

The Language Center

Policies and Procedures Manual

Spring 2024

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Division/Unit Code:

DAA/LAN

Title:

Language Center Policies and Procedures Manual

Classification:

Restricted

Related AUI Policies or Legal Requirements:

None

Application:

This document applies to the Language Center when issuing policies related to faculty and Academic Affairs.

Web Address:

<https://aui.ma/language-center>

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Non-Compliance

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I. MISSION, VISION, AND THE VALUES OF THE LANGUAGE CENTER

Mission Statement

The Language Center seeks to: 1) equip eligible students with the language skills necessary for success in their academic studies using materials that promote global multicultural awareness and 2) provide tailored-made language training programs for the AUI community and other clients.

With the fostering of student learning as its primary focus, the LC provides courses and extracurricular activities designed to develop the four language skills while integrating grammar and vocabulary in a learner-centered environment.

The LC faculty is experienced, culturally diverse, and committed to professional development. The use of modern technology and authentic materials contributes to an effective teaching/learning environment where students acquire not only the mechanics of the language but also the ability to use it in authentic contexts.

Vision

The vision of the Language Center is for it to be a role model for language institutions in the Middle East and Africa. The LC wants to be known among students, parents, and educators for providing a stimulating academic environment and a challenging student-centered curriculum that motivates, challenges, and educates all students.

Values

Excellence

Equity

Integrity

Transparency

Equal opportunity

Collaboration

II. JOB DESCRIPTIONS

LC Director Job Description

The Director of the English Language Center is responsible for the leadership and management of the University's English Language Center. He or she is responsible for the development and conduct of an English as a Foreign Language (EFL) program that effectively prepares students whose native language is other than English for academic study at AUI.

Major Duties and Responsibilities:

- Provide leadership and vision for the Language Center.
- Supervise the operations, development and conduct of the University's EFL program and other language offerings.
- Exercise general administrative leadership over the Language Center and its faculty.
- Supervise the recruitment, training and assignment of full-time and adjunct LC instructors as needed.
- Evaluate faculty undergoing their regular performance and promotion reviews.
- Advise the VPAA on efforts to develop appropriate fair, transparent and objective measures of LC faculty performance to guide institutional promotion decisions.
- Foster a culture of mutual respect and collegiality among faculty that will encourage their engagement and continuous improvement.
- Work closely with the Office of the Registrar to ensure that course schedules are aligned to serve student needs and promote timely academic progression.
- Work closely with the VPAA to design a series of "pathway" programs which will allow qualified LC students to accelerate their time-to-degree progression at AUI by taking courses that will count towards their undergraduate degrees while simultaneously completing language training in the Language Center.
- Work closely with the Admissions team to support the University's strategic enrollment objectives.
- Conduct evaluations of the effectiveness of the LC's EFL program as well as its offerings in other languages.
- Work closely with the AVP for 21st Century Learning Innovation and Faculty Development to encourage LC faculty to participate in appropriate pedagogical and learning technology workshops to enhance their teaching skills.
- Prepare, propose, and manage the LC budget.
- Oversee and ensure that CEA reaccreditation processes are in order and progressing well.
- Work with the AVP for Assessment and Accreditation to enhance LC assessment practices and procedures reflect best-practice and encourage a culture of continuous improvement.
- Continue and expand existing on-site corporate language training programs.
- Continue to develop the summer "bridge" program to accelerate student progression at AUI.
- Represent the Language Center in the councils of the University; and
- Prepare any required reports on the activities of the LC for the Board of Trustees and other administrative offices as needed.

Reporting Line: Reports to the Vice President for Academic Affairs. Works cooperatively with the Director of Enrollment Management, and the academic deans.

The Span of Control: Reporting to the Director of the Language Center are the following: Coordinators and LC Administrative Assistant.

The Director must be knowledgeable about contemporary methodology and technology for teaching EFL and the alternative methods of evaluating and certifying English-language proficiency.

The Director must be an accomplished administrator, have excellent communication and public relations skills, and be trilingual, with competence in Arabic, English, and French. He or she must understand effective marketing procedures and be sensitive to the role of the University's EFL program in its overall enrollment management program.

Academic Coordinator

The Academic Coordinator at the AUI Language Center manages the academic aspects of the English program in cooperation with the LC faculty, Course Leads, and the LC Director.

Appointment and Term:

The LC Director appoints the Course Lead for a term of one year, with the possibility of renewal. Candidates for the post of Academic Coordinator must have a minimum of three years of service at the Language Center and hold tenure (CDI – *Contrat de travail à durée indéterminée*) with Al Akhawayn University. This agreement is effective from January 1, 2024, to December 31, 2025.

Teaching and Reporting:

The Academic Coordinator shall teach 10 hours per week and report to the LC Director.

Responsibilities of the Academic Coordinator:

The Academic Coordinator shall perform the following duties:

1. Regularly meet with the LC Director.
2. Hold regular meetings with Course Leads (Listening-Speaking, Reading, and Writing).
3. Assist Course Leads in setting priorities and holding skills meetings with LC faculty.
4. Review and update syllabi in cooperation with Course Leads and LC faculty.
5. Prepare placement tests before each new semester.
6. Produce and circulate a semester plan outlining key dates in the academic calendar.
7. Conduct classroom peer observations as follows:
8. Provide guidance and assistance to newly hired faculty in conjunction with the Faculty Accompaniment and Engagement Program (FAEP) and the mentors to new faculty. Where needed, the Academic Coordinator acts as an additional mentor to newly arrived faculty.
9. Liaise with the Campus Bookstore.
10. Lead the evaluation, review, and replacement of textbooks in consultation with the LC Book Selection Committee. This may include meetings with publishers in conjunction with the Bookstore and the Book Selection Committee.
11. Submit book orders for each LC IEP course for the following semesters to the AUI Bookstore and the Administrative Assistant.
12. Liaise with the LC Library Representative regarding the selection of library books (graded readers) for LC students and LC faculty.
13. Encourage and coordinate the sharing of teaching materials among colleagues in consultation with the Course Leads.
14. Assist the Materials Writing Teams (Listening/Speaking, Reading, Writing) and Course Leads in developing examination, testing, and supplementary materials during summer session projects.
15. Write exams and be responsible for the production, editing, and proofreading of mock exams, midterm, and final exams with answer keys, allocating tasks to colleagues (as service tasks to the LC) where appropriate.
16. Organize the timetabling of exams (with the Administrative Assistant) and organize printing of mock exams, midterm, and final exams.

17. Oversee the grading of exams, organize the standardization of pair-grading for writing exams, and act as moderator when needed.
18. Update writing rubrics for writing exams and writing placement tests in consultation with faculty and the Writing Course Lead.
19. Develop room-reservation schedules for any LC-common spaces that the Center may have (e.g., multi-media labs and multi-purpose room) that faculty can reserve.
20. Provide input to the Coordinator of the Academic Program Review (APR) who is appointed by the LC Director.
21. Contribute and make suggestions to the Program Development and Planning and Review (PDPR) in consultation with the LC Director and the Coordinator of the APR.
22. Organize elections for LC representatives to the Academic Council (AC), Search Hiring Committee (SHC), and Faculty Evaluation Committee (FEC).
23. Serve as a member or liaise closely with the LC committees.

Course Lead

A Course Lead at the AUI Language Center has oversight of one of the three skills areas in the Intensive English Program (IEP) curriculum and their respective courses:

- Listening and Speaking – PLS 1001, ALS 1001, and ALS 1002.
- Reading – PRD 1001, ARD 1001, and ARD 1002.
- Writing-Grammar – PWG 1001, AWG 1001, and AWG 1002.

Appointment and Term:

The LC Director appoints the Course Lead for a term of one year, with the possibility of renewal. Candidates for the post of Course Lead must have a minimum of two years of service at the Language Center and hold tenure (CDI – *Contrat de travail à durée indéterminée*) with Al Akhawayn University. This agreement is effective from January 1, 2024, to December 31, 2024.

Teaching and Reporting:

Course Leads shall teach 5 fewer hours than their LC English teaching colleagues, coordinate with the Academic Coordinator, and report to the LC Director.

Responsibilities of the Course Lead:

The Course Lead shall perform the following duties:

1. Liaise with and meet regularly with the Academic Coordinator.
2. Ensure that all instructors understand and follow the syllabi of the skill they are teaching.
3. Meet with new faculty to explain the contents of the syllabus and answer any questions concerning the course.
4. Hold regular meetings during the semester with all teachers who teach this skill. Meetings should be held as follows:
 - a. during convocation week,
 - b. two weeks before midterm exams,
 - c. once during the 2nd half of the semester,
 - d. at any time during the semester as the need arises.
 - e. Meetings can be convened separately by level (Pre-academic, Level 1, Level 2) as the need arises.
5. Keep minutes of meetings.
6. Act as a point of contact for all instructors teaching that skill/level for the semester and meet with individual instructors on an *ad hoc* basis.
7. Set up email groups where instructors can share common concerns and propose solutions to common issues.
8. Respond to emails in a timely fashion.
9. Maintain a SharePoint platform to facilitate the sharing of materials for that skill/level.

10. Propose ways the courses could be improved in consultation with instructors teaching that skill and with the Academic Coordinator.
11. Suggest any revisions that may be required to the syllabi, quizzes, and types of exam questions.
12. Lead, *with assistance from faculty*, the Materials Writing Team for their skill during summer session projects and steer the team in developing new materials as required, such as examinations, quizzes, and supplementary materials.
13. Prepare and proofread the syllabi for their skill before the beginning of each semester.
14. Observe classes to ensure synchronization and skill development.

LC Faculty

Reporting line: LC Director

The main duties of all LC faculty members are:

1. Teach up to 20 hours per week in LC classes made up of 15 or fewer students.
2. Maintain regular office hours (9 per week).
3. Assist the Academic Coordinator in the production of tests.
4. Submit grades for students according to the Evaluation policy of the LC.
5. Assist the Academic Coordinator in designing and selecting teaching materials for courses taught.
6. Maintain regular attendance records and report excessive absences to the LC Director, according to the Attendance Policy of the LC.
7. Cover classes for absent colleagues, as need requires.

LC Administrative Assistant

Reporting line: LC Director

The administrative function of the LC Administrative Assistant is to:

1. Provide a positive, helpful first point of contact for visitors to the office of the director.
2. Answer phone calls and appropriately screen and redirect and respond to concerns.
3. Prepare purchase orders to maintain adequate office supplies.
4. Provide administrative support for day-to-day operations: plan and schedule appointments, organize, and maintain paper and electronic files, review the work submitted to the director, draft and type a variety of documents and reports, receive and distribute correspondence, prepare travel arrangements, and make reservations.
5. Keep patrons informed about LC services, news, and activities.
6. Remind and follow up on department issues, circulate emails and memos to students, and faculty, answer all phone calls and emails, etc.
7. Follow up LC budget.
8. File LC documents (memos, invoices, purchasing requests, etc.).
9. Liaise with Enrollment Services about getting and communicating information related to LC students such as classroom reservations, teaching schedules, grade reporting, etc.
10. Maintain contact with the VPAA's office (the office of the Vice President for Academic Affairs) about getting and communicating information related to following up on faculty contracts, faculty hiring, and approval of various LC documents and requests (memos, research grants, etc.).
11. Maintain contact with the CFO's Office about exchanging information related to the approval of LC documents and requests such as budget proposals, memos, purchasing requests, etc.

12. Maintain contact with the Business Office about exchanging information related to payment of invoices, reimbursement checks, travel allowances, etc.
13. Maintain contact with Purchasing Services about reporting and following up on purchasing requests and office supplies delivery.
14. Maintain contact with other schools and centers about getting and communicating information related to various student issues.
15. Follow up on faculty leave or absences for development activities (lectures and conferences) outside AUI.
16. Perform other tasks and duties as assigned by the Director.

Building Agent

Reporting line: LC Administrative Assistant

The general purpose of this position is to perform a variety of tasks in support of a department/service/office' activities. The Building Agent is responsible for picking up and dispatching mail, documents, packages, and other items between offices or departments and assisting in administrative tasks such as photocopying and faxing.

The building agent's scope of **duties and responsibilities:**

1. To pick up and dispatch mail, documents, packages, and other items between offices or departments
2. To keep accurate records & data about the general inventory of the office material
3. To file documents and keep track of the office's Purchasing requests, invoices, absence reports, etc.
4. To prepare information packages for visitors
5. To assist the Assistant in administrative tasks such as photocopying and faxing documents
6. To report any maintenance problem to the Grounds & Maintenance Services (cleaning, lighting, heating, etc.)

Additional Responsibilities:

1. To answer phone calls when the Assistant is absent.
2. To perform other tasks and duties as assigned.

III. POLICIES AND PROCEDURES

DAA/LAN 101 Faculty Hiring and Appointment

Purpose:

This policy aims to oversee the new faculty hiring process in its three stages: before hiring, upon hiring, and upon arrival. It also aims to inform the returning faculty via phone or email of the initial tasks before the start of classes.

Policy: DAA/LAN 101

Before the beginning of the Semester, the administrative body of the Language Center, the Director, and the Assistant help with the settlement needs of newly hired faculty.

Related AUI Policies or Legal Requirements:

None.

Procedure: DAA/LAN 101

The LC Administrative Assistant is in charge of carrying out several academic operations, most of which are related to liaising between LC faculty and other AUI departments such as the ITS, bookstore, library, etc.

Stage 1: Before Hiring

- Once the needs of the LC in terms of new faculty are determined in the spring semester, a job announcement is advertised in different media channels and professional outlets,
- The Faculty Hiring Committee receives, examines, and shortlists applicants for interviews.

Stage 2: Upon Hiring

- The newly hired faculty receives a preliminary job offer from the LC Director,
- The candidate confirms in writing the acceptance of the offer to the LC Director,
- The new faculty contacts the University Housing Services regarding housing availability,
- The new faculty receives orientation materials and agendas,
- The LC Administrative Assistant contacts ITS (Help Desk) to create an Outlook email account for the new faculty member,
- The LC Administrative Assistant arranges university transportation for the new faculty from the airport to the residence.

Stage 3: Upon Arrival

- The new faculty meets the LC Director, faculty, and administrative staff,
- The new faculty participates in the orientation activities.

Application:

LC Administrative Staff

Non-Compliance

DAA/LAN 102 Faculty Administrative Support

Purpose:

This policy aims to ensure a smooth beginning of the semester for the new and returning faculty and oversee all the administrative matters involving faculty from the beginning to the end of each semester.

Policy: DAA/LAN 102

The LC staff are expected to ensure that the new and returning faculty receive at the beginning of each semester information about meetings and teaching schedules as well as institutional communication tools. The LC Administrative Assistant is required to ensure that LC MML schedules are prepared by the Academic Coordinator and that these schedules have the necessary information for their operation.

Related AUI Policies or Legal Requirements:

None

Procedure: DAA/LAN 102

Beginning of Semester

- The LC Administrative Assistant informs via email new and returning faculty about **the first general meeting** with the LC Director. The meeting usually takes place on faculty convocation day.
- The LC Administrative Assistant prepares, tabulates the **faculty teaching schedules**, and makes copies for all faculty.
- Once faculty obtain their teaching schedules, the LC Administrative Assistant provides them with the **Internal Textbook Form**, where they are required to specify the textbooks needed for their teaching. The form is signed by both the faculty and the LC Director. In some cases, especially for the new faculty, the Academic Coordinator fills out the form on their behalf and collects the textbooks for them from the bookstore.

Communication

All LC faculty, English, French, Spanish, and Tamazight should

- Check their mailboxes or Pigeonholes (PH) located in the LC Administrative Assistant's office daily. These are also the places where international mail will be delivered to faculty living in the university housing.
- Check their AUI email accounts regularly. Faculty can communicate with all LC faculty by typing *lcfaculty* into the address line of the Intranet outgoing email. This feature should be used only to communicate information about all LC faculty. Faculty can access their email remotely either through the AUI website (webmail) or through the Outlook Application installed on their laptops. To obtain access, faculty are each assigned a username and a password as credentials. If they have issues accessing their email remotely, they should contact ITS either via email or via phone to fix the issue. ITS can be contacted as follows: 1) call 666 on campus, or 2) (212) 0535862409 remotely, or via email at <its-servicedesk@au.ma>

The LC Administrative Assistant will, within the first week of classes, produce a phone number directory of all LC faculty offices. Until that time, faculty members can request the numbers from the LC Administrative Assistant, who can be reached from campus phones at 2420.

Supplies

Faculty members will be provided with their office and classroom supplies within the first week of classes by the LC Administrative Assistant. Each full-time faculty member can expect to find a desktop computer and a telephone in his/her office.

The LC Administrative Assistant keeps the supply stock in the office; faculty members should simply ask for a replacement when any supply is exhausted.

Keys

Faculty members will be issued keys to their offices. All keys must be returned to the LC Administrative Assistant before faculty members check out to leave for vacation (at the end of each semester).

Reservation of Facilities

The MMLs (located in Buildings 4 and 10) are normally scheduled for use by LC teachers throughout the week. Faculty members may reserve them outside the scheduled time slots. A schedule of the reserved and open times in each of these facilities is made available by the second week of classes and posted on the door of each MML. It is considered a courtesy to notify all LC faculty members via email (addressing *lcfaculty*) about one's intention to use a facility during an open slot.

Check-Out at Contract Termination

At the end of a faculty member's contract, s/he needs to request a Check-Out Form from the LC Administrative Assistant and comply with the required procedures.

Maintenance Requests

Faculty members should contact the LC Administrative Assistant (2420) with any maintenance needs in offices, labs, or other locations. The LC Administrative Assistant will contact the appropriate department to address such requests. For the procedure regarding computer issues, see below.

Computing/ITS

The number for the ITS Help Desk is 666 if the issue is minor and can be solved via phone. Otherwise, it is advisable to use IT Support Services (<https://sd.aui.ma/>) and place the request in the form of a ticket. In case a visit to ITS (Building 9 Ground Floor) is necessary, the visitor should note the following opening hours: Monday through Friday, from 8:30 a.m. to 5:30 p.m. (closed 1:00 p.m. to 2:00 p.m. for lunch) and from 9 am to 3 pm during the month of Ramadan.

Email Application: Outlook

All AUI staff, faculty, and students will be assigned an AUI email address to be used for all AUI business, all communication with students, as well as for personal reasons. Training manuals for Outlook are available through ITS. Some important Outlook features include the AUI email and several useful applications. Faculty will receive campus news updates via mail addressed to *AUI Faculty*.

Copying Services

Each LC faculty member will be issued a copy code to be used on the university's copy machines available in the academic area and a 1000-dirham-per-semester allowance for copying. These machines are available 24 hours a day, seven days a week.

The AUI Copy Center in Building 9 is available for copy needs larger than 20 sheets. Copy requests (for supplementary materials, assignments, etc.) made to the Copy Center are done

online. The online form is available under the <http://sd.aui.ma> system. Authentication happens using the Network account's credentials (Windows account or what you use to open a Windows session on your office computers). After authenticating, click on Submit Ticket and then choose "Copy Center".

The Copy Center can collate and bind projects according to the teacher's instructions. Requests should be made 24 hours in advance, especially at the beginning of the semester or during exam periods. There are also color printers available at the Copy Center and in buildings 4 and 7. Projects should be brought on a USB key or sent as attachments. Printing is done for a per-page fee deducted from the teacher's allowance or the LC budget. Copy Center hours, if needed, are Monday through Friday, from 8:30 a.m. to 5:30 p.m. (closed 1:00 p.m. to 2:00 p.m. for lunch) and from 9 am to 3 pm during the month of Ramadan.

The computers in LC faculty offices are networked to printers located in the academic area. The copy center staff feeds the printers with white paper regularly.

Using the AUI Library

AUI has the largest English-language library in North Africa. LC teachers are encouraged to use the resources (hard and/or digital copies) both for classroom activities and personal enjoyment. Holdings are over 100,000 titles in print and over 1 million full-text articles in over 4,500 journals. There is a large collection of ELT publications including *TESOL Quarterly* in the periodicals room of the library (ground floor).

Below are the library hours that are currently on the site. However, since the library hours are frequently subject to change, it is necessary to consult the hours on the library website. Please follow this link (<https://libguides.aui.ma/>) for an accurate schedule.

Fall & Spring Semesters Opening Hours (Subject to change; check the website)

Monday: 9:00 AM - 5:00 PM / 9:00 PM - 2:00 AM
 Tuesday: 9:00 AM - 5:00 PM / 9:00 PM - 2:00 AM
 Wednesday: 9:00 AM - 5:00 PM / 9:00 PM - 2:00 AM
 Thursday: 9:00 AM - 5:00 PM / 9:00 PM - 2:00 AM
 Friday: 9:00 AM - 5:00 PM / 9:00 PM - 2:00 AM
 Saturday: 10:00 AM - 4:00 PM
 Sunday: 9:00 PM - 2:00 AM

Ramadan Opening Hours (Subject to change; check website)

	Library Opens	Circulation/Reserves/Reference
Mon - Thu	Day Hours: 09:00 - 17:00 Night Hours: 20:30 - 02:00	
Friday	09:00 - 17:00	Day Hours: 09:00 - 16:30 Night Hours: 20:30 - 02:00
Saturday	10:00 - 16:00	09:00 - 16:30
Sunday	20:30 - 02:00	10:00 - 16:00

The hours are subject to change during summer sessions and holidays and are extended during exam periods.

Faculty members can use their AUI ID cards to check out books from the library. They can also set up a Millennium account to renew their book loans online. Late fees are 10 dirhams per book per day. All books should be returned, and late fees paid before faculty checkout can be approved.

Application:

LC Staff and Faculty

Non-Compliance

DAA/LAN 103 Administration of Student Placement Tests

Purpose:

To liaise closely with LC faculty, relevant AUI units, and external test providers to effectively administer student placement tests and ensure the correct placement of candidates.

Policy: DAA/LAN 103

The LC staff are expected to manage the administration of placement tests throughout their stages and to comply with the rules and regulations of international and LC tests administration in order to ensure integrity and fairness.

Related AUI Policies or Legal Requirements:

None

Procedure: DAA/LAN 103

TOEFL (Test of English as a Foreign Language): The LC Administrative Assistant

- Calls and e-mails the Admissions Services for the number the TOEFL candidates,
- Calls and e-mails AMIDEAST for the TOEFL booklets and forms needed,
- Emails the ITS to reserve the services of the technician in charge of the sound system operation,
- Emails the Grounds & Maintenance Services for a van reservation to pick up the TOEFL booklets from AMIDEAST, Rabat,
- Prepares boxes with TOEFL booklets, answer sheets, WPTs (writing placement test), answer sheet slides and supervisor manuals,
- Once the TOEFL booklets, the answer sheets, and the WPT sheets are collected after the test, the LC Administrative Assistant puts the used booklets (different forms) and the answer sheets in separate boxes and sends them back to AMIDEAST,
- Keeps the WPT sheets until the TOEFL results are ready,
- Calls AMIDEAST for the TOEFL results after 7 or 8 days,
- Once the LC Administrative Assistant receives the results via email from AMIDEAST, he/she forwards it to the LC Director, DSA, and the Admissions office,
- Enters all the TOEFL scores in the “EX-Jenzabar”.

TOEFL Scores Corresponding Levels

- Pre-academic: 380-417
- Level 1: 420-477
- Level 2 (or a combination of level 1 and level 2): 480-527
- 530- and above: Exempt from LC courses except for AWG (depending on the WPT score)

Writing Placement Test (WPT)

- The Academic Coordinator prepares the test,
- The LC Administrative Assistant informs the Academic Coordinator about the number of applicants,
- The Academic Coordinator (or LC Administrative Assistant) supervises the copying of the test in the copy center,
- After the copies are ready, the LC Administrative Assistant places the WPT in boxes to accompany the TOEFL.
- When the LC Administrative Assistant receives back the WPTs, she/he keeps them in a safe place in his/her office pending the receipt of TOEFL scores,

- Once the TOEFL scores are received, the WPTs are divided into stacks for grading by LC faculty. The following procedure is followed **unless the WPT score indicates otherwise**:
 - Students between 380 **and** 417 are placed in **the Pre-Academic level**.
 - Students between 420 and 477 are placed in **Level 1**.
 - Students between 480 and 527 are placed in **Level 2**.
 - Students with 530 and above (550 for graduate students) are placed in English Composition.
 - Once all WPTs are graded and given back to the LC Administrative Assistant, he/she enters all the levels in the “EX-Jenzabar”.

TFI (Test de Français International): The LC Administrative Assistant

- The LC Director and the Test Supervisor (LC Administrative Assistant) set the dates and times of the **TFI**.
- Sends an email to all concerned AUI students informing them of the upcoming test sessions,
- Determines the number of candidates per session,
- The LC Administrative Assistant prepares the list of the TFI students with the student's full names and dates of birth,
- The LC Administrative Assistant calls on the Certified Proctors informing them about the test date, time, and venue.
- The LC Administrative Assistant sends another reminder to AUI students.
- Once the TFI is administered, the LC Administrative Assistant counts the TFI booklets and the answer sheets and packs them in boxes. The building agent takes the boxes to the post office to be mailed to AMIDEAST,
- When the results are received the LC Administrative Assistant enters the results/levels in the “EX-Jenzabar”.
- During the pre-registration period, the LC Administrative Assistant informs the students about their levels, fills out the French Placement Forms (see appendix), and stamps them. The students take the form to the Enrollment Services/advisor.

The French Levels Offered at our University are:

- FRN 3310: Advanced French
- FRN 2310: French for Academic Purposes II
- FRN 1308: French for Academic Purposes I
- FRN 1305: Consolidating French (for Moroccan Students)
- FRE 1301: Beginning French I (for International Students)
- FRE 1302: Beginning French II (for International Students)
- FRE 2301: Intermediate French (for International Students)

Application:

LC Staff and Faculty

DAA/LAN 104 Student Placement within the LC

Purpose:

The purpose of this policy is to ensure student placements at the LC are guided by fair and consistent principles to avoid any misplacement and, therefore, class heterogeneity that will impede the course of teaching and learning pace.

Related AUI Policies or Legal Requirements:

None

Policy: DAA/LAN 104

Instructors of all skills and levels are required to use diagnostic tests and to closely observe students during the first week of classes to ensure that they are placed at the right level.

Procedure: DAA/LAN 104

- In case of detected misplacement (too low or too high level), the instructor should consult the Academic Coordinator and the LC Director.
- When a decision has been reached, the teacher should inform the LC Administrative Assistant, who will make the necessary changes and communicate the new schedule to the student.
- Students requesting level changes should be referred to the LC Director, who will in turn consult the student's teachers about the case.

Application:

LC Staff and Faculty

Non-Compliance

DAA/LAN 105 Faculty Roles and Responsibilities

Purpose:

To clearly define the roles and obligations of LC faculty members in the performance of their teaching, service, and research duties.

Policy: DAA/LAN 105

Related AUI Policies or Legal Requirements:

None

Procedure: DAA/LAN 105

Application:

LC Staff and Faculty

Non-Compliance

DAA/LAN 105.1 Faculty Absences

Purpose:

To clearly define the roles and obligations of LC faculty members in the performance of their teaching, service, and research duties.

Policy: DAA/LAN 105.1

LC faculty members are required to comply with the University absence policy.

Related AUI Policies or Legal Requirements:

University HR policy

Procedure: DAA/LAN 105.1

There are no designated sick or personal days for full-time LC faculty. In case of a pressing family or personal need, a faculty is required to:

- Complete a request form to cancel and make up a class.
- (preferably) Make up the class before the date of absence.
- Submit the form to the LC Director at least two days before the intended absence.

In case of sickness or emergencies on the part of the teacher or his/her immediate family, the faculty member should

- Call the LC Administrative Assistant who will, in turn, post notice or email students the students to inform them that the class is canceled and will be made up shortly.
- Upon return, arrange make-up classes as soon as possible (within the next week preferably)
- Complete the make-up form and submit it to the LC Administrative Assistant
- (in case of extended absence) Ask a colleague to substitute for him/her and provide the necessary teaching material to ensure a smooth handover.
- Inform the LC Director using the Leave Request/Make-up Class form.

Application:

LC Staff and Faculty

Non-Compliance

DAA/LAN 105.2 Class Cancellation by Faculty

Purpose:

To clearly define the roles and obligations of LC faculty members in the performance of their teaching, service, and research duties.

Policy: DAA/LAN 105.2

It is the LC policy that classes are canceled only under extreme circumstances; therefore, a faculty must not negotiate with students for classes to be canceled on the eve of public or University holidays to extend holidays.

Related AUI Policies or Legal Requirements:

None.

Procedure: DAA/LAN 105.2

However, in case of a class cancellation, a faculty should submit a request form to the LC Director at least 24 hours in advance.

Application:

LC Staff and Faculty

Non-Compliance

DAA/LAN 105.3 Make-Up Class Scheduling

Purpose:

To clearly define the roles and obligations of LC faculty members in the performance of their teaching, service, and research duties.

Policy: DAA/LAN 105.3

LC faculty members are responsible for scheduling any make-up classes.

Related AUI Policies or Legal Requirements:

None

Procedure: DAA/LAN 105.3

Faculty should

- first discuss scheduling make-up classes with students and select a convenient time for all of them,
- keep in mind pre-scheduled LC events and do not expect the students to miss them to attend a makeup class,
- book classrooms through the LC Administrative Assistant at least 24 hours in advance

Application:

LC Staff and Faculty

Non-Compliance

DAA/LAN 105.4 Class Scheduling

Purpose:

To clearly define the roles and obligations of LC faculty members in the performance of their teaching, service, and research duties.

Policy: DAA/LAN 105.4

LC faculty are required to comply with the corresponding University policy when scheduling a class for testing or other teaching-related purposes.

Related AUI Policies or Legal Requirements:

None

Procedure: DAA/LAN 105.4

Some teachers may need to have more time in a class period to teach or test a given part of the syllabus or unit. Examples of this situation include timed writing for AWG or movie watching for ALS. For pedagogical reasons, teachers may not combine classes (i.e. hold a double class on Thursday and cancel Friday's class) without prior permission or completing a request form. Teachers should ensure that students are receiving the same hours of instruction each week.

Application: `

LC Staff and Faculty

Non-Compliance

DAA/LAN 105.5 Office Hours

Purpose:

To clearly define the roles and obligations of LC faculty members in the performance of their teaching, service, and research duties.

Policy: DAA/LAN 105.5

LC faculty members are required to complete nine office hours per week, five of which are formally posted on the office door and are held every week consistently, while the other four are conducted in the form of appointments.

Related AUI Policies or Legal Requirements:

None

Procedure: DAA/LAN 105.5

Faculty members are reminded that they are contractually bound to be present for nine office hours per week. These hours should be scheduled during the first week of classes, sent to the LC Administrative Assistant, posted on the faculty member's office door, and communicated to students orally and in writing.

Application:

LC Staff and Faculty

Non-Compliance

DAA/LAN 105.6 Committee Work

Purpose:

To clearly define the roles and obligations of LC faculty members in the performance of their teaching, service, and research duties

Policy: DAA/LAN 105.6

In addition to regular LC teaching and teaching-related duties, faculty members are expected to participate in committees voluntarily.

Related AUI Policies or Legal Requirements:

None

Procedure: DAA/LAN 105.6

Committees could be at the University or the LC level. The hiring Committee, Faculty Evaluation Committee (LC level), and Academic Council (university-wide) are three such committees. Members are nominated during a general LC faculty meeting and elected by anonymous ballot.

Application:

LC Staff and Faculty

Non-Compliance

DAA/LAN 105.7 Academic Coordinator Position

Purpose:

To clearly define the roles and obligations of LC faculty members in the performance of their teaching, service, and research duties

Policy: DAA/LAN 105.7

A faculty member may be appointed by the LC Director to serve as an academic coordinator on a rotating basis for a term specified by the LC Director.

Related AUI Policies or Legal Requirements:

None

Procedure: DAA/LAN 105.7

- The LC Director invites a faculty member to serve as an academic coordinator (usually a 2-year term).
- The newly appointed academic coordinator meets with the former academic coordinator for a smooth handover.

Application:

LC Staff and Faculty

Non-Compliance

DAA/LAN 105.8 Teaching Preferences

Purpose:

To clearly define the roles and obligations of LC faculty members in the performance of their teaching, service, and research duties

Policy: DAA/LAN 105.8

All faculty members are hired based on their ability to teach all language skills.

Related AUI Policies or Legal Requirements:

None

Procedure: DAA/LAN 105.8

- At the LC final General Faculty Meeting of each semester, the LC Director may ask all faculty to send him/her their teaching preferences for the following semester.
- Every attempt to honor those requests will be made, but schedules depend on the number of students enrolled in each course in a given semester or session.
- Faculty are usually notified of their course schedule during the week before classes begin. However, due to enrollment fluctuations, changes could be made through the first week of classes.

Application:

LC Staff and Faculty

Non-Compliance

DAA/LAN 105.9 General Faculty Meetings

Purpose:

To clearly define the roles and obligations of LC faculty members in the performance of their teaching, service, and research duties

Policy: DAA/LAN 105.9

All faculty members are required to attend the LC General Faculty Meetings.

Related AUI Policies or Legal Requirements:

None

Procedure: DAA/LAN 105.9

- Faculty meetings are called by the LC Director two to four times per semester.
- Faculty members will be assigned the duty of taking minutes on a rotating basis.

Application:

LC Staff and Faculty

Non-Compliance

DAA/LAN 105.10 Skills/Coordination Meetings

Purpose:

To clearly define the roles and obligations of LC faculty members in the performance of their teaching, service, and research duties

Policy: DAA/LAN 105.10

All faculty members are required to attend Coordination Meetings. The purpose of these meetings is to check that all teachers are maintaining consistency vis-à-vis the syllabus, to address any concerns, to create tests, and to evaluate test results, etc.

Related AUI Policies or Legal Requirements:

None

Procedure: DAA/LAN 105.10

- Meetings are called by the Academic Coordinator at the start of each semester, before the midterms and finals, and as needed.

Application:

LC Staff and Faculty

Non-Compliance

DAA/LAN 106 Teaching Material and Resources

Purpose:

This policy serves to support and enhance student's learning.

Policy: DAA/LAN 106

LC faculty members are expected to contribute to and draw upon the LC's supplemental material bank available on the **LC-Shared Site-Admin & Academic** to diversify the teaching material their students are exposed to.

Related AUI Policies or Legal Requirements:

None

Procedure: DAA/LAN 106

Course Syllabi

- The Academic Coordinator provides teachers with the course syllabi for each course they are scheduled to teach. The course syllabi include a course description, course objectives, intended learning outcomes (ILOs), course evaluation, textbooks/supplementary materials, attendance policy, proficiency scale, LC Student rights and responsibilities, and week-by-week syllabus,
- Faculty are expected to include a personalized cover page for the syllabus indicating their contact information, office hours, etc. Soft copies of the syllabi are available on the **LC-Shared Site-Admin & Academic**.

Supplementary Materials

Supplementary materials such as unit plans, worksheets, quizzes, handouts, etc. are available to all LC faculty on the **LC-Shared Site-Admin & Academic**.

- The Academic Coordinator is responsible for posting and organizing materials listed under each course title.
- He/she is also responsible for training new faculty to use the **LC-Shared Site-Admin & Academic** and for helping them become familiar with the materials available.
- All faculty members are expected to submit supplementary materials to the Academic coordinators throughout the semester.
- The Academic Coordinator is expected to post new materials promptly and regularly.
- If faculty members have any problems accessing the **LC-Shared Site-Admin & Academic** from their office desktop, they should contact ITS directly (666) or the Academic Coordinator or submit a ticket via ITS Supporting Services: <https://sd.aui.ma/>.

LC Resources

- Faculty are invited to explore and make use of the resources available in the LCMR or the Help Center located in Building 8. These may be copied or checked out.
- The faculty are requested to let the LC Administrative Assistant know if they wish to check out materials.

Application:

LC Staff and Faculty

Non-Compliance

DAA/LAN 107 Attendance

Purpose:

The purpose of this policy is to clearly state that regular attendance is essential if students are to achieve their full potential. It also serves to create an excellent quality learning and teaching environment.

Policy: DAA/LAN 107

LC faculty members are required to comply with the rules and regulations of maintaining attendance records throughout the semester.

Related AUI Policies or Legal Requirements:

None.

Procedure: DAA/LAN 1007

Attendance Records

Teachers should

- maintain records of student attendance on the Jenzabar data management system
- notify a student via email when such a student has reached five absences in ARD and ALS and seven absences in AWG and copy (cc) the LC Director and LC Administrative Assistant
- carefully follow this procedure to provide concrete evidence that the student has been notified of his/her attendance record if assigning a WF becomes necessary.

When a student exceeds his/her fifth or seventh absence in ALS and ARD or AWG respectively, the teacher should.

- begin the Withdraw/Failing (WF) process (the form (see appendix) can be requested from the LC Administrative Assistant or printed directly from the LC-Shared Site-Admin & Academic).
- complete the form, attach a printed copy of all correspondence regarding attendance with the student, and submit the form to the LC Administrative Assistant
- remind the student concerned of his/her right of appeal and the procedure to follow.
- Remind the student who files an appeal to continue to attend class until his/her appeal is addressed.

Form (see appendix) for the student to fill in the form by stating valid reasons for his/her absence and pledging never to miss any class. Next, the student should have the Reinstitution Form signed by the instructor in question and submit it to the LC Administrative Assistant. The LC Director calls for a meeting with the student to look further into the case.

Application:

LC Staff and Faculty

Non-Compliance

DAA/LAN 108 Cheating and Plagiarism

Purpose:

The purpose of this policy is to ensure that students are recognized for their original work in all the LC language skills (ALS, ARD, and AWG). Another purpose is to ensure that instructors have a responsibility to urge students to produce original work by encouraging them to use www.turnitin.com to submit written work.

Policy: DAA/LAN 108

LC students must not submit plagiarized work, and all attempts at cheating on classwork, home assignments or tests of any kind will result in disciplinary action against the individual(s) in question with the right of appeal.

Related AUI Policies or Legal Requirements:

None.

Procedure: DAA/LAN 1008

Cases of student plagiarism can be handled at the teacher's discretion using the Plagiarism Action Form, which can be found on the LC-Shared Site-Admin & Academic or report the case to the LC Academic Conduct Committee (LCACC). The student will be called to a meeting with the LCACC. Any decision will be referred to the LC Director for approval. Potential penalties include redoing the assignment, receiving a zero with no chance of redoing the assignment, receiving a WF for the course, or even withdrawing from AUI.

Application:

LC Staff and Faculty

Non-Compliance

DAA/LAN 109 Discipline and Classroom Management

Purpose:

The purpose of this policy is to ensure that there is a favorable and stimulating learning classroom environment throughout each semester to enable students to succeed and that any disruption to such an environment is sanctioned.

Policy: DAA/LAN 109

Disruptive behavior in the classroom by students is sanctioned, and it is the responsibility of instructors to deal with such behavior initially.

Related AUI Policies or Legal Requirements:

None.

Procedure: DAA/LAN 109

If an LC faculty member finds that a student is disruptive in class, s/he should meet personally with that student to discuss the problem and find a solution. Teachers may report this using the Conduct Form provided by the LCACC chair (see appendix). If the problem persists, the teacher should arrange a meeting with the student and the LC Director. The LC Director maintains an “open door” policy on all disciplinary issues teachers may experience in the classroom. Any issues or concerns can be handled in cooperation with the administration.

Application:

LC Faculty

Non-Compliance

DAA/LAN 110 Student Assessment

Purpose:

The purpose of this policy is to measure student's learning progress throughout the semester and to ensure that the processes of assessment are conducted fairly.

Related AUI Policies or Legal Requirements:

None

Policy: DAA/LAN 110

Faculty are required to assess students throughout the semester by adopting continuous assessment tools and to ensure that assessment of student's progress is carried out fairly and consistently.

Procedure: DAA/LAN 110

Continuous Assessment

Homework

- Students in the regular intensive program are expected to spend a minimum of one hour each day preparing for each course.
- Homework assignments may include worksheets, workbooks, reading, writing paragraphs and essays, and completing listening and speaking activities.

Quizzes

- Teachers may give announced and/or unannounced quizzes on material for the day to see whether students have prepared the material well; it is also usual for teachers to give regular quizzes throughout the semester.
- A Quiz bank is available on the LC-Shared Site-Admin & Academic for teachers to use at will. Faculty members are encouraged to create new versions of these quizzes to prevent cheating as much as possible.
- When teachers create a new version of a quiz, they should send that version to the Academic Coordinator so that it can be posted on the LC-Shared Site-Admin & Academic and made available to all LC teachers.

Class Work Grade

- This grade is based on performance, homework, quizzes, lab assignments, in-class work, presentations, and other assignments.
- Students will receive classwork grades at the middle and end of the course.

Midterm Exams

- Students will take a midterm exam for every LC course they are enrolled in. All midterm exams take place during week 7 or 8 of the semester. These exams will be administered over two days.

Final Exams

- A final exam is administered at the end of the semester. Students take a final examination for every LC course they are enrolled in.

Final Course Grade

- Students will receive a pass/fail grade for each course taken. The LC calculates a virtual semester GPA which is communicated to the Freshmen Committee.

- The minimal passing grade is C (i.e. 70%) for undergraduates and B (i.e. 80%) for graduates.

Acceptable Passing Rate Policy

If the stipulated acceptable pass rate of 65% for a level, course, or program is not attained, the following should happen:

- For a course that does not meet the acceptable pass rate, the LC Director along with the Academic Coordinator will examine the coursework grades for the entire semester, midterm and final exam grades of all sections that make up that course. The LC Director, in conjunction with the Academic Coordinator and the Language Center Academic Team (LC-ACT) where appropriate, shall determine the reason why the pass rate has not been met, and determine what action needs to be taken.
- If an entire level does not meet the stipulated acceptable pass rate, then the LC Director, in conjunction with the Academic Coordinator and the LC-ACT where appropriate, shall analyze the coursework and examination grades for each course of that level for the semester in question, comparing current pass rates for the level with those of previous semesters.
- If the entire program does not meet the stipulated acceptable target pass rate, then the LC Director, in conjunction with the Academic Coordinator and the LC-ACT where appropriate, in consultation with the VPAA, shall analyze the outcomes of each course and each level for the semester in question, comparing current pass rates for the program with those of previous semesters.

Application: LC Staff and Faculty

Non-Compliance

DAA/LAN 111 Exam Writing

Purpose:

This policy aims to achieve coordinated and consistent examination practices across the LC, from writing, proctoring, and grading exams to online grade entry.

Policy: DAA/LAN 111

It is the faculty's responsibility to contribute to the writing of midterm and final exams, proctor their exams, grade their ARD and ALS exams but blind-grade AWG exams, and enter grades online.

Related AUI Policies or Legal Requirements:

None.

Procedure: DAA/LAN 111

Writing Exams

All students in a given course may not take the same midterm exams because classes at LC are held both in the morning and in the afternoon. However, all students take the same final exam in all skills. Therefore, the midterm and final exams are prepared by the faculty members teaching the same course. This effort is led by the Academic Coordinator who will call for meetings a few weeks before the deadline (around week 4) for preparing the exam. Exams are usually due two weeks before the exam is scheduled.

In these coordination meetings, faculty members will decide together the method and material for the test. Then, the tasks will be divided among the teachers, and deadlines assigned for submitting completed portions of the test. The Academic Coordinator will call for another meeting either face-to-face or via email exchange for a final review of the materials submitted for the exam. Once all teachers have agreed on an exam, it will be submitted to the Copy Center. Once the exam is complete, the teachers will work together to create or adopt a "Mock Exam" which is often a previous test used to familiarize students with the format and nature of their exam. All teachers will schedule a day in class to give students the mock exam. The official exams are scheduled by the LC Director and the Academic Coordinator. Schedules will be provided for each teacher and student via email.

Proctoring Exams

LC Midterms and Finals are held during the first and second days of the AUI exam weeks. The first day of LC Exams is for ARD and ALS, and the second day is for AWG. Classes are canceled during the days of midterms and finals. Faculty will make themselves available during midterm exam days. Teachers are assigned the duty of proctoring both their midterm and final exams in their regular classes. At the end of the exam, faculty should collect the exam copies from students. In the case of AWG exams, faculty exchange exam stacks for blind grading.

Grading Exams

Teachers will not grade their own students' AWG exams. All grading responsibilities will be divided among all faculty teaching the AWG course. Grading begins soon after the exams have been collected and divided among the regular and grading teachers. Teachers are expected to complete grading and to return the papers to their colleagues at their best convenience. The AWG Level 1 and Level 2 midterms and finals must be double-blind graded. Teachers will be assigned a grading partner. The teachers must grade the exams according to the AWG

Writing Rubric, record the grades on a separate sheet, exchange papers, repeat the blind grade process, and then meet to discuss grades and manage discrepancies. A third grader should be consulted in case of extreme discrepancy.

Grade Records

Teachers should enter grades in a standardized grade sheet provided by the Academic Coordinator. Grades are officially reported after midterms and after finals and submitted in both hard and soft copy to the LC Administrative Assistant. Jenzabar is used for official grade reporting. Teachers should call ITS (666) for a username and password. After logging in, the teacher can personalize the password. Training for Jenzabar is available during orientation week.

Application: LC Staff and Faculty

Non-Compliance

DAA/LAN 112 Faculty Professional Development

Purpose:

The purpose of this policy is to assist in the ongoing professional development and growth of LC faculty.

Policy: DAA/LAN 112

All faculty will participate in professional development as organized by individual faculty, LC Director, or CTL.

Related AUI Policies or Legal Requirements:

None.

Procedure: DAA/LAN 112

Teaching is considered the faculty member's primary duty, and teaching reductions are not typically available for research.

Participation in conferences is encouraged by the LC. Faculty participating in conferences are entitled to a travel allowance and a per diem.

Before departure for a conference or any other professional trip, it is necessary to submit a Business Trip Order and to reschedule any missed classes. Make-up classes must be reported through the normal channel.

Application: LC Staff and Faculty

Non-Compliance

DAA/LAN 112.1 Research Grants

Purpose:

The purpose of this policy is to financially assist faculty in undertaking professional development and growth.

Policy: DAA/LAN 112.1

All faculty will participate in professional development as organized by individual faculty or LC Director.

Related AUI Policies or Legal Requirements:

None.

Procedure: DAA/LAN 112.1

Seed grants are available once or twice per year from the administration. Information about grants is disseminated by email. To receive such a grant, the faculty member must submit an appropriate proposal to the LC Director, who may approve or deny it based on its relevance to the goals of the grant. All accepted grants must meet the criteria of the grants' purpose, which include professional development for the faculty member and the potential relevance of the research outcomes to the University. Grants do not exceed MAD18.000 per annum and are allocated to cover directly relevant costs such as materials, travel, and research Assistants' wages.

Ideas for Professional Development within the AUI/LC Context

- Attending CTL workshops.
- Attending webinars.
- Attending and present at a Moroccan Teachers of English event or an international event. The main one (with the largest number of subscribers) is MATE (the Moroccan Association of Teachers of English): <http://www.mate.org.ma/>
- There is also MARS (the Moroccan Association of Researchers and Scholars): <http://www.mars-net.org/>.
- Requesting a peer observation from an instructor or asking a colleague to observe you. There is a Peer Observation Sheet available on the LC-Shared Site-Admin & Academic (see appendix). Discuss observations/reactions/suggestions. Newly hired LC faculty - during their first semester - should be required to attend senior faculty classes to get a feel for the new teaching environment.
- Reading a book/article on a professional topic. Incorporate ideas into teaching methodology, curricular design, or classroom management. Report to LC faculty about ideas and applications.
- Developing an academic unit for one of the courses. Share it with colleagues for feedback.

Application: LC Staff and Faculty

- Prepare and deliver a workshop to LC colleagues or colleagues from other schools.
- Do action research in your classes and report to colleagues about it.
- Write an article for publication.

Non-Compliance

DAA/LAN 113 Faculty Evaluation

Purpose:

The purpose of this policy is to set guidelines for evaluating faculty, recognizing outstanding faculty performance, and providing feedback that can be used by individual faculty to improve performance in the future.

Policy: DAA/LAN 113

Faculty are evaluated by students, peer coordinators, and the LC Director. Faculty members are required to submit a self-evaluation report in which they discuss professional goals and professional development.

Related AUI Policies or Legal Requirements:

None.

Procedure: DAA/LAN 113

- Faculty Evaluation and Development surveys are administered online to students towards the end of each semester. This online evaluation process protects the students' anonymity and grants them the freedom to express approval or grievance without consequence or reward.
- Faculty evaluations are generally carried out in the spring semester.
- The chair of the Faculty Evaluation Committee (FEC) sends the relevant evaluation documents (see appendix) to the faculty who are up for evaluation to be completed by a due date.
- Once the faculty member has received his/her evaluation documents, s/he will complete the self-evaluation form and will collaborate with colleagues to schedule two class observations.
- Teachers are encouraged to meet before and after the observations.
- One observer must be a member of the FEC. The LC Administrative Assistant has an updated list of faculty members serving on this committee.
- The teacher submits the folder to the LC Administrative Assistant upon completion.
- The FEC meets, evaluates the files, and makes recommendations. The evaluated files are then submitted to the LC Director.
- After receiving the recommendations of the FEC, the LC Director meets individually with the faculty concerned before the evaluated files are submitted to the VPAA.

Application: LC Staff and Faculty

Non-Compliance

DAA/LAN 114 Contract Termination

Purpose:

Policy: DAA/LAN 114

Refer to HCD's Policies and Procedures Manual

Related AUI Policies or Legal Requirements:

None.

Procedure: DAA/LAN 114

Application: LC Staff and Faculty

Non-Compliance

DAA/LAN 115 Confidentiality of Personnel Files

Purpose:

Policy: DAA/LAN 115

See HCD's Policies and Procedures Manual

Related AUI Policies or Legal Requirements:

None.

Procedure: DAA/LAN 115

Application: LC Staff and Faculty

Non-Compliance

DAA/LAN 116 Student Grievance Procedure y:

Purpose:

To define the conditions and procedure to follow in case of grievance.

Policy: DAA/LAN 116

Students who feel they have been treated unfairly may voice their grievances first to the course instructor. If they are not convinced, they may appeal to the LC Director

Related AUI Policies or Legal Requirements:

The grievance policy is detailed in the Student Handbook.

Procedure: DAA/LAN 116

Application: LC Staff and Faculty

Non-Compliance

DAA/LAN 117 Midterm Exam Administration

Purpose:

To liaise closely with the relevant faculty, staff, and AUI Units to effectively administer the midterm exams and meet the deadlines for posting the grades online.

Policy: DAA/LAN 117

The LC staff are required to oversee the administering of the standard midterm exams and to ensure that these are conducted in the most favorable conditions in terms of logistics, scheduling, proctoring, grading, and entering grades online.

Related AUI Policies or Legal Requirements:

None.

Procedure: DAA/LAN 117

Scheduling and Proctoring: The LC Administrative Assistant

- Consults the Academic Coordinator/LC Director about the exam dates.
- Sends an e-mail to the enrollment at the beginning of each semester (the second week of class) about the exam dates to reserve rooms needed for the midterms.
2/3 weeks before the exam, the LC Director/Assistant prepares the exam schedule for faculty and sends it via email.

Midterm Grades: The LC Administrative Assistant

- Gives hard copies of the score distribution (mid-term) to the faculty (see appendix)
- Emails the faculty about the last day to enter grades online in “EX-Jenzabar” and reminds them to submit a soft copy and turn in in person a signed hard copy of the grades.
- Puts the mid-term grades in separate folders.

Midterm Course Evaluation

- Once all the grades have been posted on the portal, the VPAA, and the midterm course evaluation reports are available in “EX-Jenzabar.”

Application:

LC Staff, Faculty, and Skill Coordinators

Non-Compliance

DAA/LAN 118 Final Exam Administration

Purpose:

To liaise closely with the relevant faculty, staff, and AUI Units to effectively administer the final exams, meet the deadlines for posting the grades online, and deal with other exam-related matters.

Policy: DAA/LAN 118

The LC staff are required to oversee the administering of the standard midterm exams and to ensure that these are conducted in the most favorable conditions in terms of logistics, scheduling, proctoring, grading, and entering grades online.

Related AUI Policies or Legal Requirements:

None.

Procedure: DAA/LAN 118

Scheduling and Proctoring: (See Procedure: DAA/LAN 104)

Final Grades: The LC Administrative Assistant

- Emails the faculty about the last day to enter grades online in “EX-Jenzabar” and reminds them to submit a soft copy and turn in in person a signed hard copy of the grades.
- Puts the final grades in separate folders.
- Revises the grades, WF cases, and the graduates (passing grade for undergraduates is 70% for graduates: 80%)
- Sends hard copies of the grades signed by the faculty and the LC Director to the Enrollment Services
- Prepares a list of the passing and failing students and sends it to the Financial Aid manager and the DSA Office.

Faculty Evaluation (By Students)

- The VPAA sends an email to faculty to inform them about the online evaluation.
- ILO Surveys: Two weeks before the final exam, the LC Administrative Assistant sends an email to students to inform them about the online ILO surveys.
- After one week, the LC Administrative Assistant sends a reminder to students to fill out the surveys and to respect the deadline.
- The LC Administrative Assistant collects the results of the surveys from EX-Jenzabar and emails them to the LC Director and faculty.

At-Risk Students’ Reports

- Two weeks before the final exam, the LC Administrative Assistant sends an e-mail to the LC faculty about the at-risk students list with comments. The deadline to fill these lists is set for the last day of regular classes.
- Once all the reports are in, the LC Administrative Assistant prepares a general report for each LC at-risk student (see Appendix for At-Risk Student Report Form).
- Makes copies for the LC Director and Probation Officer.

Application:

LC Staff and Faculty

Non-Compliance

DAA/LAN 119 Program Review

Purpose:

This policy aims to review the LC academic English program annually to ensure the maintenance of the academic quality of such program.

Policy: DAA/LAN 119

Faculty are required to attend and contribute to this review which takes place immediately after the end of the Spring semester.

Related AUI Policies or Legal Requirements:

None.

Procedure: DAA/LAN 119

The LC program undergoes a comprehensive review annually. Academic Program Review is led by faculty.

Academic Program Review (APR)

APR aims to review all aspects program:

- Mission, Vision, and Values: E.g. wording, connection to curriculum, etc.
- Curriculum: E.g. number of classes, levels, course schedules, etc.
- Faculty: E.g. work conditions, professional development, number of contractual hours, etc.
- Facilities, equipment, and supplies: E.g. cleanliness of rooms, instructional technology, office supplies, etc.
- Administrative and fiscal capacity: E.g. review of LC Director and coordinators, administrative procedures, etc.
- Student services: LC-specific services or AUI general services
- Recruiting: Related to admissions and enrollment practices and general intake of students
- Length and structure of program of study: E.g. Number of levels, entrance/exit requirements, etc.
- Student achievement: Related to the measurement and reporting of student achievement.
- Student complaints: Procedures to ensure that students can complain, whether formally or informally, and how the LC responds to complaints.
- Program development, planning, and review: Any issues related to the management of APR and connections to larger university planning.
- Midterm students' course evaluation
- ILO surveys filled by students.
- Suggestions from faculty regarding materials, tests, syllabus content, etc.
- New textbooks based on new approaches to language teaching and learning.
- Workshops
- Presentations by teachers

The general structure of APR consists of:

- Reviewing previous resolutions and the status of their implementation
- Debating the new issues raised and the new proposals.
- Finalizing the new agreements/ resolutions. These final agreements are recorded and taken as binding agreements that should be acted upon.

The APR discussions and agreements are written down in a collaborative process between the Academic Coordinator and a faculty member who is either selected by the LC Director or volunteers to write the final report.

Application: LC Staff and Faculty

Non-Compliance

IV. DEFINITIONS

Academic Program Review (APR): A general faculty meeting before and/or during the summer semester held to address academic issues concerning learning and teaching.

Academic Listening and Speaking (ALS): This language skill consists of three levels: ALS1001, ALS1002, and ALS1003. For a full description of the three levels and student's level placement, refer to the course description in the AUI Portal: <http://www.aui.ma/en/auilc/english-program/course-descriptions.html>

Academic Reading (ARD): This language skill consists of three levels: ARD1001, ARD1002, and ARD1003. For a full description of the three levels and student's level, refer to the course description in the AUI Portal: <http://www.aui.ma/en/auilc/english-program/course-descriptions.html>

Academic Writing and Grammar (AWG): This language skill consists of two levels: AWG1001 and AWG1002. For a full description of the two levels and student's level, refer to the course description in the AUI Portal: <http://www.aui.ma/en/auilc/english-program/course-descriptions.html>

Academic Writing Rubric: This is a set of grading criteria for written assignments, midterms, and finals. Devised by the LC faculty, the AW Rubric is exhaustive and takes into account the two facets of written language, namely mechanics (i.e., spelling, punctuation, and grammar) and organization.

Blind Grading: This approach is specific to the writing skill only. Grading of AWG1001 and AWG1002 exams is done by other teachers of the same skills. Exam papers are first graded individually, and then a meeting takes place shortly afterward to discuss any discrepancies. In case of noticeable discrepancies, a third grader, usually, the Academic Coordinator may be referred to for a solution.

Business English Program (BEP): This is a summer English program offered by the LC to Moroccan corporate and government sectors. For a detailed description of the program, refer to AUI Portal: <http://www.aui.ma/en/lc-clt>

English Conversation Group (ECG): This is an out-of-classroom speaking activity designed for ALS1001. It is held four times a week (Mondays through Thursdays) in the Help Center and facilitated by an intern, mainly a native speaker. The speaking activities conducted vary from informal/informal discussions to informal debates and address a subject of public concern or a global issue.

Hiring Committee (HC): This committee is comprised of five faculty members (four English faculty members and one French faculty) elected every two years and chaired by one of these members, preferably an English Faculty. It serves to deal with faculty renewal and promotion applications.

Intended Learning Outcomes (ILOs): These refer to a set of achievements attained by students in and at the end of each LC language skill (ALS, ARD, and AWG). For a comprehensive description, refer to the corresponding ILO form in the appendix.

Multi-Media Lab (MML): This is an AWG Lab students use every week, depending on the schedule set by the Academic Coordinator, to practice online and get involved in other online activities as instructed by the teacher.

Teaching Preferences: Request by the LC faculty to teach a preferred skill at a preferred time in a semester.

TESOL Conference: An international annual learning and teaching event where a major part of LC recruitment takes place. This also provides an occasion where the LC gets acquainted with the new trends in textbooks.

Writing Placement Test (WPT): This is a writing test prepared by the LC and administered after the TOEFL test. The purpose of this test is to place students in the writing levels at the LC, depending on their TOEFL scores.

V. APPENDICES

WPT Grading Form:

This relates to DAA/LAN 103 Administration of Student Placement Tests

Writing Placement Test (WPT)

Double Grading Sheet

Graded by: _____

Graders number the exam papers with a pencil (order is not important) and make sure they assign the right grade to the right paper. When they have finished grading, they compare their grade lists. If there are any discrepancies within a level, it doesn't matter. If the discrepancy is between levels, the graders should discuss the papers in question. If they do not agree with this, they should read the paper again together or seek the help of a third grader.

Exam paper	Grade	Discrepancies if any	Exam paper	Grade	Discrepancies if any	Exam paper	Grade	Discrepancies if any
1			17			33		
2			18			34		
3			19			35		
4			20			36		
5			21			37		
6			22			38		
7			23			39		
8			24			40		
9			25			41		
10			26			42		
11			27			43		
12			28			44		
13			29			45		
14			30			46		
15			31			47		
16			32			48		

Last Chance Contract Form:
This relates to DAA/LAN 107 Attendance

Last Chance Contract

Name of Student: _____ ID: _____

Your appeal for reinstatement after your WF grade has been accepted.

You have been granted one very last chance to stay in _____.
(course)

To remain in the class, you must do the following:

1. Come to class every day for the rest of the semester.
2. Come to class on time every day.
3. Come to class prepared every day. This includes, but is not limited to, bringing the required books, homework, pens/pencils, and paper.
4. Do all homework and class work on time and fulfill class participation and other class requirements.
5. Keep a passing grade. If you are not currently passing the class, you must earn sufficient marks to bring your overall grade to passing.
6. Other (recommended by the instructor/director):

If you fail to fulfill any of these requirements, you will be immediately removed from the class and receive a WF for the course.

Student's Signature: _____ Date: _____.

AWT Rubric Form:

This relates to DAA/LAN 111 Exam Writing

Organization – 6 points

- Narrow, clear, and well-focused topic sentence.
 - Clear understanding of unity; all sentences relate to the controlling idea.
 - Very good coherence; transitions are used to link ideas logically.
- The topic is developed fully with the use of examples to illustrate points and ideas.
- Demonstrates understanding of concluding sentence/s.

Style – 6 points

- Demonstrates very good knowledge of English vocabulary.
- Uses a variety of sentence structures.
- Grammar is very good.
- Demonstrates a very good knowledge of punctuation with few or no errors.

Organization – 5 points

- Understands the concept of a topic sentence, however, needs improvement in developing the controlling idea.
- Attempts to relate all ideas to the topic, with a few extraneous points included.
- Understands coherence but needs more work on the use of transitions and logical construction.
- Attempts to develop the topic through good use of examples and illustrations of ideas or points made.

-Attempts at concluding.

Scores of 12 to 9 = Composition

Scores of 8 to 6 = AWG 1002

Scores below 6 = AWG 1001

Style – 5 points

- Demonstrates a good knowledge of English vocabulary with most words used in the correct context and/or very few words used incorrectly.
 - Shows understanding of complex sentence structure.
 - Grammar usage is good but may need slight improvement.
- Demonstrates overall good knowledge of punctuation.**

Organization – 4 points

- Weak understanding of constructing a topic sentence; chooses a topic that is too broad and/or has a weak or no controlling idea.
 - Attempts at unity, with several deviations from the topic.
 - Attempts at coherence, with the use of poor transitions and/or none between sentences or paragraphs. Logic is understandable.
 - Weak development of the topic, however, attempts to use some examples or illustrations.
- Attempt to make some type of conclusion.**

Style – 4 points

- English vocabulary needs improvement with little usage of more complex words.
- Uses mostly simple sentences with few complex sentences.
- Grammar usage needs improvement.
- Punctuation skills need improvement.

Organization – 3 points

- Attempts to construct some type of topic- Attempts to construct some type of topic statement, with weak or no controlling idea.

Shows little understanding of the concept.

- Attempts unity with very little understanding of the concept.
 - Attempts coherence with very little understanding of the concept.
 - Some attempts were made to develop the topic with few or no examples or illustrations of ideas or points.
- Shows some or no understanding or concluding sentence/s.**

Style – 3 points

- English vocabulary needs improvement.

- Uses mostly simple sentences.
- Grammar usage is sometimes faulty but still demonstrates fundamental skills.
- Punctuation skills are faulty but show good fundamental understanding.

Organization – 2 points

- Lacks clear understanding of topic sentence or statement.
- Attempts at unity without demonstrating a clear understanding of the concept.
- Attempts at coherence without demonstrating a clear understanding of the concept.
- Uses few or no examples or illustrations of ideas or points.
- Weak or no attempt at conclusion.

Style - 2 points

- Uses basic English vocabulary with very little or no attempt at using a more complex vocabulary.
- Uses mostly simple sentences with some fragments.
 - Grammar usage is very faulty and shows little or no understanding of fundamental skills.
 - Punctuation skills need great improvement showing very little or no understanding of fundamentals.

Organization - 1 point

- Appears to have no concept of a topic sentence or statement.
- Little or no unity.
- Little or no coherence.
- Few or no examples or illustrations to develop the topic.
- No attempt at concluding sentence/s.

Style - 1 point

- Uses basic English vocabulary with difficulty.
- Uses many fragments or phrases.
- Grammar usage is very faulty and shows no understanding of fundamental skills.
- Punctuation shows very little or no understanding of fundamentals.

Evaluation Committee Report Form:
This relates to the DAA/LAN 113 Faculty Evaluation

Faculty Evaluation Committee Report

Faculty name:

Semester/year:

Weighting of Components

- Teaching 70% - Service 30%
- Teaching 70% - Service 20% - Research 10%
- Other (*please specify*) _____

Teaching
Student Evaluations

FEC Evaluation:

For all courses that were taught each year during the evaluation period:

1. Average student course evaluation 0-2.9 = not meeting minimum standards of teaching.
2. Average student course evaluation 3-3.9 = meeting minimum standards of teaching.
3. Average student course evaluation 4-5 for those years = demonstrating excellence in teaching.

Skill Coordinator Evaluations

FEC Evaluation:

For each skill taught during the evaluation period:

1. Skill coordinator evaluation rating average 0-2.9 = not meeting minimum standards of teaching.
2. Skill coordinator evaluation rating average 3-3.9 = meeting minimum standards of teaching.
3. Skill coordinator evaluation rating average 4-5 = demonstrating excellence in teaching.

Peer Class Observation

FEC Evaluation:

1. Not completed or 1 completed = not meeting minimum standards of teaching.
2. Completed 2 observations with areas for improvement = meeting minimum standards of teaching.
3. Completed 2 observations demonstrating effective strategies = demonstrating excellence in teaching.

Self-Evaluation

1. Little or no contribution, or no evidence to support claims = not meeting minimum standards of teaching.
2. Some contribution to the LC with evidence to support some claims = meeting minimum standards of teaching.
3. Significant contribution to the LC with convincing evidence to support claims = demonstrating excellence in teaching.

Service

1. Little observable contribution or contribution with no efficacy or efficiency = not meeting minimum standards of service.
2. Completion of contractual services (see above) with observable positive impact. = meeting minimum standards of service.
3. Completion of contractual services and one or more voluntary service activities with significant impact = demonstrating service excellence.

Overall professional interaction

Summary of cooperation with colleagues, attitude, participation in school activities (including professional meetings and social activities)

Non-Compliance Policy