

UNIVERSITAS NEGERI SURABAYA FACULTY OF LANGUAGES AND ART ENGLISH LANGUAGE EDUCATION STUDY PROGRAM

Document Code

UNESA	Er	NGLISH LANG	GLISH LANGUAGE EDUCATION STUDY PROGRAM										
			LESSON PLA	AN									
Course		Course Code	Course Cluster	Credit (sks	3)	Semester	Compilation Date						
MICROTEACH	ING	8820302148		2		6 25 February 2023							
AUTHO	RIZATION	Lesson Plan Devel	oper	Course Ch	ister Coordinator	Head of Stud	y Programme						
Nur Chakim, S.Pd.,M.Pd.			Dr. Himmaw	an Adi Nugroho									
	Programme Le	earning Outcomes (PLO	D)-Study Programme imposed o	n courses									
	PLO 2	Demonstrate a goo	od understanding of the concept	of learning E	nglish from a national and glo	bal perspective							
	PLO 4	Plan, carry out and evaluate English instructions effectively and creatively											
	PLO 7		Apply critical thinking and analytical skills to solve English learning problems										
	PLO 8	Demonstrate the c	ral and written skills in commu	nicating kno	wledge about English instruc	tions.							
	Course Learni	Course Learning Outcomes (CLO)											
	CLO 1	Demonstrating sincerity and commitment to develop students' attitudes, values and abilities											
Learning	CLO 2	Employing logical, critical, systematic, and innovative thinking in the context of the development of science and technology and considering the values of humanities											
Outcomes (CP)	CLO 3	Mastering linguistic concepts, learning methodology, TEFL concept in national and global perspective as well as demonstrating written, visual, and oral presentation skills to communicate the language											
	CLO 4	Demonstrating the process of English instruction by designing lesson plan and utilizing various learning strategies, instructional models, learning media and ICT tools to produce an effective and creative English instruction through peer teaching activities											
	Lesson Learnin	ng Outcomes (LLO)											
	LLO 1		explain the concept of Microteach										
	LLO 2		develop Teaching Kits by illustra		erstanding of : Core competence	es (KI), Basic co	ompetences (KD),						

	LLO 3	Students are able to discuss various types of Instructional models (e.g., Problem-Based Learning, Project- Based Learning, Genre-Based Approach, Scientific Approach, Eclectic, etc.) and employ them successfully in their own teaching practice.
	LLO 4	Students are able to employ a variety of expressions related to opening and closing lessons, as well as managing students in the classroom
	LLO 5	Students are able to conduct peer teaching at the Junior High School level (SMP)
	LLO 6	Students are able to conduct peer teaching at the Senior High School level (SMA/SMK)
Brief description of the course	strategies, instru Eclectic, etc.), ar questioning, givi	h lesson plan in the secondary school levels (junior and senior high schools, vocational schools) through various learning ctional models (e.g., Problem-Based Learning, Project- Based Learning, Genre-Based Approach, Scientific Approach, and utilizing the expressions of classroom language (expressions of opening and closing the lessons, explaining materials, ing reinforcement, giving teaching variations, guiding SMA/SMKII discussion, and managing students in the classrooms) ve and effective peer teaching activities which are recorded as an instructional project for the sake of preparing real obs.
Study Materials: Learning Materials	Willis, Jane. (19	81). Teaching English through English: A Course in Classroom Language and Techniques. Longman.
References	Main reference:	
		81). <i>Teaching English through English: A Course in Classroom Language and Techniques</i> . Longman. ndard operational procedures of micro-teaching implementation. Surabaya: UNESA
	Supplementary r	eading:
	(2017). Pand	oate, Josephine., Raatikainen, Tiina. (2007). Practical Classroom English. New York. Oxford University Press. uan Teknis IV: Instrumen Penilaian Kinerja UKMPPG. Jakarta: Ristekdikti Pedoman Pengenalan Lapangan Persekolahan (PLP). Surabaya: Pusat Pengelolaan Praktik Pembelajaran, LP3M
Lecturer (s)	NUR CHAKIM, N	
Course	,	se/s) of Theories in Learning, School Curriculum and Policy, Approaches and Methods in ELT, Syllabus Design, Testing
requirements		in ELT, Educational Technology in ELT, Innovative Teaching, Developing EFL Materials.

Meeting	LLO	Assessment	Learning Mode, Learning Method, Assignment, (Time Allotment)	Learning materials (References)	Assessment weight (%)	
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		Indicator	Criteria & Form (Written/spo ken)	Offline	Online (sync/ async)		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
	Students are able to explain the concept of Microteaching and describe teaching and learning practices	 Identifying the purpose of microteaching Describing the teaching and learning practices 	Spoken	 Defining the concept of Microteaching Demonstrating knowledge related to Microteaching Explaining the relation between microteaching and real teaching Conducting a project of peer- teaching started from developing lesson plan until demonstrating peer-teaching with the following steps: identifying the problems planning the project scheduling the project assessing the performance evaluating the project. Identifying the problems of English instruction in secondary schools (junior/ senior and vocational schools) 		Willis, Jane. 1981. Teaching English through English: A Course in Classroom Language and Techniques.	
2	Students are able to develop Teaching Kits by illustrating their	 Identifying indicators Formulating instructional 	Spoken	• Planning the project of peer teaching by developing English lesson plan through:		Permendikbud tahun 2016. Jakarta: Ristekdikti	

		Assessmen	t	Learning Mode, Learning Method, Assignment, (Time Allotment)		- Learning materials	Assessment
Meeting	LLO	Indicator	Criteria & Form (Written/spo ken)	Offline	Online (sync/ async)	(References)	weight (%)
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
	understanding of : Core competences (KI), Basic competences (KD), indicators, instructional objectives, materials, media, assessment, etc.	 objectives Determining materials Selecting appropriate approach/ method/ strategy Selecting learning media Conducting assessment 		 Identifying indicators Formulating instructional objectives Determining materials Selecting appropriate approach/method/strategy Selecting learning media Conducting process and result assessment 			
3	Students are able to discuss various types of Instructional models (e.g., Problem-Based Learning, Project- Based Learning, Genre-Based Approach, Scientific Approach, Eclectic, etc.) and employ them successfully in their own teaching practice.	 Explaining the concept of instructional models. Selecting appropriate learning models in teaching practice. Applying stages of instructional models in teaching practice 	Spoken	 Scheduling the project of peer teaching by dividing the peer teaching performance in two sessions: Junior high schools teaching simulation Senior high schools/ vocational schools simulation Explaining the concept of instructional models. Selecting appropriate learning models in teaching practice. Applying stages of instructional models in teaching practice 			

Meeting LLO		Assessment		Learning Mode, Learning Meth Assignment, (Time Allotment)	od,	— Learning materials	Assessment
	LLO	Indicator	Criteria & Form (Written/spo ken)	Offline	Online (sync/ async)	(References)	weight (%)
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
4	Students are able to employ a variety of expressions related to opening and closing lessons, as well as managing students in the classroom	 Using varieties of expressions related to opening and closing lessons Applying varieties of expression related to managing students in the classroom 	Spoken	 Using varieties of expressions related to opening and closing lessons Applying varieties of expression related to managing students in the classroom 		Willis, Jane. 1981. Teaching English through English: A Course in Classroom Language and Techniques.	
5	Students are able to conduct peer teaching at the Junior High School level (SMP)	- Demonstrating peer teaching in Junior High School level (SMP)	Spoken	 Monitoring the progress of peer- teaching performance by developing instruments of assessing the expressions of opening and closing the lessons, explaining materials, questioning, giving reinforcement, giving teaching variations, guiding SMA/SMK11 discussion, and managing students in the classrooms Demonstrating peer teaching performance in Junior High School level (SMP) Identifying strengths and weaknesses of peer teaching 		Willis, Jane. 1981. Teaching English through English: A Course in Classroom Language and Techniques.	

		Assessmen	t	Learning Mode, Learning Metho Assignment, (Time Allotment)	od,	- Learning materials	Assessment
Meeting	LLO	Indicator	Criteria & Form (Written/spo ken)) Offline	Online (sync/ async)	(References)	weight (%)
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
				 practice performed by the students Propose possible solutions for the teaching problems Assessing the students simulation practices using the assessment instruments 			
6	Students are able to conduct peer teaching at the Junior High School level (SMP)	 Demonstrating peer teaching in Junior High School level (SMP) Utilizing all expressions of classroom language and classroom management in peer teaching 	Spoken	 Monitoring the progress of peer- teaching performance by developing instruments of assessing the expressions of opening and closing the lessons, explaining materials, questioning, giving reinforcement, giving teaching variations, guiding SMA/SMK11 discussion, and managing students in the classrooms Demonstrating peer teaching performance in Junior High School level (SMP) Identifying strengths and weaknesses of peer teaching practice performed by the students Propose possible solutions for the 		Willis, Jane. 1981. Teaching English through English: A Course in Classroom Language and Techniques.	

Meeting LLO		Assessmen	ıt		Learning Mode, Learning Meth Assignment, (Time Allotment)	od,	 Learning materials 	Assessment
	LLO	Indicator	Criteria & Form (Written/spo ken)		Offline	Online (sync/ async)	(References)	weight (%)
(1)	(2)	(3)	(4)		(5)	(6)	(7)	(8)
				•	teaching problems Assessing the students simulation practices using the assessment instruments			
7	Students are able to conduct peer teaching at the Junior High School level (SMP)	 Demonstrating peer teaching in Junior High School level (SMP) Utilizing all expressions of classroom language and classroom management in peer teaching 	Spoken	•	teaching performance by developing instruments of assessing the expressions of opening and closing the lessons, explaining materials, questioning, giving reinforcement, giving teaching variations, guiding SMA/SMKII discussion, and managing students in the classrooms Demonstrating peer teaching performance in Junior High School level (SMP) Identifying strengths and weaknesses of peer teaching practice performed by the students Propose possible solutions for the teaching problems		Willis, Jane. 1981. Teaching English through English: A Course in Classroom Language and Techniques.	

		Assessment			Learning Mode, Learning Meth Assignment, (Time Allotment)	od,	Learning materials	Assessment
Meeting	LLO	Indicator	Criteria & Form (Written/spo ken)		Offline	Online (sync/ async)	(References)	weight (%)
(1)	(2)	(3)	(4)		(5)	(6)	(7)	(8)
					practices using the assessment instruments			
8	Students are able to conduct peer teaching at the Junior High School level (SMP)	 Demonstrating peer teaching in Junior High School level (SMP) Utilizing all expressions of classroom language and classroom management in peer teaching 	Spoken	•	Monitoring the progress of peer- teaching performance by developing instruments of assessing the expressions of opening and closing the lessons, explaining materials, questioning, giving reinforcement, giving teaching variations, guiding SMA/SMKII discussion, and managing students in the classrooms Demonstrating peer teaching performance in Junior High School level (SMP) Identifying strengths and weaknesses of peer teaching practice performed by the students Proposing possible solutions for the teaching problems Assessing the students peer - teaching practices using the assessment instruments		Willis, Jane. 1981. Teaching English through English: A Course in Classroom Language and Techniques.	

		Assessmen	t	Learning Mode, Learning Method, Assignment, (Time Allotment)		Learning materials	Assessment
Meeting	LLO	Indicator	Criteria & Form (Written/spo ken)	Offline	Online (sync/ async)	(References)	weight (%)
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
9	Students are able to conduct peer teaching at the Junior High School level (SMP)	 Demonstrating peer teaching in Junior High School level (SMP) Utilizing all expressions of classroom language and classroom management in peer teaching 	Spoken	 Monitoring the progress of peer- teaching performance by developing instruments of assessing the expressions of opening and closing the lessons, explaining materials, questioning, giving reinforcement, giving teaching variations, guiding SMA/SMKII discussion, and managing students in the classrooms Demonstrating peer teaching performance in Junior High School level (SMP) Propose possible solutions for the teaching problems Assessing the students peer - teaching practices using the assessment instruments Conducting Evaluation by Identifying strengths and weaknesses of peer-teaching practices performed by the students 		Willis, Jane. 1981. Teaching English through English: A Course in Classroom Language and Techniques.	

		Assessmen	t	Learning Mode, Learning Meth Assignment, (Time Allotment)	od,	Learning materials	Assessment
Meeting LLC	LLO	Indicator	Criteria & Form (Written/spo ken)	Offline	Online (sync/ async)	(References)	weight (%)
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
10	Students are able to conduct peer teaching at the Senior High School level (SMA/SMK)	 Demonstrating peer teaching in Senior High School level (SMA/SMK) Utilizing all expressions of classroom language and classroom management in peer teaching 	Spoken	 Monitoring the progress of peer- teaching performance by developing instruments of assessing the expressions of opening and closing the lessons, explaining materials, questioning, giving reinforcement, giving teaching variations, guiding SMA/SMKII discussion, and managing students in the classrooms Demonstrating peer teaching performance in Junior High School level (SMA/SMK) Identifying strengths and weaknesses of peer teaching practice performed by the students Proposing possible solutions for the teaching problems Assessing the students peer - teaching practices using the assessment instruments 		Willis, Jane. 1981. Teaching English through English: A Course in Classroom Language and Techniques.	
11	Students are able to	- Demonstrating peer	Spoken	• Monitoring the progress of peer-		Willis, Jane. 1981.	

		Assessmen	t	Learning Mode, Learning Meth Assignment, (Time Allotment)	od,	Learning materials	Assessment
Meeting	LLO	Indicator	Criteria & Form (Written/spo ken)	Offline	Online (sync/ async)	(References)	weight (%)
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
	conduct peer teaching at the Senior High School level (SMA/SMK)	teaching in Senior High School level (SMA/SMK) - Utilizing all expressions of classroom language and classroom management in peer teaching		 teaching performance by developing instruments of assessing the expressions of opening and closing the lessons, explaining materials, questioning, giving reinforcement, giving teaching variations, guiding SMA/SMKII discussion, and managing students in the classrooms Demonstrating peer teaching performance in Junior High School level (SMA/SMK) Identifying strengths and weaknesses of peer teaching practice performed by the students Proposing possible solutions for the teaching problems Assessing the students peer - teaching practices using the assessment instruments 		Teaching English through English: A Course in Classroom Language and Techniques.	
12	Students are able to conduct peer teaching at	- Demonstrating peer teaching in Senior	Spoken	• Monitoring the progress of peer- teaching performance by		Willis, Jane. 1981. Teaching English	

		Assessmen	t	Learning Mode, Learning Meth Assignment, (Time Allotment)	Learning materials	Assessment weight (%)	
Meeting	LLO	Indicator	Criteria & Form (Written/spo ken)	Offline (syn asyn			(References)
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
	the Senior High School level (SMA/SMK)	High School level (SMA/SMK) - Utilizing all expressions of classroom language and classroom management in peer teaching		 developing instruments of assessing the expressions of opening and closing the lessons, explaining materials, questioning, giving reinforcement, giving teaching variations, guiding SMA/SMK11 discussion, and managing students in the classrooms Demonstrating peer teaching performance in Junior High School level (SMA/SMK) Identifying strengths and weaknesses of peer teaching practice performed by the students Proposing possible solutions for the teaching problems Assessing the students peer - teaching practices using the assessment instruments 		through English: A Course in Classroom Language and Techniques.	
13	Students are able to conduct peer teaching at the Senior High School level (SMA/SMK)	- Demonstrating peer teaching in Senior High School level (SMA/SMK)	Spoken	• Monitoring the progress of peer- teaching performance by developing instruments of assessing		Willis, Jane. 1981. Teaching English through English: A Course in Classroom	

		Assessment		Learning Mode, Learning Method, Assignment, (Time Allotment)		Learning materials	Assessment
Meeting	LLO	Indicator	Criteria & Form (Written/spo ken)	Offline Online (sync/async)		(References)	weight (%)
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
		- Utilizing all expressions of classroom language and classroom management in peer teaching		 the expressions of opening and closing the lessons, explaining materials, questioning, giving reinforcement, giving teaching variations, guiding SMA/SMKII discussion, and managing students in the classrooms Demonstrating peer teaching performance in Junior High School level (SMA/SMK) Identifying strengths and weaknesses of peer teaching practice performed by the students Proposing possible solutions for the teaching problems Assessing the students peer - teaching practices using the assessment instruments 		Language and Techniques.	
14	Students are able to conduct peer teaching at the Senior High School level	 Demonstrating peer teaching in Senior High School level (SMA/SMK) Utilizing all expressions 	Spoken	• Monitoring the progress of peer- teaching performance by developing instruments of assessing the expressions of opening and		Willis, Jane. 1981. Teaching English through English: A Course in Classroom Language and	

		Assessment		nent Learning Mode, Learning Method, (Time Allotment)		Assessment Assignment,		Learning materials	Assessment
Meeting	LLO	Indicator Criteria & Form (Written/spo ken)		Offline	Online (sync/ async)	(References)	weight (%)		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)		
	(SMA/SMK)	of classroom language and classroom management in peer teaching		 closing the lessons, explaining materials, questioning, giving reinforcement, giving teaching variations, guiding SMA/SMK11 discussion, and managing students in the classrooms Demonstrating peer teaching performance in Junior High School level (SMA/SMK) Identifying strengths and weaknesses of peer teaching practice performed by the students Proposing possible solutions for the teaching problems Assessing the students peer - teaching practices using the assessment instruments 		Techniques.			
15	Students are able to review and evaluate the material covered in the previous 14 sessions to be well prepared for real teaching practice.	 Demonstrating peer teaching in Senior High School level (SMA/SMK) Utilizing all expressions of classroom language 	Spoken	 Review all concepts in the previous 14 sessions Prepare the plan for real teaching practice. Conducting Evaluation by 		All materials			

		Assessment Learning Mode, Learning Method, (Time Allotment)		Assignment,		Learning materials	Assessment
Meeting	LLO	Indicator	Criteria & Form (Written/spo ken)	Offline	Online (sync/ async)	(References)	weight (%)
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
		and classroom management in peer teaching		 Identifying strengths and weaknesses of peer-teaching practices performed by the students Submit the project in the form of: Teaching kits, Teaching Scenario, PowerPoint Slides and Recorded Peer Teaching. 			

Assessment Blue-print

- 1. not use
- 2. Slightly effective
- 3. Moderately effective
- 4. Very effective
- 5. Extremely effective

Indicator	Earran	Itama			$\mathbf{W}_{aiab4}(0/0)$			
Indicator	Forms	Items	1	2	3	4	5	Weight (%)
To demonstrate skills how to open the lesson	Spoken	 Pre activities A. Preparing students physically and 						25%

Indicator	Forms	Items			$W_{oight}(9/)$			
Indicator			1	2	3	4	5	Weight (%)
		mentallyB.Motivating studentsC.Activating students' prior knowledgeD.Stating learning objectivesE.Stating scope of materials						
To demonstrate skills how to teach main materials	Spoken	 2. Main activities A. Material mastery 1) Presenting main materials 2) Explaining concept based on real life B. Model/ approach/ strategy 1) Implementing active learning 2) Developing positive attitude 						50%
To demonstrate skills how to close the lesson	Spoken	 3) Using media and ICT 4) Assessing learning process 5) Managing the classroom 6) Using appropriate language 7) Social sensitivity 8) Showing good personality 9) Assessing learning results 3. Post Activities A. Summarizing the materials B. Conducting reflection and follow up 						25%

STUDENT'S REFLECTIVE PRACTICE

Course: Microteaching Lecturer: Fauris Zuhri

Stage	Probing questions	Student's Reflective Note
Context	What happened in the classroom? (Topics, activities, quizzes, exams)	First, we discussed about the lesson plan. We made the lesson plan first then it was reviewed by my lecture. After making the revision, I took my video of delivering my material. Before having midterm test, I practice to d microteaching in front of the class and was reviewed by my lecture also gave feedback on my performance.
Action	 What did I do? Why did I choose this action? What else happened (other actions)? What other actions could I have chosen? (not necessarily giving you the same result) 	I made my best lesson plan and did a practice again and again, so my atmosphere when teaching will be good. I practiced in front of mirror, so I could reflect myself and detected my inappropriate gesture, body language, or expression. Sometimes, I asked for my friend's help to assess my performance and told me which part I should change. I also can ask for my classmate's help to give review on my performance.
Results	Did I accomplish what I wanted? Did my actions accomplish what I wanted in the way I expected? What are the implications of my actions on myself/others/similar situations in the	Yes, I did. My actions has been proved that it helped me to reach what I want. The implications of my actions on myself is I become open-minded to receive constructive feedback from my lecturer and friends. It also gives benefit for my friend because when assessing me, they could give an inspiration whether in material, my way to deliver the material, the ice breaking I provide, or others. I think if I did other actions, it would not give me the same satisfaction toward my result. Another way to improve my action is looking for microteaching video competition, so I could get many insight about how to do a good microteaching.
	future? Could different actions	

	have given me the same result? Is there a way I could improve my results or actions?	
Learning	What did I learn from the experience? Would I do the same thing again or would I change something? What should I do next time I'm in a similar experience? Should I change anything about the way I do things? What?	I learn that being confidence and practice more are ways to improve myself. I think I would try to ask for feedback from much more people, so I could get many insight. No need to change, just add additional action that is possible to do like search for any references videos.

STUDENT'S REFLECTIVE PRACTICE

Course: Microteaching Lecturer: Fauris Zuhri

Stage	Probing questions	Student's Reflective Note
Context	What happened in the classroom? (Topics, activities, quizzes, exams)	In this course, first, we learned about how to do the teaching, what the aspects that we have to being concerned, and the things that we should not do while teaching. Then, we have to create the learning plan for teaching with the template that has been provided by the lecturer. After that, we have to practice by recording ourselves' teaching practice, then apload it to Google Classroom, and our lecturer will give the feedback when in offline class.
Action	What did I do?Why did I choose this action?What else happened (other actions)?What other actions could I have chosen? (not necessarily giving you the same result)	 We discussed the topic with the lecturer in the class. We were given the provided template of teaching plans We choosed the basic competencies that we want for practice. We was recording our teaching practice then uploaded it to the Google Classroom When in the offline class, our lecturer gave the feedback also friends too.
Results	Did I accomplish what I wanted? Did my actions accomplish	Actually, I don't have much expectations to this material, I just thought about how I could know to do the great teaching as the teacher. This material got my expectation enough and I could practice well and the template was helping me.

	 what I wanted in the way I expected? What are the implications of my actions on myself/others/similar situations in the future? Could different actions have given me the same result? Is there a way I could improve my results or actions? 	
Learning	What did I learn from the experience? Would I do the same thing again or would I change something? What should I do next time I'm in a similar experience? Should I change anything about the way I do things? What?	 I learned that we have to practice over and over if we wanna be the good teacher or just being well enough to do it. Based on my progress in this material, I thought, I still need any improvement especially for my ability to interact with the students.

STUDENT'S REFLECTIVE PRACTICE

Course: Microteaching Lecturer: Fauris Zuhri

Stage	Probing questions	Student's Reflective Note
Context	What happened in the classroom? (Topics, activities, quizzes, exams)	The classroom was divided into groups to present certain topics each week. Once the groups were done with the presentation, we focused on teaching practice as the assessment for the mid-term and end-term tests.
Action	 What did I do? Why did I choose this action? What else happened (other actions)? What other actions could I have chosen? (not necessarily giving you the same result) 	 I discussed the material topic with my classmates I presented the topic as a group I chose the basic competencies that I want for the mid-term and end-term tests. My classmates and I were helping each other to play roles as students. The reason why we did that was simply helping each other to accomplish the course in order to get the best outcome.
Results	 Did I accomplish what I wanted? Did my actions accomplish what I wanted in the way I expected? What are the implications of my actions on myself/others/similar 	I honestly do not have any expectation during the class. If I can describe my accomplishment on this course, it would be 7/10. I did all of the assignments and I always submitted them on time. It is just that my performance was not that good.

	situations in the future? Could different actions have given me the same result? Is there a way I could improve my results or actions?	
Learning	What did I learn from the experience? Would I do the same thing again or would I change something? What should I do next time I'm in a similar experience? Should I change anything about the way I do things? What?	 I learned that it takes time to be a good teacher and teaching is not that easy I thought that my performance on this course was not that good, I need to improve some things, such as the way I deliver the material, the choice of words, the body language, etc.