

ABSTRACT

The present study evaluated English for Higher Education, an intermediate English proficiency course (EAP) offered to undergraduates at the Northern University of Malaysia. The main objective of the study was to evaluate the course in terms of both outcome and process in order to find out what was working well and what needed to be improved. Two types of instruments were used in the study: questionnaire and interviews. Questionnaires were randomly distributed to 451 out of 851 students enrolled in the course. Teachers and students were interviewed to find out their views about various aspects of the course including course materials. The results of the study indicated that a majority of students and teachers found the course relevant, useful and that it has fulfilled the course objectives in relation to the four language skills. In short, students were satisfied with the course, the teachers and the activities carried out, and acknowledged that their needs have been met to a certain degree. However, the study also revealed that certain areas need to be improved such as course administration, layout and pagination of the module, the use of the textbook, and classroom atmosphere. Recommendations were also made in addressing the weaknesses highlighted in the study.