

## TECHNICAL UNIVERSITY OF COTOPAXI

### ACADEMIC UNIT OF ADMINISTRATIVE AND HUMANISTIC SCIENCES

#### THEME:

MANAGEMENT OF AN ENGLISH INTERACTIVE LABORATORY  
FOR THE TEACHING LEARNING PROCESS AT THE TECHNICAL  
UNIVERSITY OF COTOPAXI DURING THE ACADEMIC PERIOD  
MARCH – AUGUST 2012.

Research plan submitted previous obtaining the Sciences of Education Degree with major in the English Language.

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**2013**

## **RESPONSIBILITY**

The criteria expressed in the present investigation “**MANAGEMENT OF AN ENGLISH INTERACTIVE LABORATORY FOR THE ENGLISH TEACHING LEARNING PROCESS AT THE TECHNICAL UNIVERSITY OF COTOPAXI DURING THE ACADEMIC CYCLE MARCH – AUGUST 2012**”, are the authors’ responsibility.

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## **THESIS DIRECTOR'S ENDORSEMENT**

As a director of this investigative work about: **“MANAGEMENT OF AN ENGLISH INTERACTIVE LABORATORY FOR THE ENGLISH TEACHING LEARNING PROCESS AT THE TECHNICAL UNIVERSITY OF COTOPAXI DURING THE ACADEMIC CYCLE MARCH – AUGUST 2012.”**, developed by Albán Benavides Belquis Silvana and Vaca Alarcón Angel Gustavo, applicants of the English Career, I consider this investigative report contains the methodological and scientific requirements, those are enough to be evaluated by thesis validation court at Honorable Academic Board from the Academic Unit of Administrative and Humanistic Sciences , for its own study and qualification.

Latacunga, November 2012

.....  
Lic. Edgar Encalada T.

**THESIS DIRECTOR**



# UNIVERSIDAD TÉCNICA DE COTOPAXI

UNIDAD ACADEMICA DE CIENCIAS ADMINISTRATIVAS Y HUMANISTICAS  
Latacunga - Ecuador

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## APROBACIÓN DEL TRIBUNAL DE GRADO

En calidad de Miembros del Tribunal de Grado aprueban el Presente Informe de Investigación de acuerdo a las disposiciones reglamentarias emitidas por la Universidad Técnica de Cotopaxi y por la Unidad Académica de Ciencias Administrativas y Humanísticas; por cuanto, los postulantes: Belquis Silvana Albán Benavides y Ángel Gustavo Vaca Alarcón con el título de tesis: Management of an English Interactive Laboratory for the teaching learning process at Technical University of Cotopaxi during the academic period March – August 2012.

Han considerado las recomendaciones emitidas oportunamente y reúne los méritos suficientes para ser sometido al acto de Defensa de Tesis.

Por lo antes expuesto, se autoriza realizar los empastados correspondientes, según la normativa institucional.

Latacunga, 11 de Enero 2013

Para constancia firman:

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First of all, I would like to thank to God for all of the blessings that I have received. Thanks to my parents, my brother and my grandmother because they have supported me at every moment during my academic training.

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**BELQUIS**

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**GUSTAVO**

## **DEDICATORY**

This researching work “Management of an English Interactive Laboratory” is dedicated for the English Teaching Staff who are going to use the English Interactive Laboratory because this is a great tool which is going to facilitate the use of English Laboratory and its technological equipment and tools.

Also, it is for all the students who want to improve their knowledge by finding the best use of the equipment to their benefits.

**BELQUIS & GUSTAVO**



# **TECHNICAL UNIVERSITY OF COTOPAXI**

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Latacunga - Ecuador

**THEME: “MANAGEMENT OF AN ENGLISH INTERACTIVE LABORATORY FOR THE ENGLISH TEACHING LEARNING PROCESS AT TECHNICAL UNIVERSITY OF COTOPAXI DURING THE ACADEMIC CYCLE MARCH – AUGUST 2012.”**

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### **ABSTRACT**

This researching work was developed due to the needs to know and keep the English Interactive Laboratory in good operating conditions for improving the English Teaching Learning Process, in the English Career, at Technical University of Cotopaxi. So, the most important point of this researching work was to contribute with strategies, suggestions, warnings and procedures in order to apply and care this English Interactive Laboratory, to get advantages for obtaining the best results in their academic training.

Furthermore, the research work took into account the skills development since, they were so important when someone wants to learn a second language but, the final result of this researching project is about a Management Guide which will help teachers and students by giving them the previous knowledge about how to apply, maintain, some warnings and suggestions about the correct usage of each technological device that the English Interactive Laboratory has, which is going to avoid the misuse of the technological equipment.

Finally, teachers and students took advantages about the correct management that the Laboratory needs in order to use this technological tool to turn the way of their classes into an interesting manner.



## **INTRODUCTION**

Nowadays, teachers are finding out new strategies, methodologies and techniques in order to improve the Teaching Learning Process through the application of technology that has become a useful and great resource to teach any language which has caused that teachers and students feel motivated for learning about the use of those new devices in the educational process, since these devices have changed the role of the education in a new one which allows developing new interactive activities in order to improve the use of technological devices into the teaching Learning Process.

Also, the technology is playing an important role in the educational field since, it is a great aid for the teachers, it permits to make the Teaching Learning Process easier and funnier which has caused students' interest about the management of these technological devices in the education.

So, teachers and students are motivated to learn the use and maintenance of each technological device that are used in the English Interactive Laboratory in order to develop and improve the students' skills in the best way.

This researching work is made in order to help teachers and students about how to manage an English Interactive Laboratory properly in order to avoid the misuse in the technological equipment.

The first chapter contains the development of many theoretical contents about the main topic which were analyzed and written some comments by the researchers since this information helped in order to get favorable ideas and definitions about each one for finding and establishing a starting point based on it, the researchers could design and order the ideas to have a clear meaning about the topic.

On the other hand, the second chapter is about the analysis and interpretation of the information obtained from the interviews applied for the authorities and the surveys

applied to the English Teaching Staff and the students who belong to the English Career.

In addition, the third chapter contains specific information related to the design of a management guide of the English Interactive Laboratory which has some procedures, strategies, warnings and maintenance about each technological resources from the Laboratory, so, teacher and students will know what is the best use of each and at the same time they might be able to take advantage of them in the English Teaching Learning Process therefore, this will be a wonderful and important contribution to the people who belong to the English Career, because through this management guide they must keep and maintain the English Interactive Laboratory and its technological equipment in optimum working conditions.

Finally, those technological tools will improve the English Teaching Learning Process since, teachers and students are going to develop and practice many kinds of interactive activities to get the best results in the academic process.

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# **CHAPTER I**

## **Backgrounds**

English Language is one of the most important languages in the world. Which is the most important because is the only language that truly links the whole world together.

In the educational field, there are some technological resources to teach English language, for instance, at The POLITECHNIC UNIVERSITY OF TLAXCALA (Mexico), the laboratory of languages possesses an equipment which has special software installed, destined for the language teaching and it is focused on the learning of the students.

In addition; it has a control panel that allows the interactivity between teachers - students and, students - students, facilitating the development of the communicative competence among the users, and the collaborative work for the learning of a foreign language.

So, for the effective control of the laboratory practices and for the control of a suitable use, the laboratory possesses also, a series of formats, binnacle of control and book of access and exits, which will be used for the main users, responsible for group at the moment that requests it.

In Ecuador, many institutions have been using some technological resources in order to facilitate the English Teaching-Learning Process, for instances the students from the Army Polytechnic School did a research in the “Abdón Calderón” Military High School, this research is focused in the creation and implementation of a last generation English Laboratory for the last third students’ courses at “Abdón Calderón” Military High School in Quito, because of the lack of technology, equipment and appliances.

From that point of view, it is important to detail some weaknesses which caused disadvantages in our educational system; such as: lack of listening and interactive games where students can improve their English language through it. Then, it is better to know that this informatics’ program will help students in English language listening processes by means of different abilities that they will be developing at least three times a week in their own schedule, also it is mandatory to emphasize that they will listen and repeat using a microphone where a computer according to their pronunciation allow or not to continue to the next exercise or activity.

This informatics’ program demands a lot of training and dedication a long of the program that they will be applying according to the school planning between teachers and students. Therefore, it is fundamental to present a proposal for teachers and students training in order to get the best advantages of these new techniques and methods of learning-teaching that will be charged on the data base assuring the most effective and efficient method in improving their lexicon of this foreign language by themselves.

New technologies are means of learning that are broadening educational horizons. Highly skilled students often struggle with problems of performance for various reasons. For this collective the window onto the world that new technologies provide, gives them different and more open ways of tackling this problem.

The implementation of an English interactive laboratory at the Technical University of Cotopaxi and its management guide will allow improving and developing the

students' English skills. Due to it, the laboratory will help to accomplish it in the best possible way into the English Teaching-Learning Process.



## Theoretical framework



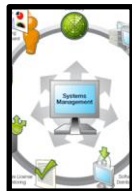
English Language Teaching-Learning Process.



New technologies for teaching.



English Interactive Laboratory.



Management



Guide management of an English Interactive Laboratory.

## **ENGLISH LANGUAGE TEACHING-LEARNING PROCESS**

Learning is to acquire or get knowledge of any matter or a skill by study, experience, or instruction given in order to accomplish desired goals.

On the other hand, teaching is the way to show or help someone to learn how to do something in the best way, giving clear and right instructions, guiding in the study of something, providing with knowledge, causing to know or understand easily.

Teaching Learning Process is a procedure in which are involved Teachers, Students and the environment where the activities are going to be developed based on, teach and making the students learn according to their needs.

But, above all teaching and learning involves the process of transferring knowledge from one who is giving to another who is receiving. Teaching process cannot be performed if there is one element that is missing among the three of the teaching and learning elements.

These elements play an important role in the Teaching Learning Process because they depend of each other in order to carry out the process in a good manner.

Since, the methodologies, techniques and strategies that the teacher applies have to be dynamic and active in order to engage the students' attention through the practice of many interesting academic activities. Creating a safe and comfortable environment in which students can feel motivated and interested to participate in all of the activities that the teachers requires for making the English Teaching Learning Process interesting, cheerful, funny and easier.

These elements are necessary to be able to make teaching and learning possible. Without one of these elements the process could not be real because all of them play an important role in the educational system.

In addition, teachers are considered as the element, which has the main role during the process since; the teacher directs and facilitates the flow of the whole Teaching Learning Process.

On the other hand, learners are the key participants in the teaching - learning process because they are the main reason why the process is implemented and developed. The knowledge that is acquired by the learners will decide if the teaching and learning objectives are achieved.

The favorable environment helps the teaching-learning process by providing a place where there is a smooth flow of communication, avoiding some common barriers between the teacher and the learner. A good environment is so much important in the teaching and learning process since, this provides a smooth flow of communication between the learners and the teachers facilitating the teaching learning process effectively.

**According to Bruner, J (1960, 1977) “Teaching-learning process is the heart of education. On it depends the fulfillment of the aims & objectives of education. It is the most powerful instrument of education to bring about desired changes in the students.”**

The researchers agree with the thought of BRUNER due to, the real Teaching-Learning process is the main point in the educational field, because teachers and students make a good relationship in order to find the best environment, where they feel very good and they can interact for developing their function in a correct and effective way in order that, learners learn in a significant manner so, it will permit to get good professionals for the society.

## **Teacher as facilitator: One of the face-to-face teacher's roles**

Learning is a very complex process because there are many interacting elements that influence learning for instance, the teacher who is a variable in the classroom context; this person acts as an intermediary between the variables outside the classroom and assists to the students in their learning. The function of being an intermediary means that the teacher has the role of facilitating student learning, as well as being a part of the all the activities that are involved into the Teaching-Learning Process.

Fulfill the functions of a teacher means, this person is also actively engaged in learning. Learning about themselves, the changes in their field, and the society and most importantly the learning about their students and ways of enabling their students to develop and grow as human beings. Therefore, the role of the teacher has many facets but that of facilitating student learning is the most important and necessary.

Both the teacher and students bring a set of physical, social, emotional and mental attributes, lacks, wishes and needs to the classroom. All these, helps to form a necessary aspect that is a good and comfortable environment in which teacher and students feel motivated as interested to acquire knowledge .

Furthermore, the teacher is more able to learn about themselves, their needs and educational philosophy and about the nature of their students helping to facilitate the student learning. This is a part of the learning role of the teacher and this learning assists the teacher in their role as facilitator.

In order that teacher facilitates the student learning, several situations might occur. The processes that the teacher as facilitator needs to undertake are the following:

- Assess the students.
- Plan the learning.
- Implement the plan.
- Evaluate the process.

## **NEW TECHNOLOGIES FOR TEACHING**

Technology is the making, usage, and knowledge of tools, machines, techniques, craft, systems or methods of organization in order to solve a problem or perform a specific function because technology necessarily involves science and engineering.

Every day, new technologies have been developed, into the educational field since, they are so important and fundamental for that reason, knowing their importance many teachers takes advantages of them, incorporating these new technologies into their academic activities to change the face of the traditional Teaching-Learning Process atmosphere

Since, the term new technologies include Information and Communications Technologies (ICTs) that typically uses a computer which plays a central role, embracing a variety of different software applications used to teach English or any language in a funny manner.

Therefore, teachers have been using many technological resources that are applied to teach languages to people these include a wide variety of learning strategies and ICT applications for exchanging information and gaining knowledge. Such ICT applications include television and radio; Compact Discs (CDs) and Digital Versatile/Video Discs (DVDs); video conferencing, and web-based technologies. Here some of the most common ITCs used into the English Teaching Process:

- Television (TV) refers to a receiver that displays visual images of stationary or moving objects both live or pre-recorded and mostly accompanied by sound which is electronically captured, processed and re-displayed. Likewise, this applies to the term radio – both live generated sound as well as pre-recorded sound. Both TV and radio can improve teaching and learning process in different ways such as by showing processes and activities that may not otherwise be available to the learner. However, digitalization has taken

over analog audio and video systems, compact Discs (CDs) and Digital Versatile/Video Discs (DVDs) are based upon laser technologies for writing and reading data.

- Video conferencing is a system where two or more students, based in different physical locations, can see and hear each other in real time (i.e. live) using special equipment. It can also include data sharing such as an electronic whiteboard where participants can draw on, or text based real time 'chat'.
- Digital Language Lab - Linguist's System is the control panel and monitoring control of the Teacher`s console. Students get the pre-recorded lessons from the Linguist console after logging in into their consoles. The teacher can broadcast to all the students from the Linguist console, monitoring and communicating with each student is also possible without disturbing other fellow students.
- Smart Lab - Language Laboratory Software System is a technically savvy Language Lab to hone the communicative competence. Smart Lab - Digital Language Lab is a teaching, learning software. Smart Lab make use of intelligible English that both the native and non - natives speakers of English can apprehend quite easily.
- World Wide Web (WWW) is set of software tools and standards that allow users to obtain and distribute information stored on a server and connected to Internet. In the recent years, web and Internet technologies have matured significantly by providing a uniform access media learning.

**A.S. Sife, E.T. Lwoga and C. Sanga (2000) said “The application of Information and Communication Technologies (ICTs) is already changing the organization and delivery of higher education. The pedagogical and socio-economic forces that have driven the higher learning institutions to adopt and incorporate ICTs in teaching and learning include greater information access; greater communication; synchronous and**

**asynchronous learning; increased cooperation and collaboration, cost-effectiveness and pedagogical improvement”**

According to the A. S. Sife, E.T. Lwoga and C. Saga's thought, the researchers believe that to incorporate the Information and Communication Technologies to the Teaching-Learning Process will be successful because students and professors will have great results into this process. Therefore, the use of new technologies helps to make the Teaching-Learning Process easier so it will be more effectively and interesting in the developing of this because it is going to engage the attention of the teachers and students.

### **The Importance of using Technology in the Classroom**

Technology is very essential and useful in the classroom because it permits to do many activities changing the face of the Teaching-Learning Process. For instance, it allows reaching the excellence in getting different skills and combine them to learn a language, using new technological equipment which requires just knowing their usage and maintenance in order you can apply during classes.

If we have the right tools, we must optimize the resources in order to obtain better results, being ours goal the use of this current technology that is also used with magnificent results. So, to get the best results you have to apply an adequate methodology, strategies and techniques since these will be a complement of using technology in the classroom.

Therefore, it means that both work together to obtain and get the best results with the students in this process. When students use technological resources in their English Educational Process students can get some advantages such as:

### ***Active Participation***

When students are learning English using technology, they are themselves looking for information on the Internet. They make their own decisions regarding the information because they have control over how to use or present the information. Thus, one of the main benefits of using technology for classrooms is that unlike a teacher-led classroom, where students passively receive whatever information the teacher is providing, in tech savvy classrooms, students are active participants.

### ***In-depth Knowledge***

The Internet is just a world passing around notes in any classroom. By using the Internet technology, obtaining information on all kinds of subjects has become very easy. Thus, Internet is a type of library which is at the disposal of a student with just a click. A student can acquire in-depth knowledge on any subject using this vast resource.

### ***Real-life Work Experience***

The importance of technology in the classroom can be gauged from the fact that it offers an experience to students similar to the working environment that is seen at offices. In technology savvy classrooms, a teacher acts as a facilitator who sets project goals for the students and provides them with the necessary resources and guidelines to reach those goals. The student himself/herself makes decisions with regards to the design choices, the information he/she wants to use and display, the resources that he/she will use. Moreover, these days, students themselves are very tech savvy and may sometimes even know more than the teacher himself. So, there is a constant exchange of information between the students and the teachers.



## ***Increased Motivation***

Researchers have shown that there is great importance of integrating technology in the classroom. When students are taught through slide shows or by showing films, it makes the lessons very easy and interesting for them. It helps in their learning, at the same time motivates them to attend school every day. For that reason, the technology gives many advantages for the people who use these devices in the educational process.

To name a few such as:

- Technology as a tool provides unlimited resources for students and teachers.
- Technology as a tool provides new resources: virtual field trips, online simulations, and connections to professional experts.
- Technology allows students to explore and exchange ideas with a global audience.
- Technology allows for opportunities to do public speaking via multimedia presentations.
- Technology allows the student to make learning connections using his or her native language.
- Technology provides visualization for making learning connections.
- Resources to learn about new culture.
- Technology will allow applying a methodology that encourages the vocabulary development (Lexical approach).
- To Develop the talkative competitions in English based on a teaching, based on contents and learning focused toward the execution of activities(Content-based instruction + Task-based learning) .

- To select study texts adapted for the development of the four linguistic abilities (understanding reader, auditory, oral and written ability).
- To Link English with the different areas of the knowledge through appropriate texts provided by each School incorporated to the bibliography of the respective study programs.
- To Work in a laboratory with software of English learning for the development of the auditory understanding because use computers on a daily basis helps the students in developing and understanding of the various computer tools and software. This type of education prepares the students and makes it easier for them to learn about various software applications in future.

**Hooper, S., & Rieber, L. P. (1995). “The technology as a teacher's liberator to help reestablish the role and value of the individual classroom teacher, two things must happen. First the perspective of the classroom must change to become learner centered. Second, students and teachers must enter into collaboration or partnership with technology in order to create a "community" that nurtures, encourages, and supports the learning process.”**

Referring about the article, it is so necessary and fundamental to establish a good environment for teaching and learning in which, teachers and students create an excellent relationship among them, this is going to permit the development of the Teaching Learning Process in the best way, focused on the students learning through the teacher as a facilitator, also using new technological resources in the English Interactive Laboratory to develop activities, making this process funny and easier.

Finally, Educational technology involves applying ideas from various sources to create the best possible learning environments for students.

## **ENGLISH INTERACTIVE LABORATORY**

English learning is not the same as learning any other subject because it is not limited to writing an examination and getting a degree or award. It requires developing the four skills: reading, writing, listening and speaking and also, they have to be practiced as much as the student can in order to improve them.

Being able to communicate well is the most important goal that teachers have for their students through the practice into The English Interactive Laboratory.

Nowadays, the technological tools have been developed a great number of innovative devices to assist the English Teaching Learning Process, Innovative products which are very useful for students learning English Language because, these interactive tools are designed to enhance the English Language Teaching Learning mainly.

Since, good communication skills are indispensable for the success of any professional it involves one's ability to listen carefully so as to grasp the meaning and to respond in turn with apt words and clarity of pronunciation.

The significance of the English Interactive Laboratory has been much felt in the domain of communication. The language laboratory is a great tool because it helps to the teacher to incorporate the usage of technological resources into the English Teaching Learning Process to communicate among them.

So, the English Interactive Laboratory is an audio, audio-visual and interactive audio visual installation used as an aid in modern language teaching. They can be found, amongst other places, in schools, universities and academies.

This Laboratory is very useful because it provides students with the technological tools and equipment to get the best samples for their skills development of the English Language.

The electronic devices used in the Laboratory will stimulate the senses of the learners to acquire, practice and improve the language quickly and easily.

Furthermore, the English Interactive Laboratory contains some technological resources that are useful because they are going to facilitate the four English skills development where the students can listen to the best pronunciation, acquire the best intonation for reading, practice their grammar rules in order that they can transmit their ideas through speaking.

Therefore, some important functions of the English Interactive Laboratory are given below:

- It is a tool designed for teaching any language because it helps someone to learn pronunciation, accent, stress and all other aspects of the phonetics of a language.
- Effective communicative training software for all the users can be given through the laboratory.
- It permits to carry out the development of the four skills in the best way.

Summarizing, the English Interactive Laboratory offers the facility to practice English Language using several kinds of especial software and technological tools which are appropriate for Academic Process so, students can get the experience of having interaction with native speakers through the Laboratory. Hence, the English Interactive Laboratory has become a great and useful device to facilitate the acquisition of any language.

For that reason, the English Interactive Laboratory plays an important role in the language learning process. As it is a technological aid for learning, it has a number of advanced facilities that can help students to learn a language with proficiency to communicate effectively.

## **Benefits of the English Interactive Laboratory:**

- Control and monitor the students' functions.
- Individual attention for all students, without disturbing the rest of them.
- Students can effortlessly communicate with the teacher.
- They can listen to the native speaker's voice, Record their voices, compare, observe and evaluate.
- The student can listen to the native speaker's lessons and pronunciations see video clippings and read the text.
- The student has provision to type the text material on the screen.
- The student can repeat the lesson assigned by the teacher, record, and replay.
- The student can be part of a group discussion.
- Self-evaluation is possible. Correction in case of any erratic pronunciation is possible by the teacher.

**Charbonnier Sharon Massachusetts (2005) stands that “The students love lab because it is fun. The teachers love it because instruction can be tailored to meet the individual needs of the learner”.**

According to Charbonnier's definition the researchers argue that most of students like to use an English Interactive Laboratory because it permits to give and receive instructions easily in order that learners can understand in the best way .Since, they can interact making the class interactive not boring. In addition, the students will feel motivated to learn more and more, therefore, the teachers have a great tool to teach the students since they have different needs, wishes and lacks then, using an English Interactive Laboratory teachers will focus on each student.

**Marianne Raynaud (2011), said “Language labs not only provide individual training in pronunciation, grammar, vocabulary acquisition, listening comprehension and spontaneous speech but**

**can also shape a new form of "effective time management" for foreign language classes, where students can even benefit from one-to-on sessions with the teacher. So for me a language lab is a dream come true for the teacher."**

According to the researchers' point of view, it is true, because an English Interactive Laboratory permits to create a good environment in which students are active and they can improve by themselves, and the teacher just has to monitor them and all of this process will be easy for each one also, the English Interactive Laboratory is a great device since, it is possible for teachers to provide assistance individually and collectively. This Laboratory allows every learner the privacy to speak and listen in an interactive way.

## **MANAGEMENT**

Management encompasses an array of different functions undertaken to accomplish a task or any activity successfully. Since, management is all about getting things done and try to do those things in the best way, it is the way and the process of how to someone achieves or carry out something as a goal established by a process. So, management is considered an art and a science as well.

It is clear that management is a creative as well as a systematic flow of knowledge that can be applied to produce and get results by using human beings as well as other resources like technological tools in an effective way for the Educational Process.

Management today combines creativity, analytical and other skills into the Educational Process to get effective goals.

Some of the key educational functions include: learning to delegate, planning and organizing, communicating clearly, controlling situations, motivating students,

adapting to change, constantly innovating and thinking of new ideas for making the Teaching Learning Process easier.

Management theories can also be divided into two sets.

One is the set that concentrates mainly on efficiency and another is the set that concentrates mainly on effectiveness. Efficiency is about doing things the right way also it is based in the practical things and practice through the optimization of the methodologies and strategies applied to the English language learning to optimize the process. Effectiveness is about doing the right things knowing the best way to develop them also; it is the result as level about the process that give off the efficiency.

The teacher as facilitator is the responsible for ensuring that the laboratory remains effective through the application of new methods and strategies that will meet the students' needs, such as dynamics, quality to teach and everything that teachers can apply for developing the Teaching Learning Process in the best way.

Also, the teacher will have the responsibility in deciding what processes, methodology and procedures should be used to develop the four English Skills.

Into the educational process, management plays an important role in which teachers have to be able to guide and lead their students according the students' needs, lacks and wishes, all of these must happen in order to carry out the established planning properly. Although teachers must oversee the entire lifecycle of a student's performance, they must also recognize that their main focus should be on driving forward new abilities development on the students for the academic process.

**Mlab, (2011) said “Management of a Laboratory is to built around a collaborative research environment in which forward-thinking companies and distinguished scholars work together to invent the management processes and practices that will define competitive success in the 21st century”.**

According to this author's definition, the researchers want to contribute with a comment agreeing that a good management is the base to keep and maintain any kind of technological device and equipment in optimum working conditions. So, for having an English Interactive Laboratory in good operating conditions is so necessary a good management in order to keep the furniture, tools and the technological resources in good operating circumstances for facilitating the Learning process.

**School of architectural and design, (2008 - 2012) "Management involves the activities to control and monitor the people in an organization or institution to achieve the desired goals of the organization. The roles of management include planning, organizing, staffing, directing and monitoring the employees and students..."**

The researchers agree with this quote due to, management consists to control and monitor people in order to achieve desired objectives, allowing carry out a set of goals that teachers have planned for the development of their classes, guiding their students to take good decisions and based on their own experience to get the best results with their students using the planning, organizing, adequate staffing, directing and monitoring process so, this is going to be a complement to improve and develop the Teaching Learning Process in an effective manner.

### **Management in the Teaching-Learning as a process**

Management into the Teaching Learning as a process refers to a series of functions, methodologies, steps, strategies and procedures in order to get a systematic order in the English interactive Laboratory furthermore, the teachers have to be the main factor in this process because they have to create, operate and direct the educational process through systematic, coordinated and co-operated human efforts for the development of many successful activities since to have a proper management is so



necessary and important to have English teachers and students, who will keep the technological equipment in optimum working conditions since, those devices will be used during their professional training so, management consists of three aspects:

- Management is a social process - Since students are the most important factor among the other factors therefore, management is involved with developing relationship among teachers and students, this is fundamental and necessary in order to create a good environment in where they can interact and at the same time working together to get excellent results in the skills development.
- Management is an integrating process - To have enough technological equipment makes the students feel motivated in a harmony environment in which they can establish a relationship among the technological equipment and all the people who are involved in the use of the English Interactive Laboratory.
- Management is a continuous process - It is a never ending process because teachers make that students improve their knowledge day after day through the practice in the English Interactive Laboratory using the technological equipment and the teachers are the responsible of the level acquired by the students.

### **Features of Management**

The nature, main characteristics or features of management are:

#### ***Continuous and never ending process***

Management is a Process that includes four main functions, such as :Planning, Organizing, Directing and Controlling. Teachers have to Plan and organize all the activities that are going to be developed during their classes also, they have to Control all the planned activities which have been developed in the teachers' classes.

### ***Multidisciplinary***

Management has to be multidisciplinary in order to embellish the work done in the English Interactive Laboratory getting dynamic strategies to engage the students' attention through the several manners according to the students' situation.

### ***A group and not an individual activity***

Management is not an individual activity. It is a group activity because teachers and students are going to work together in order to improve and carry out their established goals and skills development too.

### ***Follows established principles or rules***

Management follows established principles, such as division of work, discipline, follow the instructions and suggestions recommended for the teacher, those are useful in order to prevent, solve and avoid some problems in the English Interactive Laboratory.

### ***Art and science***

Management is result-oriented. Therefore, it is an Art. Management conducts continuous research. Thus, it is also a Science.

### ***Management is intangible***

Management is intangible, For instance, it cannot be seen and touched, but it can be felt and realized by its results. The success or failure of management also can be judged only by its results. If there is good discipline and the goals were carried out then, the management is successful and vice-versa.

### *Management is dynamic in nature*

Management is dynamic and motivational. That is, management is creative and innovative too. An institution will survive and succeed only if it is dynamic. It must continuously bring in new and creative ideas, new didactic material and resources for classes in order to engage the students' attention.

## **MANAGEMENT GUIDE OF AN ENGLISH INTERACTIVE LABORATORY**

The English Interactive Laboratory is a complete virtual learning environment in which the Educational Community can find a whole set of technological equipment, important tools and especial software which improve the teaching and learning process of the English Language.

Nowadays, the English Interactive Laboratories are so necessary and indispensable to develop the Teaching Learning Process in order to incorporate the use of technology in classes. Furthermore, an English Interactive Laboratory has expensive equipment which makes the English Teaching Learning Process easier for developing the Language skills in a funny and interesting way.

Therefore, to keep an English Interactive Laboratory in good operating conditions is so necessary and important to use a management guide that is going to help a lot in order to keep and maintain the technological recourses and equipment that are in the Laboratory in optimum operating conditions.

However, at the Technical University of Cotopaxi there is no an English Interactive Laboratory. Therefore, students and professors who belong to the English Career do not have enough knowledge about the use of an Interactive Laboratory properly. Also, the researches take into account that is necessary a supporting document which

will permit to learn about the correct use, management and maintenance of each device in order to develop the Teaching-Learning Process effectively.

A user guide or user's guide, also commonly known as a manual, is a technical communication document intended to give assistance to people showing the use, warnings, suggestions, maintenance, advantages and disadvantages about any technological device which is in the English Interactive Laboratory.

**Love to Know, Corp. (2000-2008) “Technical writing refers to straightforward explanations and/or instructions dealing with a particular technical subject. The subject being written about may be abstract or tangible. Regardless, the writing must be easy to understand and follow.”**

The researchers agree with the definition of this author because a management guide has to have explanations, instructions, suggestions, warnings and procedures in a clear way in order that everybody can grasp easily. So, the students can understand for developing their work in the best manner due to they are going to focus on the way how they can use each device which are going to be used in the English Interactive Laboratory in order to accomplish a specific activity.

**J, Rank (1990-2011) “Illustrations are important components of manuals and handbooks. Illustrations in many forms can be used, ranging from simple hand-drawn charts and graphs to three-dimensional computer-generated designs. They can be produced by engineers, graphics artists, freelance artists, or secretaries working with computer graphics software packages.”**

The researchers think in the same way than this author, because they consider that illustrations are very important for manuals and guides since, they allow inferring the information and giving a beautiful appearance so, the people who are going to use that, are able to understand and comprehend the information quickly and easily.

Furthermore, the illustrations make the supporting documents funny and interactive for all the people who are going to use them.

### **Usage procedures**

As you know a correct organization allow you to make a rotation of functions, and this is what is achieved when you have correctly defined processes in strategic areas as the English Laboratory, and much more when it is about procedures for the use and management of an English Interactive Laboratory, in which users are aware that there will be many users and that all of them will have different functions and processes to accomplish so, it should be established clear and visible procedures and suggestions for professors and students who are going to use this English Interactive Laboratory.

Finally, teachers and students will be responsible for the correct use of the Laboratory during the class hours therefore, they will give the respective use, instructions and they will supervise that the equipment are given the best use and care by the users, in the same manner they will write down the novelties, in order to take the preventive or corrective actions which correspond.

## **CHAPTER II**

### **Brief characterization of the Technical University of Cotopaxi**

Technical University of Cotopaxi is located in Latacunga City. This important institution was created by means of the Law promulgated in the Official Record No. 618 on January 24<sup>th</sup>, 1995; that has the following academic specialties: Agricultural Engineering, Veterinarian Medicine, Ecology and Environmental Protection, and Informatics, with the option to create other faculties, schools and institutes according to the requirements of this region.

Since, The Technical University of Cotopaxi is an institution that opened the possibility in order that thousands of people, disabled by reasons of economic order of acceding to the superior education, today they are professionals in different areas and they are reaching to the development of the Cotopaxi Province, and many of them had obtained even interesting professional experiences abroad.

The Academic Unit of Administrative and Humanistic Sciences has careers that refer to Humanistic, they are related to the comprehension of the man and the woman already is in the social educational and communication aspects. Also, they are interested in thinking especially on the conducts of the human being, to describe them, in making clear them and in other cases to look for solutions to problematic ones.

Therefore, The English Career contributes with the improvement of the process about education and learning of the foreign language, it is based on scientific theories that allow focusing the methods, technologies and strategies most adapted to facilitate the acquisition of new knowledge and the practical application of communicative competences. The learning of the English Language is important for the development of the society in the 21<sup>st</sup> Century, in response to an included world, which demands the knowledge of this language in different areas: productive, economic, scientific, technological, social and educational as a tool of communication and information that allows the development of the human being.

The Technical University of Cotopaxi, is a pioneer in developing education for emancipation; it forms humanists and quality professionals, with a high academic, scientific and technological level, based on principles such as solidarity, justice, equality and freedom, it generates and diffuses the knowledge, science, art and culture through the scientific investigation, and it is linked with the society to contribute to the social and economic transformation of the country.

In the future, the Technical University of Cotopaxi will be an accredited university and a national leader in the integral training of critical professional, caring and engaged in social changes; in the implementation of research projects that contribute to solve the problems of the region and the country with modern technology and physical infrastructure with an excellence teaching and administrative staff.

## **ANALYSIS AND INTERPRETATION OF RESULTS**

ANALYSIS OF THE INTERVIEWS APPLIED TO THE AUTHORITIES OF THE TECHNICAL UNIVERSITY OF COTOPAXI.

Interview applied to Technical University of Cotopaxi Principal, Ing.- Hernán Yanez A.

### **1. How do you consider the English career at the Technical University of Cotopaxi?**

According to the Authority, It is an alternative career that has trained professionals who work without the degree in an improvised way.

The English career has meant a very important contribution at the Technical University of Cotopaxi; the professionals trained in this institution are people who have a scientific and technical knowledge with an aggregate value in the humanistic side which has allowed a great development in the Teaching Learning Process.

### **2. Do the students have the necessary technological resources in their educational process?**

There are no resources in the process because there is no laboratory to facilitate this process. On the other hand experience of teachers has facilitated this process, using the basic technological resources and converting the classroom into a laboratory to develop the 4 skills.

In addition, it is very necessary to have technological equipments and laboratories that allow the youth to be professionalized by the best way, together with the initiative of the teachers and students.

### **3. Are the English teachers updated with the last technological resources?**

The creation of the Cultural Center of Languages has allowed teachers belonging to the Cultural Center of Languages and those who belong to the English career have a



formation, training and update of knowledge which has allowed the interaction among teachers and students to achieve a comprehensive training.

**4. Does the English career have an English interactive laboratory? Why or Why not?**

There is no an interactive laboratory because the laboratory that there is, does not have the characteristics of interactivity among teacher and students, since it has not existed the economic possibilities to equip with these laboratories to the institution, due to the lack of budget.

**5. Do you consider that English students through an English interactive laboratory might improve their skills?**

Of course, since all the technologies of information and communication will allow that the students training in a better position as professionals; students have a comprehensive knowledge which helps a lot to the initiative to develop the Teaching Learning Process.

**6. Are you willing to give any kind of aid in order to build an English interactive laboratory at the Technical University of Cotopaxi?**

Yes, the support will be through the Headmaster organism, University Council which directs and on the part of the decision-making, in order to that, it could be developed and contribute with this investigation.

**7. Is A MANAGEMENT GUIDE necessary for keeping an English Interactive Laboratory in good operating conditions?**

Nowadays, it is so important that everything should be structured through a guide with instructions and regulations to enable the proper use of elements in the laboratory.

It is important that exists a legal regulation that allows optimizing the correct application of the equipment and technology resources that are part of this lab.

Interview applied to the Director of the Academic Unit of Administrative and Humanistic Sciences at Technical University of Cotopaxi, Msc. Rocio Peralvo.

**1. How do you consider the English career at the Technical University of Cotopaxi?**

The Authority considers that, The English Career is one of the oldest careers; it prepares professionals in Sciences of the Education with mention in the foreign language.

This career has been characterized by quality and not quantity of students which shows this career its booming, despite some weaknesses which must be strengthened and updated, based on the new curricula in order to know the new requirements that English Teachers need.

**2. Do the students have the necessary technological resources in their educational process?**

The technological resources that have the English Career are very limited, since the laboratory that students and teachers use is shared by the Center of Languages or sometimes it is not shared due to the great number of students who belong to the Cultural Center of Languages.

**3. Are the English teachers updated with the last technological resources?**

The teacher training is not always limited to the technology resources since; the technology is a tool that is constituted in a didactic way as a part of the educational process,

I believe, that English Teachers have been trained, because nowadays the English Teachers are not limited to a traditional lab but rather to find the tools to facilitate this process.

Nevertheless, I think that the training continues being limited due to the teachers do not use the technology to 100 %, since it is necessary to relate the TIC's to the English Career.

**4. Does the English career have an English interactive laboratory? Why or Why not?**

No, the laboratory that exists is not interactive since, it was acquired many years ago and it does not have updated resources.

**5. Do you consider that English students through an English Interactive Laboratory might improve their skills?**

Yes, the technological resources are a motivating component and it allows that the students might be interested in learning, but not always it is a guarantee, we can have the best technological resources but if the teacher cannot use it adequately and the student does not know either, are not going to have the resources that the University needs, for this reason a training will always be necessary to teachers and students about the management of the technological - didactic resources.

**6. Are you willing to give any kind of aid in order to build an English interactive laboratory at the Technical University of Cotopaxi?**

As authorities we are obliged to organize the infrastructure, which is very limited, however with the efforts of students I think that we should give the necessary facilities of location and infrastructure in order to conform the English Interactive Lab.

**7. Is A MANAGEMENT GUIDE necessary for keeping an English Interactive Laboratory in good operating conditions?**

The guide management is very important because it will be a document that contains the general outlines of why, what are resources for, how to use the resources and what the results are about them, also this guide will be important because it contains the guide about how to keep an interactive lab effectively.

All this must be in order, so that all the elements that are in the laboratory have a didactic-educational use.

**ANALYSIS OF THE SURVEYS APPLIED TO THE ENGLISH  
TEACHING STAFF OF THE ENGLISH CAREER AT THE TECHNICAL  
UNIVERSITY OF COTOPAXI.**

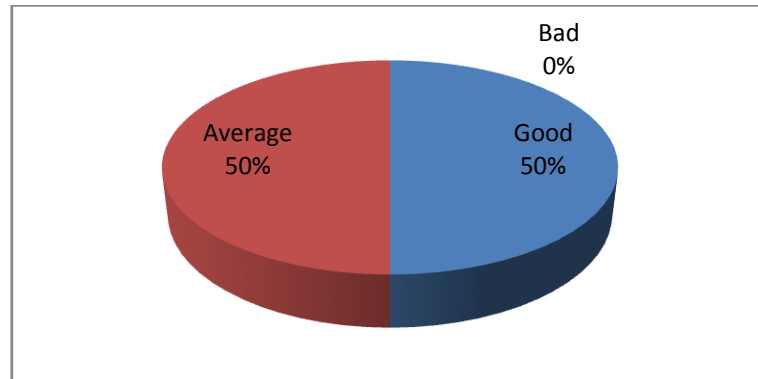
QUESTION N° 1

**How do you consider the English Career at the Technical University of Cotopaxi? Why?**

**Chart # 1**

<b>ITEMS</b>	<b>F</b>	<b>%</b>
Good	3	50
Average	3	50
Bad	0	0
<b>TOTAL:</b>	<b>6</b>	<b>100</b>

**Graphic # 1**



Source: Technical University of Cotopaxi  
Elaborated by: Belquis Alban & Gustavo Vaca

According to the answer three teachers, that represent the 50% said that the English Career is Good; three teachers consider Average which represent the 50% and none of the teachers that answer Bad.

Teachers consider that the English Career level is Good because English teachers, authorities and students are improving constantly in order to be the best in spite of the lack of the necessary technological resources that are so indispensable and important into the Language Teaching Learning Process to develop the four English skills.

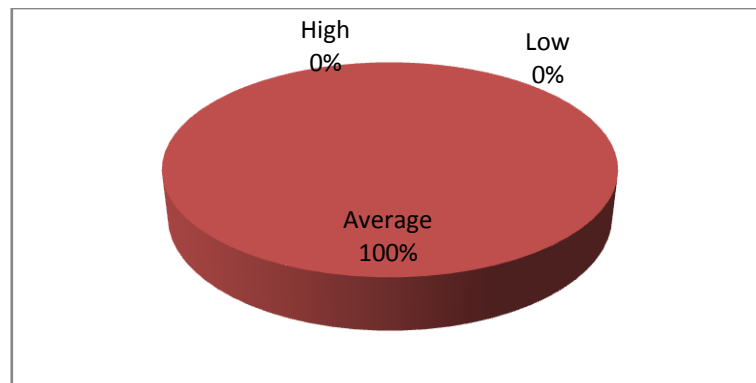
QUESTION N° 2

How do you consider the students English knowledge? Why?

Chart # 2

ITEMS	F	%
High	0	0
Average	6	100
Low	0	0
<b>TOTAL:</b>	<b>6</b>	<b>100</b>

Graphic # 2



Source: Technical University of Cotopaxi  
Elaborated by: Belquis Alban & Gustavo Vaca

Here, six teachers with the 100% said that the students' English knowledge is Average.

According to this, English teachers consider the students' English knowledge is Average because of the lack of technological tools. So, students do not have the chance to practice using them in order to improve their four English skills and getting a meaningful learning.

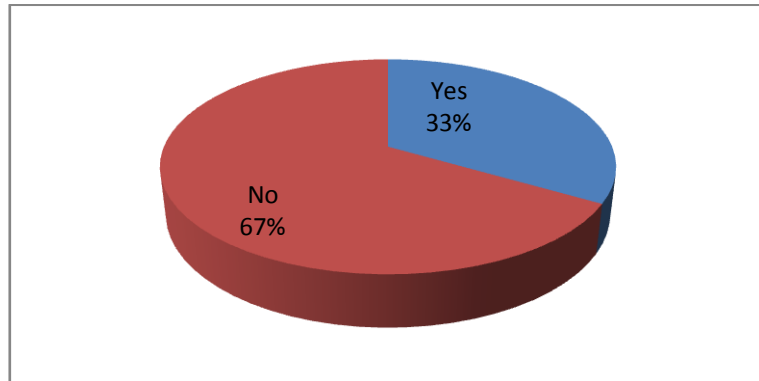
QUESTION N° 3

**Does the English career have an English interactive laboratory? Why?**

**Chart # 3**

<b>ITEMS</b>	<b>F</b>	<b>%</b>
Yes	2	33
No	4	67
<b>TOTAL</b>	<b>6</b>	<b>100</b>

**Graphic # 3**



Source: Technical University of Cotopaxi  
Elaborated by: Belquis Alban & Gustavo Vaca

In this question, four teachers who represent the 67% said that, there is not an English Interactive Laboratory in the English Career on the other hand, two teachers with the 33% said that, there is an English Interactive Laboratory in the English Career.

According to these information, teachers consider that there is not an English Interactive Laboratory due to the lack of budget and the laboratory that exists is not updated and interactive.

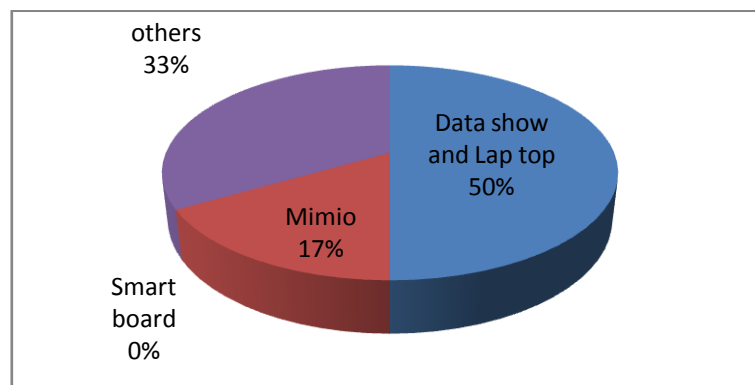
QUESTION N° 4

**What kind of technological resources do you apply in your English classes?  
Why?**

**Chart # 4**

<b>ITEMS</b>	<b>F</b>	<b>%</b>
Data show and Lap top	3	50
Mimio	1	17
Smart board	0	0
Others	2	33
<b>TOTAL:</b>	<b>6</b>	<b>100</b>

**Graphic # 4**



Source: Technical University of Cotopaxi  
Elaborated by: Belquis Alban & Gustavo Vaca

The answers to this question shows that, three teachers (50%), use Data show and Lap top devices, one teacher (17%) uses a mimio, nobody uses Smart board and finally two teachers (33%) use other technological resources.

Then, it is necessary to emphasize that an important number of teachers use Laptops and Data show devices in their classes. On the other hand, there are teachers who use different devices such as MP3, Internet with different kinds of software, loudspeakers and headphones in the development of their academic activities.



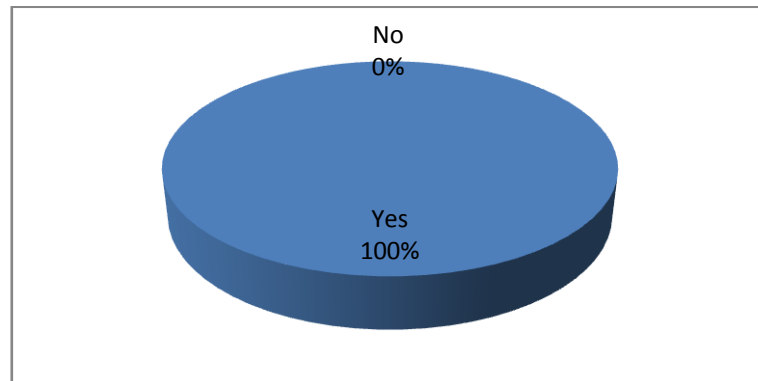
QUESTION N° 5

**Is the English interactive laboratory better than a traditional classroom? Why?**

**Chart # 5**

<b>ITEMS</b>	<b>F</b>	<b>%</b>
Yes	6	100
No	0	0
<b>TOTAL:</b>	<b>6</b>	<b>100</b>

**Graphic # 5**



Source: Technical University of Cotopaxi  
Elaborated by: Belquis Alban & Gustavo Vaca

In this question, six teachers (100%) said that, the English Interactive Laboratory is better than a traditional classroom.

Because working in an English Interactive Laboratory has many advantages that a traditional classroom. Since, it allows interaction among teachers, students and others in a funny and interesting way. Also, it has many interactive activities that help to improve the student's knowledge.

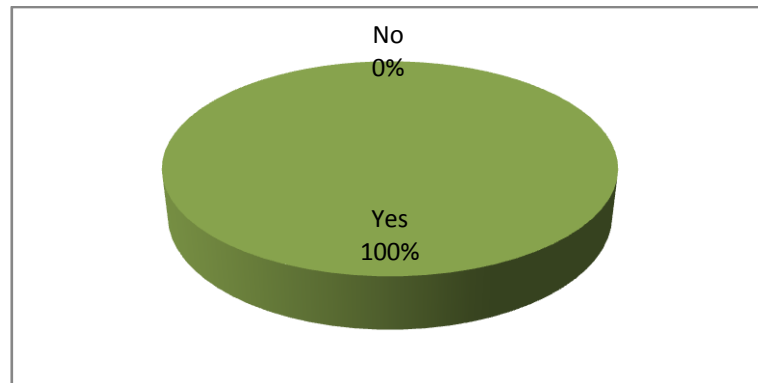
QUESTION N° 6

**Do you consider that an English interactive laboratory will improve your English class in a funny way? Why?**

**Chart # 6**

<b>ITEMS</b>	<b>F</b>	<b>%</b>
Yes	6	100
No	0	0
<b>TOTAL:</b>	<b>6</b>	<b>100</b>

**Graphic # 6**



Source: Technical University of Cotopaxi  
Elaborated by: Belquis Alban & Gustavo Vaca

According to this question, six teachers (100%) said that, the English Interactive Laboratory will improve the English classes in a funny way.

About this information, teachers consider that the use of an English Interactive laboratory will improve their classes because nowadays, there are lots of software which can be applied into this, developing different activities to improve the classes in a funny way. Since, an English Interactive Laboratory enables students to feel motivated and encouraged to learn enthusiastically.

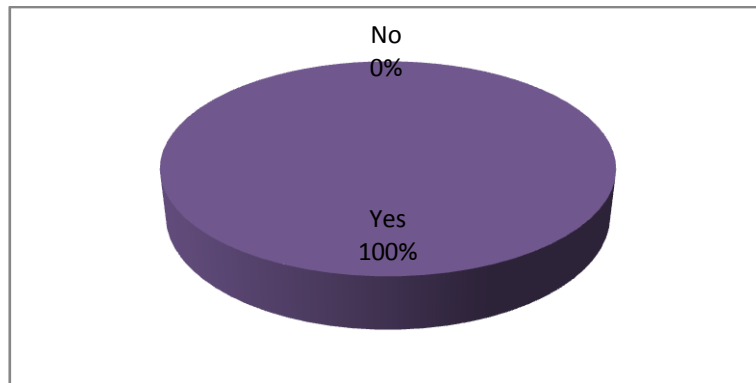
QUESTION N° 7

**Do you think that the use of an English interactive laboratory might improve the students' skills? Why?**

**Chart # 7**

<b>ITEMS</b>	<b>F</b>	<b>%</b>
Yes	6	100
No	0	0
<b>TOTAL:</b>	<b>6</b>	<b>100</b>

**Graphic # 7**



Source: Technical University of Cotopaxi  
Elaborated by: Belquis Alban & Gustavo Vaca

This question shows that all teachers consider that, the English Interactive Laboratory improves the students' skills.

The polled teachers expressed that an English Interactive Laboratory will improve the students' skills due to the fact that it has many technological resources which make the Language Teaching Learning Process easier, in which the students feel good and motivated for learning.

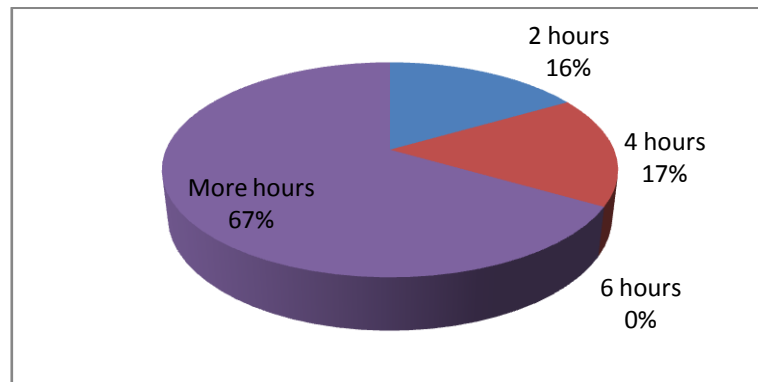
QUESTION N° 8

**How many hours per week should students use the Laboratory to increase their language skills?**

**Chart # 8**

<b>ITEMS</b>	<b>F</b>	<b>%</b>
2 hours	1	16
4 hours	1	17
6 hours	0	0
More hours	4	67
<b>TOTAL:</b>	<b>6</b>	<b>100</b>

**Graphic # 8**



Source: Technical University of Cotopaxi  
Elaborated by: Belquis Alban & Gustavo Vaca

According to this question, four teachers (67%) answered More than six hours, one teacher (17%) expressed 4 hours and one teacher (16%) answered 2 hours.

It shows that it is so necessary to use the laboratory more than 6 hours during the week in order to improve and develop the four English skills in the students to get a meaningful learning because practice makes perfect.

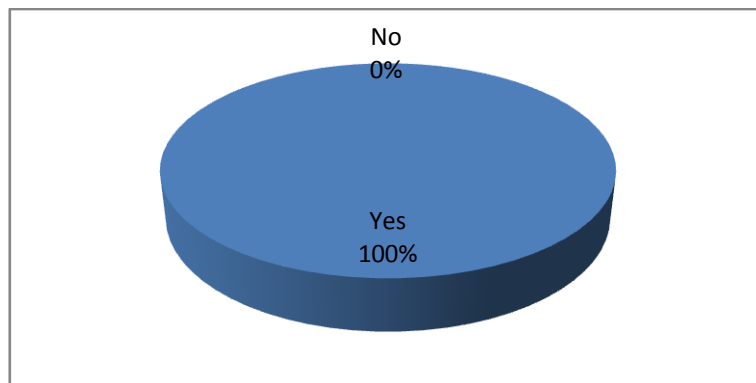
QUESTION N° 9

**Is necessary the management regulations into the English Interactive Laboratory? Why?**

**Chart # 9**

<b>ITEMS</b>	<b>F</b>	<b>%</b>
Yes	6	100
No	0	0
<b>TOTAL:</b>	<b>6</b>	<b>100</b>

**Graphic # 9**



Source: Technical University of Cotopaxi  
Elaborated by: Belquis Alban & Gustavo Vaca

All teachers (100%) said that, the management regulations are necessary into the English Interactive Laboratory.

It demonstrates that is so necessary and indispensable to apply management regulations on this English Interactive Laboratory because students and teachers do not know how to use it so, those regulations are going to establish what to do, and what not to do, in order to avoid damage on the technological resources and manage it correctly to keep it in good operating conditions.

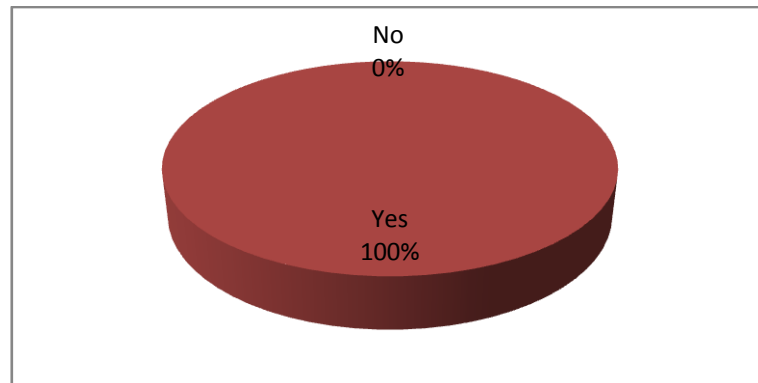
QUESTION N° 10

**Do you consider that an English Interactive Management Guide is going to be useful for using the Lab properly? Why?**

**Chart # 10**

<b>ITEMS</b>	<b>F</b>	<b>%</b>
Yes	6	100
No	0	0
<b>TOTAL:</b>	<b>6</b>	<b>100</b>

**Graphic # 10**



Source: Technical University of Cotopaxi  
Elaborated by: Belquis Alban & Gustavo Vaca

According to the answer all teachers (100%) expressed that an English Interactive Management Guide is useful for using the Lab properly.

Then, teachers think that an English Interactive Laboratory management guide is going to be very useful since it is going to familiarize students and teachers with this laboratory therefore, they are going to learn how to use it correctly for avoiding any kind of damage because they are going to take care of the technological equipment in it.

**ANALYSIS OF THE SURVEYS APPLIED TO STUDENTS OF THE  
ENGLISH CAREER AT THE TECHNICAL UNIVERSITY OF COTOPAXI.**

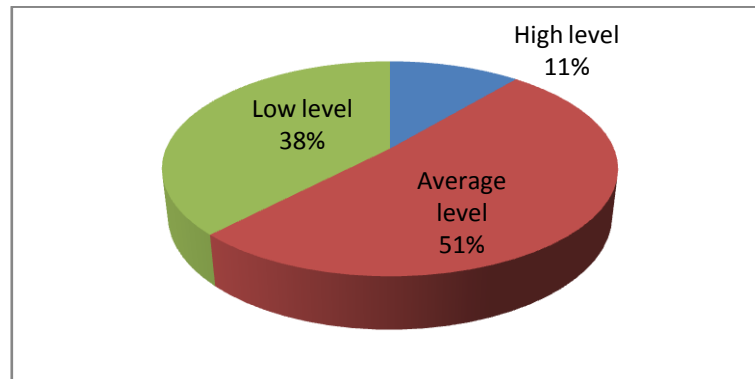
QUESTION N° 1

**How do you consider the listening skill level in the English Career is?**

**Chart # 1**

<b>ITEMS</b>	<b>F</b>	<b>%</b>
High level	10	11
Average level	46	51
Low level	34	38
<b>TOTAL:</b>	<b>90</b>	<b>100</b>

**Graphic # 1**



Source: Technical University of Cotopaxi  
Elaborated by: Belquis Alban & Gustavo Vaca

Here, ten students (11%) answered that the level of Listening skill is High, forty six students (51%) said that the Listening skill is Average and thirty four (38%) answered that the level of Listening skill is Low.

According to this information, the level of listening skill is considered Average due to there is no the necessary technological tools which must be applied in the classes in order to develop the listening skill.

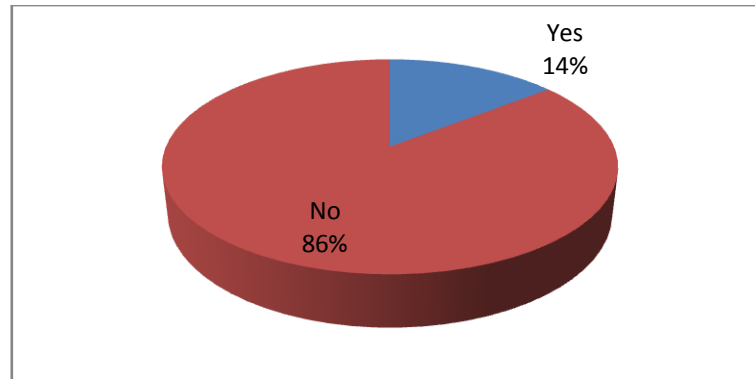
QUESTION N° 2

**Do you know if there are enough audio visual aids for the English Teaching-Learning Process in the Laboratory?**

**Chart # 2**

<b>ITEMS</b>	<b>F</b>	<b>%</b>
Yes	13	14
No	77	86
<b>TOTAL:</b>	<b>90</b>	<b>100</b>

**Graphic # 2**



Source: Technical University of Cotopaxi  
Elaborated by: Belquis Alban & Gustavo Vaca

According to this question, thirteen students (14%) said that, they know enough audiovisual aids for the educational process meanwhile, seventy seven students (86%) answered that, they do not know the enough audio visual aids for developing this process.

Therefore, most of the students do not have and know the enough audio visual aids for their Teaching Learning Process because there is no Lab which contains any kind of these resources in which the students can know them and practicing.



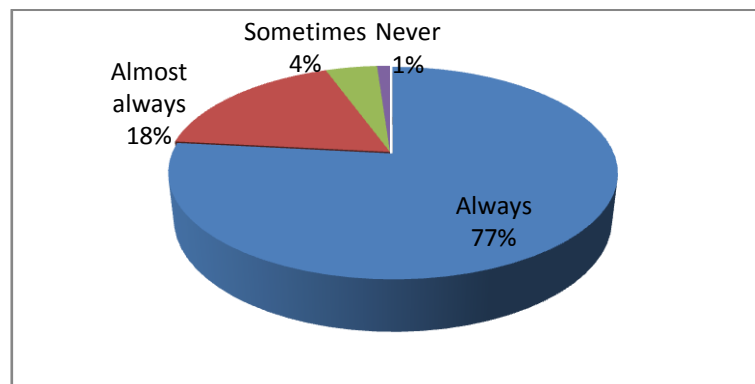
QUESTION N° 3

**Do you consider that the interactive audio visual resources help to improve the English Language Skills?**

**Chart # 3**

<b>ITEMS</b>	<b>F</b>	<b>%</b>
Always	69	77
Almost always	16	18
Sometimes	4	4
Never	1	1
<b>TOTAL:</b>	<b>90</b>	<b>100</b>

**Graphic # 3**



Source: Technical University of Cotopaxi  
Elaborated by: Belquis Alban & Gustavo Vaca

This question demonstrates, sixty nine students (77%) answered that, the interactive audio visual resources always help to improve the English skills, sixteen students (18%) said that, those resources almost always help, four students (4%) answered Sometimes and one student (1%) said Never.

This question shows that most of the polled students consider to use and apply audio visual aid are always important since those resources are going to facilitate the Teaching Learning Process as well as the class environment.

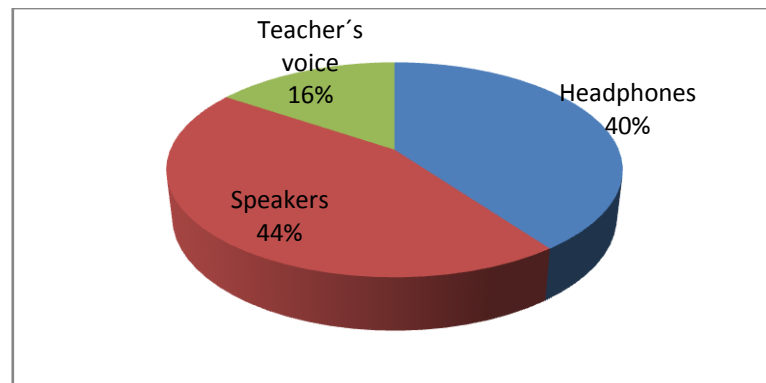
QUESTION N° 4

**What kind of audio equipment is the most suitable for your listening practice?**

**Chart # 4**

<b>ITEMS</b>	<b>F</b>	<b>%</b>
Headphones	36	40
Speakers	40	44
Teacher's voice	14	16
<b>TOTAL:</b>	<b>90</b>	<b>100</b>

**Graphic # 4**



Source: Technical University of Cotopaxi  
Elaborated by: Belquis Alban & Gustavo Vaca

Here, thirty six students (40%) said that, Headphones are the most suitable equipment for listening practices; forty students (44%) said Speakers and fourteen students (16%) said that Teacher's voice is the most suitable.

This information means that a great number of students are more familiarized with the use of speakers in their listening practice for that reason, they suggest the most suitable equipment is speakers due to this equipment allows to listen to the information in an understandable manner. Also, many students agree to use headphones because they permit to concentrate in a deep way, making the listening practice easier.

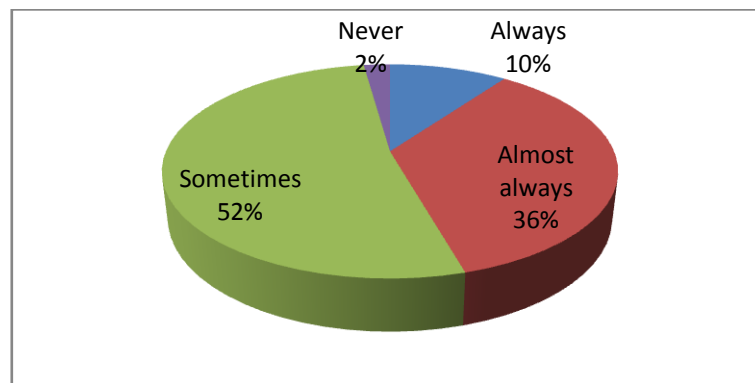
QUESTION N° 5

**Does the teacher use a variety of visual resources?**

**Chart # 5**

<b>ITEMS</b>	<b>F</b>	<b>%</b>
Always	9	10
Almost always	32	36
Sometimes	47	52
Never	2	2
<b>TOTAL:</b>	<b>90</b>	<b>100</b>

**Graphic # 5**



Source: Technical University of Cotopaxi  
Elaborated by: Belquis Alban & Gustavo Vaca

In this question, nine students (10%) said that, teachers always use a variety of visuals resources; thirty two students (36%) said that, teachers almost always use, forty seven students (52%) answered sometimes and two students (2%) said never.

According to this information students said that teachers sometimes use visual resources in their academic activities, it happens because there is no the necessary technological resources in the institution for the Teaching Learning Process which has meant a terrible weakness in the students' educational Process.

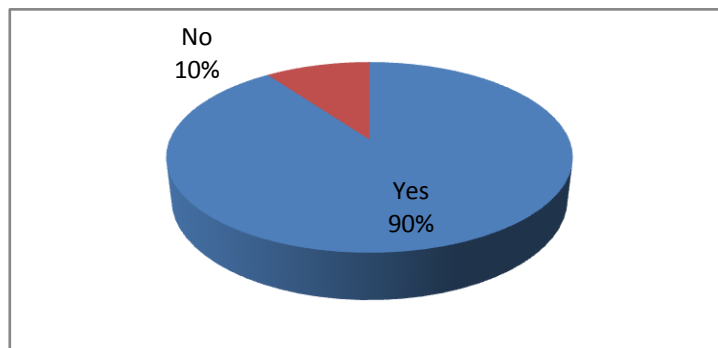
QUESTION N° 6

**Do you consider useful to apply regulations to manage the English Interactive Laboratory properly? Why?**

**Chart # 6**

<b>ITEMS</b>	<b>F</b>	<b>%</b>
Yes	81	90
No	9	10
<b>TOTAL:</b>	<b>90</b>	<b>100</b>

**Graphic # 6**



Source: Technical University of Cotopaxi  
Elaborated by: Belquis Alban & Gustavo Vaca

This question shows, eighty one students (90%) said that, it is useful to apply regulations to manage the English Interactive Laboratory properly meanwhile, nine students (10%) said NO.

Most of the polled students think to apply regulations to manage the English Interactive Laboratory is so necessary and important since, those regulations are going to facilitate the students and teachers how to manage or use an English Interactive Laboratory effectively in order to avoid damage in the equipment.

Therefore, all the people who are going to use it should take care of it because this important tool will improve and facilitate the Teaching Learning Process among students and teachers to develop the four English skills (reading, speaking, listening, and writing).

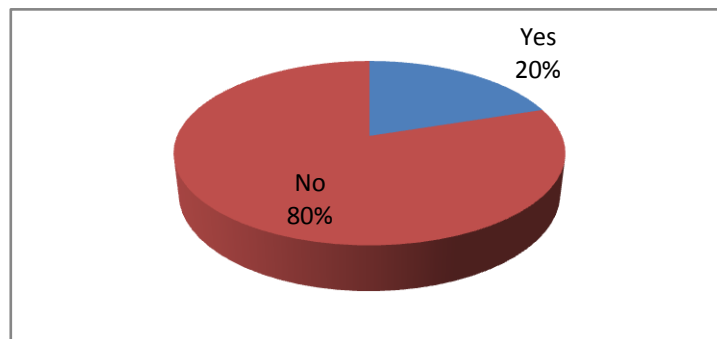
QUESTION N° 7

**Do you think that students know how to use a Laboratory in a good manner?  
Why?**

**Chart # 7**

<b>ITEMS</b>	<b>F</b>	<b>%</b>
Yes	18	20
No	72	80
<b>TOTAL:</b>	<b>90</b>	<b>100</b>

**Graphic # 7**



Source: Technical University of Cotopaxi  
Elaborated by: Belquis Alban & Gustavo Vaca

According to this question, eighteen students (20%) said that students know how to use a Laboratory in a good manner and seventy two students (80%) answered that they do not know.

The students that were polled consider that they do not know how to use an English Interactive Laboratory properly, because at the Technical University of Cotopaxi there is no one, for that reason they do not know about the correct use of this kind of technological device.

Therefore, most of the students who are going to use it can cause damage in the equipment that has this English Interactive Laboratory. So, to avoid these problems, students need to learn the best manner to use it and at the same time get advantages of this necessary device.

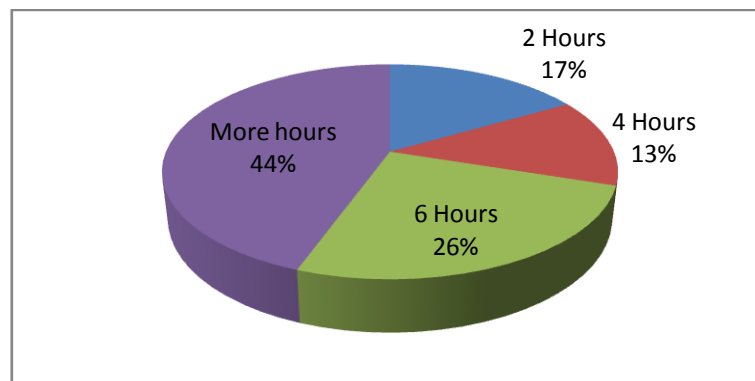
QUESTION N° 8

**How many hours per week should students use the Laboratory to improve their language skills?**

**Chart # 8**

<b>ITEMS</b>	<b>F</b>	<b>%</b>
2 Hours	15	17
4 Hours	12	13
6 Hours	23	26
More hours	40	44
<b>TOTAL:</b>	<b>90</b>	<b>100</b>

**Graphic # 8**



Source: Technical University of Cotopaxi  
Elaborated by: Belquis Alban & Gustavo Vaca

In this question, forty students (44%) answered that, it is necessary to use More Hours that six, twenty three students (26%) expressed 6 Hours, twelve students (13%) answered 4 Hours and fifteen students (17%) answered 2 Hours in order to use the English Interactive Laboratory to improve the skills.

According to this obtained information, students suggest that it is necessary to use the Laboratory more than 6 hours in order to improve and develop the English skills in the best manner due to as much as they practice on it, they can learn more by themselves.

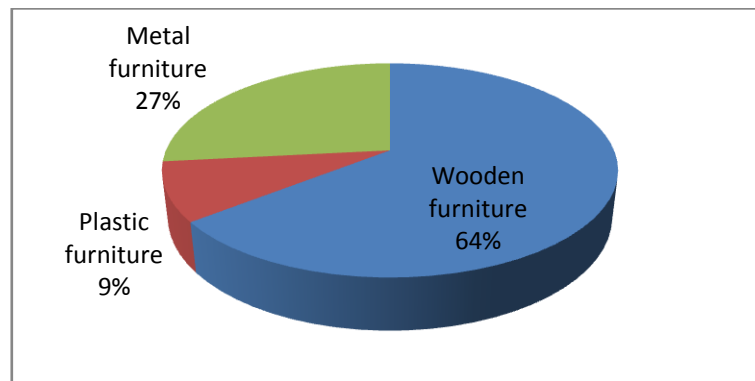
QUESTION N° 9

**According to your point of view, what is the best material for the furniture of an English Interactive Laboratory?**

**Chart # 9**

<b>ITEMS</b>	<b>F</b>	<b>%</b>
Wooden furniture	58	64
Plastic furniture	8	9
Metal furniture	24	27
<b>TOTAL:</b>	<b>90</b>	<b>100</b>

**Graphic # 9**



Source: Technical University of Cotopaxi  
Elaborated by: Belquis Alban & Gustavo Vaca

Here, fifty eight students (64%) answered that wooden furniture is the best material for an English Interactive Laboratory; eight students (9%) said Plastic furniture and twenty four students (27%) expressed Metal furniture.

About this question the polled students agree with the use of wooden furniture in the English Interactive Laboratory since it is comfortable to students feel motivated and enthusiastic to learn and have classes avoiding the boredom during the process in this location.

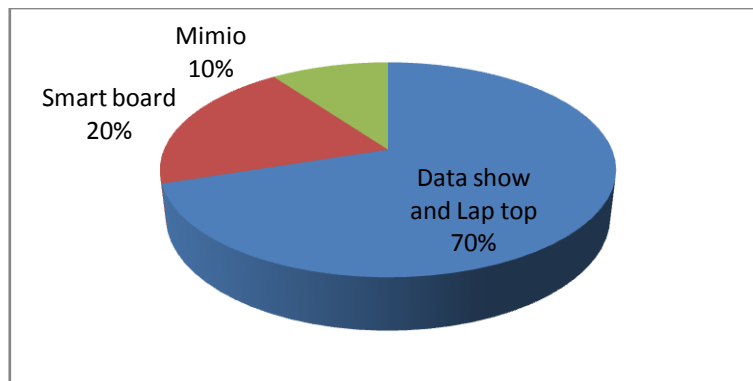
QUESTION N° 10

**What kind of devices are you familiar with?**

**Chart # 10**

ITEMS	F	%
Data show and Lap top	63	70
Smart board	18	20
Mimio	9	10
<b>TOTAL:</b>	<b>90</b>	<b>100</b>

**Graphic # 10**



Source: Technical University of Cotopaxi  
Elaborated by: Belquis Alban & Gustavo Vaca

This question shows that, sixty three students (70%) are familiar with Data show and Lap top devices; eighteen students (20%) with Smart Board device and finally nine students (10%) are familiar with mimio.

Therefore, English Students are much familiarized with Lap Tops and Data Show devices since all the teachers use them in their academic activities which have been a very important tool for teaching this Foreign Language to them in a simple way and engaging the students' attention.



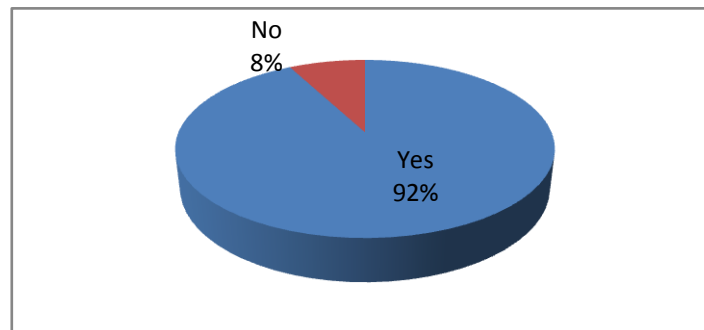
QUESTION N° 11

**Is A MANAGEMENT GUIDE necessary for keeping an English Interactive Laboratory in good operating conditions? Why?**

**Chart # 11**

ITEMS	F	%
Yes	83	92
No	7	8
<b>TOTAL:</b>	<b>90</b>	<b>100</b>

**Graphic # 11**



Source: Technical University of Cotopaxi  
Elaborated by: Belquis Alban & Gustavo Vaca

This question represents that, eighty three students (92%) said that, a management guide is so necessary for keeping an English Interactive Laboratory in good operating conditions meanwhile seven students (8%) answered that, it is not necessary.

Most of the students think that a management guide is so important and necessary because students and teachers have to learn how to use this Lab in a good and easier way in order to keep the equipments in good operating conditions, this guide is necessary because it is going to help students and teachers in how to manage, keep and use this Laboratory knowing the specific function of each technological resource.

But, it is better that teachers learn how to manage in a correct way in order that they show their students to avoid the misuse of the equipments.

## CONCLUSIONS

- Teachers and students do not know how to manage an English Interactive Laboratory properly, because at Technical University of Cotopaxi there is not a laboratory in which they can apply their knowledge, for that reason they do not know about the correct use of this kind of technological device. Therefore, most of them who will probably use this Laboratory can cause damage of the equipment and tools.
- At the Technical University of Cotopaxi there is not an English Interactive Laboratory that students can drawing it on for practicing and improving their four English skills in order to get a meaningful learning fortifying the Educational Process.
- In the English Career there is a Laboratory which is outdated and it does not allow the English students' development due to this Laboratory does not have the necessary technological resources to help the didactic process.
- In this Institution the English Career is considered average due to the lack of English Interactive Laboratories equipped with new technologies and tools for facilitating the English Teaching Learning Process.
- To keep in adequate usage conditions any kind of device is so necessary; therefore to have a management guide is needed because it contains some instructions, steps and advices in order to avoid misuse in the technological equipment.

## RECOMMENDATIONS

- It is necessary a management guide which contains regulations about what to do, what not to do and what to do in order to avoid the misuse of the technological tools and equipment.
- To make the English Teaching Learning Process easier is necessary and mandatory the implementation of an English Interactive Laboratory.
- To manage the didactic-technological process effectively is very important the application of new technologies and tools into the English Teaching Learning Process.
- To improve the level of the English Career is indispensable that the institution disposal English Interactive Laboratories in which students and teachers can apply technological tools such as: audio visual aids, Mp3, smart boards, data shows, lap tops, headphones and special software which are going to fortify the level of the English Teaching Learning Process.
- To solve teachers and students problems in order that they can learn how to apply the Laboratory in an adequate way making the English Teaching Learning Process easier and at the same time get some advantages about this technological tool.

## **CHAPTER III**

### **PROPOSAL:**

To design a management guide with procedures in order to improve and maintain an English Interactive Laboratory in good operating conditions

### **INFORMATIVE DATA**

**INSTITUTION:** TECHNICAL UNIVERSITY OF COTOPAXI  
**CAREER:** ENGLISH  
**PROVINCE:** COTOPAXI  
**CANTON:** LATACUNGA  
**PARISH:** ELOY ALFARO  
**NEIGHBORHOOD:** SAN FELIPE  
  
**RESEARCHERS:** BELQUIS SILVANA ALBAN BENAVIDES

AND

ANGEL GUSTAVO VACA ALARCÓN

## **IMPORTANCE**

This guide is important because it will help teachers and students on how to manage an English Interactive Laboratory since it is being implemented at this institution therefore, teachers and students need to know about the correct use of it because they have never used this kind of laboratory before.

Furthermore, this guide is so important because it is going to facilitate the educational process into the English Interactive Laboratory.

At the same time, it is necessary because of the great contribution that it is going to give for avoiding the misuse and damage in the equipment by getting many advantages for keeping the English Interactive Laboratory in optimum working conditions.

## **JUSTIFICATION**

An English Interactive Laboratory has many new technological equipment and tools which are going to be used by the users into the English Teaching Learning Process for that reason, is needed to keep and maintain all the technological resources in good operating conditions is so necessary and important to have a supporting document.

In this sense, the researchers want to contribute with a management guide which is going to contain procedures, steps and suggestions about the correct usage of them, for improving the level of knowledge about this and keep the English Interactive Laboratory in good operating conditions.

Through this management guide, the people who are going to be involved into the Educational Process can learn and improve their knowledge about the correct use on each technological device for prolonging their useful life.

## **OBJECTIVES:**

### **GENERAL OBJECTIVE:**

To manage an English Interactive Laboratory properly for avoiding the misuse of the technological equipment into the Teaching Learning Process at Technical University of Cotopaxi during the academic period March - August 2012.

### **SPECIFIC OBJECTIVES:**

- To keep the materials and equipment of the English Interactive Laboratory in good operating conditions
- To establish the proper control and management of the English Interactive Laboratory into the English Teaching - Learning Process
- To socialize the final document among the people who are involved in the English Career

## **THEORETICAL FOUNDATION**

The theoretical foundation is based on the real information gotten through the researching and analysis of data, finding the best contents, advantages, disadvantages and strategies in order to improve and develop the final document in a good and easy manner, those contents come from the key information that helps to establish the proper regulations for the development of the proposal.

## **SCIENTIFIC FOUNDATION**

Into the Teaching Learning Process, the English Interactive Laboratory is a very important tool which helps to improve students' language performance in an adequate

way. For this reason, the researchers have considered to investigate the procedures about how to manage the English Interactive Laboratory with the goal of showing a properly use of the Laboratory by avoiding the misuse of the equipment.

In fact, this project will help to improve the teachers and students' knowledge, related to the use of the English Interactive Laboratory.

## **METHODOLOGICAL FOUNDATION**

To carry out this project, the researchers incorporate some methodological procedures with their explanation about each one, which are useful and necessary to make the English Teaching Learning Process easier. This project has as a goal to make the teachers and students who are involved in the English Career able to learn about the proper use and management of the technological equipment and tools inside this Interactive Laboratory.

## **PSYCHOLOGICAL FOUNDATION**

The principal fact about psychological foundation is to create a warm and safe environment in which students can feel motivated that Teaching Learning Process become interactive and meaningful in the educational environment.

This project is playing an important role at the Technical University of Cotopaxi meanwhile it is going to improve and strength the students' level of the English Career to become competent in their development as professionals.

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# APPENDIX