

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: 01/29/2014

Subject: Listening and Speaking Center (LSC) survey, Fall 2013

A survey of Listening and Speaking Center (LSC) survey was conducted at the end of the Fall quarter in 2013. This resulted in 74 valid respondents.

Important Highlights Include:

- 100% of respondents who participated in ESL 253 Support Workshops "agree" or "strongly agree" that the workshops helped them improve their grade and English grammar in ESL 253 and were overall pleased with the workshop (12b, 12e, and 12g).
- 100% of respondents believed the staff at the LSC was friendly and helpful (23b).
- 95% of respondents "agree" or "strongly agree" that listening and speaking skills are necessary to achieve their academic or career goals after using the LSC programs and resources (25c).
- 95% of respondents who participated in ESL 251 "agree" or "strongly agree" that they were pleased with the workshop (9f).
- 90% of respondents who participated in ESL 251 "agree" or "strongly agree" that the workshops helped improve their study habits, helped improve their grade in ESL 251, and helped improve the skills they were hoping to improve (9a, 9b, and 9e).
- 90% of respondents "agree" or "strongly agree" that their English skills have improved, they know more ways to improve their English skills, and they have more confidence in using English after using LSC programs and resources (26a, 26b, and 26c).
- 89% of respondents "agree" or "strongly agree" that the staff took the time to explain the services offered in the LSC (23c).
- 88% of respondents "agree" or "strongly agree" that the LSC provides important opportunities for them to practice real oral communication skills in English after using the LSC programs and resources (25d).

Listening and Speaking Center - Fall 2013

1. Are you an international student? *

Mean: 1.6

Response	Value	Frequency	Valid Percent	Graph
No	2.0	46	62.2	
Yes	1.0	28	37.8	
Total Valid		74	100.0	

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

Mean: 1.3

Response	Value	Frequency	Valid Percent	Graph
Friend	1.0	56	75.7	
Instructor	2.0	11	14.9	
Other	3.0	7	9.5	
Total Valid		74	100.0	

Listening and Speaking Center - Fall 2013

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

Mean: -

Response	Value	Frequency	Valid Percent	Graph
Norman Craig	33.0	19	33.9	
Betlach Marcy	5.0	7	12.5	
Dubarry Michele	13.0	7	12.5	
Lam Clara	23.0	7	12.5	
Carobus Patricia	7.0	6	10.7	
Yee Linda	46.0	6	10.7	
Lee Charles	24.0	4	7.1	
Wong Letty	45.0	4	7.1	
EWRT/READ/LART instructor	1.0	3	5.4	
Speech instructor	2.0	3	5.4	
Cooper Susan	10.0	3	5.4	
Flores Kathy	15.0	3	5.4	
Lee Andrea	25.0	3	5.4	
Marin Maria	30.0	3	5.4	
Newman Cheri	32.0	3	5.4	
Foreign language class instructor	3.0	2	3.6	
Boerner Karen	6.0	2	3.6	
Chai Christine	9.0	2	3.6	
Hamilton Webster	18.0	2	3.6	
Ifft MaryAnne	21.0	2	3.6	
Sklyar Angelina	40.0	2	3.6	
Tracey Iva	44.0	2	3.6	
Dodd Elizabeth	12.0	1	1.8	
Goodwin Mary Ellen	16.0	1	1.8	
Heistein Gloria	19.0	1	1.8	
Kohnhorst Lisa	22.0	1	1.8	
Ruumet Marika	39.0	1	1.8	
Anderson Elaine	4.0	0	0.0	
Chacko Achamma	8.0	0	0.0	
Culver Matthew	11.0	0	0.0	
Dunlap Kathleen	14.0	0	0.0	
Gray Zena	17.0	0	0.0	
Himes Gretchen	20.0	0	0.0	
Leung Kai-Cheon	26.0	0	0.0	
Madigan Julie	27.0	0	0.0	
Marchiano Michelle	28.0	0	0.0	
Marianetti Noel	29.0	0	0.0	
Molino-Torres Alejandro	31.0	0	0.0	
Oman Andrew	34.0	0	0.0	
Ormeno Valerie	35.0	0	0.0	
Pekkain Janell	36.0	0	0.0	
Peng Cynthia	37.0	0	0.0	
Poggi Claudine	38.0	0	0.0	
Thistlethwaite Ann	41.0	0	0.0	
Thot-Johnson Iris	42.0	0	0.0	

Listening and Speaking Center - Fall 2013

Topalovic Jasmina 43.0 0 0.0

Total Valid	56	100.0
Missing	21	
Total	77	

4. Did you participate in weekly workshops (conversation, idioms, vocabulary, etc) in the Listening and Speaking Center this quarter? * Mean: 1.4

Response	Value	Frequency	Valid Percent	Graph
Yes	1.0	41	55.4	
No	2.0	33	44.6	
Total Valid		74	100.0	

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: 1.8

Response	Value	Frequency	Valid Percent	Graph
No	2.0	56	75.7	
Yes	1.0	18	24.3	
Total Valid		74	100.0	

a. It helped me improve my study habits. Mean: 2.0

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	10	45.5	
Agree	2.0	7	31.8	
Disagree	3.0	3	13.6	
N/A Dont know	5.0	2	9.1	
Strongly disagree	4.0	0	0.0	
Total Valid		22	100.0	
Missing		52		
Total		74		

Listening and Speaking Center - Fall 2013

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

Mean: 1.7

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	11	50.0	
Agree	2.0	9	40.9	
Disagree	3.0	1	4.5	
N/A Dont know	5.0	1	4.5	
Strongly disagree	4.0	0	0.0	
Total Valid		22	100.0	
Missing		52		
Total		74		

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

Mean: 2.1

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	9	40.9	
Agree	2.0	8	36.4	
N/A Dont know	5.0	3	13.6	
Disagree	3.0	2	9.1	
Strongly disagree	4.0	0	0.0	
Total Valid		22	100.0	
Missing		52		
Total		74		

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

Mean: 1.8

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	10	45.5	
Agree	2.0	8	36.4	
Disagree	3.0	3	13.6	
N/A Dont know	5.0	1	4.5	
Strongly disagree	4.0	0	0.0	
Total Valid		22	100.0	
Missing		52		
Total		74		

Listening and Speaking Center - Fall 2013

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

Mean: 1.7

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	10	47.6	
Agree	2.0	9	42.9	
Disagree	3.0	1	4.8	
N/A Dont know	5.0	1	4.8	
Strongly disagree	4.0	0	0.0	
Total Valid		21	100.0	
Missing		53		
Total		74		

F. Overall, I was pleased with the workshop.

Mean: 1.6

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	12	57.1	
Agree	2.0	8	38.1	
N/A Dont know	5.0	1	4.8	
Disagree	3.0	0	0.0	
Strongly disagree	4.0	0	0.0	
Total Valid		21	100.0	
Missing		53		
Total		74		

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: 1.8

Response	Value	Frequency	Valid Percent	Graph
No	2.0	61	82.4	
Yes	1.0	13	17.6	
Total Valid		74	100.0	

Listening and Speaking Center - Fall 2013

a. It helped me improve my study habits.

Mean: 1.8

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	8	53.3	
Agree	2.0	4	26.7	
Disagree	3.0	2	13.3	
N/A Dont know	5.0	1	6.7	
Strongly disagree	4.0	0	0.0	
Total Valid		15	100.0	
Missing		59		
Total		74		

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

Mean: 1.5

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	8	53.3	
Agree	2.0	7	46.7	
Disagree	3.0	0	0.0	
Strongly disagree	4.0	0	0.0	
N/A Dont know	5.0	0	0.0	
Total Valid		15	100.0	
Missing		59		
Total		74		

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

Mean: 1.9

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	6	40.0	
Agree	2.0	6	40.0	
Disagree	3.0	2	13.3	
N/A Dont know	5.0	1	6.7	
Strongly disagree	4.0	0	0.0	
Total Valid		15	100.0	
Missing		59		
Total		74		

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

Mean: 1.7

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	8	53.3	
Agree	2.0	5	33.3	
Disagree	3.0	1	6.7	
N/A Dont know	5.0	1	6.7	
Strongly disagree	4.0	0	0.0	
Total Valid		15	100.0	
Missing		59		
Total		74		

e. It helped me improve my English grammar.

Mean: 1.3

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	10	66.7	
Agree	2.0	5	33.3	
Disagree	3.0	0	0.0	
Strongly disagree	4.0	0	0.0	
N/A Dont know	5.0	0	0.0	
Total Valid		15	100.0	
Missing		59		
Total		74		

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

Mean: 1.6

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	10	66.7	
Agree	2.0	3	20.0	
Disagree	3.0	1	6.7	
N/A Dont know	5.0	1	6.7	
Strongly disagree	4.0	0	0.0	
Total Valid		15	100.0	
Missing		59		
Total		74		

Listening and Speaking Center - Fall 2013

g. Overall, I was pleased with the workshop.

Mean: 1.2

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	12	80.0	
Agree	2.0	3	20.0	
Disagree	3.0	0	0.0	
Strongly disagree	4.0	0	0.0	
N/A Dont know	5.0	0	0.0	
Total Valid		15	100.0	
Missing		59		
Total		74		

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

Mean: 1.4

Response	Value	Frequency	Valid Percent	Graph
Yes	1.0	44	59.5	
No	2.0	30	40.5	
Total Valid		74	100.0	

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

Mean: 1.7

Response	Value	Frequency	Valid Percent	Graph
No	2.0	49	66.2	
Yes	1.0	25	33.8	
Total Valid		74	100.0	

Listening and Speaking Center - Fall 2013

a. It was easy to register for different activities in the LSC (workshop, tutoring, and/or Language Exchange). Mean: 1.8

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	38	51.4	
Agree	2.0	23	31.1	
Disagree	3.0	7	9.5	
Strongly disagree	4.0	4	5.4	
N/A Dont know	5.0	2	2.7	
Total Valid		74	100.0	

b. The staff was friendly and helpful.

Mean: 1.2

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	58	78.4	
Agree	2.0	16	21.6	
Disagree	3.0	0	0.0	
Strongly disagree	4.0	0	0.0	
N/A Dont know	5.0	0	0.0	
Total Valid		74	100.0	

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

Mean: 1.6

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	47	63.5	
Agree	2.0	19	25.7	
N/A Dont know	5.0	5	6.8	
Disagree	3.0	3	4.1	
Strongly disagree	4.0	0	0.0	
Total Valid		74	100.0	

Listening and Speaking Center - Fall 2013

d. The staff explained the policies and procedures for using other Student Success Center services (Skills workshop, writing and reading tutoring, etc). Mean: 1.8

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	41	55.4	
Agree	2.0	22	29.7	
N/A Dont know	5.0	7	9.5	
Disagree	3.0	3	4.1	
Strongly disagree	4.0	1	1.4	
Total Valid		74	100.0	

e. The workshop leader / tutor was on time. Mean: 1.9

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	44	59.5	
Agree	2.0	16	21.6	
N/A Dont know	5.0	13	17.6	
Disagree	3.0	1	1.4	
Strongly disagree	4.0	0	0.0	
Total Valid		74	100.0	

f. The workshop leader / tutor was willing to listen to my questions and concerns. Mean: 1.9

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	46	62.2	
Agree	2.0	16	21.6	
N/A Dont know	5.0	12	16.2	
Disagree	3.0	0	0.0	
Strongly disagree	4.0	0	0.0	
Total Valid		74	100.0	

Listening and Speaking Center - Fall 2013

g. The workshop leader / tutor was patient.

Mean: 1.9

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	46	62.2	
Agree	2.0	16	21.6	
N/A Dont know	5.0	12	16.2	
Disagree	3.0	0	0.0	
Strongly disagree	4.0	0	0.0	
Total Valid		74	100.0	

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

Mean: 2.1

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	38	51.4	
Agree	2.0	20	27.0	
N/A Dont know	5.0	14	18.9	
Disagree	3.0	2	2.7	
Strongly disagree	4.0	0	0.0	
Total Valid		74	100.0	

i. The workshop leader / tutor explained concepts clearly.

Mean: 2.0

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	40	54.1	
Agree	2.0	20	27.0	
N/A Dont know	5.0	14	18.9	
Disagree	3.0	0	0.0	
Strongly disagree	4.0	0	0.0	
Total Valid		74	100.0	

Listening and Speaking Center - Fall 2013

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

Mean: 2.2

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	38	51.4	
Agree	2.0	17	23.0	
N/A Dont know	5.0	15	20.3	
Disagree	3.0	3	4.1	
Strongly disagree	4.0	1	1.4	
Total Valid		74	100.0	

24. Are you an ESL student? *

Mean: 1.1

Response	Value	Frequency	Valid Percent	Graph
Yes	1.0	63	85.1	
No	2.0	11	14.9	
Total Valid		74	100.0	

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

Mean: 2.3

Response	Value	Frequency	Valid Percent	Graph
Agree	2.0	22	35.5	
Disagree	3.0	17	27.4	
Strongly agree	1.0	16	25.8	
N/A Dont know	5.0	5	8.1	
Strongly disagree	4.0	2	3.2	
Total Valid		62	100.0	
Missing		12		
Total		74		

Listening and Speaking Center - Fall 2013

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

Mean: 2.0

Response	Value	Frequency	Valid Percent	Graph
Agree	2.0	32	51.6	
Strongly agree	1.0	22	35.5	
N/A Dont know	5.0	5	8.1	
Disagree	3.0	2	3.2	
Strongly disagree	4.0	1	1.6	
Total Valid		62	100.0	
Missing		12		
Total		74		

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

Mean: 1.6

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	34	54.8	
Agree	2.0	25	40.3	
N/A Dont know	5.0	2	3.2	
Disagree	3.0	1	1.6	
Strongly disagree	4.0	0	0.0	
Total Valid		62	100.0	
Missing		12		
Total		74		

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

Mean: 1.9

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	27	44.3	
Agree	2.0	27	44.3	
N/A Dont know	5.0	5	8.2	
Disagree	3.0	1	1.6	
Strongly disagree	4.0	1	1.6	
Total Valid		61	100.0	
Missing		13		
Total		74		

Listening and Speaking Center - Fall 2013

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

Mean: 1.9

Response	Value	Frequency	Valid Percent	Graph
Agree	2.0	35	58.3	
Strongly agree	1.0	20	33.3	
N/A Dont know	5.0	3	5.0	
Disagree	3.0	2	3.3	
Strongly disagree	4.0	0	0.0	
Total Valid		60	100.0	
Missing		14		
Total		74		

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

Mean: 1.9

Response	Value	Frequency	Valid Percent	Graph
Agree	2.0	36	60.0	
Strongly agree	1.0	18	30.0	
N/A Dont know	5.0	4	6.7	
Disagree	3.0	2	3.3	
Strongly disagree	4.0	0	0.0	
Total Valid		60	100.0	
Missing		14		
Total		74		

c. I have more confidence in using English.

Mean: 2.0

Response	Value	Frequency	Valid Percent	Graph
Agree	2.0	38	63.3	
Strongly agree	1.0	16	26.7	
N/A Dont know	5.0	3	5.0	
Disagree	3.0	2	3.3	
Strongly disagree	4.0	1	1.7	
Total Valid		60	100.0	
Missing		14		
Total		74		

Listening and Speaking Center - Fall 2013

d. My grades in my classes have improved.

Mean: 2.2

Response	Value	Frequency	Valid Percent	Graph
Agree	2.0	33	55.0	
Strongly agree	1.0	16	26.7	
N/A Dont know	5.0	7	11.7	
Disagree	3.0	3	5.0	
Strongly disagree	4.0	1	1.7	
Total Valid		60	100.0	
Missing		14		
Total		74		

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

Mean: -

Response	Value	Frequency	Valid Percent	Graph
None	5.0	36	48.6	
Writing and Reading Center LIB 107	2.0	33	44.6	
Math Science and Technology Resource Center S43	1.0	9	12.2	
Academic Skills Center LIB 107	4.0	4	5.4	
General Subjects Tutoring LIB 107	3.0	2	2.7	
Total Valid		74	100.0	



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? *

Instructor

Friend

Other

If you selected:

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

Foreign 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
- Other

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

If you selected:

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?

6. Why did you not participate in weekly workshops?

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

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

If you selected:

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

If you selected:

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 Tutoring

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

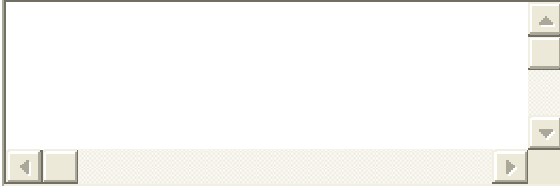
- Yes
- No

If you selected:

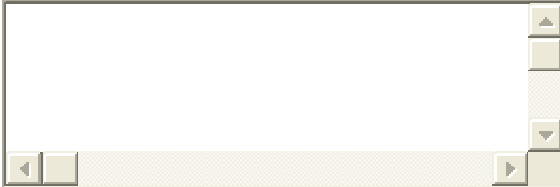
Yes -> Go to Question 15 and skip Question 16

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

15. What did you like or dislike about tutoring?

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

16. Why did you not participate in tutoring?

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Questions about ESL Software

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

- Yes
- No

If you selected:

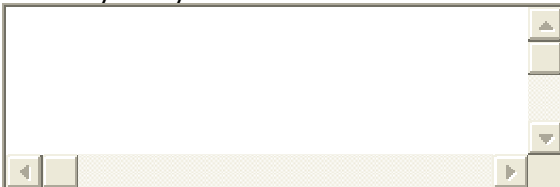
Yes -> Go to Question 18 and skip Question 19

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

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

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

19. Why did you not use ESL software?

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Questions about Language Exchange

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

- Yes
 No

If you selected:

Yes -> Go to Question 21 and skip Question 22

No -> Skip Question 21 and go to Question 22.

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

22. Why did you not participate in Language Exchange?

Questions about the Center and Staff

23. 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.
- g. The workshop leader / tutor was patient.
- h. The workshop leader / tutor helped me to identify my problem area.
- i. The workshop leader / tutor explained concepts clearly.
- j. The workshop leader / tutor helped me develop more effective study strategies.

24. Are you an ESL student? *

- Yes
- No

If you selected:

Yes -> Go to Questions 25 and 26, and skip Question 27

No -> Skip Questions 25 and 26, and go to Question 27.

25. 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"/> |

26. 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:

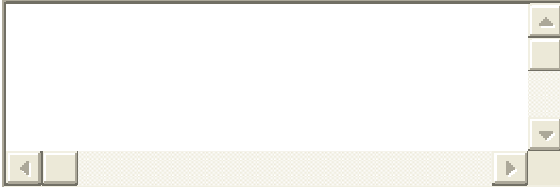
- | | Strongly agree | Agree | Disagree | Strongly disagree | N/A, Don't know |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| a. My English skills (listening, speaking, grammar, writing, and/or reading) have improved. | <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).

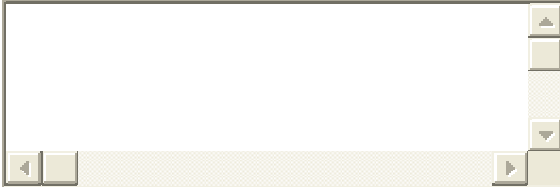
c. I have more confidence in using English.

d. My grades in my classes have improved.

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

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

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29. 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 (LIB 107)
- General Subjects Tutoring (LIB 107)
- Academic Skills Center (LIB 107)
- None

Submit