Chapter 2

UNS Language Center

This chapter gives information about the short profile and management of UNS Language Center. The short profile encompasses the history, the mission and visions, the facilities, and the services of UNS Language Center, while description of the management of UNS Language Center contains the organizational structure of UNS Language Center which covers the divisions and the responsibilities or duties of each division. I got the information about UNS Language Center from its website on http://uptp2b.uns.ac.id, brochure, files (archives), and from my observation during my internship activity at that institution.

Short Profile of UNS Language Center

UNS Language Center is an Executor Unit of Technical Assistance and Language Development located at Jl. Ir. Sutami No.36 Kentingan, Surakarta. It handles problems of technical assistance and language development. It provides services such as Foreign Language Training, Language Proficiency Test, Technical Assistance, and Indonesian Language Training for Foreigners, and Translation. Besides, it also conducts development of language learning techniques by making learning materials and effective approaches of teaching through either short trainings or workshops at regional and national scale. In addition to the aforementioned activities, UNS Language Center also creates and provides multimedia learning materials, such as tapes, video tapes, VCD, and computer-based materials.

UNS Language Center was first established as non-structural institution named Services Unit and Language Development (UP2B) pursuant to the Rectors’ Decision dated on October 7th, 1989. In implementing its works, it operates under the coordination of Vice Rector I of Sebelas Maret University. In the early period, it received fund assistance from International Development Program (IDP) of Australian Universities and Colleges. That assistance was focused on all activities of the English Department Program of Faculty of Letter with simple facilities and limited management.

It has its own building since in May, 1990. The building consisted of 7 classrooms, 1 office room, 1 boardroom, 1 conference/ teacher room, 1 language laboratory, and 1 resource center room.
According to the Rector’s Decree dated on May 5\textsuperscript{th}, 1992, UNS Language Center is assigned as the Executor Unit of Technical Assistance and Language Development which serves not only UNS academic community but also serves general public. Besides, it also collaborates with other universities and institutions both abroad and domestic through seminars, workshops, and various language trainings.

As time goes by, the programs and activities of UNS Language Center increase so that it requires more spacious rooms. Since 1990, UNS Language Center has been having a new three-story building with an area of 1.050 square meters. The building has 8 classrooms; 3 language laboratories, 1 auditorium, 1 studio room, 1 administration room, 1 lecturer room, and 1 resource center room. With a more complete facilities and air conditioned, UNS Language Center is able to provide more optimal language services to the public.

UNS Language Center has vision and missions; the vision is being a referral service center of language development in Indonesia, while the missions are supporting university’s policies in improving foreign language competency of UNS academic community; providing language services to the UNS academic community and general public; and providing consultation services of foreign language learning. Besides having vision and missions, UNS Language Center has goals and strategies. The goals of UNS Language Center are improving foreign language competence (English, French, Japanese, Mandarin, Dutch, and German) in accordance with the desired level of the capability of the trainees; ensuring customer satisfaction of the services provided by UNS Language Center; and improving customer’s understanding and skills relating to the things consulted by the customers. The goals of UNS Language Center are developing the human resources, both quantitatively and qualitatively; improving the quality of internal management of UNS Language Center; providing adequate and qualified facilities and infrastructures; establishing a conductive work environment; improving the quality of services, and cooperating with the relevant parties both inside and outside of UNS. To achieve the vision, missions, and goals as mentioned above, UNS Language Center applies Quality Management System sustainably and consistently with the slogan of “customers in the heart”, performed by competent human resources.
Facilities of UNS Language Center

UNS Language Center provides some facilities for its clients or customers namely: language laboratory; class rooms, auditorium, multimedia studio, and Self Access Center (SAC). UNS Language Center has three language laboratories using digital devices. The first one is language laboratory 1. It contains 20 listening booths and one master control located in air-conditioned room and completed with television, video and VCD player. The second one is named language laboratory 2. This laboratory contains 30 listening booths and one master control located in air-conditioned room completed with computer, two televisions, and video player. The third one is named language laboratory 3. It contains 20 Internet connected computers and one master control completed with computer. This laboratory is designed especially for multimedia laboratory.

The second facility provided by UNS Language Center for its clients or customers is class rooms. It has eight air-conditioned class rooms and some supporting facilities in class rooms such as OHP, OHP Plus, LCD Proxima, Screen and Wireless which are ready to use every time.

Besides providing class rooms, UNS Language Center provides auditorium for its clients. UNS Language Center has air-conditioned auditorium with a capacity of 200 seats located on the third floor of the UNS Language Center’s building. This room has a function as a room of some events such as seminars, workshops, language training, meetings, competitions, and TOEFL test. Other facilities provided by UNS Language Center are Multimedia Studio and Self Access Center (SAC) room.

UNS Language Center has multimedia room that functions to manage and develop websites, and develop in making of teaching materials by applying multimedia technology. Those materials are in the form of audio tape, audio video, and CD. Besides, this room is also as a room having a function to handle listening test of TOEFL and TOEIC test.

The last facility provided by UNS Language Center is SAC room. This room is a self-learning room developed to support foreign language learning of its members both in groups and individually. SAC is completed with many facilities such as collection of various references like books, scientific journals, magazines and newspapers, dictionaries, Internet connected computers, computer assisted language learning (CALL), televisions completed with video player and VCD/DVD players, cable TV, reading tables, and listening booths.
Services of UNS Language Center

UNS Language Center provides five services for the customers namely: Foreign Language Training, Language Proficiency Test, Technical Assistance, Indonesian Language Training for Foreigners (BIPA), and Translation. The first service offered by UNS Language Center is Foreign Language Training. UNS Language Center provides foreign language training such as English language, French language, Japanese language, Chinese language, German language, and Dutch language both for UNS academic community and general public. English language training encompasses General English, Speaking/Conversation, English for Academic Purposes (EAP) Preparation, Test of English for International Communication (TOEIC) Preparation, Test of English as a Foreign Language (TOEFL) Preparation, International English Language Testing System (IELTS), and special classes upon request. For language training of French language, Japanese language, Chinese language, German language, and Dutch language, UNS Language Center opens Class Basic I and II, and Conversation I and II. The training is handled by professional and experienced teachers having adequate ability and academic qualifications.

The second service is Language Proficiency Test. UNS Language Center provides test services such as Institutional Testing Program (ITP), TOEFL, TOEIC, IELTS, Hanyu Shuiping Kaoshi (HSK), IELTS Prediction, and EAP.

The third service is Technical Assistance. The technical assistances offered by UNS Language Center are design and establishment of language laboratory; computer assisted language learning (CALL) development; design, establishment and development of Self Access Center (SAC); SAC Management; development of curriculum, syllabus, learning materials, and evaluation system of English learning; and training of trainers (TOT) of language learning methodology.

The fourth one is Indonesian Language Training for Foreigners (BIPA). UNS Language Center has been appointed by UNS since 2011 to become the executor of BIPA training. This program provides Indonesian language training for foreigners at UNS both for private purposes and academic purposes. Participants of BIPA training are the foreigners joining Darmasiswa Program, Kemitraan Negara Berkembang (KNB), Islamic Development Bank (IDB), and independent programs.

The last one is translation service. UNS Language Center provides translation services of general texts, documents, and abstracts/drafts of six languages for UNS academic community
and general public, namely: English, French, Japanese, Chinese, Dutch, and German into Indonesian, and vice versa. English translation service is handled by an experienced and professional translator named Mr. Herianto Nababan as the Coordinator of Administrative Affairs of UNS Language Center so that UNS Language Center provides qualified and accountable translation service for the customers.

Translation service is conducted at any time during working hours of UNS Language Center. Clients bring their documents/non-documents (texts) in hardcopy or softcopy and they are entitled to get translations brief or rights and obligations of the clients and officers. Translation activity will be conducted when clients pay the down payment (50% of total charge of translation) and the settlement must have been made at the time of taking the translation results. The translations results must be taken no longer one month after the date of translation completion.

Management of UNS Language Center

The followings are the organizational structure of UNS Language Center and the main duties / responsibilities of each division:

Organizational Structure of UNS Language Center:
1. Head of UNS Language Center
   Main duties/responsibilities:
   a. Being responsible for the arrangement of the entire plans needed for the operation of programs of service and development of UNS Language Center;
   b. Being responsible for the implementation of the entire programs of service and development of UNS Language Center;
   c. Being responsible for the implementation of monitoring and evaluating activities of the entire programs of service and development of UNS Language Center;
   d. Being responsible for the arrangement of the result reports of programs of service and development of UNS Language Center;
   e. Being responsible for the materialization of the credible, accountable, transparent and fair of corporate governance of UNS Language Center.

2. Coordinator of Administrative Affairs
   Main duties/responsibilities:
   a. Being technically responsible for the arrangement of all plans needed of the implementation of programs of service and development of UNS Language Center;
   b. Being technically responsible for the implementation of the entire programs of service and development of UNS Language Center;
   c. Being technically responsible for the implementation of monitoring and evaluating activities of the entire programs of service and development of UNS Language Center;
   d. Proposing determining of the quality management system needed to support the implementation of the effective programs of service and development;
   e. Being responsible for the safety and the maintenance of the entire documents (test materials, answer keys, strategic plans, and Institutional Performance Accountability Report), and facilities/infrastructures of UNS Language Center;
   f. Being accountable for the duties and responsibilities to the Head of UNS Language Center.

3. Financial Administration Division
   Main duties/responsibilities
a. Being operationally responsible for the financial management of UNS Language Center;
b. Being operationally responsible for the implementation of all administrative financial activities of UNS Language Center;
c. Monitoring and evaluating the administrative financial activities of UNS Language Center;
d. Proposing determining of the quality management system needed to support the implementation of the effective programs of service and development;
e. Being accountable for the duties and responsibilities to the Coordinator of Administrative Affairs.

4. Academic Administration Division

Main duties/responsibilities:

a. Conducting operationally the arrangements of work programs of BIPA and academic administration section;
b. Implementing operationally all administrative activities of BIPA, lectures of Diploma Program, Regular Training, Private Training, and Technical assistance;
c. Proposing determining of the quality management system needed to support the implementation of the effective services;
d. Being accountable for the duties to the administrator of services;

5. Facilities and Infrastructures Division

Main duties/responsibilities:

a. Conducting operationally the arrangements of work programs of learning facilities section;
b. Implementing operationally all activities of learning facilities section;
c. Monitoring and evaluating the learning facilities;
d. Proposing determining of the quality management system needed to support the implementation of the effective services;
e. Being accountable for the duties to the Manager of Structuring of Learning Facilities and Infrastructures;

6. SAC Division

Main duties/responsibilities:
a. Being operationally responsible for the arrangements of work programs of SAC section;

b. Being operationally responsible for the coordination and implementation of all activities of SAC section;

c. Monitoring and evaluating all activities of SAC section;

d. Proposing determining of the quality management system needed to support the implementation of the effective services;

Being accountable for the duties and responsibilities to the Coordinator of Administrative Affairs.