



UNIVERSIDAD DE LAS AMERICAS A.C.

Southern Association of Colleges and Schools Commission on Colleges
Compliance Certification

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ATTACHMENTS

Attachment 1: Professors' Observation Guide

Attachment 3: Students' Survey

Attachment 2: Professors' Interview



I. MISSION STATEMENT

To improve the success of students whose first Language is not English by building skills in academic communication so that they may Achieve their academic goals in the Universidad de las Americas community and in the English-speaking world at large.



II. PURPOSE

The Purpose of this evaluation is to guarantee tat these courses fulfill the Bilingual Mission of the University.

- To verify that all classes are delivered in English with due respect to all skills
- To provide professors, as well as students with the necessary support
- To give professional assessment to teachers upon request
- To cooperate with the English Language Center on mutual matters



III. PROCEDURE

A) The courses delivered in English will be evaluated by:

- Professor observation;
- Professor surveys;
- Student surveys

B) The procedure uses the following steps:

1. Obtain schedule of courses delivered in English in advance
2. Establish contact with mentioned professors during the orientation sessions at the beginning of each period or during the first week of classes to inform them about these procedures
3. Schedule visits to all groups between the 4th and 5th weeks of classes
 - First observation of professors during class time
 - Deliver professor's survey at the same time
 - Pick up and process professors' surveys
 - Deliver students' survey
 - Pick up and process students' surveys
4. Summarize results for final presentation for the University Council Meeting

After mid-term exams repeat procedure as follows:

5. Second observation of professors during class time
6. Deliver and pick up professor's survey
7. Deliver and pick up students' survey
8. Process instruments and make final assessment
9. Verify whether or not exams are given in English
10. Compare results for final presentation for the University Council Meeting
11. Deliver copy of the results to the Academic Coordinators



IV. INSTRUMENTS

Three instruments are used in order to fulfill the evaluation purposes:

1. **Professors' Observation Guide** - (see Attachment 1). This instrument includes six general statements regarding skills levels.
2. **Professors' Interview** - (see Attachment 2). This instrument includes
 - Eight questions to assess the practice handbook
 - A guideline for Academic Writing
 - Student participation for remedial workshops
 - Proposal of ideas
3. **Students' Survey** - (see Attachment 3). This instrument includes six questions oriented to self-evaluate the four skills.

The results are compared with data obtained in questions 18 and 19 of the Professors' Evaluation administered by the Mathematics Center:

"Courses delivered in English"

The Professor:

(18) Has the following proficiency level in English

| | | | | | |
|---------------|----------|----------|---------------|--------------------|----------------|
| Very good (5) | Good (4) | Fair (3) | Deficient (2) | Very Deficient (1) | Don't know (0) |
|---------------|----------|----------|---------------|--------------------|----------------|

(19) Delivers his (her) course in English in the following percentage

| | | | | | |
|------|-----|-----|-----|---------------|----------------|
| 100% | 75% | 50% | 25% | Less than 25% | Don't Know (0) |
|------|-----|-----|-----|---------------|----------------|



V. EVALUATION CALENDAR

The Professors' Observation Guide, Professors' Interview and Students' Survey are administered in the following periods:

| <u>Program</u> | <u>Period</u> | <u>Academic Term</u> |
|---|---|----------------------|
| 16 weeks term | | |
| First contact with professors | During Orientation Sessions and 1 st week of classes | Spring-Fall |
| 1 st Observation of professors | During the 4 th and 5 th weeks | Spring-Fall |
| Professors' Interview | During the 4 th and 5 th weeks | Spring-Fall |
| Students' Survey | During the 4 th and 6 th weeks | Spring-Fall |
| First Report | Before mid-term exams | Spring-Fall |
| 2 nd Observation of Professors | One week after mid-term exams | Spring-Fall |
| Professors' Interview | One week after mid-term exams | Spring-Fall |
| Students' Survey | During the 12 th – 14 th week | Spring-Fall |
| Second Report | Before final exams | Spring-Fall |



VI. REPORTS

The information, once processed, is delivered to the following areas of the University to be analyzed for decision-making:

- a) Office of the President: Institutional evaluation summary.
- b) Academic Divisions, Department and Coordination:
Area/professor evaluation summary.
- c) Academic Coordination: Individual professor evaluation report to be analyzed, commented and delivered to every faculty member.





PROFESSORS' OBSERVATION GUIDE

Date: _____ Professor Name: _____

Course code _____ Course name: _____

I. CLASS OBSERVATION:

1. The Class is given in English:

| | | | | | | |
|------|-----|-----|-----|-----|-----|-------------|
| 100% | 90% | 80% | 70% | 60% | 50% | 25% or less |
|------|-----|-----|-----|-----|-----|-------------|

2. The students understand:

| | | | | | | |
|------|-----|-----|-----|-----|-----|-------------|
| 100% | 90% | 80% | 70% | 60% | 50% | 25% or less |
|------|-----|-----|-----|-----|-----|-------------|

3. The students are able to produce orally in English:

| | | | | | | |
|------|-----|-----|-----|-----|-----|-------------|
| 100% | 90% | 80% | 70% | 60% | 50% | 25% or less |
|------|-----|-----|-----|-----|-----|-------------|

4. The students are able to produce quality written work in English:

| | | |
|-----|----|-----------------|
| Yes | No | I couldn't Tell |
|-----|----|-----------------|

5. The professor has a good command of English:

| | | |
|-----|----|--|
| Yes | No | |
|-----|----|--|

6. Additional comments

Very good (5) ☐ Good (4) ☐ Fair (3) ☐ Deficient (2) ☐ Very Deficient ☐

OBSERVATIONS



PROFESSORS' INTERVIEW

Date: _____ Professor Name: _____

Course code _____ Course name: _____

I. What are the major obstacles students find in your course regarding English?

2. Do you students have a sufficient knowledge of English?

| | | |
|-----|----|-----------------|
| Yes | No | I couldn't Tell |
|-----|----|-----------------|

3. What do you be recommend the English Center do to improve the services it provides or does not provide for your students:

4. Would you be willing to assist the English Center in finding a solution to the gap between the English Center and your Department?

| | | |
|-----|----|-----------------|
| Yes | No | I couldn't Tell |
|-----|----|-----------------|

5. Is there a Practice Handbook for Activities?

| | | |
|-----|----|---------------------------|
| Yes | No | If yes, is it in English? |
|-----|----|---------------------------|

6. Do your students read at a sufficient level?

| | | |
|-----|----|---------------------------|
| Yes | No | If yes, is it in English? |
|-----|----|---------------------------|

7. Does the Academic Writing Guide help you?

| | | |
|-----|----|----------------------------------|
| Yes | No | If no, how could it be improved? |
|-----|----|----------------------------------|

8. Should some of your students attend a remedial workshop?

| | | |
|-----|----|-------------------------------|
| Yes | No | If yes, please provide a list |
|-----|----|-------------------------------|



STUDENTS' SURVEY

Date: _____ Professor Name: _____

Course code _____ Course name: _____

1. This class is given in English:

| | | | | | | |
|------|-----|-----|-----|-----|-----|-------------|
| 100% | 90% | 80% | 70% | 60% | 50% | 25% or less |
|------|-----|-----|-----|-----|-----|-------------|

2. When the class is given in English, I understand it:

| | | | | | | |
|------|-----|-----|-----|-----|-----|-------------|
| 100% | 90% | 80% | 70% | 60% | 50% | 25% or less |
|------|-----|-----|-----|-----|-----|-------------|

3. I speak well enough to participate in English:

| | | | | | | |
|------|-----|-----|-----|-----|-----|-------------|
| 100% | 90% | 80% | 70% | 60% | 50% | 25% or less |
|------|-----|-----|-----|-----|-----|-------------|

4. I participate in English:

| | | | | | | |
|------|-----|-----|-----|-----|-----|-------------|
| 100% | 90% | 80% | 70% | 60% | 50% | 25% or less |
|------|-----|-----|-----|-----|-----|-------------|

5. I write at a sufficient level in English:

| | | | | | | |
|------|-----|-----|-----|-----|-----|-------------|
| 100% | 90% | 80% | 70% | 60% | 50% | 25% or less |
|------|-----|-----|-----|-----|-----|-------------|

6. I read at a sufficient level in English:

| | | | | | | |
|------|-----|-----|-----|-----|-----|-------------|
| 100% | 90% | 80% | 70% | 60% | 50% | 25% or less |
|------|-----|-----|-----|-----|-----|-------------|

7. My global opinion about English courses like this one is:

Very good (5) ☐ Good (4) ☐ Fair (3) ☐ Deficient (2) ☐ Very Deficient ☐

OTHER OBSERVATIONS
