



## Pollard English Course Evaluation & Review Policy & Procedure

<b>Regulation &amp; Standards</b>	ELIOCS Standards 2018 Standard P3
<b>Policy</b>	<p>All the courses are subject to on-going monitoring and evaluation of content and course delivery mechanisms to inform the process of continual improvement for course delivery.</p> <p>This will include:</p> <ol style="list-style-type: none"> <li>1. Student feedback (surveys);</li> <li>2. teacher feedback;</li> <li>3. review of assessment strategies at appropriate points throughout the delivery of the course;</li> <li>4. and on-going monitoring by the Director of Studies (DOS).</li> </ol> <p>Thus, a Continuous Improvement Policy will be in place to include any modifications that are to be made to a course syllabus and/or delivery.</p> <p>Audits will be carried out and the Director of Studies will maintain a file of the audit records.</p>
<b>Procedure</b>	<p><b>Teacher’s responsibilities</b></p> <p>Teachers should review each ELICOS course, specifically the course materials on an ongoing basis to ensure that course material contents are current and deliver the defined learning outcomes for each ELICOS course. For instance, the course material for General English may consist of Student’s Book, Teacher’s Resource Book, Student’s Workbook, MYENGLISHLAB Learning Management System, and ACTIVE TEACH Software for classroom use. If teachers identify problems with any of the course materials, they should contact the Director of Studies (DOS) as soon as practicable. If teachers believe that the program should be modified (for example, some of the printed and/or online activities do not meet the defined learning outcomes) to meet the needs of the students, teachers need to raise the identified problem(s) and record it using the continuous improvement request form.</p> <p><b>Responsibilities of the Director of Studies (DOS)</b></p>





The request from teachers will be forwarded and reviewed by the Director of Studies who will determine if any action needs to be taken (please refer to the Continuous Improvement Policy for more details). This procedure ensures that there is continuous course evaluation and review by Teachers, DOS to meet the defined learning outcomes the student needs for each ELICOS course.

In addition to the continuous course evaluation and review by teachers, the Director of Studies should review a minimum of two levels of the General English course each year. Every third year, all ELICOS courses (General English, EAP, IELTS Preparation and English for Business Purposes) should be reviewed in their entirety and confirm that the courses are still current and retains their relevance (e.g. teaching themes are still relevant) and the course as an overall (including all of the course materials for each GE Level) meet the defined learning outcomes and the students' needs.

The Director of Studies must review:

1. Curriculum
2. ELT methodologies
3. core and supplementary resources
4. library resources
5. assessment activities (formative and summative assessments including short activities, formative tests and summative tests)
6. marketing materials
7. student backgrounds and their requirements.

In addition to the above, the DOS is also required to conduct the following activities:

#### **Student Feedback**

- Students are required to complete an end-of-course evaluation survey at the end of each ELICOS course which focuses on academic (i.e. quality of course materials, activities, teaching methodologies etc.) and non-academic matters (i.e. friendliness and helpfulness of teaching and administrative staff). The surveys are collected from students at the end of each ELICOS course.





	<ul style="list-style-type: none"> <li>• Course evaluation surveys are forwarded to the DOS for evaluation and review purposes. Issues identified are recorded in the Continuous Improvement register for corrective actions.</li> <li>• The DOS conducts an exit interview with exiting students to gain overall feedback on the course.</li> <li>• Students are encouraged to provide additional comments and place it in the Suggestion Box. the box is emptied weekly by the Student Services Officer (SSO) and forwarded to the DOS who assesses the responses and actions as required.</li> <li>• Any identified issues will be recorded in the Continuous Improvement Register for corrective action by the DOS.</li> </ul> <p><b>Teacher Feedback</b></p> <ul style="list-style-type: none"> <li>• Teacher feedback is important and an essential component of continuous evaluation and review.</li> <li>• Teachers are best placed to provide feedback on students’ needs as they interact face-to-face with them every day.</li> <li>• At the end of the course teachers complete a Course Evaluation form, suggesting changes they believe is needed to meet the students’ needs and educational goals.</li> <li>• Teacher feedback is analysed by the DOS, discussed at staff meetings and continuous improvement requests addressed and actioned if deemed appropriate.</li> </ul> <p><b>Other Stakeholder Feedback</b></p> <p>Certain students may be reluctant to give direct feedback to Pollard English due to personal or private reasons. These students may give feedback to their Education agents or non-academic Pollard staff regarding academic/non-academic issues.</p> <p>It is the responsibility of the DOS to initiate quarterly meetings with education agents and internal staff to capture this feedback. Any issues identified will be recorded in the Continuous Improvement Register of Pollard English.</p>
<p><b>Continuous Improvement Actions</b></p>	<p>The DOS is responsible for collating all stakeholder feedback and provide a report with a continuous improvement action plan to the Management Team</p>





	<p>of Pollard English for approval at the scheduled quarterly meeting with the Management Team.</p> <p>However, if there are urgent issues to address or changes to be made then the DOS must arrange an adhoc meeting with the Management Team.</p> <p>The DOS is responsible for implementation and monitoring of the Action Plan based on stakeholder feedback and evaluation results in syllabus/course delivery upon approval from the Management Team.</p> <p>The DOS is required to inform all teachers and students and management team about the progress of the Action Plan.</p>
<b>Reviewed</b>	Annually
<b>Version</b>	V0.1-12-2019- MW

