

**University of El Salvador**  
**Faculty of Arts and Sciences**  
**Foreign Language Department**  
**Bachelor in Modern Languages Specialty French and English.**



**Research Investigation**

Proposal of projects for the Outreach Committee of the Foreign Language Department to be offered to students enrolled in the Major of Modern Languages to develop their community outreach.

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Ciudad universitaria, February 12th, 2020

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**Explanatory note:**

At the time this research work was being realized, the research team decided to employ the topic *"Proposal of projects for the Outreach Committee of the Foreign Language Department to be offered to students enrolled in the Major of Modern Languages to develop their community outreach"*. However, after a deep research and advisory the research team have found another terminology. This is the reason why new terminology is managed throughout this research work and it has been changed to avoid misunderstandings with the correct information the research team wanted to present.

- Carry out instead of “develop”.
- Carry out: to do a particular piece of work, research.
- Bachelor instead of “major”.
- Outreach Committee sub-unit in the place of Outreach Committee.

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# ACKNOWLEDGEMENT

## **To God:**

Because anything is possible without him.

## **To my daughters:**

To my little girls Victoria and Valeria who are the reason why every day I woke up and made my best, so that they be proud of mommy, my babies; with your kisses and your hugs you provide me with the strength I need and make me the happiest.

## **To my family:**

To my dear Husband who was always there supporting me and pushing me to continue with the process, he, who never let me down, thanks for believe on me even when I stopped doing it. To my lovely mother who always trusted on me, never let me alone and always helped me to achieve my goals. To my father and all my family members that in a way or another helped me whenever I needed.

## **To my best friend:**

To my best friend Astrid who was my counsellor, who always helped me to keep my mind focused on the important things and who always encouraged me to do whatever I wanted. Thank you for listening all my drama.

## **To my team:**

Working with you was a great experience, thanks for the learnings and thanks for your effort, we did it!

## **To my advisor:**

I really appreciate the time that you put on the development of this research project.

Jessica del Carmen Rivas Ortiz

**To God Almighty:**

**“Ask and it will be given to you; seek and you will find; knock and the door will be opened to you.”**

During my major, many doors were closed, but many others were open and thanks to my God, I was able to finish one of my biggest dreams, and when I saw this very far away, the God’s hand has been always there.

**To my Angel on heaven:**

My Dad, Arturo Antonio Ramirez, even when he went to early in my life, without seeing his “Mano” finishing her studies. I know he is so proud of me. Dad, wherever you are THIS IS FOR YOU.

**To my Angel on earth:**

My Mom, Ana Miriam Avalos de Ramirez, who is my motivation to wake up every morning and without her, I cannot do anything, all her life he taught me that I never have to give up, I have to fight for my dreams, from her I learnt not to give up despite adversities, thanks mom, THIS IS FOR YOU.

**To My Dear Uncle René Garcia:**

Because He has been a support for me and my parents, during my career, his advice and help have been of great importance for my personal improvement, THANK YOU

**To my best friends:**

Thanks Yancy, Stephanie, Anita, and Moises, for being ALWAYS with me, for all your support and for sharing that craziness that characterize us.

**To my thesis partners:**

Thanks Guys for all your big patience and for sharing your knowledge with me.

Jocelyn Marina Ramirez Avalos

**To my family:**

Especially to my mother, Ana Cecibel Ríos, who always supported me to continue with my studies and gave me unconditional help since the first day of my Major. To my father, Wilian Ernesto Díaz, who always was there whenever I needed to, and who did not let me give up.

**To my best friends:**

Specially to Edwin Alberto Bonifacio, who always encouraged me to finish my Major, who helped me a lot in whenever I needed to, and who was the one who help me to fulfill my dream of being a Spanish Teaching Assistant in France. Also, to my other best friend, Alejandra Esmeralda Torres who I met at the beginning of the major and has been in my best and worst moments, being an unconditional friend. To both, who were part of this triumph.

**To my thesis partners:**

It was not easy, but we did it. Thanks for accepting me in your group, for working hard on this job, for moving fast and finishing it successfully.

**To my thesis advisor:**

For the time you provided to the team to carry out this research work and help us to achieve it without inconveniences.

**To me:**

Because despite several years of being in this major trying to end it up, I never stopped studying.  
THANKS.

Willian José Díaz Ríos.



## SUMMARY

Studying a major at the university is one of the biggest objectives that people have in life, the process is long, it is not easy, but people make sacrifices in order to get it. Having a major is not just attending classes, it is necessary to give time to make research, to study for different activities, sometimes people must participate in extracurricular activities but all of that has as a result obtaining a title. When students are in the 3<sup>rd</sup> or 4<sup>th</sup> year of the bachelor, they are required with something very important that is the social service project.

The social service project is a requirement that must be fulfilled at the time people want to graduate, the social service project is the way which students use to give back to the society what it has been done to them in the time of the major, the students are plenty of abilities that they acquired studying and the best way to practice what they have learned is the social service.

Every university student is asked for the social service project, each student must give 100 hours back for every academic year cursed in the university, and commonly 500 hours are required. The Outreach Committee Unit is the one that registers every process also is the one who monitors that students really work on what they must. Every department of the University has a Sub-Unit in order to attend students.

The Outreach Committee Sub-Unit, year by year tries to give to the students the best options of project so that students can check them, and they can choose one, the Department of Foreign Languages is formed by two majors: Bachelor in English Teaching and Bachelor in Modern Languages specialty French and English.

Most of the time the projects proposed by the Outreach Committee Sub Unit has as a requirement to be a student of Bachelor and English Teaching, so the students from this major tend to have more options that the ones that are part of Bachelor in Modern Languages Specialty in French and English.

Due to the lack of projects for Modern Languages Students the researchers decided to focus on the problematic, and the main objective that they proposed was to find places where students from Bachelor in Modern Languages specialty in French and English can carry out a social service project. The most important was to carry to the Outreach Committee sub-unit proposals that really help the students in this process.

# **1 CHAPTER I:**

## **Research approach**

## **1.1 STATEMENT OF THE PROBLEM**

The Outreach Committee Sub Unit of the Foreign Language Department is the academic sub unit that manages Social Service Projects that students are required to fulfill to finish a major and be able to graduate. The Outreach Committee Sub Unit looks for adequate environments where students can develop the social service; moreover, it is the entity responsible of watching over the correct development of the social service. The number of hours requested for a degree is 500 hours however, the Outreach Committee Sub Unit used to have a teaching career which required only 300 hours. The social service project is done in some modalities such as: translators, tourist guides, English teachers or teacher's assistants among others. The students that carry out their social service as translators, work at the Museo Nacional de Aviación and Palacio Nacional, there are some other students that go to MUNA (Museo Nacional de Antropología) and CORSATUR (Corporación Salvadoreña de Turismo).

In general students that prefer the area of teaching go to public schools to teach English or to be the teacher's assistant. The Foreign Language Department is constituted by two majors: Bachelor of English Teaching and Bachelor of Modern Languages specialty French and English; students of both degrees are required to enroll to a project; likewise, students have the duty to finish a plan. To get into a project of social service students must have at least 80% of their major already accomplished. Regarding how the process is developed, it is easy to admit that students of the Bachelor of English Teaching have the ease to find a project to enroll in because some projects present as a requirement to take some specific subjects as didactics; conversely students of the Bachelor of Modern Language specialty in French and English tend to have struggles to encounter a project because almost all the students required for some projects must be part of the Bachelor in English Teaching.

The students from Bachelor in Modern languages are prepared with two languages even so just the 20% of projects provided by the Outreach Committee are oriented to them. The Bachelor in Modern Languages specialty in French and English is becoming mainstream, though the amount of load to enroll in the degree is limited, the quantity of students requesting for the bachelor increases every semester.

This situation means that the urge to do the research and the necessity to solve the situation is also blowing up. Due to this reason, the researchers have put in place some acquirements: if the projects offered by the Outreach Committee Sub Unit are appropriate for the students of Bachelor in Modern Languages, if there is any other place where students can develop the social service project, if there could be some other options to develop the social service. A research will be elaborated so the researchers can

give more projects options to the students remaining in the bachelor and they do not face the same problematic situation.

## **1.2 DELIMITATION OF THE PROBLEM**

With the realization of this research work, it was intended to propose new projects for students of the Bachelor in Modern Languages to begin with their social service and at the same time to present new projects to be carried out outside the University of El Salvador.

As researchers, the main objective was to find new projects in the metropolitan area of San Salvador, including cities as: San Marcos, San Salvador, San Jacinto, Mejicanos, Soyapango and Zacamil, where students of the Bachelor in Modern Languages with the 80% of the major, being from the 5th academic year, could choose to develop all the skills and knowledge they have acquired throughout their bachelor.

To bring new alternatives to the Outreach Committee Sub Unit of the Foreign Language Department “Sub Unidad de Proyección Social” the researchers looked forward to find not only governmental institutions such as the Tourism Office, the Ministry of Foreign Affairs, Department of Culture, City Hall, etc. but also private institutions such as private schools, or INSAFORP (Instituto Salvadoreño de Formación Profesional) which is an institution that helps people develop their skills in a specific area.

Nevertheless, the collection of information in this investigation will be accessible as long as these institutions give the opportunity to students to continue their academic development. Different options of social service projects were supposed to be given to the Outreach Committee Sub Unit at the end of the research work.

## **1.3 OBJECTIVES**

The objectives proposed at the beginning of the research were:

### **1.3.1 GENERAL OBJECTIVE**

- To propose to the Outreach Committee Sub Unit, projects to be carried out in the metropolitan Area of San Salvador, through an investigation in which students from Bachelor in Modern Languages specialty in French and English can be part of.

### **1.3.2 SPECIFIC OBJECTIVES**

- To search different institutions through interviews and questionnaires to know the possibilities that Modern Languages students could have to carry out a social service project.
- To describe the generalities of each new project and the institutions that offer them, through an informative program in which students can be interested in.
- To provide new projects to the Outreach Committee Sub Unit which help to decrease the lack of projects currently existing.

## **1.4 RATIONAL**

The present research work informed the proposal of projects for the Outreach Committee of the Foreign Language Department to be offered to students enrolled in the Major of Modern Languages to develop their community outreach with the 80% of the career to carry out their social hours. This social service is a requirement to graduate from the university, as they develop their skills and knowledge acquired during this bachelor and help in the area of languages to the community.

The main purpose of this research work was to present new projects that students from the Bachelor in Modern Languages Specialty French and English, could select at the time they need to carry out their social service and show these proposals to the Outreach Committee Sub Unit.

Every year the popularity of the bachelor increases, and, at the same time, the number of students enrolled too, therefore the research work has been realized with the idea of helping student who are able to start their social service. The problem needs to be solved promptly, considering the amount of people asking for new proposals, which increases every semester, but the number of options remain the same and this causes that some students dilate the social service.

In previous years, students had many unfortunate situations due to the lack of proposals. It is indispensable to acquire new projects from outside the university that will allow students to benefit not only themselves but also new public or private institutions.

# **2 CHAPTER II:**

## **Theoretical framework**



## **2.1 THE SOCIAL SERVICE AND ITS HISTORICAL BACKGROUND**

Carrying out a social service project is not an easy task, that is why there are some specific aspect that are taken into consideration at the time of selecting the people who will carry out a project.

**2.1.1 Profile of the social service provider.** (*Universidad Autónoma del Estado de Hidalgo, Mayo 2008, Definición de servicio Social*)

- Supportive with society and proactive in the development of projects that seek to improve social conditions.
- Committed with social participation and to collaborate with their peers.
- Must be a generator of entrepreneurship through the application of skills and professional elements of personal development.
- Promoter of respect, tolerance, honesty, sincerity, rectitude, responsibility, values and ethics for the development of social service.
- Able to apply elements of personal development as a university student.
- Critical and thoughtful in the development of their functions in the provision of the service.

### **2.1.2 Benefits of the social service provider**

- To consolidate their integral training through the application of knowledge, values and professionalism in the development of activities.
- To get involved with reality and develop solutions to problems and/or social needs.
- To strengthen their responsibility and commitment to society.
- To obtain the accreditation of the subject if the curriculum of the provider requires it, as long as it complies with the guidelines for the provision of social service.
- To obtain the document that shows compliance with the regulations to obtain their professional title, as long as it complies with the guidelines for the provision of social service.

The social service constitutes an activity that allows the student in training, to give back to the society, providing with proposals of solution and application of integral knowledge towards the most disadvantaged sectors at local, regional, national and international level (*UAEH. Servicio Social Universitario, México*).

As an example, in El Salvador, the student apt to do his social service can contribute with his knowledge in governmental or non-governmental entities such as: the Tourism Office, the Ministry of Foreign Affairs, Department of Culture at any municipality, City Halls, private or public schools.

Likewise, the student becomes aware of the importance of the application of knowledge, values, skills, aptitudes, attitudes in reality, allowing to consolidate an integral formation as a university representative and the application of elements of employability that permit to generate the appropriate scenarios for an incorporation into the Salvadoran labor market. Nevertheless, the current situation of El Salvador does not grant to the majority of students to practice in a position in the field studied.

The characteristic of social service as a temporary and obligatory activity, it is also understood as a human and professional element of strategic importance to strengthen ties within citizens and sectors, helping to transform community development more dynamically and proactively. That is why the service provided to the community is free, as it is in El Salvador.

Understood as a process of construction of knowledge, the realization of social service in the **training** field allows (*DGO, UNAM. July 2017. Definición de Servicio Social Universitario, México*):

- *To consolidate the academic training;* since, it is in this way that the student demonstrates the skills acquired during his learning process.
- *To acquire new knowledge and professional skills;* so that the student already has the experience to function in work environment.
- *To learn to act with solidarity, reciprocity and to work as a team;* values that are necessary in Salvadoran society.

Also, related to the different fields of human activity such as health, education, culture and human rights services, allows as a **social** area:

- *To become aware of the national problem, particularly the most unprotected sectors of the country;* in order to contribute to local development.
- *To extend to society the benefits of social service in scientific, technical and cultural areas;* that is to say, giving to the service of the community the acquired knowledge, abilities and skills.

As an improvement to the quality of life, in the **retributive** area, it achieves:

- *To recognize the cost of the education received and give back to society with responsible actions; as it is developed in El Salvador since its implementation.*
- *To privilege the commitment acquired with society, attending to the needs and problems of vulnerable groups; such as people of limited resources.*
- *Giving back to society the resources intended to public education; moreover, when recently the University of El Salvador has implemented free education for students coming from public institutions.*

## 2.2 BRIEF HISTORY OF SOCIAL PROJECTION IN THE UES

At the decade of the eighties, in the University of El Salvador, the activities of university extension or social service persisted with extracurricular character, with an almost exclusive orientation towards the cultivation of the art and the culture; in these activities the university community participated and was benefited at the same time, but also sectors outside the university, so the extension corresponded to a concept of *long hand of the university*. The Law of Higher Education in 1995 still contemplates, in art. 13, social service as *Works of cultural extension, but without generation of value units to obtain academic degrees*.

In parallel, there was, and still, obligatory social service as a regulatory requirement in the graduation process, but with limited effect on the training process of professionals, with the exception of the practice of the social year in the faculties of health sciences, in which it has always had a social service effect and an effect on the development of skills and abilities.

The General Education Law of 1996 established in art. 27 the provision of *social service*, which is widely developed in the General Regulations on Social Projection and Social Service by 1988.

The academic reform was the core of the project and had as its base a curricular change, whose function would be based on the integration of teaching, research and "social service", in the pursuit of excellence.

The Social Service, as a form of Social Projection, will be fulfilled essentially by all the Careers that the university administers through the different Academic Units and Regional Centers, prior to obtain the respective academic degree in the conditions that establishes the University Legal System.

The social service is one of the means by which the University develops the Social Projection and it will constitute the culmination of the programs of the institution directed to the achievement of such end.

The social projection besides teaching and researching are the major areas of the University of El Salvador; that is why the institution has the commitment of benefit the Salvadoran society.

The article N. 58 of the Reglamento de la Ley Orgánica de la Universidad de El Salvador (*UES, Reglamento General de la Ley Orgánica de La Universidad de El Salvador, Mayo 2001, Pag. 48*) established Social Projection as: "The set of plan activities pursued by academic, research and service, in order to make the university community knowledgeable about the national reality, and the community to be conscious about the Salvadoran problematic".

The main objectives of social projection according to the article number 59 are:

- a. To promote between the Salvadoran population, science, art and culture, oriented to the research of own identity and the contribution in the development process.
- b. To influence effectively, cross-discipline in the transformation of the human being and the society contributing to its economic, social and cultural development.
- c. To contribute to the formation of professionals with a judgmental opinion and initiative build sciences and appropriate technologies to the Salvadoran reality.
- d. To promote the debate and to contribute in the solution of national problematic.

Referring to the social service Project, the article number 60 of the “Reglamento de la Ley Orgánica de La Universidad de El Salvador” establishes that social service is one of the means that the University of El Salvador has to accomplish the social projection, it constitutes the finalization of the study program and the requirement of graduation. Its realization by the students, previous at the obtaining of the corresponding academic level, it will be regulated by the respective regulation.

The length of the social service will be proportional to the length of the major studied, and it will never be less than 100 effective hours by each year studied. The social service of teaching area will be attached to the regulation that the ministry of education announces.

According to the article number 33 of the “Reglamento de Proyección Social de la Universidad de el Salvador” (*UES, Reglamento General de Proyección Social de la Universidad de El Salvador, Pág. 12*), the requirements to develop the social service project are:

- 1- Have cursing the 60% of the valued unit of the major and to have the approval letter emitted by the Academic Administration of the properly faculty. Each Board of directors must establish a proper manual of procedures to the social service, the percentage depending on the nature of the major studied, as long as it be more that the minimum established, with the exception of Medicine and odontology which as a requirement must have finished the 100% of the valued units.
- 2- Have been registered in the Outreach Committee Sub Unit or in the Social Projection Unit.
- 3- Have the approval of the director of the Social Projection Unit.

## **2.3 QUESTIONS**

The research questions that were proposed at the beginning of the research are:

### **2.3.1 RESEARCH QUESTIONS**

- Why is it important to propose new projects in the Metropolitan Area of San Salvador to the Outreach Committee Sub Unit in which students of the Bachelor Modern Languages can carry out their social service?

### **2.3.2 SUBSIDIARY QUESTIONS**

- What are the different institutions that students from Bachelor in Modern Languages can have to carry out a social service project?
- What are the general aspects of each new proposal of project to the Outreach Committee Sub Unit and the institutions that offer them?
- What are the new projects in which student of Bachelor in Modern Languages can develop their Social Service to be proposed to the Outreach Committee Sub Unit?

# **3 CHAPTER III**

## **Methodological design**

### **3.1 TYPE AND RESEARCH LEVEL**

The research type used on this investigation was a Non-experimental profile since the investigation was generally more exploratory and did not exhibit control over the studied variable which was the proposals in the Outreach Committee Sub Unit to carry out the social service for students from Bachelor of Modern Languages, meaning that, this research looked for and provided new options to carry out the social service but it will depend on the Outreach Committee Sub Unit to included them for future students.

### **3.2 TYPE OF RESEARCH**

This research work presented a Qualitative descriptive design that consisted on summarizing in common terms, specific events experienced by individuals or groups of individuals. It tried to discover the nature of events; this research tried to identify the areas in which students from Bachelor in Modern Languages could carry out their social service.

This research type since it was an intensive and in-depth study as it was a method of observation to gather non-numerical data and also a descriptive design, primarily concerned with finding out the "why" instead the "what" of the research subject. That means, finding why there was a lack of proposals to carry out the social service for students on Bachelor in Modern Languages and why they have not promoted new projects to work on.

### **3.3 POPULATION**

The population that was taken into consideration to develop the research was first, the institutions which were asked for and interview, the ones visited and interviewed by the researchers and secondly the students from Bachelor in Modern Languages that will fulfill, next year, all the requirements to carry out the social service; approximately sixty students.

### **3.4 SAMPLING**

According to registers of the Outreach Committee Sub Unit, the approximate number of students enrolled in a social service project in the last years has been one hundred and forty, but just a 40% of the students were part of Bachelor in Modern Languages, that is an estimate of sixty students. That is the number of students that was taken into consideration to do this research.



## 3.5 TECHNIQUE AND MANAGEMENT INSTRUMENT

### 3.5.1 Technique #1

- The technique used by the researchers was the interview made to the representatives of the institutions: priest Francisco Alas, the Person in charge of the House of Culture in the downtown of San Salvador Lic. Cristian Hernandez, at last the mayor of Olocuilta: Dr. Marvin Rodríguez.

*Instrument:* The Instrument used is an Interview guide (see annex n. 5.2) to find out what were the main expectations from the persons in charge of the institutions where the students will be able to carry out their social service

### 3.5.2 Technique #2

- The second Technique used was a survey (see annex n. 5. 3) which was filled by students who are in the 8<sup>th</sup> academic semester of the bachelor.

*Instrument:* the instruments was the questionnaire, the students provide different answers according to their thoughts, opinions and necessities.

### 3.5.3 Technique #3

- The third technique utilized was an interview, which was answered by the secretary of the Outreach Committee Sub Unit. (See annex 5.4).

*Instrument:* the instrument used is an Interview guide where the secretary shared all the information that the researches needed.

## 3.6 ANALYSIS PLAN

After collecting all the information of this work, the results were analyzed through the recollection of data as the graphics that were used were the: Pie graphic.

The answers of each question were analyzed as well, by using the information dump method, explaining each of the question presented to the students and their responses.

The type of statistic that was used has been the DESCRIPTIVE, this kind of statistics is used for the purpose of collecting, describing and summarizing a set of data obtained. These can be visualized numerically and graphically.

# **4 CHAPTER IV**

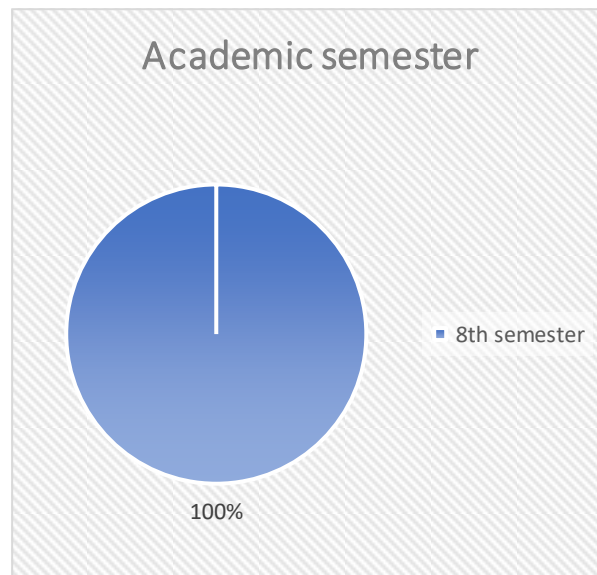
## **Results presentation**

## 4.1 DATA ANALYSIS

4.1.1 TABLE 1

Academic Semester		
Categories	Students	Percentage
8 <sup>th</sup> Semester	60	100%

Graph 1

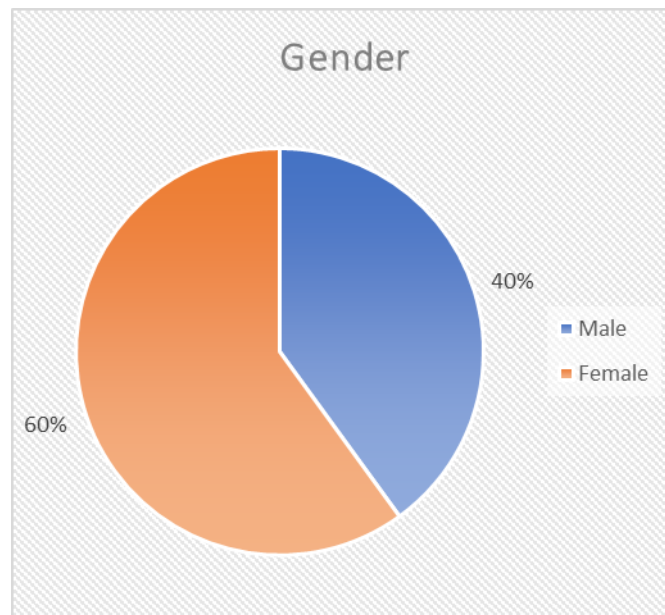


A 100% of the population that was taken into consideration to develop this research are students from the Bachelor of Modern Languages that are already able to fulfill, all the requirements to carry out the social service. Therefore, they are all in the 8<sup>th</sup> semester of the Bachelor.

**4.1.2 TABLE 2**

Gender		
Categories	Students	Percentage
Male	24	40%
Female	36	60%
Total	60	100%

**Graph 2**

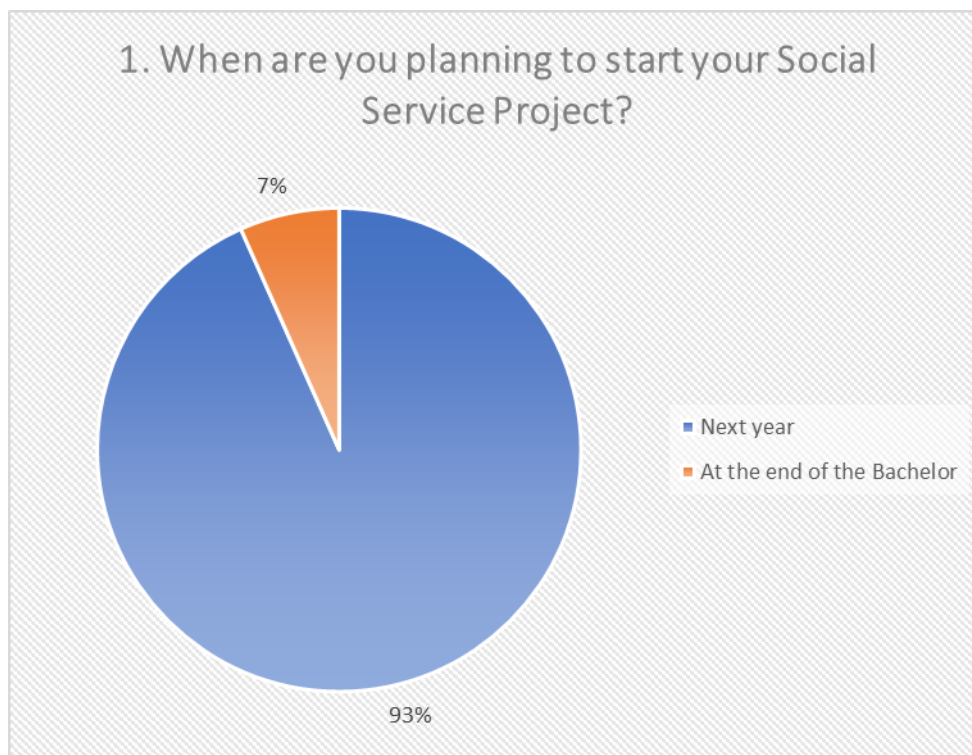


The population of women who took the survey is higher than men. As it can be looked at the results, 60% of women and 40% of men will be carrying out their Social Service next semester.

### 4.1.3 TABLE 3

Q1. When are you planning to start your Social Service?		
Categories	Students	Percentage
Next year	56	40%
At the end of the Bachelor	4	60%
Total	60	100%

**Graph 3**

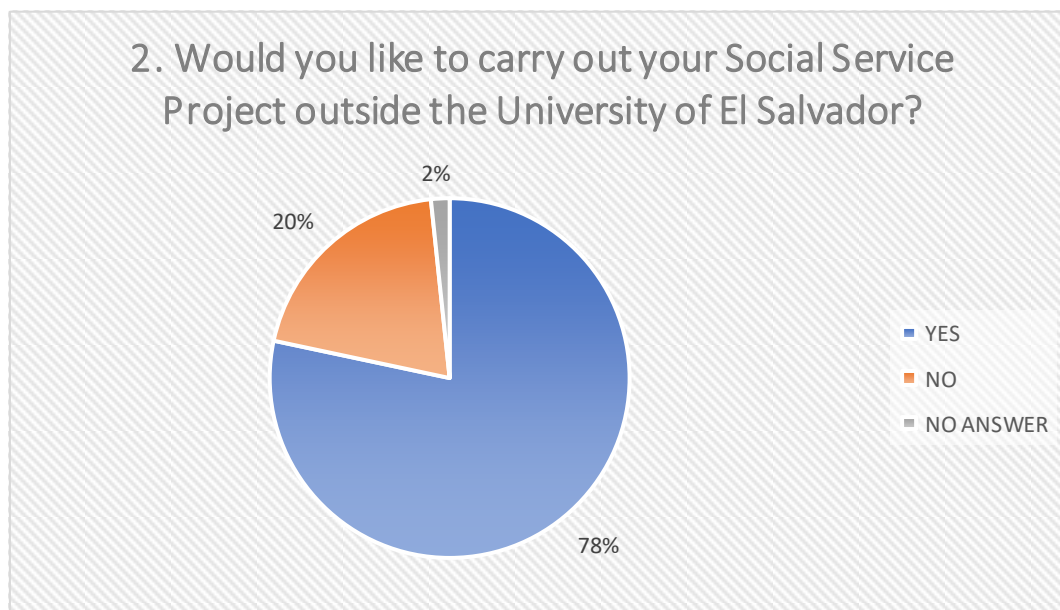


According to the results, the 93% of students, which is the majority, are planning to start their social service next year, against only a 7% of them, that will carry it out until the end of the Bachelor.

#### 4.1.4 TABLE 4

Q2. Would you like to carry out your Social Service Project outside the University of El Salvador?		
Categories	Students	Percentage
Yes	47	78%
No	12	20%
No Answer	1	2%
Total	60	100%

Graph 4

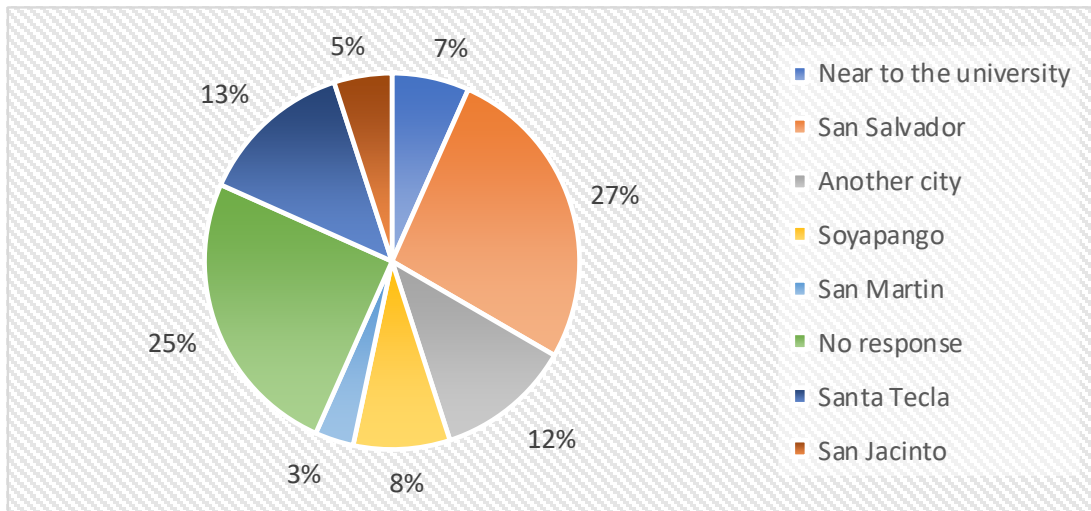


A 78% of students who took the survey would like to carry out their Social Service outside the University of El Salvador, against a 20% who prefer to stay inside and 2% of students who did not provide any answer.

4.1.5 TABLE 5

Q3. What would it be a proper area of San Salvador for you to carry out your Social Service Project?		
Categories	Students	Percentage
Near to the university	4	7%
San Salvador	16	27%
Another city	7	12%
Soyapango	5	8%
San Martin	2	3%
No response	15	25%
Santa Tecla	8	13%
San Jacinto	3	5%
<b>Total</b>	<b>60</b>	<b>100%</b>

Graph 5

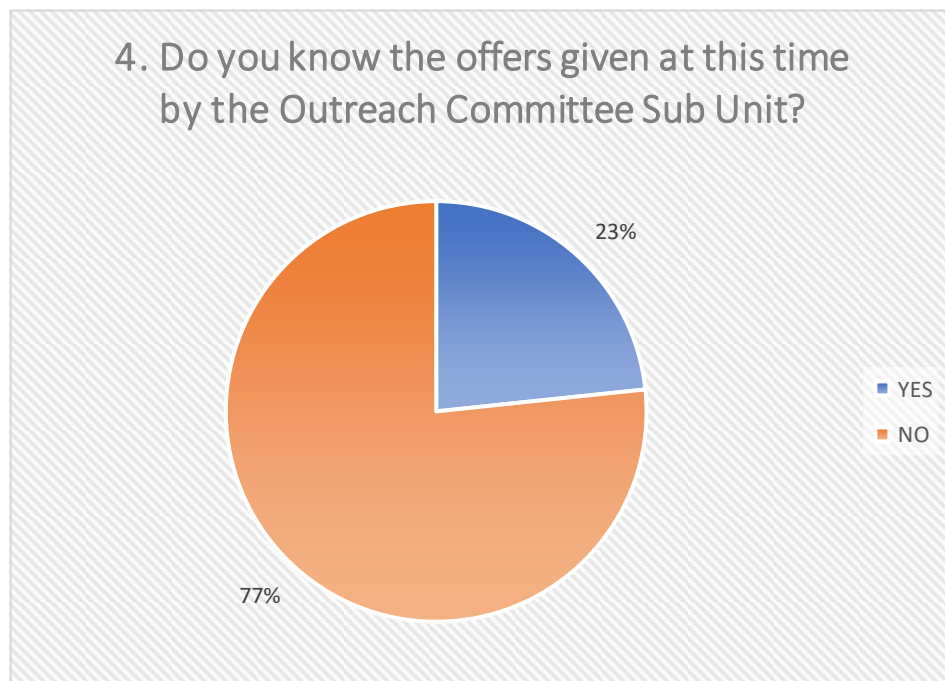


This question had multiple answers, 27% of students would like to stay anywhere in San Salvador to carry out their Social Service, 7% would like to be near the University campus, 13% said Santa Tecla, 8% said Soyapango, 7% San Martin, 5% San Jacinto, 12 % of student said they want to carry out their Social Service in another city which it was not mentioned and a 25% did not provide any response.

**4.1.6 TABLE 6**

<b>Q4. Do you know the offers given at this time by the Outreach Committee Sub Unit?</b>		
<b>Categories</b>	<b>Students</b>	<b>Percentage</b>
<b>Yes</b>	14	23%
<b>No</b>	46	77%
<b>Total</b>	60	100%

**Graph 6**



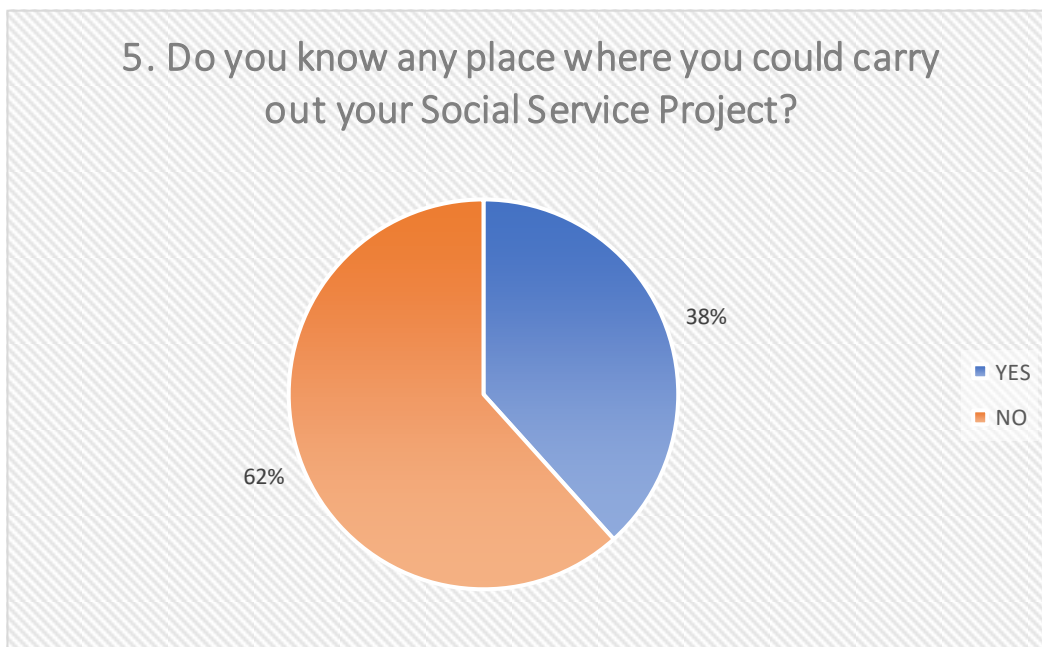
Only a 23% of students who took the survey, knew about the current proposals that the Outreach Committee Sub Unit has to carry out the Social Service, against the 77% who did not know about them.



**4.1.7 TABLE 7**

<b>Q5. Do you know any place where you could carry out your Social Service Project?</b>		
<b>Categories</b>	<b>Students</b>	<b>Percentage</b>
<b>Yes</b>	23	38%
<b>No</b>	37	62%
<b>Total</b>	60	100%

**Graph 7**

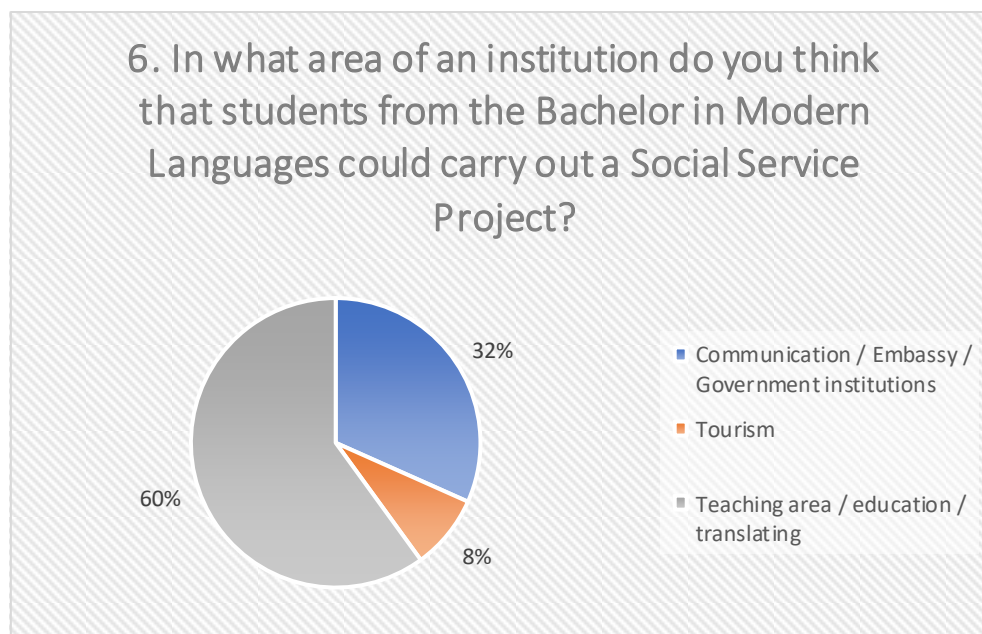


62% of student do not know any place yet to carry out their Social Service. Only 38% of students already know where to go to carry it out.

**4.1.8 TABLE 8**

<b>Q6. In what area of an Institution do you think that students from the Bachelor of Modern Languages could carry out a Social Service Project?</b>		
<b>Categories</b>	<b>Students</b>	<b>Percentage</b>
<b>Communication / Embassy / Government Institutions</b>	19	32%
<b>Tourism</b>	5	8%
<b>Teaching area / Education / Translating</b>	36	60%
<b>Total</b>	60	100%

**Graph 8**

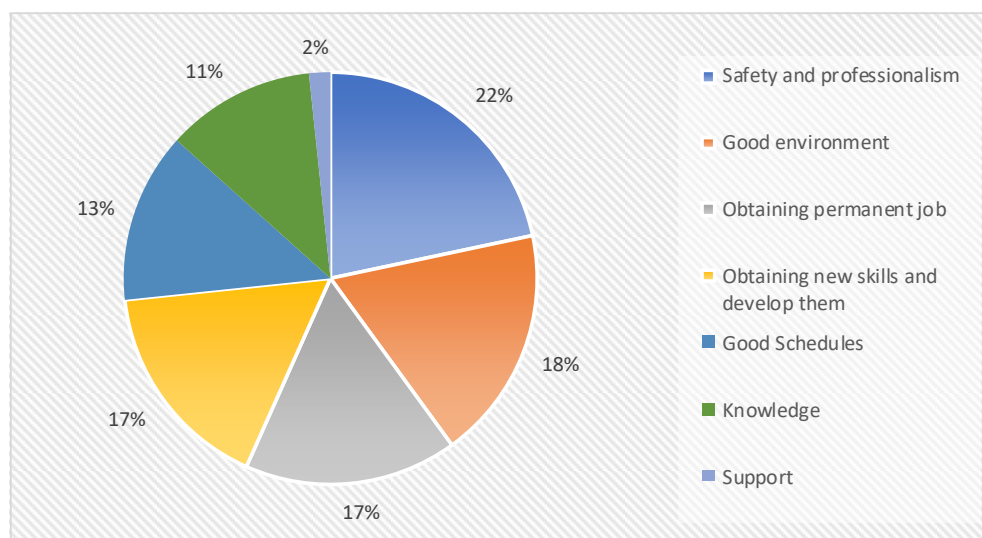


Most students, 60% off them, think that a student from the Bachelor of Modern Languages can carry out the Social Service in the area of Teaching, education or translating. Against a 32% who think they can carry it out in the area of communication, at an embassy or Government institutions.

**4.1.9 TABLE 9**

Q7. What do you expect from the Institution where you will carry out your Social Service Project?		
Categories	Students	Percentage
Safety and professionalism	13	22%
Good environment	11	18%
Obtaining new skills and develop them	10	17%
Good schedules	8	13%
Knowledge	7	12%
Support	1	2%
<b>Total</b>	<b>60</b>	<b>100%</b>

**Graph 9**

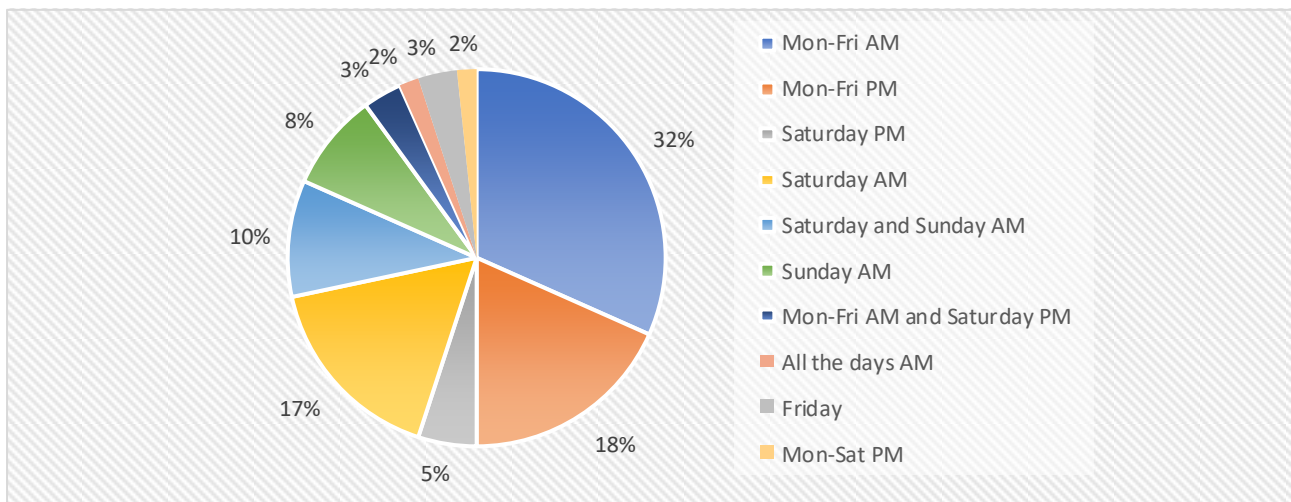


This question had multiple answers as the 22% of students expect that the institution provide Safety and Professionalism, 18% want to have good environment, 17% would like to obtain a permanent job in that institution, another 17% expect to obtain new skills and develop them inside the institution, 13% just expect to have good schedules, 11% new knowledge and only 2% would like to receive support from the same institution.

**4.1.10 TABLE 10**

<b>Q 8. What schedule is the most appropriate for you to carry out you Social Service Project?</b>		
<b>Categories</b>	<b>Students</b>	<b>Percentage</b>
<b>Mon-Fri AM</b>	19	32%
<b>Mon-Fri PM</b>	11	18%
<b>Saturday PM</b>	3	5%
<b>Saturday AM</b>	10	17%
<b>Saturday and Sunday AM</b>	6	10%
<b>Sunday AM</b>	5	8%
<b>Mon-Fri and Sat PM</b>	2	3%
<b>All the days AM</b>	1	2%
<b>Friday</b>	2	3%
<b>Mon-Sat PM</b>	1	2%
<b>Total</b>	60	100%

**Graph 10**

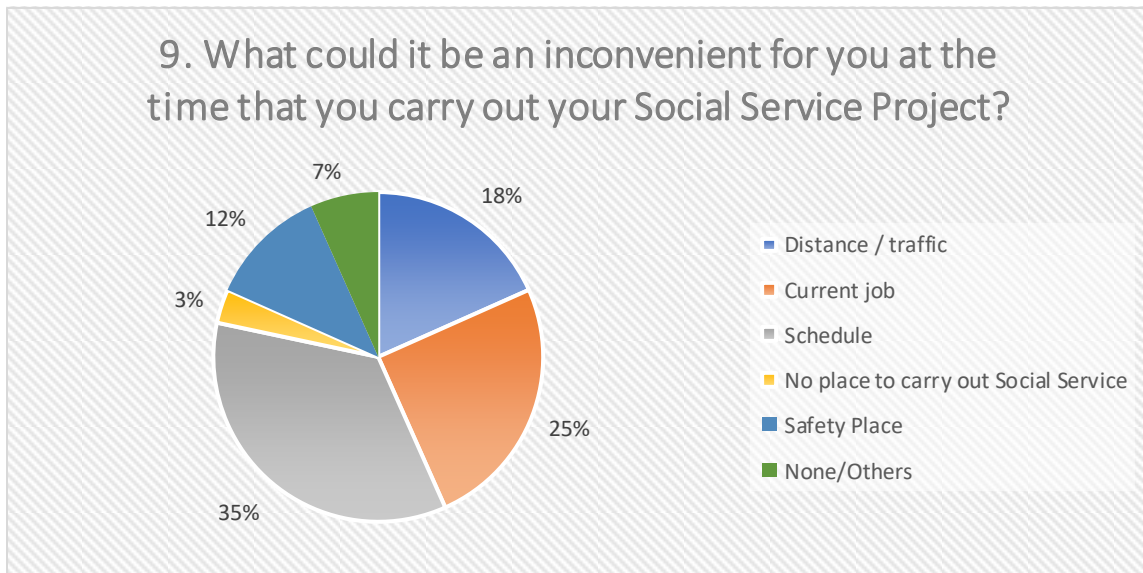


Multiple answer was given students, 32% of them are able to carry out their Social Service from Monday to Friday in the morning, 18% from Monday to Friday in the afternoon, 17% Saturday in the morning, 10% Saturday and Sunday in the morning, 8% only Sunday in the morning, 5% Saturday in the afternoon, 3% Monday to Friday in the morning and Saturday in the afternoon, another 3% only Friday, 2% all the days in the morning and the last 2% Monday to Saturday in the afternoon.

**4.1.11 TABLE 11**

Q 9.What could it be an inconvenient for you at the time that you carry out your Social Service Project?		
Categories	Students	Percentage
Distance / Traffic	11	18%
Current job	15	25%
Schedule	21	35%
No place to carry out Social Service	2	3%
Safety place	7	12%
None/Others	4	7%
<b>Total</b>	<b>60</b>	<b>100%</b>

**Graph 11**

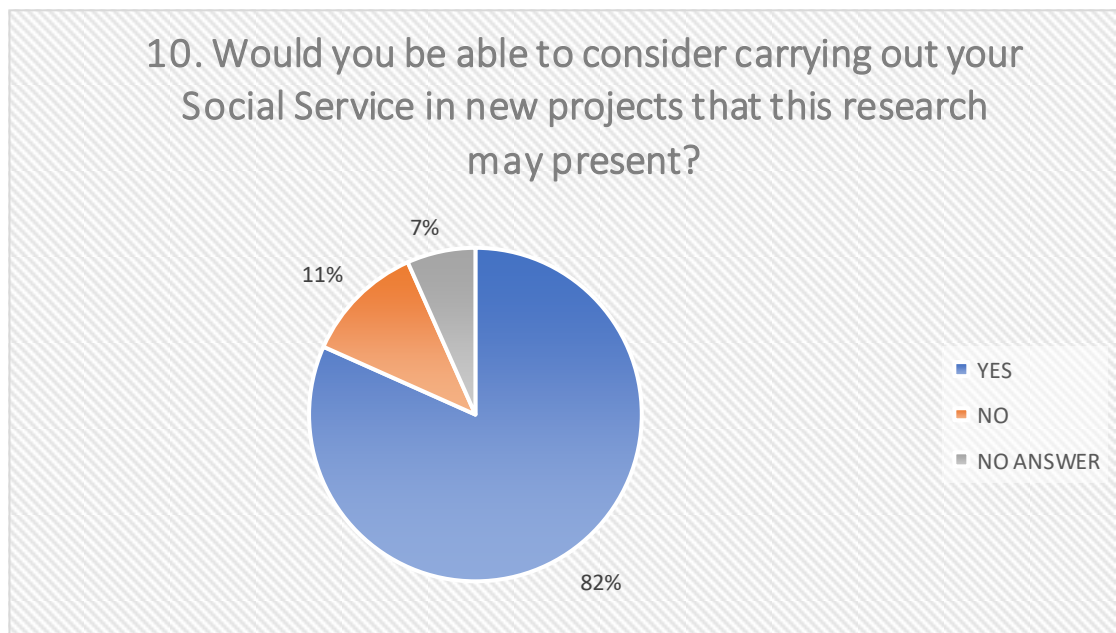


In this questions, 35% of students find that schedules may be an inconvenient for them to carry out the Social Service, 25% said that their current job may be, 18% the distance and the traffic, 12% the Safety, 3% said that an inconvenient could be not to find a place to carry out their Social Service and 7% said that they may find no inconvenient at all.

**4.1.12 TABLE 12**

<b>Q 10. Would you be able to consider carrying out your Social Service in new projects that this research may present?</b>		
<b>Categories</b>	<b>Students</b>	<b>Percentage</b>
<b>Yes</b>	49	82%
<b>No</b>	7	11%
<b>No Answer</b>	4	7%
<b>Total</b>	60	100%

**Graph 12**



The majority of students, 82%, said they will consider carrying out their Social Service in new projects that this research may present, against 11% who said no and another 7% that did not provide an answer.

**4.1.13 INTERVIEW MADE TO THE REPRESENTATIVE OF THE OUTREACH COMMITTEE SUB UNIT: (annex 5.4)**

**1. How Many Students enroll in social service projects approximately?**

In the language department, there is no specific average per year. For example, in this year 2019 there are more than two hundred students enrolled. But last year were around one hundred and sixty-five.

**2. Out of those students, how many of them belongs to the Bachelor in Modern Languages?**

There is no one single record for the students enrolled in each major

**3. Out of the projects offered by the subunit: How Many projects are aimed at the students from the Bachelor in Modern Languages specialty in French and English?**

In general, there are around twenty projects for each year, but only around six of them are for the students from Bachelor in Modern Languages.

**4. Normally, when the institutions request students to carry out the social service, should these students belong to the Bachelor in English Teaching or students from Bachelor in Modern Languages?**

Each Institution establishes the requirements they need that the student fulfill, based on this, the Sub Unit send the appropriate students.

#### **4.1.14 INTERVIEW AT THE METROPOLITAN CATHEDRAL OF SAN SALVADOR**

**1. ¿What is the purpose of the institution?**

The main finality of the church is to evangelize and announce Jesus Christ.

**2. ¿Does the institutions count with spaces for students to carry out a Social Service Project?**

It will be the first time that students come to the church to carry out a Project. I have requested to other areas of the university people to help in the church but officially this will be the first time that we receive students. There are many things in which students could collaborate.

**3. ¿Should it be possible to create more spaces inside the institution?**

Yes, there are at least 2 spaces but I am sure we can create more. Due to that, we are planning to open the museum of Saint Romero.

**4. ¿In which areas of the church could we have more spaces?**

There are four spaces, the church itself, the crypt of Saint Romero, and even the surroundings of the church.

**5. ¿What could offer the institution to the students who might come to carry out their Social Service Project?**

First of all, they will have contact with native speakers of the languages that they have studied, also, they will have cultural capacity and knowledge about history, religion and social issues.

**6. ¿How the implementation of a Social Service Project will improve the performance of the institution?**

It will benefit the attention that we provide to the people who comes to the church, because we will have the opportunity to share information in other languages.

**7. ¿What are the expectations of the institution about the students that will carry out the social service at the church?**

I don't want a religious person, I want someone focused on the Project, someone responsible, someone who will be kind with the people and with good communication skills because it will be necessary.



**8. ¿Who will be the one caring about the students carrying out the Social Service Project?**

There will be two people, the priest and the person responsible of the administrative things of the church.

**9. ¿At what time would you need to have the students here at the church?**

It will depend on the availability of the students, for example the crypt is opened from six in the morning to six in the afternoon, so the students can decide the time that they will spend here.

**10. ¿How many students would you need to cover all the projects?**

I think about 4 or five but, it is important to know the availability of the students, according to that, that number can change a lot, it is not the same to receive students just for one-hour than 3 or 4 hours. It doesn't depend on me, it depends on the students.

## **4.2 MAIN FINDINGS: Answer to the Research Questions**

This research work has been done with the purpose of finding new projects to be proposed to the Outreach Committee Sub Unit in the Metropolitan Area of San Salvador for students of the Bachelor of Modern Languages, who are in their 4<sup>th</sup> or 5<sup>th</sup> year and who are able to carry out the Social Service at the University of El Salvador.

### **4.2.1 RESEARCH QUESTION**

- *Why was it important to propose new projects in the Metropolitan Area of San Salvador to the Outreach Committee Sub Unit in which students of the Bachelor of Modern Languages could carry out their social service?*

The findings of this research question show that many students would like to have other options to carry out their Social Service Project, especially outside the University of El Salvador, possibly given that they barely know the ongoing projects presented by the Outreach Committee Sub Unit. We have also realized that the presented research has shown not only the need of having new projects but also that students are really interested on carrying out these projects, notably because they all are in the Metropolitan Area of San Salvador.

In the same way, and according to the secretary of the Outreach Committee Sub Unit and who is in charge to receive student's documentation to carry out their Social Service, twenty projects are currently available for students of the Foreign Language Department and only six of them, are for students from the Bachelor of Modern Languages, the other fourteen projects, are for students from the Bachelor of English Teaching. This is the reason why, as a team, we decided to develop this thesis to bring new projects from outside the University of El Salvador in which students can carry out their Social Service.

Furthermore, these institutions were willing to help and provided projects for these students. The institutions not only provide a place to carry out the Social Service, but also different proposals to opt for.

#### 4.2.2 SUBSIDIARY QUESTIONS

- ***What are the different institutions that students from Bachelor in Modern Languages can have to carry out a social service project?***

As part of the research, the goal was to find new institutions where students from the Bachelor of Modern Languages could carry out their Social Service Project. This, due to the lack of proposals for the students of the Bachelor of Modern Languages, in which these students only have 6 options to be able to carry out their Social Service, unlike the fourteen projects for the students of the Bachelor of English Teaching that consist mostly in the teaching area.

The research work presents some institutions that were willing to provide some options where students can apply all their skills and knowledge acquired during the Bachelor.

The institution who provided the most of proposals is the *Metropolitan Cathedral of San Salvador* and the second institution is the *House of Culture in the Downtown of San Salvador*, both in the Metropolitan Area of San Salvador where the University campus is located. There is also a third institution that was very interested on giving the opportunity to the students who would like to carry out their Social Service, this is the *Municipal Ecological Park of Olocuilta*.

Furthermore, these new institutions were willing to provide new projects that will be added in the proposal list of the Outreach Committee Sub Unit. Students' demand was not only to have new institutions but also to have different areas to carry out their Social Service Project such as, interpretation, translation, tour guide, etc.

Fortunately, as a research team, the researchers were able to reach the expectations and secure new projects in which students will be able to carry out their Social Service.

- ***What are the generalities of each new proposal of project and the institutions that offer them?***

Fundamentally, the generalities of the new projects are based on the pedagogical field in which students can teach French and English in public institutions such as the House of Culture on the Downtown of San Salvador. In addition, the researchers have the communication field, as interpreters, tour guides, translators, etc. Options that can be carried out in institutions such as the Metropolitan Cathedral of San Salvador. So students can apply their skills and knowledge acquired during their Bachelor.

Having said that, according to the questionnaires answered by students from the Bachelor of Modern Languages, they are interested on having different options in different institutions outside of the University of El Salvador. These students are expecting to obtain mostly a safety and professional place to carry out their Social Service, as well as a good environment and good schedules that will not affect the ending of their studies.

Fortunately, the institutions, that the researchers interviewed, are willing to provide every request from these students, if these students commit with these institutions.

The Outreach Committee Sub Unit will obtain the new proposals from these institutions thanks to this research work and this will help with the lack of projects and complement the ones that are already proposed to the students.

- ***What are the new projects in which student of Modern Languages can carry out their Social Service to be proposed to the Outreach Committee Unit?***

In the *Metropolitan Cathedral of San Salvador*, the researchers have five different proposals for no less than seventeen students who would like to carry out their Social Service Project between translations of official documents, interpretations, tour guide, etc.

The second institution is the *House of Culture in the Downtown of San Salvador* in which the researchers have two proposals, one of French courses and the other one of English courses for no less than three to five students.

A third option is available, in the *Municipal ecological park of Olocuilta* where the priority is English classes for children of low resources and young people who are able of coming into work life.

Students from the Bachelor of Modern Languages can accomplish these requirements from these institutions. On top of that, and according to the answers from the students of the Bachelor of Modern languages, the new proposals fulfill their expectations, as well as the ones from the Outreach Committee Sub Unit who will not have any inconvenient offering these new proposals to these students.

As a result, this research and subsidiary questions were achieved. The researchers had the acceptance of new institutions for students of the Bachelor of Modern Languages could carry out their Social Service Project. The researchers were able to obtain no less than eight projects in three different institutions and for no less than seventeen students.

### **4.3 PROPOSAL OF SOCIAL SERVICE PROJECT**

Thanks to this research work, the researchers were able to create a proposal of projects to offer to the Outreach Committee Sub Unit (See **Aneex 5.5**). This research was done with the purpose of providing the Outreach Committee Sub Unit with more projects that be offered to the students from Bachelor in Modern Languages specialty in French and English. Finding institutions willing to provide the opportunity to the students was a difficult mission but not impossible, As a result, the researchers found three places where students can perfectly carry out a social service project.

The Outreach Committee Sub Unit is the entity in charge of monitoring the process of the social service, the unit will also be the one offering the proposal made by the researchers, hence, the researchers made a proposal to give to the Sub Unit. The proposal was created and these are the generalities:

#### **Name of the project**

“Proposal of projects for Social Service to the Outreach Committee Sub Unit of the Foreign Language Department of the University of El Salvador”.

#### **Generalities:**

The proposal is done to add up some projects to the ones offered to the Outreach Committee Sub Unit for the students of Bachelor in Modern Languages, the lack of projects was the motif why the research was done, the researchers looked for different institutions where students can go, it was difficult anyhow some institutions were willing to receive students from the bachelor. After doing some interviews, some spaces were found and they will be presented to the Outreach Committee Sub Unit.

#### **What is the main objective of the proposal?**

“To add up to the Outreach Committee sub unit some options of projects to be proposed to the students of Bachelor in Modern Languages specialty in French and English”.

#### **Target population:**

The population benefit with the proposal of projects will be the students from Bachelor in Modern Languages specialty in French and English, who are suitable to carry out the social service project. That means people from the fourth academic year of the bachelor.

#### **Importance:**

This proposal will benefit students providing more options of social service projects. This will facilitate the process and will help them to finish the service sooner.

## 4.4 CONCLUSIONS

After concluded this research work, it is stated that:

- It is difficult to find institutions that be opened to receive students to carry out a social service project, such as CAPRES (Casa Presidencial) and MINED (Ministerio de Educación); even it is hard to receive an answer from their part when you ask for an interview.
- The biggest option for students from Bachelor in Modern Languages specialty French and English continues being teaching, inside many institutions what is firstly offered is a project of teaching.
- A big number of students from Bachelor in Modern Language do not know what to do to carry out the social service project, they do not know what the possibilities available at the Outreach Committee Sub Unit are and they do not have any idea about what can be a great project.
- The students from the Bachelor of Modern Languages recognize that finding and starting with the social service project represents a difficulty. The students face different problematic such as the lack of projects according to their preferences, problems with the schedule due that a considerable number of students already work.

## **4.5 RECOMMENDATIONS**

### **4.5.1 To the institutions:**

- To elaborate a plan in which you could include students not only from Foreign Languages department but also, from all degrees, the students have different abilities and a lot of knowledge, they can be a useful tool to improve some areas of the institutions, students provide with new and modern ideas that can maximize the development of some activities.
- To remember that students have a list of activities that they can help with inside the company, do not make them participate in activities that are far from their responsibilities, they are properly prepared to develop their skills related to their studies.
- To support and care about the student carrying out the social service as if they were the company's employees, consider them not only as social service providers, but also as part of the team.

### **4.5.2 To the Outreach Committee Sub-unit:**

- To take into consideration the projects presented by the researchers, the projects are great opportunities for the students to improve the abilities acquired during the Bachelor
- To give continuity to all the projects that start. The people from the institutions where the research was done, were very interested in the fact of having people carrying out a social service project.
- To take the time to check if the students are properly carrying out the projects. Not only with their advisor, but also through a meeting in which they can express their feelings about the place where they are carrying out their social service.
- To emphasize that the projects presented for this research are exclusively for students from Bachelor in Modern Languages specialty in French and English.

#### **4.5.3 To the students:**

- Be responsible with the project. Remember that you are representing not only yourself, but also the university. Furthermore, you will be implementing your knowledge and skills acquired during the bachelor.
- Do your job properly, so that institutions contribute with more opportunities to future students to carry out their social service project, based on your performance and behavior.
- Be kind with people in the institutions, show your empathy and education everywhere, every time and with everybody. Remember to show respect and professionalism.
- Give continuity to the project, even if it is hard, continue with the project until the moment you finish all the social hours required, and if possible, provide service for around two weeks more.
- Do the necessary research to do a good job, look for information, ask questions, do not hesitate to look for the information you might need to better carry out your social service, remember most of the projects are composed of historical background that you must familiarize yourself with.



## 4.6 INFORMATION SOURCES

- *AEH. Servicio Social Universitario, México.*
- *DGO, UNAM. Julio 2017. Definición de Servicio Social Universitario, México*
- *El proveedor de servicio social: Universidad Autónoma del Estado de Hidalgo, Mayo 2008, Definición de servicio Social.*
- *UES, Reglamento General de la Ley Orgánica de La Universidad de El Salvador, Mayo 2001, Pág. 48.*
- *UES, Reglamento General de Proyección Social de la Universidad de El Salvador, Pág. 12.*
- *Universidad Autónoma del Estado de Hidalgo, Mayo 2008, Definición de servicio Social.*

# **5 ANNEXES**

## 5.1 ANNEX NUMBER 1: LETTER PRESENTED TO DIFFERENT INSTITUTIONS

San Salvador, 14 de agosto de 2019.

Padre  
Francisco Cartagena Alas  
Presente

Respetable Señor:

A través de la presente reciba un cordial saludo a nombre del Licenciado Francisco Antonio Rodríguez Argueta, Coordinador de La Sub Unidad de Proyección Social, del departamento de idiomas de la Facultad de Ciencias y Humanidades de la Universidad de El Salvador.

A través de la presente le solicito su apoyo para tres estudiantes de la Licenciatura en Lenguas Modernas especialidad Francés e Inglés de la Universidad de El Salvador. Actualmente realizando en trabajo de grado para optar al título de Licenciatura que lleva el mismo nombre descrito en el proyecto denominado **“Propuestas de Proyectos de Servicio Social para la Sub Unidad de Proyección Social del Departamento de Idiomas Extranjeros a ofertarse a estudiantes de la Licenciatura en Lenguas Modernas”**; **(Proposal of projects for the Outreach Committee of the Foreign Language Department to be offered to students enrolled in the Major of Modern Languages to develop their community outreach)**, para la Universidad de El Salvador.

Con este proyecto se pretende aperturar espacios para que jóvenes estudiantes de dicha carrera tengan opciones de realizar el servicio social, en vista de que actualmente los proyectos o espacios existentes son limitados.

Por lo anterior solicitamos una entrevista con la persona idónea de la institución en busca de oportunidades y apertura para futuros estudiantes en servicio social y que el Ministerio pueda tener la opción de solicitar personal altamente capacitado en esta área a la Universidad, fomentando así la Proyección Social que es uno de ejes principales que tiene la UES.

Para notificaciones o respuestas dejamos el contacto:

Jocelyn Marina Ramirez  
Tel. 7338 3168  
Correo electronico: [joshytaavalos2019@gmail.com](mailto:joshytaavalos2019@gmail.com)  
Correo alternativo: [jessyvm16cruz@gmail.com](mailto:jessyvm16cruz@gmail.com)

Atentamente,

Lic. Francisco Antonio Rodríguez Argueta  
Coordinador de la Sub Unidad de Proyección Social  
Universidad de El Salvador

## 5.2 ANNEX NUMBER 2: INTERVIEW DONE IN THE INSTITUTIONS



UNIVERSIDAD DE EL SALVADOR  
FACULTAD DE CIENCIAS Y HUMANIDADES  
DEPARTAMENTO DE IDIOMAS EXTRANJEROS  
LICENCIATURA EN LENGUAS MODERNAS ESPECIALIDAD  
FRANCÉS E INGLÉS



### ENTREVISTA

**TEMA DE INVESTIGACION:** “Propuestas de Proyectos de Servicio Social para la Sub Unidad de Proyección Social del Departamento de Idiomas Extranjeros a ofertarse a estudiantes de la Licenciatura en Lenguas Modernas”; (Proposal of projects for the Outreach Committee of the Foreign Language Department to be offered to students enrolled in the Major of Modern Languages to develop their community outreach.).

**OBJETIVO:** proponer a la sub unidad de proyección social del departamento de idiomas extranjeros de la Universidad de El Salvador, nuevos proyectos de servicio social dentro de los cuales jóvenes estudiantes de la licenciatura en Lenguas Modernas puedan desarrollar su servicio social.

Preguntas:

1. ¿Cuál es la finalidad de la institución?
2. ¿Posee la institución espacios para que Jóvenes Universitarios realicen un proyecto de servicio social?
3. ¿Podrían crearse (más) espacios dentro de la institución para que jóvenes universitarios puedan realizar su servicio social?
4. ¿En qué áreas dentro de la institución podrían crearse espacios para que jóvenes universitarios desarrollen un proyecto de servicio social?
5. ¿Que podría ofrecerle la instituciones a los estudiantes que realicen su servicio social dentro de la institución?
6. ¿Cómo contribuiría la implementación de un proyecto de servicio social en el funcionamiento de la institución?
7. ¿Cuáles serían las expectativas de la institución en cuanto al estudiante que realizaría su servicio social dentro de la misma?
8. ¿Quién sería la persona encargada de supervisar a los jóvenes que se encuentren realizando su servicio social dentro de la institución?
9. ¿En qué horario necesitaría la institución que el proveedor del servicio social ejerza su servicio social?

### 5.3 ANNEX NUMBER 3: QUESTIONNAIRE



University of El Salvador  
Faculty of Arts and Sciences  
Foreign Language Department  
Bachelor in Modern Languages Specialty French and English



**Research investigation:** Proposal of projects for the Outreach Committee of the Foreign Language Department to be offered to students enrolled in the Major of Modern Languages to develop their community outreach.

**General objective:** To propose new projects in the Metropolitan Area of San Salvador to the Outreach Committee Unit through an investigation in which students from Bachelor in Modern Languages specialty in French and English can be part of, to be able to make their social service.

**Instructions: complete each question with the information requested, be sincere.**

**Academic semester:** \_\_\_\_\_

**Gender:** \_\_\_\_\_

1. When are you planning to start your Social Service Project?  
\_\_\_\_\_
2. Would you like to carry out your Social Service Project outside the University of El Salvador?  
YES \_\_\_\_\_ NO \_\_\_\_\_
3. What would it be a proper area of San Salvador for you to carry out your social service project?  
\_\_\_\_\_
4. Do you know the offers given at this time by the Outreach Committee Sub Unit?  
YES NO  
If YES, are any of those offers in your area of interest?  
YES NO
5. Do you know any place where you could carry out your Social Service Project?  
YES \_\_\_\_\_ NO \_\_\_\_\_, If YES, in what places? \_\_\_\_\_
6. In what area of an institution do you think that students from the Bachelor in Modern Languages could carry out a Social Service Project?  
\_\_\_\_\_

7. What do you expect from the institution where you will carry out your Social Service Project?

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8. What schedule is the most appropriate for you to carry out your Social Service Project?

	AM	PM
Monday – Friday		
Saturday		
Sunday		
Other (specify)		

9. What could it be an inconvenient for you at the time that you carry out your social service project?

---

---

10. Would you be able to consider carrying out your Social Service in new projects that this research may present?

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**Thank you!**

## 5.4 ANNEX NUMBER 4: INTERVIEW TO THE OUTREACH COMMITTEE SUB UNIT.



University of El Salvador

Faculty of Arts and Sciences

Foreign Language Department

**Bachelor in Modern Languages Specialty French and English**

**Research investigation:** Proposal of projects for the Outreach Committee of the Foreign Language Department to be offered to students enrolled in the Major of Modern Languages to develop their community outreach.

**General objective:** To propose new projects in the Metropolitan Area of San Salvador to the Outreach Committee Unit through an investigation in which students from Bachelor in Modern Languages specialty in French and English can be part of, to be able to make their social service.

### Questions:

1. How Many Students enroll in social service projects approximately?
2. Out of those students, how many of them belongs to the Bachelor in Modern Languages?
3. Out of the projects offered by the Sub Unit: How Many projects are aimed at the students from the Bachelor in Modern Languages?
4. Normally, when the institutions request students to perform social service, should these students belong to the Bachelor of English teaching or students from Bachelor in Modern Languages?

**5.5 ANNEX NUMBER 5:**

**PROPOSAL OF PROJECTS FOR SOCIAL SERVICE  
TO THE OUTREACH COMMITTEE SUB UNIT OF  
THE FOREIGN LANGUAGE DEPARTMENT OF  
THE UNIVERSITY OF EL SALVADOR**