

**INTER AMERICAN UNIVERSITY OF PUERTO RICO  
AGUADILLA CAMPUS**

**Impact Measures**

**Measure 2. Satisfaction of employers and stakeholder involvement**

**(Components R.4.2/ R5.3)**

It was established beforehand that the Inter American University, Aguadilla Campus created a new (2020) Employer Satisfaction Survey for the data collection of the Teacher Education Program. This survey was created with the purpose to listen to the opinion of the employers, on the pedagogical and professional competences possessed by the graduates of the Teacher Education Program (PEM) of the Aguadilla Campus of the Inter American University of Puerto Rico. For this first cycle of data collection (2020-2021) the questionnaires were administered online using Microsoft Forms. The link was shared by Department of Education and Humanistic Studies staff on Friday, April 16, 2021. This questionnaire was available for completion until Friday, April 23, 2021. The A total of 17 employers of public and private schools in the geographic area to which the IAUPR Aguadilla Campus provides services participated in the study. Three of the participating schools were not considered to analyze the results since they did not have PEM graduates from the Aguadilla Campus of the Inter-American University. In the 14 schools considered for this study, there are 164 teachers who graduated from the PEM of the Aguadilla Campus of the Inter American University, an average of 12 teachers per school. The results for the 2020-2021 survey reveal (see table below) great satisfaction from the employers; with regard to 20 criteria presented in the survey 61.79% of the employer evaluations were their employees (our completers) “always” meet the established criteria on average, whereas 26.43% were their employees (our completers)

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“frequently” meet the established criteria on average. The employers offered a 4.64-star rating to the Aguadilla Teacher Education Program.

Results from Employer Satisfaction Survey 2020-2021

**General Information of Employers**

<i>Variable</i>	<i>Categories</i>	<i>Frequency</i>	<i>Percentages</i>
<i>Sector: Public or Private Institution?</i>	Public	12	85.71%
	Private	2	14.29%
<i>How important is it to hire graduates of the Teacher Preparation Program for your organization?</i>	Very Important	10	71.43%
	Important	4	28.57%
	Somewhat Important	0	0.00%
	Not Important	0	0.00%

*Criteria related to the pedagogical and professional competencies that graduates possess*

<b>Premises</b>	<b>Responses</b>			
<i>The teachers who graduated from the Teacher Education Program of the Inter-American University of Puerto Rico, Aguadilla Campus:</i>	<b>Always</b>	<b>Frequently</b>	<b>Occasionally</b>	<b>Never</b>

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1. <i>They have mastery of the content of the subject they teach.</i>	10 71.43%	3 21.43%	1 7.14%	0 0.00%
2. <i>They understand how students learn and develop.</i>	9 64.29%	5 35.71%	0 0.00%	0 0.00%
3. <i>They individualize teaching so that each student develops according to their abilities.</i>	8 57.14%	5 35.71%	1 7.14%	0 0.00%
4. <i>Use appropriate strategies to differentiate instruction.</i>	8 57.14%	4 28.57%	2 14.29%	0 0.00%
5. <i>Design activities that promote an inclusive learning environment.</i>	9 64.29%	4 28.57%	1 7.14%	0 0.00%
6. <i>Promote student responsibility in the use of technology.</i>	10 71.43%	3 21.43%	1 7.14%	0 0.00%
7. <i>Encourage increased critical thinking based on the stage of their students' development.</i>	8 57.14%	5 35.71%	1 7.14%	0 0.00%
8. <i>Utilize multiple assessment methods to determine student progress.</i>	11 78.57%	2 14.29%	1 7.14%	0 0.00%
9. <i>Use assessment results to optimize learning experiences.</i>	7 50.00%	5 35.71%	2 14.29%	0 0.00%
10. <i>Select learning experiences that are appropriate to content goals, expectations, and standards.</i>	10 71.43%	3 21.43%	1 7.14%	0 0.00%
11. <i>They use available technological resources to support the teaching and learning process.</i>	10 71.43%	3 21.43%	1 7.14%	0 0.00%

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12. <i>They respect the laws and regulations that govern the profession.</i>	10 71.43%	3 21.43%	1 7.14%	0 0.00%
13. <i>Exhibit professional and ethical conduct.</i>	9 64.29%	4 28.57%	1 7.14%%	0 0.00%
14. <i>They remain committed to their continued professional development.</i>	8 57.14%	5 35.71%	1 7.14%	0 0.00%
15. <i>They work in collaborative teams in face-to-face and virtual contexts.</i>	8 57.14%	5 35.71%	1 7.14%	0 0.00%
16. <i>They assume leadership roles and professional responsibility in different educational settings.</i>	7 50.00%	6 42.86%	1 7.14%	0 0.00%
17. <i>They integrate the family and the community with the school.</i>	10 71.43%	3 21.43%	1 7.14%	0 0.00%
18. <i>They use effective strategies for group control, achieving an appropriate environment for learning.</i>	9 64.29%	4 28.57%	1 7.14%%	0 0.00%
19. <i>Provide learning opportunities and experiences that consider equity and diversity in the student population.</i>	9 64.29%	4 28.57%	1 7.14%%	0 0.00%
20. <i>Demonstrate respect and tolerance for individual and cultural differences of students in the educational setting.</i>	10 71.43%	3 21.43%	1 7.14%	0 0.00%
<b>Total</b>	<b>173</b>	<b>74</b>	<b>19</b>	<b>0</b>

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61.79%      26.43%      6.79%      0.00%

- How do you evaluate the Inter de Aguadilla Teacher Education Program?

- 14 responses

Average Rating: 4.64



The "stakeholders", also called interest groups, are PEM faculty members, students (teacher candidates), prospect candidates of the PEM (Pre-PEM), society, and the Department of Education of Puerto Rico.

In order to guarantee the participation and involvement of the stakeholders, the PEM created an Advisory Committee with representatives composed of community members. This Committee is an advisory and consultation body of the main interest groups (see table below). Its primary function is to weigh on the results of the evaluation process, the effectiveness of teaching, and propose actions to improve the quality of the Program. As an advisory body, it offers recommendations to Program's officials. In their advisory role, and by their autonomy, the members of the Committee can make suggestions and proposals to improve the quality of the Program. Evidence (R5.3-E2) shows the constitution of the Committee.

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*Teacher Education Program Advisory Committee*



INTER AMERICAN UNIVERSITY OF PUERTO RICO  
AGUADILLA CAMPUS  
DEPARTMENT OF EDUCATION AND HUMANISTIC STUDIES  
TEACHER EDUCATION PROGRAM

**Teacher Education Program Advisory Committee**

This committee is an advisory and consultation body, made up of main interest groups or “Stakeholders”. The main function of the Committee is to weigh the results of the process of assessment and the effectiveness of teaching, as well as proposing actions to improve the quality of the Program. As an advisory body, it will offer its recommendations to Program officials, who in turn present their inputs to senior management. In his advisory role, the Committee members can make suggestions and proposals for improve the quality of the Program. The PEM Advisory Committee is made up of a PEM student, a completer, a school director (cooperating director), a member of the Puerto Rico Department of Education at the central level, and a member of the community (educator).

<b>Members of the Advisory Committee</b>	
Prof. Ivonne Rivera Rivera	Director of the Jose de Diego Elementary School Aguadilla  (Also, graduated from the PEM of Inter Aguadilla)

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<b>Members of the Advisory Committee</b>	
Dr. Carlos Iván Morales Méndez	Community Member  (He was a school director, Superintendent and Regional Director and a university professor)
Prof. Mayra Rosa Sifre	Cooperating Teacher Homero Rivera Solá of Aguadilla School
Sr. Reynaldo Nieves Rafols	Teacher Education Program Student  CUA tutor  Currently in Clinical Experience I
Dra. Damarys Varela Vélez	Department of Education of Puerto Rico Representative
Sr. Sara Dávila Alicea	Teacher Education Program Alumni

Another data collection study, Employer Focal Group Interview, was carried out to ensure that employers are satisfied with completers' preparation to work with diverse P-12 students and their families. The purpose of this qualitative study, was to explore, through the technique of data recollection of a focus group, the educational region principals' experiences in relation to the completers from the Teacher Education Program of the Inter American University of Aguadilla. Also, it explored the principals' perspectives in regards to the PEM graduate teachers' performance and the education they received in the institution. The unit of analysis was the group, what they expressed, and

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constructed. In other words, the outlines and perspectives they constructed in their interactions during the session. Concepts, experiences, emotions, beliefs, performances, and events related to the teachers' supervision of the graduate teachers of the PEM program were explored. The findings will also help guide the decision making process to better develop the Program.

During the session, the main focus was the collective narrative of the participants. The specific objectives were to: (1) Identify the perceptions of the patrons regarding the performance of the graduate teachers from the PEM program of the Inter American University of Aguadilla; (2) Know if the professional preparation of the PEM graduate teacher meets the requirements and expectations of the employers; and (3) Identify the opinion of the patrons about the Teacher Education Program of the Inter American University of Aguadilla. The session took place on Friday, November 12, 2021, in the Professor Hilda Bacó Meeting Hall. An isolated space was provided. It was silent and comfortable, in order to have the participants be as relaxed and comfortable as possible. The meeting had a moderator and two observants; one of them managed the time (Time Keeper) and the other one recorded the audio and took pictures. The session started at 9:20 am and ended at 11:30 am.

The PEM selected a structural sample through structural sampling (not based on probability). It did not require statistic representation; meaning that, the samples will not be used to interfere or make generalizations regarding the results. The participants were public and private school principals, with the characteristics that were determined relevant to the study. These characteristics define the typical profile of the patrons of the Teacher



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Education Program of the Inter American University of Aguadilla. Next, the PEM detail the four inclusion criteria of the "typical" profile:

1. Years of experience – Posses 5 years of experience in school administration or more.
2. School location – Belong to the educational region of Mayagüez, to guarantee that it's located in the geographical segment or territorial unit that our institution serves (Aguadilla, Aguada, Moca, Rincón, Isabela, San Sebastián and Añasco).
3. Graduated students – Be in charge of the supervision of at least one graduate teacher from our Program.
4. Lead an accredited school institution – Be in charge of the administration of an educational institution of elementary, middle or high school level accredited by the Council of Education of Puerto Rico or the Middle State Association.

The Teacher Education Program invited ten patrons to guarantee a minimum participation of between four and ten. Seven patrons confirmed their attendance, and out of those seven, five attended the meeting. Next, we detail the demographical data of the five participants.

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### *Participants and type of sample*

#### ***Participants***

<b><i>Identification</i></b>	<b>Gender</b>	<b>Sector</b>	<b>Educational Level</b>	<b>Years of experience as school principals</b>	<b>Years of experience as teachers</b>	<b>Total of years of experience in P-12 Academia</b>
<b><i>Director 1</i></b>	Male	Public	Master's	12 years	11 years	23 years
<b><i>Director 2</i></b>	Female	Private	Master's	5 years	18 years	23 years
<b><i>Director 3</i></b>	Male	Public	Master's	8 years	11 years	19 years
<b><i>Director 4</i></b>	Female	Public	Doctorate	22 years	4 years	26 years
<b><i>Director 5</i></b>	Male	Public	Master's	8 years	10 years	18 years

The session started with the reception and registry of the participants from 8:30 to 9:00 am. We proceeded with the welcome, followed by the dean's welcome and the invocation. Then, the participants were presented, along with the purpose and objectives of the study. Also, the general instructions of the session were detailed. On the same note, we solicited their authorization to record the meeting for the sole means of thoroughly analyze their answers, comments and suggestions. We assured the full confidentiality and anonymity of the participants. We solicited that each participant indicated that they voluntarily accepted answering the questions and being recorded. Also, we asked them to present themselves, to indicate the school they administrated, their years of experience in teaching and in school administration.

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The focus group session was held with the participation of five school directors belonging to the Mayagüez School District. A positive attitude was perceived from the participants, towards the moderator and towards the session itself. The conversation was developed mainly based their point of view regarding 5 guiding questions:

1. Regarding the current situation in Puerto Rico (Fiscal, Social and Population wise), what is the role that universities play to improve the social situation of Puerto Rico?
2. Which professional characteristics do the Graduated Teachers of the UIPR PEM Program of Aguadilla possess?
3. Let's talk about the Performances of the Graduate Teachers from the UIPR of Aguadilla's PEM Program.
  - Lesson planning
  - Knowledge of the subject they teach (how do the graduates provide the students with learning opportunities and chances of putting their knowledge to use.)
  - Teaching strategies
  - Evaluation and assessment
  - Attention to diversity
  - Professional ethics
  - Leadership and collaboration
4. What is the level of satisfaction in regards to the preparation and knowledge of our graduates, when working on their profession to contribute to the academic and comprehensive development of the students?

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5. Share your sentiment on the type of teachers that graduate from our program.

Responses were organized into 6 general trend categories. These are: Great difficulty for the recruitment of teachers in Puerto Rico; The Emotional Weight the Teacher Carries; Pay based on academic rank or preparation; Language Barrier (English Knowledge); PEM Graduate Teachers Performance; and Recommendations to the Institution.

As a result of this Focus Group the PEM, in regards employers demonstrating they are satisfied with the completers' preparation for their assigned responsibilities in working with diverse P-12 students and their families, the following statements were made by the employers.

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- “On a positive note, at least from our perspective, you’re leaving the students well prepared in regards to knowledge of teaching strategies. In the part that talks about that sensitivity and humanistic aspect, it is born from those student organizations and community service activities that you have in the University for future teachers. It is having a positive impact, when they go to read books to the students, help the physical education teacher, help them with their homework, help on Field Day, the Turkey Race, even the few things that we did face-to-face (in the time we were virtual) they wanted to be there and participate and go meet the students.

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That part of the sensitivity has served us very well. In the part of the standardized tests, you had asked us for the evidence, and the evidence of one of our graduated teachers; and luckily we are doing well.”

- “I have four graduates from this institution; very well prepared academically, very dynamic. But that also has to do with the generation (the dynamic). I went to visit someone that had a more contemporary mindset, to observe a Math course (I was going to evaluate the class) in a high school, and, you know how it’s difficult to make the students participate, but in this class, they all participated (discussing how dynamic the class was). We are diverse, and we learn in diverse ways. Students are asking questions constantly.”
- “They’re excellent teachers, their planning process is complete and they’re on top of everything when it comes to their teaching.”
- “The teachers we’re receiving are very good.”
- “We receive well-prepared teachers. Also, teacher-candidates that want to give their very best for the sake of their students. I have to congratulate the universities that teach prepare their students to work with technology and computers.”
- “I want to reiterate that my school has ten teachers that graduated from the Inter American University, and, for the year 2019, the results of the META Tests PR classified our school as a five stars’ school. 80% of the Pass Rate, and a big part was thanks to my school’s faculty. Your program can take the credit (The Teacher Education Program of the Inter American University of

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Aguadilla). They encouraged you with a bonus (economical) for the achievement.”

- “They’re excellent.”
- “I love the teacher-candidate’s I’ve received at our institution. They develop a productive collaboration with their colleagues and with their mentor-teachers. They come with new initiatives and they dare to do new things. I’ve seen them develop positive relationships with the families. I congratulate the University for doing adjustments in the technological area, it went right ahead with what we needed. They told their cooperating teachers “Look, I have this tool that can help you with your virtual classes.” They recommended us programs and apps that were very helpful. Another thing I liked and found positive was that the University provides reviews for the Teacher Proficiency Test. The teachers that take said test from the Inter American University get excellent scores. Also, the disposition of the employees here so that the teacher-candidates are able to offer more to the students is very good... Never lose that dynamic of cooperation.”
- “You are not failing as an institution in the formation of empathic professionals... I want to reiterate that I have a school with twenty-three teachers and ten of them are graduates of the Inter American University, almost a 45% of them. Eight of those teachers are graduates from the Aguadilla Campus. I think my school, a public one, is the school with the most graduates from the Inter American University in the area. This number surprised me, my faculty is excellent; I give them suggestions and strategies

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so they're successful, so they're not only good teachers in the classroom,  
but also empathic."