

**Montgomery College
and
Macau Millennium College**

An Educational Professional
Development Partnership In
Macau

Report by
Prof. Vathany Say

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Table of Contents

Course: English 101 – Basic and Practical English.....	3
Student Profile	3
Recommendations.....	3
Schedules	3
Attendance.....	4
Grading System	4
Content and Material.....	5
Recommendations	5
Classroom Management.....	5
Assessments.....	6
Summary of meetings with Prof. Fok.....	6
Life and Recreation	6
Appendix	18
2018 Teach Material	18
2018 Assessment Material.....	18
Student Information Survey.....	18

Course: English 101 – Basic and Practical English

Student Profile

- All the students are taking the English class for credit. It is either for an Associate's or a Bachelor's degree.
- Most students speak Cantonese, their native language, and Putonghua (Mandarin) mainly at work. It seems that most students who are proficient are students who are learning English as a requirement for their degrees or using English in their workplace. Two students went to primary schools in China, one spent a few years in English.
- Only 4 out of 13 indicated that they want to learn it for work.
- Where students obtained their secondary education may be a factor in language learning.

There was a total of 26 students between the two classes. I received 13 students. All, except two, are working in the casinos except. The two not working are taking classes so that they can get a job. The jobs include card dealer, pit manager, cage (money exchange), CCTV for security surveillance, and construction site manager.

Students in the EN 101 classes are 1st year students. They are only allowed to repeat the class once. So they have to pass a second time. However, before entering EN 101 students take two sessions of Foundation of English. It may be encouraged but not required even for students with low proficiency levels. I am not sure of the extent or format of these classes. After seeing the performance of my students, I strongly recommended that two students take the foundation classes again before attempting EN 101 for a final time. I've also made recommendations for two other students to take the foundation session as they would greatly benefit from the additional practice.

Recommendations

I conduct an initial student information survey to find out students' education background, interests, goals, workplace, etc. The information for this survey was useful to help customize lessons. I used Googleform. It was good exposure for students to use their mobile devices in English.

Schedules

Most of the students are from the gaming industry. The school gets a lot of support and cooperation from this industry. Employees in casinos can be assigned a shift any time within the 24-hour cycle. There are three shifts, AM (7am – 4pm), PM (3pm -11pm), or Overnight (11 pm – 7am). Schedules are generally set two-three weeks ahead of time. So MMC's class schedule

uses an AM/PM model which is designed to accommodate students' changing work shifts. One teacher is assigned a group of students, between 13-16 students, and those students can attend either the AM or PM classes for any day. So, the course content and pace must be the same for both AM and PM classes.

Attendance

The attendance is strictly enforced by the MMC staff and is 10% of their final grade. At the beginning of class students signed in on the attendance sheet as they arrived. After the class started, one MMC staff came to call out names and check off names. Before the class ended, the staff member would return to call attendance again.

If a student was absent, they needed to get written approval and clear the absence with the Registrar's Office. For my class, students were responsible for their missed work. However, they could also make arrangements with the instructor to take make-up tests. The instructors were not involved in the administrative aspect of the attendance at all.

Grading System

According to Prof. K.C. Fok, historian and President, MMC's grading scale is based on the Honk Kong grading system. As Honk Kong has close ties with the UK, the scoring matrix in both academic environments are similar. This is one of two things Dr. Fok insists on. The other one is that the coursework and assessments should be challenging. He expects no more than 2 students earning an A in the class. I consulted a friend from England and she confirmed that very few people earn A's and it is for exceptional students.

The final grade calculation was adopted from previous instructors' syllabus. However, I would recommend to clearly assess each learning skill individually so that it is easier to identify scores when it's time to add them to the final grade.

GRADING SCALE:

80%-100%	A
70%-79%	B
60%-69%	C
50%-59%	D
0%-49%	F

FINAL GRADE CALCULATION

Attendance & Participation	10%
Speaking & Listening	20%
Reading & Vocabulary	20%
Writing & Grammar	20%
<u>Final Examination</u>	<u>30%</u>
Total	100%

Content and Material

- Students did not like the grammar card, but they found the online exercises helpful. We used the grammar cards for in class references. We practiced using the online modules in-class then gave students to continue practice at home.
- The college lets instructors create the syllabus. I would like to suggest that Montgomery College instructors consider scheduling a conversation with the college first to see what contents they would like their students to know. I think the 2018 instructors from Montgomery College could have benefited from knowing certain information ahead of time and preparing some preliminary lessons prior to going. For example, nearly all the students are majoring in the hospitality management field and work in the gaming industry, a tailored curriculum that incorporate these relevant components would give meaningful impact.

Recommendations

- In the future, class activities might be designed to help students learn how to explain casino games in English. An MMC staff member said one of the things an employee must be able to do to get a promotion is to describe one of the games in English.
- There is a need for a greater focus on hospitality management skills and gaming content.
- More class assignments might focus on the importance of customer service skills.
- Some class discussions and other activities might focus on helping students develop conflict management skills. (For example, a role-playing dialogue might require students to handle a situation with a customer or report a problem found on the CCTV security cameras.)
- I think students will feel more confident if they are able to explain situations on the floor to their supervisor in English.
- An in-class presentation seemed a big deal for the students. Most of them had never spoke English outside of the classroom, much less a presentation. I started with small activities and gradually move on to a more formal presentation. Presentations topics included, introducing a classmate, my healthy lifestyle, sights and culture of Macau, etc.

Classroom Management

- Instructors need to:
 - Establish clear expectations at the beginning of the term;
 - Ensure that students take notes; and
 - Get buy-ins for classroom participation.
- I placed lesson videos and assignments on Edmodo for additional outside of classroom reference or outside of class review or study.
- Many students felt embarrassed when they spoke in class. This is normal for any language learner. The classroom, therefore, needs to be a place of respect and encouragement. But students got more comfortable as they produced several small presentations and at the end a larger scale presentation.

- Students can read silently at first, then read out loud in the class to practice pronunciation.
- Students can use video recordings to introduce themselves to the class.
- Video recording of some class activities, including in-class presentations, could also be useful to the instructor.

Assessments

- It was helpful to have access to diagnostic tests from previous sessions, but the next instructors may need to make another one as students are likely to talk and share it.
- We use four tests in 2018. In the future, instructors may want to make allow open notes for the first two to encourage note taking in class.
- The final examination was worth 30% of students' final course grade. Instructors were required to prepare two versions of the test, for AM and PM. The point values for each section of the text had to be clearly marked before being reviewed. The examinations were then approved by the President and Vice President.
- Final examinations are conducted with a strict structure. When a student asked a question during the examination, for example, a staff member noted it in the reference book for the given examination period.
- The final exams are given together in one room with surveillance cameras in the classroom.

Summary of meetings with Prof. Fok

- Establish some continuity. Perhaps we can try to establish a mentor's position, and we could still have the two teachers, but one would be from a previous year.
- Instructors should formally establish strategies for the sharing of lessons and materials
- He wants MMC students to be able to take some classes at MC as international students or part of study abroad program/short sessions.

Life and Recreation

Macau is a very walkable country and you can see both Portuguese and Chinese influences in the architecture and public spaces. If it wasn't for the heat and rain I would walk everywhere. Even with that it's not too bad. Just make sure you take breaks and duck into the many sites, museums, casinos, etc. for shelter and AC. When I arrived, I downloaded Google offline map of Macau. Most reviews of places to eat are in Chinese, but If you use the google map you will see that I have reviewed many of the places I visited.

You can easily walk to school and there are little shops and bakery all around there. I found most convenient for lunch was Hou Fung Café, through the park across the street and Wa Fong, around the corner left side of the school. They were affordable and delicious. Sometimes if you want to go further to explore towns and sites, taking the bus is good, especially when it's hot and/or raining. Which is always the case. I used the Macau Bus Guides & Offline Map App by KC HO. This app helps you with bus routes and real-time estimates of bus schedules. Please

note, most street signs are in Portuguese and Cantonese, but most locals are not so familiar with the Portuguese names. I would recommend early on to explore the island.

You can easily divide the island into 3 or 4 parts to explore by foot each section. Macau has two islands. The main island which the hostel and school is located is called “Macau” the other is called Taipa (also Cotai on googlemap). A local tip, if you take a bus or walk from the hostel to the outer ferry terminal coach buses to the different casinos in Taipa. I sometime take the coach bus to the Venetian Casino and walk around to the Parisienne. You can also take coach buses from casino to casino.

Also, good to know is that there is free Wi-fi on all public places such as on the buses, bus stops, parks, museum, etc. It came in handy when I got a bit turned around and needed to look things up.



MMC front desk. N. Wong and L. Wilson



V Pres., Prof. Say, Dr. Williams and Pres. Fok of MMC



Figure 3- MMC AM and PM students



Landmarks by the apartment. The Sands and The Golden Lotus Park



A walk through the park to get to school



Walking Route to School



Street sign in front of the apartment



**Cityscapes
of Macau**





A view from the rotating Macau Tower



One of the many parks around the school



Lighting incenses at the A-Ma Temple.



Traditional Shrines by homes





View of the Venetian Casino in Tiapa



Casinos in Tiapa

Sights from the Casinos



A view inside of the Wynn Casino with a tall aquarium as a center piece.



Views inside the Venetian Casino and Resort



The Monkey King show at Sands Casino, Tiapa



View inside Studio City Casino

Eat like the locals. Express and delicious lunches around the school.



Local Street Food and Market



Dim Sum Time!! Everything was so fresh and delicious



Portuguese Cuisine



Appendix

2018 Teach Material

See thumb drive

2018 Assessment Material

See thumb drive

Student Information Survey

What are your goals for taking this class?
I would like to communicate more with my customers.
Because I want to learn more reading/speaking English.
Good english skill,
A litter Listen speak write talk
Improve my speaking and writing
Speaking, Listening
Hope can improve listening,writing,reading
Improve my listening skills and speak skills, easier to talk some sentences.
I want improve my english.
Listening speaking writing
learning English
Get better writing skills
Learn english well
learning English
Improve your understanding of English
Non

What are your future education goals?
I would like to take more English class and go to college.
I want to get jobs.
Done,no ,i want more time to with my family.
Learn more English
I want to continue to study

May be want to upgrade the English level
Graduate with a BA
Graduate with Second Class Honours, Division
Complete my college course.
May be want to upgraded the education knowledge to MA.
Improve English proficiency
No goals, this will be my 2nd degree
Get a good level and Successful completion of school
Learn English well
Complete the course

What are your future career goals?
I would like to gain more skills to be come a manager by next year.
Paper work.
No more, work in my company
In my company promotion
I want to be a lawyer
I hope can promotion in my company
I hope can promotion in my company
Change my work, search a higher income job.
Get a promotion.
I hope can promotion my job pos.
Temporarily no
No plan, just in case I lose my current job, i can get more choice for the next job
get a good promoted
stort my own company
Take it to the next level
Like now

Is there anything you would like to tell the teacher about yourself?

I hope improve my conversation english.

Learning in English is difficult

I graduated in Game Design in UK. I haven't really attend to a porper english class. I can speak, read & listen, but my writing and vocabulary are pretty bad.

I hope that I can Successful graduation

Thank you

I am working in MGM as a cage shift manager, so I want to grow up my English level.