

**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:** 07/09/2014

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

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A survey of Listening and Speaking Center (LSC) survey was conducted at the end of the Spring quarter in 2014. This resulted in 54 valid respondents.

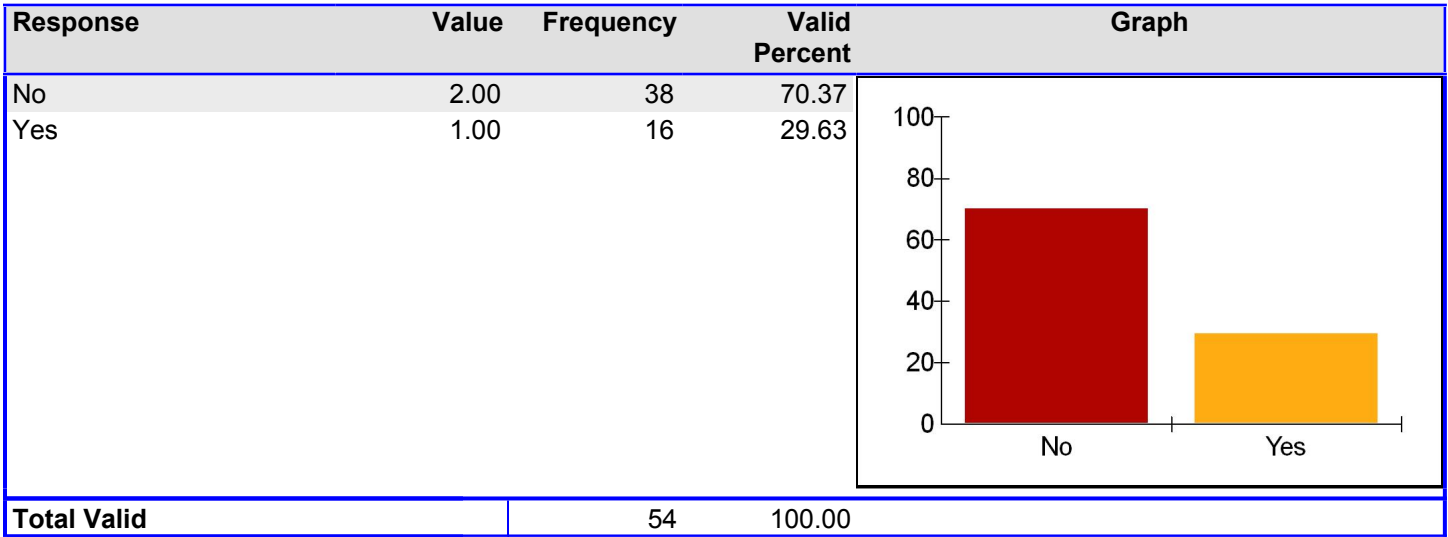
Important Highlights Include:

- 100% of respondents who participated in the ESL 251 Support Workshops “agree” or “strongly agree” that it helped them improve their grade in ESL 251, helped them understand the class materials in ESL 251, helped them improve the skills they were hoping to improve (pronunciation, presentation, or listening) and that overall, they were pleased with the workshop (9b, 9d, 9e, and 9f)
- 100% of respondents who participated in the ESL 253 Support Workshops “agree” or “strongly agree” that it helped them improve their grade in ESL 253, helped them understand the class materials in ESL 253, helped them improve their English grammar, helped them improve their writing skills in English, and that overall, they were pleased with the workshop (12b, 12d, 12e, 12f, and 12g).
- 94% of respondents "agree" or "strongly agree" that the LSC staff was friendly and helpful (25b).
- 92-93% of respondents who participated in the ESL 251 Support Workshops "agree" or "strongly agree" that it helped them improve their study habits and helped them improve their grades in other classes (9a and 9c).
- 91% of ESL respondents "agree" or "strongly agree" that their listening and speaking skills are necessary to achieve their academic and career goal (27c).
- 89% of ESL respondents "agree" or "strongly agree" the LSC provides them important opportunities for them to practice oral communication in English (27d).
- 88% of respondents "agree" or "strongly agree" that after using world language tutoring, their target language skills(listening, speaking, grammar, writing, and/or reading) have improved and they have more confidence in using their target language (29a and 29c).

# Listening and Speaking Center - Spring 2014

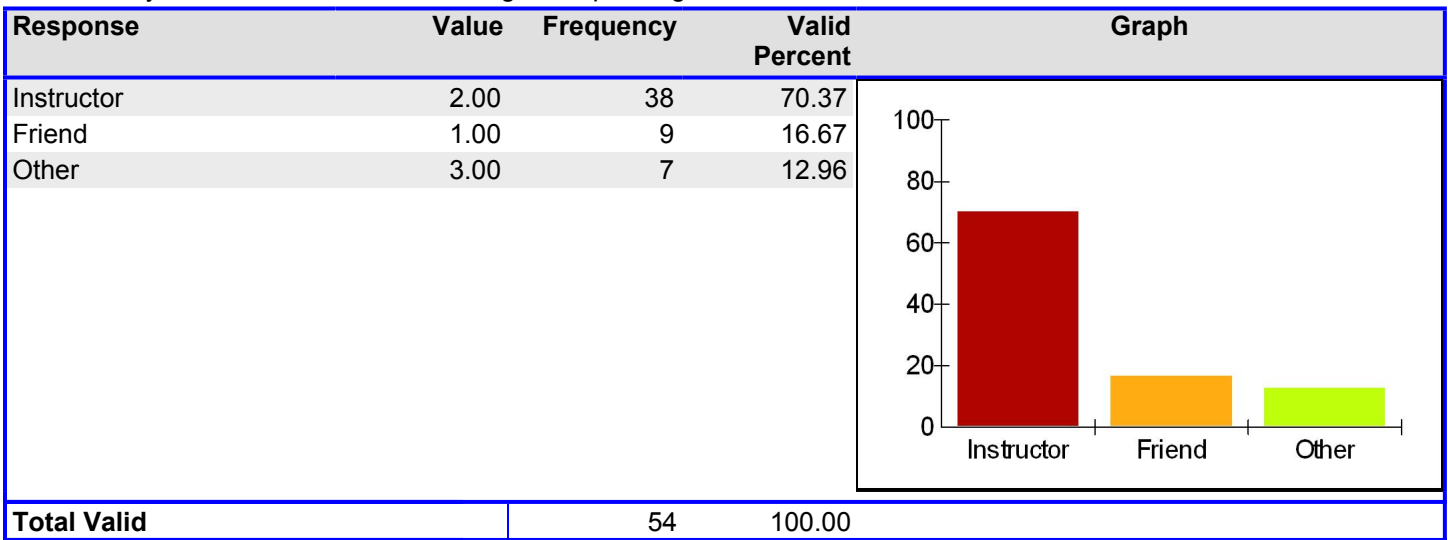
1. Are you an international student? \*

Mean: 1.70



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

Mean: 1.96



# Listening and Speaking Center - Spring 2014

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

Mean: -

Response	Value	Frequency	Valid Percent	Graph
Yee Linda	46.00	6	15.38	
Carobus Patricia	7.00	5	12.82	
Heistein Gloria	19.00	5	12.82	
EWRT/READ/LART instructor	1.00	4	10.26	
Lee Andrea	25.00	4	10.26	
World language class instructor	3.00	3	7.69	
Dodd Elizabeth	12.00	3	7.69	
Betlach Marcy	5.00	2	5.13	
Flores Kathy	15.00	2	5.13	
Goodwin Mary Ellen	16.00	2	5.13	
Ifft MaryAnne	21.00	2	5.13	
Lam Clara	23.00	2	5.13	
Marchiano Michelle	28.00	2	5.13	
Marin Maria	30.00	2	5.13	
Sklyar Angelina	40.00	2	5.13	
Speech instructor	2.00	1	2.56	
Chai Christine	9.00	1	2.56	
Hamilton Webster	18.00	1	2.56	
Ormeno Valerie	35.00	1	2.56	
Tracey Iva	44.00	1	2.56	
Anderson Elaine	4.00	0	0.00	
Boerner Karen	6.00	0	0.00	
Chacko Achamma	8.00	0	0.00	
Cooper Susan	10.00	0	0.00	
Culver Matthew	11.00	0	0.00	
Dubarry Michele	13.00	0	0.00	
Dunlap Kathleen	14.00	0	0.00	
Gray Zena	17.00	0	0.00	
Himes Gretchen	20.00	0	0.00	
Kohnhorst Lisa	22.00	0	0.00	
Lee Charles	24.00	0	0.00	
Leung Kai-Cheon	26.00	0	0.00	
Madigan Julie	27.00	0	0.00	
Marianetti Noel	29.00	0	0.00	
Molino-Torres Alejandro	31.00	0	0.00	
Newman Cheri	32.00	0	0.00	
Norman Craig	33.00	0	0.00	
Oman Andrew	34.00	0	0.00	
Pekkain Janell	36.00	0	0.00	
Peng Cynthia	37.00	0	0.00	
Poggi Claudine	38.00	0	0.00	
Ruumet Marika	39.00	0	0.00	
Thistlethwaite Ann	41.00	0	0.00	

# Listening and Speaking Center - Spring 2014

Thot-Johnson Iris	42.00	0	0.00
Topalovic Jasmina	43.00	0	0.00
Wong Letty	45.00	0	0.00

<b>Total Valid</b>	39	100.00
<b>Missing</b>	15	
<b>Total</b>	54	

4. Did you participate in weekly workshops (conversation, idioms, vocabulary, etc) in the Listening and Speaking Center this quarter? \* Mean: 1.48

Response	Value	Frequency	Valid Percent	Graph
Yes	1.00	28	51.85	
No	2.00	26	48.15	
<b>Total Valid</b>		54	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: 1.78

Response	Value	Frequency	Valid Percent	Graph
No	2.00	42	77.78	
Yes	1.00	12	22.22	
<b>Total Valid</b>		54	100.00	

# Listening and Speaking Center - Spring 2014

9a. It helped me improve my study habits.

Mean: 1.71

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	7	50.00	
Agree	2.00	6	42.86	
N/A Dont know	5.00	1	7.14	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
<b>Total Valid</b>		14	100.00	
<b>Missing</b>		40		
<b>Total</b>		54		

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

Mean: 1.33

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	8	66.67	
Agree	2.00	4	33.33	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	0	0.00	
<b>Total Valid</b>		12	100.00	
<b>Missing</b>		42		
<b>Total</b>		54		

# Listening and Speaking Center - Spring 2014

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

Mean: 1.77

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	6	46.15	
Agree	2.00	6	46.15	
N/A Dont know	5.00	1	7.69	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
<b>Total Valid</b>		13	100.00	
<b>Missing</b>		41		
<b>Total</b>		54		

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

Mean: 1.46

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	7	53.85	
Agree	2.00	6	46.15	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	0	0.00	
<b>Total Valid</b>		13	100.00	
<b>Missing</b>		41		
<b>Total</b>		54		

# Listening and Speaking Center - Spring 2014

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

Mean: 1.23

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	10	76.92	
Agree	2.00	3	23.08	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	0	0.00	
<b>Total Valid</b>		13	100.00	
<b>Missing</b>		41		
<b>Total</b>		54		

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

Mean: 1.08

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	12	92.31	
Agree	2.00	1	7.69	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	0	0.00	
<b>Total Valid</b>		13	100.00	
<b>Missing</b>		41		
<b>Total</b>		54		

# Listening and Speaking Center - Spring 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: 1.85

Response	Value	Frequency	Valid Percent	Graph
No	2.00	46	85.19	
Yes	1.00	8	14.81	
<b>Total Valid</b>		54	100.00	

12a. It helped me improve my study habits. Mean: 1.75

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	5	62.50	
Agree	2.00	2	25.00	
N/A Dont know	5.00	1	12.50	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
<b>Total Valid</b>		8	100.00	
<b>Missing</b>		46		
<b>Total</b>		54		



# Listening and Speaking Center - Spring 2014

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

Mean: 1.43

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	4	57.14	
Agree	2.00	3	42.86	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	0	0.00	
<b>Total Valid</b>		7	100.00	
<b>Missing</b>		47		
<b>Total</b>		54		

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

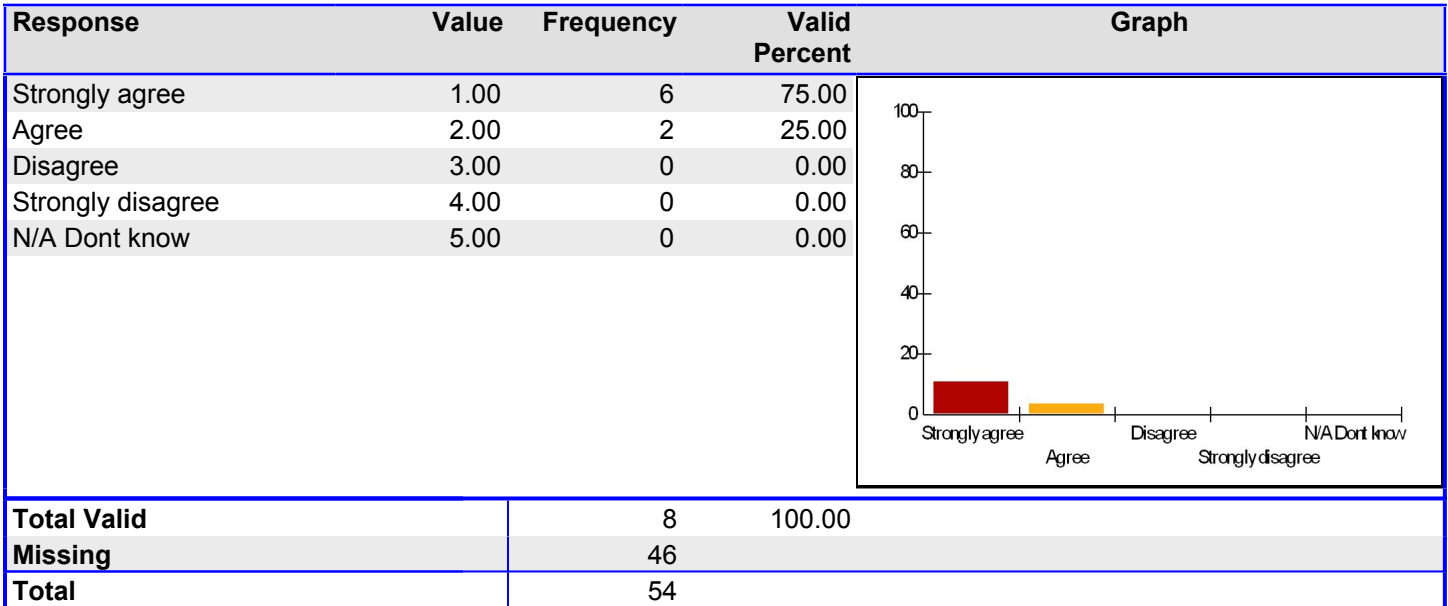
Mean: 1.88

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	4	50.00	
Agree	2.00	3	37.50	
N/A Dont know	5.00	1	12.50	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
<b>Total Valid</b>		8	100.00	
<b>Missing</b>		46		
<b>Total</b>		54		

# Listening and Speaking Center - Spring 2014

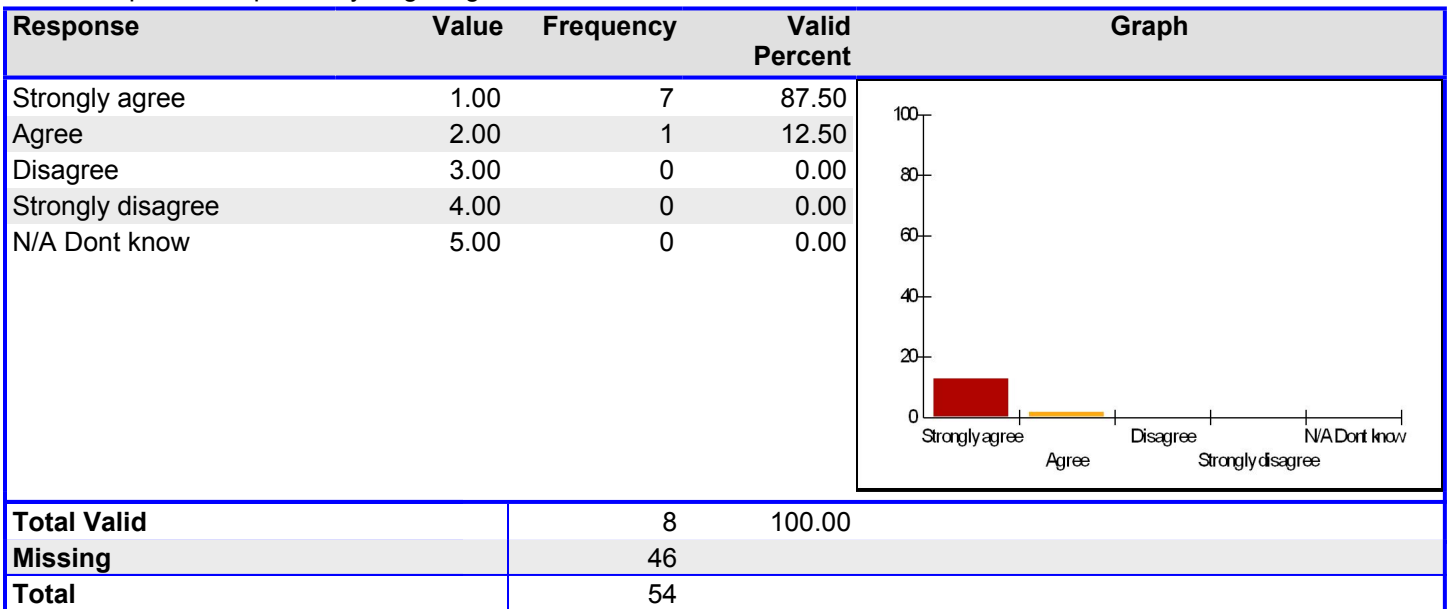
12d. It helped me understand the class materials (lecture, textbook, and assignments) in ESL 253.

Mean: 1.25



12e. It helped me improve my English grammar.

Mean: 1.13



# Listening and Speaking Center - Spring 2014

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

Mean: 1.14

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	6	85.71	
Agree	2.00	1	14.29	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	0	0.00	
<b>Total Valid</b>		7	100.00	
<b>Missing</b>		47		
<b>Total</b>		54		

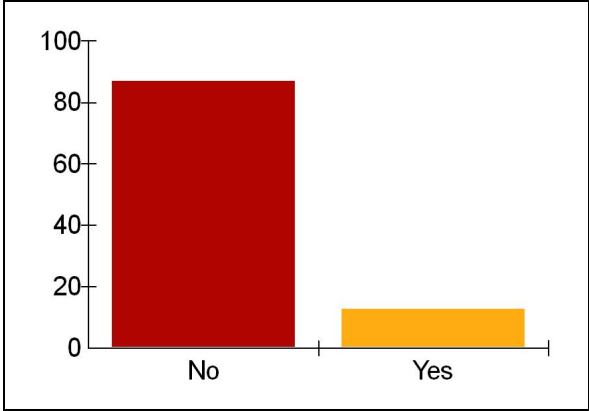
12g. Overall, I was pleased with the workshop.

Mean: 1.13

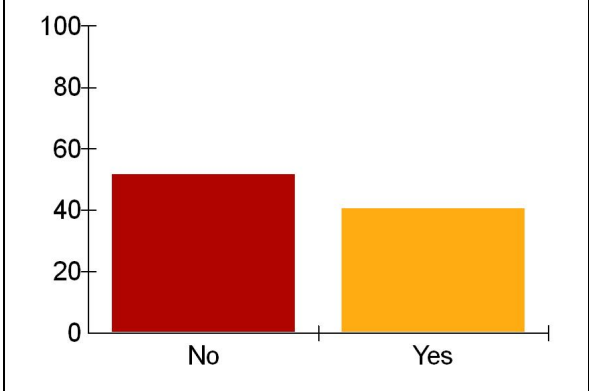
Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	7	87.50	
Agree	2.00	1	12.50	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	0	0.00	
<b>Total Valid</b>		8	100.00	
<b>Missing</b>		46		
<b>Total</b>		54		

# Listening and Speaking Center - Spring 2014

17. Did you participate in World Language Tutoring in the Listening and Speaking Center this quarter? \* Mean: 1.87

Response	Value	Frequency	Valid Percent	Graph
No	2.00	47	87.04	
Yes	1.00	7	12.96	
<b>Total Valid</b>		54	100.00	

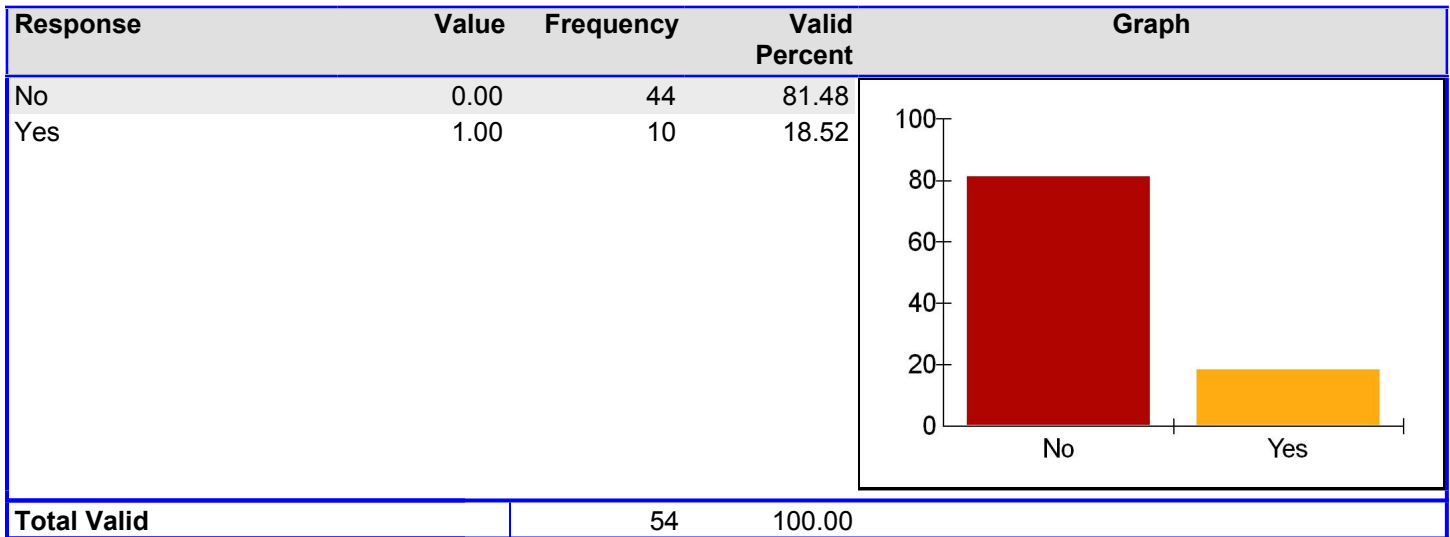
19. Did you use ESL software in the Listening and Speaking Center this quarter? \* Mean: 0.44

Response	Value	Frequency	Valid Percent	Graph
No	0.00	28	56.00	
Yes	1.00	22	44.00	
<b>Total Valid</b>		50	100.00	
<b>Missing</b>		4		
<b>Total</b>		54		

# Listening and Speaking Center - Spring 2014

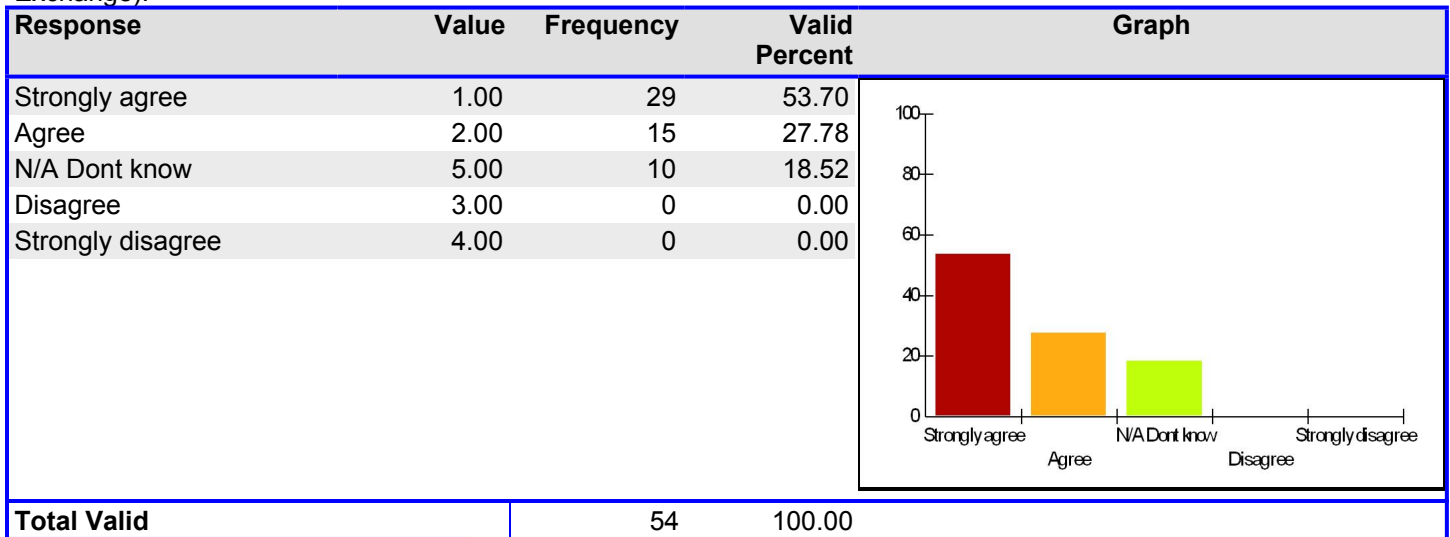
22. Did you participate in Language Exchange in the Listening and Speaking Center this quarter? \*

Mean: 0.19



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

Mean: 2.02



# Listening and Speaking Center - Spring 2014

25b. The staff was friendly and helpful.

Mean: 1.46

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	38	70.37	
Agree	2.00	13	24.07	
N/A Dont know	5.00	3	5.56	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
Total Valid		54	100.00	

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

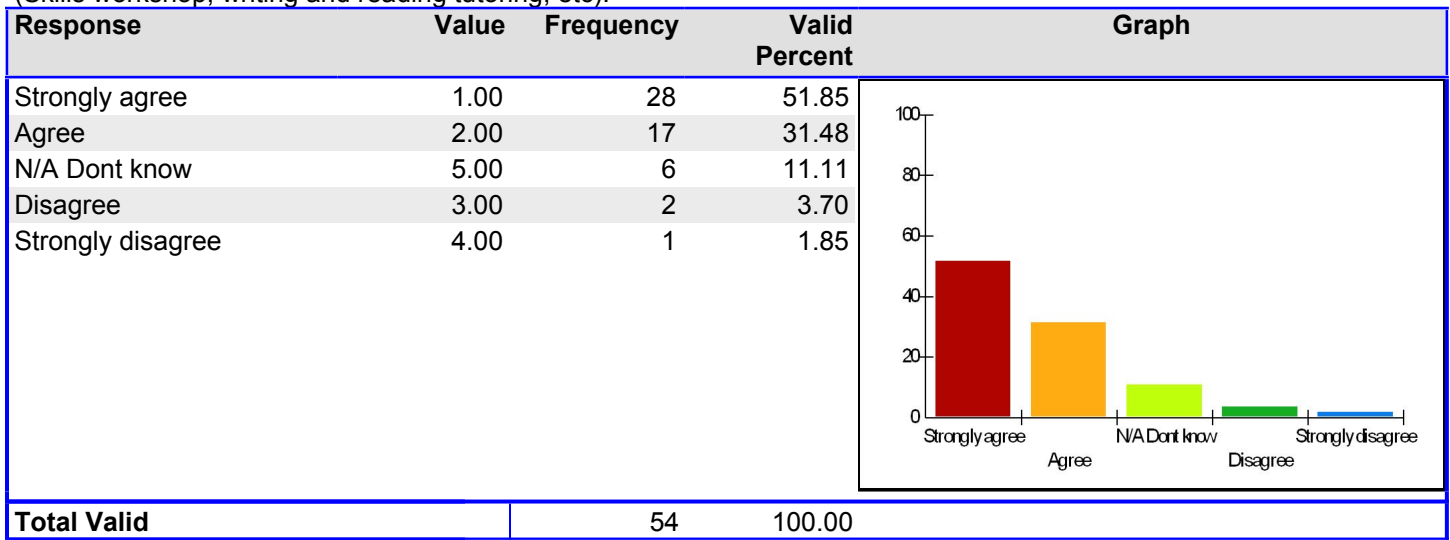
Mean: 1.91

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	29	53.70	
Agree	2.00	16	29.63	
N/A Dont know	5.00	7	12.96	
Disagree	3.00	1	1.85	
Strongly disagree	4.00	1	1.85	
Total Valid		54	100.00	

## Listening and Speaking Center - Spring 2014

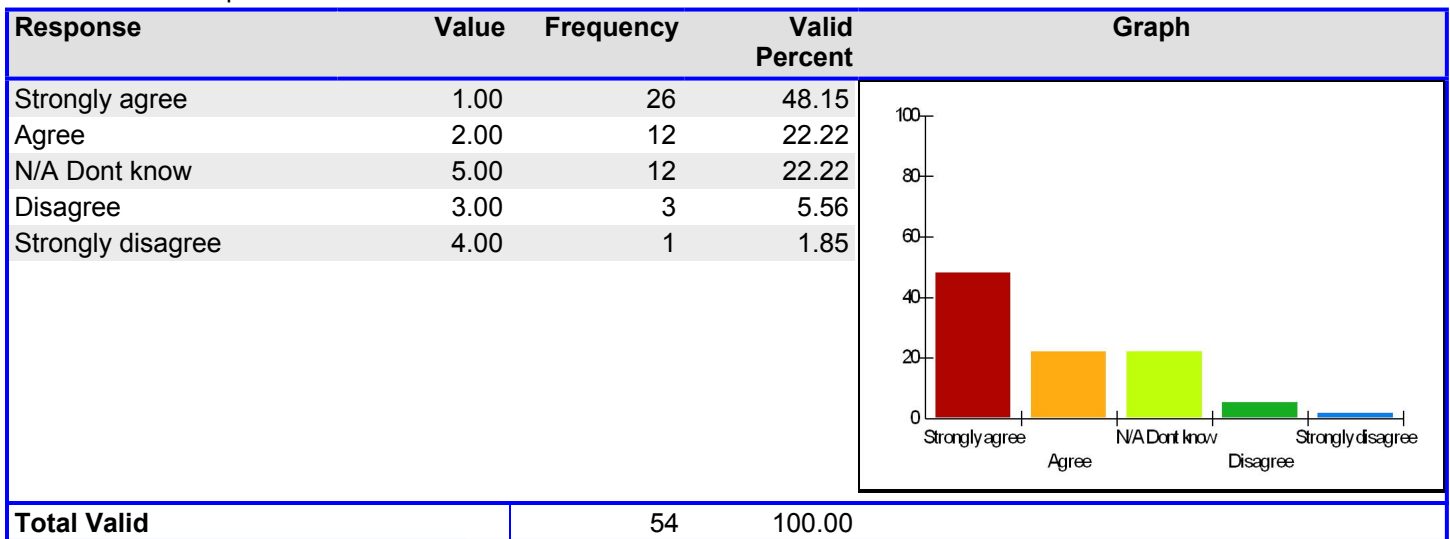
25d. The staff explained the policies and procedures for using other Student Success Center services (Skills workshop, writing and reading tutoring, etc).

Mean: 1.89



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

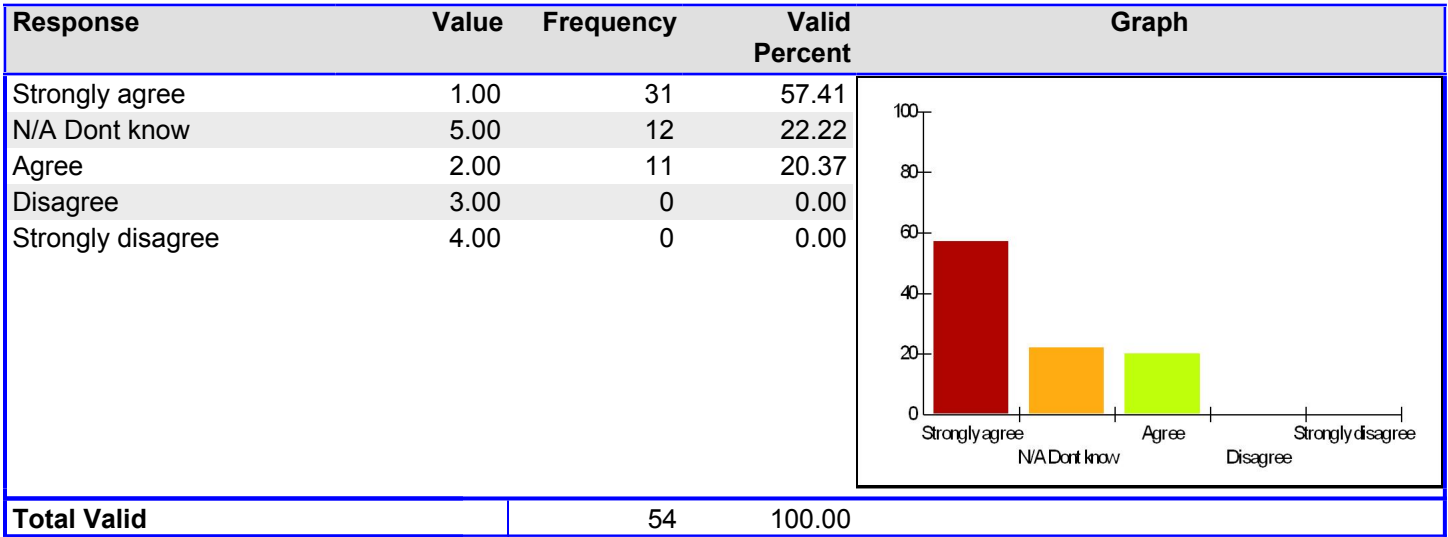
Mean: 2.28



# Listening and Speaking Center - Spring 2014

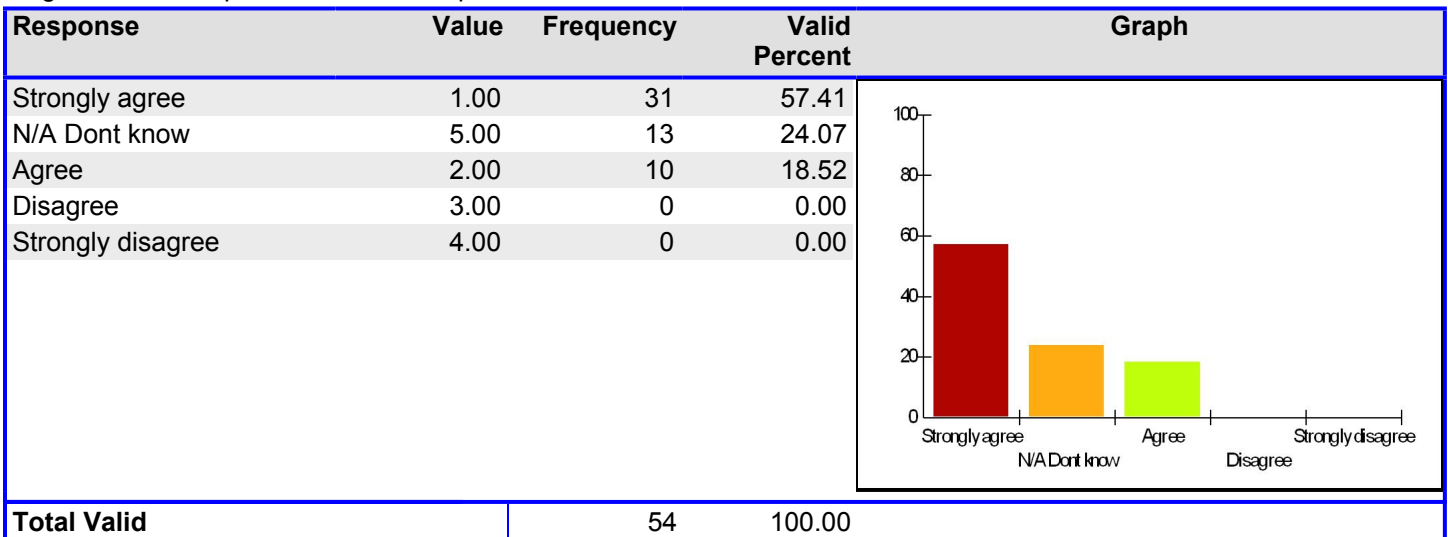
25f. The workshop leader / tutor was willing to listen to my questions and concerns.

Mean: 2.09



25g. The workshop leader / tutor was patient.

Mean: 2.15

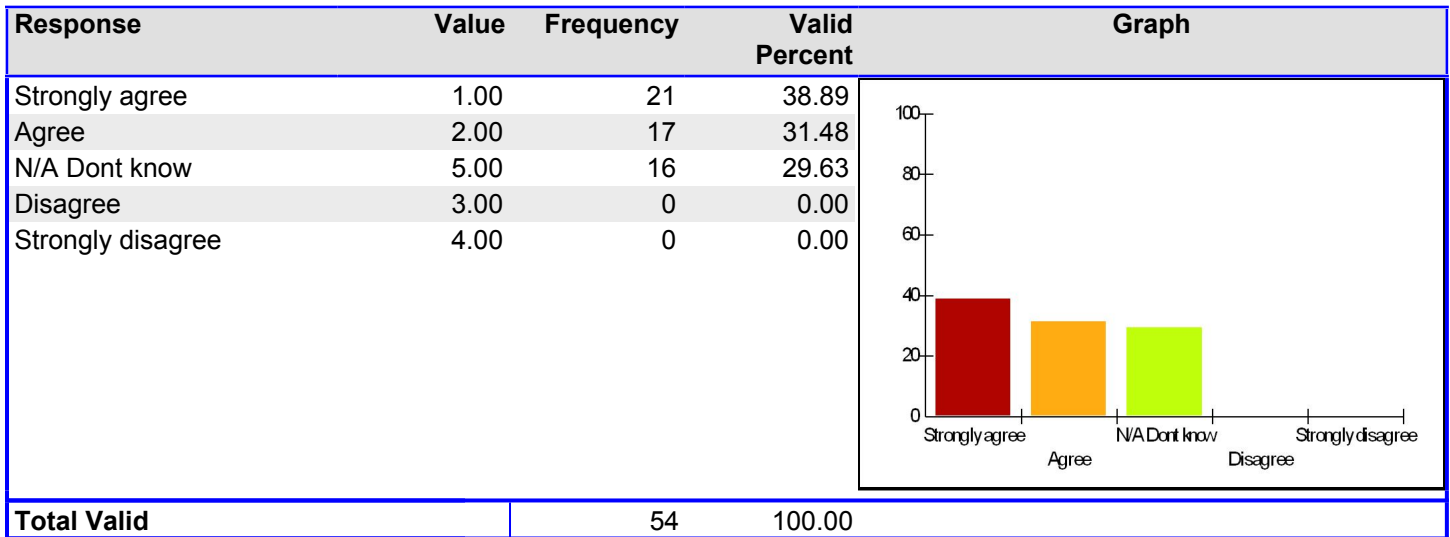




# Listening and Speaking Center - Spring 2014

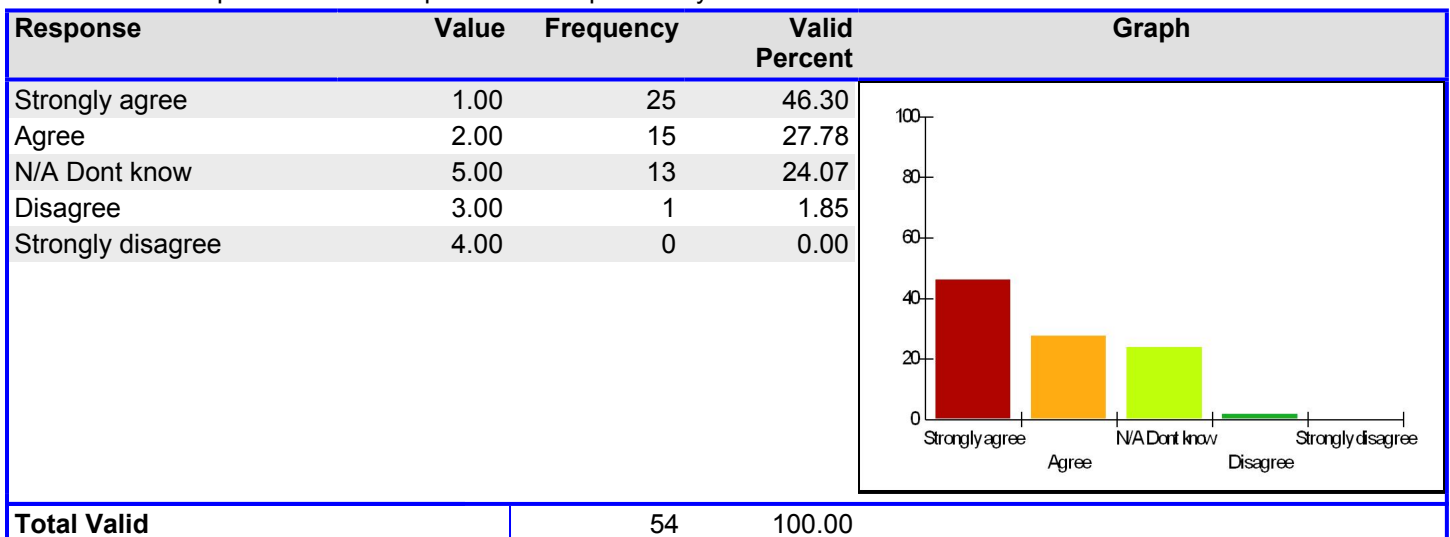
25h. The workshop leader / tutor helped me to identify my problem area.

Mean: 2.50



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

Mean: 2.28



# Listening and Speaking Center - Spring 2014

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

Mean: 2.54

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	18	33.33	
Agree	2.00	18	33.33	
N/A Dont know	5.00	14	25.93	
Disagree	3.00	3	5.56	
Strongly disagree	4.00	1	1.85	
Total Valid		54	100.00	

26. Which of the following best describes you? \*

Mean: 1.37

Response	Value	Frequency	Valid Percent	Graph
ESL Student	1.00	39	72.22	
World Language Student	2.00	10	18.52	
None of the above	3.00	5	9.26	
Total Valid		54	100.00	

# Listening and Speaking Center - Spring 2014

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

Mean: 2.50

Response	Value	Frequency	Valid Percent	Graph
Disagree	3.00	21	47.73	
Agree	2.00	14	31.82	
Strongly agree	1.00	6	13.64	
Strongly disagree	4.00	2	4.55	
N/A Dont know	5.00	1	2.27	
<b>Total Valid</b>		44	100.00	
<b>Missing</b>		10		
<b>Total</b>		54		

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

Mean: 2.07

Response	Value	Frequency	Valid Percent	Graph
Agree	2.00	22	50.00	
Strongly agree	1.00	12	27.27	
Disagree	3.00	7	15.91	
N/A Dont know	5.00	2	4.55	
Strongly disagree	4.00	1	2.27	
<b>Total Valid</b>		44	100.00	
<b>Missing</b>		10		
<b>Total</b>		54		

# Listening and Speaking Center - Spring 2014

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

Mean: 1.66

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	23	52.27	
Agree	2.00	17	38.64	
Disagree	3.00	2	4.55	
N/A Dont know	5.00	2	4.55	
Strongly disagree	4.00	0	0.00	
<b>Total Valid</b>		44	100.00	
<b>Missing</b>		10		
<b>Total</b>		54		

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

Mean: 1.82

Response	Value	Frequency	Valid Percent	Graph
Agree	2.00	22	50.00	
Strongly agree	1.00	17	38.64	
Disagree	3.00	3	6.82	
N/A Dont know	5.00	2	4.55	
Strongly disagree	4.00	0	0.00	
<b>Total Valid</b>		44	100.00	
<b>Missing</b>		10		
<b>Total</b>		54		

## Listening and Speaking Center - Spring 2014

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

Mean: 2.25

Response	Value	Frequency	Valid Percent	Graph
Agree	2.00	24	54.55	
Strongly agree	1.00	12	27.27	
N/A Dont know	5.00	7	15.91	
Strongly disagree	4.00	1	2.27	
Disagree	3.00	0	0.00	
<b>Total Valid</b>		44	100.00	
<b>Missing</b>		10		
<b>Total</b>		54		

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

Mean: 2.16

Response	Value	Frequency	Valid Percent	Graph
Agree	2.00	26	60.47	
Strongly agree	1.00	10	23.26	
N/A Dont know	5.00	5	11.63	
Disagree	3.00	2	4.65	
Strongly disagree	4.00	0	0.00	
<b>Total Valid</b>		43	100.00	
<b>Missing</b>		11		
<b>Total</b>		54		

# Listening and Speaking Center - Spring 2014

28c. I have more confidence in using English.

Mean: 2.37

Response	Value	Frequency	Valid Percent	Graph
Agree	2.00	20	46.51	
Strongly agree	1.00	11	25.58	
N/A Dont know	5.00	7	16.28	
Disagree	3.00	4	9.30	
Strongly disagree	4.00	1	2.33	
<b>Total Valid</b>		43	100.00	
<b>Missing</b>		11		
<b>Total</b>		54		

28d. My grades in my classes have improved.

Mean: 2.57

Response	Value	Frequency	Valid Percent	Graph
Agree	2.00	24	57.14	
N/A Dont know	5.00	10	23.81	
Strongly agree	1.00	7	16.67	
Disagree	3.00	1	2.38	
Strongly disagree	4.00	0	0.00	
<b>Total Valid</b>		42	100.00	
<b>Missing</b>		12		
<b>Total</b>		54		

# Listening and Speaking Center - Spring 2014

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

Mean: 2.00

Response	Value	Frequency	Valid Percent	Graph
Agree	2.00	9	52.94	
Strongly agree	1.00	6	35.29	
N/A Dont know	5.00	2	11.76	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
<b>Total Valid</b>		17	100.00	
<b>Missing</b>		37		
<b>Total</b>		54		

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

Mean: 2.59

Response	Value	Frequency	Valid Percent	Graph
Agree	2.00	9	52.94	
N/A Dont know	5.00	4	23.53	
Strongly agree	1.00	3	17.65	
Disagree	3.00	1	5.88	
Strongly disagree	4.00	0	0.00	
<b>Total Valid</b>		17	100.00	
<b>Missing</b>		37		
<b>Total</b>		54		

# Listening and Speaking Center - Spring 2014

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

Mean: 2.06

Response	Value	Frequency	Valid Percent	Graph
Agree	2.00	10	58.82	
Strongly agree	1.00	5	29.41	
N/A Dont know	5.00	2	11.76	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
<b>Total Valid</b>		17	100.00	
<b>Missing</b>		37		
<b>Total</b>		54		

29d. My grades in my classes have improved.

Mean: 2.65

Response	Value	Frequency	Valid Percent	Graph
Agree	2.00	8	47.06	
N/A Dont know	5.00	5	29.41	
Strongly agree	1.00	4	23.53	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
<b>Total Valid</b>		17	100.00	
<b>Missing</b>		37		
<b>Total</b>		54		



## Listening and Speaking Center - Spring 2014

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

Mean: -

Response	Value	Frequency	Valid Percent	Graph
None	5.00	29	53.70	
Writing and Reading Center AT309	2.00	25	46.30	
General Subjects Tutoring AT304	3.00	3	5.56	
Math Science and Technology Resource Center S43	1.00	2	3.70	
Academic Skills Center AT302	4.00	2	3.70	
<b>Total Valid</b>		<b>54</b>	<b>100.00</b>	

<b>5. What did you like or dislike about weekly workshops?</b>
friendly
I did like conversation, idioms, vocabulary, and ESL 251/253 support workshops.
I like because you can improve a lot your listening and speaking. Meet new people.
I like pronouce through singing work shop, ESL253&251 work shop.
I like that you provide different kinds of workshops. It really helped me to improve my skills in different areas.
I like the conversation workshop.
i like the environment
I like to read article then discuss about it
I lime the way tutors explain everything.
I participated in the Language exchange program. I found this program to be incredibly helpful for my own language development. It greatly enriched my learning for the language classes I am taking at De Anza. I am planning on continuing my meetings with my partner throughout the summer so that I do not regress during the break.
I really like those workshops and I learn a lot from leaders.
I really like workshops held by heelia because she makes all students talk and she calls on everybody to answer questions.
I think workshop should choose professional leader for class. We had a lots of waste time in the class , subject was unknown and wasn't organized.
It is good because there are many choices.
It really enhances the vocabulary.
It was great experience to attend workshops
It was helpful. However due to the level difference among students, some learned more than others.
It was interesting and helpful.
It's fun, enjoyable and helpful.
It's good. I like it.
Learning with comfortable without grade or homework. Advisers are very friendly when I ask something.
like because it is quite casusal
Like: Listening, Pronunciation, Movie
Most of them are basic, not for higher-level, improving students.
Reading practice, vocabulary, listening practice, movie is really useful I think is depend on the leader some people is very boring, especial fun discussion. Please don't let student talk to each other we don't know what we talk or make the mistake with each other.
Useful lessons. Good chance to communicate with other students.

We practiced our speaking and conversations skills. The instructors corrected our mistakes and this helped me boost my English skill.

**6. Why did you not participate in weekly workshops?**

Because I have only few workshops to finish. I think that is enough for me

because of my schedule.

busy

Busy with other classes' study, will do that in the future if I have regular spare time

Cause my school schedule was full

class time conflict with workshop time

Fun discussion

i am busy

I can improve my English listening and speaking skills and learn many new things.

I did not know about the workshop.

I did not need them

I did not need to

I didn't have enough time to join it this quarter.

I do not find them necessary.

I don't have many time.

I dont have enough time

It was not necessary for me.

Lead them, didn't participate in a sense the question is asking.

My English was good enough.

only had time for language exchange program

Schedule didn't meet

The time is not suitable for me

the time is not match my schedule

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

help me more self-confident in communication.

No idea

Positive: everything is good Negative: the room is quite small.

The ESL 252 support workshops helped me improved my English.

These workshops are very helpful.

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

I can study a a lot of grammar and improve my writing.

It was really helpful. Thanks to kanako

No idea

These workshops are very helpful.

This workshop is very helpful to me for understanding concepts because Victoria who teaches me has made an her effort, and she arrives early to prepare her class.She is always ready to help when I and my-workshop mates ask to help.

**15. What did you like or dislike about tutoring?**

Every tutoring are friendly.

I like it because the tutor focus on our expectations and help us with our specific problems.

i like it very much,and thanks.

I like the pronunciation tutoring.

I like to face to face discussed.

I really like this system because it helped me a lot and other school do not have this system yet

It's depend on the tutor's experiences.

Like: they gave good ideas with how to replace word(s) for academic writing Dislike: change the tutor After 30mins

not enough tutor. you should also keep drop in tutoring.

The tutor are wiling to help and let me feel more welcome.

The tutors are very enthusiastic.

Tutors are willing to help in any subject, and they help to improve grammar.

**16. Why did you not participate in tutoring?**

because i only participate the workshop and busy to other things

Because I satisfied my work in those ESL classes.

Cannot differ from WRC Tutoring.

did not need to

Full school schedule

Have own study plans and own tutor.

I believe I do not need the tutor

I did not have time.

I did not manage the time.

I did not need that.

I don't have time.
I don't need it yet but if I need any help I will go for it.
I dont need tutor @@
I practiced by myself and use internet for practice
I tutored, so I would not be answering in the spirit of the question.
I want to check my homework and learn my self
i'm not an esl student
It is not one of my priorities
Not interested
SCHEDULE!!!!!!!

<b>18. What did you like or dislike about world language tutoring?</b>
Great tutor, good place to meet. Good service for getting connected to tutor. Problem is that the room is used for multiple services, including tutoring and exchange program, and is way too crowded and overwhelmed with people.
I liked it, it was quite helpful.
It was personal and the instructor helped me solve all my questions.
They helped me to better understand Japanese. I liked that a lot.

<b>20. What did you like or dislike about ESL software?</b>
good
Good for Listening and Speaking skills
I can do more practices there.
I can repeat and focus on my weakness.
I like all of it
I like the LEI software.
I like to about ESL software because I can practice grammar, listening, vocabulary, reading, and other English practice.
I like to learn about grammar. The software teaches very clear.
I liked the whole program
I think there is only a few computers for many students.
it could help me the new words and dialogue
It is not helpful
It is well designed according to grammar, listening, reading, etc.
It seems a little old version.
It was helpful.

It was very helpful.
It's too long. I like the vocabulary part. It's so interesting.
N/A
Seems old and not very attractive or helpful.
you can work exactly that you want and when you want/can you can practice more with different exercises

<b>21. Why did you not use ESL software?</b>
Cause it was not meant for me.
Don't have chance.
don't know how to use that, and what that for
English was proficient.
Have own study plans.
I am not an ESL student
I did not know about the software.
i don't have time.
I don't know about that how to use.
I like workshops.
I passed all the ESL classes in the first attempt for English Placement Test.
I'll try next quarter
It was not requirement.
It's not required in my course and I never heard about it. Will think about doing that to help me practice
Native speaker.
No one tells me
not interested atm
not necessary
Too boring and not helpful

<b>23. What did you like or dislike about Language Exchange?</b>
Best experience for understanding another culture. I had a great time with my exchange partner.
I got to participate even though I was late for sign ups. The LSC staff partnered me up very quickly and in general the program was great.
I had a very helpful Vietnamese language teacher

It gave me an opportunity to practice my Japanese a bit more than I could in class, and was overall a good experience
it's helps me learn American culture, and improve my English
Liked meeting new people, and learning stuff about the language I am studying at the same time. Disliked the scheduling, as it was hard finding people to match time with. Other than that, the Language Exchange is a stellar program.
Nothing.
The language exchange was a great program! It really helped make a positive impact in my language development. I was able to practice my conversational skills and ask clarification questions. I will be continuing my partnership over the summer in order to not regress during the break. Unfortunately, they do not offer Korean 3 during the summer, or again for another year.

<b>24. Why did you not participate in Language Exchange?</b>
...
Because I am not interested to learned another language at the moment.
Because I wanted to focus on my english .
busy
did not need to
Full school schedule
I attend other activity.
I did not know about the program.
I didn't have enough time.
I didn't know about it.
I didn't know about that.
I didn't know that very much.
I do not have time.
I do not know what it is
I do not know.
i don't have time.
I don't know
i don't know
I dont know about that
I think people who has extra time for that activity they can participate but it is not my cup of tea.
I worked on other workshop
I'm meeting with my partner by ourselves, not through LE program

I'm too busy this quarter
It seems there are little native English speakers.
No time for this
this is my first quarter and I don't know what is exactly. Also, I was afraid of not being able to do everything.
to train speaking English and making daily casual conversation with other English speakers.

<b>30. How did the LSC programs and/or resources (Language Exchange, computers, recording rooms, etc) help or not help you?</b>
Help for me.
Helped me very much to learn a new language
I can learn different culture from people. We share a lot of things that we are interesting.
I got a good partner from CCP program and met different friends.
I got to meet people who are native speaker of the language I am learning and their input is very valuable
It did help a lot!
It did not help me because I did not need help
It give me a place to practice.
It helped me stay focused.
Language Exchange give me the opportunity to speak to native speakers.
Language exchange helped me practiced speaking russian with a native speaker, so it was helpful to my Russian language class
LSC programs correspond to ESL programs and student expectations. These are small groups of motivated people with helping tutors.
The LSC programs help me improve my English.
They helped by offering a free, comprehensive center where students of disparate areas meet and share their language and culture. This is essential towards my better understanding of the world around me, and indispensable in offering me a place where I can practice learning a language free from prejudice or oppressive attitudes.

<b>31. Overall, what did you like or dislike about the center?</b>
All tutors are cheerful, helping hand and cooperative.
Everybody helps many students.that is very good.
Good chance to communicate with others.
I am satisfied.
I don't have so much experience with the program.



I dont have any thing to like or dislike
I like friendly staff and various programs, but I do not like the work shop place is crowded compare than attending students
I like it!
I like that the people is very friendly and helpful. I dislike that they could help even more if they had more resources.
I like the center very much. It is just way too crowded for the programs. Is there a way to separate out tutoring from the rest?
I like the center, it make learning English more interesting.
I like the friendly staff
I like their facilities for each and every student who can walk in any time with their problems regarding english and LSC can provide help easily. I think this is the best quality I Like it.
I like this center.
I like this place!
I like to about the center.
I liked everything
I liked my experience.
I liked the program and the helpful staff
I wish the center was a bit bigger so that we could fit more people, but other than that no real complaints.
It was a little bit confusing the first time coming to the center with regards to using the computer to sign in with our student ID, etc.
It's helpful
Like
like everything
Nice place and nice people. I like my tutors. Most of them helped me a lot.
No idea
Nothing
Often times it's difficult to work with a specific tutor uncess we register early
Only few of computers
People using computers to watch foreign dramas when others can use it for software or class
The center is good place for students
the center like a big familt that every students can join them.
The LSC center was very nice and friendly and overall has a good atmosphere. There is nothing I didn't like.
The program offered

The room is too noisy sometimes.

The staff are very nice, kind and friendly.

this place is very useful for international students because it gives us opportunity to speak English without any hesitate.

we register some tutor online. you should give us access to cancel them at-least till morning 8am. so that other can use that slot.



## 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

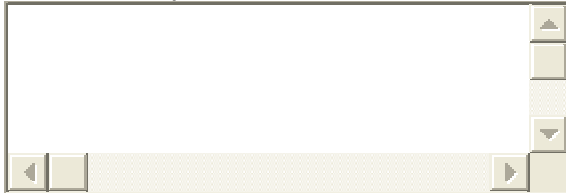
### Questions about LSC Weekly Workshops

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

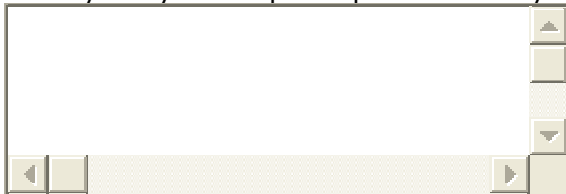
- Yes
- No

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

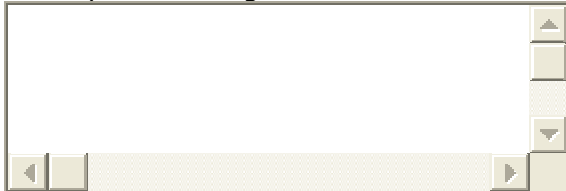
5. What did you like or dislike about weekly workshops?

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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

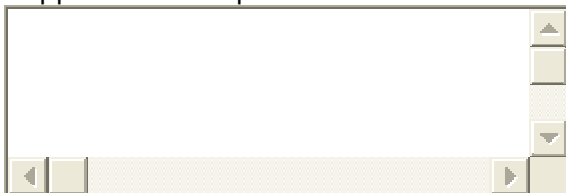
**Yes -> Go to Questions 12 and 13**

**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

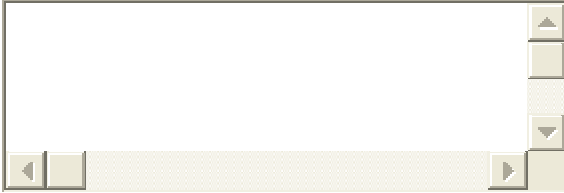
14. Did you participate in ESL tutoring in the Listening and Speaking Center this quarter? \*

- Yes
- No

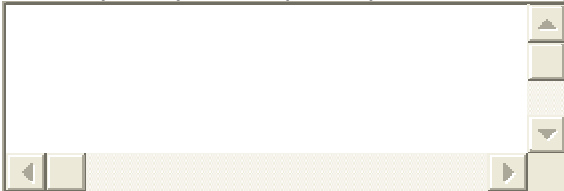
**Yes -> Go to Question 15 and skip question 16**

**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

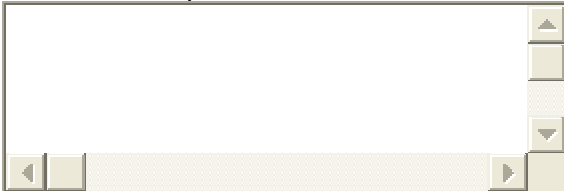
17. Did you participate in World Language Tutoring in the Listening and Speaking Center this quarter? \*

- 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

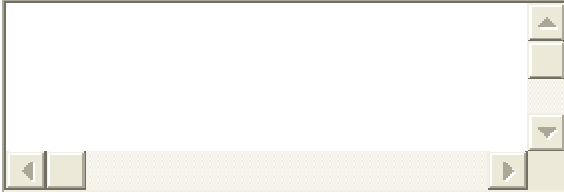
19. Did you use ESL software in the Listening and Speaking Center this quarter? \*

- Yes
- No

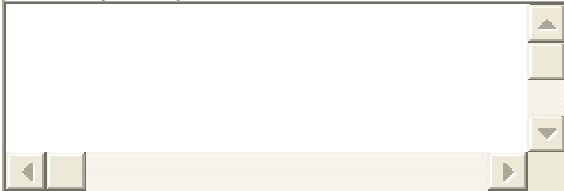


**Yes -> Go to Question 20 and skip question 21**  
**No -> Skip Question 20 and go to Question 21.**

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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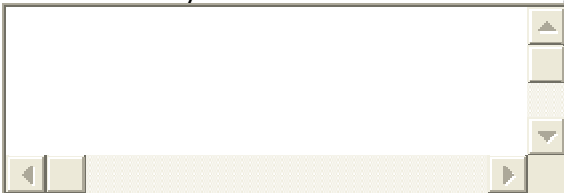
### **Questions about Language Exchange**

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

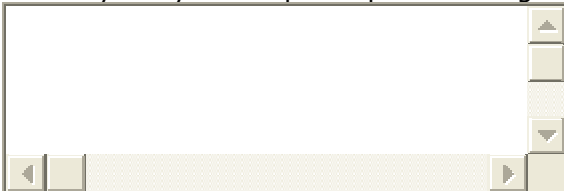
- Yes
- No

**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?

A text input field with a light beige background and a thin black border. It contains no text. On the right side, there are three small square buttons: a top arrow pointing up, a middle square, and a bottom arrow pointing down. On the bottom left, there are two small square buttons: a left arrow and a right arrow.

24. Why did you not participate in Language Exchange?

A text input field with a light beige background and a thin black border. It contains no text. On the right side, there are three small square buttons: a top arrow pointing up, a middle square, and a bottom arrow pointing down. On the bottom left, there are two small square buttons: a left arrow and a right arrow.

## 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