

De Anza College Office of Institutional Research and Planning

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

From: Mallory Newell, De Anza College Institutional Research Jerrick
Gemena, Student Assistant

Date: 07/07/2017

Subject: Child Development Parent Survey Results, Spring 2017

A survey of Listening and Speaking Center (LSC) survey was conducted at the end of the Spring quarter in 2017. This resulted in 45 valid respondents.

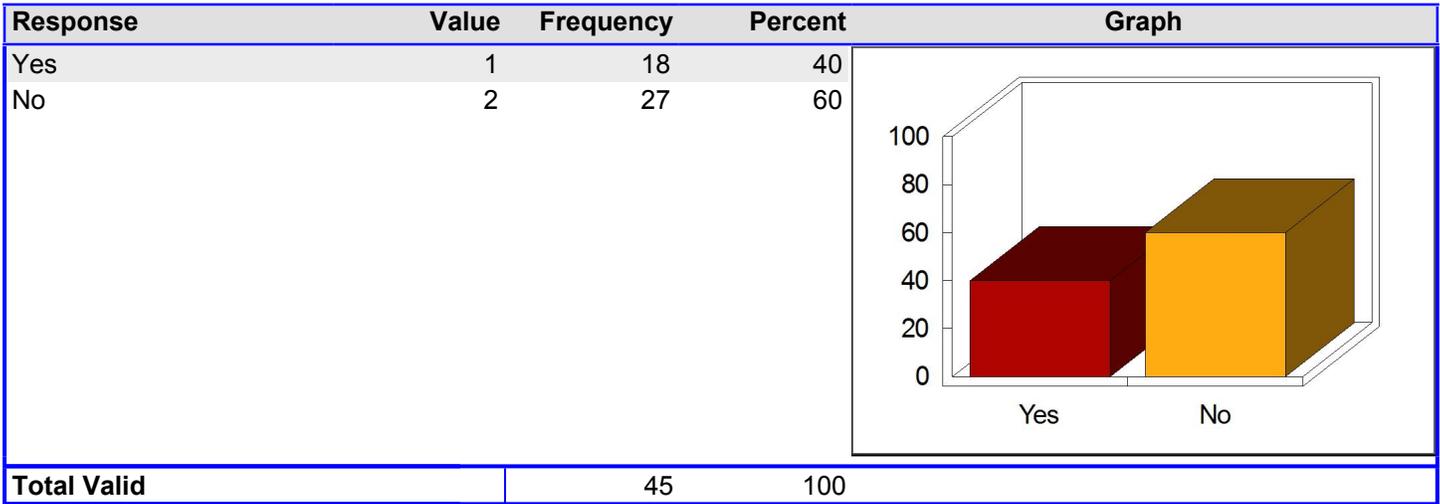
Important Highlights Include:

- 80% of respondents found out about the Listening and Speaking Center through an instructor. (Question 2)
- 78% of respondents did not participate in any of the ESL 251 Support Workshops. (Question 8)
- 91% of respondents that attended the ESL 251 Support Workshops agree/strongly agree workshops helped them understand class materials. (Question 9d)
- 91% of respondents that attended the ESL 251 Support Workshops agree/strongly agree that it helped them improved skills they were hoping to improve (pronunciation, presentation, listening). (Question 9e)
- 84% of respondents agree/strongly agree that registering for different activities in the LSC was easy. (Question 25a)
- 89% of respondents agree/strongly agree that the workshop leader/tutor was patient. (Question 25g)
- 80% of respondents best described themselves as ESL students. (Question 26).
- 94% of ESL students agree/strongly agree that listening and speaking affect their self-confidence more than writing and reading. (Question 27b)
- 100% of ESL students agree/strongly agree that their English skills have improved. (Question 28a)
- 97% of ESL students agree/strongly agree that they have more confidence in using English. (Question 28c)

Spring 2017 Listening and Speaking Survey Report

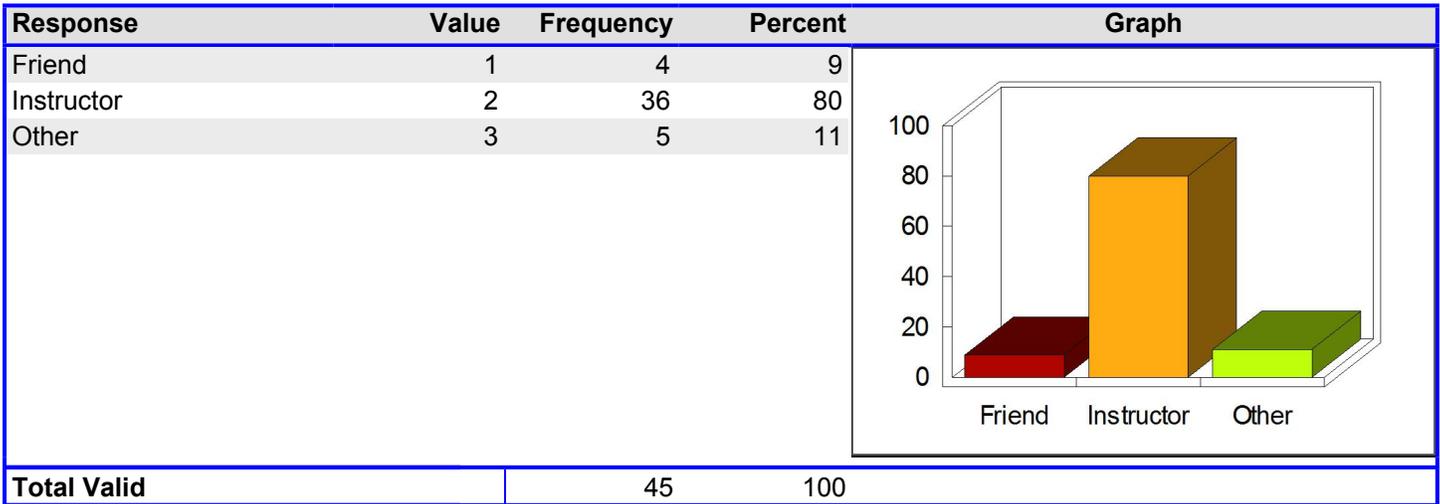
1. Are you an international student? *

Mean: 2



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

Mean: 2



Spring 2017 Listening and Speaking Survey Report

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

Mean: -

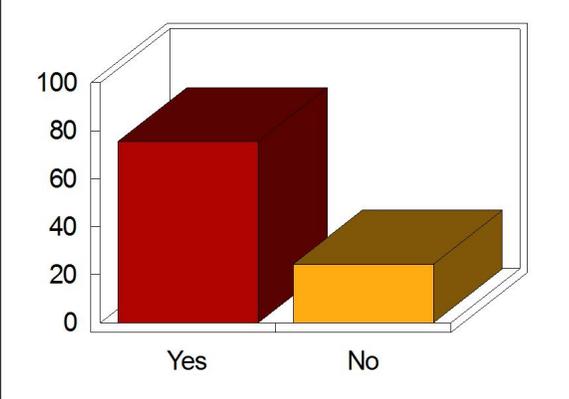
Response	Value	Frequency	Percent	Graph
EWRT/READ/LART instructor	1	3	8	
Speech instructor	2	1	3	
World language class instructor	3	2	5	
Anderson Elaine	4	0	0	
Betlach Marcy	5	3	8	
Boerner Karen	6	1	3	
Carobus Patricia	7	4	11	
Chacko Achamma	8	0	0	
Chai Christine	9	0	0	
Cooper Susan	10	1	3	
Culver Matthew	11	0	0	
Dodd Elizabeth	12	0	0	
Dubarry Michele	13	4	11	
Dunlap Kathleen	14	0	0	
Flores Kathy	15	2	5	
Goodwin Mary Ellen	16	0	0	
Gray Zena	17	0	0	
Hamilton Webster	18	1	3	
Heistein Gloria	19	1	3	
Himes Gretchen	20	3	8	
Ifft MaryAnne	21	0	0	
Kohnhorst Lisa	22	0	0	
Lam Clara	23	0	0	
Lee Charles	24	11	30	
Lee Andrea	25	0	0	
Leung Kai-Cheon	26	0	0	
Madigan Julie	27	0	0	
Marchiano Michelle	28	0	0	
Marianetti Noel	29	0	0	
Marin Maria	30	0	0	
Molino-Torres Alejandro	31	0	0	
Newman Cheri	32	0	0	
Norman Craig	33	5	14	
Oman Andrew	34	0	0	
Ormeno Valerie	35	4	11	
Pekkain Janell	36	0	0	
Peng Cynthia	37	0	0	
Poggi Claudine	38	0	0	
Ruumet Marika	39	1	3	
Sklyar Angelina	40	0	0	
Thistlethwaite Ann	41	0	0	
Thot-Johnson Iris	42	0	0	
Topalovic Jasmina	43	0	0	
Tracey Iva	44	2	5	

Spring 2017 Listening and Speaking Survey Report

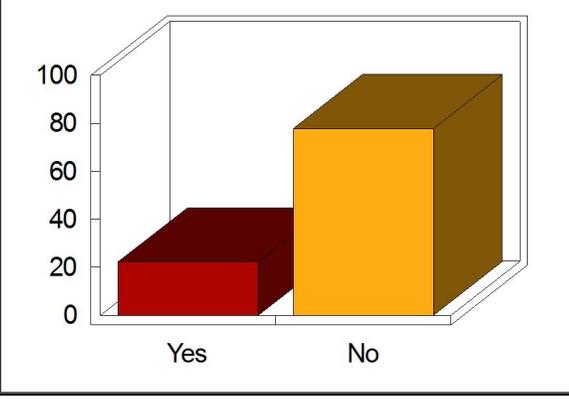
Wong Letty	45	2	5
Yee Linda	46	3	8

Total Valid	37	100
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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

Response	Value	Frequency	Percent	Graph
Yes	1	34	76	 <p>A 3D bar chart with a vertical axis from 0 to 100. The 'Yes' bar is red and reaches 76. The 'No' bar is yellow and reaches 24.</p>
No	2	11	24	
Total Valid		45	100	

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: 2

Response	Value	Frequency	Percent	Graph
Yes	1	10	22	 <p>A 3D bar chart with a vertical axis from 0 to 100. The 'Yes' bar is red and reaches 22. The 'No' bar is yellow and reaches 78.</p>
No	2	35	78	
Total Valid		45	100	

Spring 2017 Listening and Speaking Survey Report

9a. It helped me improve my study habits.

Mean: 2

Response	Value	Frequency	Percent	Graph
Strongly agree	1	6	46	
Agree	2	4	31	
Disagree	3	0	0	
Strongly disagree	4	0	0	
N/A Dont know	5	3	23	
Total Valid		13	100	

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

Mean: 2

Response	Value	Frequency	Percent	Graph
Strongly agree	1	8	67	
Agree	2	1	8	
Disagree	3	0	0	
Strongly disagree	4	0	0	
N/A Dont know	5	3	25	
Total Valid		12	100	

Spring 2017 Listening and Speaking Survey Report

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

Mean: 2

Response	Value	Frequency	Percent	Graph
Strongly agree	1	5	45	
Agree	2	3	27	
Disagree	3	1	9	
Strongly disagree	4	0	0	
N/A Dont know	5	2	18	
Total Valid		11	100	

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

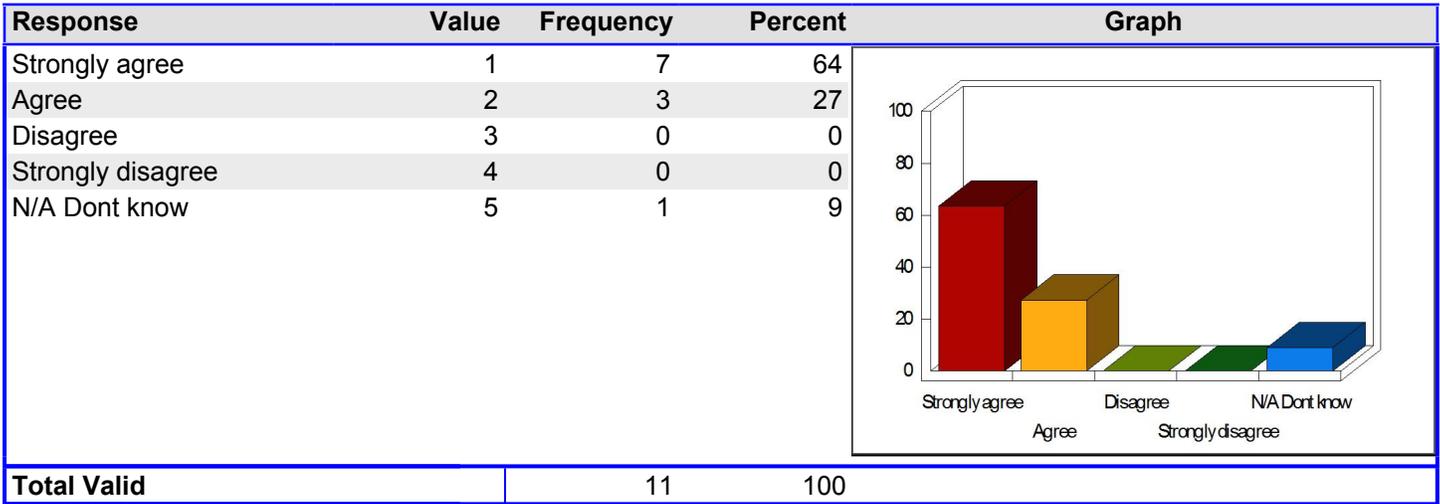
Mean: 2

Response	Value	Frequency	Percent	Graph
Strongly agree	1	6	55	
Agree	2	4	36	
Disagree	3	0	0	
Strongly disagree	4	0	0	
N/A Dont know	5	1	9	
Total Valid		11	100	

Spring 2017 Listening and Speaking Survey Report

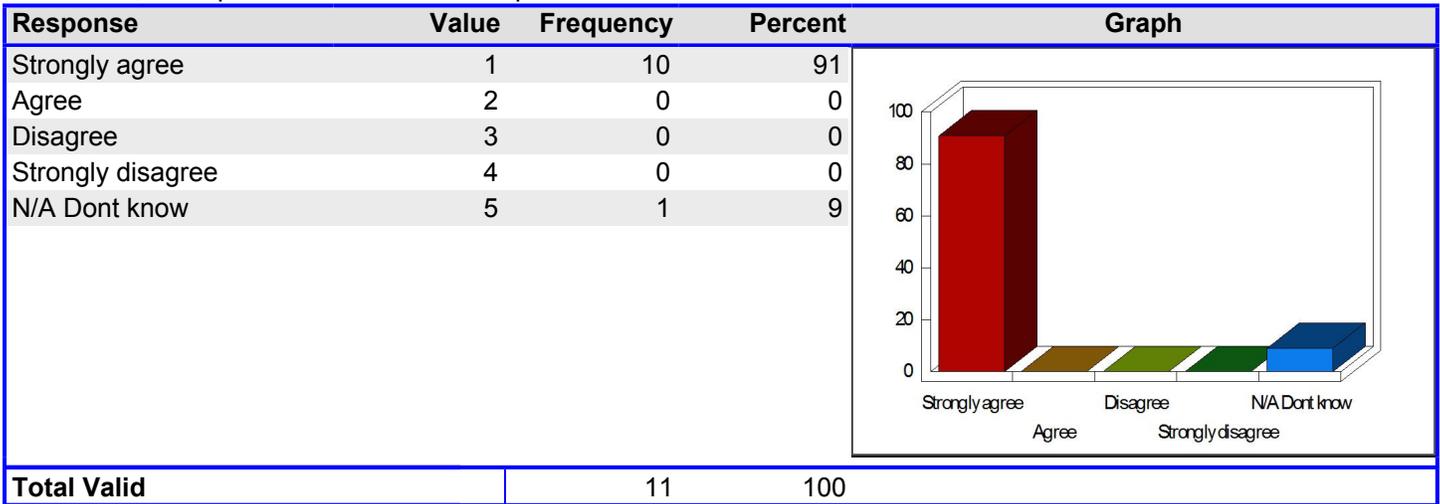
9e. It helped me improve the skills I was hoping to improve (pronunciation, presentation, or listening).

Mean: 2



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

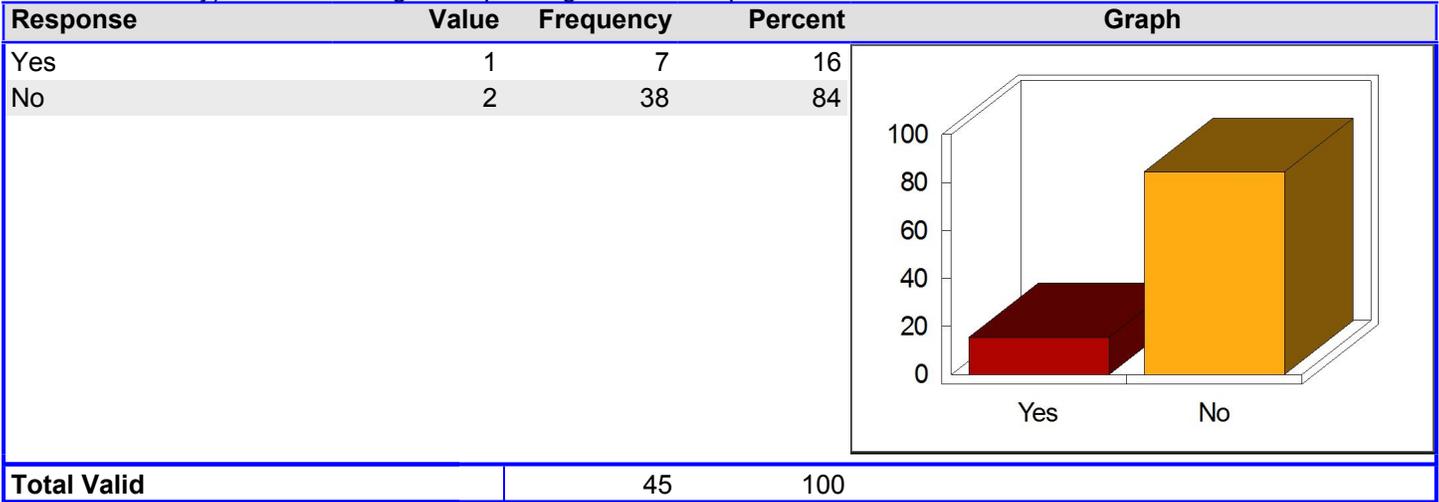
Mean: 1



Spring 2017 Listening and Speaking Survey Report

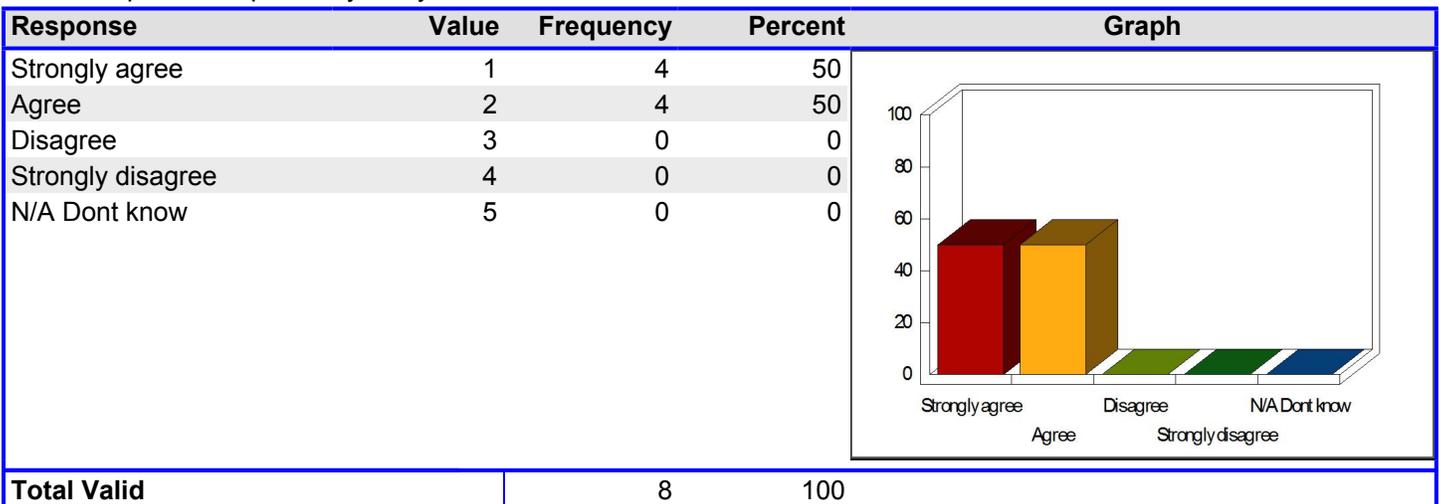
11. Did you participate in any of the ESL 253 Support Workshops (Perfect Tense, Adjective Clause, and/or Sentence Variety) in the Listening and Speaking Center this quarter? *

Mean: 2



12a. It helped me improve my study habits.

Mean: 2



Spring 2017 Listening and Speaking Survey Report

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

Mean: 2

Response	Value	Frequency	Percent	Graph
Strongly agree	1	5	71	
Agree	2	1	14	
Disagree	3	0	0	
Strongly disagree	4	0	0	
N/A Dont know	5	1	14	
Total Valid		7	100	

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

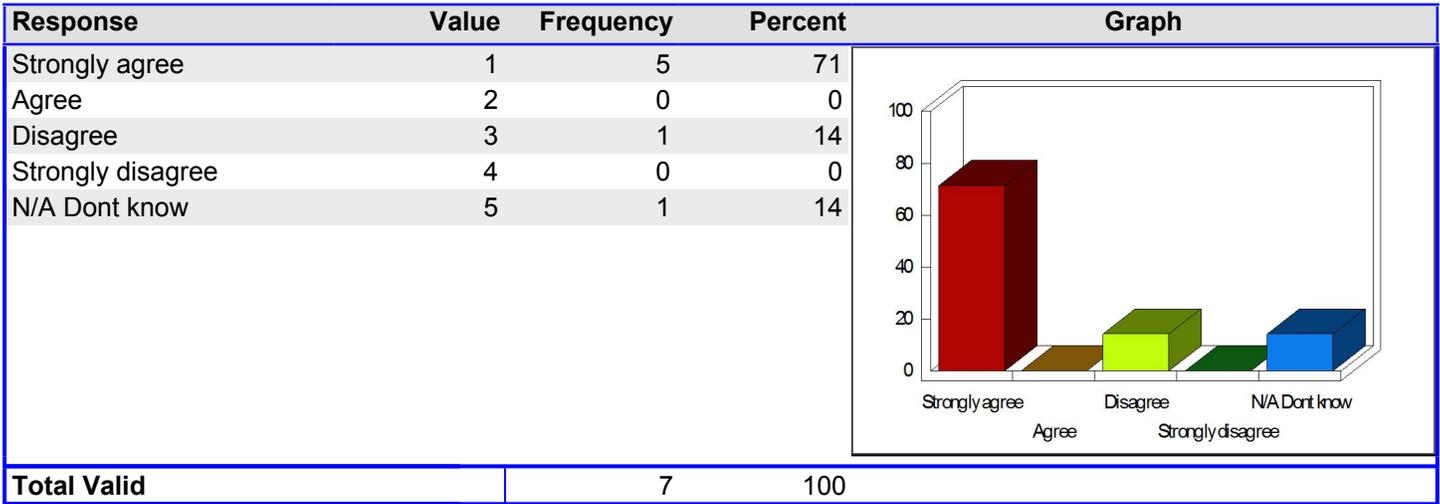
Mean: 2

Response	Value	Frequency	Percent	Graph
Strongly agree	1	4	57	
Agree	2	2	29	
Disagree	3	1	14	
Strongly disagree	4	0	0	
N/A Dont know	5	0	0	
Total Valid		7	100	

Spring 2017 Listening and Speaking Survey Report

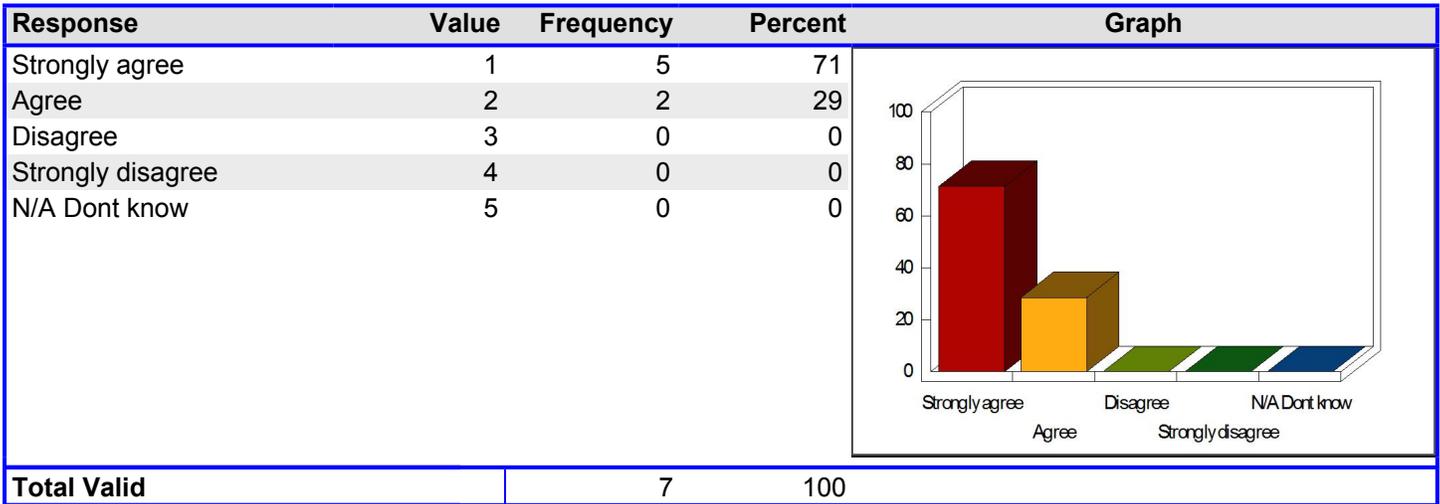
12d. It helped me understand the class materials (lecture, textbook, and assignments) in ESL 253.

Mean: 2



12e. It helped me improve my English grammar.

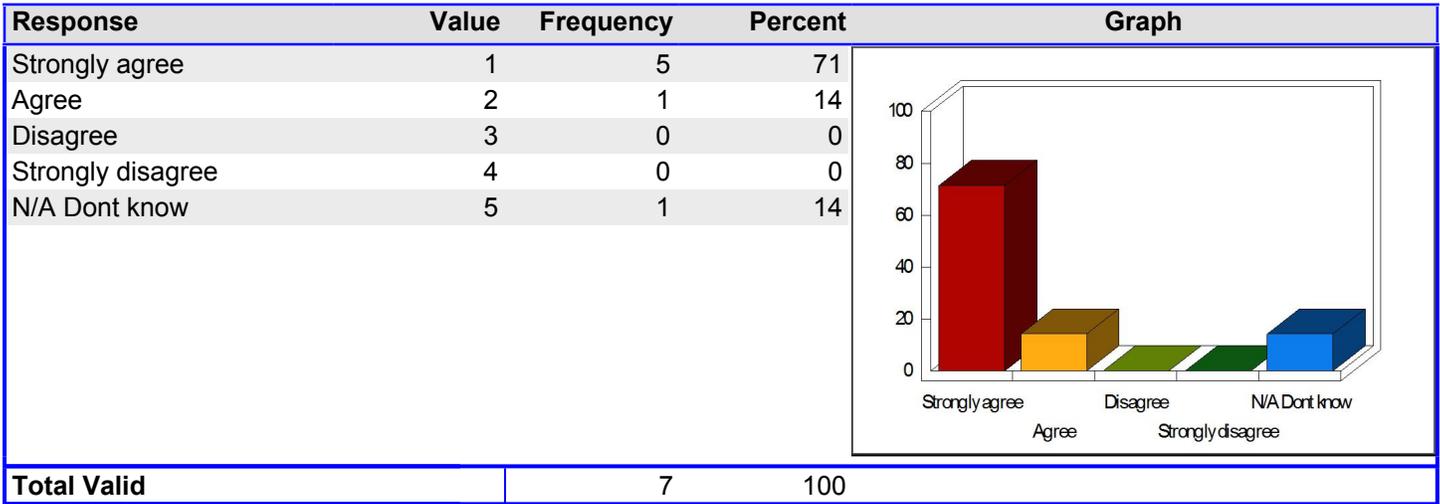
Mean: 1



Spring 2017 Listening and Speaking Survey Report

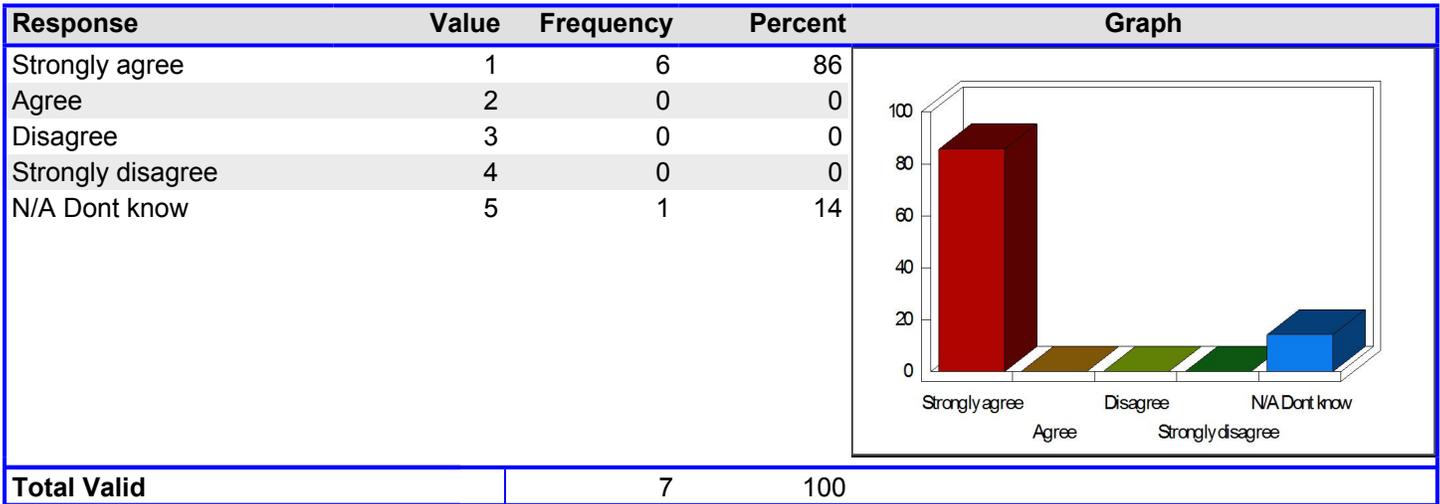
12f. It helped me improve my writing skills in English.

Mean: 2



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

Mean: 2



Spring 2017 Listening and Speaking Survey Report

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

Mean: 2

Response	Value	Frequency	Percent	Graph
Yes	1	2	4	
No	2	43	96	
Total Valid		45	100	

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

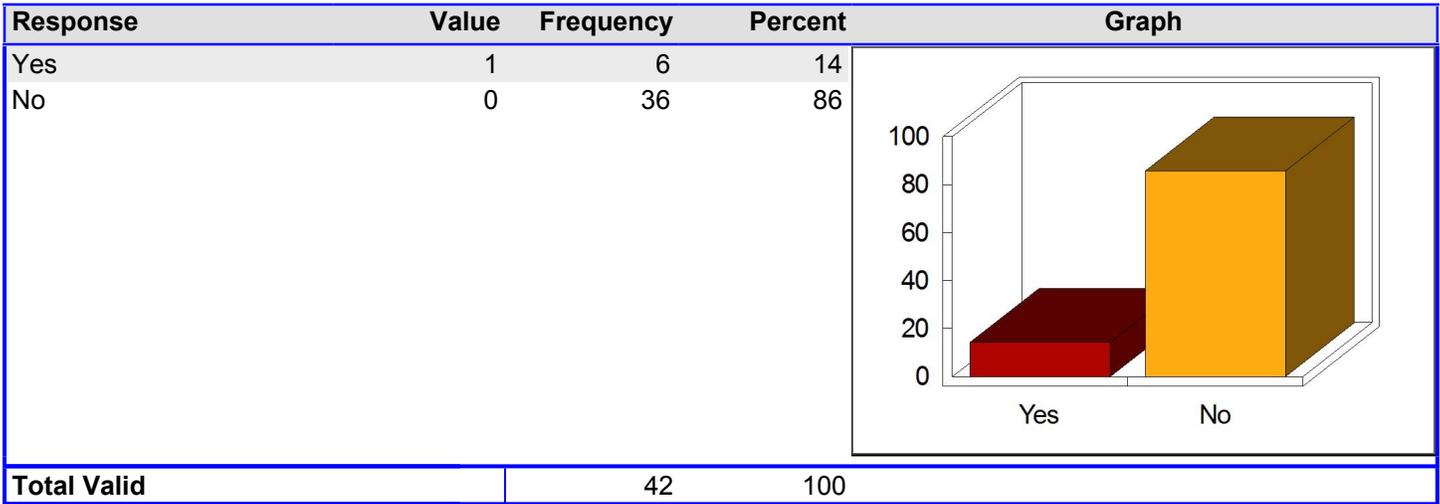
Mean: 0

Response	Value	Frequency	Percent	Graph
Yes	1	9	21	
No	0	33	79	
Total Valid		42	100	

Spring 2017 Listening and Speaking Survey Report

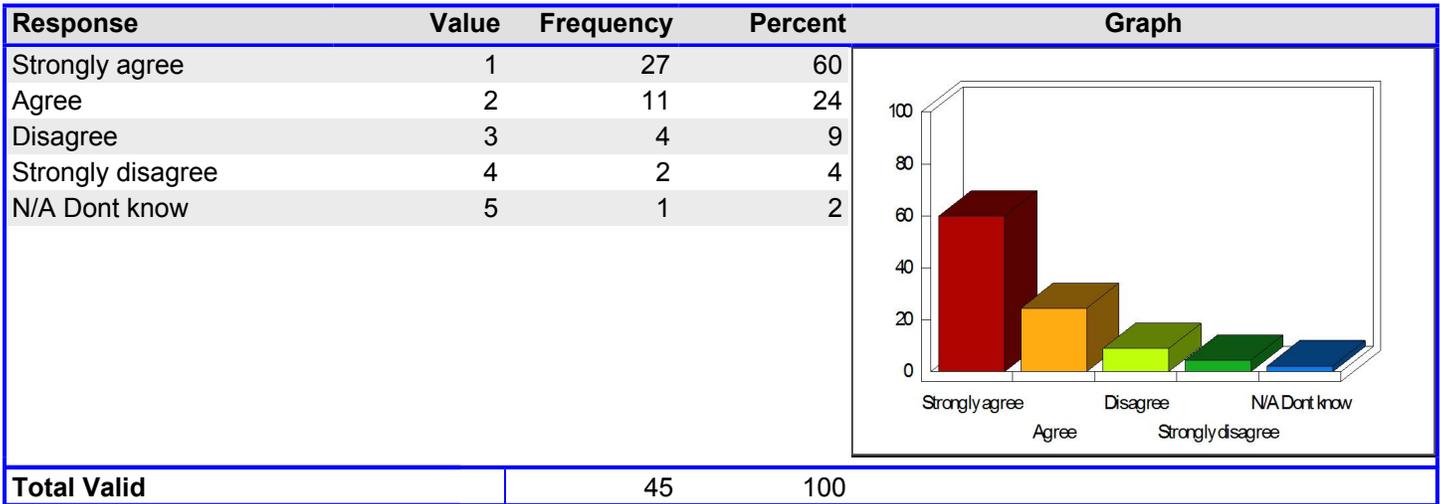
22. Did you participate in Language Exchange in the Listening and Speaking Center this quarter? *

Mean: 0



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

Mean: 2



Spring 2017 Listening and Speaking Survey Report

25b. The staff was friendly and helpful.

Mean: 2

Response	Value	Frequency	Percent	Graph
Strongly agree	1	30	67	
Agree	2	11	24	
Disagree	3	0	0	
Strongly disagree	4	2	4	
N/A Dont know	5	2	4	
Total Valid		45	100	

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

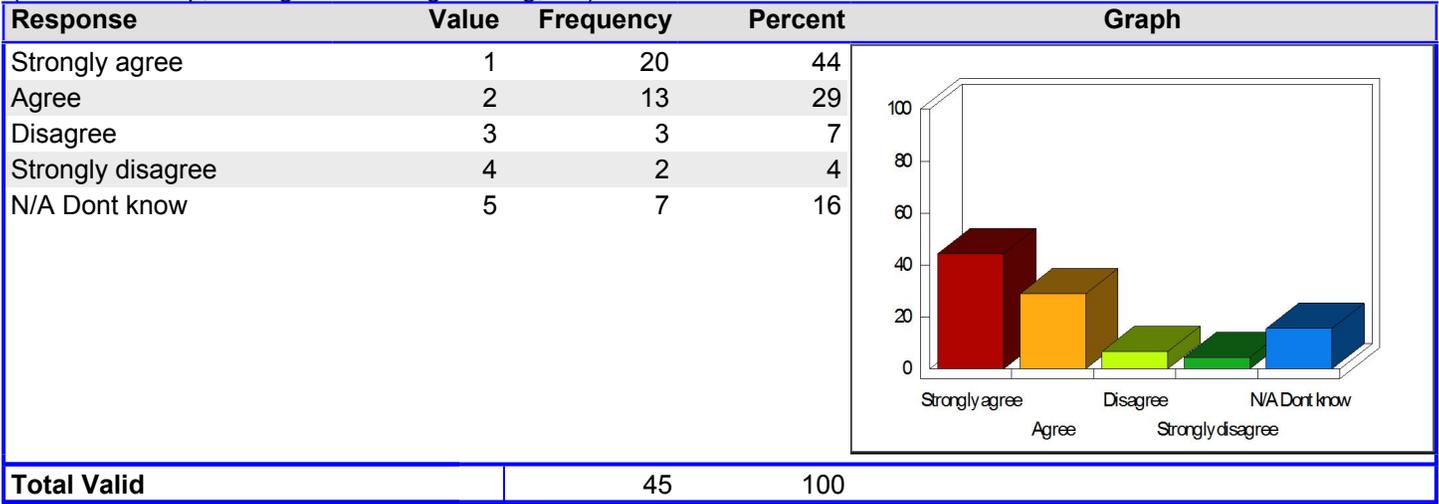
Mean: 2

Response	Value	Frequency	Percent	Graph
Strongly agree	1	23	51	
Agree	2	12	27	
Disagree	3	1	2	
Strongly disagree	4	2	4	
N/A Dont know	5	7	16	
Total Valid		45	100	

Spring 2017 Listening and Speaking Survey Report

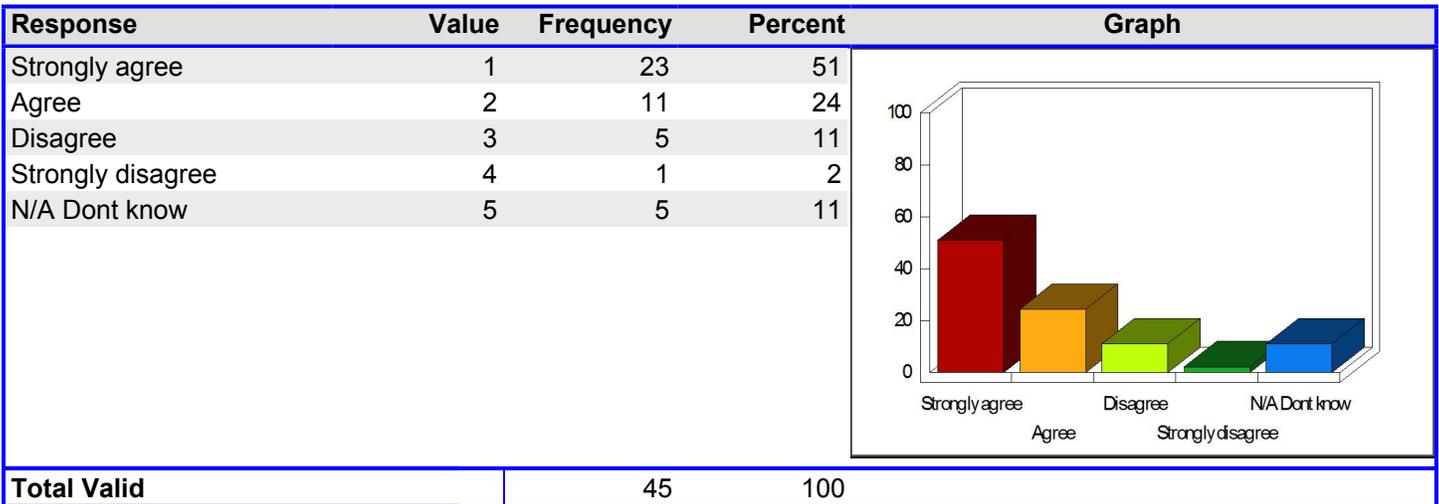
25d. The staff explained the policies and procedures for using other Student Success Center services (Skills workshop, writing and reading tutoring, etc).

Mean: 2



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

Mean: 2



Spring 2017 Listening and Speaking Survey Report

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

Mean: 2

Response	Value	Frequency	Percent	Graph
Strongly agree	1	32	71	
Agree	2	7	16	
Disagree	3	1	2	
Strongly disagree	4	0	0	
N/A Dont know	5	5	11	
Total Valid		45	100	

25g. The workshop leader / tutor was patient.

Mean: 2

Response	Value	Frequency	Percent	Graph
Strongly agree	1	31	69	
Agree	2	9	20	
Disagree	3	0	0	
Strongly disagree	4	0	0	
N/A Dont know	5	5	11	
Total Valid		45	100	

Spring 2017 Listening and Speaking Survey Report

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

Mean: 2

Response	Value	Frequency	Percent	Graph
Strongly agree	1	27	60	
Agree	2	9	20	
Disagree	3	2	4	
Strongly disagree	4	1	2	
N/A Dont know	5	6	13	
Total Valid		45	100	

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

Mean: 2

Response	Value	Frequency	Percent	Graph
Strongly agree	1	28	62	
Agree	2	11	24	
Disagree	3	1	2	
Strongly disagree	4	0	0	
N/A Dont know	5	5	11	
Total Valid		45	100	

Spring 2017 Listening and Speaking Survey Report

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

Mean: 2

Response	Value	Frequency	Percent	Graph
Strongly agree	1	26	58	
Agree	2	9	20	
Disagree	3	2	4	
Strongly disagree	4	1	2	
N/A Dont know	5	7	16	
Total Valid		45	100	

26. Which of the following best describes you? *

Mean: 1

Response	Value	Frequency	Percent	Graph
ESL Student	1	36	80	
World Language Student	2	4	9	
None of the above	3	5	11	
Total Valid		45	100	

Spring 2017 Listening and Speaking Survey Report

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

Mean: 2

Response	Value	Frequency	Percent	Graph
Strongly agree	1	9	25	
Agree	2	15	42	
Disagree	3	6	17	
Strongly disagree	4	3	8	
N/A Dont know	5	3	8	
Total Valid		36	100	

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

Mean: 2

Response	Value	Frequency	Percent	Graph
Strongly agree	1	18	50	
Agree	2	16	44	
Disagree	3	2	6	
Strongly disagree	4	0	0	
N/A Dont know	5	0	0	
Total Valid		36	100	

Spring 2017 Listening and Speaking Survey Report

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

Mean: 1

Response	Value	Frequency	Percent	Graph
Strongly agree	1	24	67	
Agree	2	12	33	
Disagree	3	0	0	
Strongly disagree	4	0	0	
N/A Dont know	5	0	0	
Total Valid		36	100	

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

Mean: 1

Response	Value	Frequency	Percent	Graph
Strongly agree	1	23	66	
Agree	2	11	31	
Disagree	3	0	0	
Strongly disagree	4	0	0	
N/A Dont know	5	1	3	
Total Valid		35	100	

Spring 2017 Listening and Speaking Survey Report

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

Mean: 2

Response	Value	Frequency	Percent	Graph
Strongly agree	1	13	37	
Agree	2	22	63	
Disagree	3	0	0	
Strongly disagree	4	0	0	
N/A Dont know	5	0	0	
Total Valid		35	100	

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

Mean: 2

Response	Value	Frequency	Percent	Graph
Strongly agree	1	9	26	
Agree	2	21	60	
Disagree	3	3	9	
Strongly disagree	4	0	0	
N/A Dont know	5	2	6	
Total Valid		35	100	

Spring 2017 Listening and Speaking Survey Report

28c. I have more confidence in using English.

Mean: 2

Response	Value	Frequency	Percent	Graph
Strongly agree	1	13	37	
Agree	2	21	60	
Disagree	3	0	0	
Strongly disagree	4	0	0	
N/A Dont know	5	1	3	
Total Valid		35	100	

28d. My grades in my classes have improved.

Mean: 2

Response	Value	Frequency	Percent	Graph
Strongly agree	1	10	29	
Agree	2	21	60	
Disagree	3	0	0	
Strongly disagree	4	0	0	
N/A Dont know	5	4	11	
Total Valid		35	100	

Spring 2017 Listening and Speaking Survey Report

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

Mean: 2

Response	Value	Frequency	Percent	Graph
Strongly agree	1	4	40	
Agree	2	3	30	
Disagree	3	0	0	
Strongly disagree	4	1	10	
N/A Dont know	5	2	20	
Total Valid		10	100	

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

Mean: 3

Response	Value	Frequency	Percent	Graph
Strongly agree	1	4	40	
Agree	2	2	20	
Disagree	3	0	0	
Strongly disagree	4	2	20	
N/A Dont know	5	2	20	
Total Valid		10	100	

Spring 2017 Listening and Speaking Survey Report

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

Mean: 2

Response	Value	Frequency	Percent	Graph
Strongly agree	1	4	40	
Agree	2	3	30	
Disagree	3	0	0	
Strongly disagree	4	1	10	
N/A Dont know	5	2	20	
Total Valid		10	100	

29d. My grades in my classes have improved.

Mean: 3

Response	Value	Frequency	Percent	Graph
Strongly agree	1	4	40	
Agree	2	1	10	
Disagree	3	0	0	
Strongly disagree	4	1	10	
N/A Dont know	5	4	40	
Total Valid		10	100	

Spring 2017 Listening and Speaking Survey Report

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

Mean: -

Response	Value	Frequency	Percent	Graph												
Math Science and Technology Resource Center S43	1	5	11	<table border="1" style="display: none;"> <caption>Bar Chart Data</caption> <thead> <tr> <th>Response</th> <th>Percent</th> </tr> </thead> <tbody> <tr> <td>Math Science and Technology Resource Center S43</td> <td>11</td> </tr> <tr> <td>Writing and Reading Center AT309</td> <td>36</td> </tr> <tr> <td>General Subjects Tutoring AT304</td> <td>7</td> </tr> <tr> <td>Academic Skills Center AT302</td> <td>4</td> </tr> <tr> <td>None</td> <td>56</td> </tr> </tbody> </table>	Response	Percent	Math Science and Technology Resource Center S43	11	Writing and Reading Center AT309	36	General Subjects Tutoring AT304	7	Academic Skills Center AT302	4	None	56
Response	Percent															
Math Science and Technology Resource Center S43	11															
Writing and Reading Center AT309	36															
General Subjects Tutoring AT304	7															
Academic Skills Center AT302	4															
None	56															
Writing and Reading Center AT309	2	16	36													
General Subjects Tutoring AT304	3	3	7													
Academic Skills Center AT302	4	2	4													
None	5	25	56													
Total Valid		45	100													

Response Report by Item

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

Respondent	Response
5	In my portal
10	international students' orientation session
24	De Anza Website
26	Website
32	De Anza website

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

Respondent	Response
3	I like the instructor and I think I learned some important things like presentation skills.
4	I like Wednesday's Maria's fun conversation workshop. The topic was interesting and classmates all participate in it. Sometimes I join other workshop, there just three or four people, it not like a workshop.
5	I like
6	It creates a good opportunity for each student to talk bravely and confidentially. Equality and respects are shown in this place.
8	I liked practicing English by participating it, but I liked talking a lot less.
9	I like it.
10	1. Things that I like. (1) The topics of the workshops are very interesting. (2) The workshop leaders, Chris, Victoria and Shirley, are very helpful in English Learning. 2. Things that I don't like. (1) On Tuesday, there is a time conflict between reading workshop of Victoria and Idioms workshop of Chris. (2) The place of workshops are not insulated against noise, as sometimes I can hear the staff chatting loud in the reception desk and in cross culture department.
11	What I dislike was some instructors were late to arrive the workshops.
12	It's great. I have learned a lot.
13	I liked that it really helps. I really loved Chris' classes. It's fun and a lot of important and useful information. Atmosphere was really good!
14	It's a nice place provided for international students.
17	I took part in conversation workshop once, but I feel like that it's not effective in using time. We spent most of time to listening other students.
18	I like American slang workshop
19	Thank you so much, that was great, my instructor was Kenako, and I learnt a lot.
20	My favourite was Chris, who taught not only English but also usefully things. However the additional classes of 251,253 were also really helpful as the reading classes too. I liked that I could meet other students not only my level and practice a lot.
23	like part: very helpful and most of them are interesting.
24	Although I dropped in, I still enjoyed this way of learning a lot.
25	I really like here. All of you are so friendly and helpful. Thank you so much !
28	It helps me know how to keep a conversation going and improve my vocabulary. However, the map to where LSC located is not detail, hard to find (i expected something like "2nd floor of Advanced tech building").
29	I like most of the workshops, and I like the conversation workshop the most.

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

Respondent	Response
32	I liked the opportunity that I was able to have conversations in English because I don't use English outside of class. I could learn some listening and speaking strategies. What I didn't liked is the cancellation of workshop in the nick of time. I understand the volunteers situations though.
33	I like instrucures, all of them specialy ms.konako. She help me alot and she is so kind and calm.
35	I like Ms. Shirley's workshop.
37	I like it
40	I like everything and dislike nothing.
41	I really like them. All workshops helped me to practice my speaking and listening skills and found new friends as well.
43	I like the way by which the teacher helps us to improve our English like talking with friends in a party. That way not only teaches us about knowledge but also gives us opportunity to make friends, and to improve our communication manners.
44	I don't like the conversation section because it is too formal. I expected more casual conversation things like talking about daily life or just chat.
45	Idioms, speaking

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

Respondent	Response
1	I wasn't informed about the meetings.
5	No
17	If I don't prepare what I am going to talk in the workshop in advance, it could be a wasting time. I was too busy to take weekly workshop in this quarter. But for other workshops, I would like to try later
21	I prefer one on one tuition. Tutor can't take care of all his or her student in a workshop
23	Improve oral English.
26	I am a native English speaker.
27	I didn't have time.
30	Wasn't aware of it
31	I don't even know that it exist.
34	I sign up,but I dont receive any notice to tell me if I can participate
39	I like workshops.
43	Sometimes I have other classes ended before noon, which make me have lunch lately, and missed the time to join the workshop.

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

Respondent	Response
1	No
3	A big room
5	No
9	I don't have one.
10	More sessions for idioms and introducing the US/CA culture.
12	Not now.
13	Need to think abt it.
19	I think, weelky is better than one week.

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

Respondent	Response
20	You could have workshop about everyday life, like how to go to doctors, have social security, what happens if the police gives you a ticket, how to go to car mechanic and change the oil and so on. These words are also very helpful.
23	Workshop to introduce the ordinary life here like shops, food.
24	Word usage.
27	no
28	No I don't. I think it is already perfect
30	Not at all. Still don't know what it is.
32	I would like to have more conversation workshops with native English speakers in a small group!
33	I don't know what is the new one !!! This term I started.
35	I want more workshops which discuss about culture.
37	No
39	No
41	Sorry, I don't.
43	I think the teaching way of workshop is good enough, and I cannot think about any advice now.
44	General chit-chat to improve speaking
45	No. Thanks.

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

Respondent	Response
3	Nice study environment
4	Kanko's workshop always interesting and helpful.
17	The small group workshop is very effective to ask questions and learn what I didn't know. The instructor is very supportive. Also in some aspects, the contents are better than the classes I took before such as Accent Reduction and Public Speech. It was worthy to take part in the workshops!
19	Kenako is wonderful, she is really good teacher.
20	I could practice, there was no time for this in class
27	very good for students.
32	I liked the pronunciation workshops most!
43	I think ESL 251 Support Workshops are wonderful. I have learned a lot, including interesting expressions from different countries, and some tricky words' pronunciations.....

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

Respondent	Response
20	I really liked the additional help, the class is very complicated and there is not too much time to practice. In LSC I could learn slower and could ask.
27	I don't know, but I think it's great.
32	I would like to keep attending the reading workshops.
33	I confuse my lessons in the 253 and this my problem doesn't solve. And now I don't know what should I do!
39	Very good
43	I like the 253 Support Workshops. It gives me useful materials to improve my grammar through diverse kinds of practices.

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

Respondent	Response
4	Tutor always willing to help us, but the time was a little bit short.
8	I liked to practice my pronunciation, but it is difficult to find topics to talk or materials to practice pronunciation.
11	Again, some tutors show up lately. I'm OK if no show but it made me nervous a bit.
12	Nothing special.
17	I like the tutoring program a lot. Especially it is very helpful to prepare presentation for the class, also I can improve my English skill without fear that I feel when I talk to Native speakers. Not only English skill but also American culture and values I was able to learn. Thanks!!!
23	Very helpful and all the tutors I met are very kind.
24	The tutor was really nice and helpful!
33	I liked ms. Trinh but just I think she was speaking so calm and sometimes I couldn't understand what did she say? Her voice was low.
37	Individual conversation
38	The tutor is very nice, she can help you to find your problem, and give you the advice.
45	Friendly.

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

Respondent	Response
1	I wasn't informed.
5	I have no time
9	I have tutor at WRC.
10	N/A
13	I didn't feel the need. I prefer group classes. If I have math to ask, I usually ask my teacher.
15	I like the workshop better
20	I went to workshop and did not need more help. However I appreciated the possibility, it was good to know, I always can go ask.
23	Compared to the workshops, I can have more chance to speak English.
25	I don't need a help right now, but I will enjoy next quarter!
30	Didn't know about the opportunity to participate
33	Some times I didn't have enough time.
35	Just hesitated..
39	I joined individual tutor in WRC.
41	I didn't have time. I'm going to participate at fall quarter.
44	My speaking is doing fine enough.

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

Respondent	Response
14	It's a good chance to practice other language, and it's free!
45	I can study their experience what how to succeed.

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

Respondent	Response
7	There is no softwares teaching grammar installed in the computer.
12	Nothing complained.
13	First few weeks I didn't get email confirmations abt my L&S classes booking
17	Software is good, but most of the headphones and microphone did not work properly. That's very annoying.
20	It was not easy to use.
33	I like all of them. Just some times I couldn't open the pictures.
34	I like it very much
43	I like it for the practices provided enable me to learn grammar systematically.
44	It is very useful that I can learn something interesting.

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

Respondent	Response
1	I did not need it.
4	Our professor didn't require this.
5	I don't know how to use it
8	I haven't known what kind of software LSC has and which one is useful for me. In addition, I am not good at a computer.
9	I don't know.
10	I don't know that the ESL software is available.
11	I was occupied with my assingments!
15	I like talking to people
23	I don't know there are ESL software.
24	Wow, I didn't know there is software.
25	I don't know this one.
30	I didn't know about it
35	I didn't know.
37	Do not have time to do so
38	Have no time.
39	I don't know about software in LSC.
41	I prefer to participate at workshops.
45	I don't know how used.

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

Respondent	Response
21	I had signed up for this at the very beginning of the quarter but I didn't even received any news and been arranged !!!!! What the hell are you guys doing ? If you guys can't arrange ,at least let people who are waiting for the entire quarter know. I am extremely disappointed. Please improve your services.
26	I liked how I could learn about my partner's culture along with their language. I also liked how we could schedule our meetings so that it was convenient to our schedule.
30	I liked it a lot. There are still a lot of awkward moments though.
42	I have signed up twice at the very beginning of quarter, and i havent got any reply yet!!!! It is extremely inefficient!! If you cant arrange for the language exchange, at least please sent an email to notify me!!! BAD EXPERIENCE!! THUMBS DOWN!!!!

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

Respondent	Response
44	It is easier to do Language exchange with friends. We can talk about any topic we want.
45	That can train my listening and speaking skills.

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

Respondent	Response
1	I did not need it.
4	I registered at the very beginning, but didn't have partner.
5	No body to exchange
8	This quarter, I participated CCP program, so I didn't have a time to participate it.
9	Don't have time.
10	It is the policy that only students taking a certain classes are eligible to participate in Language Exchange program.
11	I feel my English skill does not meet that level.
12	I've participated in workshops.
13	I don't know what is it, Sorry)
20	I had to many classes, had no time for this.
21	Please improve !!!!!!!
23	I did not have enough time besides taking the workshop and tutor program.
24	Really don't have time since I have to focus on improving my English...
25	I don't this one
35	I don't think I can handle it.
37	Do not have time
38	Don't know this option.
39	I speck mandarin not Chinese, there are very similar but writing and reading are totally different.so I can not help who study Chinese students.
41	I wasn't sure that somebody want to learn the Russian Language.

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

Respondent	Response
1	It was accessible for me to get tutoring.
3	Improved my presentation skill
5	Help
10	Computers are excellent. I don't know there is recording room.
13	They did
14	Great environment for practice.
17	Program(AmEnglish) helped to improve pronunciation and vocabulary.
20	It helped me to begin speak in English. I got additional help with classes, this was very helpful. I could learn more about America and the way how people live here.
32	LSC made me spend time using English and gave me chances to share information and thoughts with other ESL students.
45	Language Exchange.

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

Respondent	Response
1	I enjoyed the atmosphere. A very good study area.
3	Nice environment, nice classmates
4	This center was great.
5	Like
8	When tutoring was canceled, I didn't receive any notice. I want to know about it, or I want that a substitute tutor is ready until the time. When I have something to do, I want to know how I can cancel tutoring or workshop.
9	I like all of it.
10	I strongly recommend it.
13	Everything was super, staff is very helpful and friendly. The idea of this center is very positive itself
17	I like the center and appreciate all the staff, especially Kanako and Marry Ann
20	I really really liked it. Thank you very much for all work.
23	I like it very much and I am very appreciated what they did.
31	The tutor or the center never contacts me!!!
32	I like LSC! I just want to say thank you so much to all steps!
34	I like it of course
35	I know some patient workshop staff. I like them!
37	Nice staffs
38	SLC center is very helpful, and it is a good way to practice my English and make friends.
41	Pros. 1. There are many different workshops and students can choose any workshop that can be better for them 2. All staff always very friendly and willing to help with any problem.
45	Friendly and help me improved my English.