



In the recent meeting with 15 employers (EF Share 2013), specific strengths of the EF graduates were highly appreciated:

- Their English language proficiency/knowledge and knowledge of British-American culture and literature are outstanding.
- Their activeness, creativeness, self-study are enhanced to the best possible thanks to EF teaching methods, which focus on student-centeredness and problem-solution.

These two advantages account for EF students' success in various fields.

EXPECTED LEARNING OUTCOMES

- The EF PLOs are well formulated and kept updated and widely communicated and comprise both generic and specific knowledge that encourage and help promote the students' life-long learning.
- The PLOs are constructed basing on the official documents, guidelines and strategic direction of the EF, the USSH and VNU-HCM together with the feedback from students, alumni and employers.
- The BA programme has experienced at least three times of assessments, one by the USSH experts and two by the VNU-HCM experts (one official and one review). The comments and suggestions given were considered in the process of revising and improving the programme.
- The programme has been assessed unofficially though other programmes. In the partial exchange programme with Chosun-Korean university in which groups of Chosun students have to fulfil some prerequisite credits in EF curriculum in order to study other courses.

In addition, EF students regularly win scholarships from many universities or organizations to join non-credit programmes, some of which are Virginia University-USA, NUS-Singapore, Denmark, Spain, Hong Kong, UFJ, Sun Moon University-Korea, Far East University-Korea, etc.

PROGRAMME SPECIFICATION

- The programme specification in both Vietnamese and English is conformed to the AUN programme specification, follows the standard programme specification of MOET and the regulations of the USSH, VNU – HCMC.
- ✓ The programme specification is trying to meet the various needs of learners.
- ✓ All the courses provided have accompanying syllabi, whose learning outcomes are available online and in print.

✓ This credit-based programme provides learners with various compulsory and optional subjects to choose from to equip themselves with what they need for their future occupations. At present there are a number of courses like Using I.T in Language Teaching, Business English and English for Tourism, English for the Office, Teaching Young Learners, etc.

PROGRAMME STRUCTURE AND CONTENT

✓ The programme provides a good balance between generic and specialised skills and knowledge

..... ✓ The curriculum is well-structured, showing breath, depth, coherence and integration of all the courses.

TEACHING AND LEARNING STRATEGY

✓ EF teaching and learning strategy is based on the philosophy of focusing on student-centred approaches and lifelong learning.

✓ The students learn not only to know, understand and remember but also to be able to analyze, synthesize and evaluate what they have learned as well as create something new as their own products of learning process.

✓ Academic staff development activities are diversified in order for the staff to be able to update their knowledge and get access to new teaching methods and techniques. All staff can successfully utilize IT applications in their classrooms.

✓ The internship involves a lot of authentic activities and tasks.

STUDENT ASSESSMENT

✓ There is a comprehensive system of student assessment from admission to graduation.

✓ The assessment corresponds to all the aims and aspects stated in the curriculum.

✓ The criteria for assessment are made explicit and well-known to all concerned, i.e. both to EF teachers and students.

✓ The assessment of EF students adheres to the objectives of the curricula.

The standards applied in the assessment are explicit, consistent and well communicated.

ACADEMIC STAFF QUALITY

✓ EF's teaching staff is diversified in educational background, recruited through a well-planned process; sufficient, capable and well-qualified for the duties and responsibilities assigned and regulated by a well-formulated and holistic system of appraisal, appointment and promotion thus helping maximize the staff potential and ensure teaching and learning quality.

..... ✓ Teaching staff is well aware of their responsibility and accountability to the faculty and the school.

SUPPORT STAFF QUALITY

✓ Competent and adequate library staff. EF students can enjoy good service from three levels ERC –a unique unit of the EF, USSH library and VNU-HCM central library

✓ Competent and adequate laboratory staff and computer lab staff

Competent, dynamic and adequate student service staff

STUDENT QUALITY

- ✓ The strict university-entrance examination and the passing grade of the EF 1st year students are always higher than the ground grade by the MOET helps the EF to select students well-qualified enough for the training courses.
- ✓ The student intake policy is quite stable and complies with the MOET instructions and regulations. There is not much variation in recent annual quotas. The competitive ratio of the EF is higher than many English faculties in other universities shows the EF student quality and prestige in training quality.
- ✓ The student admission process is satisfactory for the students and their parents because they find essential information and support from the Academic Affair Department's staff as well as from the EF staff. Especially, the EF placement test is very effective in classification of students and arrangement of classes.
- ✓ The actual study load quite matches with the prescribed load, and an average student can manage to finish his/ her learning programs in the regular time. There is a good combination of academic and non-academic activities.

STUDENT ADVICE AND SUPPORT

- ✓ EF students are always provided with sufficient information from various channels.
- ✓ All of their queries and feedback are responded promptly by the EF Support Staff, who are willing to offer guidance, assistance, and counsel to them and effectively promote interaction between the students and the Faculty.

FACILITIES AND INFRASTRUCTURE

- ✓ Lecture facilities are adequate.
- ✓ The library is adequate and up-to-date
- ✓ ERC has recently established the second centre at Linh Trung campus so as to better serve the needs of students studying at this site.
- ✓ Students have a favourable environment in ERC to study with air-conditioned rooms and wireless internet which are always available for use.

QUALITY ASSURANCE OF TEACHING AND LEARNING PROCESS

- ✓ The curriculum is collectively developed and contributed by all teaching staff members to maximize staff involvement, thus ensuring the teaching quality. Curriculum Review cycle is maintained.
- ✓ Opinions from different stakeholders are frequently brought into discussion in the faculty's and departments' periodical and irregular meetings, which ensures timely improvement of the curriculum.

STAFF DEVELOPMENT ACTIVITIES

- ✓ The importance of staff development has been clearly mentioned in its strategic plans of the period 2007-2012 and 2011-2015. Accordingly, both quality and quantity of academic and support staff are planned to increase through need-based recruitment policy and diversified strategies and activities for staff development.
- ✓ Many opportunities for professional development are created and provided (through conferences, new doctorate program), thus heading towards the fulfilment of the USSH visions and missions of being a research-oriented institution.

STAKEHOLDERS' FEEDBACK

- ✓ There is explicit and structured feedback from students and other stakeholders, providing another good and reliable sources of references useful to improving the curriculum of EF as well as other initiatives.

OUTPUT

- ✓ The pass rate of EF BA program in ELL at around 80% is satisfactory and dropout around 12% is quite acceptable.
- ✓ EF has been producing high-quality work-force to the society.
- ✓ The average time of around 4 years deems satisfactory.
- ✓ EF teachers and students are offered ample opportunities to take short and long term training courses overseas, enhancing their research capacity and life-long learning. The level of their research is increasing.

STAKEHOLDERS' SATISFACTION

- ✓ The students survey is conducted regularly, seriously, and objectively; hence, the feedbacks are very straightforward and trustworthy.
- ✓ The students' and graduates' satisfaction of the training program and the employers' satisfaction of "the products" from the faculty establish high credibility between stakeholders in terms of the EF BA training program