

To: Mary Anne Ifft, LSC Foundation Co-Director and Kanako Suda, Instructional Support Specialist

From: Mallory Newell, De Anza Research
Tony Te, Student Assistant

Date: 07/08/2014

Subject: Listening and Speaking Center (LSC) survey, Winter 2014

A survey of Listening and Speaking Center (LSC) survey was conducted at the end of the Winter quarter in 2014. This resulted in 40 valid respondents.

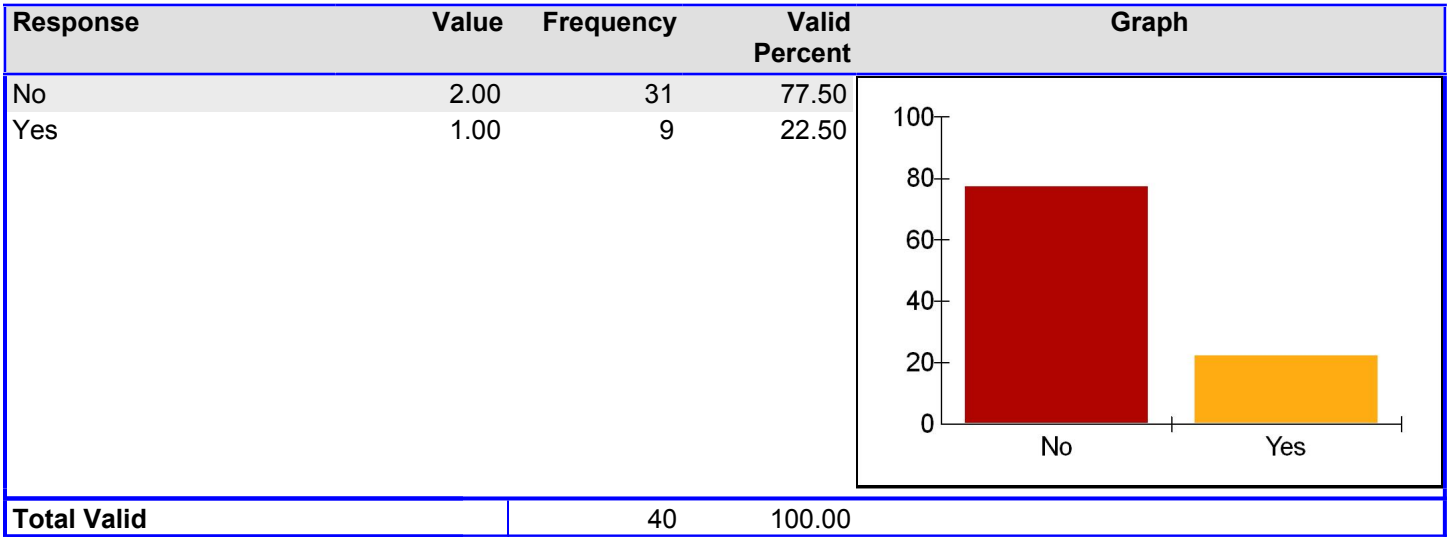
Important Highlights Include:

- 100% of respondents who participated in the ESL 251 Support Workshops "agree" or "strongly agree" that the workshops helped them improve their study habits and their grade in ESL 251 (9a and 9b).
- 95% of respondents "agree" or "strongly agree" that the staff at the LSC was friendly and helpful (25b).
- 92% of ESL student respondents "agree" or "strongly agree" that listening and speaking skills are necessary to achieve their academic or career goal (27c).
- 91% of ESL student respondents who used LSC programs and resources "agree" or "strongly agree" that their English skills have improved (28a).
- 90% of respondents who participated in the ESL 251 Support Workshops "agree" or "strongly agree" that it helped them improve their grades in other classes (9c).
- 90% of respondents "agree" or "strongly agree" that it was easy to register for different activities in the LSC (workshop, tutoring, and/or Language Exchange) (25a).
- 89% of respondents who participated in ESL 251 Support Workshops "agree" or "strongly agree" that it helped them understand class materials in ESL 251, helped them improve the skills they were hoping to improve (pronunciation, presentation, or listening) and overall they were pleased with the workshop (9d, 9e, and 9f).
- 89% of respondents "agree" or "strongly agree" that the LSC provides important opportunities to practice oral communication skills in English (27d) and, after using the LSC programs and resources, they have more confidence in using English (28c).

Listening and Speaking Center - Winter 2014

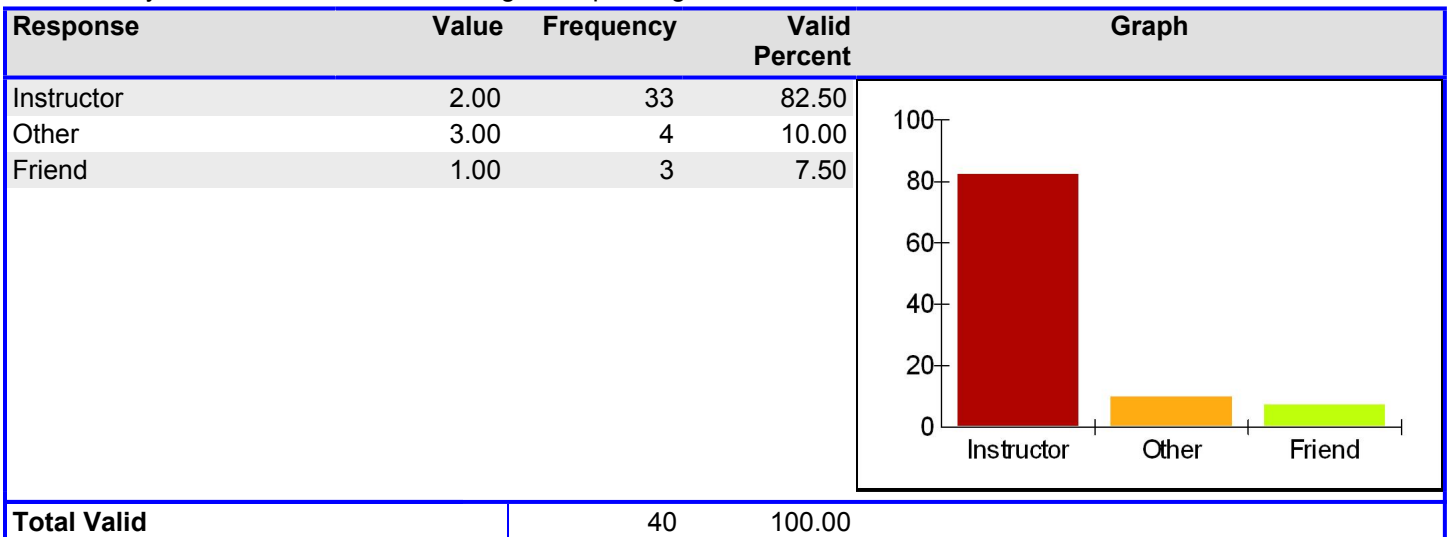
1. Are you an international student? *

Mean: 1.78



2. How did you find out about the Listening and Speaking center? *

Mean: 2.03



Listening and Speaking Center - Winter 2014

3. Which instructor(s)? Check all that apply.

Mean: -

Response	Value	Frequency	Valid Percent	Graph
Norman Craig	33.00	10	27.03	
Betlach Marcy	5.00	5	13.51	
Flores Kathy	15.00	5	13.51	
World language class instructor	3.00	4	10.81	
Hamilton Webster	18.00	4	10.81	
Heistein Gloria	19.00	4	10.81	
Speech instructor	2.00	3	8.11	
Carobus Patricia	7.00	3	8.11	
Dubarry Michele	13.00	3	8.11	
Ifft MaryAnne	21.00	3	8.11	
Wong Letty	45.00	3	8.11	
Yee Linda	46.00	3	8.11	
EWRT/READ/LART instructor	1.00	2	5.41	
Chai Christine	9.00	2	5.41	
Lee Andrea	25.00	2	5.41	
Newman Cheri	32.00	2	5.41	
Cooper Susan	10.00	1	2.70	
Kohnhorst Lisa	22.00	1	2.70	
Lee Charles	24.00	1	2.70	
Marchiano Michelle	28.00	1	2.70	
Marianetti Noel	29.00	1	2.70	
Oman Andrew	34.00	1	2.70	
Sklyar Angelina	40.00	1	2.70	
Thistlethwaite Ann	41.00	1	2.70	
Tracey Iva	44.00	1	2.70	
Anderson Elaine	4.00	0	0.00	
Boerner Karen	6.00	0	0.00	
Chacko Achamma	8.00	0	0.00	
Culver Matthew	11.00	0	0.00	
Dodd Elizabeth	12.00	0	0.00	
Dunlap Kathleen	14.00	0	0.00	
Goodwin Mary Ellen	16.00	0	0.00	
Gray Zena	17.00	0	0.00	
Himes Gretchen	20.00	0	0.00	
Lam Clara	23.00	0	0.00	
Leung Kai-Cheon	26.00	0	0.00	
Madigan Julie	27.00	0	0.00	
Marin Maria	30.00	0	0.00	
Molino-Torres Alejandro	31.00	0	0.00	
Ormeno Valerie	35.00	0	0.00	
Pekkain Janell	36.00	0	0.00	
Peng Cynthia	37.00	0	0.00	
Poggi Claudine	38.00	0	0.00	

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Ruumet Marika	39.00	0	0.00
Thot-Johnson Iris	42.00	0	0.00
Topalovic Jasmina	43.00	0	0.00

Total Valid	37	100.00
Missing	3	
Total	40	

4. Did you participate in weekly workshops (conversation, idioms, vocabulary, etc) in the Listening and Speaking Center this quarter? * Mean: 1.45

Response	Value	Frequency	Valid Percent	Graph
Yes	1.00	22	55.00	
No	2.00	18	45.00	
Total Valid		40	100.00	

8. Did you participate in any of the ESL 251 Support Workshops (Pronunciation Skills, Presentation Skills, and/or Listening Skills) in the Listening and Speaking Center this quarter? * Mean: 1.85

Response	Value	Frequency	Valid Percent	Graph
No	2.00	34	85.00	
Yes	1.00	6	15.00	
Total Valid		40	100.00	

Listening and Speaking Center - Winter 2014

9a. It helped me improve my study habits.

Mean: 1.55

Response	Value	Frequency	Valid Percent	Graph
Agree	2.00	6	54.55	
Strongly agree	1.00	5	45.45	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	0	0.00	
Total Valid		11	100.00	
Missing		29		
Total		40		

9b. It helped me improve my grade in ESL 251.

Mean: 1.45

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	6	54.55	
Agree	2.00	5	45.45	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	0	0.00	
Total Valid		11	100.00	
Missing		29		
Total		40		

Listening and Speaking Center - Winter 2014

9c. It helped me improve my grades in other classes.

Mean: 1.90

Response	Value	Frequency	Valid Percent	Graph
Agree	2.00	5	50.00	
Strongly agree	1.00	4	40.00	
N/A Dont know	5.00	1	10.00	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
Total Valid		10	100.00	
Missing		30		
Total		40		

9d. It helped me understand the class materials (lecture, textbook, and assignments) in ESL 251.

Mean: 1.67

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	4	44.44	
Agree	2.00	4	44.44	
Disagree	3.00	1	11.11	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	0	0.00	
Total Valid		9	100.00	
Missing		31		
Total		40		

Listening and Speaking Center - Winter 2014

9e. It helped me improve the skills I was hoping to improve (pronunciation, presentation, or listening).

Mean: 1.78

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	4	44.44	
Agree	2.00	4	44.44	
Strongly disagree	4.00	1	11.11	
Disagree	3.00	0	0.00	
N/A Dont know	5.00	0	0.00	
Total Valid		9	100.00	
Missing		31		
Total		40		

9f. Overall, I was pleased with the workshop.

Mean: 1.56

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	5	55.56	
Agree	2.00	3	33.33	
Disagree	3.00	1	11.11	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	0	0.00	
Total Valid		9	100.00	
Missing		31		
Total		40		

Listening and Speaking Center - Winter 2014

11. Did you participate in any of the ESL 253 Support Workshops (Perfect Tense, Adjective Clause, and/or Sentence Variety) in the Listening and Speaking Center this quarter? * Mean: 1.93

Response	Value	Frequency	Valid Percent	Graph
No	2.00	37	92.50	
Yes	1.00	3	7.50	
Total Valid		40	100.00	

12a. It helped me improve my study habits. Mean: 1.86

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	4	57.14	
Agree	2.00	2	28.57	
N/A Dont know	5.00	1	14.29	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
Total Valid		7	100.00	
Missing		33		
Total		40		

Listening and Speaking Center - Winter 2014

12b. It helped me improve my grade in ESL 253.

Mean: 2.29

Response	Value	Frequency	Valid Percent	Graph
Agree	2.00	3	42.86	
Strongly agree	1.00	2	28.57	
Disagree	3.00	1	14.29	
N/A Dont know	5.00	1	14.29	
Strongly disagree	4.00	0	0.00	
Total Valid		7	100.00	
Missing		33		
Total		40		

12c. It helped me improve my grades in other classes.

Mean: 2.00

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	3	42.86	
Agree	2.00	3	42.86	
N/A Dont know	5.00	1	14.29	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
Total Valid		7	100.00	
Missing		33		
Total		40		

Listening and Speaking Center - Winter 2014

12d. It helped me understand the class materials (lecture, textbook, and assignments) in ESL 253.

Mean: 2.00

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	3	42.86	
Agree	2.00	3	42.86	
N/A Dont know	5.00	1	14.29	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
Total Valid		7	100.00	
Missing		33		
Total		40		

12e. It helped me improve my English grammar.

Mean: 1.86

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	4	57.14	
Agree	2.00	2	28.57	
N/A Dont know	5.00	1	14.29	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
Total Valid		7	100.00	
Missing		33		
Total		40		

Listening and Speaking Center - Winter 2014

12f. It helped me improve my writing skills in English.

Mean: 1.86

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	4	57.14	
Agree	2.00	2	28.57	
N/A Dont know	5.00	1	14.29	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
Total Valid		7	100.00	
Missing		33		
Total		40		

12g. Overall, I was pleased with the workshop.

Mean: 1.86

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	4	57.14	
Agree	2.00	2	28.57	
N/A Dont know	5.00	1	14.29	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
Total Valid		7	100.00	
Missing		33		
Total		40		

Listening and Speaking Center - Winter 2014

17. Did you participate in World Language Tutoring in the Listening and Speaking Center this quarter? * Mean: 1.85

Response	Value	Frequency	Valid Percent	Graph
No	2.00	34	85.00	
Yes	1.00	6	15.00	
Total Valid		40	100.00	

19. Did you use ESL software in the Listening and Speaking Center this quarter? * Mean: 0.50

Response	Value	Frequency	Valid Percent	Graph
Yes	1.00	19	50.00	
No	0.00	19	50.00	
Total Valid		38	100.00	
Missing		2		
Total		40		

Listening and Speaking Center - Winter 2014

22. Did you participate in Language Exchange in the Listening and Speaking Center this quarter? *

Mean: 0.28

Response	Value	Frequency	Valid Percent	Graph
No	0.00	28	71.79	
Yes	1.00	11	28.21	
Total Valid		39	100.00	
Missing		1		
Total		40		

25a. It was easy to register for different activities in the LSC (workshop, tutoring, and/or Language Exchange).

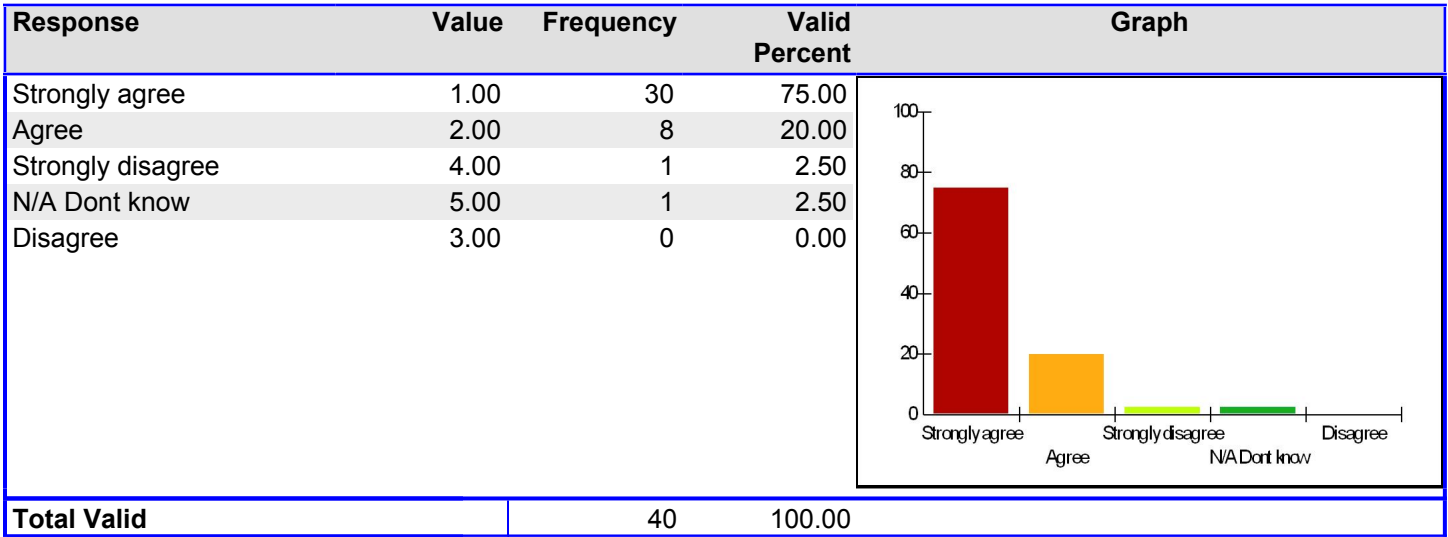
Mean: 1.73

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	22	55.00	
Agree	2.00	14	35.00	
N/A Dont know	5.00	3	7.50	
Strongly disagree	4.00	1	2.50	
Disagree	3.00	0	0.00	
Total Valid		40	100.00	

Listening and Speaking Center - Winter 2014

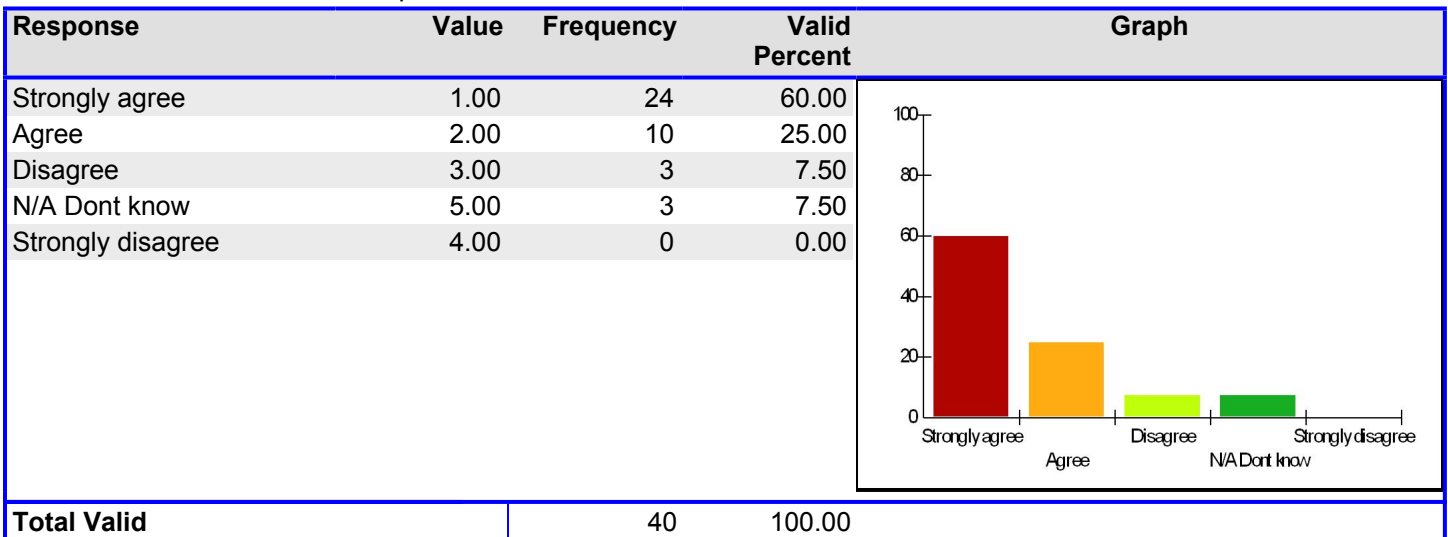
25b. The staff was friendly and helpful.

Mean: 1.38



25c. The staff took the time to explain the services offered in the LSC.

Mean: 1.70



Listening and Speaking Center - Winter 2014

25d. The staff explained the policies and procedures for using other Student Success Center services (Skills workshop, writing and reading tutoring, etc).

Mean: 1.88

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	23	57.50	
Agree	2.00	9	22.50	
N/A Dont know	5.00	5	12.50	
Disagree	3.00	3	7.50	
Strongly disagree	4.00	0	0.00	
Total Valid		40	100.00	

25e. The workshop leader / tutor was on time.

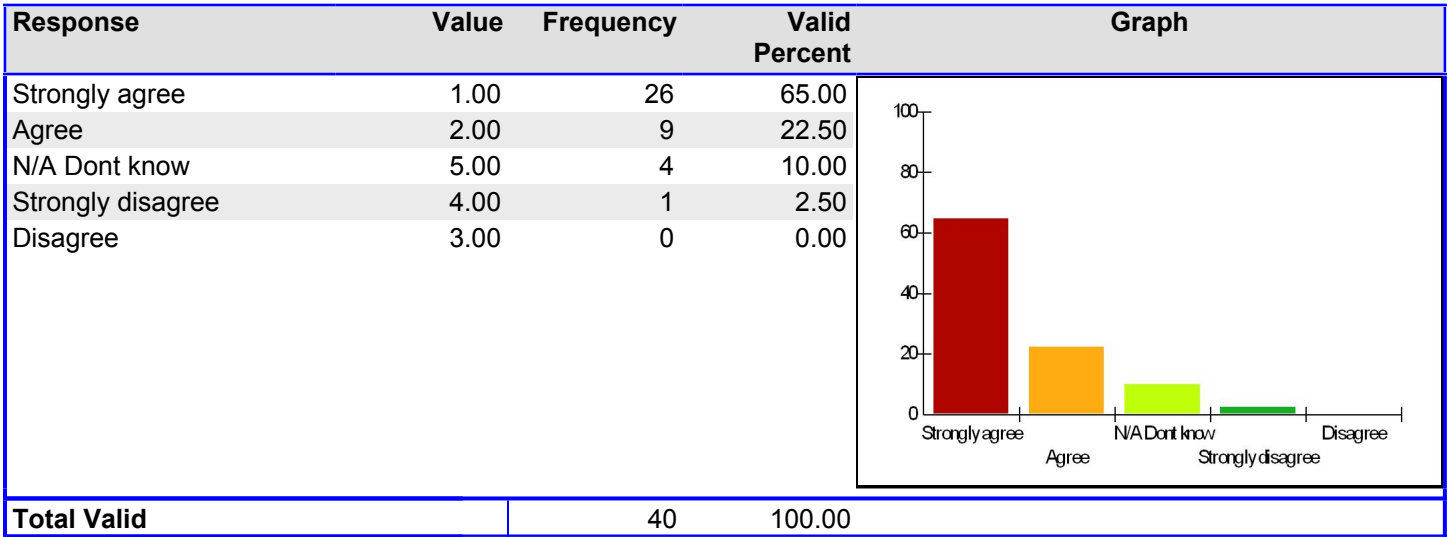
Mean: 1.80

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	24	60.00	
Agree	2.00	9	22.50	
N/A Dont know	5.00	4	10.00	
Disagree	3.00	2	5.00	
Strongly disagree	4.00	1	2.50	
Total Valid		40	100.00	

Listening and Speaking Center - Winter 2014

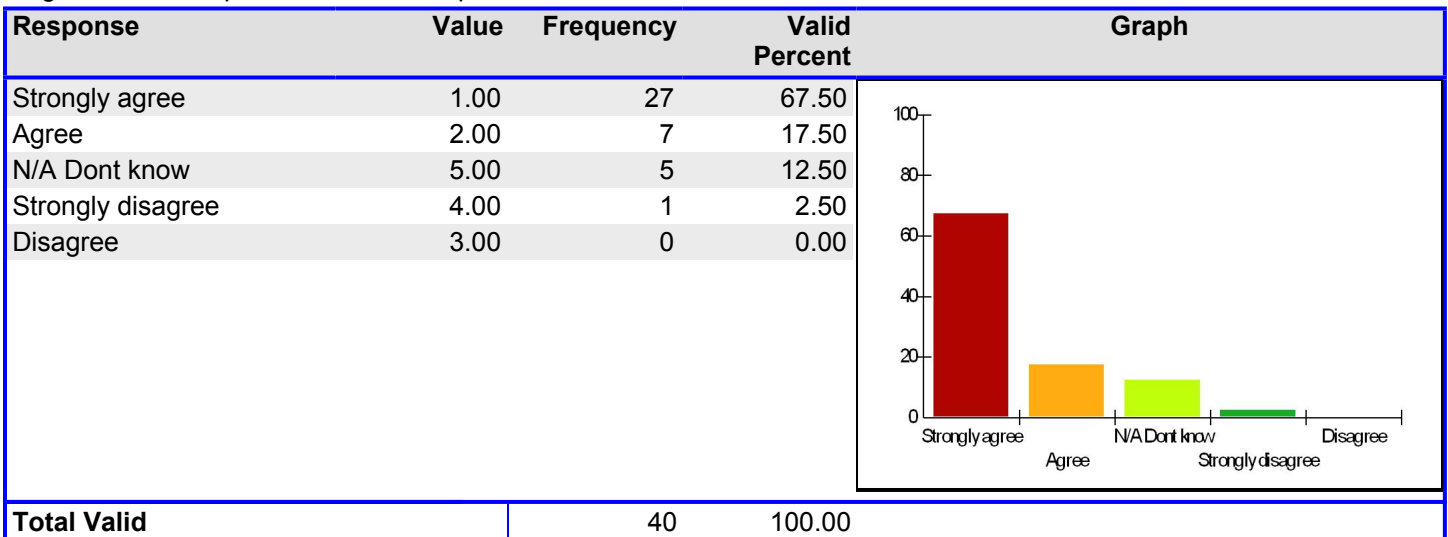
25f. The workshop leader / tutor was willing to listen to my questions and concerns.

Mean: 1.70



25g. The workshop leader / tutor was patient.

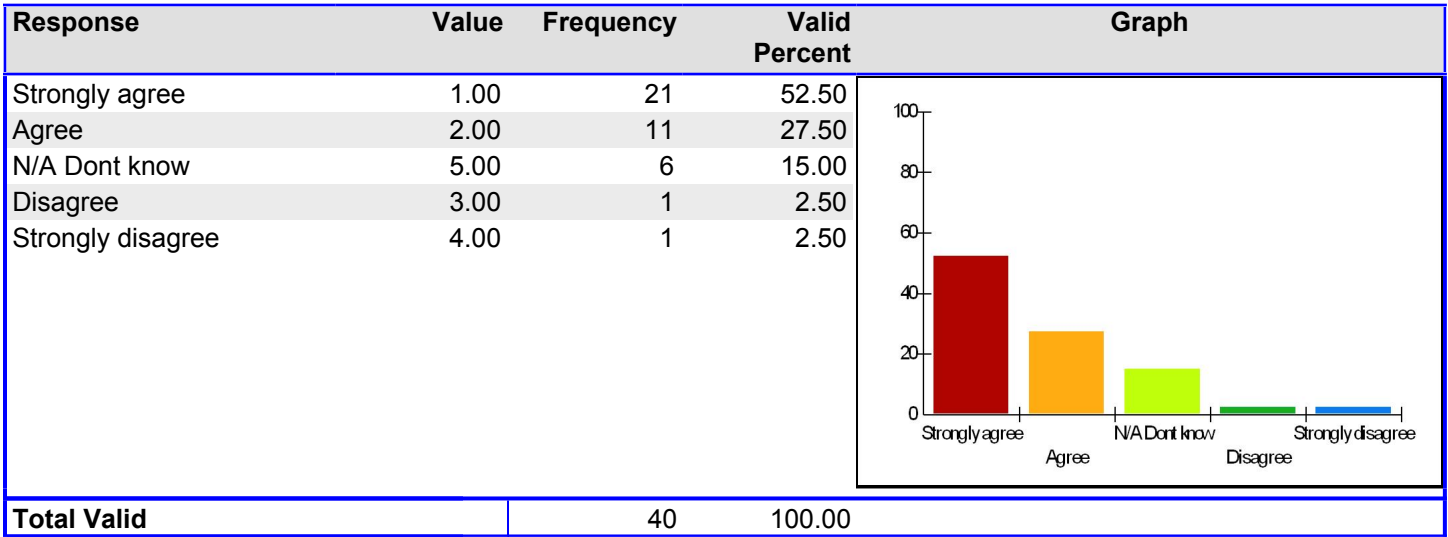
Mean: 1.75



Listening and Speaking Center - Winter 2014

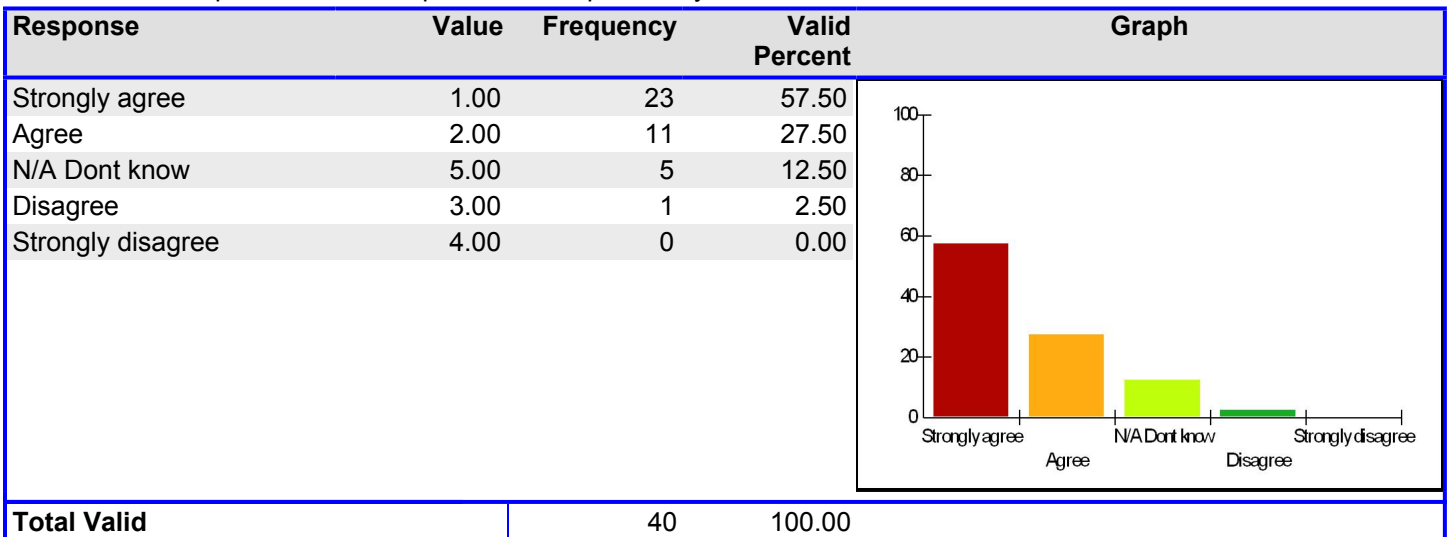
25h. The workshop leader / tutor helped me to identify my problem area.

Mean: 2.00



25i. The workshop leader / tutor explained concepts clearly.

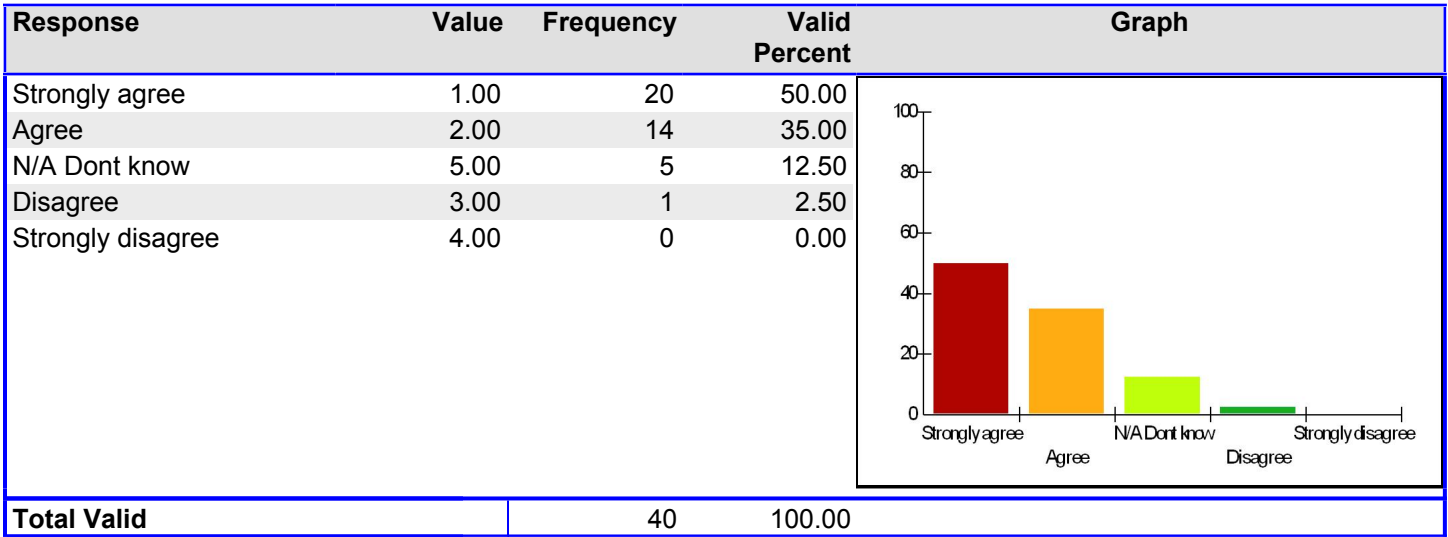
Mean: 1.83



Listening and Speaking Center - Winter 2014

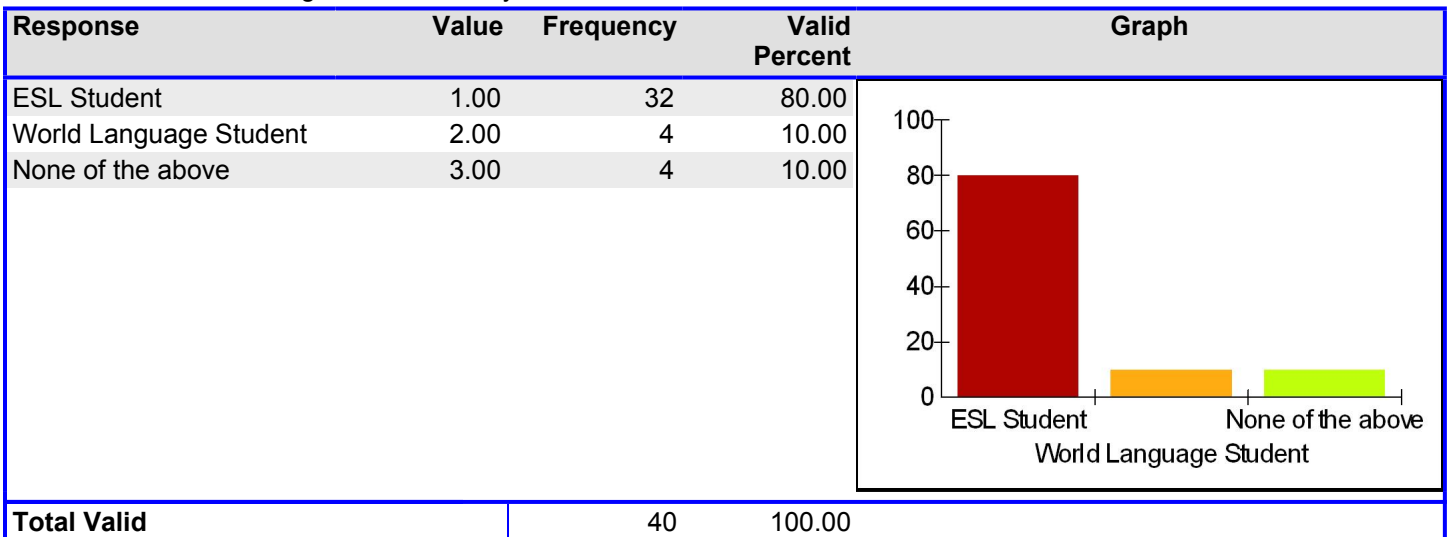
25j. The workshop leader / tutor helped me develop more effective study strategies.

Mean: 1.90



26. Which of the following best describes you? *

Mean: 1.30



Listening and Speaking Center - Winter 2014

27a. Listening and speaking are more difficult than writing and reading.

Mean: 2.62

Response	Value	Frequency	Valid Percent	Graph
Disagree	3.00	14	37.84	
Agree	2.00	10	27.03	
Strongly agree	1.00	7	18.92	
N/A Dont know	5.00	4	10.81	
Strongly disagree	4.00	2	5.41	
Total Valid		37	100.00	
Missing		3		
Total		40		

27b. Listening and speaking affect my self-confidence more than writing and reading.

Mean: 2.13

Response	Value	Frequency	Valid Percent	Graph
Agree	2.00	15	39.47	
Strongly agree	1.00	13	34.21	
Disagree	3.00	6	15.79	
N/A Dont know	5.00	4	10.53	
Strongly disagree	4.00	0	0.00	
Total Valid		38	100.00	
Missing		2		
Total		40		

Listening and Speaking Center - Winter 2014

27c. Listening and speaking skills are necessary to achieve my academic or career goal.

Mean: 1.58

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	25	65.79	
Agree	2.00	10	26.32	
N/A Dont know	5.00	3	7.89	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
Total Valid		38	100.00	
Missing		2		
Total		40		

27d. The LSC provides important opportunities for me to practice oral communication skills in English.

Mean: 1.81

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	19	52.78	
Agree	2.00	13	36.11	
N/A Dont know	5.00	4	11.11	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
Total Valid		36	100.00	
Missing		4		
Total		40		

Listening and Speaking Center - Winter 2014

28a. My English skills (listening, speaking, grammar, writing, and/or reading) have improved.

Mean: 1.89

Response	Value	Frequency	Valid Percent	Graph
Agree	2.00	21	60.00	
Strongly agree	1.00	11	31.43	
N/A Dont know	5.00	2	5.71	
Disagree	3.00	1	2.86	
Strongly disagree	4.00	0	0.00	
Total Valid				
Missing				5
Total				40

28b. I know more ways to improve my English skills (online resources, LSC programs, other De Anza resources, etc).

Mean: 2.03

Response	Value	Frequency	Valid Percent	Graph
Agree	2.00	18	51.43	
Strongly agree	1.00	12	34.29	
N/A Dont know	5.00	4	11.43	
Disagree	3.00	1	2.86	
Strongly disagree	4.00	0	0.00	
Total Valid				
Missing				5
Total				40

Listening and Speaking Center - Winter 2014

28c. I have more confidence in using English.

Mean: 1.89

Response	Value	Frequency	Valid Percent	Graph
Agree	2.00	19	54.29	
Strongly agree	1.00	12	34.29	
Disagree	3.00	2	5.71	
N/A Dont know	5.00	2	5.71	
Strongly disagree	4.00	0	0.00	
Total Valid		35	100.00	
Missing		5		
Total		40		

28d. My grades in my classes have improved.

Mean: 2.11

Response	Value	Frequency	Valid Percent	Graph
Agree	2.00	19	54.29	
Strongly agree	1.00	10	28.57	
N/A Dont know	5.00	4	11.43	
Disagree	3.00	2	5.71	
Strongly disagree	4.00	0	0.00	
Total Valid		35	100.00	
Missing		5		
Total		40		

Listening and Speaking Center - Winter 2014

29a. My target language skills (listening, speaking, grammar, writing, and/or reading) have improved.

Mean: 2.57

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	5	35.71	
Agree	2.00	4	28.57	
N/A Dont know	5.00	4	28.57	
Disagree	3.00	1	7.14	
Strongly disagree	4.00	0	0.00	
Total Valid		14	100.00	
Missing		26		
Total		40		

29b. I know more ways to improve my target language (online resources, other De Anza resources, etc).

Mean: 2.50

Response	Value	Frequency	Valid Percent	Graph
Agree	2.00	7	50.00	
Strongly agree	1.00	3	21.43	
N/A Dont know	5.00	3	21.43	
Disagree	3.00	1	7.14	
Strongly disagree	4.00	0	0.00	
Total Valid		14	100.00	
Missing		26		
Total		40		

Listening and Speaking Center - Winter 2014

29c. I have more confidence in using my target language.

Mean: 2.43

Response	Value	Frequency	Valid Percent	Graph
Agree	2.00	6	42.86	
Strongly agree	1.00	4	28.57	
N/A Dont know	5.00	3	21.43	
Disagree	3.00	1	7.14	
Strongly disagree	4.00	0	0.00	
Total Valid		14	100.00	
Missing		26		
Total		40		

29d. My grades in my classes have improved.

Mean: 2.29

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	6	42.86	
Agree	2.00	4	28.57	
N/A Dont know	5.00	3	21.43	
Disagree	3.00	1	7.14	
Strongly disagree	4.00	0	0.00	
Total Valid		14	100.00	
Missing		26		
Total		40		

Listening and Speaking Center - Winter 2014

32. What other Student Success Center services did you use this quarter? * Check all that apply.

Mean: -

Response	Value	Frequency	Valid Percent	Graph												
Writing and Reading Center AT309	2.00	24	60.00	<table border="1" style="display: none;"> <caption>Bar Chart Data</caption> <thead> <tr> <th>Response</th> <th>Valid Percent</th> </tr> </thead> <tbody> <tr> <td>Writing and Reading Center AT309</td> <td>60.00</td> </tr> <tr> <td>None</td> <td>42.50</td> </tr> <tr> <td>Math Science and Technology Resource Center S43</td> <td>20.00</td> </tr> <tr> <td>General Subjects Tutoring AT304</td> <td>12.50</td> </tr> <tr> <td>Academic Skills Center AT302</td> <td>12.50</td> </tr> </tbody> </table>	Response	Valid Percent	Writing and Reading Center AT309	60.00	None	42.50	Math Science and Technology Resource Center S43	20.00	General Subjects Tutoring AT304	12.50	Academic Skills Center AT302	12.50
Response	Valid Percent															
Writing and Reading Center AT309	60.00															
None	42.50															
Math Science and Technology Resource Center S43	20.00															
General Subjects Tutoring AT304	12.50															
Academic Skills Center AT302	12.50															
None	5.00	17	42.50													
Math Science and Technology Resource Center S43	1.00	8	20.00													
General Subjects Tutoring AT304	3.00	5	12.50													
Academic Skills Center AT302	4.00	5	12.50													
Total Valid		40	100.00													

5. What did you like or dislike about weekly workshops?
I can get more chances to speak English.
I gained valuable tutoring experience leading a workshop.
I learned a good amount about American idioms.
I LIKE conversation
I like conversation and listening workshops because I could talk with not only instructor but also with friends . It was good practice for improve my conversation skill. I watched a news which related in our life at listening workshop. It was interesting topic for me, so I could listen carefully and I could good study at that time.
I like everything
I like it because it helps me to improve my pronouncation.
I like pronounciation workshop.
I like reading, listening, pronounciation, grammar, presentation, movie watching, idioms.
I like the fun conversation with Kanako because I felt confident speaking in english.
I like workshops because I can get more chance to talk in smaller groups. I especially like vocabulary work shop.
I like..... Reading, Idiom, Pronounciation, Listening, Vocabulary, ...everything!
I liked fun discussion.
I liked workshop
i loved how the workshop leader would make all of the students speak by asking helpful questions. And she would teach us new words every week.
idioms
It's free, and the group leaders are nice and helpful.
They were really helpful

6. Why did you not participate in weekly workshops?
Because I can learn what I can't learn in the ESL classes.
I am an English speaker and the workshops seemed to be for ESL students.
I am learning Mandarin Chinese and don't think there are weekly workshops for Chinese
I did ESL software
I didn't have time to participate workshops in this quarter.
I didn't know they exist.
I don't have time this quarter.
I don't know how do I participate.
I dont have time now
I Had scheduled go to work, or I did homework online in LSC room.

My courses don't require.
My schedule don't match the workshop time
no i like weekly workshop
pronunciation
time limited.

7. Do you have a good idea for a NEW workshop?
How about a conversation class for Mandarin Chinese learners of all levels?
I didn't attend, exempt ones. So, I don't have much ideas to help you. Totally was good and helpful.
I hope we have more listening and vocabulary workshops. Sometimes I had schedule conflict with classes and workshops, so I couldn't take workshops I wanted to take.
I hope you to increase a Reading Workshop.
keep doing pronunciation workshop.
NO
No idea what is a workshop about
No idea!
no, but if I can help with ESL students in some way I am willing to do so.
No, I don't
No.
Not at this moment, no.
proverb
There could be a fun workshop that introduces board games to students.
Yes
yes

10. Please add any positive or negative comments you may have about the ESL 25I Support Workshops.
Everything was great.
Great way to practice English, I also have many ideas to improve my English
I like workshop but i need more next quarter .
presentation
Those are more helpful than the class
When I was practice my presentation with workshops. Each of them had different opinion about how to do my presentation. That's made me a little confused. Overall was helpful.

13. Please add any positive or negative comments you may have about the ESL 253 Support Workshops.

For me, it is a very helpful program. But it only holds four weeks are too short to get through all concepts.

Friendly environment to study and improve grammar skill, the instructor also give more material to practice. Love it!

Schedules

When I was doing my online homework in the LSC, I couldn't too much focused on my assignments and learned. Because of other students worked with workshop and it was much noises from them. So it would be nice if make separate rooms between students who want to do computer lab assignments, and who want participate with workshop.

15. What did you like or dislike about tutoring?

ESL tutor teacher didn't show up several times

Everything was great, we need more hours, more people who can helps us, I think it will be great

I asked the tutoring often. I like it because I can sign up the same tutor several times, and I can discuss the topics more deeply. We can see how I have make progress clearly together.

I could talk what I want. I could have one to help me my favor.

I enjoy participating in tutoring, but 30 minutes is not enough to resolve my questions.

I like it

i like tutoring

I was able to learn deeply.

If I have some questions in the classes, I can ask tutors.

Instructor pointed my weak point appropriately, so it was very helpful. However, sometimes I just talking with instructor. I needed more suggestion from instructor at that time.

It is hard to register in popular time.

it was too short so i often could not work with the same tutor for an hour.

Like

Liked getting to meet new people. Disliked it when the people I was supposed to tutor did not show up to their assigned times.

pronunciation

The tutors has checked my sentences. It has been helpful.

THEY ARE HELPFUL

They are very friendly and helpful, they also try fix some pronunciation mistake.

They helped with my presentation. And how to speak actually I'm too shy for speaking, and they helped me out how to do it, and I did. I think it was the best presentation than the other classes that I had before.

16. Why did you not participate in tutoring?

b/c more understanding.

Because I can get much more chances to speak English than workshops.

Don't have time

Help with my writing

I don't have time. Because I am working.

I don't think I need to.

I don't have any reading or speaking course this quarter

I go to WRC tutoring instead of ESL tutoring.

improvement

It was not required.

My schedule was busy.

time limited

18. What did you like or dislike about world language tutoring?

I like it was personal and that she tried to answer all my questions even if she didn't know.

I like tutoring.

I would like more hours for tutoring

Like

My tutor was excellent. It was very helpful to have someone listening to my pronunciation to make sure I was saying the words properly. Also, she checked my grammar on my homework far more closely than my teacher could do. My grade went up a level as a result.

They helped me understand some of the nuance of Japanese that I feel that I was missing. It was a good chance to get one on one tutoring.

Workshop

20. What did you like or dislike about ESL software?

ESL software has many exercises which could help me to practice grammar, so I like it.

For listening and following the questions of the videos was good, but the grammar didn't explain well.

I like it.

I like to learn Grammar and listening but I didn't have time so I only tried test.

I liked grammar software.

I liked pronunciation practice in the software.
I really like it because it improves my vocabulary.
i was practice ESL software
It is available always
It is very convenient for my self-study
The sessions sometimes took too long to complete, and the vocab was not particularly useful for me.
The story is interesting. I can improve every kind of English skills.

21. Why did you not use ESL software?
b/c a lots workshop over there .
busy and lazy. :-)
English is my first language.
I don't there are.
I dont have any class that require to do that
I speak English
I wanted to join workshop and tutoring. I didn't have time.
I was very busy this quarter. So, I had no time to do it.
improve my gramma knowledgement.
It was not required by instructor in this quarter. Although I like very much the contents of ESL software, I didn't have time to use it.
My teacher didn't require.
time limited

23. What did you like or dislike about Language Exchange?
I can learn some expressions to use casual conversation.
I have had interesting.
I like
I like it very much.
I like to practice daily conversations, and also I can help my partner with my language.
I was able to make new friends through this program who helped me with my interest in their language and culture. But having just two meetings under Language Exchange was very few. I have met with my partners multiple times outside of LE and just hung out, which is great.
It was a good experience and a pleasure to be a part of again.
It was great

It's great to meet people who are native speakers of Mandarin Chinese and learn from them. They did a great job helping me with my writing and correcting my pronunciation.

sometimes i like exchange language

Very well organized. I liked my 2 exchange partners because we were able to help each other with common language skills.

24. Why did you not participate in Language Exchange?

anything

b/c i learn a lot

For my 261 class

hard to arrange time

I didn't have enough time

I didn't know about this program.

I don't have time

I don't know about that

I only take English class

I want to make friends whose first language is English.

I was very busy this quarter. So, I have no time to do it. If I have more time next quarter, I will do it.

lazy

My English is not good enough.

No requirements and I dont know what this is

Not required.

30. How did the LSC programs and/or resources (Language Exchange, computers, recording rooms, etc) help or not help you?

From this quarter, the location of tutoring was changed ,and I think it become more useful because some tutoring service such as LSC and writing is in the same building. About LSC, I like LSC room because room became more clean and wide.

Help

i an not sure

I didn't try them

I like that I was able to meet people. The computers were very useful. I didn't particularly rely on any staff members for help, however, so no opinions regarding that.

It was great

It was helpful to have a place to meet with my tutor and exchange partner. It can be difficult to find a place on campus where we don't disturb others around us. The cafeteria is very loud and hard to hear each other speak.

It would be nice to have language software in Japanese to practice on. Otherwise, it is a great place to go meet people from different countries.

Perfect my writing, learn new vocabulary words to supplement the words we are learning in class

The room is very cold.

they help me.

workshops and movies are helpful

31. Overall, what did you like or dislike about the center?

friendly and helpful

I didn't use it that much. I don't know what does it offer. Maybe that's what I dislike. Nobody told me that. But I also didn't ask.

I like having a central place that puts people together to learn languages. I prefer having someone screening my partners, rather than relying on referrals of people. It is helpful to have a structure for these services.

I like it very much.

I like the center, and when I have time, I'd like to come there to do some exercises, attend workshop or ask for a tutoring etc.

I like the center.

I like the new building which is bigger than other with air condition that's made rooms cooler. Just the time was limited for attended in computer lab which was software I'm working whole the days so my free time start after 4 or 5 pm. Unfortunately when I started to worked with software and do my online homework. The stuff said we closed at 6. That's also effect my grade because I couldn't finish my homework.

I like there.

I like this center very much! Without this, I don't have enough opportunities to talk in English.

i liked how tutors helped me when i was struggling with something like writing a paragraph.

I liked the new rooms.

I love to study in LSC. This center is really a gift for ESL students.

Interacting with people who are native speakers of my target language, getting more practice hours in my day

It is always helpful and available

It should be open to more students other than those who are there specifically for meetings at workshops at the current moment.
Like
like,helpful
nothing
Staffs and Kanako are always nice to me and they are willing to help me anytime. I am very appreciative and very grateful to them.
The center is a little cramped, and some students don't show up, but other than that everything seems fine.
The staff were friendly and the fast computers were available all the time. Sometimes the center was a bit too noisy though.
When I visit the center, all staff are always friendly, kind, wonderful attitudes. And I am able to get motivated for studying because many students study hard in this center. I am happy that I can use the LSC center.



Listening and Speaking Center (LSC) - Student Feedback

Please take a few minutes to complete the following survey. Your feedback will help us best meet your educational needs. Thank you!

NOTE: The questions specified by '*' are required.

Questions about You

1. Are you an international student? *

- Yes
- No

2. How did you find out about the Listening and Speaking center? *

- Friend
- Instructor
- Other

Instructor -> Go to Question 3

Other answers -> Skip Question 3 and go to Question 4

3. Which instructor(s)? Check all that apply.

- EWRT/READ/LART instructor
- Speech instructor
- World language class instructor
- Anderson, Elaine
- Betlach, Marcy
- Boerner, Karen
- Carobus, Patricia
- Chacko, Achamma
- Chai, Christine

- Cooper, Susan
- Culver, Matthew
- Dodd, Elizabeth
- Dubarry, Michele
- Dunlap, Kathleen
- Flores, Kathy
- Goodwin, Mary Ellen
- Gray, Zena
- Hamilton, Webster
- Heistein, Gloria
- Himes, Gretchen
- Ifft, MaryAnne
- Kohnhorst, Lisa
- Lam, Clara
- Lee, Charles
- Lee, Andrea
- Leung, Kai-Cheon
- Madigan, Julie
- Marchiano, Michelle
- Marianetti, Noel
- Marin, Maria
- Molino-Torres, Alejandro
- Newman, Cheri
- Norman, Craig
- Oman, Andrew
- Ormeno, Valerie
- Pekkain, Janell
- Peng, Cynthia
- Poggi, Claudine
- Ruumet, Marika
- Sklyar, Angelina
- Thistlethwaite, Ann
- Thot-Johnson, Iris

- Topalovic, Jasmina
- Tracey, Iva
- Wong, Letty
- Yee, Linda

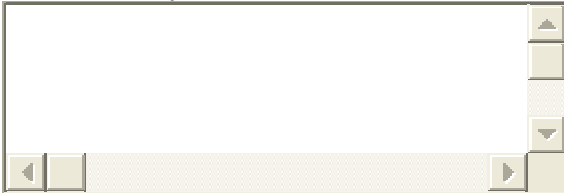
Questions about LSC Weekly Workshops

4. Did you participate in weekly workshops (conversation, idioms, vocabulary, etc) in the Listening and Speaking Center this quarter? *

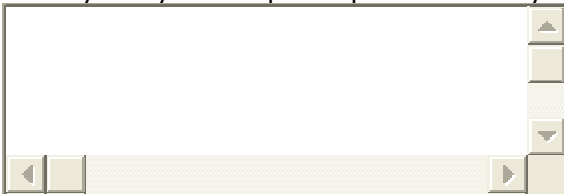
- Yes
- No

Yes -> Go to Question 5 and skip Question 6
NO -> Skip Question 5 and go to Question 6

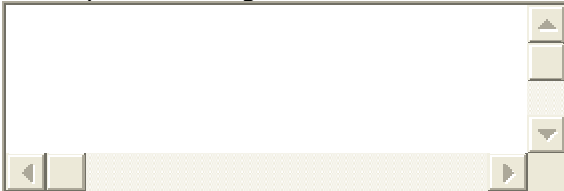
5. What did you like or dislike about weekly workshops?

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6. Why did you not participate in weekly workshops?

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7. Do you have a good idea for a NEW workshop?

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Questions about ESL 251 Support Workshops

8. Did you participate in any of the ESL 251 Support Workshops (Pronunciation Skills, Presentation Skills, and/or Listening Skills) in the Listening and Speaking Center this quarter? *

- Yes
- No

Yes -> Go to Questions 9 and 10
No -> Skip Questions 9 and 10, and go to Question 11.

9. How did the workshop help or not help you?

	Strongly agree	Agree	Disagree	Strongly disagree	N/A, Don't know
a. It helped me improve my study habits.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. It helped me improve my grade in ESL 251.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. It helped me improve my grades in other classes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. It helped me understand the class materials (lecture, textbook, and assignments) in ESL 251.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. It helped me improve the skills I was hoping to improve (pronunciation, presentation, or listening).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Overall, I was pleased with the workshop.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. Please add any positive or negative comments you may have about the ESL 251 Support Workshops.

Questions about ESL 253 Support Workshops

11. Did you participate in any of the ESL 253 Support Workshops (Perfect Tense, Adjective Clause, and/or Sentence Variety) in the Listening and Speaking Center this quarter? *

- Yes
- No

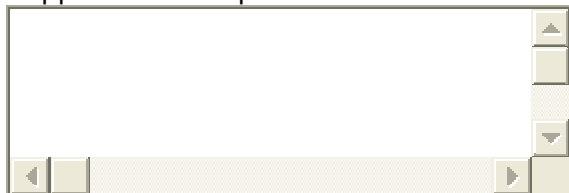
Yes -> Go to Questions 12 and 13

No -> Skip Questions 12 and 13, and go to Question 14.

12. How did the workshop help or not help you?

	Strongly agree	Agree	Disagree	Strongly disagree	N/A, Don't know
a. It helped me improve my study habits.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. It helped me improve my grade in ESL 253.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. It helped me improve my grades in other classes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. It helped me understand the class materials (lecture, textbook, and assignments) in ESL 253.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. It helped me improve my English grammar.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. It helped me improve my writing skills in English.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Overall, I was pleased with the workshop.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. Please add any positive or negative comments you may have about the ESL 253 Support Workshops.



Questions about LSC (ESL) Tutoring

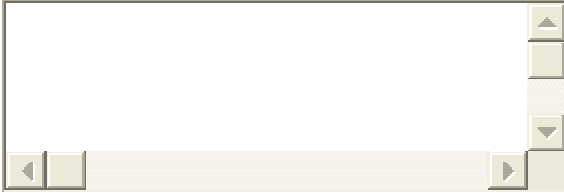
14. Did you participate in ESL tutoring in the Listening and Speaking Center this quarter? *

- Yes
- No

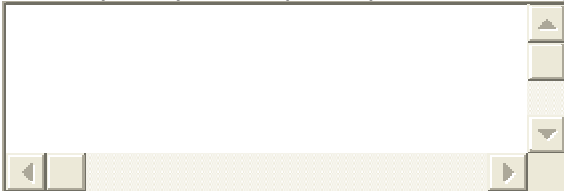
Yes -> Go to Question 15 and skip question 16

No -> Skip Question 15 and go to Question 16.

15. What did you like or dislike about tutoring?

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16. Why did you not participate in tutoring?

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Questions about World Language Tutoring

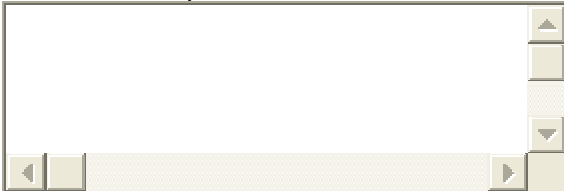
17. Did you participate in World Language Tutoring in the Listening and Speaking Center this quarter? *

- Yes
- No

Yes -> Go to Question 18

No -> Skip Question 18 and go to Question 19.

18. What did you like or dislike about world language tutoring?

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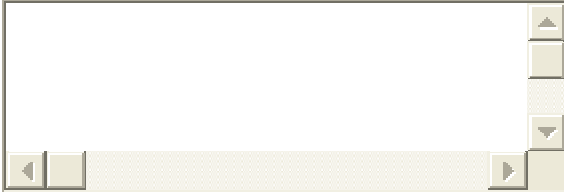
Questions about ESL Software

19. Did you use ESL software in the Listening and Speaking Center this quarter? *

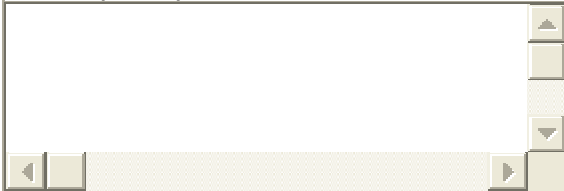
- Yes
- No

Yes -> Go to Question 20 and skip question 21
No -> Skip Question 20 and go to Question 21.

20. What did you like or dislike about ESL software?

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21. Why did you not use ESL software?

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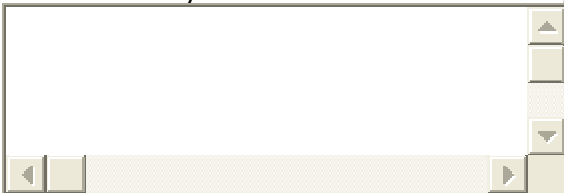
Questions about Language Exchange

22. Did you participate in Language Exchange in the Listening and Speaking Center this quarter? *

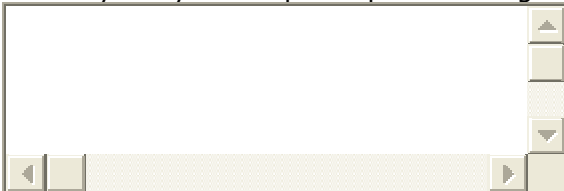
- Yes
- No

Yes -> Go to Question 23 and skip question 24
No -> Skip Question 23 and go to Question 24.

23. What did you like or dislike about Language Exchange?

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24. Why did you not participate in Language Exchange?

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Questions about the Center and Staff

25. How did our staff help or not help you? *

	Strongly agree	Agree	Disagree	Strongly disagree	N/A, Don't know
a. It was easy to register for different activities in the LSC (workshop, tutoring, and/or Language Exchange).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. The staff was friendly and helpful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. The staff took the time to explain the services offered in the LSC.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. The staff explained the policies and procedures for using other Student Success Center services (Skills workshop, writing and reading tutoring, etc).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. The workshop leader / tutor was on time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. The workshop leader / tutor was willing to listen to my questions and concerns.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. The workshop leader / tutor was patient.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. The workshop leader / tutor helped me to identify my problem area.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. The workshop leader / tutor explained concepts clearly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. The workshop leader / tutor helped me develop more effective study strategies.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

26. Which of the following best describes you? *

- ESL Student
- World Language Student
- None of the above

If you selected:

ESL Student -> Go to Questions 27 and 28, and skip questions 29 and 30

World Language Student -> Skip Questions 27 and 28 and go to Questions 29 and 30

None of the above -> Skip Questions 27, 28 and 29 and go to Question 30.

27. Do you agree or disagree with the following statements?

	Strongly agree	Agree	Disagree	Strongly disagree	N/A, Don't know
a. Listening and speaking are more difficult than writing and reading.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Listening and speaking affect my self-confidence more than writing and reading.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Listening and speaking skills are necessary to achieve my academic or career goal.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. The LSC provides important opportunities for me to practice oral communication skills in English.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

28. Overall, how did the LSC programs and/or resources (workshops, tutoring, ESL software, and Language Exchange) help or not help you? After using the LSC programs and resources:

	Strongly agree	Agree	Disagree	Strongly disagree	N/A, Don't know
a. My English skills (listening, speaking, grammar, writing, and/or reading) have improved.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. I know more ways to improve my English skills (online resources, LSC programs, other De Anza resources, etc).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. I have more confidence in using English.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. My grades in my classes have improved.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

29. Overall, how did the world language (French, Spanish, Japanese, Russian, etc) tutoring help or not help you?

After using the world language tutoring:

	Strongly agree	Agree	Disagree	Strongly disagree	N/A, Don't know
a. My target language skills (listening, speaking, grammar, writing, and/or reading) have improved.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. I know more ways to improve my target language (online resources, other De Anza resources, etc).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. I have more confidence in using my target language.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. My grades in my classes have improved.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

30. How did the LSC programs and/or resources (Language Exchange, computers, recording rooms, etc)

help or not help you?

31. Overall, what did you like or dislike about the center?

32. What other Student Success Center services did you use this quarter? *

Check all that apply.

- Math, Science, and Technology Resource Center (S43)
- Writing and Reading Center (AT309)
- General Subjects Tutoring (AT304)
- Academic Skills Center (AT302)
- None