

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

**From:** Mallory Newell, De Anza Research  
Stefan Trandafirescu, Student Assistant

**Date:** 07/1/2015

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

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

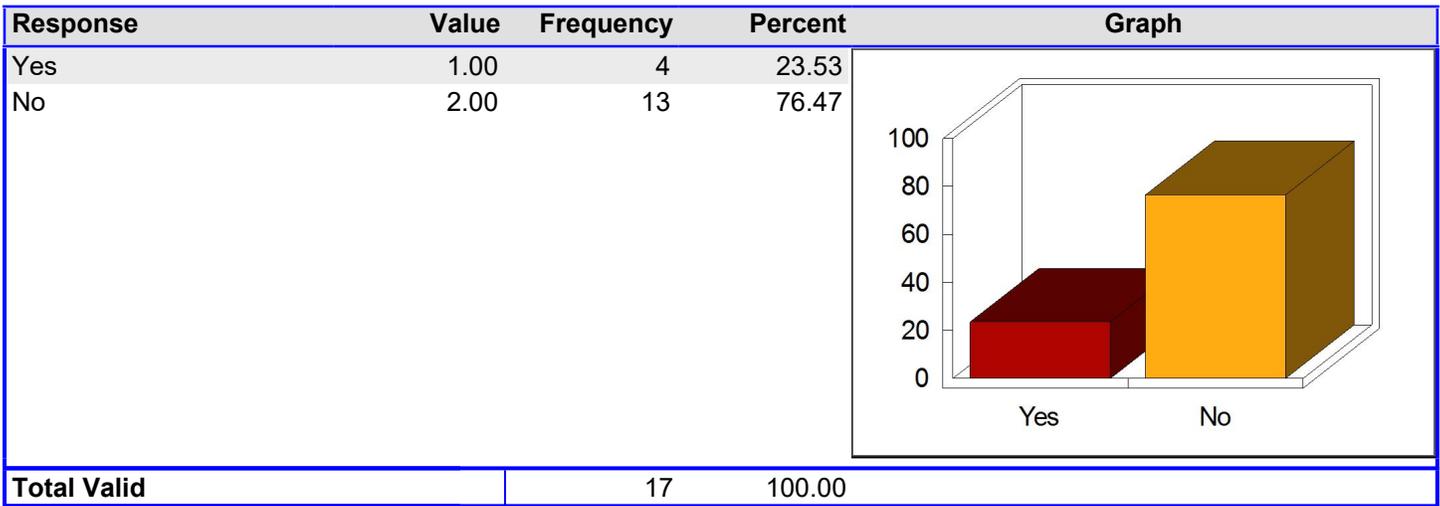
Important Highlights Include:

- 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).
- 76% of respondents believed the staff at the LSC was friendly and helpful (25b).
- 100% 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 (27c).
- 100% 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).
- 84% 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 (28a, 28b, and 28c).
- 88% of respondents "agree" or "strongly agree" that the staff took the time to explain the services offered in the LSC (25c).
- 100% 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 (27d).

# Listening and Speaking Survey

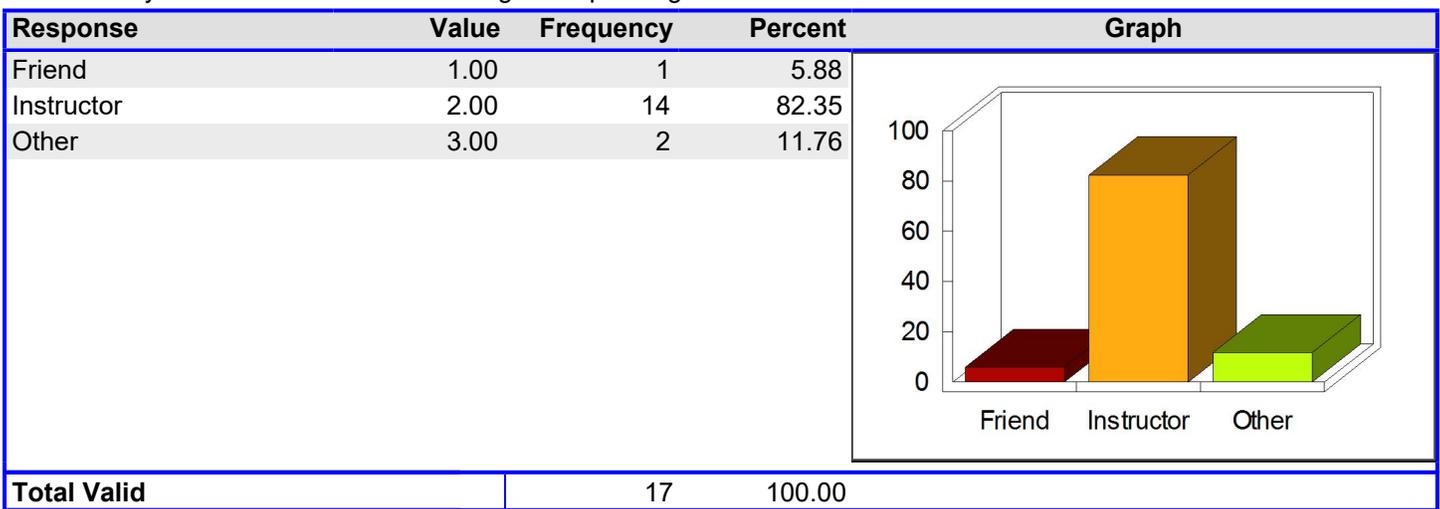
1. Are you an international student? \*

Mean: 1.76



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

Mean: 2.06



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

Mean: -

Response	Value	Frequency	Percent	Graph
EWRT/READ/LART instructor	1.00	1	6.25	
Speech instructor	2.00	1	6.25	
World language class instructor	3.00	1	6.25	
Anderson Elaine	4.00	0	0.00	
Betlach Marcy	5.00	3	18.75	
Boerner Karen	6.00	0	0.00	
Carobus Patricia	7.00	1	6.25	
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	2	12.50	
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	2	12.50	
Goodwin Mary Ellen	16.00	0	0.00	
Gray Zena	17.00	0	0.00	
Hamilton Webster	18.00	3	18.75	
Heistein Gloria	19.00	0	0.00	
Himes Gretchen	20.00	0	0.00	
Ifft MaryAnne	21.00	2	12.50	
Kohnhorst Lisa	22.00	1	6.25	
Lam Clara	23.00	1	6.25	
Lee Charles	24.00	1	6.25	
Lee Andrea	25.00	3	18.75	
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	0	0.00	
Molino-Torres Alejandro	31.00	0	0.00	
Newman Cheri	32.00	0	0.00	
Norman Craig	33.00	1	6.25	
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	1	6.25	
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	1	6.25	
Yee Linda	46.00	1	6.25	

<b>Total Valid</b>	16	100.00
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4. Did you participate in weekly workshops (conversation, idioms, vocabulary, etc) in the Listening and Speaking Center this quarter? \* Mean: 1.18

Response	Value	Frequency	Percent	Graph
Yes	1.00	14	82.35	
No	2.00	3	17.65	

<b>Total Valid</b>	17	100.00
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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: 1.59

Response	Value	Frequency	Percent	Graph
Yes	1.00	7	41.18	
No	2.00	10	58.82	

<b>Total Valid</b>	17	100.00
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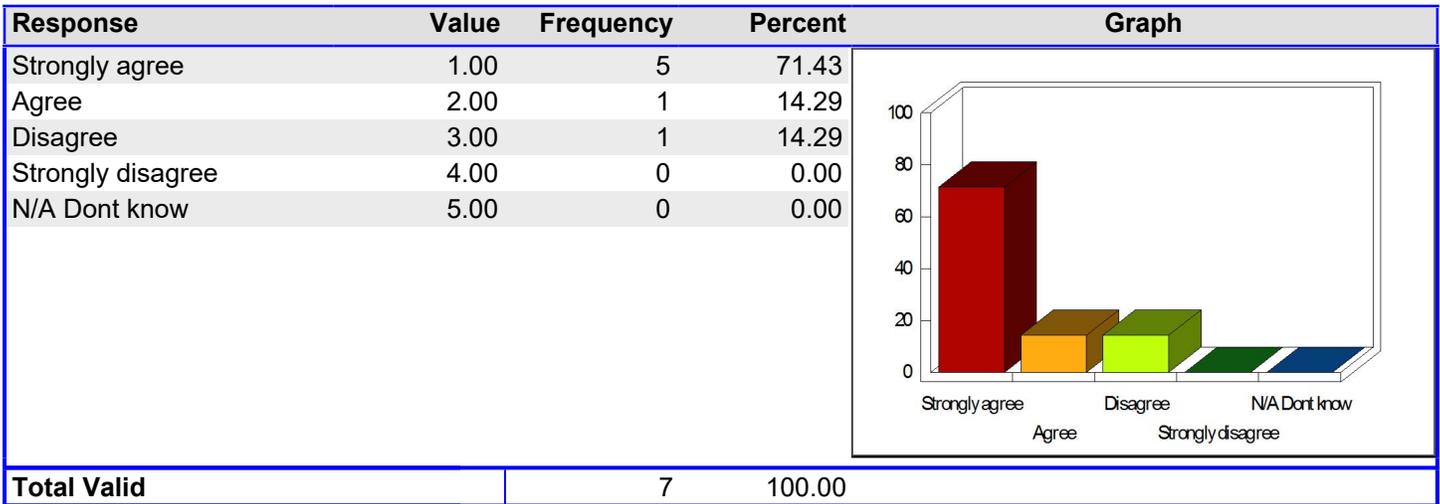
9a. It helped me improve my study habits. Mean: 1.83

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	4	66.67	
Agree	2.00	1	16.67	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	1	16.67	

<b>Total Valid</b>	6	100.00
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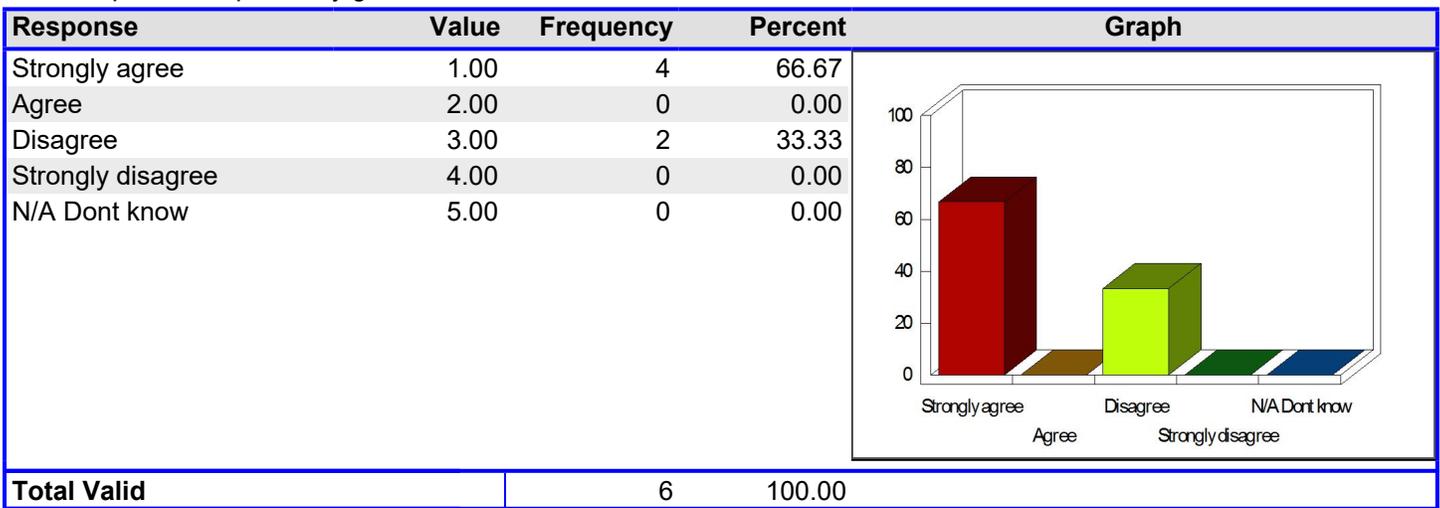
9b. It helped me improve my grade in ESL 251.

Mean: 1.43



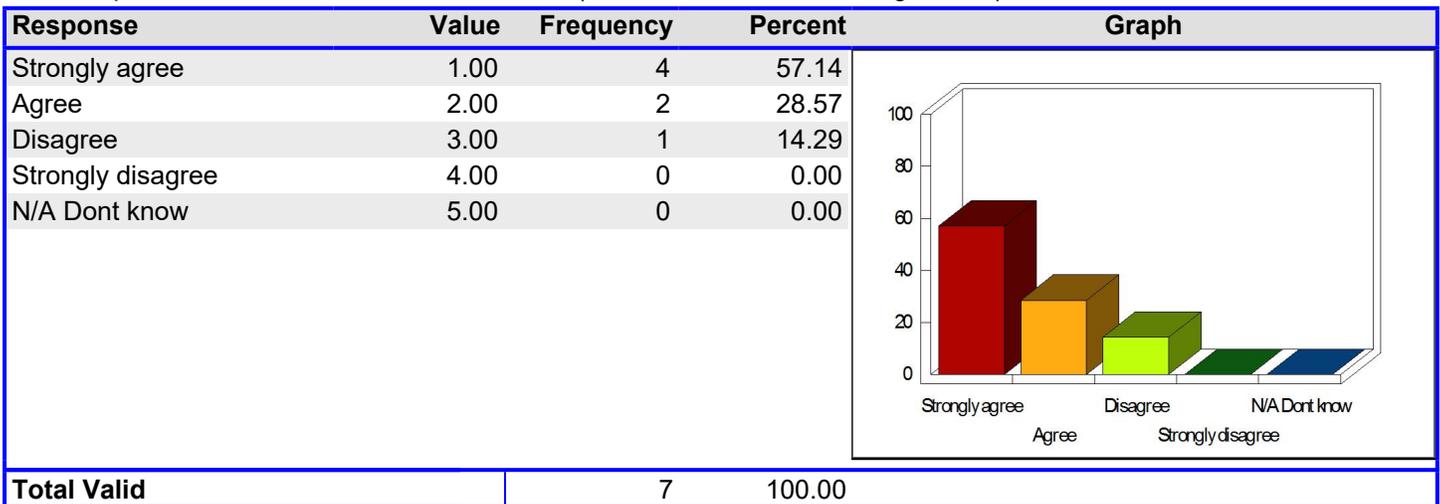
9c. It helped me improve my grades in other classes.

Mean: 1.67



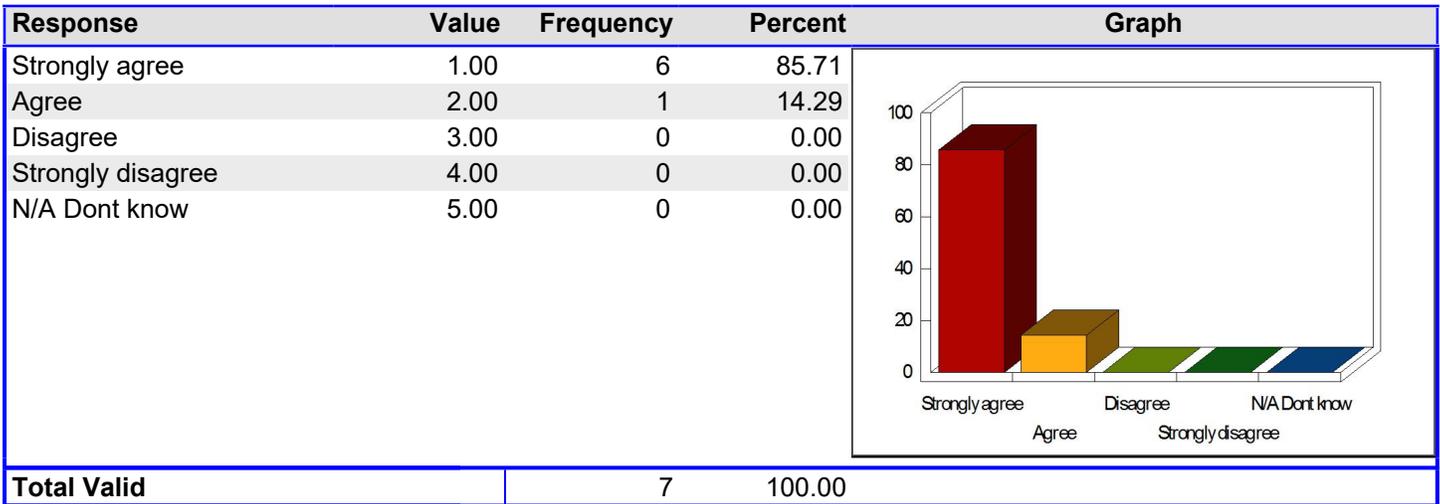
9d. It helped me understand the class materials (lecture, textbook, and assignments) in ESL 251.

Mean: 1.57



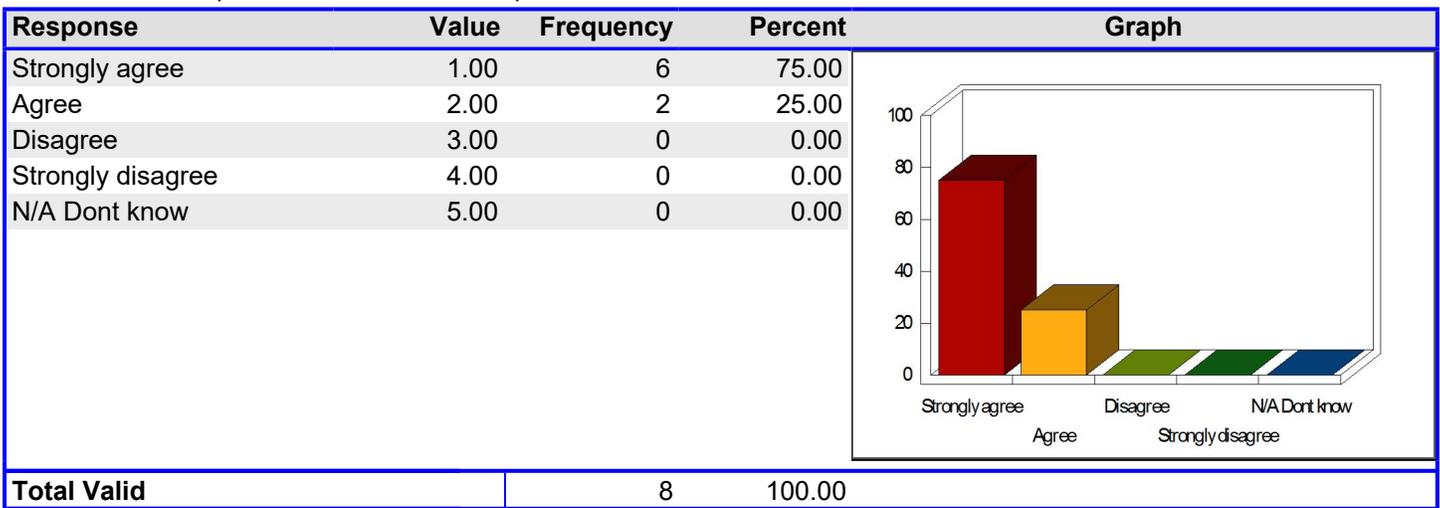
9e. It helped me improve the skills I was hoping to improve (pronunciation, presentation, or listening).

Mean: 1.14



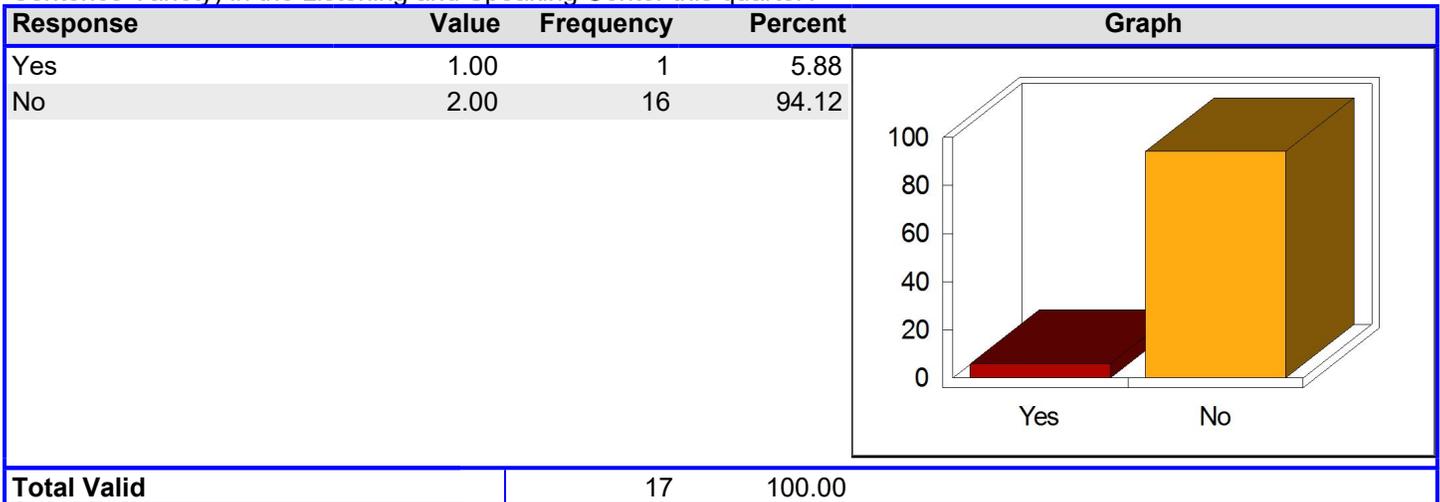
9f. Overall, I was pleased with the workshop.

Mean: 1.25



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: 1.94



12a. It helped me improve my study habits.

Mean: 1.00

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	1	100.00	<p>A 3D bar chart with a vertical axis from 0 to 100. The horizontal axis lists five categories: Strongly agree, Agree, Disagree, Strongly disagree, and N/A Dont know. The bar for 'Strongly agree' is red and reaches the 100 mark. The other four bars are very short, representing 0% each.</p>
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	0	0.00	
<b>Total Valid</b>		1	100.00	

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

Mean: 1.00

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	1	100.00	<p>A 3D bar chart with a vertical axis from 0 to 100. The horizontal axis lists five categories: Strongly agree, Agree, Disagree, Strongly disagree, and N/A Dont know. The bar for 'Strongly agree' is red and reaches the 100 mark. The other four bars are very short, representing 0% each.</p>
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	0	0.00	
<b>Total Valid</b>		1	100.00	

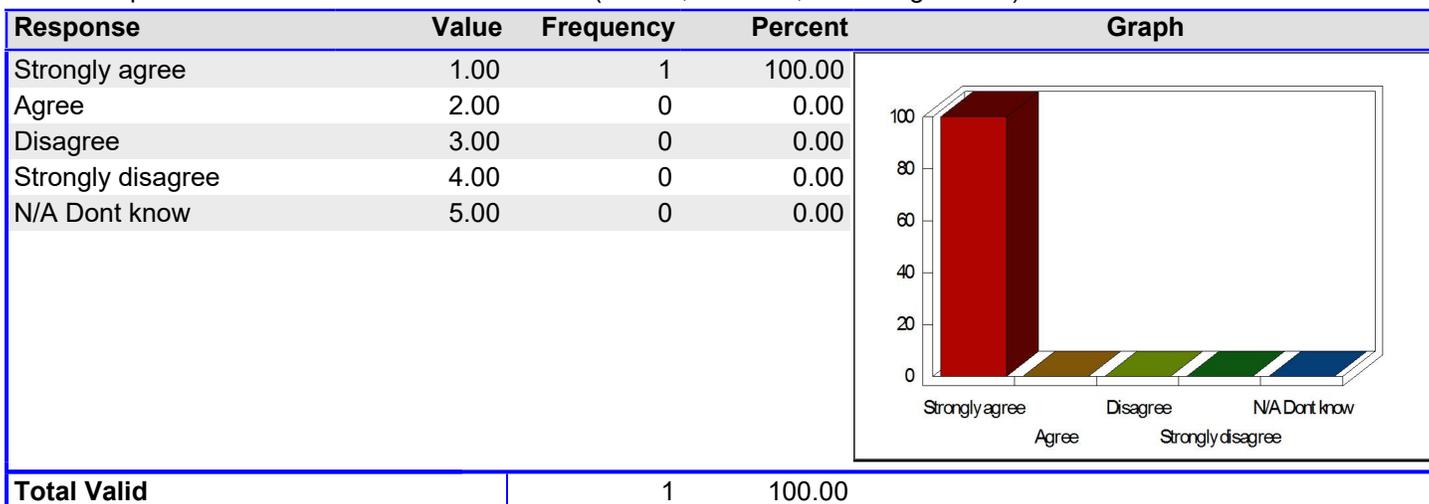
12c. It helped me improve my grades in other classes.

Mean: 1.00

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	1	100.00	<p>A 3D bar chart with a vertical axis from 0 to 100. The horizontal axis lists five categories: Strongly agree, Agree, Disagree, Strongly disagree, and N/A Dont know. The bar for 'Strongly agree' is red and reaches the 100 mark. The other four bars are very short, representing 0% each.</p>
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	0	0.00	
<b>Total Valid</b>		1	100.00	

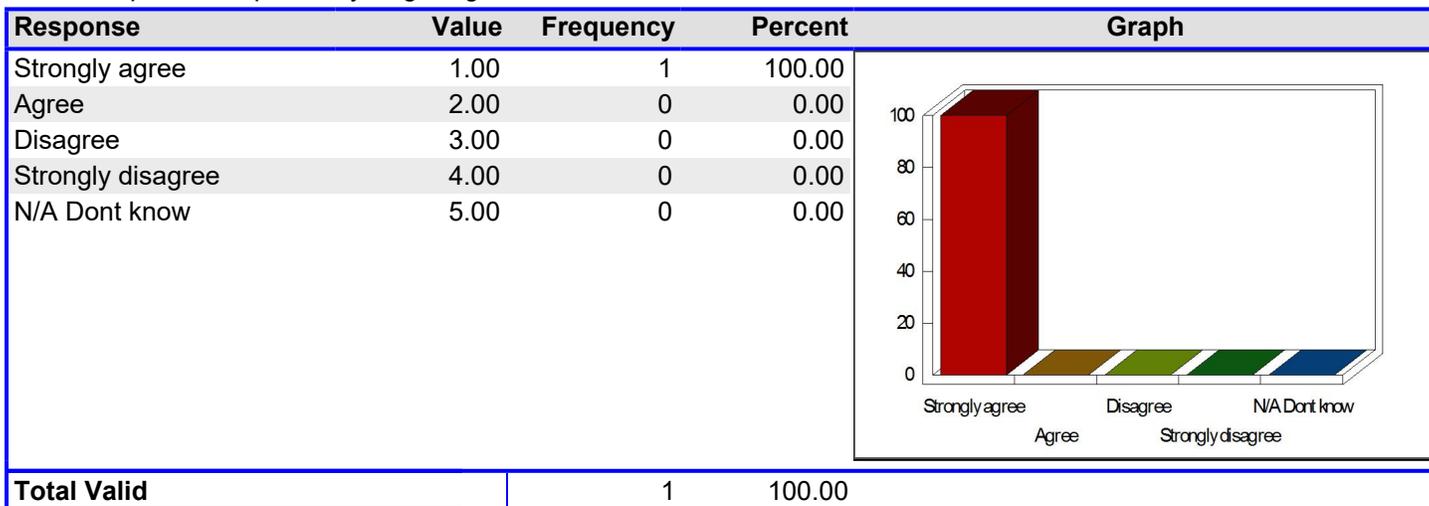
12d. It helped me understand the class materials (lecture, textbook, and assignments) in ESL 253.

Mean: 1.00



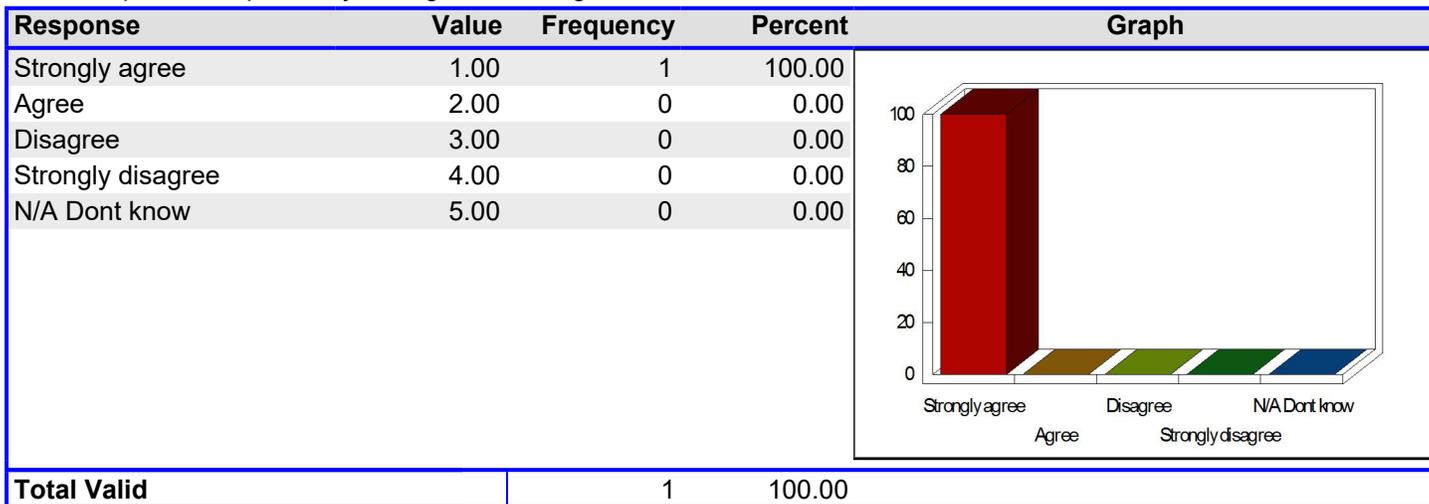
12e. It helped me improve my English grammar.

Mean: 1.00



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

Mean: 1.00



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

Mean: 1.00

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	1	100.00	<p>A 3D bar chart with a vertical axis from 0 to 100. The 'Strongly agree' bar is red and reaches 100. The other bars (Agree, Disagree, Strongly disagree, N/A Dont know) are very short, representing 0%.</p>
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	0	0.00	
<b>Total Valid</b>		1	100.00	

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

Mean: 1.94

Response	Value	Frequency	Percent	Graph
Yes	1.00	1	5.88	<p>A 3D bar chart with a vertical axis from 0 to 100. The 'Yes' bar is red and reaches approximately 6%. The 'No' bar is orange and reaches 94.12%.</p>
No	2.00	16	94.12	
<b>Total Valid</b>		17	100.00	

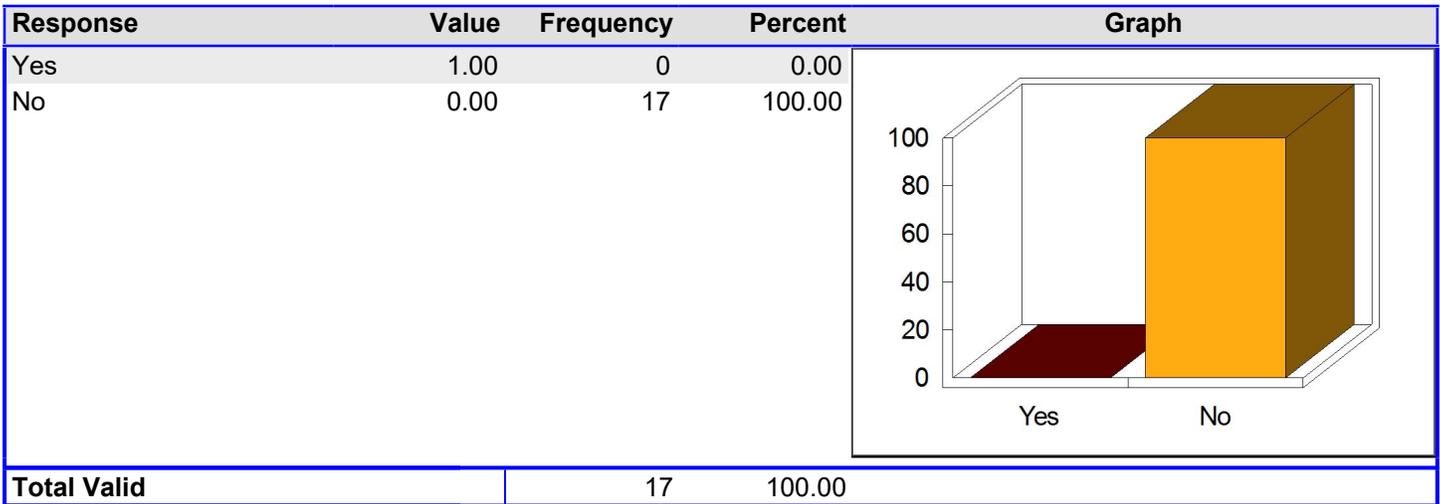
19. Did you use ESL software in the Listening and Speaking Center this quarter? \*

Mean: 0.47

Response	Value	Frequency	Percent	Graph
Yes	1.00	8	47.06	<p>A 3D bar chart with a vertical axis from 0 to 100. The 'Yes' bar is red and reaches 47.06%. The 'No' bar is orange and reaches 52.94%.</p>
No	0.00	9	52.94	
<b>Total Valid</b>		17	100.00	

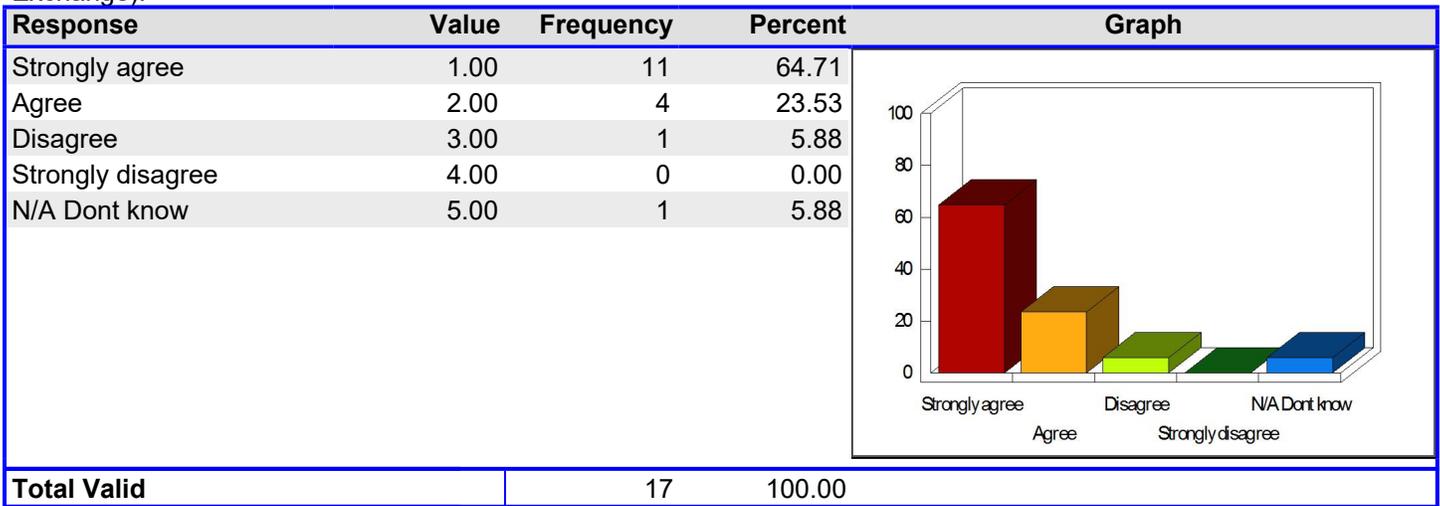
22. Did you participate in Language Exchange in the Listening and Speaking Center this quarter? \*

Mean: 0.00



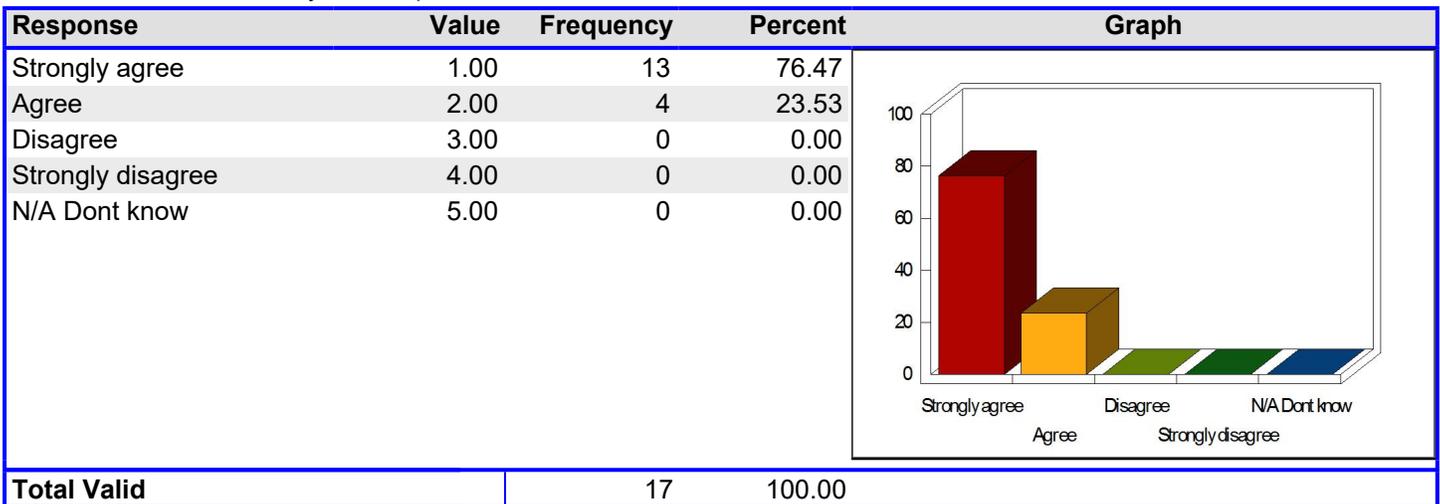
25a. It was easy to register for different activities in the LSC (workshop, tutoring, and/or Language Exchange).

Mean: 1.59



25b. The staff was friendly and helpful.

Mean: 1.24



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

Mean: 1.65

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	12	70.59	
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	2	11.76	
<b>Total Valid</b>		17	100.00	

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

Mean: 1.76

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	10	58.82	
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	2	11.76	
<b>Total Valid</b>		17	100.00	

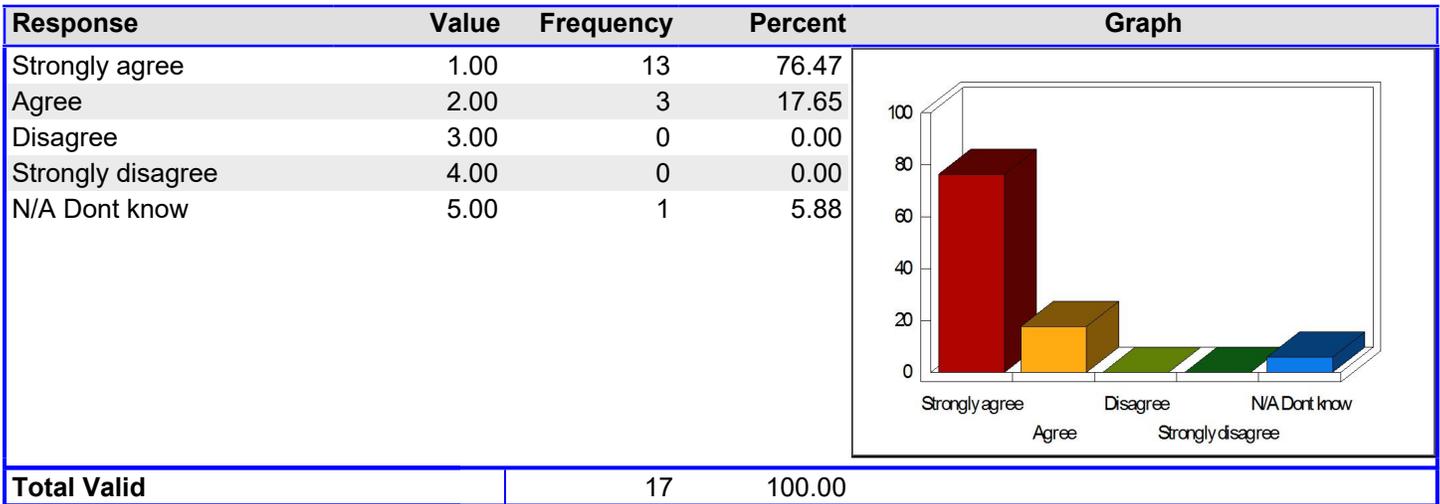
25e. The workshop leader / tutor was on time.

Mean: 1.59

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	10	58.82	
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	1	5.88	
<b>Total Valid</b>		17	100.00	

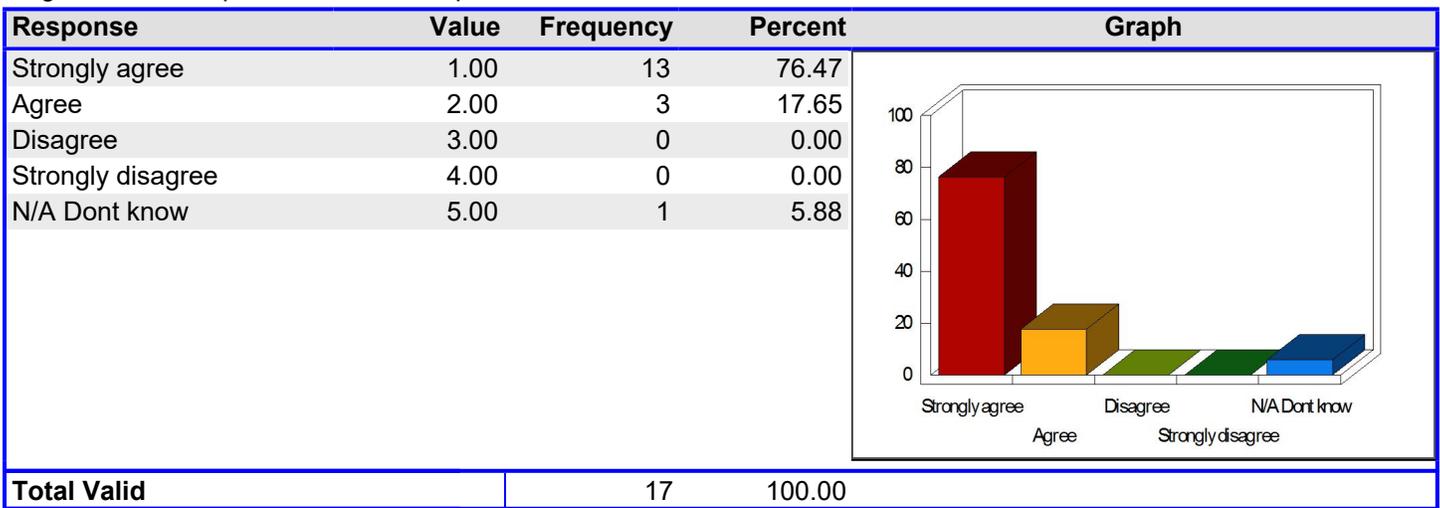
25f. The workshop leader / tutor was willing to listen to my questions and concerns.

Mean: 1.41



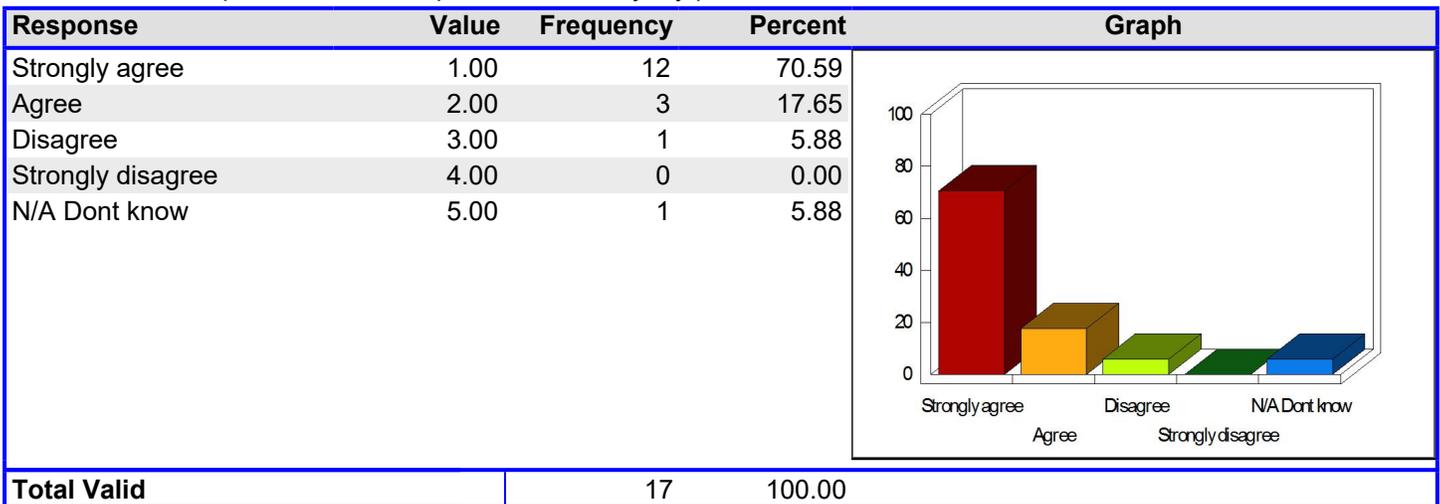
25g. The workshop leader / tutor was patient.

Mean: 1.41



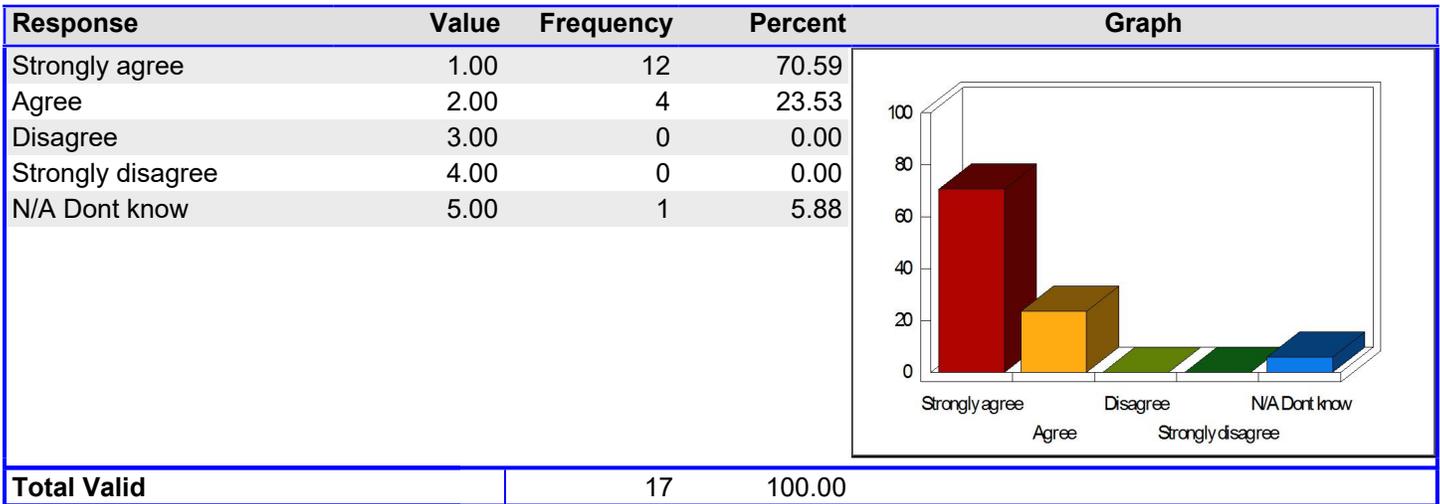
25h. The workshop leader / tutor helped me to identify my problem area.

Mean: 1.53



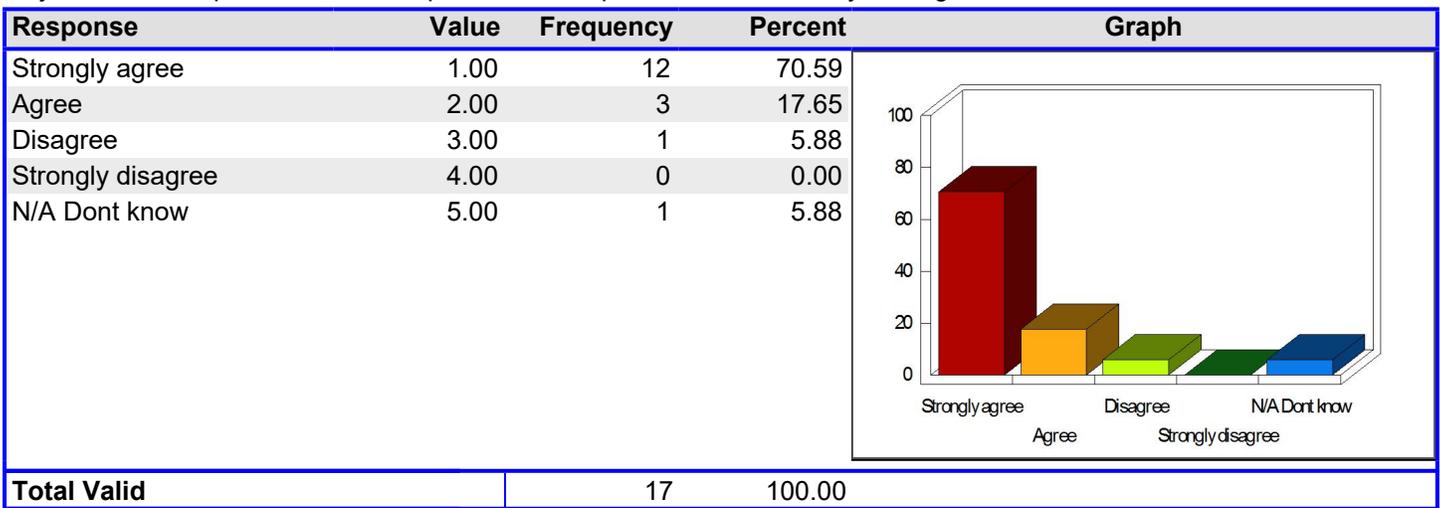
25i. The workshop leader / tutor explained concepts clearly.

Mean: 1.47



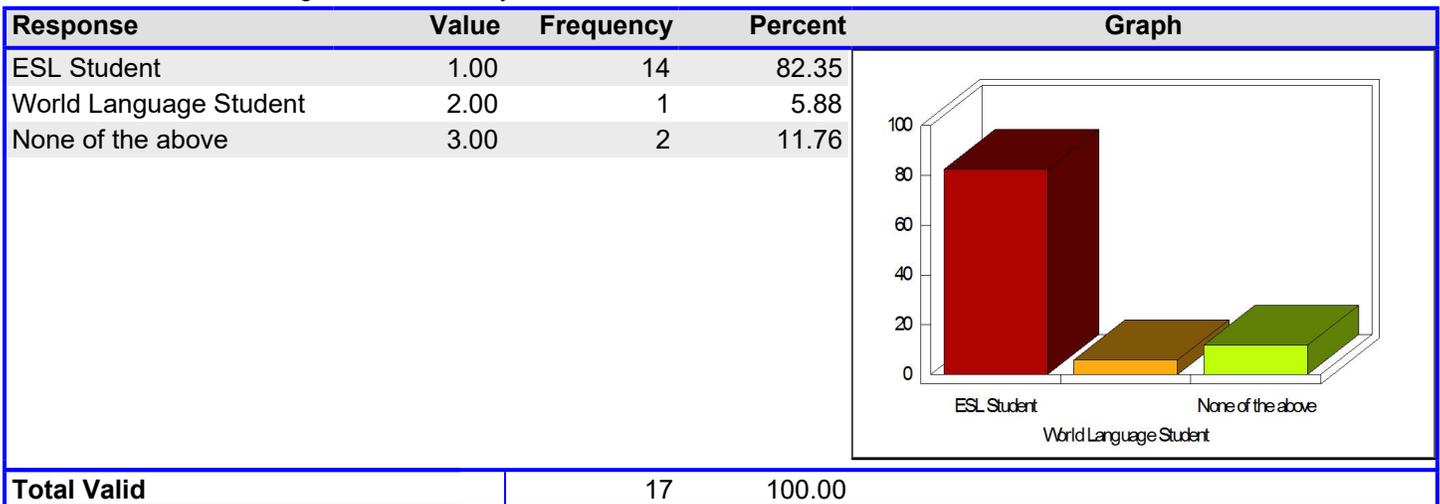
25j. The workshop leader / tutor helped me develop more effective study strategies.

Mean: 1.53



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

Mean: 1.29



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

Mean: 2.63

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	4	25.00	
Agree	2.00	2	12.50	
Disagree	3.00	6	37.50	
Strongly disagree	4.00	4	25.00	
N/A Dont know	5.00	0	0.00	
<b>Total Valid</b>		16	100.00	

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

Mean: 1.67

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	7	46.67	
Agree	2.00	6	40.00	
Disagree	3.00	2	13.33	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	0	0.00	
<b>Total Valid</b>		15	100.00	

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

Mean: 1.27

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	11	73.33	
Agree	2.00	4	26.67	
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>		15	100.00	

27d. The LSC provides important opportunities for me to practice oral communication skills in English. Mean: 1.40

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	10	66.67	
Agree	2.00	4	26.67	
Disagree	3.00	1	6.67	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	0	0.00	
<b>Total Valid</b>		15	100.00	

28a. My English skills (listening, speaking, grammar, writing, and/or reading) have improved. Mean: 1.80

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	6	40.00	
Agree	2.00	8	53.33	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	1	6.67	
<b>Total Valid</b>		15	100.00	

28b. I know more ways to improve my English skills (online resources, LSC programs, other De Anza resources, etc). Mean: 2.40

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	4	26.67	
Agree	2.00	6	40.00	
Disagree	3.00	2	13.33	
Strongly disagree	4.00	1	6.67	
N/A Dont know	5.00	2	13.33	
<b>Total Valid</b>		15	100.00	

28c. I have more confidence in using English.

Mean: 1.67

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	8	53.33	
Agree	2.00	6	40.00	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	1	6.67	
<b>Total Valid</b>		15	100.00	

28d. My grades in my classes have improved.

Mean: 2.07

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	6	40.00	
Agree	2.00	6	40.00	
Disagree	3.00	1	6.67	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	2	13.33	
<b>Total Valid</b>		15	100.00	

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

Mean: 2.50

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	1	25.00	
Agree	2.00	2	50.00	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	1	25.00	
<b>Total Valid</b>		4	100.00	

29b. I know more ways to improve my target language (online resources, other De Anza resources, etc). Mean: 2.50

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	1	25.00	
Agree	2.00	2	50.00	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	1	25.00	
<b>Total Valid</b>		4	100.00	

29c. I have more confidence in using my target language. Mean: 2.50

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	1	25.00	
Agree	2.00	2	50.00	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	1	25.00	
<b>Total Valid</b>		4	100.00	

29d. My grades in my classes have improved. Mean: 2.50

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	1	25.00	
Agree	2.00	2	50.00	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	1	25.00	
<b>Total Valid</b>		4	100.00	

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

Mean: 4.12

Response	Value	Frequency	Percent	Graph
Math Science and Technology Resource Center S43	1.00	0	0.00	
Writing and Reading Center AT309	2.00	5	29.41	
General Subjects Tutoring AT304	3.00	0	0.00	
Academic Skills Center AT302	4.00	0	0.00	
None	5.00	12	70.59	
<b>Total Valid</b>		17	100.00	



## 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"/>				
9b. It helped me improve my grade in ESL 251.	<input type="radio"/>				
9c. It helped me improve my grades in other classes.	<input type="radio"/>				
9d. It helped me understand the class materials (lecture, textbook, and assignments) in ESL 251.	<input type="radio"/>				
9e. It helped me improve the skills I was hoping to improve (pronunciation, presentation, or listening).	<input type="radio"/>				
9f. Overall, I was pleased with the workshop.	<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"/>				
12b. It helped me improve my grade in ESL 253.	<input type="radio"/>				
12c. It helped me improve my grades in other classes.	<input type="radio"/>				
12d. It helped me understand the class materials (lecture, textbook, and assignments) in ESL 253.	<input type="radio"/>				
12e. It helped me improve my English grammar.	<input type="radio"/>				
12f. It helped me improve my writing skills in English.	<input type="radio"/>				
12g. Overall, I was pleased with the workshop.	<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? \*

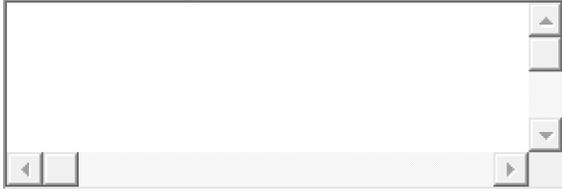
Yes

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

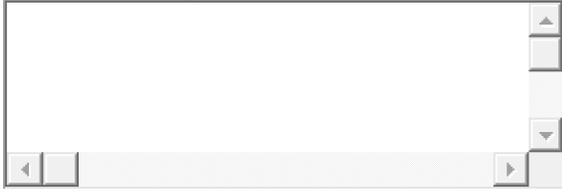
19. Did you use ESL software in the Listening and Speaking Center this quarter? \*

- 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"/>				
25b. The staff was friendly and helpful.	<input type="radio"/>				
25c. The staff took the time to explain the services offered in the LSC.	<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"/>				
25e. The workshop leader / tutor was on time.	<input type="radio"/>				
25f. The workshop leader / tutor was willing to listen to my questions and concerns.	<input type="radio"/>				
25g. The workshop leader / tutor was patient.	<input type="radio"/>				
25h. The workshop leader / tutor helped me to identify my problem area.	<input type="radio"/>				
25i. The workshop leader / tutor explained concepts clearly.	<input type="radio"/>				
25j. The workshop leader / tutor helped me develop more effective study strategies.	<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"/>				

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 resoruces:

	Strongly agree	Agree	Disagree	Strongly disagree	N/A, Don't know
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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
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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