

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

**From:** Mallory Newell, De Anza Research  
Kristina Wong, Student Assistant

**Date:** 12/19/2016

**Subject:** Listening and Speaking Center (LSC) survey, Fall 2016

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A survey of the Listening and Speaking Center (LSC) was conducted at the end of the Fall quarter in 2016. This resulted in 17 valid respondents.

Important Highlights Include:

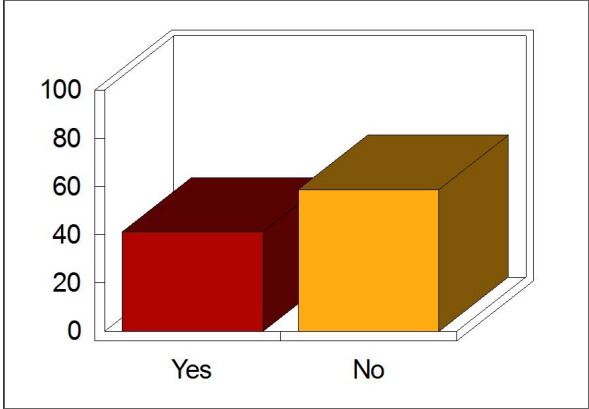
- 88% of respondents “strongly agree” or “agree” that it was easy to register for different activities in the LSC (22a).
- 64% of respondents strongly believe the staff at the LSC was friendly and helpful (25b).
- 94% of respondents "strongly agree" or “agree” that the staff took the time to explain the services offered in the LSC (25c).
- 76% of respondents "strongly agree" or “agree” that listening and speaking skills are necessary to achieve their academic or career goals after using the LSC programs and resources (27c).
- 76% of respondents "strongly agree” or “agree” that the LSC provides important opportunities for them to practice real oral communication skills in English after using the LSC programs and resources (27d).
- 76% of respondents "strongly agree” or “agree” their English skills have improved, and 71% of respondents “strongly agree” or “agree” they have more confidence in using English (28a, 28c).

LSC survey, Fall 2016    De Anza College Research

# Fall 2016 Listening and Speaking Center Report

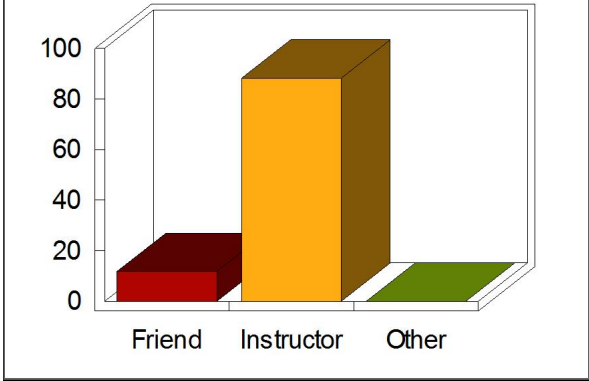
1. Are you an international student? \*

Mean: 1.59

Response	Value	Frequency	Percent	Graph
Yes	1.00	7	41.18	
No	2.00	10	58.82	
Total Valid		17	100.00	

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

Mean: 1.88

Response	Value	Frequency	Percent	Graph
Friend	1.00	2	11.76	
Instructor	2.00	15	88.24	
Other	3.00	0	0.00	
Total Valid		17	100.00	

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

Mean: -

Response	Value	Frequency	Percent	Graph
EWRT/READ/LART instructor	1.00	2	11.76	
Speech instructor	2.00	2	11.76	
World language class instructor	3.00	0	0.00	
Anderson Elaine	4.00	0	0.00	
Betlach Marcy	5.00	4	23.53	
Boerner Karen	6.00	0	0.00	
Carobus Patricia	7.00	0	0.00	
Chacko Achamma	8.00	0	0.00	
Chai Christine	9.00	0	0.00	
Cooper Susan	10.00	0	0.00	
Culver Matthew	11.00	1	5.88	
Dodd Elizabeth	12.00	0	0.00	
Dubarry Michele	13.00	0	0.00	
Dunlap Kathleen	14.00	0	0.00	
Flores Kathy	15.00	1	5.88	
Goodwin Mary Ellen	16.00	1	5.88	
Gray Zena	17.00	0	0.00	
Hamilton Webster	18.00	1	5.88	
Heistein Gloria	19.00	3	17.65	
Himes Gretchen	20.00	0	0.00	
Ifft MaryAnne	21.00	0	0.00	
Kohnhorst Lisa	22.00	0	0.00	
Lam Clara	23.00	2	11.76	
Lee Charles	24.00	0	0.00	
Lee Andrea	25.00	1	5.88	
Leung Kai-Cheon	26.00	0	0.00	
Madigan Julie	27.00	0	0.00	
Marchiano Michelle	28.00	0	0.00	
Marianetti Noel	29.00	0	0.00	
Marin Maria	30.00	1	5.88	
Molino-Torres Alejandro	31.00	0	0.00	
Newman Cheri	32.00	0	0.00	
Norman Craig	33.00	5	29.41	
Oman Andrew	34.00	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	
Ruumet Marika	39.00	0	0.00	
Sklyar Angelina	40.00	0	0.00	
Thistlethwaite Ann	41.00	0	0.00	
Thot-Johnson Iris	42.00	0	0.00	
Topalovic Jasmina	43.00	0	0.00	
Tracey Iva	44.00	0	0.00	
Wong Letty	45.00	2	11.76	
Yee Linda	46.00	1	5.88	

<b>Total Valid</b>	15	88.24
<b>Missing</b>	2	11.76
<b>Total</b>	17	100.00

4. Did you participate in weekly workshops (conversation, idioms, vocabulary, etc) in the Listening and Speaking Center this quarter? \* Mean: 1.29

Response	Value	Frequency	Percent	Graph
Yes	1.00	12	70.59	
No	2.00	5	29.41	
<b>Total Valid</b>		17	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: 1.82

Response	Value	Frequency	Percent	Graph
Yes	1.00	3	17.65	
No	2.00	14	82.35	
<b>Total Valid</b>		17	100.00	

9a. It helped me improve my study habits.

Mean: 2.40

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	2	11.76	
Agree	2.00	1	5.88	
Disagree	3.00	1	5.88	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	1	5.88	
<b>Total Valid</b>		5	29.41	
<b>Missing</b>		12	70.59	
<b>Total</b>		17	100.00	

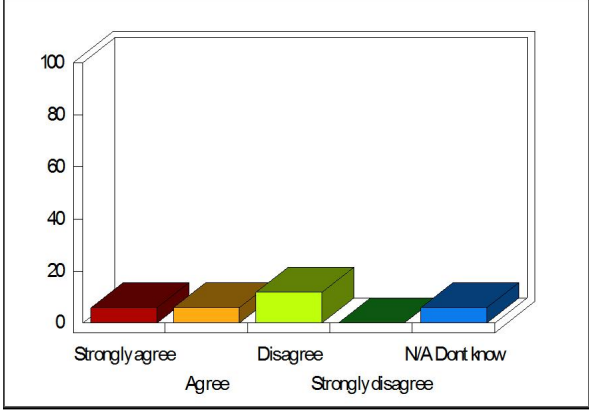
9b. It helped me improve my grade in ESL 251.

Mean: 2.20

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	2	11.76	
Agree	2.00	2	11.76	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	1	5.88	
<b>Total Valid</b>		5	29.41	
<b>Missing</b>		12	70.59	
<b>Total</b>		17	100.00	

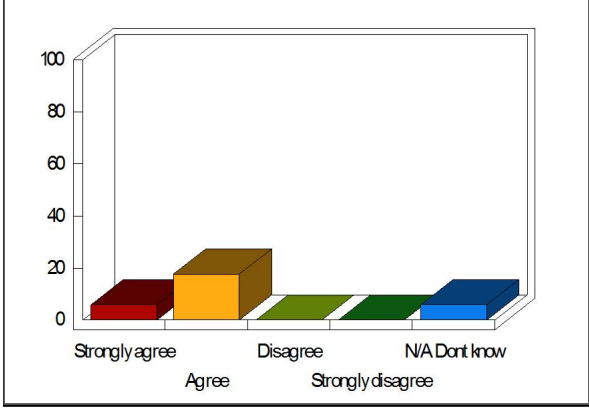
9c. It helped me improve my grades in other classes.

Mean: 2.80

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	1	5.88	
Agree	2.00	1	5.88	
Disagree	3.00	2	11.76	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	1	5.88	
<b>Total Valid</b>		5	29.41	
<b>Missing</b>		12	70.59	
<b>Total</b>		17	100.00	

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

Mean: 2.40

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	1	5.88	
Agree	2.00	3	17.65	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	1	5.88	
<b>Total Valid</b>		5	29.41	
<b>Missing</b>		12	70.59	
<b>Total</b>		17	100.00	

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

Mean: 2.40

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	1	5.88	
Agree	2.00	3	17.65	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	1	5.88	
<b>Total Valid</b>		5	29.41	
<b>Missing</b>		12	70.59	
<b>Total</b>		17	100.00	

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

Mean: 2.40

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	1	5.88	
Agree	2.00	3	17.65	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	1	5.88	
<b>Total Valid</b>		5	29.41	
<b>Missing</b>		12	70.59	
<b>Total</b>		17	100.00	

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: 1.88

Response	Value	Frequency	Percent	Graph
Yes	1.00	2	11.76	
No	2.00	15	88.24	
<b>Total Valid</b>		17	100.00	

12a. It helped me improve my study habits. Mean: 2.33

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	2	11.76	
Agree	2.00	0	0.00	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	1	5.88	
<b>Total Valid</b>		3	17.65	
<b>Missing</b>		14	82.35	
<b>Total</b>		17	100.00	



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

Mean: 2.67

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	1	5.88	
Agree	2.00	1	5.88	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	1	5.88	
<b>Total Valid</b>		3	17.65	
<b>Missing</b>		14	82.35	
<b>Total</b>		17	100.00	

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

Mean: 2.67

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	1	5.88	
Agree	2.00	1	5.88	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	1	5.88	
<b>Total Valid</b>		3	17.65	
<b>Missing</b>		14	82.35	
<b>Total</b>		17	100.00	

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

Mean: 2.33

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	2	11.76	
Agree	2.00	0	0.00	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	1	5.88	
<b>Total Valid</b>		3	17.65	
<b>Missing</b>		14	82.35	
<b>Total</b>		17	100.00	

12e. It helped me improve my English grammar.

Mean: 2.33

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	2	11.76	
Agree	2.00	0	0.00	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	1	5.88	
<b>Total Valid</b>		3	17.65	
<b>Missing</b>		14	82.35	
<b>Total</b>		17	100.00	

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

Mean: 2.67

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	1	5.88	
Agree	2.00	1	5.88	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	1	5.88	
<b>Total Valid</b>		3	17.65	
<b>Missing</b>		14	82.35	
<b>Total</b>		17	100.00	

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

Mean: 2.33

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	2	11.76	
Agree	2.00	0	0.00	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	1	5.88	
<b>Total Valid</b>		3	17.65	
<b>Missing</b>		14	82.35	
<b>Total</b>		17	100.00	

17. Did you participate in World Language Tutoring in the Listening and Speaking Center this quarter? \* Mean: 1.82

Response	Value	Frequency	Percent	Graph
Yes	1.00	3	17.65	
No	2.00	14	82.35	
<b>Total Valid</b>		17	100.00	

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

Response	Value	Frequency	Percent	Graph
Yes	1.00	8	47.06	
No	0.00	8	47.06	
<b>Total Valid</b>		16	94.12	
<b>Missing</b>		1	5.88	
<b>Total</b>		17	100.00	

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

Mean: 0.13

Response	Value	Frequency	Percent	Graph
Yes	1.00	2	11.76	
No	0.00	14	82.35	
<b>Total Valid</b>		16	94.12	
<b>Missing</b>		1	5.88	
<b>Total</b>		17	100.00	

25a. It was easy to register for different activities in the LSC (workshop, tutoring, and/or Language Exchange).Mean: 1.65

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	10	58.82	
Agree	2.00	5	29.41	
Disagree	3.00	1	5.88	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	1	5.88	
<b>Total Valid</b>		17	100.00	

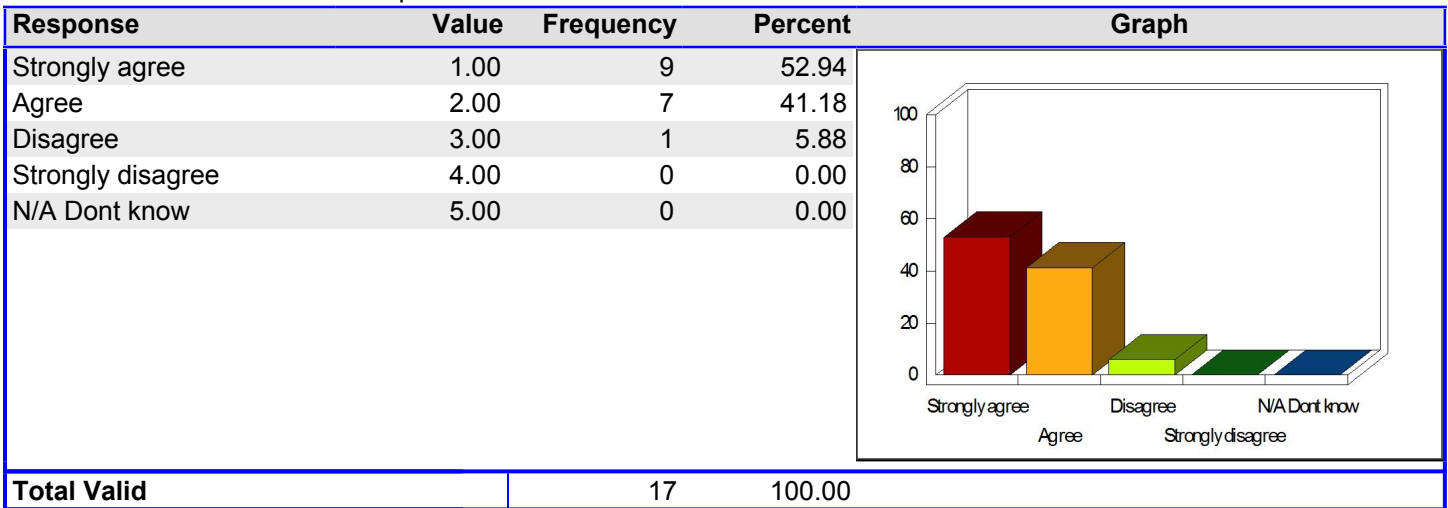
25b. The staff was friendly and helpful

Mean: 1.35

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	11	64.71	
Agree	2.00	6	35.29	
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>		17	100.00	

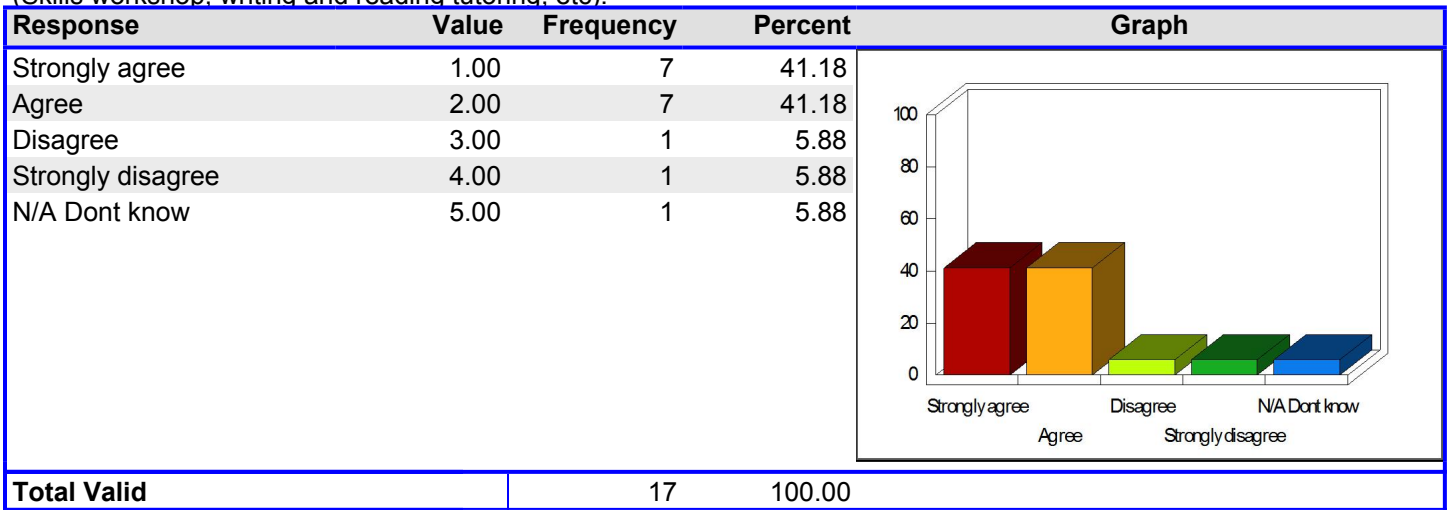
25c. The staff took the time to explain the services offered in the LSC.

Mean: 1.53



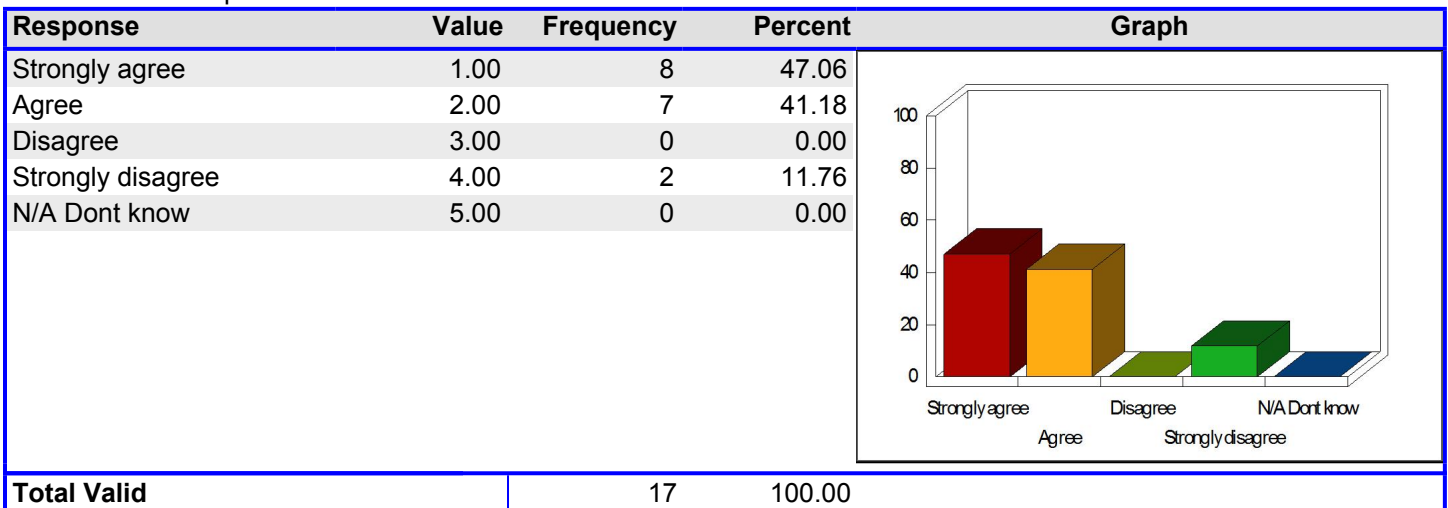
25d. The staff explained the policies and procedures for using other Student Success Center services (Skills workshop, writing and reading tutoring, etc).

Mean: 1.94



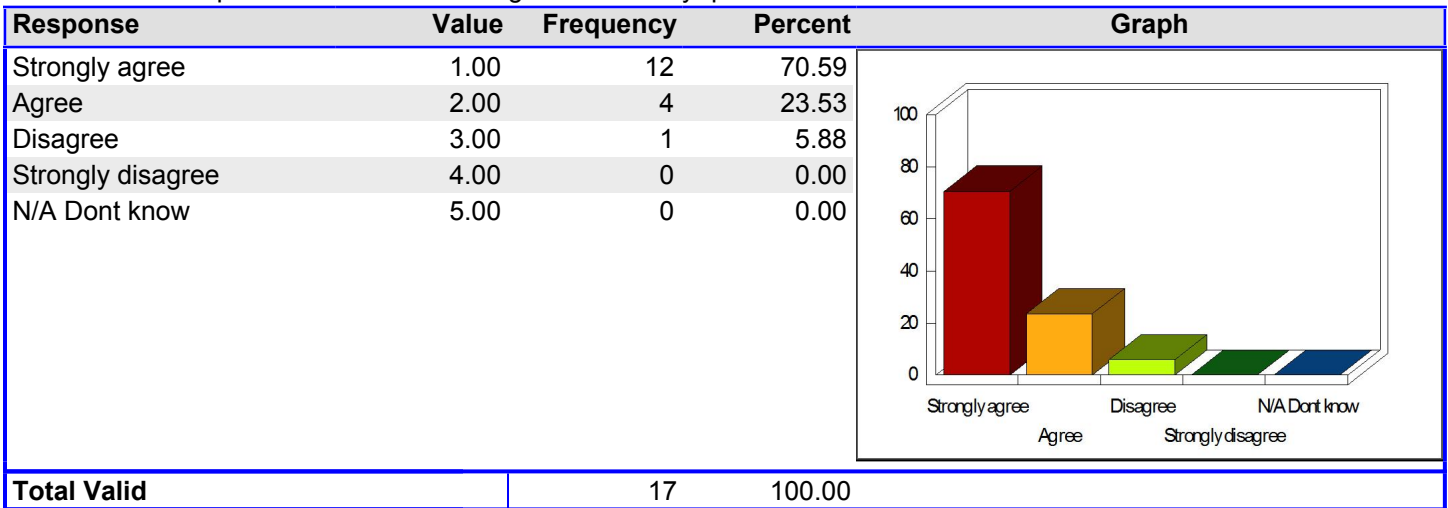
25e. The workshop leader / tutor was on time.

Mean: 1.76



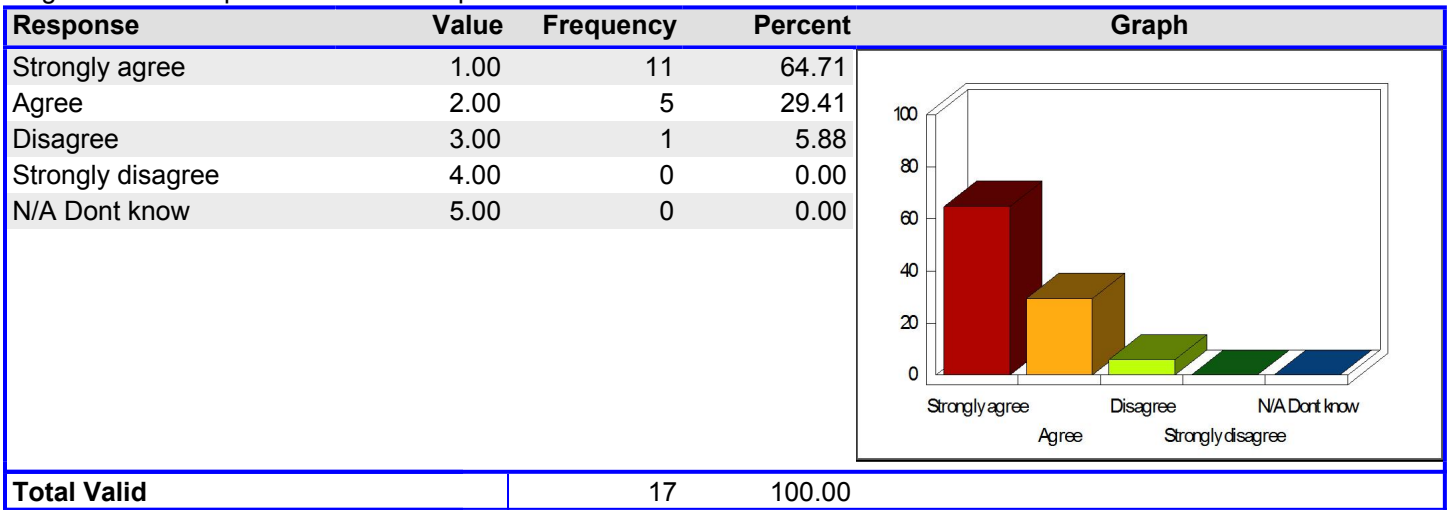
25f. The workshop leader / tutor was willing to listen to my questions and concerns.

Mean: 1.35



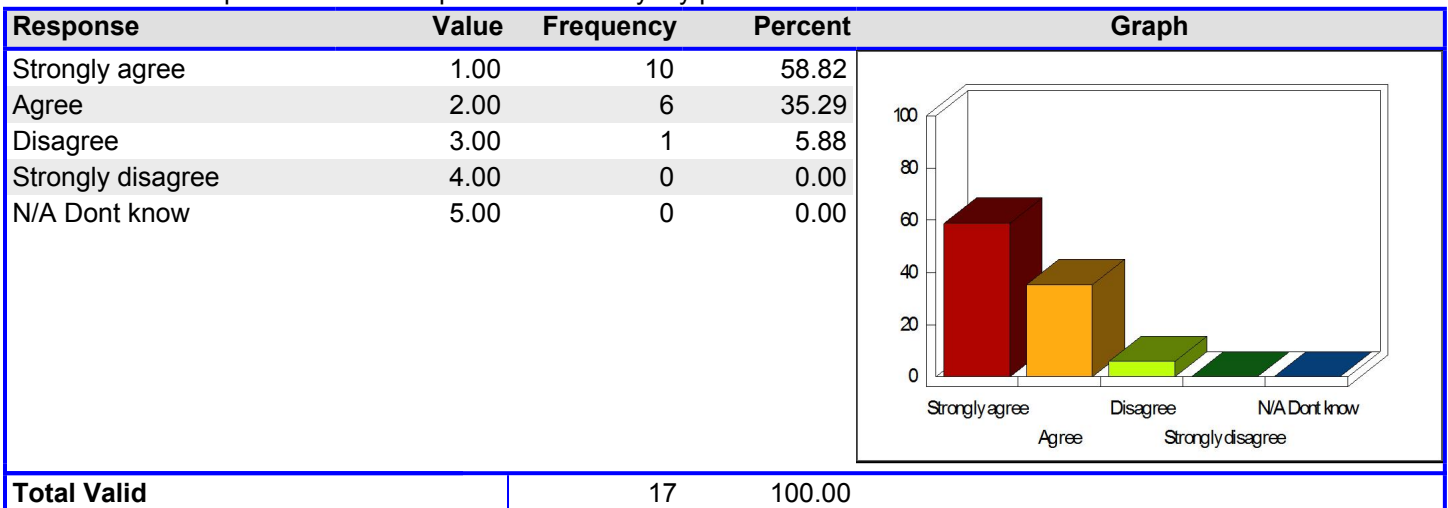
25g. The workshop leader / tutor was patient.

Mean: 1.41



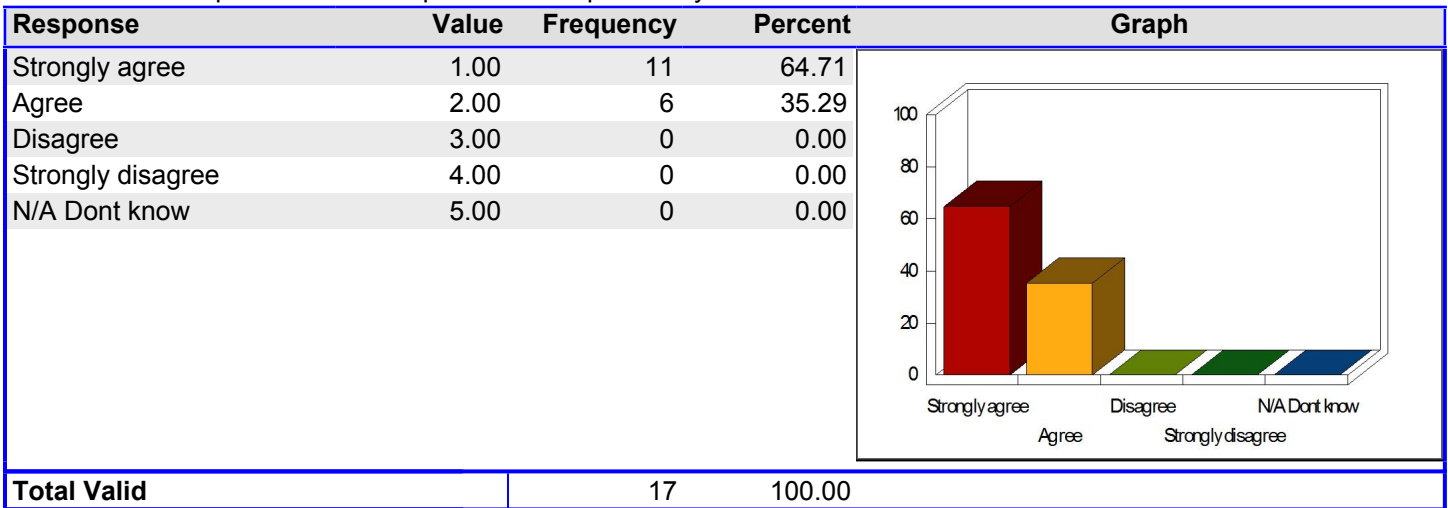
25h. The workshop leader / tutor helped me to identify my problem area.

Mean: 1.47



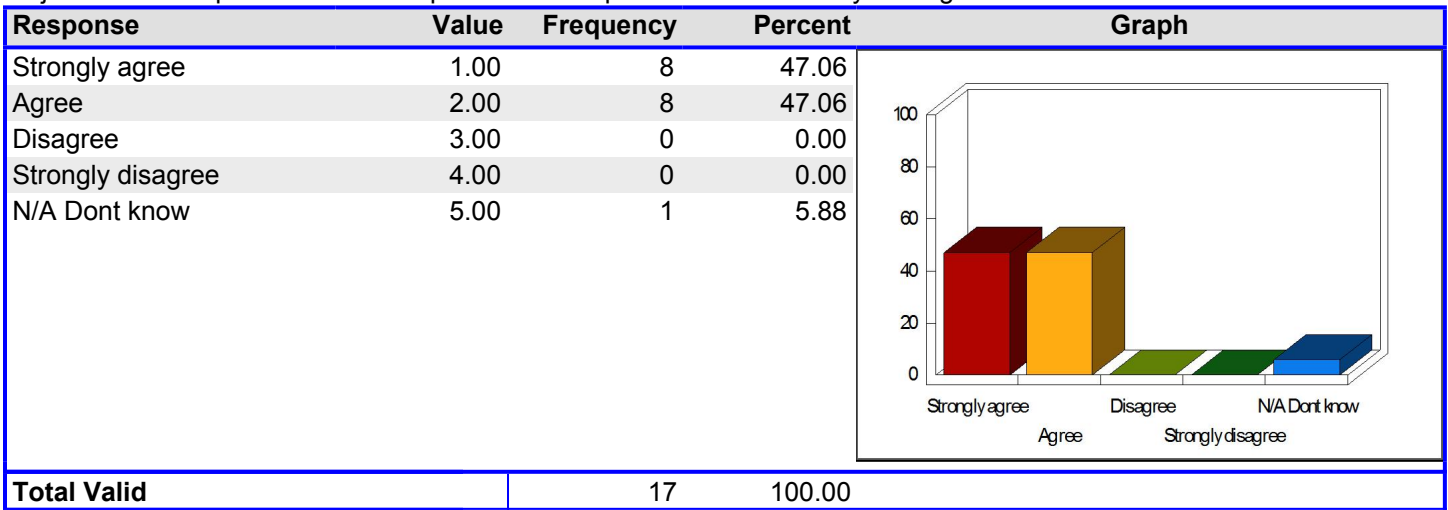
25i. The workshop leader / tutor explained concepts clearly.

Mean: 1.35



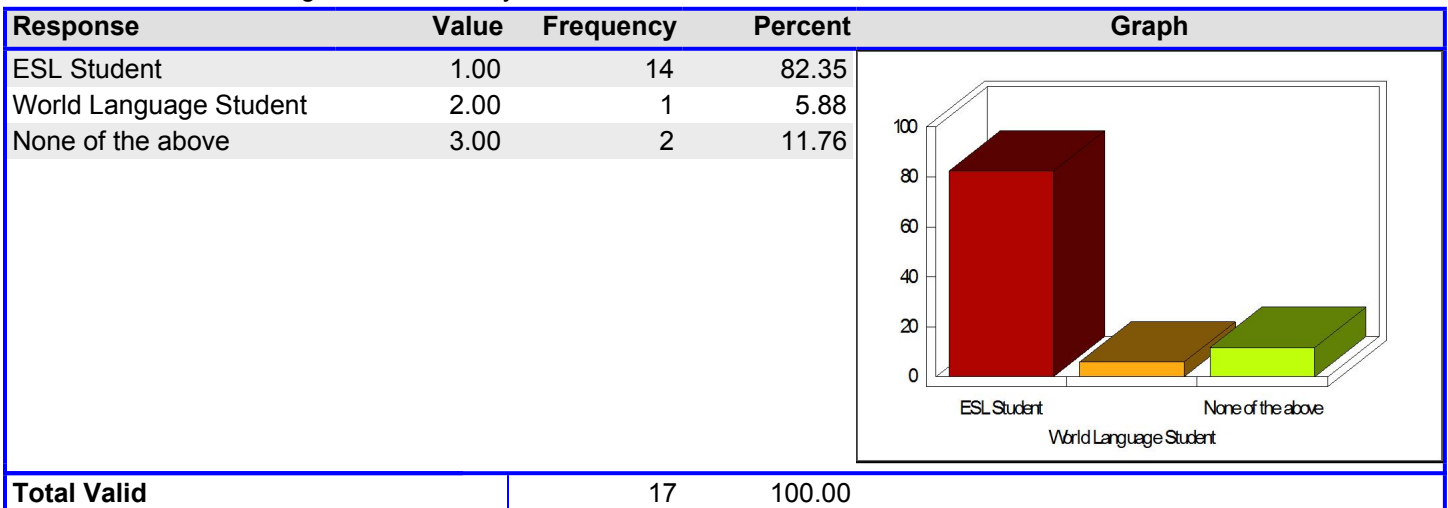
25j. The workshop leader / tutor helped me develop more effective study strategies.

Mean: 1.71



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

Mean: 1.29





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

Mean: 2.07

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	5	29.41	
Agree	2.00	4	23.53	
Disagree	3.00	4	23.53	
Strongly disagree	4.00	1	5.88	
N/A Dont know	5.00	0	0.00	
<b>Total Valid</b>		14	82.35	
<b>Missing</b>		3	17.65	
<b>Total</b>		17	100.00	

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

Mean: 1.50

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	7	41.18	
Agree	2.00	7	41.18	
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>		14	82.35	
<b>Missing</b>		3	17.65	
<b>Total</b>		17	100.00	

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

Mean: 1.36

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	10	58.82	
Agree	2.00	3	17.65	
Disagree	3.00	1	5.88	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	0	0.00	
<b>Total Valid</b>		14	82.35	
<b>Missing</b>		3	17.65	
<b>Total</b>		17	100.00	

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

Mean: 1.64

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	8	47.06	
Agree	2.00	5	29.41	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	1	5.88	
<b>Total Valid</b>		14	82.35	
<b>Missing</b>		3	17.65	
<b>Total</b>		17	100.00	

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

Mean: 2.00

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	3	17.65	
Agree	2.00	10	58.82	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	1	5.88	
<b>Total Valid</b>		14	82.35	
<b>Missing</b>		3	17.65	
<b>Total</b>		17	100.00	

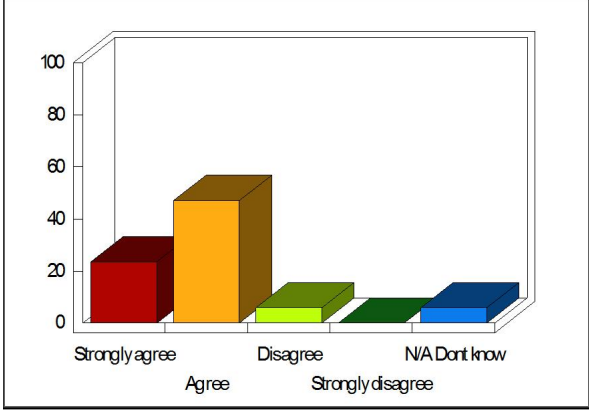
28b. I know more ways to improve my English skills (online resources, LSC programs, other De Anza resources, etc).

Mean: 2.29

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	3	17.65	
Agree	2.00	8	47.06	
Disagree	3.00	1	5.88	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	2	11.76	
<b>Total Valid</b>		14	82.35	
<b>Missing</b>		3	17.65	
<b>Total</b>		17	100.00	

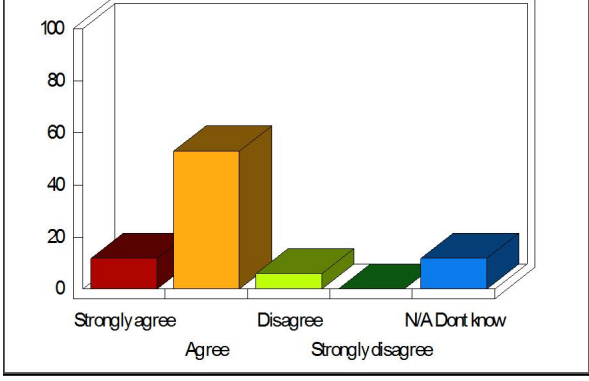
28c. I have more confidence in using English.

Mean: 2.00

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	4	23.53	
Agree	2.00	8	47.06	
Disagree	3.00	1	5.88	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	1	5.88	
<b>Total Valid</b>		14	82.35	
<b>Missing</b>		3	17.65	
<b>Total</b>		17	100.00	

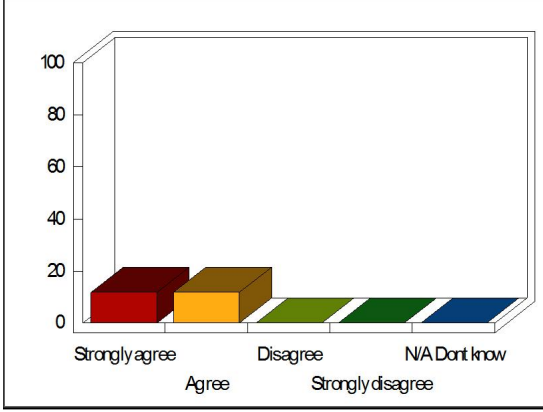
28d. My grades in my classes have improved.

Mean: 2.36

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	2	11.76	
Agree	2.00	9	52.94	
Disagree	3.00	1	5.88	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	2	11.76	
<b>Total Valid</b>		14	82.35	
<b>Missing</b>		3	17.65	
<b>Total</b>		17	100.00	

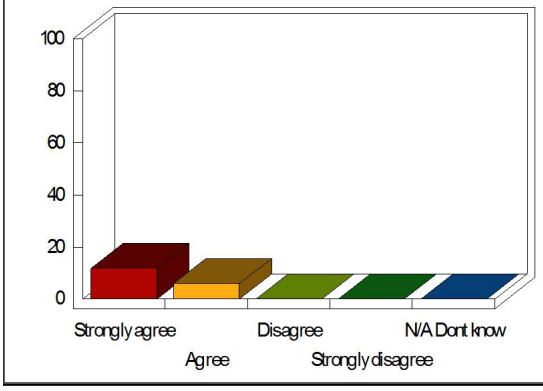
29a. My target language skills (listening, speaking, grammar, writing, and/or reading) have improved.

Mean: 1.50

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	2	11.76	
Agree	2.00	2	11.76	
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>		4	23.53	
<b>Missing</b>		13	76.47	
<b>Total</b>		17	100.00	

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

Mean: 1.33

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	2	11.76	
Agree	2.00	1	5.88	
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>		3	17.65	
<b>Missing</b>		14	82.35	
<b>Total</b>		17	100.00	

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

Mean: 1.67

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	2	11.76	
Agree	2.00	0	0.00	
Disagree	3.00	1	5.88	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	0	0.00	
<b>Total Valid</b>		3	17.65	
<b>Missing</b>		14	82.35	
<b>Total</b>		17	100.00	

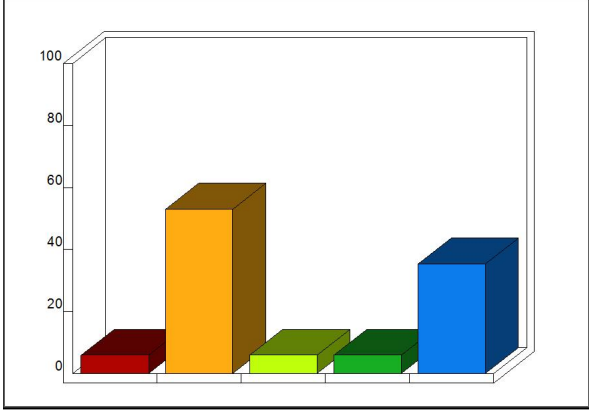
29d. My grades in my classes have improved.

Mean: 1.33

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	2	11.76	
Agree	2.00	1	5.88	
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>		3	17.65	
<b>Missing</b>		14	82.35	
<b>Total</b>		17	100.00	

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

Mean: -

Response	Value	Frequency	Percent	Graph
Math Science and Technology Resource Center S43	1.00	1	5.88	
Writing and Reading Center AT309	2.00	9	52.94	
General Subjects Tutoring AT304	3.00	1	5.88	
Academic Skills Center AT302	4.00	1	5.88	
None	5.00	6	35.29	
<b>Total Valid</b>		17	100.00	

## Listening and Speaking Center Survey Responses

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

Respondent	Response
1	like
4	good
5	I like to keep English in mind. I can learn a lot about English from varieties of workshops. Sometimes, the tutors was absent. I can understand the excuse. But It was a little pity.
7	I love the workshops. I learned a lot through them! It's easier to participate since we are in a small group!
8	I like talking and having discussions with instructor and other international students about everything. What I don't like is the limited time.
9	I like the concept and tutors, Who help me a lot.
10	The workshop is wonderful.
12	It's very good for students. We can learn a lot of things that we can't learn from our classes .
14	I went to reading workshop every Monday .i think the reading topic is really interesting and I. An learn some vocabulary.
15	I like the workshop which is focus on pronunciation part.
16	I liked the workshop because we have more chance to talk.
17	I like pronunciation, idioms, useful English,current news and American Culture.

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

Respondent	Response
2	I Don't have time.
4	required
6	Because the workshop is not related to my assignment.
11	I don't know them.
13	I need to take care of my baby

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

Respondent	Response
1	The workshop should have a theme. The student prepare a shot presentation and show it in workshop.The mentor can help us to correct any errors in the presentation. It is a helpful way to improve speaking ability.
2	No
4	no
5	All current ones are great. Maybe in some workshops it's better to increase some interactive activities.
6	No
8	I think the current workshop is good enough.
9	No! I don't.
12	I think if we get more workshop instructors,it will be better
15	It is already good enough.
17	no.



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

Respondent	Response
4	good
11	Kanako is a good leader.
14	I think this project can help us to have regular study habits.

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

Respondent	Response
4	good
9	This workshop is very helpful to improve the grammar.

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

Respondent	Response
1	The tutors are nice and helpful. I hope there are more native speaker tutors.
4	good
5	I like the tutors passionate and serious. I indeed learn some valuable things. I dislike nothing.
6	I like the tutors who explain why i make mistakes. I dislike the tutors who say its not appropriate to use or just wrong when they check my essay. I want to improve my English skill.
9	I did lots of presentation practice with tutor Mr.Hoy and Kanako. They are very helpful tutors. I improved alot my presentation skills.
10	The tutors are so patient and nice.
13	It is helpful.
15	It is good. The tutor is very nice.
16	I loved about tutoring because I can do anything I want to do then, Talking, asking about my assignment and so on.

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

Respondent	Response
2	I don't have time.
4	good
8	I think my English is good enough and don't need to have a tutor
11	I don't know what a tutor do in the LSC.
12	I don't have enough time
14	I'll participate next quarter
17	I have no presentation this quarter.

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

Respondent	Response
4	good
7	Staffs and tutors are really friendly and helpful
10	It needs to wait a long time.

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

Respondent	Response
4	good
5	I prefer "Power English" than "American English".
8	I like the tasks about listening, vocabulary, reading, and grammar.
9	It is very helpful I practiced everyday afer my classes.
14	I just use it one time and that project I already finish in my ESL 244class. So I didn't continue.
15	Too much questions.
16	I liked it but sometimes headphone did not work well.
17	I like to practice my pronunciation by using ESL software.

**Question: 21. Why did you not use ESL software?**

Respondent	Response
2	I don't know it.
4	go o d
6	Because my instructor introduced us new software instead of the ESP software.
11	What is that for?
12	I don't know what that is.
13	I don't know

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

Respondent	Response
4	good
5	I highly valued the opportunity. But the partners are very limited.

**Question: 24. Why did you not participate in Language Exchange?**

Respondent	Response
2	I don't have time.
4	good
6	I know nothing about that.
8	I just participated in Workshop Conversation with Mr. Ken
9	I didn't take any language exchange subject.
11	I don't know it.
12	What is that?
13	I don't know
14	I don't know what is that project
16	I have not much confidence in my English speaking to communicate during that.
17	I prefer to attend the workshops because there are more students and topics to communicate.

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

Respondent	Response
1	The tutors not only helped me to improve my English, but also give me some useful suggestion in resume and interview preparation.

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

Respondent	Response
4	good
6	I don't know how to use lsc programs.
7	It's really helpful
10	It improves my grammar.
11	Presentation skills are useful for me.
13	Recording room

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

Respondent	Response
1	I like the center
2	I hope the confirmation letter for sign up could more formal. Because the first time I got the email from google forms, I didn't know that I've signed it up successfully. In addition, it will be better if the confirmation letter could contain the time and information of the workshop.
4	good
5	I like this center so much. In some sense, this center is the reason I registered a class in De Anza.
6	I like lsc center because the tutors who work lsc always say something with smile and are very patient for me as ESL student who are not confidence speaking English.
7	I love it. It's really helpful for international students like myself
8	It is a good and helpful center.
9	I like tutors friendly behavior and helping nature. This center is really helpful for ESL second language students.
11	Kanako is a good, nice, smart and beautiful leader.
13	I like it
15	It is great
16	The center was like my classroom.
17	It is helpful and convenient for me to improve my listening and speaking skills.



## 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.

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### 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?

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

**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
9a. It helped me improve my study habits.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9b. It helped me improve my grade in ESL 251.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9c. It helped me improve my grades in other classes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9d. 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"/>
9e. 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"/>
9f. 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
12a. It helped me improve my study habits.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12b. It helped me improve my grade in ESL 253.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12c. It helped me improve my grades in other classes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12d. 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"/>
12e. It helped me improve my English grammar.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12f. It helped me improve my writing skills in English.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12g. 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? \*

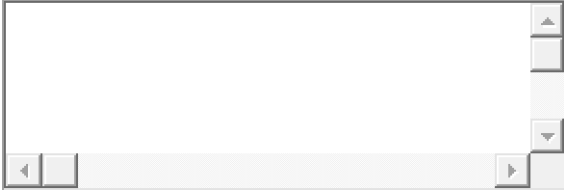
- Yes
- No

**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

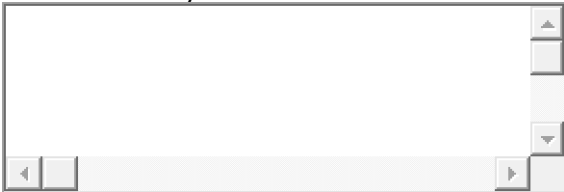
17. Did you participate in World Language Tutoring in the Listening and Speaking Center this quarter? \*

- 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

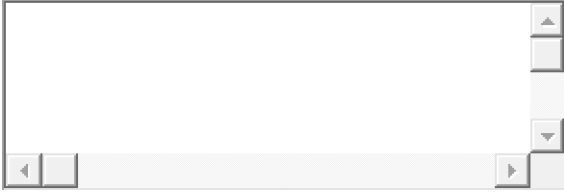
19. Did you use ESL software in the Listening and Speaking Center this quarter? \*

- 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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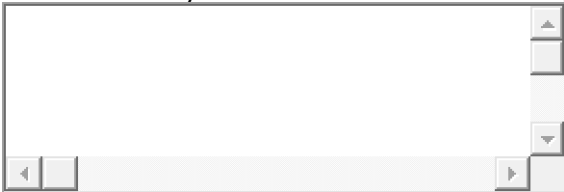
### Questions about Language Exchange

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

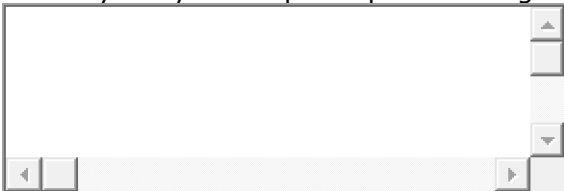
- Yes
- No

**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
25a. 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"/>
25b. The staff was friendly and helpful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25c. 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"/>
25d. 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"/>
25e. The workshop leader / tutor was on time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25f. 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"/>
25g. The workshop leader / tutor was patient.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25h. 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"/>
25i. The workshop leader / tutor explained concepts clearly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25j. 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
27a. 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"/>

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

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

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

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

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

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

28c. I have more confidence in using English.

28d. My grades in my classes have improved.

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

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

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

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

29d. My grades in my classes have improved.

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

help or not help you?

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

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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