



Universidad Veracruzana

Examiner Engagement and Candidate Satisfaction: The Case of **EXA**

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Mexico City
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The EXAVER program





The EXAVER levels

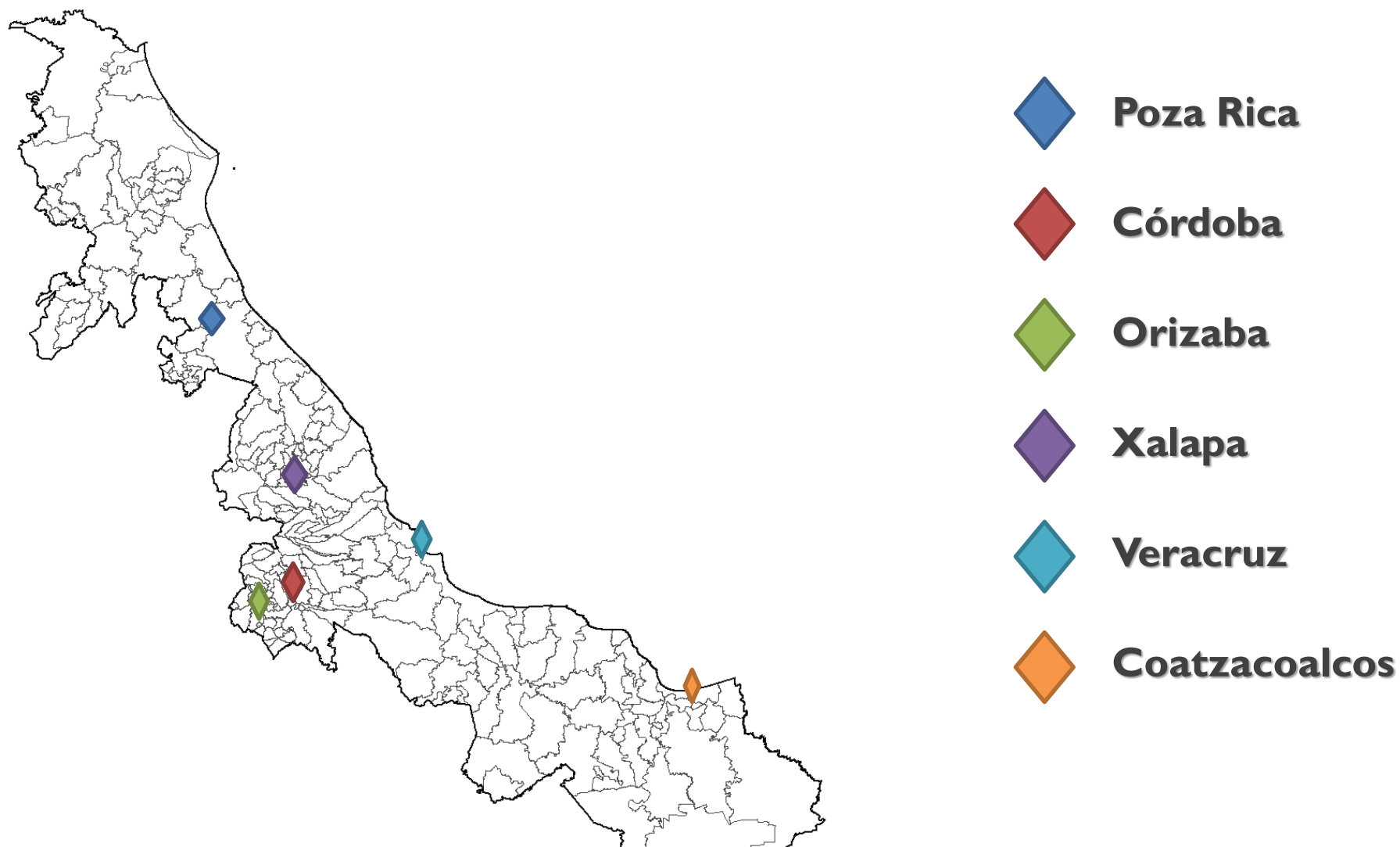
Common European Framework of Reference (CEFR)		EXAVER	ESOL Examinations
PROFICIENT	C2		CPE
	C1		CAE
INDEPENDENT	B2		FCE
	B1		PET
BASIC	A2		KET
	A1		
		EXAVER 3	
		EXAVER 2	
		EXAVER 1	

Tests Administrations

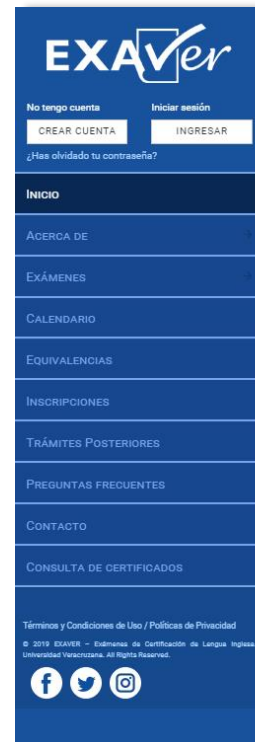
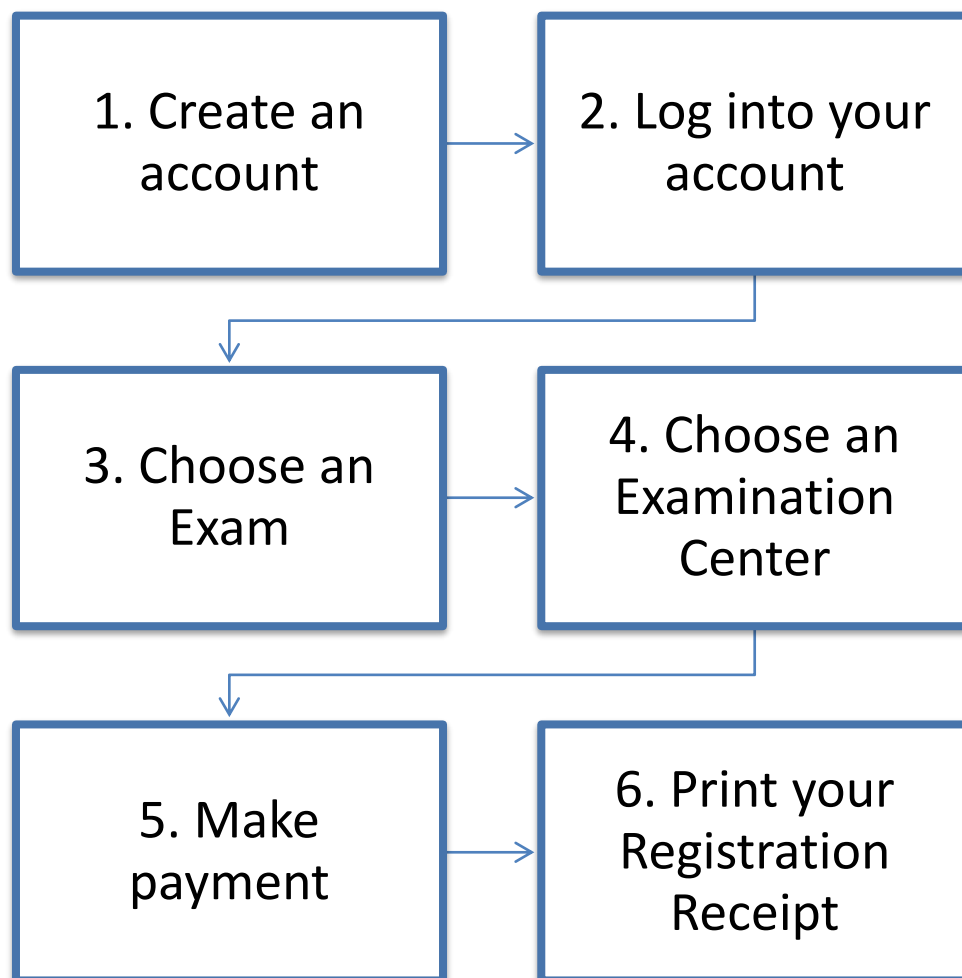


- Hidalgo
- Estado de México
- Guanajuato
- Oaxaca
- Tabasco
- Campeche
- Yucatán
- Veracruz

February - March 2019 test administration

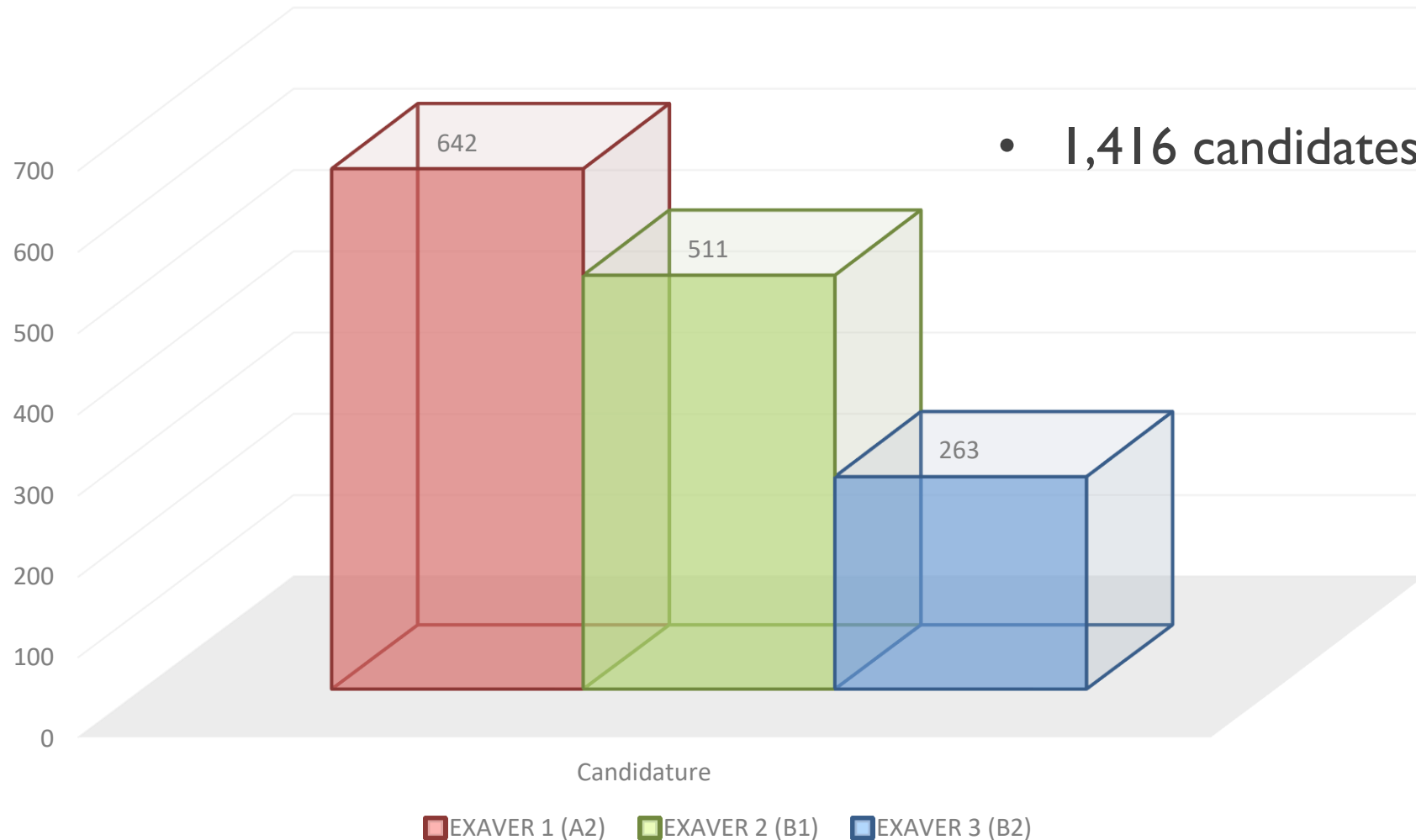


Enrollment Process





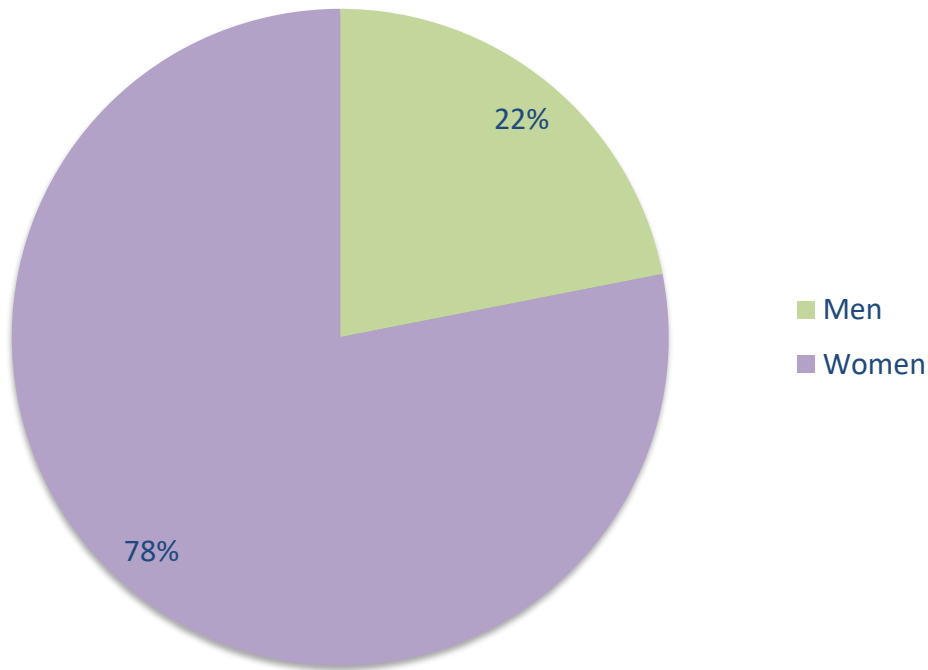
February - March 2019 test administration



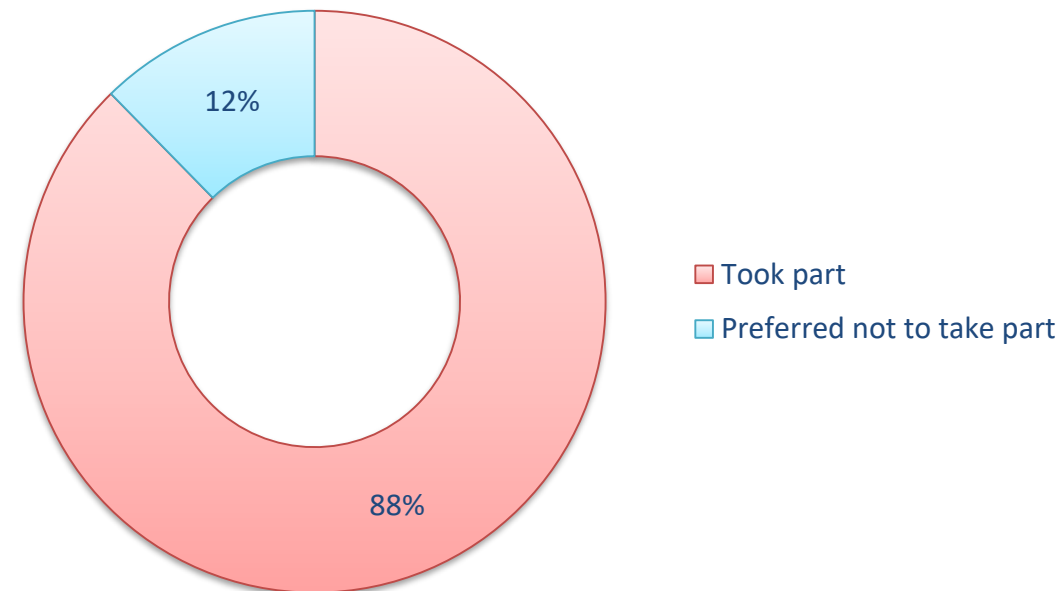
- 1,416 candidates enrolled

February - March 2019 test administration

75 Examiners all over the state

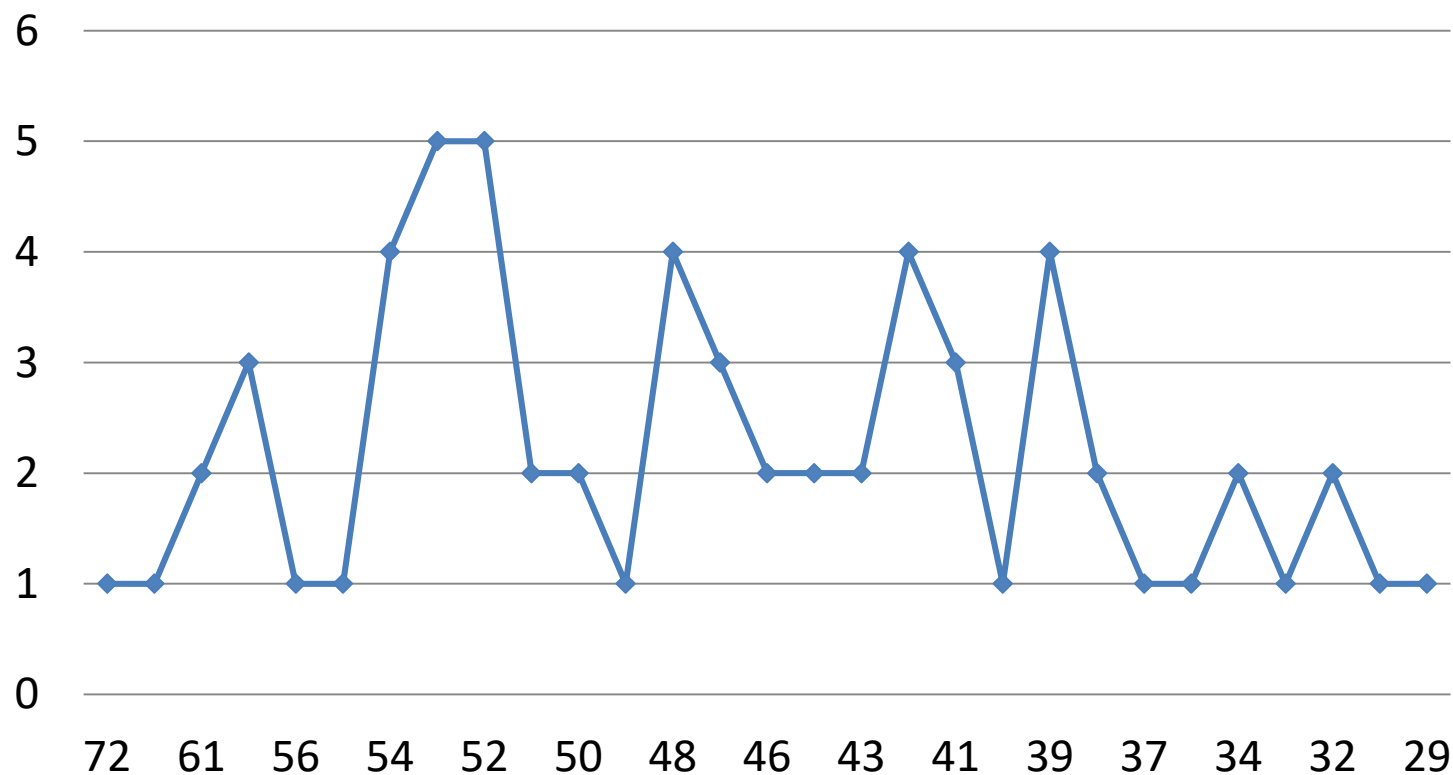


64 Examiners took part in this research



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Age Range



Arithmetic average of time they have been EXAVER examiners is **8 years**.



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Are the **EXA** *Ver*
Examiners Engaged?

Work Engagement

“engaged employees have a sense of energetic and effective connection with their work activities and they see themselves as able to deal well with the demands of their job.”

Robinson, Perryman, & Hayday, 2004



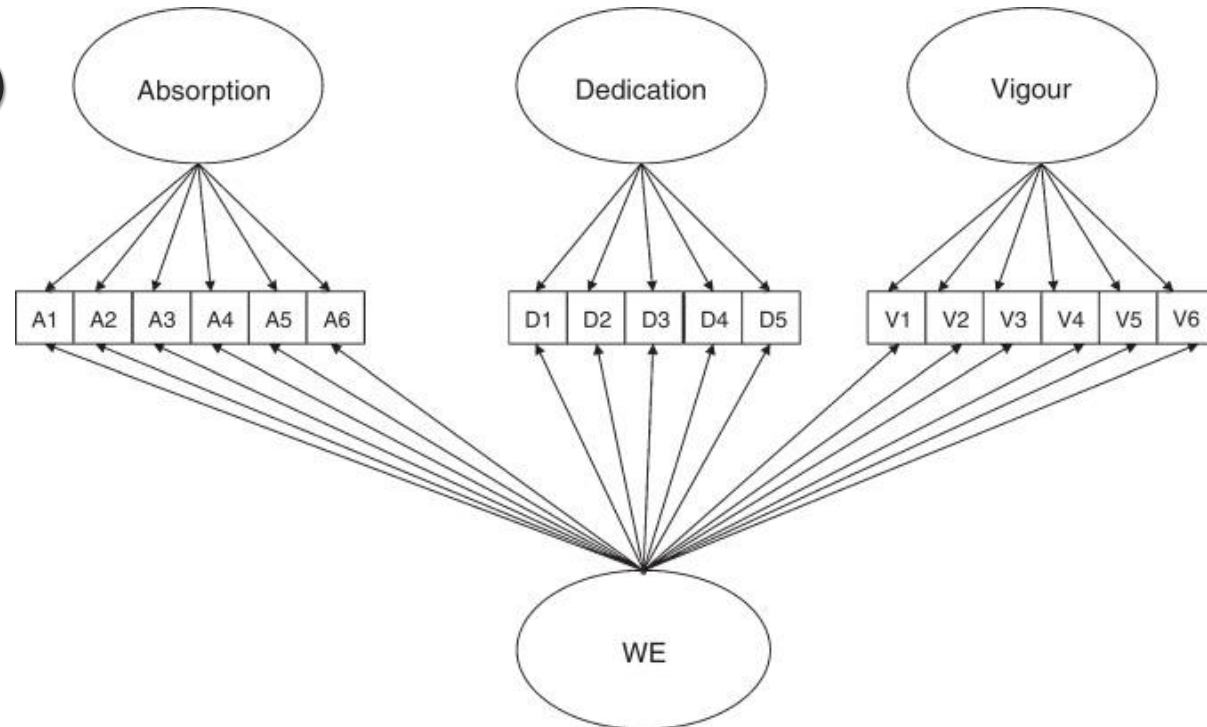
How to measure Work Engagement?

Utrecht Work Engagement Scale (UWES)

Developed at Utrecht University.

It has three generic dimensions:

1. Vigor
2. Dedication
3. Absorption

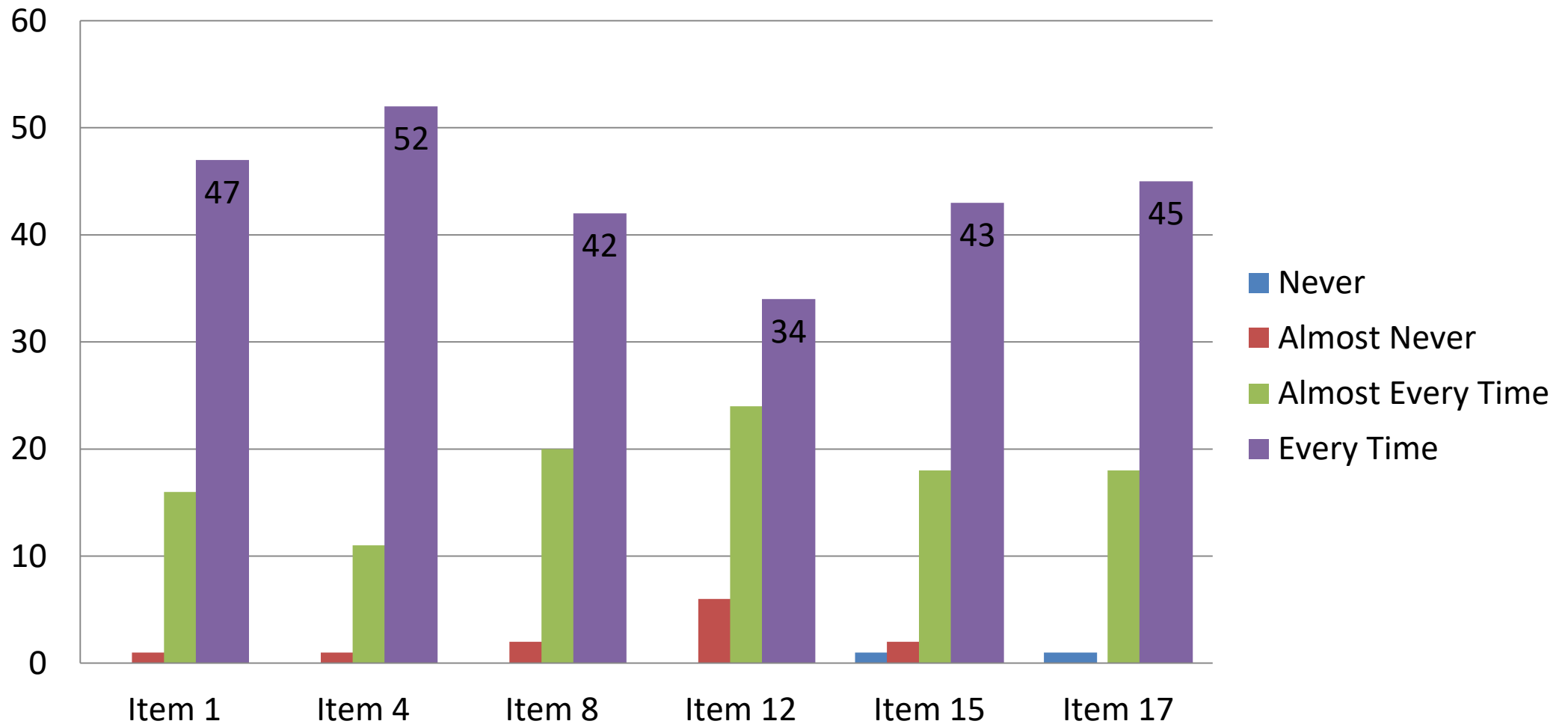


Vigor

6 items:

- 1. At the EXAVER administrations, I feel bursting with energy
- 4. At the EXAVER administrations, I feel strong and vigorous
- 8. When I get up in the morning before the EXAVER administration, I feel like going to work
- 12. I can continue working for very long periods of time
- 15. At the EXAVER administrations, I am very resilient, mentally
- 17. At my work I always persevere, even when things do not go well

UWEs Results: Vigor

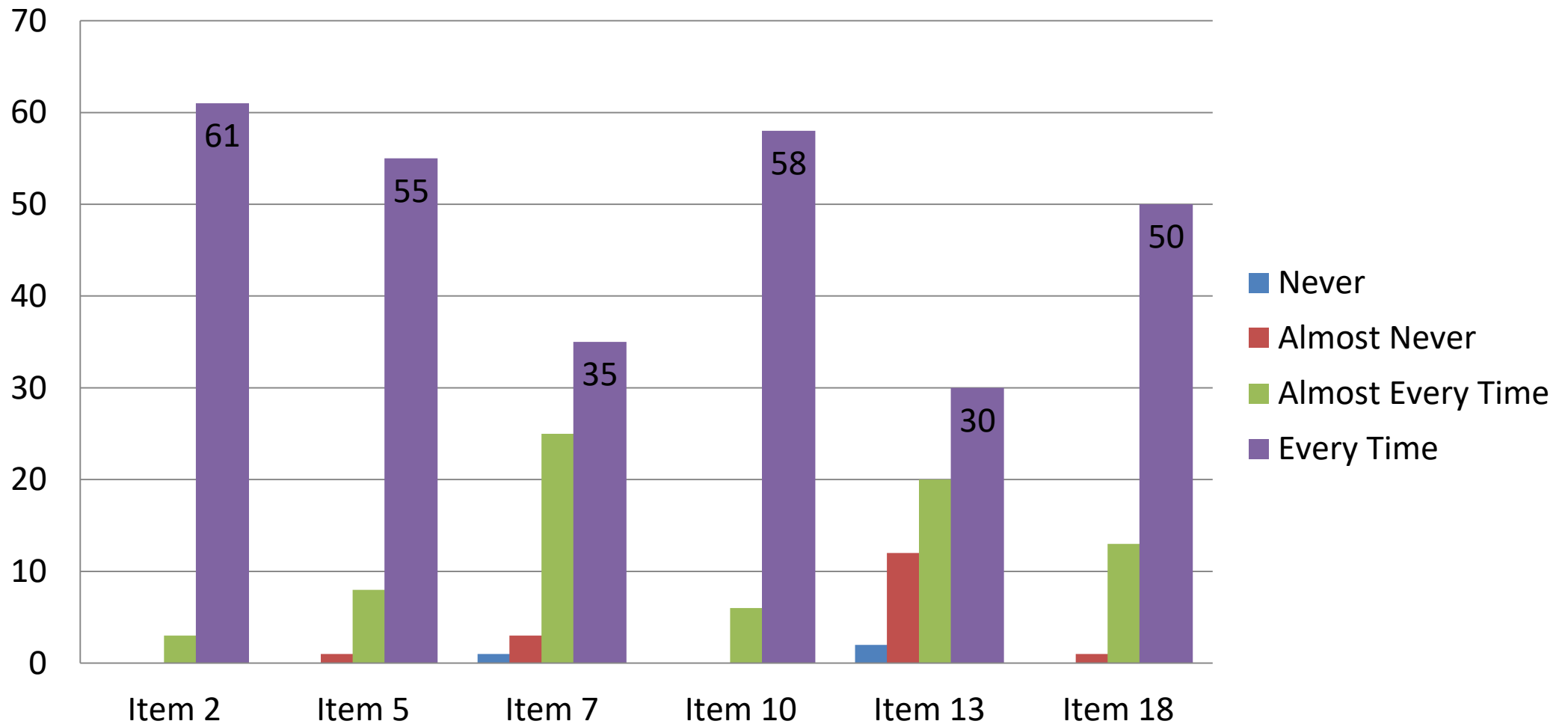


Dedication

6 items:

- 2. I find the work that I do as an examiner full of meaning and purpose
- 5. I am enthusiastic about my job as an examiner
- 7. My job as an examiner inspires me
- 10. I am proud of the work that I do as an examiner
- 13. To me, my job as an examiner is challenging
- 18. Being an examiner helps me sharpen my language skills

UWEs Results: Dedication

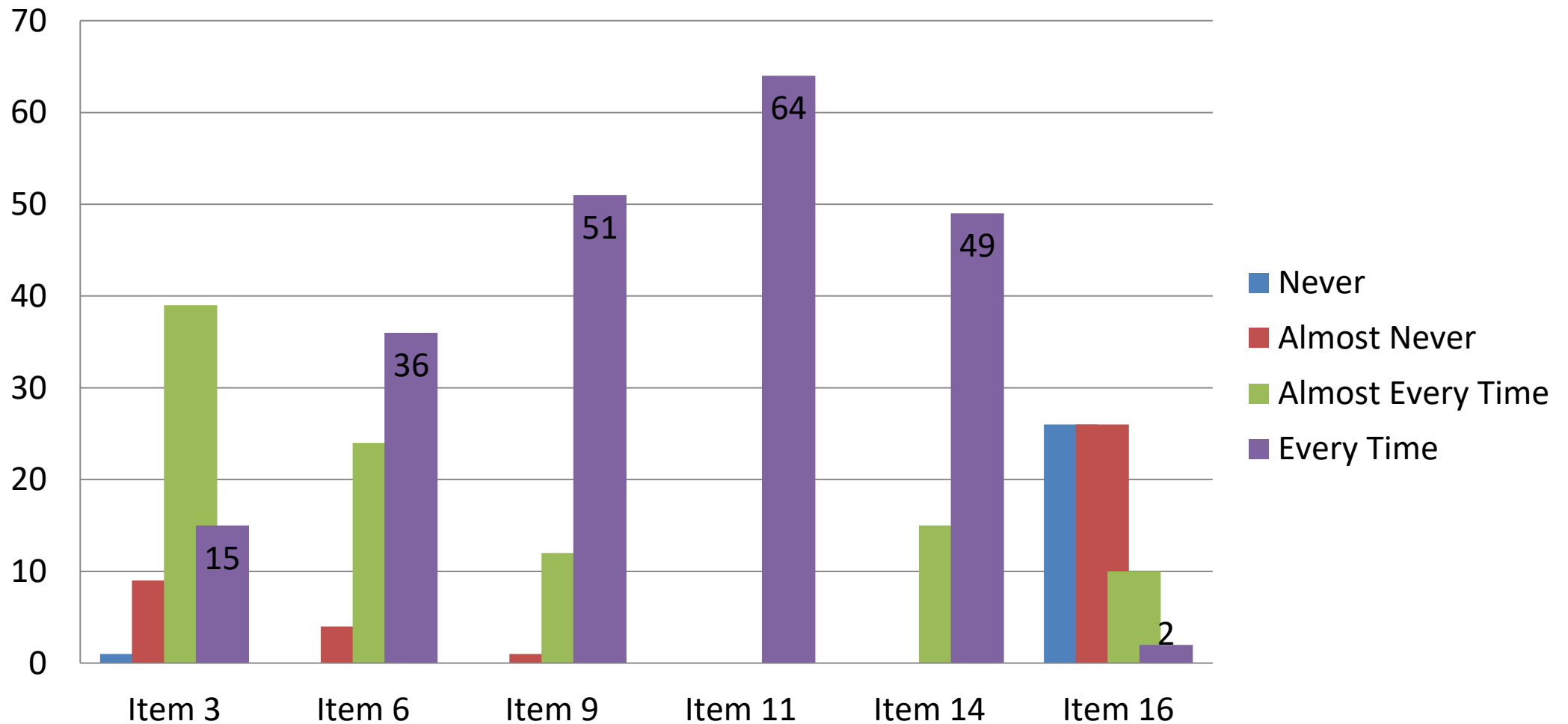


Absorption

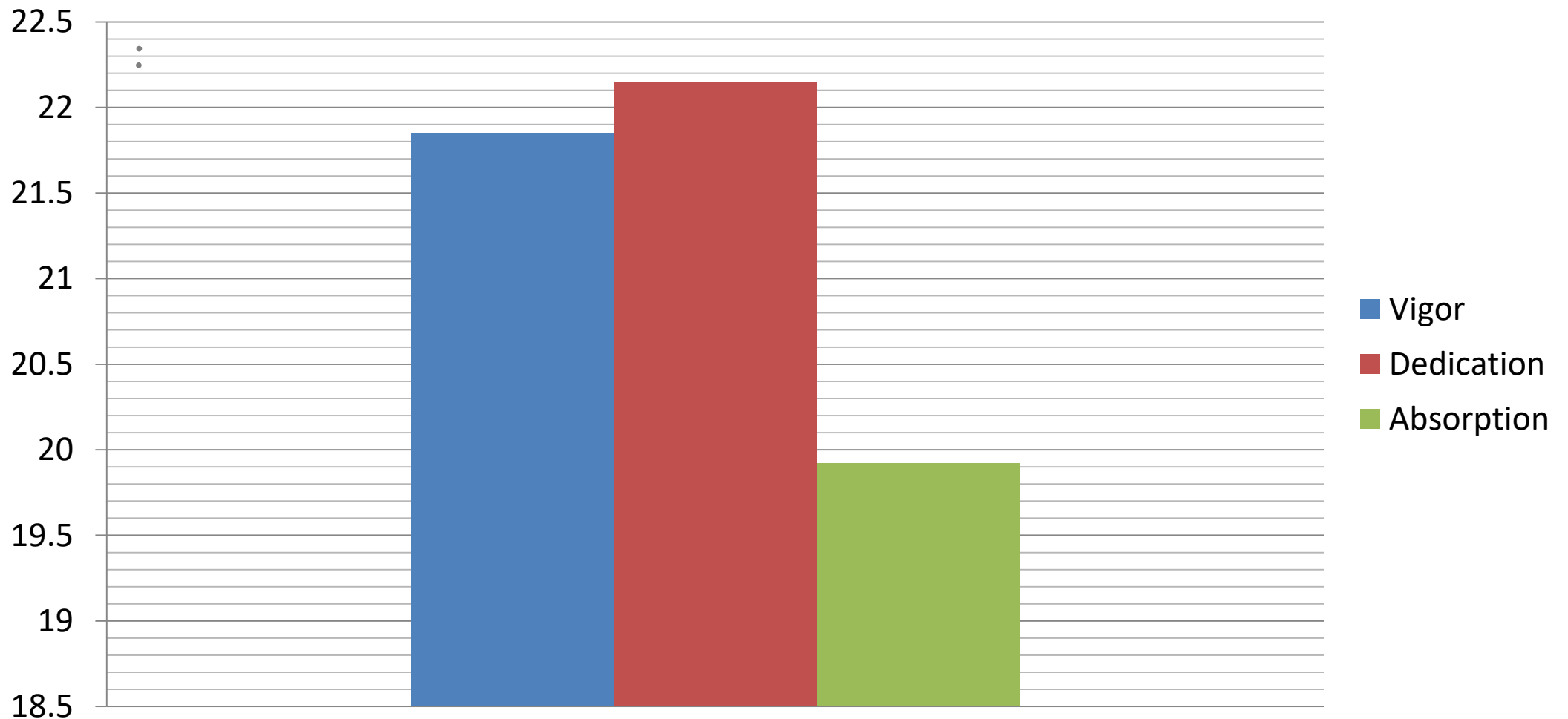
6 items:

- 3. Time flies when I'm working as an examiner
- 6. When I am working as an examiner, I forget everything else around me
- 9. I feel happy when I am working intensely as an examiner
- 11. I am immersed in my work as an examiner
- 14. I get carried away when I'm working as an examiner
- 16. It is difficult to detach myself from my job

UWEs Results: Absorption



UWEs Results





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**What are the next
steps in this research
project?**

Customer Satisfaction

“If customer’s expectations are met, we can talk about the satisfaction of purchase, which is defined as a function of convergence the expectations with the perceived mode of action of the products by the purchaser.”

Grzegorz Biesok, Jolanta Wyród-Wróbel, 2011

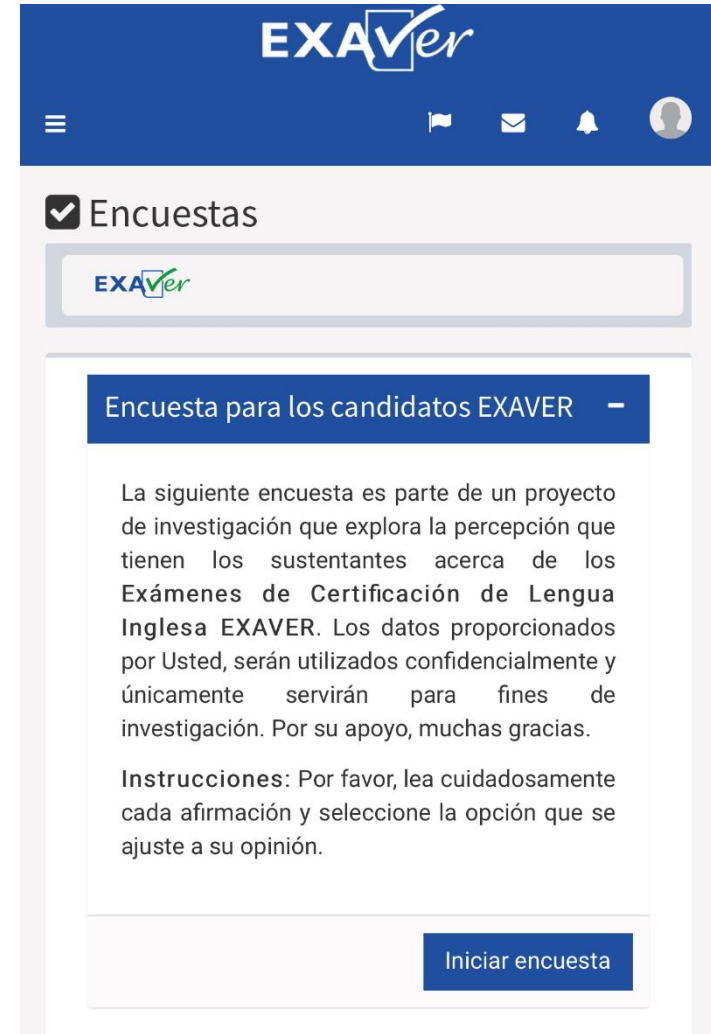


How to measure Customer Satisfaction?

SERVQUAL

It has five generic dimensions:

1. **Tangibles**
2. **Reliability**
3. **Responsiveness**
4. **Assurance**
5. **Empathy**



The screenshot shows the EXAVer survey interface. At the top is a blue header with the EXAVer logo and navigation icons. Below the header, there's a section titled "Encuestas" with a checkmark icon. Underneath, there's a search bar with the EXAVer logo. The main content area features a blue header for the survey titled "Encuesta para los candidatos EXAVER". The text explains that the survey is part of a project to explore the perception of the English Language Certification Exams (EXÁMENES DE CERTIFICACIÓN DE LENGUA INGLESA EXAVER). It states that the data provided will be used confidentially and only for research purposes. Instructions ask the user to read carefully and select the option that best fits their opinion. At the bottom right, there is a blue button labeled "Iniciar encuesta".

References

- Alarcón Aguirre, M. E. (2013). La Certificación EXAVER de la Universidad Veracruzana y su impacto en el sur de Veracruz. (págs. 1-10). Colima: Universidad de Colima.
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- Schaufeli, W., & Bakker, A. (December 2004). UTRECHT WORK ENGAGEMENT SCALE. Preliminary Manual. Utrecht, Netherlands: Utrecht University.



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Thanks!

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