Sessions



Feedback Regarding Speech Consultants

(N = 60)

Strongly Agree Agree Somewhat Agree
Somewhat Disagree Disagree = Strongly Disagree

The Speech Consultant made me feel comfortable during the session.

58 2

The Speech Consultant worked on what I felt was important to me.

58 2

The Speech Consultant took time to explain to me my communicative challenges.

57 3

The Speech Consultant provided instruction and feedback that was easy to understand.

57 3

The Speech Consultant used helpful instructional materials during the session.

57 3

The session record I received was helpful (One-to-Ones only).

48 5

The content that was covered in today's session met my expectations.

58 2

Overall, I am satisfied with the quality of the session.

57 3

0 10 20 30 40 50 60

Please share with us a few things that our Speech Consultant could do to improve future sessions.

- All was pretty good.
- It was my first experience and every look great.
- She was very kind and gave me great advices.
- Provide me with a signal of time-count.
- Great teacher. I hope the program can open more sessions because I could register in more classes
- Everything was good.
- I believe Ms. Saylor-Loof was outstanding. She made me feel comfortable, confident, and truly supported throughout our one-to-one session. The session exceeded my expectations, and I do not have any suggestions for improvement.
- So far, so good.
- Great session.
- EXCELLENT WORK!
- I really enjoyed today's session. It was a group work and teamwork session. Everyone participated and communicated comfortably, which was very helpful. I learned new concepts related to accent and intelligibility. If there is a possibility and related to the class teaching plan, I would definitely like to learn more about slang and the vocabulary that Americans use in their day-to-day lives, because I still find it challenging to understand when teenagers speak, or when I watch movies. Additionally, I would like to learn the vocabulary used by reporters in the news, as I often find it difficult to follow the news.
- I speak English well, but I hesitate often while speaking, and sometimes I get stuck, which can be boring and tough for the listeners. I would appreciate some techniques to improve in these areas. Thank you very much! Thank you very much.
- It was super helpful. Thank you for the work you do! Keep going.
- Excellent job. Thank you very much.
- She was perfect.
- I thought this class is practical and useful in daily life enough. Thank you!
- The Clear Communication Skills session was fantastic! Carolyn was very professional and demonstrated excellent teaching methods and ethics. I'm really excited to attend more sessions in the future. I have no concerns or suggestions at this time. Thank you!
- Everything was fine.
- The speech consulting is amazing, she explain me all my mistakes and helped me to realize where I was wrong. She has a lot of patience and a great way to teach.
- Nothing, it was a great session. Thanks.
- Provide more options, right now it is hard to enroll, due to the limited resources. I really love this session, please make it more available.
- Nothing else, as I feel very comfortable communicating throughout these years. Carolyn Loof is my consultant who has been there to provide kind feedback and correct anything I need to work on. Some mistakes, like habitual ones, she spots even when we are just having a conversation. She points them out right away and pauses. She makes students comfortable starting to talk and communicate without even realizing they are speaking fluently in English, with ease and confidence more than ever, especially when students feel heard, cared for, and supported. All hidden qualities come out, and this, I think, is the quality of a speech consultant you have. I am grateful to Carolyn and other speech consultants; I occasionally attended their workshops in the past. I wish 1:1 sessions will be back for staff as well.

- Tristan is very welcoming and created a safe space for speech assessment.
- I hope the connection series can be held again.
- Pretty good.
- The consultant provided information clearly, explaining every necessary session. So, there's nothing to point out for now.
- She is an excellent instructor. I honestly can't think of anything she needs to improve at the moment.
- Nothing, everything was great.
- Everything was great, and I have no suggestions for improvement.

If you would like to share any additional comments about your session, please let us know below.

- I feel quite comfortable throughout the process.
- As I said before. Can the program open more session for the waiting lists.
- I would just like to thank Ms. Saylor-Loof for her support and guidance.
- I specifically looked to booked a session with Julie.
- For my first session, I am pleased with Tristan that help me to feel comfortable during the session.
- I shared on the previous page.
- She is an excellent Professional. She helped me a great deal.
- I would like to attend many of the general sessions that are held weekly, but they are too early and I cannot attend due to my schedule restrictions. So I would like there to be more general session late afternoon, for example 4pm and later.
- I love this session, thanks a lot for providing so good practice session for us.
- I'm glad that the TfCS offers these sessions and opportunities for students to learn English and improve their communication skills. These sessions and services help students like me, who are second English language learners, to master the language and understand college professors better. This support has a positive impact on their college journey and can boost their grades. Thank you all.

Mid-Semester Survey Feedback

Please discuss how TfCS services have been critical to your success at Baruch College.

- I'm really glad that Tfcs have so many great classes! Each class is worth taking. I think my speaking has improved. I also like just taking any sessions of Tfcs because of the friendly environment.
- This is most beneficial classes to learn better.
- To me, TfCS a professional service institution housed at Baruch that will prepare me to be a friendly and confident speaker after I graduate and enter the workforce.
- It is helpful in many ways.
- TFCS is one of the cornerstone experiences here at Baruch for me. Big thanks to Christina.
- I'm satisfied with the outcome.
- Communication is an important part of MBA so TFCS helped me immensely.
- There are so many international students like me who cannot speak English very well. And we need help very much.
- It's an amazing program for students with any level.
- Prepare for my English test.
- I went more than two time, but I did not feel it is critical.
- It is essential to improve English speaking skills. TfCS programs help us a lot.
- TfCS services help me handle English interviews and class discussions.

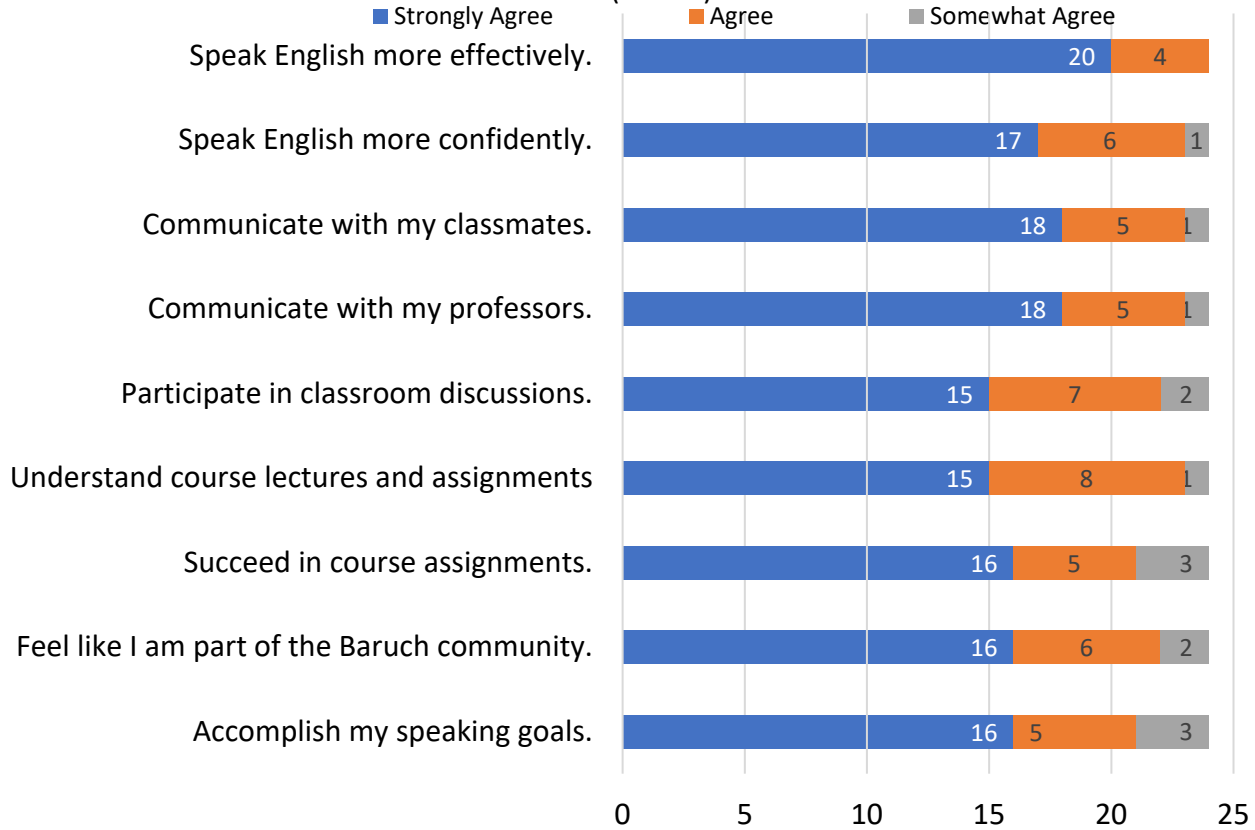
- I have taken classes for four years in CUNY but I still can't speak English. It's weird. This class is my need. It's the best class to me.
- Because I want to show my support for this center, it really helps.
- It was helpful.
- I don't feel so self conscious about my english, and feel part of a community and it's super cool getting to know people from different countries that are also in their english learning language.
- Because this program helps me a lot.
- I'm confident in my courses and in-person skills class.
- The course gave me a chance to communicate in English, helped me get some understanding of the local culture, and I made a few friends. Not often go to TfCS. But it really offer a good opportunity for non-native speakers to learn English.
- The instructor was very nice and helpful. I learned a lot of useful expressions. I can't imagine what I'd do without them for my English practice!
- I enjoy tfcs classes. I learn a lot from my instructors and peers. I have been learning be confident with my English so far. It is a great to improve my confidence in my English. The instructors are very professional and well prepared.
- I improved my communication skills. TfCS services have been critical to my success at Baruch College, because I have been improving my communication skills. Thanks.

Aside from increasing availability of One-to-One sessions, how can TfCS improve its support for you for the remainder of the semester?

- Be available during summer break
- Instead of simply asking what topic or area we'd like to cover in a one-on-one session, it would be beneficial to be provided with default options or structured session themes. We often find that even when we set a topic, the 30 minutes are not always utilized with maximum efficiency. If the session has a pre-defined theme, both the instructor and the student could use the 30 minutes much more compactly and effectively.
- None, I feel happy to have TfCS.
- More sessions.
- I hope teachers have a good vacation.
- Develop some new FSS or have more conversation hours.
- It is good.
- More time to speak.
- It's really helpful if there are intensive English speaking sessions during semester break.
- Practice speaking in more scenarios
- Can I meet with Christina every week for one hour? It's very helpful to me.
- It is good enough for me!
- Increase the group session duration.
- In my case, I struggle a lot having conversation in real settings like speaking with native speakers or participating in class. I am a bit intimidated. I would love that we can cover in tfcs sessions situations that simulates real life situations like ordering food on cava or reaching to a professor or a classmate.
- Sometimes I can't find a schedule that works for me because the sessions are full.
- Include more scenario-based simulated dialogues.
- I hope there will be more available sessions. Hope it's offered in the winter session too.
- I had struggle to find availability in some classes this semester. My schedule doesn't fit well although. The zoom classes are great.

"TfCS sessions have helped me to..."

(N = 24)



"TfCS services have been critical to my success at Baruch College."

