

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

**From:** Mallory Newell, De Anza Research  
Nergal Issaie, Student Assistant

**Date:** 09/20/2013

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

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A survey of Listening and Speaking Center (LSC) survey was conducted at the end of the Spring quarter in 2013. This resulted in 99 valid respondents.

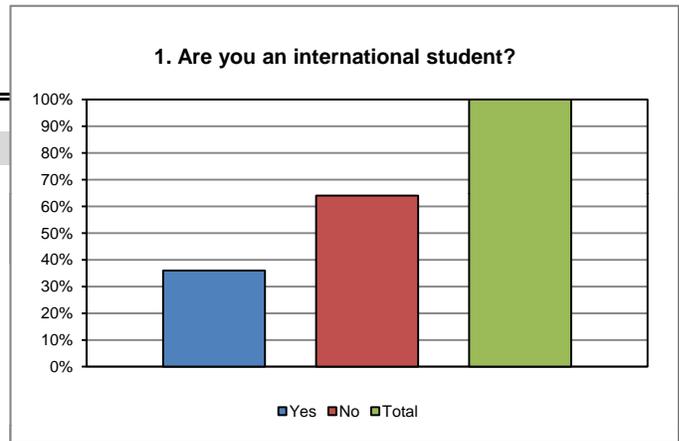
Important Highlights Include:

- 100% of respondents who participated in ESL 251 Support Workshops "agree" or "strongly agree" that the workshops helped them improve their pronunciation, presentation, and/or listening skills (9e).
- 100% of respondents who participated in ESL 253 Support Workshops "agree" or "strongly agree" that the workshops helped them improve their grade in ESL 253 and English grammar (12b and 12e).
- 96% of respondents "agree" or "strongly agree" that their English skills have improved after using the LSC programs and resources (26a).
- 88% of respondents "agree" or "strongly agree" that they know more ways to improve their English skills after using the LSC programs and resources (26b).
- 87% of respondents "agree" or "strongly agree" that they have more confidence in using English after using the LSC programs and resources (26c).
- 84% of respondents who participated in ESL 251 Support Workshops "agree" or "strongly agree" that the workshops helped them improve their grade in ESL 251 (9b).
- 76% of respondents "agree" or "strongly agree" that their grades have improved after using the LSC programs and resources (26d).

# Listening and Speaking Center (LSC) survey, Spring 2013

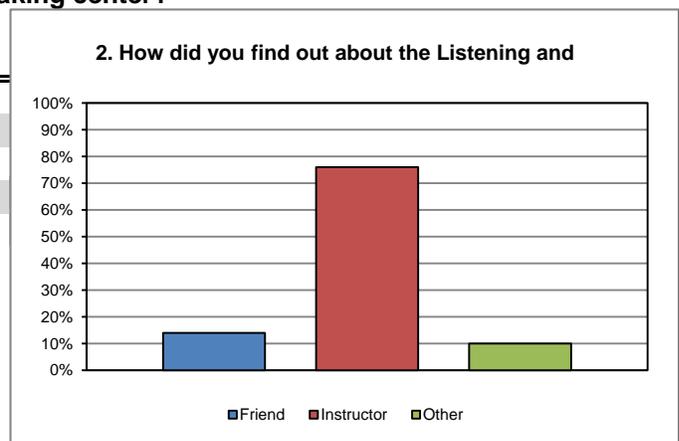
## 1. Are you an international student?

Response	N	%
Yes	36	36%
No	63	64%
<b>Total</b>	<b>99</b>	<b>100%</b>



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

Response	N	%
Friend	14	14%
Instructor	75	76%
Other	10	10%
<b>Total</b>	<b>99</b>	<b>100%</b>



### Other

#### Response

A representative visited my class

Flier on a hallway wall.

Flyer

Last year I was taking class in DeAnza but I didn't enjoy the listening center

WRC107 in library

class

flyer

internet

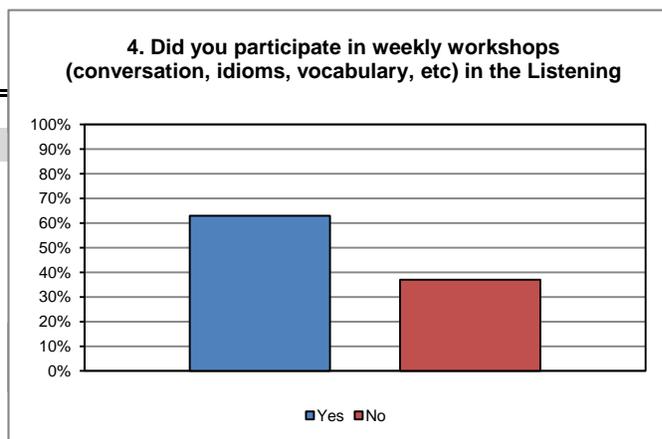
# Listening and Speaking Center (LSC) survey, Spring 2013

### 3. Which instructors? Check all that apply.

Response	N	%
EWRT/READ/LART instructor	4	3%
Foreign language class instructor	7	6%
Speech instructor	2	2%
Betlach Marcy	3	3%
Carobus Patricia	8	7%
Chacko Achamma	1	1%
Chai Christine	3	3%
Culver Matthew	2	2%
Dodd Elizabeth	3	3%
Dubarry Michele	4	3%
Flores Kathy	4	3%
Hamilton Webster	2	2%
Heistein Gloria	4	3%
Ifft MaryAnne	7	6%
Lam Clara	3	3%
Lee Andrea	3	3%
Lee Charles	3	3%
Marin Maria	2	2%
Newman Cheri	3	3%
Norman Craig	17	15%
Ormeno Valerie	2	2%
Poggi Claudine	2	2%
Ruumet Marika	1	1%
Sklyar Angelina	5	4%
Thistlethwaite Ann	1	1%
Thot-Johnson Iris	1	1%
Tracey Iva	3	3%
Wong Letty	5	4%
Yee Linda	11	9%
<b>Total</b>	<b>116</b>	<b>100%</b>

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

Response	N	%
Yes	62	63%
No	37	37%
<b>Total</b>	<b>99</b>	<b>100%</b>



# Listening and Speaking Center (LSC) survey, Spring 2013

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

### Response

Dislike: too much people for conversation group

Engaging. Felt welcome. Wish more people came.

I didn't use to many workshops. I just work with Kanako who is instructor in LSC. I appreciate kanako! ,Yet somtimes it was to many students, I think if it's possible add more computer in LSC building.

I don't really like them that much because I felt they helped me improve my English conversation skill less than my expectation.

I especially like listening workshops.

I like about weekly workshops, because everyone here is so nice!

I like our workshops, but in conversation workshops, shall our tutors correct our grammar mistakes after our talking? If so, that'll be great.

I like that I had the opportunity to practice english and learn more useful vocabulary for my day life.

I like the workshops because it helps me improving 4 skills. I can meet foreign people and talk to them, and study new vocabulary in workshops. I find that workshops is a very useful short sessions which create opportunities for students to become confidence in communicating with others people.

I like very very much weekly workshops because it helped me a lot.

I like weekly workshop because : Make me confident. Give me a peace of mind to continue learning.

I like working in a small group, and in workshops, I can strengthen my English skills.

I liked it.

I liked weekly workshop, it was a good chance to meet other students. Some times attended too many people.

I preferred skill workshops such as listening workshops and pronunciation workshops to conversation ones.

I should write a report, but sometimes it is difficult to write a report, because it is just conversation, and I can't get any new idea, or knowledge from workshop.

It really helps me and improve my listening, speaking skills. I really love it.

Most of the topic are talking about Cultural shock or American manners. can you guys think some other idea?

None for now

The CCP program provides me an opportunity to speak and understand American's culture.

The teacher is excellent

The tutors are all very nice and patient. But we do not have much time to talk with each other.

They are regular. Just need to register once.

Undisciplined instructor and disciplined instructor

Well, over all I like it

good, we can practice our oral English, also we can make some good friends. It's a good place for us!

no,everything is good.

one thing I dislike is the activities held on the fixed day, like pronunciation workshop opens every Thr afternoon...etc so I cannot take that workshop because of my class schedule.

## Listening and Speaking Center (LSC) survey, Spring 2013

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

#### Response

Because I was busy with my classes and his quarter I only took major classes.

Did not know about it

I am a native English speaker. I signed up to find a language exchange partner.

I am already in a higher level of ESL class.

I am not an ESL student.

I am not currently enrolled in any English classes and I don't know there are weekly workshops

I didn't have time and was only there for my language exchange partner.

I didn't need to participate in workshops. But, I've participated in that in the past.

I don't have time.

I don't want to settle down my time when i was free.

I had a conflict with my work schedule.

I had taken in last quarter.

I have a lot of new assignments, I have no time for workshops.

I need work

I participate only in LEX program.

I ve never try it , did not know it is interesting .

I was overdrovned by the assignments, the first time that I dare to take so many units!

I'm not an ESL student.

Not relevant to me as an English speaker learning Mandarin

The time does not match.

i did not know about it

i didn't have time

native english speaker, also unaware if them.

too many students there and the number of students is limited.

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

#### Response

Conversation class for people learning Mandarin

How to create and effective outline? And maybe open workshop from different languages not just English that way we can have in the listening center more native speakers enjoying for example spanish languages workshops and students from ESL we can meet them and practice our new knowledge from the english workshops.

I don't have a good idea so far.

I have no idea , but I want to know how should I speaking English more like native speakers ?

I hope we have more pronunciation workshops. Actually we already have it, but only 1 workshop during the week.

I just been to this lab in this quater, so at the moment I think they are good

If a little placement test, just a little, could be designed to classify the level of students' ability of L&S, the workshops will be more efficient.

If the tutor can post the topic on the web in advance, we would prepare it and talk more.

No, as I have not attended one.

Some leaders have suggest one or two topics for us, and we discuss for them. This is good to workshop.

Some new workshop should pay more attention to students who has problems in English vocabulary. Please don't let they go without lake of learning. Make sure they learned something before leaving the room. Thank you

We can talk about more interesting topic every week, I hope that.

a workshop for speaking or listening skills

many workshops and smaller group with a native speaker of English

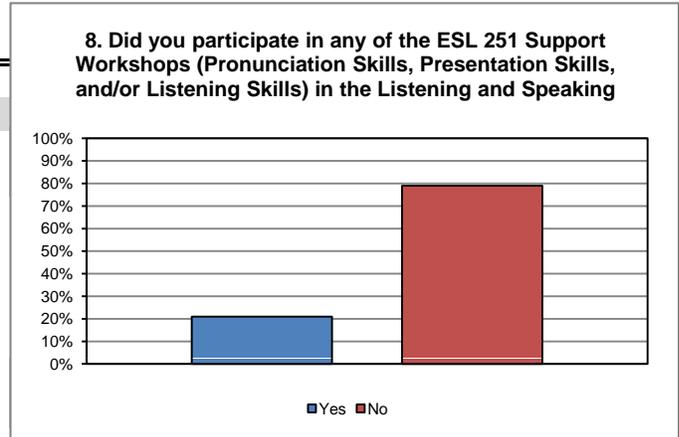
play games such as Mafia or UNO. give us more fun.

work in, first come, first get. without the number of students limited

# Listening and Speaking Center (LSC) survey, Spring 2013

**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?**

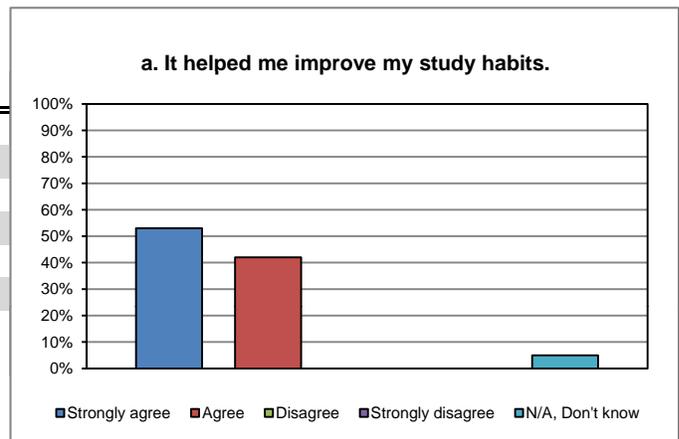
Response	N	%
Yes	21	21%
No	78	79%
<b>Total</b>	<b>99</b>	<b>100%</b>



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

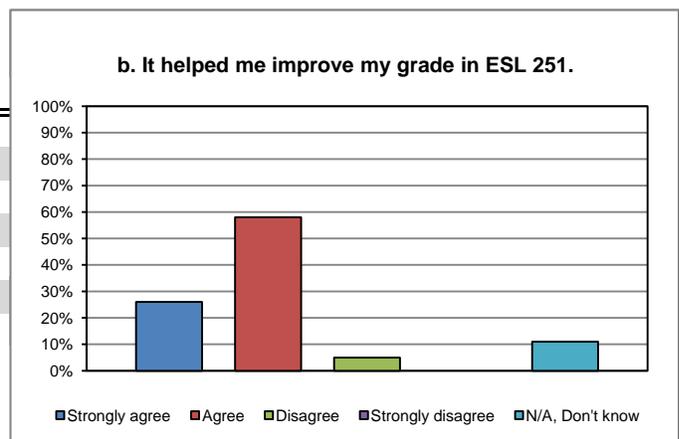
**a. It helped me improve my study habits.**

Response	N	%
Strongly agree	10	53%
Agree	8	42%
Disagree	0	0%
Strongly disagree	0	0%
N/A, Don't know	1	5%
<b>Total</b>	<b>19</b>	<b>100%</b>



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

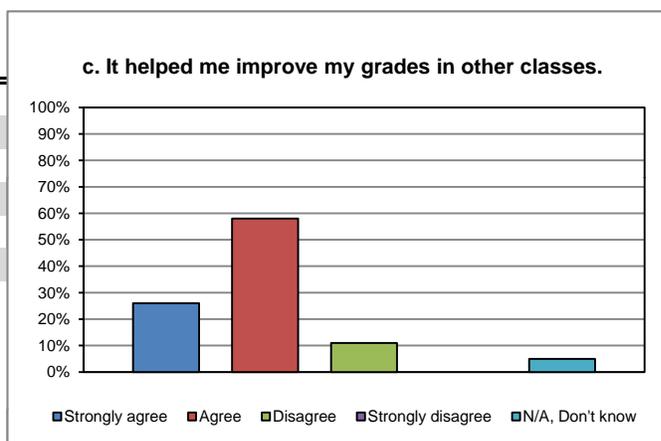
Response	N	%
Strongly agree	5	26%
Agree	11	58%
Disagree	1	5%
Strongly disagree	0	0%
N/A, Don't know	2	11%
<b>Total</b>	<b>19</b>	<b>100%</b>



# Listening and Speaking Center (LSC) survey, Spring 2013

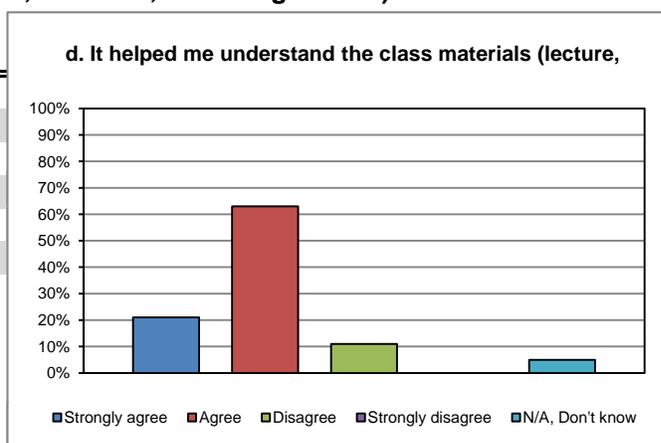
## c. It helped me improve my grades in other classes.

Response	N	%
Strongly agree	5	26%
Agree	11	58%
Disagree	2	11%
Strongly disagree	0	0%
N/A, Don't know	1	5%
<b>Total</b>	<b>19</b>	<b>100%</b>



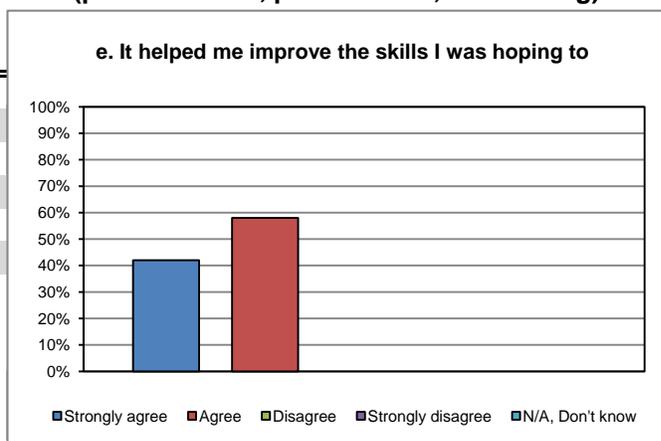
## d. It helped me understand the class materials (lecture, textbook, and assignments) in ESL 251.

Response	N	%
Strongly agree	4	21%
Agree	12	63%
Disagree	2	11%
Strongly disagree	0	0%
N/A, Don't know	1	5%
<b>Total</b>	<b>19</b>	<b>100%</b>



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

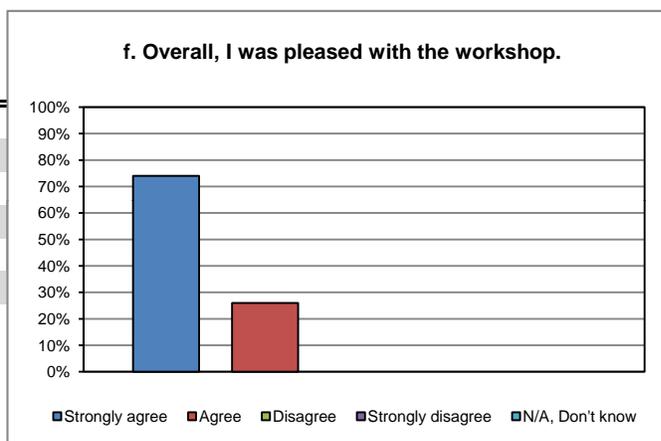
Response	N	%
Strongly agree	8	42%
Agree	11	58%
Disagree	0	0%
Strongly disagree	0	0%
N/A, Don't know	0	0%
<b>Total</b>	<b>19</b>	<b>100%</b>



# Listening and Speaking Center (LSC) survey, Spring 2013

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

Response	N	%
Strongly agree	14	74%
Agree	5	26%
Disagree	0	0%
Strongly disagree	0	0%
N/A, Don't know	0	0%
<b>Total</b>	<b>19</b>	<b>100%</b>



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

### Response

Continuing to take classes helped me improve.

Good job! I like it!

I always have fun, and also I can spend a meaningful time in these work shops. I appreciate instructors!!

I like workshops. Thank you for your hard work!

I love it

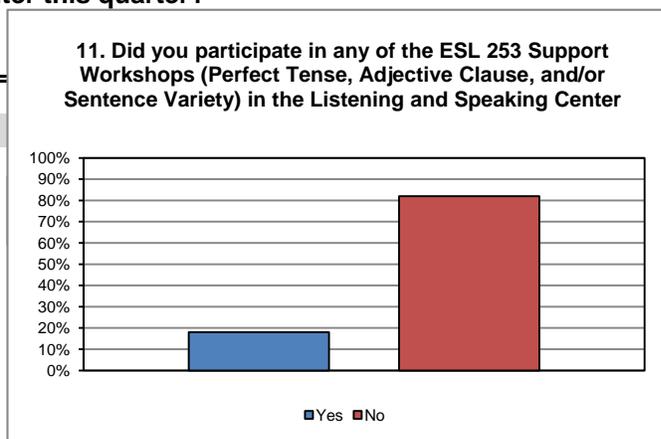
It's great ESL 251 support workshops, and I hope you will continue this program forever because numbers of ESL students get benefits from it.

Ms Kanako had been very friendly and her sessions helped me improve my listening skill. One thing I want to convey if workshops are conducted in separate room or chamber, student can concentrate more. At present sometimes there is continuous sounds from other classrooms.

The ESL 251 Support Workshop that I attend was helpful and fun.

## 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?

Response	N	%
Yes	18	18%
No	81	82%
<b>Total</b>	<b>99</b>	<b>100%</b>

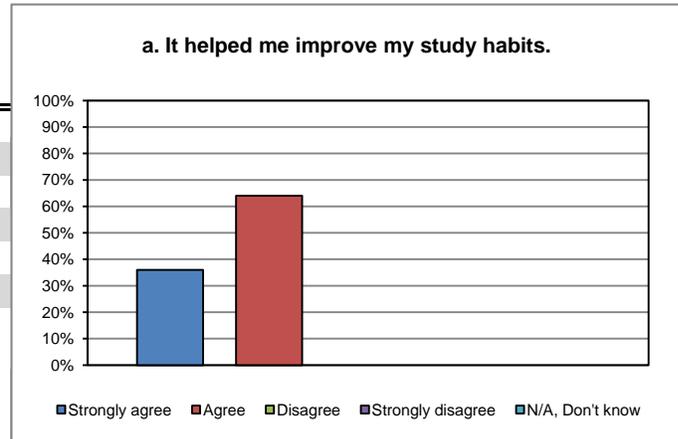


# Listening and Speaking Center (LSC) survey, Spring 2013

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

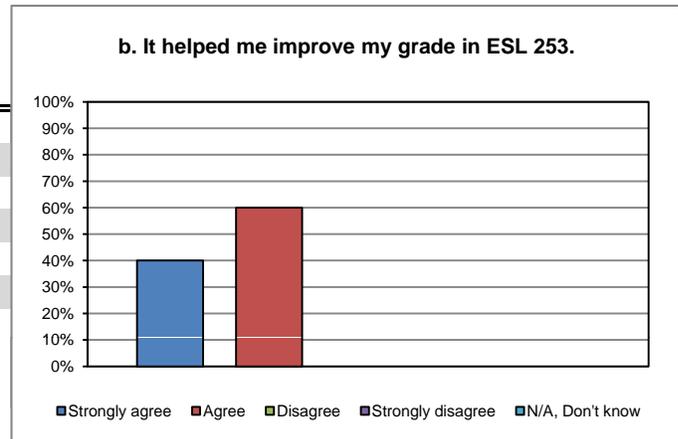
### a. It helped me improve my study habits.

Response	N	%
Strongly agree	5	36%
Agree	9	64%
Disagree	0	0%
Strongly disagree	0	0%
N/A, Don't know	0	0%
<b>Total</b>	<b>14</b>	<b>100%</b>



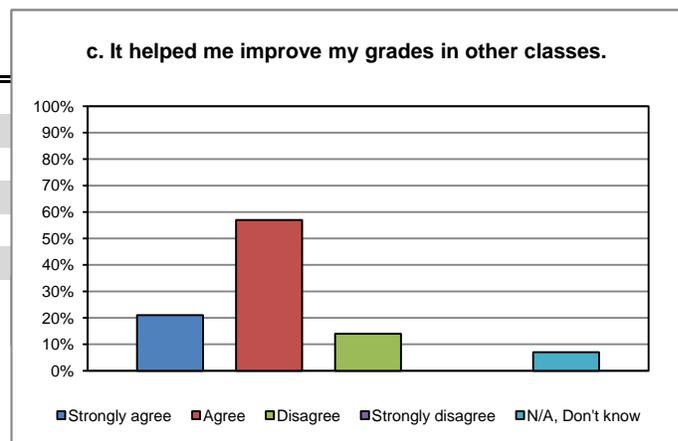
### b. It helped me improve my grade in ESL 253.

Response	N	%
Strongly agree	6	40%
Agree	9	60%
Disagree	0	0%
Strongly disagree	0	0%
N/A, Don't know	0	0%
<b>Total</b>	<b>15</b>	<b>100%</b>



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

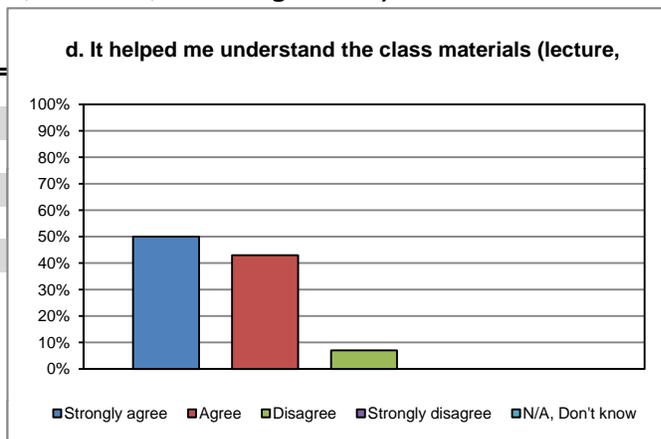
Response	N	%
Strongly agree	3	21%
Agree	8	57%
Disagree	2	14%
Strongly disagree	0	0%
N/A, Don't know	1	7%
<b>Total</b>	<b>14</b>	<b>100%</b>



# Listening and Speaking Center (LSC) survey, Spring 2013

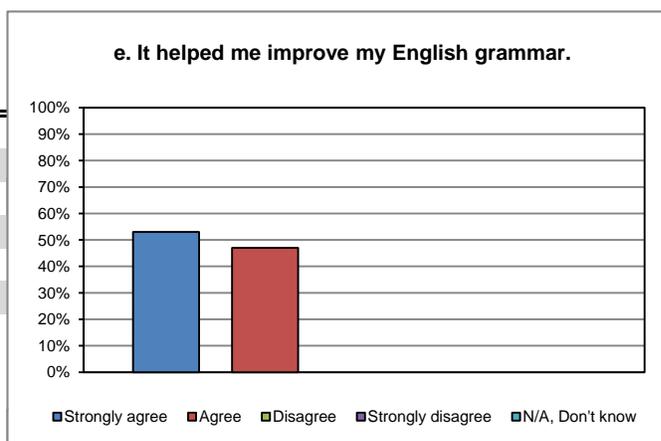
## d. It helped me understand the class materials (lecture, textbook, and assignments) in ESL 253.

Response	N	%
Strongly agree	7	50%
Agree	6	43%
Disagree	1	7%
Strongly disagree	0	0%
N/A, Don't know	0	0%
<b>Total</b>	<b>14</b>	<b>100%</b>



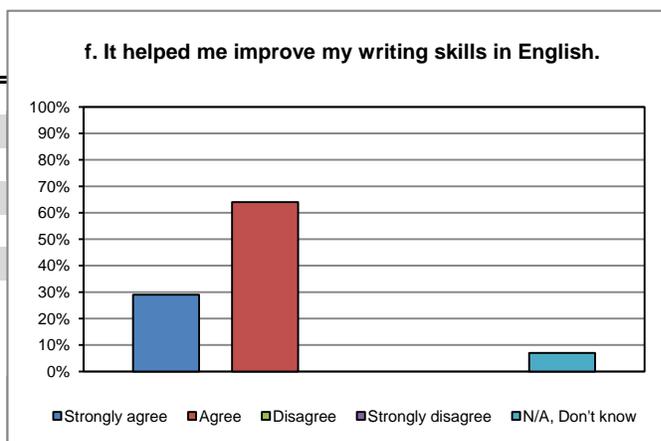
## e. It helped me improve my English grammar.

Response	N	%
Strongly agree	8	53%
Agree	7	47%
Disagree	0	0%
Strongly disagree	0	0%
N/A, Don't know	0	0%
<b>Total</b>	<b>15</b>	<b>100%</b>



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

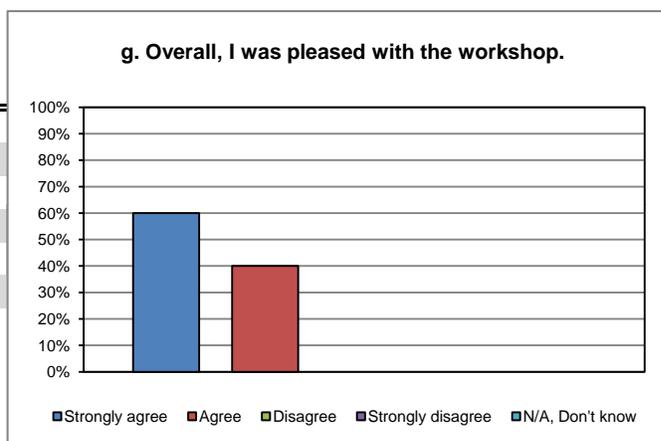
Response	N	%
Strongly agree	4	29%
Agree	9	64%
Disagree	0	0%
Strongly disagree	0	0%
N/A, Don't know	1	7%
<b>Total</b>	<b>14</b>	<b>100%</b>



## Listening and Speaking Center (LSC) survey, Spring 2013

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

Response	N	%
Strongly agree	9	60%
Agree	6	40%
Disagree	0	0%
Strongly disagree	0	0%
N/A, Don't know	0	0%
<b>Total</b>	<b>15</b>	<b>100%</b>



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

#### Response

I could always understand clearly.

I love ESL 253 support workshops because tutors explain many difficult parts that make me confusion and their explanations are clear. Additionally, Kanaco and Victoria are so great teachers and very patient.

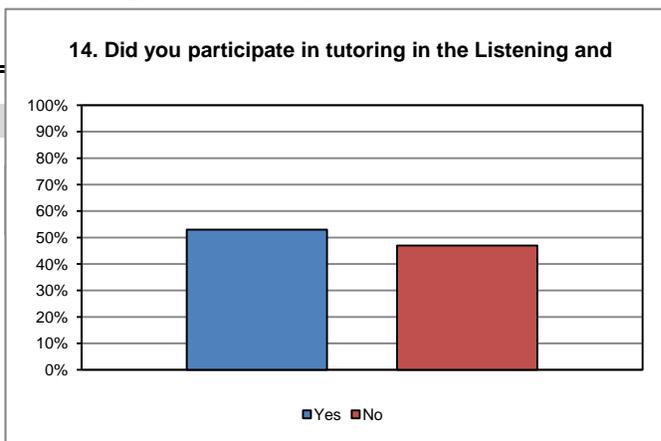
I loved the special workshop for ESL 253. I struggled to study adjective clause. But I attended special workshop and I understood adjective clause.

I thankful for all workshops especially Kanako.

The teachers' workshops are very helpful and nice.

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

Response	N	%
Yes	25	53%
No	22	47%
<b>Total</b>	<b>47</b>	<b>100%</b>



## Listening and Speaking Center (LSC) survey, Spring 2013

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

#### Response

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Good, that can help you how to speak English well.

I appreciate instructors who helps me a lot practice my speech. They corrected my documents for the speech and listened me making the speech.

I hope the tutor is punctual.

I like that they help me with my writing even when the LSC is focuss in other skill of the english language, I got help for writing

I liked it and participated many times because It was great time to ask my specific questions about everyday life.

I think that 30 minutes are too short, and I feel that the tutor was too rush. I want to take a time more.

I took one time, but it was just so so. My questions are about filling up blanks and grammar, and the tutor explained my questions based on his native speaker's ear. Therefor, in this part, I didn't make sense and don't know how to have a native speaker's ear.

It is OK. Sometimes it is a little bit embarrassing when the chemistry with the tutor is not good.

It is good chance to talk with native speakes, but sometimes I feel it is difficult for me to find topics of conversation. If you have some materials, we can choose one of them.

Most of them really helped me, and some of them not really wasn't able to help.

Some young tutors speak too fast, I don't like

Sometimes our tutors don't talk loudly, so I can hear.

They helped me a lot. explained vocabulary and corrected my prononciation. I enjoyed every time.

Tutoring helps me improve my pronunciation, I like it.

Tutors in the Listening and Speaking Center are really helpful, especially for presentations.

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

#### Response

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Because I have another classes.

Because I have health problem.

Because at the moment I dont have anything to aks yet

Did not know about it.

Didn't think I needed it

I am a little shy to find a tutor.

I am embarrassed a little bit because I have no confidence to my English yet.

I am looking for speaking opportunities for me as a native English speaker learning Mandarin

I am not enrolled in any English classes and I don't need English tutoring this quarter

I am not qualified to be a tutor.

I didn't know anything about that.

I didn't need to participate in that.

I do not have much time. However, I will try it next term.

I don't have any question about listening and speaking.

I don't have enough time

I don't know there has tutoring, and i have tutor in the writing and reading center.

I had no time

I only participate in LEX program.

Japanese was not offered, or else I would have participated.

Just hesitated

didn't need it.

don't know what to do well or what to ask

esl software

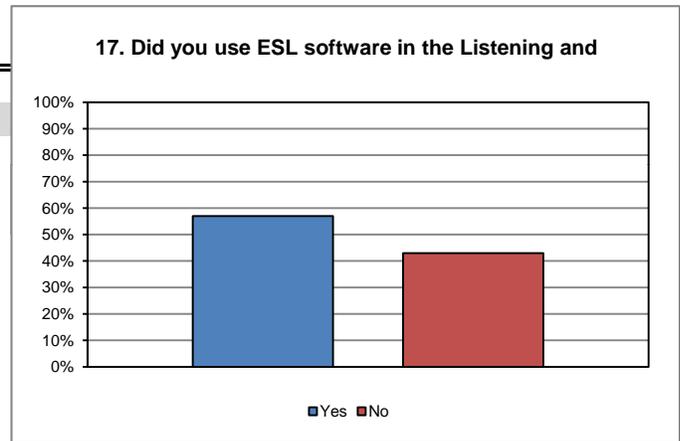
i did language exchange

it was not required.

# Listening and Speaking Center (LSC) survey, Spring 2013

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

Response	N	%
Yes	56	57%
No	43	43%
<b>Total</b>	<b>99</b>	<b>100%</b>



## 18. Why did you not use ESL software?

### Response

- Because I dropped out.
- Because I have another classes.
- Computer is not enough!
- Did not know about it
- Didn't need it.
- I didn't need to participate in that.
- I don't know what does ESL software mean?
- I just used it once but I really y preferred to interact with people by talking and listening.
- I only participate in LEX program.
- I want to use it, but afterclass I have another job need to do.
- It was not required
- Too busy doing other homework.
- did not know that
- unaware of any

## Listening and Speaking Center (LSC) survey, Spring 2013

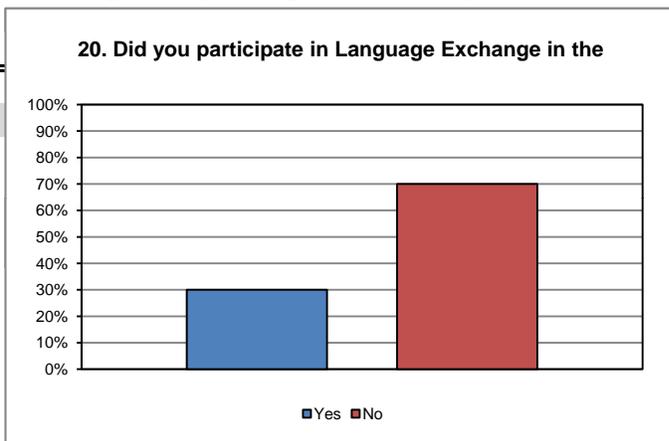
### 19. What did you like or dislike about ESL software?

Response

- I can do more exercises by the software.
- I did not like that much because it was less interesting for me though it was helpful.
- I like it so much since the story is interesting, and grammar, pronunciation, etc are explained deeply.
- I like it so much, that is wonderful.
- I like the whole ESL software. it is great!
- I liked listening parts in ESL software.
- I really like listening part. It' s good we can listen to an authentic materials.
- I think is good.
- It can help me a lot to learn Grammar. It's really helpful to use it before quiz.
- It is helpful. I can improve my listening and grammar.
- It was easy to use.
- It's very good software that help improving grammar and interactivity.
- Sometimes did not work well
- Teacher really didn't give us enough time to do it. The LSC's computers has the problem with listening. It will turn to black when you push the button. no good.
- That wad good skills of the software. I learned new worlds and help me to better understanding grammar.
- Those are very useful for learning.
- Yes, I like. If there had big place it would better.
- Yes, it's perfect.
- it's fast and convenient.
- very useful

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

Response	N	%
Yes	30	30%
No	69	70%
<b>Total</b>	<b>99</b>	<b>100%</b>



# Listening and Speaking Center (LSC) survey, Spring 2013

## 21. Why did you not participate in Language Exchange?

### Response

Absence

I couldn't afford to have Language Exchange because I took many workshops this quarter.

I didn't know about it

I don't have time.

I don't know what is the language exchange

I even don't know the exist of language exchange. I think u need to make a list that about what kind of service this center has.

I think my English is not good enough, although my native lauguage is very good.

I took it last quarter, and thought it was tough to continue the conversation back and forth for 1 hour, especially when our ages are different and we had different level of the languages.

I was too busy to participate.

If I tutor somebody in my language, I think I have to speak and understand English. I can't explain about language in English.

It doesn't have anyone to exchange Vietnamese language.

Not enough time, I can't finish all my homework.

did not know that , can u email more info about that ?

it was not required or necessary

no enough time

## 22. What did you like or dislike about Language Exchange?

### Response

Great to meet someone new and practice the languages I am learning.

I like Language Exchange because I can meet and practice the language I am learning. However, the thing I dislike is that some partner just want to practice English only which is good for both of us, so I do not have any chance to practice the language I am learning because. I just do not know the way how to switch to another language to practice. Even there is a rule about this kind of problem, but some partners seem to ignore.

I like that I had the opportunity to interact with 1 native speaker, but the time was short, just two meeting, and even though we tried to meet after the exchange program but she didn't show up the following two weeks.

I like the idea of the program as the program lets me practice the language that I am learning and gives me insight of the culture of the country I hope there will be more time slots available for the Language Exchange program

I liked the partners I had. I disliked how crowded it often was.

I practiced Spanish with a native Spanish speaker and he practiced English with me a native English speaker.

This has been very helpful for both of us, especially me because I am such a beginner.

I think my English is alright, but my language exchange partners need to work more on Spanish.

Instructor was helpul , but student were not on same level.

It gave me an opportunity to be a tutor, and to be tutored.

It was good opportunity to practice English speaking

It was great activities. I found one Korean partner and one American partner. They were very helpful for me!! I'm going to continue Language Exchange following quarter.

am not sure why this program needs to be set up again every quarter - I found a partner last quarter and continued to meet with her this quarter. I think this program should be something continuous and ongoing that students can register once and do whenever, and if you don't want to continue with that partner you can find another partner whenever without having to wait for the specific week in the quarter when the partners are assigned.

Like: Made a new friend. Suggestion: Perhaps have it more structured

Liked meeting lots of people, some of which are now friends. Disliked the total formality of only two weeks. I think at least 5 meetings would be more beneficial than just 2.

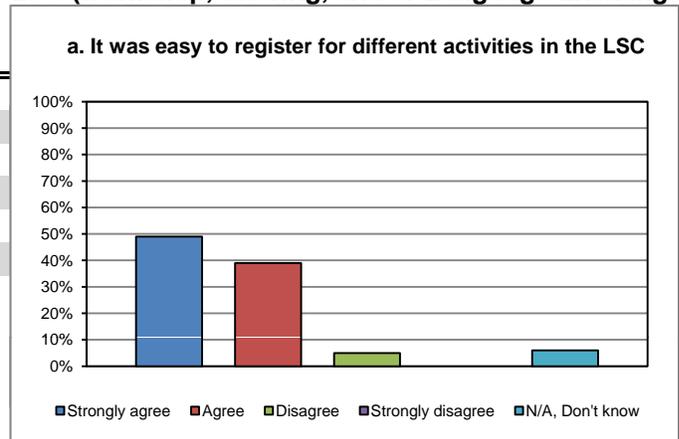
So far so good!

# Listening and Speaking Center (LSC) survey, Spring 2013

## 23. How did our staff help or not help you

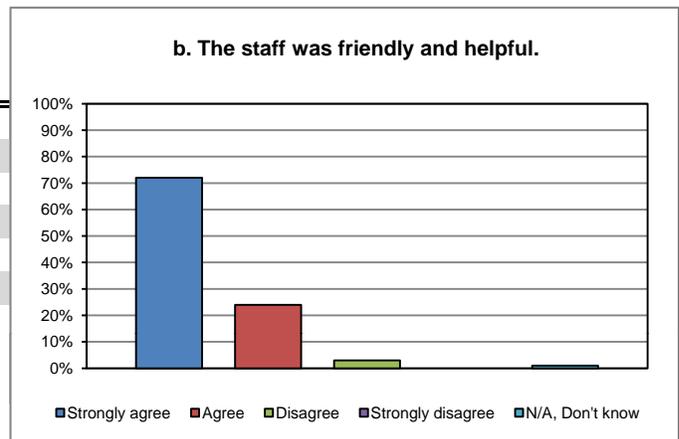
### a. It was easy to register for different activities in the LSC (workshop, tutoring, and/or Language Exchange)

Response	N	%
Strongly agree	49	49%
Agree	39	39%
Disagree	5	5%
Strongly disagree	0	0%
N/A, Don't know	6	6%
<b>Total</b>	<b>99</b>	<b>100%</b>



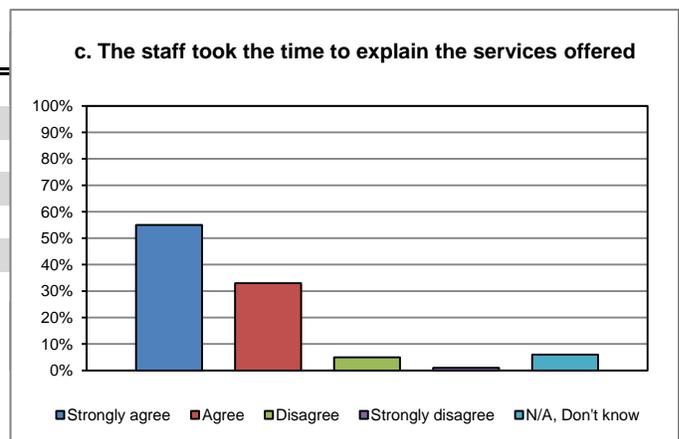
### b. The staff was friendly and helpful.

Response	N	%
Strongly agree	71	72%
Agree	24	24%
Disagree	3	3%
Strongly disagree	0	0%
N/A, Don't know	1	1%
<b>Total</b>	<b>99</b>	<b>100%</b>



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

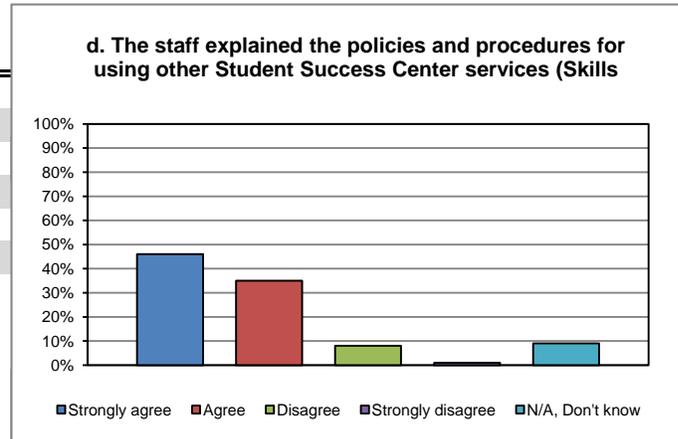
Response	N	%
Strongly agree	54	55%
Agree	33	33%
Disagree	5	5%
Strongly disagree	1	1%
N/A, Don't know	6	6%
<b>Total</b>	<b>99</b>	<b>100%</b>



## Listening and Speaking Center (LSC) survey, Spring 2013

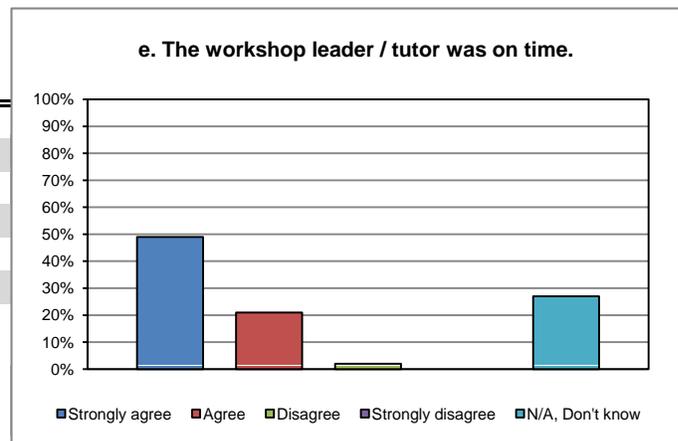
**d. The staff explained the policies and procedures for using other Student Success Center services (Skills workshop, writing and reading tutoring, etc).**

Response	N	%
Strongly agree	46	46%
Agree	35	35%
Disagree	8	8%
Strongly disagree	1	1%
N/A, Don't know	9	9%
<b>Total</b>	<b>99</b>	<b>100%</b>



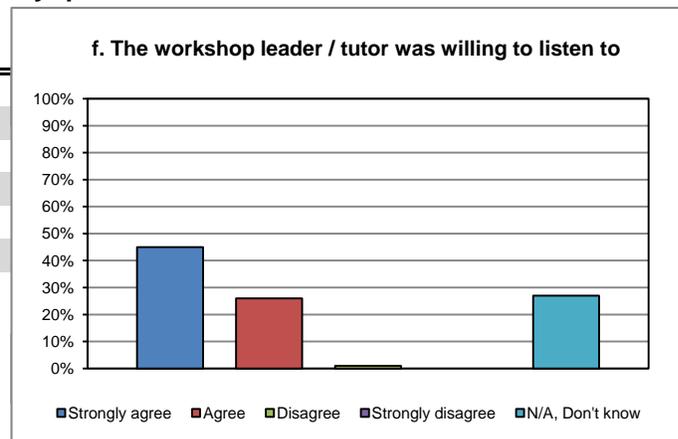
**e. The workshop leader / tutor was on time.**

Response	N	%
Strongly agree	49	49%
Agree	21	21%
Disagree	2	2%
Strongly disagree	0	0%
N/A, Don't know	27	27%
<b>Total</b>	<b>99</b>	<b>100%</b>



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

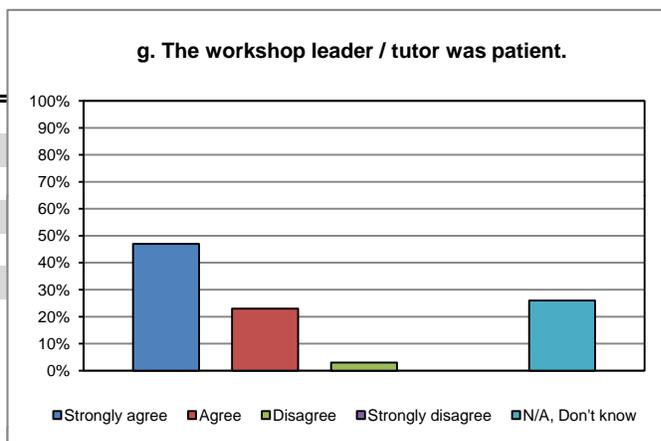
Response	N	%
Strongly agree	45	45%
Agree	26	26%
Disagree	1	1%
Strongly disagree	0	0%
N/A, Don't know	27	27%
<b>Total</b>	<b>99</b>	<b>100%</b>



# Listening and Speaking Center (LSC) survey, Spring 2013

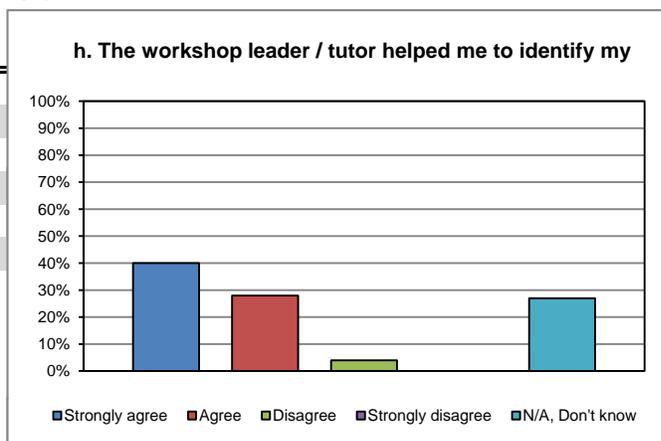
## g. The workshop leader / tutor was patient.

Response	N	%
Strongly agree	47	47%
Agree	23	23%
Disagree	3	3%
Strongly disagree	0	0%
N/A, Don't know	26	26%
<b>Total</b>	<b>99</b>	<b>100%</b>



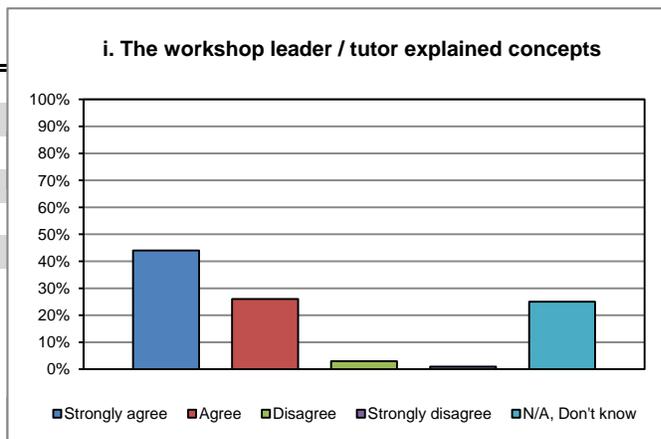
## h. The workshop leader / tutor helped me to identify my problem area.

Response	N	%
Strongly agree	40	40%
Agree	28	28%
Disagree	4	4%
Strongly disagree	0	0%
N/A, Don't know	27	27%
<b>Total</b>	<b>99</b>	<b>100%</b>



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

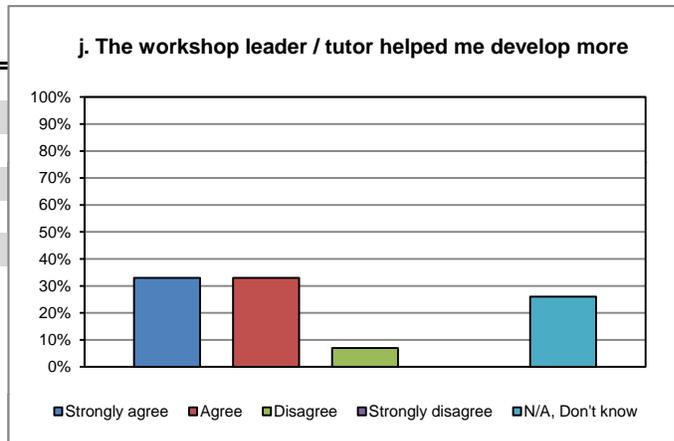
Response	N	%
Strongly agree	44	44%
Agree	26	26%
Disagree	3	3%
Strongly disagree	1	1%
N/A, Don't know	25	25%
<b>Total</b>	<b>99</b>	<b>100%</b>



# Listening and Speaking Center (LSC) survey, Spring 2013

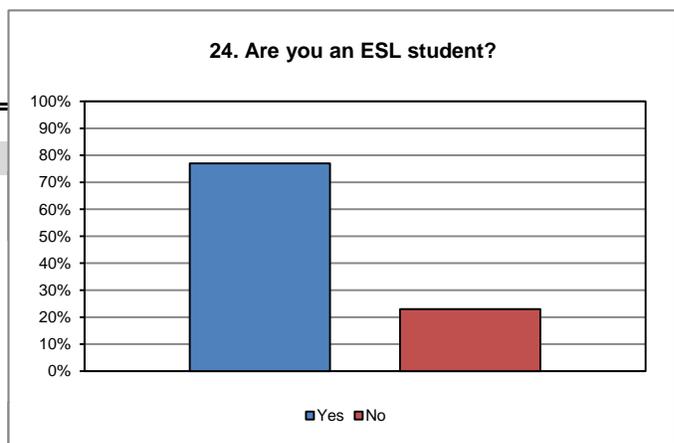
## j. The workshop leader / tutor helped me develop more effective study strategies.

Response	N	%
Strongly agree	33	33%
Agree	33	33%
Disagree	7	7%
Strongly disagree	0	0%
N/A, Don't know	26	26%
<b>Total</b>	<b>99</b>	<b>100%</b>



## 24. Are you an ESL student?

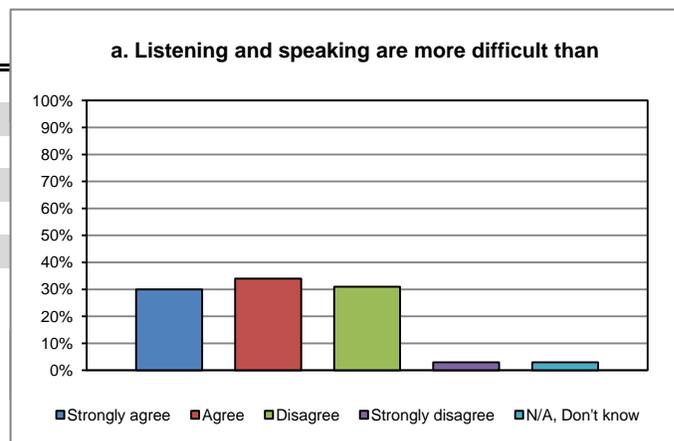
Response	N	%
Yes	76	77%
No	23	23%
<b>Total</b>	<b>99</b>	<b>100%</b>



## 25. Do you agree or disagree with the following statements?

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

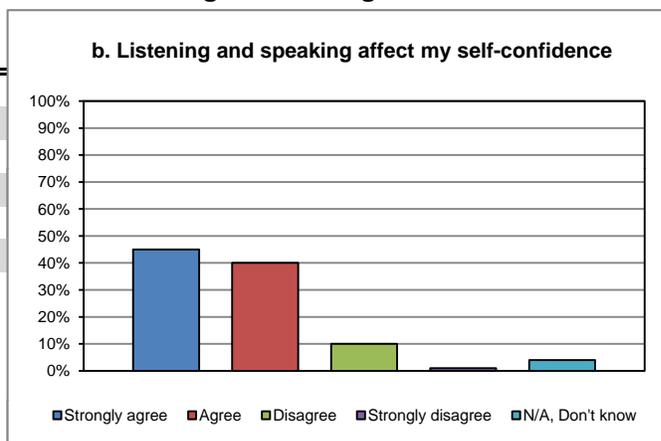
Response	N	%
Strongly agree	22	30%
Agree	25	34%
Disagree	23	31%
Strongly disagree	2	3%
N/A, Don't know	2	3%
<b>Total</b>	<b>74</b>	<b>100%</b>



# Listening and Speaking Center (LSC) survey, Spring 2013

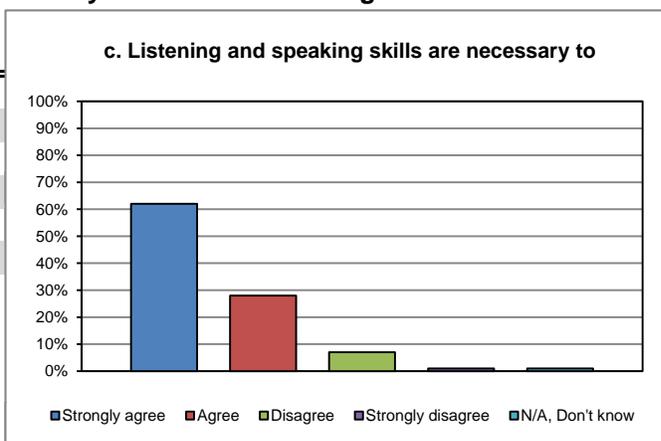
## b. Listening and speaking affect my self-confidence more than writing and reading.

Response	N	%
Strongly agree	33	45%
Agree	29	40%
Disagree	7	10%
Strongly disagree	1	1%
N/A, Don't know	3	4%
<b>Total</b>	<b>73</b>	<b>100%</b>



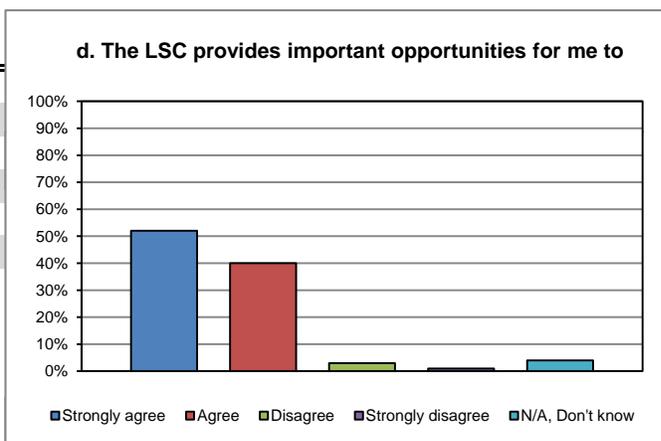
## c. Listening and speaking skills are necessary to achieve my academic or career goal.

Response	N	%
Strongly agree	46	62%
Agree	21	28%
Disagree	5	7%
Strongly disagree	1	1%
N/A, Don't know	1	1%
<b>Total</b>	<b>74</b>	<b>100%</b>



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

Response	N	%
Strongly agree	38	52%
Agree	29	40%
Disagree	2	3%
Strongly disagree	1	1%
N/A, Don't know	3	4%
<b>Total</b>	<b>73</b>	<b>100%</b>



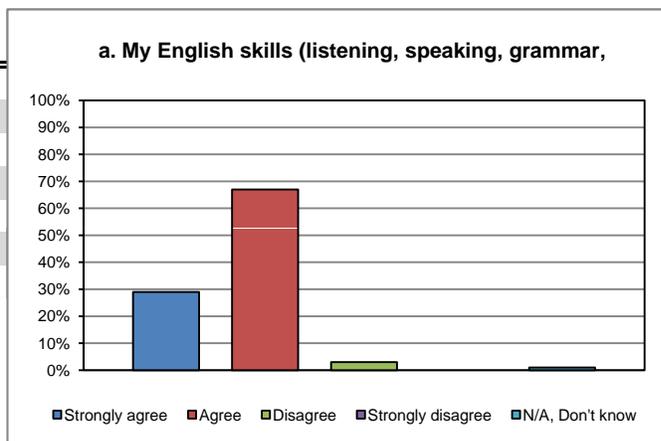
## Listening and Speaking Center (LSC) survey, Spring 2013

**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:**

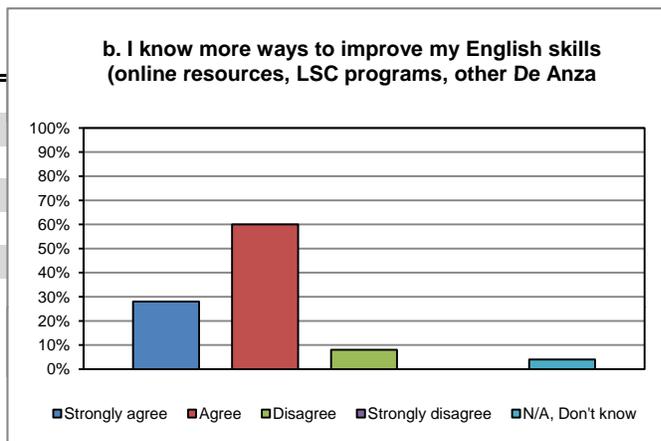
**a. My English skills (listening, speaking, grammar, writing, and/or reading) have improved.**

Response	N	%
Strongly agree	21	29%
Agree	49	67%
Disagree	2	3%
Strongly disagree	0	0%
N/A, Don't know	1	1%
<b>Total</b>	<b>73</b>	<b>100%</b>



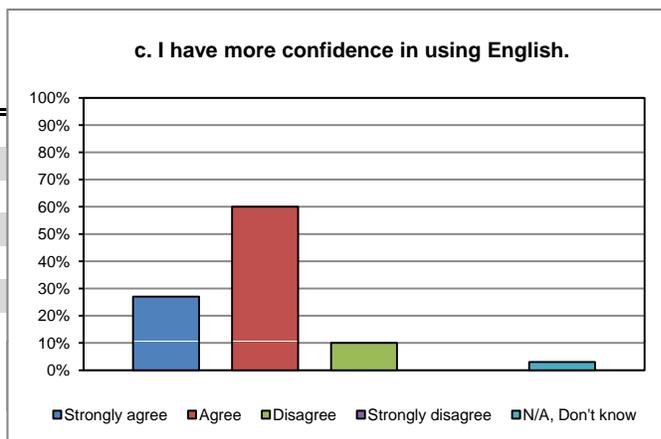
**b. I know more ways to improve my English skills (online resources, LSC programs, other De Anza resources, etc).**

Response	N	%
Strongly agree	20	28%
Agree	43	60%
Disagree	6	8%
Strongly disagree	0	0%
N/A, Don't know	3	4%
<b>Total</b>	<b>72</b>	<b>100%</b>



**c. I have more confidence in using English.**

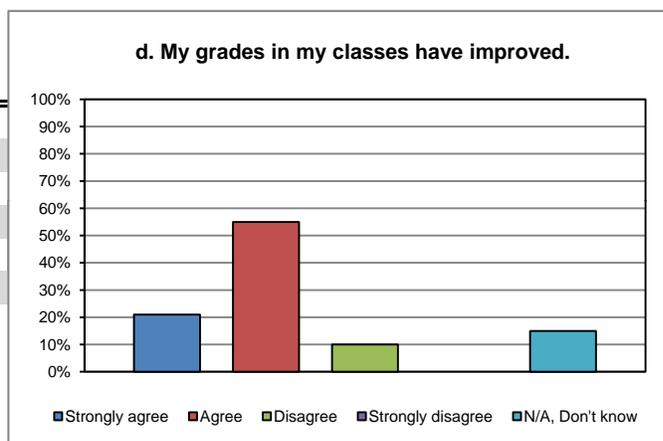
Response	N	%
Strongly agree	20	27%
Agree	44	60%
Disagree	7	10%
Strongly disagree	0	0%
N/A, Don't know	2	3%
<b>Total</b>	<b>73</b>	<b>100%</b>



## Listening and Speaking Center (LSC) survey, Spring 2013

### d. My grades in my classes have improved.

Response	N	%
Strongly agree	15	21%
Agree	40	55%
Disagree	7	10%
Strongly disagree	0	0%
N/A, Don't know	11	15%
<b>Total</b>	<b>73</b>	<b>100%</b>



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

#### Response

As I said on a previous page, I got a lot out of my practice sessions with my LSC partner. experience speaking my second language

Helped me correct my homework and various writing projects Helped me work on my pronunciation

Helped me improve my speaking of foreign language.

I gained valuable knowledge of cultural differences and was match appropriately for what I wanted to learn.

Language exchange helped me by really motivating me to learn the language. Every week I would get more fluent with the language, and am proud of the grades I am getting thanks to the program.

The LSC programs helped me to practice the language that I am learning

The Language exchange program has helped me gain a better understanding of the language I am studying, Russian.

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

#### Response

All staff members are very friendly and kind. I like their smile!! Also, I think LSC has a good environment for study. Dusty but easy to come in

Everything is okay. I like this center. :

Gave helpful service.

Good place for me to learn something new.

I like LSC center because it provides a lot of ways to help me when I have any about English problems in my study. It also improve my English skills.

I like everything the friendly staff, the workshops, I like the party the held because it helps students to fell more part of the LSC. I wish that the English instructors in order to sign the sheets from the ESL students, they required more participation of them. Because some students don't interact and me and other people who interacted and participated, we should try sometimes to keep quite,so the others can say something. sometimes we should work on teams in our workshops and there were people who didn't want to participate, because they know they just need to show up to get the signature of the instructor. However I love the workshop and for me is the time to intreact with people, and learn more to improve my English.

I like it since it provides extra oppportunity to access and improve our language skills.

I like more free talking .

I like the LSC which create a pleasant atmosphere.

I like the center.

I like the new place, L47 and I think it should stay there.

## Listening and Speaking Center (LSC) survey, Spring 2013

I like there are many useful English sources. I dislike that LSC was crowded and noisy sometimes.

I like this center because the staff is very friendly and helpful, the workshop is quite good and fun.

I liked the liveliness but disliked the size of the center.

I love it so much!

I love the center they provide great service to students but its time hours are limited. for example, when I was ready to go the center after class, the center was closing its doors.

I really like the practice and found Irena most helpful and friendly.

I really like this center!!!!!!!

I really thanks LSC staff. They always nice and smile to me and try to help me a lot. Thank you!!!

I think, there is not enough space for the number of people

Instructor do their best .

It's easy to meet people.

Like: Environment Dislike: nothing

Luckily I have a lot of time to speak English with native friends, I don't feel I improve my English skill at work shop.

Per my previous comment, I think the language exchange should be more flexible, I think anyone who wants a language partner should be able to register at any time and get matched with the next available partner who comes along, outside the specific week during the quarter when this is usually done

Sometimes I waste to much of my time to got tutor because there was so busy.

Sometimes it is too noisy.

The center give more opportunities to practice my English skills, I like it!

The leaders are very nice persons and they are willing to help when you need help.

The only problem with the center is its size. It feels somewhat cramped and it can be hard to talk to people with so much background noise.

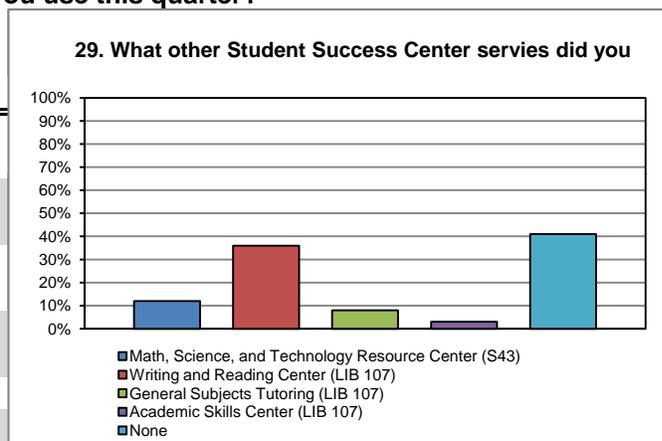
The room is too small and too noisy. Sometimes I can't hear clearly.

liked your friendly staff

### 29. What other Student Success Center servies did you use this quarter?

Check all that apply.

Response	N	%
Math, Science, and Technology Resource Center (S43)	14	12%
Writing and Reading Center (LIB 107)	42	36%
General Subjects Tutoring (LIB 107)	9	8%
Academic Skills Center (LIB 107)	3	3%
None	48	41%
<b>Total</b>	<b>116</b>	<b>100%</b>





# 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="checkbox"/>				
b. It helped me improve my grade in ESL 251.	<input type="checkbox"/>				
c. It helped me improve my grades in other classes.	<input type="checkbox"/>				
d. It helped me understand the class materials (lecture, textbook, and assignments) in ESL 251.	<input type="checkbox"/>				
e. It helped me improve the skills I was hoping to improve (pronunciation, presentation, or listening).	<input type="checkbox"/>				
f. Overall, I was pleased with the workshop.	<input type="checkbox"/>				

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="checkbox"/>				
b. It helped me improve my grade in ESL 253.	<input type="checkbox"/>				
c. It helped me improve my grades in other classes.	<input type="checkbox"/>				
d. It helped me understand the class materials (lecture, textbook, and assignments) in ESL 253.	<input type="checkbox"/>				
e. It helped me improve my English grammar.	<input type="checkbox"/>				
f. It helped me improve my writing skills in English.	<input type="checkbox"/>				
g. Overall, I was pleased with the workshop.	<input type="checkbox"/>				

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?

16. Why did you not participate in tutoring?

An empty text input field with a light beige background and a thin border. It has a scroll bar on the right side and navigation arrows at the bottom.

### 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?

An empty text input field with a light beige background and a thin border. It has a scroll bar on the right side and navigation arrows at the bottom.

19. Why did you not use ESL software?

An empty text input field with a light beige background and a thin border. It has a scroll bar on the right side and navigation arrows at the bottom.

### 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="checkbox"/>				
b. The staff was friendly and helpful.	<input type="checkbox"/>				
c. The staff took the time to explain the services offered in the LSC.	<input type="checkbox"/>				
d. The staff explained the policies and procedures for using other Student Success Center services (Skills workshop, writing and reading tutoring, etc).	<input type="checkbox"/>				
e. The workshop leader / tutor was on time.	<input type="checkbox"/>				
f. The workshop leader / tutor was willing to listen to my questions and concerns.	<input type="checkbox"/>				
g. The workshop leader / tutor was patient.	<input type="checkbox"/>				
h. The workshop leader / tutor helped me to identify my problem area.	<input type="checkbox"/>				
i. The workshop leader / tutor explained concepts clearly.	<input type="checkbox"/>				
j. The workshop leader / tutor helped me develop more effective study strategies.	<input type="checkbox"/>				

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?

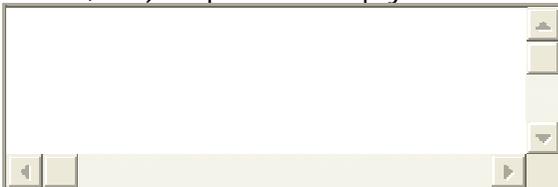
	Strongly agree	Agree	Disagree	Strongly disagree	N/A, Don't know
a. Listening and speaking are more difficult than writing and reading.	<input type="checkbox"/>				
b. Listening and speaking affect my self-confidence more than writing and reading.	<input type="checkbox"/>				
c. Listening and speaking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

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="checkbox"/>				
b. I know more ways to improve my English skills (online resources, LSC programs, other De Anza resources, etc).	<input type="checkbox"/>				
c. I have more confidence in using English.	<input type="checkbox"/>				
d. My grades in my classes have improved.	<input type="checkbox"/>				

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



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

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