

## An Assessment of Quality and Quantity for Foreign Language Training Course to Enhance Students' Learning Effectiveness

*Chun-Min Yu<sup>1</sup>, Huo-Tsan Chang<sup>1</sup> and Shih-Yun Hsu<sup>2</sup>*

<sup>1</sup>National Changhua University of Education and <sup>2</sup>Asia University

### Abstract

Our society is advancing towards globalization as transportation and technology continue their progression. Foreign language proficiency has become not only a key job skill but also an important basis for personal development and international perspective. Therefore, students proficient in a foreign language would more easily adjust to the challenges of working overseas jobs. This study developed an assessment model for the quality and quantity of foreign language training courses to enhance students learning effectiveness. This study first defined quality and quantity indices, followed by a quality/quantity evaluation matrix (QQEM). Then, a model was built to analyze improvement to quality and quantity. Should the model show that a course is strong in both quality and quantity, standardized operating procedures (SOPs) can be defined and uploaded into the knowledge database for future reference. Lastly, a case study was conducted to demonstrate the application of the proposed model, and use the cause-and-effect diagram to analyze the causes of a problem thoroughly and identify strategies for improvement.

*Keywords:* Foreign language proficiency, training courses, quality/quantity evaluation matrix (QQEM).

### 1. Introduction

Foreign language proficiency is an important skill prerequisite not only to international firms but local employers as well. To emphasize the importance of foreign language capability, the government of Taiwan has included foreign language proficiency as a key assessment indicator in the national university entrance exams. Many universities have incorporated foreign language proficiency as a core competency for graduates, and offer a range of language training courses, both compulsory and elective, often with the aid of government initiatives and scholarship programs.

According to a 2011 report from the National Youth Commission, Executive Yuan, on the employability of young people, employers felt that college graduates lacked competency in international awareness and foreign language proficiency, ability to manage