UBT
FACULTY of ENGLISH LANGUAGE

QUALITY IMPROVEMENT PLAN
2023-2024

1. Quality Improvement Plan for Faculty of English Language based on Student Evaluation

Enhancing the quality of education in the Faculty of English Language requires a comprehensive approach that addresses various aspects of teaching, curriculum, assessment, and overall student experience.

1.1 Objective:

- Enhance the quality of teaching and learning experience by addressing identified areas of improvement.

This objective is reached through some strategies that the Faculty of English Language has implemented.

Area	Key Strengths	Key areas to develop further
Quality of Education Teaching and Learning	Improving the standard and consistency of teaching and learning Higher expectations for all students Improving the trend of stretching the most able Meeting the needs of students through a deeper understanding	Consistency and narrowing the gap between less effective and more effective practice Staff Personal development Staff Development Review 2023-2024 Sustained improved practice including new staff
Quality of Education Literacy	Reading strategy - students are encouraged to visit the UBT Library Lessons delivered by professors are prepared from the library books to build relationships with the library.	Improving levels of literacy in books Consistency of literacy marking and vocabulary development Developing higher levels of competency in our students
Quality of Education Curriculum	Broad and balanced curriculum for our students Range of pathways to meet student needs Ambitious curriculum for all	Involve students in projects base learning outside of the class Quality assurance of wider curriculum to monitor uptake of vulnerable groups
Behaviour and Attitudes	Climate for learning across the UBT High expectations for students in their interactions and attitude with any study challenge Misunderstanding is dealt with swiftly and effectively	Review often the absence of students and communicate the reasons. Improving overall attendance

	Relationships with staff are respectful on the whole	
3 Personal Development	Faculty promotes being responsible, respectful, and resilient to students Faculty prepares students for life beyond the UBT gates with a focus on our values, and also includes English Values throughout the curriculum which is relevant to local and regional needs, and tailored to student needs on vocational and academic pathways. Our interdisciplinary curriculum supports the development of communication in different fields and prepares our students for the market needs and success in their studies.	A small number of students do not attend lectures regularly due to part-time jobs in different shifts. Develop educational research opportunities and build a culture of sharing best practice
4. Study Courses	See if the study courses deliver essential content and skills aligned with the objectives of the UBT English Language program. See if there is a need for any other structured learning path to acquire proficiency in language skills, literature, linguistics, and related subjects.	Focus on the courses to develop better practices.
5. Leadership and Management	Clear and ambitious vision for high-quality education for all students Strong shared values and practice Focus on improving pedagogy and subject knowledge Support for new staff Leaders of other offices support staff and stand united Safeguarding the culture and values of UBT is a priority for all of us	Developing more effective ways of working with the subcommittee of quality assurance on strategic developments and priorities, holding them to account for the quality of education and compliance with syllabi compatibility. New Staff training on SPSS

This improvement plan is implemented immediately upon approval by the Faculty Council. The sub-committee for quality assurance will monitor the implementation of the plan on a semester basis and will report the progress of its implementation to the Faculty Council.

Continuous Professional Development for Faculty

Foster different workshops and training

- Usually are done as needed or we identify the needs of a certain professor, or in general to update their teaching methods, integrate new technologies, and stay informed about the latest pedagogical approaches.
- Periodically review and update the curriculum to ensure it aligns with current industry standards, emerging trends, and the needs of students.
- Encourage professors to promote active learning strategies such as group discussions, case studies, and hands-on activities to engage students and deepen their understanding and incorporate real-world applications: Connect theoretical concepts to real-world applications to make the learning experience more relevant and meaningful.
- Encourage professors to implement a variety of assessment methods, including project-based assessments, presentations, and written assignments, to evaluate different aspects of student learning.
- Encourage professors to provide timely and constructive feedback to students, emphasizing areas of improvement and recognizing their strengths.
- Establish tutoring services and mentorship programs to support students who may need additional assistance in English language skills.
- Students performed in the Summer Academy.
- Guest Speakers and Industry Experts - Invite guest speakers and industry experts to share their experiences and insights, connecting classroom learning to real-world applications.
- Encourage Professors to implement teaching strategies that accommodate different learning styles and the needs of diverse learners.
- Facilitate opportunities for internships, field experiences, or community service projects that allow students to apply their English language skills in real-world settings.
- Utilize online platforms, digital resources, and multimedia tools to enhance the learning experience and provide additional learning materials.
- Conduct regular program reviews to assess the effectiveness of teaching methods, curriculum, and overall program goals.

Tasks and Activities:

Task1: Improve Interactivity in Lectures/Exercises

1. Activity 1.1: Conduct faculty workshops on active learning strategies.
2. Activity 1.2: Implement technology tools like polls, quizzes, and discussion forums to make lectures more engaging.
3. Activity 1.3: Introduce case studies and role-play sessions relevant to English Studies to enhance student engagement.

Task 2: Increase Professors' Regularity and Respect for Schedule

1. Activity 2.1: Monitor faculty attendance and punctuality regularly.
2. Activity 2.2: Introduce a feedback mechanism for students to report any inconsistencies.
3. Activity 2.3: Encourage faculty to communicate any foreseeable schedule changes in advance.

Task3: Enhance Clarity in Teaching Methods

1. Activity 3.1: Organize peer-review sessions where professors can attend each other's classes and provide constructive feedback.
2. Activity 3.2: Encourage the use of visual aids, AI tools, and real-life examples to elucidate complex language concepts.

Milestones

1. Conduct the first faculty workshop on active learning strategies by the end of the next month
2. Complete implementation of at least two technology tools in lectures within the next two months.
3. Complete three peer-review sessions for each professor by the end of the current semester.
4. Establish a mentorship program by the start of the next academic year.
5. Achieve a 90% punctuality rate for all faculty members by the end of the current academic year.

Key Performance Indicators (KPIs):

1. Engagement Metrics: A 20% increase in student participation in lectures and exercises, as measured through polls, quizzes, and discussion contributions.
2. Feedback Metrics: A 15% improvement in student feedback regarding the clarity of teaching methods in the next student evaluation.

3. Punctuality Metrics: Achieve a 90% or higher punctuality rate for all faculty members in the next semester.

2. Specific Quality Improvement Plan for Identified Professors

Objective:

- Address and enhance specific areas of improvement for the identified professors to ensure a consistent and high-quality learning experience across the board.

Tasks and Activities:

Task 1: Activities for Specific Professors ENG26
1. Activity 1.1: Attend specialized training sessions focused on teaching clarity.
2. Activity 1.2: Encourage the use of more visual aids and real-life examples in lectures.
3. Activity 1.3: Seek regular feedback from students on areas of confusion and address them promptly.

Task 2: Enhance Interactivity ENG12
1. Activity 2.1: Incorporate more group discussions and debates in lectures.
2. Activity 2.2: Use technology tools to facilitate student interaction.

Task 3: Boost Engagement and Collaboration ENG17
1. Activity 3.1: Organize more group assignments and projects.
2. Activity 3.2: Allocate time for open discussions in each lecture.
3. Activity 3.3: Implement regular office hours and encourage students to attend for doubts and clarifications.

Task 4: Refine Assessment Methods ENG15
1. Activity 4.1: Attend training sessions on diverse assessment strategies.
2. Activity 4.2: Introduce a mix of assessment methods, such as quizzes, essays, and presentations.

Task 5: Improve Teaching Quality ENG 26

1. Activity 5.1: Attend specialized training sessions focused on teaching clarity.
2. Activity 5.2: Use more visual aids and real-life examples in lectures.
3. Activity 5.3: Seek regular feedback from students on areas of confusion and address them promptly.

Milestones:

1. Complete at least two specialized training sessions for each identified professor by the end of the next month.
2. Introduce at least one new teaching or learning assessment workshop during the summer academy.
3. Publish in Scopus.

Key Performance Indicators (KPIs) for Specific Professors:
1. Training Metrics (ENG-STAFF-002&ENG-STAFF-006&ENG-STAFF-020): All professors should have attended a minimum of two specialized training sessions by the end of the academic year.
2. Engagement Metrics (ENG-STAFF-018 &ENG-STAFF-015): A 10% increase in student questions, discussions, and participation during lectures.
3. Assessment Metrics (ENG-STAFF-018): A 20% increase in student feedback satisfaction regarding assessment methods by the end of the semester.
4. Collaboration Metrics (ENG-STAFF-002): A 15% increase in student attendance during office hours for the next semester.

The combination of these strategies, helps the Faculty of English Language can create a dynamic and adaptive learning environment that not only meets academic standards but also prepares students for success in their future endeavors. Regular assessment, feedback, and a commitment to ongoing improvement are key components of achieving and maintaining high educational quality.

3. Quality Improvement Plan of Faculty of English Langauge based on industry survey

Areas of Concern	Action Plan
Overall proficiency and fluency of our graduates after completion	**Boost Speaking and Listening Practice** - Introduce additional sessions dedicated to real-life conversation practice, ensuring students feel confident in their spoken English. **Focused Language Workshops**

	-Offer engaging workshops tailored to specific skills, such as academic writing and professional communication, so students can thrive in their future careers. **Immersive Language Experiences** -Create opportunities for students to participate in study abroad programs or exchange partnerships, helping them fully immerse in English-speaking environments and cultures. **Develop Online Support Resources** -Establish a friendly online hub where students can access extra materials, exercises, and discussion forums, fostering a supportive learning community beyond the classroom
Student engagement and participation in language learning activities	**Interactive Learning Activities** -Design dynamic group projects and role-playing exercises that spark enthusiasm and encourage every student to share their voice. **Extracurricular Language** -Clubs Launch informal clubs where students can come together over shared interests like literature, film, or music, creating a space for relaxed language practice. **Embrace Technology** -Utilize engaging language learning apps and online platforms that make learning fun and accessible, allowing students to interact and collaborate outside of class. **Frequent Feedback Opportunities** -Regularly seek student input through quick surveys or casual chats, making it clear that their thoughts and ideas are valued and shape their learning experience.
Effective integration of technology in language learning	**Faculty Training** Organize friendly, hands-on training sessions for faculty to explore innovative teaching tools and technologies that can elevate classroom engagement. **Leverage Language Learning Platforms** Introduce popular apps and online resources that enhance

	language acquisition, integrating them seamlessly into our curriculum to enrich the learning experience. **Incorporate Multimedia Resources** Use a variety of engaging materials—like TED Talks, documentaries, and podcasts—to inspire students and broaden their understanding of the language in real-world contexts. **Continuous Evaluation** Regularly assess the impact of our technology integration, seeking ways to enhance effectiveness and keep pace with evolving educational tools.
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Action Plan Details:

Enhance Overall Proficiency and Fluency

- We want our students to feel comfortable and confident speaking English in real-life situations. To achieve this, we'll introduce weekly workshops where they can practice conversational skills through fun, interactive activities that mimic real-world scenarios.
- Recognizing that each student has unique goals, we'll offer specialized workshops that dive deep into essential skills like academic writing and professional communication. These workshops will empower students with the tools they need to succeed in their studies and careers.
- We believe in the power of immersion. By fostering partnerships with institutions abroad, we'll provide opportunities for students to participate in exchange programs that allow them to live and learn in English-speaking environments, enriching their language experience.
- To further support our students' learning journeys, we'll create an engaging online hub filled with resources, exercises, and discussion forums. This space will not only provide additional practice but also foster a sense of community among students, encouraging collaboration and support.

Increase Engagement and Participation

- We aim to make every student's voice heard. By designing interactive group projects and role-playing exercises, we will create an environment where students feel comfortable sharing their thoughts and opinions, enriching the classroom experience for everyone.
- To enhance the learning experience outside the classroom, we'll launch informal clubs focused on shared interests like literature, film, and music. These clubs will allow students to practice English in a relaxed setting, forging friendships and a sense of belonging.
- We'll incorporate engaging language learning apps and online platforms to provide students with fun and accessible ways to practice their skills. By integrating technology, we aim to create a vibrant and interactive learning environment.
- We want to hear from our students! Regular feedback sessions—whether through quick surveys or casual conversations—will ensure that their ideas and suggestions shape our program. This collaborative approach will help us tailor the learning experience to better meet their needs.

Integrate Technology Effectively

- We're committed to supporting our faculty's professional development. By organizing hands-on training sessions, we'll empower teachers to explore innovative tools that enhance engagement and enrich student learning.

- To ensure our curriculum stays relevant and engaging, we'll introduce popular language learning platforms that align with our educational goals. By integrating these resources, we'll provide students with a dynamic and comprehensive language experience.
- We'll draw from a rich array of multimedia materials—such as TED Talks and podcasts—to make language learning more relatable and enjoyable. By connecting classroom lessons to real-world contexts, we'll inspire students to see the relevance of their studies.
- We will establish a regular evaluation process to assess the effectiveness of our technology integration, ensuring it aligns with our learning objectives and continually enhances the student experience.

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