

## **The Effectiveness of Bachelor of Arts Majoring in English of the Higher Education Institutions in the Mekong Delta, in Vietnam: Input for Planning and Development**



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**ABSTRACT:** The study aimed to find out the effectiveness of the existing Bachelor of Arts Major in English of the Higher Education Institutions in terms of the vision, mission, goals and objectives, personnel, facilities, training plan, support services to the students, and records and academic standards vis-à-vis the standards set by the Ministry of Education and Training (MOET) in the Mekong Delta, in Vietnam. Then the recommendations posited based on the results will be used as inputs for the planning and development to comply with the standards.

To get the effective and reliable results, quantitative and qualitative methods were used. The instrument was the questionnaires. The evaluation was based on the criteria of extent of compliance with the MOET standards. The study covered a total of four hundred thirty-two (432) respondents which composed of rectors, deans, teachers of English, and students from the three institutions: DongThap University, TayDo University and TraVinh University.

The results of the study showed that the institutions were of great extent, however, the descriptive rating of great extent borders the next lower rating of moderate extent by a point compared with the standards of Vietnamese MOET.

**KEY WORDS:** Bachelor of Arts, English, University

### **1. INTRODUCTION**

In the Vietnamese integrated period, it is very necessary to have a general language. Nowadays, English is considered as the most popular language used to exchange information and ideas among different nations. Thanks to English, countries are able to have common understanding and a sense of global citizenship in this multilingual world. It is an effective means to learn how to appreciate different cultures, communities and people. Moreover, English makes people understand each other more in the process of economic cooperation and other fields in today's era when countries tend to integrate for the whole development. As a result, English has gradually become an indispensable tool in the modern time. When society is more developed, it is essential for people to have expert English skills to meet the demands of integration into the world economy and exchange of culture with other countries.

Higher education is seen as a machine of economic development. Besides the function as academic and science centers, it also plays an important role in training highly qualified people who can provide critical comments to the government, and consultancy for industry and business. It is the place to equip good knowledge for young people to do scientific research, transfer technology, and others. The role of higher education institution is especially important in an era of globalization in knowledge and economy. The economic development is related to the level of competition in technology, and competitive technology depends on science and scientific research which is carried out in universities. So, the higher education institution systems play a crucial role in the strategic growth and development of the country.

The educational trend today is to educate and inspire the desire to foster students learning rather than providing them a large amount of knowledge. In other words, teaching is to exploit and utilize the power of students to learn more. The learners must apply what they learnt for a lifetime. Amount of knowledge required to practice is very large, and the knowledge is continuously changing rapidly over time. Therefore, higher education institution needs to create a good environment so that it is not only a place to impart knowledge but also a place to arouse students' self-learning.

There is a need to evaluate the programs, contents and methods of teaching, promoting innovation content, programs and educational approaches towards science, modern, advanced and practical, suitable for Vietnam. Education Law was enacted to facilitate legal reform and improve the quality of management education and management officials, in accordance with the requirements of meeting the needs of industrialization and modernization of the country.

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## Significance of the study

In the time of globalization and international integration of higher education institutions, if the universities in Vietnam in general and in the Mekong Delta in particular want to keep up with the others in the region, they must have evaluated the effectiveness of the present performance and plan for future development to meet the social needs and serve the socio-economic development, national security and the industrialization and modernization of the country. The results of the study will be beneficial to the following stakeholders:

**Ministry of Education and Training.** The results will be used as basis in evaluating the compliance of the different programs offered by the Higher Education Institutions. The MOET can identify the strengths and weaknesses on the prescribed vision, mission, goals and objectives, qualifications of personnel, curriculum, student services, physical facilities, and how the education institutions were managed. This may serve as inputs for revising and modifying policies and plan for further development of the higher education.

**School Administrators.** The findings of the study will be used as reference to evaluate the policies prescribed by the MOET. This can also serve as guide to operate and manage well the higher education institution and continue evaluation to get the feedback from professors and students for refinement on the plans.

**Instructors and Professors.** The results of the study will encourage instructors and professors to participate and be involved in pursuing continuous improvement of the educational institutions to provide quality and excellent education with to students. Remarkable opinions and suggestions about the school's plan to globally meet the needs of students should be provided to comply with the policies of the MOET.

**Students.** The reasons behind in conducting this study are the students of the Bachelor of Arts major in English. The Vietnamese government believes that the young people who are undergoing the process of education will be the future leaders of the country. That is the reason why the study was conducted. Since students participated in this study, their responses and suggestions were expectations to satisfy the thirst of quality education.

**Other Future Researchers.** This study may provide information on how other programs may be evaluated. It can also help them address the problems in continuously improving other programs in other regions of Vietnam.

## Scope and Delimitation of the Study

This study aimed to find out the effectiveness of Bachelor of Arts major in English of the three higher education institutions in three cities in Mekong Delta, namely: TayDo University (TDU), DongThap University (DTU), and TraVinh University (TVU) in terms of vision, mission, goals and objectives, personnel, facilities, training plan, support services to students, records and academic standards.

The data in the foregoing aspects of the programs were evaluated. Evaluation was conducted in the light of the standards set by the MOET. The major concern was to determine what extent each of the foregoing aspects of the Bachelor of Arts major in English program at TDU, TVU, and DTU complied with the standards set by the MOET on Higher Education and consequently used as inputs on the program planning and development.

## 2. THEORETICAL FRAMEWORK

The MOET set the vision, mission, for the higher institutions to train people to develop comprehensive Vietnamese in morality, and knowledge, health, aesthetic and professional; loyal to the ideals of national independence and socialism; formation and nurture the personality, qualities and abilities of the people, meet the requirements of the construction and defense of the homeland – TEQA (2013), document No.527/KTKĐCLGD.

### Vision, Mission, Goals, and Objectives

Every higher institution has to define the vision, mission, goals, and objectives to give specific directions. These must be determined in accordance with the functions, tasks, resources and development orientation of the school; consistent and aligned with strategic economic development of the society and the country. Moreover, they should be followed the training objectives prescribed university degree in Education Law and mission statement of the school and are periodically reviewed, supplemented, adjusted and implemented implementation. The standards have to produce the graduates with the necessary theoretical knowledge, to educate learners for their careers to contribute to the development of the country, and to provide them good degrees.

### Personnel Qualification (Administration, Faculty/ Teachers, and Support staff)

There are recruitment plans, training and development of faculty and staff; appointed planning officials meet management objectives, functions and duties in accordance with the specific conditions of the university; procedures and criteria for recruitment and appointment of clarity and transparency.

### Adequacy of Facilities (physical plant, classroom facilities, laboratory facilities, learning equipment and other facilities)

University libraries are full of books serving teaching, and doing effective scientific research. There are enough classrooms, large lecture halls, and practice rooms, laboratory serve for teaching, learning and doing scientific research to meet the requirements. And finally, there are the master plans for using and developing facilities in the strategic plan of the school.

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## Scientific research, application development and technology

There are topics and projects implemented as planned and acceptance. Develop and implement operational plans science, appropriate technology and research mission of the university development are required.

The Curriculum in the MOET (2007), document No.43/QĐ-BGDĐT are defined as follows:

The module is the body of knowledge that is relatively complete, convenient for students accumulating in the learning process. The majority modules weighing from 2 to 4 credits, content layout and instructional completely evenly distributed in a semester. Knowledge in each module must be associated with the design of the school-year level and special structure as part of a structured course or as a combination of many subjects. Each module must be denoted by a unique code defined by the school.

As a general guide, The English B.A. curriculum includes the credits as follows:

**Table 1. The English BA curriculum**

Criteria	Knowledge of general education (*)	Knowledge of professional education (**)	Thesis (or additional subjects) (***)	Total
MOET	≤ 120			
Dong Thap University	26	101	10	137
Tay Do University	41	99	10	150
Tra Vinh University	58	82	7	147

(\*) The knowledge of general education includes: the political sciences, the social sciences – humanities, the natural sciences (computer sciences), foreign languages (French/Japanese/others), physical education, education of national defense – security, etc.)

(\*\*) The knowledge of professional education includes the basic subjects, the specialized subjects, and supplementary knowledge.

(\*\*\*) The additional subjects include an essay, listening + reading test, and a translation test.

**DongThap University** was established in 2008, in DongThap city, DongThap Province. It is a public school with the slogan: “Sustainable learning - Confidence - Strong Character”. It trains highly qualified human resources, multiple domains, including science education and teacher training; doing scientific research to provide community services and contribute to social economic development in the city of the Mekong Delta.

**TayDo University** was established in 2006, in CanTho city. It is a private one, with the slogan: "Wisdom – Dynamic - Creative". The University has a mission to train in accordance to the economic restructuring from agriculture towards industry, construction, trade, service and tourism sectors and train of the priority areas to meet the goal of Education human resources for the Mekong Delta and the implementation strategy is to meet social needs, giving quality manpowers for social economic development in the region and the country.

**TraVinh University** was established in 2006, in TraVinh city, TraVinh province. It is a public school with the slogan: "Delivering quality learning opportunities for the community". The university has a mission of providing the multi-level training programs, short-term and long-term career, college, university and postgraduate for all residents at all ages, with special attention to women, ethnic minorities and residents with special needs to meet the lifelong learning needs of learners.

## 3. METHODS OF RESEARCH

### Methods and Techniques of the Study

To get the effective and reliable results, both quantitative and qualitative methods were used. Quantitative research “*is a means for testing objective theories by examining the relationship among variables*”; Qualitative research “*is a means for exploring and understanding the meaning individuals or groups ascribe to a social or human problem*” Creswell (2009)

According to Creswell et al (2003), “*The collection or analysis of both quantitative and qualitative data in a single study in which the data are collected concurrently or sequentially, are given a priority, and involve the integration of the data at one or more stages in the process of research.*” Mixed methods take the strengths of quantitative and qualitative research and combine them in an effective way to find solutions to answer the research questions.

### Population and Sample of the Study

The study covered a total of 432 respondents which composed of rectors, deans, English teachers, and students from the three institutions in three different cities in the Mekong Delta, namely: DongThap University (DTU), TayDo University (TDU) and TraVinh University (TVU).

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**Table 2. Respondents of the Study**

	DTU	TDU	TVU	Total
Rector	1	1	1	3
Dean	1	1	1	3
Teachers of English	15	26	18	59
Students	105	140	122	367
<b>Total</b>	<b>122</b>	<b>168</b>	<b>142</b>	<b>432</b>

**Research Instruments**

**The Questionnaires**

Genesee and Upshur (1996) affirmed that, “*Questionnaires are most useful when employing systematically and uniformed feedback.*” Moreover, McDonough and McDonough (1997) believed that, “*Questionnaires are very popular among educational researchers in general.*” In this study, questionnaires are employed in the collection of data. In addition, it could be applied on different participants, and helps both researcher and the respondents save much time. The questionnaires played an important role in the research. These refer to six parts getting evaluation from the rector, dean, English teachers and students. They are designed as follows:

**Collection and Data Gathering**

To ensure that the responses were reliable, the questions were clearly explained. To make sure that the respondents were free and comfortable to answer the questions, the papers were collected within a week.

The following five point Likert scale was used to describe the extent of compliance of the institutions to the Ministry of Education and Training rules:

Range	Verbal Interpretation
4.6 – 5.0	very great extent - VGE
3.6 – 4.5	great extent - GE
2.6 – 3.5	moderate extent - ME
1.6 – 2.5	low extent - LE
1.0 – 1.5	none at all - NA

**4. Presentation, Analysis and Interpretation of Data**

To find out what extent each of the foregoing aspect of the Bachelor of Arts majoring in English program at TDU, TVU, and DTU comply with the standards set by the MOET on Higher Education, the following tables were carried out:

**Table 3. Vision, Mission, Goals, and Objectives**

Criteria	Mean from each university			Total Mean	Verbal Interpretation
	TDU	TVU	DTU		
<b>1.1. Vision</b>					
1. To be a qualified and prestigious training center in the Mekong Delta	4.5	4.5	4.0	4.3	GE
2. To be one of the universities training highly-qualified teachers in Vietnam	3.0	3.5	3.0	3.2	ME
<b>Over all mean</b>	3.8	4.0	3.5	3.8	GE
<b>1.2. Mission</b>					
1. Diversified systems (Master, B.A, ...)	4.0	4.5	4.5	4.3	GE
2. Training qualified human resources of multi-careers	4.0	4.0	4.5	4.2	GE
3. Conducting scientific research and providing community services	3.0	3.5	3.0	3.2	ME
4. Enhancing the socio-economic development of the Mekong Delta	4.0	4.0	3.5	3.8	GE
<b>Over all mean</b>	3.8	4.0	3.9	3.9	GE
<b>1.3. Goals</b>					
1. The statement of goal conforms with the national development goals	4.0	4.0	4.5	4.2	GE

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2. The statement of goal conforms with the regional development goals	4.5	4.5	4.5	4.5	GE
3. The statement of goal conforms with the general objectives of the school	4.5	4.5	4.5	4.5	GE
4. The curriculum reflects the goal.	4.0	4.0	4.0	4.0	GE
<b>Over all mean</b>	4.3	4.3	4.4	4.3	GE
<b>1.4. Objectives: To train students who can</b>					
have enough knowledge, professional skills	4.5	4.5	4.0	4.3	GE
have good ethics, professional behavior	4.0	3.5	3.5	3.7	GE
work effectively in the professional fields	4.5	4.0	3.5	4.0	GE
meet the requirements of the society and the economy in the process of international integration	3.5	3.5	3.0	3.3	ME
<b>Over all mean</b>	4.1	3.9	3.5	3.8	GE
<b>Total over all mean</b>	4.0	4.1	3.8	4.0	GE

A closer look at the numerical data reflected in table 3 shows that that vision, mission, goals and objectives of the three universities complied with a great extent level, as indicated by the total over all mean score of 4.0.

**TayDo University**

TDU has the total over all mean of 4.0 which means complied with a great extent. It can be gleaned from the table that the vision and mission got an overall mean of 3.8 while the goals and objectives were rated 4.3 and 4.1 respectively. This showed that the vision, mission, goals and objectives of TDU complied with the MOET standards to a great extent.

**TraVinh University**

TVU has the total over all mean of 4.1 which means complied with a great extent. It was shown from the table that the vision and mission got a mean of 4.0 while the goals and objectives were rated 4.3 and 3.9 respectively. This shows that the vision, mission, goals, and objectives of TVU complied to a great extent with the MOET standards.

**DongThap University**

DTU has the total over all mean of 3.8 which complied with a great extent. The overall mean of vision and objectives were rated 3.5 which means compliance to a moderate extent, respectively while the mission and goals were 3.9 and 4.4 which complied with a great extent. This shows that the vision, mission, goals, and objectives of DTU were compliant to a great extent with the MOET standards.

**Table 4. Personnel**

Criteria	Mean from each university			Total Mean	Verbal Interpretation
	TDU	TVU	DTU		
<b>2.1. Administrations</b>					
1. There are enough administrators	3.7	4.3	4.6	4.2	GE
2. All administrators are qualified for the position they are occupying	4.2	4.1	4.5	4.3	GE
3. There is a full time Dean of the faculty of English BA	4.8	4.7	4.9	4.8	VGE
<b>Over all mean</b>	4.2	4.4	4.7	4.4	GE
<b>2.2. Teachers</b>					
1. PhD teachers	4.2	3.7	3.1	3.7	GE
2. MA teachers	4.7	4.0	4.1	4.3	GE
3. Professional teachers	3.8	4.5	4.0	4.1	GE
4. The teachers' duties					
- Follow the written course syllabi	4.3	4.1	4.4	4.3	GE
- Use the Lab. in teaching	2.4	2.3	2.0	2.2	LE
Participate in department meetings	3.7	3.3	3.4	3.5	ME
- Participate in the Prof. society	3.9	4.1	4.6	4.2	GE
Administer adequate tests to students	4.3	3.8	3.6	3.9	GE
- Follow the established grading system	4.4	4.0	4.2	4.2	GE
5. The faculty is regularly evaluated by Dean.	4.8	4.3	4.4	4.5	GE

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6. Faculty members are properly promoted on the bases of: degrees, years of experience.	4.2	4.4	4.5	4.4	GE
7. Student-teacher ratios do not exceed the regulations.	3.2	3.9	3.6	3.6	GE
<b>Over all mean</b>	4.0	3.9	3.8	3.9	GE
<b>2.3. Support Staff</b>					
1. Full time staff					
With appropriate degrees	4.5	4.7	4.3	4.5	GE
Proper work loads	4.2	3.7	3.5	3.8	GE
2. Part time staff					
With appropriate degrees	3.9	3.7	3.9	3.8	GE
At least one year of professional experience	4.2	4.1	4.0	4.1	GE
Attend training programs on effective teaching support	3.5	3.3	3.8	3.5	ME
Proper work loads	3.9	3.7	3.8	3.8	GE
<b>Over all mean</b>	4.0	3.9	3.9	3.9	GE
<b>2.4. Miscellaneous Requirements</b>					
Professional development programs for faculty members and administrators	4.1	4.0	4.7	4.3	GE
Facilitated to develop professional competencies	3.9	3.8	3.5	3.7	GE
Cooperation with foreign and domestic universities	2.9	3.5	2.8	3.1	ME
Being a good representative of the school	4.1	4.2	4.4	4.2	GE
Performing proper procedures in the conduct of the work	3.8	3.5	3.7	3.7	GE
Meeting the professional needs	3.9	3.7	3.8	3.8	GE
Having regular professional development courses	3.6	3.4	4.5	3.8	GE
Providing suitable substitutions for absent members	4.2	3.1	3.7	3.7	GE
Clear policies for salary and wage	4.8	4.4	4.6	4.6	VGE
Providing further training courses	3.9	3.7	4.3	4.0	GE
Having strategies to perfect the personnel	3.1	3.7	4.1	3.6	GE
Mandatory tasks for scientific research	2.2	2.9	3.1	2.7	ME
Each officer must conduct annual research	2.3	2.0	3.3	2.5	LE
Getting local research awards	1.8	2.1	2.7	2.2	LE
Getting national research awards	2.0	2.4	3.0	2.5	LE
Getting international research awards	1.3	1.6	1.5	1.5	NE
<b>Over all mean</b>	3.2	3.6	3.4	3.4	ME
<b>Total over all mean</b>	3.9	4.0	4.0	4.0	GE

As shown in table 4, all of the universities have a total over all mean score of about 4.0 which means compliance to a great extent.

**TayDo University**

TDU has the total over all mean of 3.9 which means compliance to a great extent. It can be gleaned from the table that the administrations got an overall mean of 4.2; the teachers and support staff were both rated 4.0 which mean compliance to a great extent respectively, while the miscellaneous requirement was rated 3.2 which means compliance to a moderate extent with MOET standards.

**TraVinh University**

TVU has the total over all mean of 4.0 which means compliance to a great extent. It was shown from the table that the administrations got a mean of 4.4; both the teachers and support staff were rated 3.9 which mean compliance to a great extent, respectively while the miscellaneous requirement was rated 3.6 which was interpreted as compliant to a moderate extent with MOET standards.



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**DongThap University**

DTU has the total over all mean of 4.0 and interpreted as compliant to a great extent. The overall mean of administrations was 4.7 which mean compliance to a very great extent, respectively while the teachers and support staff were 3.8 and 3.9 which were interpreted compliant to a great extent and the miscellaneous requirement was rated 3.4 which means compliance to a moderate extent with the MOET standards.

**Table 5. Facilities**

Criteria	Mean from each university			Total Mean	Verbal Interpretation
	TDU	TVU	DTU		
<b>3.1. Physical plant</b>					
Spacy campus site	3.7	3.9	4.0	3.9	GE
Campus site covered with trees	2.7	2.9	3.2	2.9	ME
Clean and sanitary general building	3.9	3.8	4.0	3.9	GE
Comfort rooms meeting the public safety regulations	3.8	3.5	3.7	3.7	GE
Recreational areas as required	3.2	3.4	3.3	3.3	ME
Corridors free of obstructions	3.8	3.9	3.6	3.8	GE
Stairways with handrails	4.4	4.2	4.0	4.2	GE
Having working fire system	4.6	4.3	4.5	4.5	GE
Room doors opening outwards	4.2	4.1	4.4	4.2	GE
Enough lighting	4.1	4.0	4.3	4.1	GE
Electrical services	3.9	3.6	3.8	3.8	GE
<b>Over all mean</b>	<b>3.8</b>	<b>3.9</b>	<b>3.8</b>	<b>3.8</b>	<b>GE</b>
<b>3.2. Classrooms</b>					
Enough classrooms	4.1	4.0	3.8	4.0	GE
Capacity	3.9	3.5	3.6	3.7	GE
Good tables and chairs	4.0	4.1	3.8	4.0	GE
Chalkboards / whiteboards	3.9	3.5	3.8	3.7	GE
Air-conditioners	2.0	2.2	1.8	2.0	LE
Fans	3.5	3.2	3.1	3.3	ME
Lights	4.1	4.0	3.9	4.0	GE
Working microphones and speakers	3.6	3.9	3.3	3.6	GE
Projectors	3.9	3.6	3.5	3.7	GE
Video tape players	3.6	3.8	3.3	3.6	GE
<b>Over all mean</b>	<b>3.7</b>	<b>3.4</b>	<b>3.6</b>	<b>3.6</b>	<b>GE</b>
<b>3.3. Laboratory</b>					
Internet connection	3.7	3.9	3.4	3.7	GE
One computer per student	2.3	2.7	2.5	2.5	LE
Headphone	2.2	2.1	2.0	2.1	LE
Comfortable seats	3.0	2.8	2.9	2.9	ME
Air conditioner	3.3	3.1	3.0	3.1	ME
Suitable software for practice	3.2	3.2	3.0	3.1	ME
<b>Over all mean</b>	<b>3.0</b>	<b>3.0</b>	<b>2.8</b>	<b>2.9</b>	<b>ME</b>
<b>3.4. Library</b>					
Suitable English books for reference	3.5	3.6	3.3	3.5	ME
Suitable Vietnamese books for reference	3.7	3.9	3.5	3.7	GE
Books and documents updated regularly	3.8	3.7	3.4	3.6	GE
Good service for reading and borrowing	3.5	3.6	3.9	3.7	GE
Dead book storage	2.1	2.3	2.4	2.3	LE
Good seats for readers	3.0	3.1	3.3	3.1	ME
Proper aisles	3.2	3.6	3.4	3.4	ME
Bulletin display	3.7	3.6	3.3	3.5	ME

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Internet connection	3.9	3.5	3.7	3.7	GE
Electronic storage for searching	3.7	3.2	3.4	3.4	ME
Suitable control system for users	3.6	3.5	3.3	3.5	ME
Inter-library cooperation with others	2.2	2.1	2.0	2.1	LE
<b>Over all mean</b>	3.3	3.2	3.3	3.3	ME
<b>3.5. Non-laboratory instructional space</b>					
Space for tutorial sessions	1.4	3.0	1.9	2.1	LE
Rooms for individualized instruction & counseling	3.0	3.1	3.3	3.1	ME
Instructional space with boards and outlets	3.6	3.2	3.5	3.4	ME
Space for posting bulletin & announcements	3.8	3.9	3.7	3.8	GE
<b>Over all mean</b>	3.0	3.3	3.1	3.1	ME
<b>3.6. Office space</b>					
Enough office space for administrators	4.1	4.0	3.8	4.0	GE
Faculty conference room	3.9	3.7	3.8	3.8	GE
Study room for teachers and students	3.3	3.3	3.4	3.3	ME
Planning room	3.5	3.7	3.5	3.6	GE
<b>Over all mean</b>	3.7	3.7	3.6	3.7	GE
<b>3.7. Miscellaneous requirements</b>					
Maintenance of equipment	3.7	3.8	3.4	3.6	GE
Programs for continuing modernization and upgrading equipment	3.2	3.7	3.1	3.3	ME
Annual equipment inventory	3.8	3.5	3.6	3.6	GE
<b>Over all mean</b>	3.6	3.7	3.4	3.5	ME
<b>Total over all mean</b>	3.4	3.5	3.4	3.4	ME

As shown in table 5, all of the universities have a total over all mean score of about 3.4 which show compliance to a moderate extent.

**TayDo University**

TDU has the total over all mean of 3.4 which means compliance to a moderate extent. It can be gleaned from the table that the physical plant got an overall mean of 3.8; both the classroom and office space were rated 3.7, and the miscellaneous requirements was rated at 3.6 which mean compliance to a great extent while the laboratory and non-laboratory instructional space were rated 3.0 and the library was rated 3.3 which mean compliance to a moderate extent. This showed that the facilities at TDU were moderately adequate.

**TraVinh University**

TVU has the total over all mean of 3.5 which means compliance to a moderate extent. It was shown from the table that the physical plant got a mean of 3.9, both the office space and miscellaneous requirement were rated 3.7 which mean compliance to a great extent, while the classroom and non-laboratory instructional space were rated at 3.4 and 3.3; library and laboratory were rated 3.2 and 3.0 which mean compliance to a moderate extent. This showed that the facilities at TVU were moderately adequate.

**DongThap University**

DTU has the total over all mean of 3.4 which shows compliance to a moderate extent. The overall mean of physical plant and both classroom and office space were rated at 3.8 and 3.6 which mean compliance to a great extent, respectively while the library and miscellaneous requirement were rated 3.3 and 3.4; and the non-laboratory instructional space and laboratory were at 3.1 and 2.8 which show compliance to a moderate extent. This showed that the facilities at DTU complied to a moderate extent with the MOET standards.



Table 6. Training Plan

Criteria	Mean from each university			Total Mean	Verbal Interpretation
	TDU	TVU	DTU		
<b>4.1 The training program</b>					
<b>4.1.1. Training program</b>					
Diversifying the types of training (in-service, distant, continuous training)	4.1	4.4	4.0	4.2	GE
Having various levels of training (B.A, Master, PhD)	2.2	2.5	2.0	2.2	LE
Cooperating with foreign universities to expand training	2.1	2.4	2.2	2.2	LE
Suitable detailed Outline	3.5	3.9	3.6	3.7	GE
Innovative program	3.8	3.8	3.4	3.7	GE
Diversify a syllabus and system	3.7	3.3	3.8	3.6	GE
<b>Over all mean</b>	3.2	3.4	3.2	3.3	ME
<b>4.1.2. The objectives of the training program</b>					
Standard requirements	3.6	3.1	3.5	3.4	ME
Training skills	3.8	3.9	3.4	3.7	GE
Meeting the society needs	3.8	3.9	4.0	3.9	GE
<b>Over all mean</b>	3.7	3.6	3.6	3.7	GE
<b>4.1.3. The quality of training</b>					
Ensuring articulation with other programs	3.5	3.6	3.7	3.6	GE
Teaching methods vary between qualifications	3.6	3.9	3.4	3.6	GE
Regular adjusting basing on the faculty and students' opinions	2.7	2.8	2.9	2.8	ME
Feedback from parents, employers	2.9	3.0	3.2	3.0	ME
<b>Over all mean</b>	3.2	3.3	3.3	3.3	ME
<b>Total over all mean</b>	3.5	3.5	3.4	3.5	ME
<b>4.2 Training Activities</b>					
<b>4.2.1. Diversifying forms of training</b>					
Form of training for the needs of learners	3.8	3.5	3.6	3.6	GE
Plans to improve training methods	4.1	4.4	4.0	4.2	GE
Innovation of teaching methods	3.7	3.3	3.6	3.5	ME
<b>Over all mean</b>	3.9	3.7	3.7	3.8	GE
<b>4.2.2. Development of self-learning, self-study abilities</b>					
Evaluation of the effectiveness of the course	3.9	3.4	3.1	3.5	ME
Assignments (homework, term papers)	3.8	3.9	3.3	3.7	GE
<b>Over all mean</b>	3.9	3.7	3.2	3.6	GE
<b>4.2.3. Methods and procedures of testing</b>					
Testing professional knowledge	3.7	3.4	3.5	3.5	ME
Testing procedures of practical skills	3.5	3.5	3.5	3.5	ME
<b>Over all mean</b>	3.6	3.5	3.5	3.5	ME
<b>4.2.4. Learning Outcomes</b>					
Diplomas and certificates granted under the provisions	3.5	3.0	3.9	3.5	ME
Measures to combat cheating in exams and recordkeeping	3.4	3.1	3.2	3.2	ME
Keeping safe records of academic results	4.3	4.1	4.0	4.1	GE
<b>Over all mean</b>	3.7	3.4	3.7	3.6	GE
<b>4.2.5. Graduates</b>					

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Percentage of graduates every year	4.7	4.5	4.3	4.5	GE
Chances for employment and income	3.2	3.1	3.8	3.4	ME
The level of graduates' satisfaction with their job	3.1	3.8	3.4	3.4	ME
<b>Over all mean</b>	3.7	3.8	3.8	3.8	GE
<b>4.2.6. Planning to adjust training activities</b>					
Students' feedback on the quality of the training school	3.8	3.2	3.7	3.6	GE
Opinion of employers	3.7	3.5	3.1	3.4	ME
Quality assessment plan	3.8	3.0	3.9	3.6	GE
<b>Over all mean</b>	3.8	3.2	3.6	3.5	ME
<b>Total over all mean</b>	3.8	3.6	3.5	3.7	GE
<b>4.3. Curriculum</b>					
1. Conform with Curriculum of MOET	3.8	3.4	3.8	3.7	GE
a.. Knowledge of general education					
The political sciences	4.7	4.2	4.1	4.3	GE
The social sciences - humanities	3.9	3.3	3.9	3.7	GE
The natural sciences (computer sciences)	3.8	3.5	3.7	3.7	GE
Foreign Languages (French/Japanese/others)	3.9	3.5	3.8	3.7	GE
Optional subjects	3.2	3.1	3.2	3.2	ME
Physical Education	3.5	3.2	3.7	3.5	ME
Education of national Defense - Security	4.6	4.2	4.3	4.4	GE
b. Knowledge of professional education					
The basic subjects	3.9	3.6	3.8	3.8	GE
The specialized subjects	3.5	3.2	3.4	3.4	ME
Supplementary knowledge	3.1	3.4	3.6	3.4	ME
Thesis (or additional education)	3.8	3.2	3.7	3.6	GE
2. On-job training per curriculum year	3.1	3.0	3.1	3.1	ME
3. Programs for continuing education	3.7	3.4	3.7	3.6	GE
4. On-going curriculum development and revision program	3.6	3.3	3.9	3.6	GE
5. Suitable and updated teaching materials	3.9	4.0	3.5	3.8	GE
<b>Over all mean</b>	3.8	3.5	3.7	3.7	GE
<b>Total over all mean</b>	3.7	3.5	3.5	3.6	GE

As shown in table 6, all of the universities have a total over all mean score of the training plan were rated 3.6 which shows compliance to a great extent.

**TayDo University**

TDU has the total over all mean of 3.7 which means compliance to a great extent. It can be gleaned from the table that the training program was rated 3.5 which shows compliance to a moderate extent while the training activities and curriculum were 3.8 and 3.7 which mean compliance to a great extent with the MOET standards.

**TraVinh University**

TVU has the total over all mean of 3.5 which means compliance to a moderate extent. It was shown from the table that both the training program and curriculum were rated 3.5 which show compliance to a moderate extent while the training activities was rated 3.6 which means compliance to a great extent with MOET standards.

**DongThap University**

DTU has the total over all mean of 3.5 which means compliance to a moderate extent. The overall mean of curriculum was rated 3.7 which shows compliance to a great extent while the training program and training activities were rated 3.4 and 3.5 which mean compliance to a moderate extent with the MOET standards.

Table 7. Support Services to Students

Criteria	Mean from each university			Total Mean	Verbal Interpretation
	TDU	TVU	DTU		
<b>5.1. Food services / Canteen</b>					
Sanitary food	3.8	3.9	3.7	3.8	GE
Alternative food	3.8	3.4	3.7	3.6	GE
Comfortable seats	3.2	3.0	3.2	3.1	ME
Time of services	3.1	3.6	3.0	3.2	ME
Reasonable price	3.0	3.5	3.1	3.2	ME
Serving Attitudes	3.3	3.3	3.2	3.3	ME
<b>Over all mean</b>	3.5	3.5	3.3	3.4	ME
<b>5.2. Guidance</b>					
Student orientation program	3.8	3.7	3.9	3.8	GE
Psychological counseling	3.3	3.1	3.4	3.3	ME
Career choice assistance	3.5	3.3	3.2	3.3	ME
<b>Over all mean</b>	3.5	3.4	3.5	3.5	ME
<b>5.3. Publication</b>					
Course catalogue	3.9	4.1	3.9	4.0	GE
Class schedule	4.1	4.4	4.6	4.4	GE
Student handbook	4.2	4.1	4.1	4.1	GE
Organizational structure	3.9	4.1	3.7	3.9	GE
Policies and regulations	4.4	4.3	4.1	4.3	GE
School-year plan	4.3	4.5	4.0	4.3	GE
<b>Over all mean</b>	4.1	4.3	4.1	4.2	GE
<b>5.4. Dormitory</b>					
Enough for all students' requirements	1.0	3.6	1.9	2.2	LE
Clean and comfortable condition	1.0	3.1	1.7	1.9	LE
Safe place	1.0	3.4	1.0	1.8	LE
In the school campus	1.0	3.8	1.3	2.0	LE
Reasonable cost	1.0	3.7	3.3	2.7	ME
<b>Over all mean</b>	1.0	3.5	1.8	2.1	LE
<b>5.5. Cultural activities</b>					
For learning and entertaining	3.7	3.8	3.3	3.6	GE
Weekly activity for cultural art and sport	2.7	2.6	2.4	2.6	ME
Organization of extracurricular activities related to economic, political, social issues	2.1	2.6	2.4	2.4	LE
Encourage learning about culture, politics, and ideology	2.7	2.9	2.2	2.6	ME
Cultural exchanges within the region	2.3	3.1	2.6	2.7	ME
Cultural exchanges within the country	2.1	2.0	2.5	2.2	LE
Cultural exchanges with foreign countries	1.8	2.3	1.7	1.9	LE
<b>Over all mean</b>	2.5	2.8	2.4	2.6	ME
<b>5.6. Scholarship</b>					
Financial assistance/ educational loans	2.7	3.0	2.7	2.8	ME
Annual scholarship for outstanding students	2.8	2.9	2.5	2.7	ME
Regular scholarship for disadvantaged students	2.3	2.1	2.6	2.3	LE
<b>Over all mean</b>	2.6	2.7	2.6	2.6	ME
<b>5.7. Job training</b>					
Career guidance	3.6	3.9	3.1	3.5	ME
Program on student admission	3.8	3.3	3.5	3.5	ME
Provision of employment information	3.3	3.2	3.0	3.2	ME

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Conferences with employers	2.9	3.1	2.6	2.9	ME
Training abilities to find employment	3.8	3.5	3.7	3.7	GE
<b>Over all mean</b>	3.5	3.4	3.2	3.4	ME
<b>5.8. Co-curricular activities</b>					
English speaking club organized within the school	2.8	2.4	2.7	2.6	ME
English speaking club organized with other schools	1.6	2.2	1.8	1.9	LE
Meetings with Vietnamese volunteers	3.1	3.0	3.1	3.1	ME
Meetings with foreign volunteers	2.2	2.3	2.4	2.3	LE
<b>Over all mean</b>	2.4	2.5	2.5	2.5	LE
<b>5.9. Community services</b>					
Green summer campaigns to help others	3.7	3.8	3.4	3.6	GE
Blood donation	3.4	3.7	3.3	3.5	ME
Donation for flood victims	3.8	3.6	3.2	3.5	ME
<b>Over all mean</b>	3.6	3.7	3.3	3.5	ME
<b>Total over all mean</b>	3.0	3.3	3.0	3.1	ME

As shown in table 7, the support services to the students of all of the universities have a total over all mean score of 3.1 which mean compliance to a moderate extent.

**TayDo University**

TDU has the total over all mean of 3.0 which shows compliance to a moderate extent. It can be gleaned from the table that the publication was rated 4.1; and the community services were 3.6 which mean compliance to a great extent while the food services, guidance, and job training were all 3.5 and the scholarship was 2.6 which show compliance to a moderate extent and the cultural activities, co-curricular activities were 2.5 and 2.4 which reveal compliance to a low extent, and the lowest rate was dormitory 1.0 which means none compliance at all with the MOET standards.

**TraVinh University**

TVU has the total over all mean of 3.3 which means compliance to a moderate extent. It was shown from the table that the publication and community services were 4.3 and 3.7 which show compliance to a great extent while the food services and dormitory were both 3.5, both the guidance and job training were 3.4; the cultural activities and scholarship were 2.8 and 2.7 which reveal compliance to a moderate extent while the co-curricular activities were rated 2.5 which shows compliance to a low extent.

**DongThap University**

DTU has the total over all mean of 3.0 and shows compliance to a moderate extent. The overall mean of the publication was 4.1, the highest one which means compliance to a great extent while the scholarship was rated 2.6 and the food services, guidance, job training and community services were rated from 3.2 to 3.5 which reveal compliance to a moderate extent, and the lowest rate was dormitory 1.8, the cultural activities and community services were 2.4 and 2.5 which mean compliance to a low extent with MOET standards.

**Table 8. Records and Academic Standards**

Criteria	Mean from each university			Total Mean	Verbal Interpretation
	TDU	TVU	DTU		
<b>6.1. Records</b>					
Record system of student enrolment	4.2	4.3	3.9	4.1	GE
Permanent record system of student grades	4.3	4.3	4.3	4.3	GE
Record system of students' exams	3.8	4.0	3.7	3.8	GE
<b>Over all mean</b>	4.1	4.2	4.0	4.1	GE
<b>6.2. Academic standards</b>					
<b>6.2.1 Admission</b>					
Entrance exam	3.9	3.5	3.8	3.7	GE
Course exams	4.2	4.0	3.7	4.0	GE

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Graduation exam	3.9	4.0	3.7	3.9	GE
Doing the scientific research annually	3.8	4.1	3.7	3.9	GE
Doing the scientific research only before graduating	3.9	4.1	4.0	4.0	GE
Requirements for graduation (certificates of computer sciences, national defense, and the like)	4.3	4.2	4.3	4.3	GE
<b>Over all mean</b>	4.0	4.0	3.9	4.0	GE
<b>6.2.2 Graduation</b>					
After completing the course of English B.A, students can work well in:					
Teaching English	3.7	3.6	3.9	3.7	GE
Interpretation	2.8	2.6	2.7	2.7	ME
Translation	3.4	3.7	3.8	3.6	GE
Communication	3.5	3.7	3.6	3.6	GE
Tourism / Hotel / Restaurant	3.3	3.0	3.4	3.2	ME
Management	2.1	2.2	1.8	2.0	LE
Others	3.3	3.1	3.2	3.2	ME
Getting enough knowledge, professional skills	3.6	3.3	3.1	3.3	ME
Having soft skills to work effectively	3.4	3.7	3.5	3.5	ME
Finding a job suitable to the trained major	3.0	3.0	3.2	3.1	ME
Creating jobs for others	1.7	1.9	1.3	1.6	LE
Capable of self-studying to improve themselves	2.9	2.5	2.9	2.8	ME
<b>Over all mean</b>	3.1	3.0	3.0	3.0	ME
<b>Total over all mean</b>	3.7	3.7	3.6	3.7	GE

As shown in table 8, all of the universities have a total over all mean score of 3.7 which means compliance to a great extent.

**TayDo University**

TDU has the total over all mean of 3.7 which shows compliance to a great extent. It can be gleaned from the table that the records and admission were rated 4.1 and 4.0 which means compliance to a great extent while the graduation was rated 3.1 which reveals compliance to a moderate extent with the MOET standards.

**TraVinh University**

TVU has the total over all mean of 3.7 which means compliance to a great extent. It was shown from the table that the records and admission were rated 4.2 and 4.0 which show compliance to a great extent while the graduation was rated 3.0 which means compliance to a moderate extent with the MOET standards.

**DongThap University**

DTU has the total over all mean of 3.6 which means compliance to a great extent. It was shown from the table that the records and admission were rated 4.0 and 3.9 which show compliance to a great extent while the graduation was rated 3.0 which reveals compliance to a moderate extent with the MOET standards.

**Proposed Plans for the Development of Bachelor of Arts majoring in English in TDU, TVU and DTU**

Through the extent of compliance with the standards set by the MOET, some proposed plans for the development of Bachelor of Arts majoring in English are suggested as follows:

First, for the personnel, the teachers and the support staffs to perform their work well including conduct of research, there is a need to carry research often to update with the new trend of development in the region and of the country. In addition, doing scientific research, and applying the development and technology are very essential. There are programs to develop and implement operational plans, appropriate technology and research. It needs to have topics and projects implemented as planned and approved. The number of articles published in professional journals in the country corresponding to the scientific research and consistent with the research and development of the university. The school should provide personnel a motivation by supporting the finance or offering awards to those who can produce good result action and applied researches. Conduct training among teachers in the use of speech laboratory equipment and continuously implement the prepared faculty and staff development program to increase their efficiency and effectiveness. Develop academic linkages with other national and international education institutions particularly in the pursuit of advanced post graduate program in English language.

Second, for the facilities, the campus site needs to be covered with more trees. Having colorful flowers are very nice but it also needs some big trees to provide shade too. These will make the air fresher and cooler especially in the dry season. These trees also offer the students a place to play with and group in studying. Moreover, the library should have inter-cooperation with other

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institutions in the region, and then the researchers can borrow the specialized books needed for good research. Develop a procurement plan to provide adequate spaces, laboratory equipment, air-conditioned/well ventilated and illuminated rooms, comfortable furniture, appropriate software and hardware, required volumes of English books and journals/ electronic journals, construction of storage rooms, tutorial rooms, study rooms and installation of monitoring and security system for efficient utilization of the facilities.

Third, for the training plan, the school should have plans for the teachers and staff development through establishing cooperation with other education institutions in the country as well as foreign institutions to improve personnel mobility, enhance their capabilities, and pursue advanced post graduate studies. Also, the training programs are periodically enriched, adjusted based on the reference advanced international program, the feedback from employers, graduates, educational institutions and the other organizations to meet the human resource needs of economic development in local society or country. The training program is designed to ensure inter-oriented with the level of training and other training programs. Training programs are evaluated periodically and implement quality improvement based on assessment results. Create an office that will establish academic cooperation with international education institutions to continuously enhance the faculty capabilities, thus offering of new programs or courses in undergraduate and graduate needed in the Mekong Delta in particular and Vietnam in general. Establish an Internal Quality Assurance office which will monitor and evaluate the different areas in operating and managing the undergraduate and graduate programs of the university. Afterwards, voluntarily submit for accreditation/evaluation the programs to national and international accrediting organizations. The results of accreditation will be used as bases for improvement to attain quality and excellence of programs.

Fourth, for the support services to students, TDU has no dormitory and the other two do not have enough spaces for students who live far away from school to stay in. This affects the studying of the learners, renting a room outside is more expensive, unsafe and the learners have to take more time going to school. The school should ask for more investors to buy land or have plans to cooperate with the residents living near the school to find a safe place for the students. Also, the school should have a link to the banks to support student loan services, benefactors who can provide scholarships to outstanding and disadvantaged students, and employers who hire student labor to earn a living and studying at the same time; non-government organization or civic society who can provide assistance in the operation of the canteen to serve better the foods of the students. Establish an office which can collaborate with regional, national and international agencies to enhance the cultural, sports, economic, political and social awareness and sensitivity of students. Organize and participate in competitive activities among local, regional, national and international education institutions to enrich and develop self-confidence and capabilities of the students particularly in their works after graduation. Institutionalize an office that will coordinate with companies or employers that will provide employment information and opportunities to graduates. This office should conduct pre- employment orientation seminars, job fair and labor relation awareness to prepare the graduating students in their next stage of life. Create an office which can establish academic exchanges to hasten student mobility nationally and internationally.

Besides, the school must have the international co-operation to exchange effective training, demonstrate the collaborative training programs, exchange the programs, then the faculty and the learners have chance to learn from others. The international co-operation in scientific research is effective, demonstrated by the implementation of projects and schemes of cooperation in scientific research and technology development, the program applies scientific research results and technology into practice, organizing conferences, joint scientific as well as cultural seminars.

## **5. CONCLUSIONS AND RECOMMENDATIONS**

### **Conclusion**

This study reveals that the extent of compliance for the different aspects of Bachelor of Arts majoring in English in TDU, TVU and DTU is of great extent, however, the descriptive rating of great extent borders the next lower rating of moderate extent by a point. This was due to non-compliance of the required facilities to offer BA majoring in English. Similarly, the support services to students comply with the standards set by the MOET on a moderate extent.

### **Recommendation**

The following recommendations were drawn from the conclusions:

1. Each university should establish international education collaboration to increase the faculty and student exchanges which will further improve their research capability and professional growth.
2. A faculty and staff development program should be developed and implemented for the retention in the university.
3. There is a need to ensure equipment, laboratory facilities, and library holdings be available; adequate dormitory rooms, study rooms, tutorial rooms and well ventilated and illuminated classrooms and speech laboratory rooms be maintained. Develop a plan for continuous modernization and upgrading of equipment.
4. A masters and doctoral programs in English language should be developed and offered in order to improve and retain English profession.



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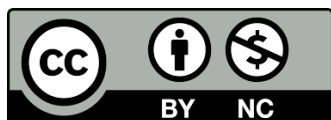
5. The MOET and English professional organization should develop and implement a long range plan for the training and continuing professional education seminars of the English teachers.
6. Encourage and allow exposure or training among English teachers to gain a better appreciation of their field and to make their teaching relevant.
7. Students should organize and participate in national and international competitions.
8. Further study maybe conducted to evaluate the Bachelor of Arts major in English in terms of other aspects and another study may be replicated in other region or cities of Vietnam.

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