

To: Donna Stasio, Instructor
From: Mallory Newell, College Researcher
Nergal Issaie, Student Assistant
Date: 07/18/2013
Subject: Listening Habits Survey, Winter 2013

The Listening Habits Survey was conducted in the Winter quarter of 2013. A pre-survey was conducted at the beginning of the quarter, and a total of 478 students responded to the online survey. A post-survey was conducted at the end of the quarter, and a total of 258 students responded to the online survey.

Important highlights include:

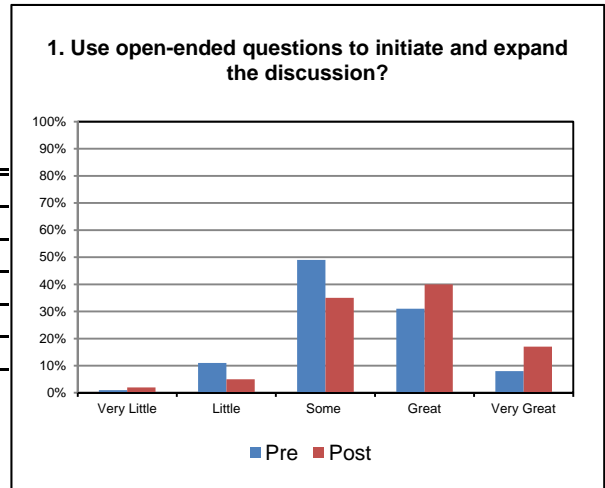
- 64% of respondents to the Pre-Listening Habits survey were “very great” or “great” in encouraging dialogue by sending signals that show they are genuinely interested in what the other person is saying, while 78% of respondents to the Post-Listening Habits survey were “very great” or “great” in encouraging dialogue by sending signals that show they are genuinely interested in what the other person is saying.
- 63% of respondents to the Pre-Listening Habits survey were “very great” or “great” in maintaining eye contact while the other person is speaking, while 81% of respondents to the Post-Listening Habits survey were “very great” or “great” in maintaining eye contact while the other person is speaking.
- 43% of respondents to the Pre-Listening Habits survey were “very great” or “great” in avoiding turning the conversation away from the speaker onto themselves, while 67% of respondents to the Post-Listening Habits survey were “very great” or “great” in avoiding turning the conversation away from the speaker onto themselves.
- 39% of respondents to the Pre-Listening Habits survey were “very great” or “great” in using open-ended questions to initiate and expand the discussion, while 57% of respondents to the Post-Listening Habits survey were “very great” or “great” in using open-ended questions to initiate and expand the discussion.
- 36% of respondents to the Pre-Listening Habits survey were “very great” or “great” in periodically check their understanding by restating in their own words what was said, while 55% of respondents to the Post-Listening Habits survey were “very great” or “great” in periodically check their understanding by restating in their own words what was said.

Listening Habits Survey, Winter 2013

In conversations with others, to what extent do you:

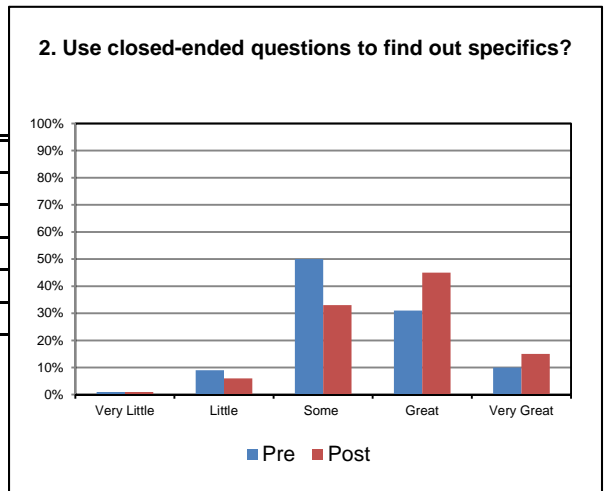
1. Use open-ended questions to initiate and expand the discussion?

Response	Pre		Post	
	N	%	N	%
Very Little	7	1%	5	2%
Little	52	11%	13	5%
Some	233	49%	91	35%
Great	146	31%	104	40%
Very Great	40	8%	44	17%
Total	478	100%	257	100%
No response:	2		2	



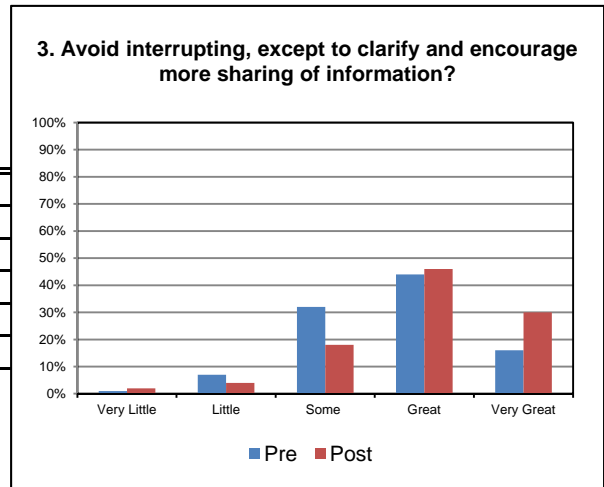
2. Use closed-ended questions to find out specifics?

Response	Pre		Post	
	N	%	N	%
Very Little	4	1%	2	1%
Little	43	9%	15	6%
Some	237	50%	86	33%
Great	148	31%	116	45%
Very Great	46	10%	38	15%
Total	478	100%	257	100%
No response:	2		2	



3. Avoid interrupting, except to clarify and encourage more sharing of information?

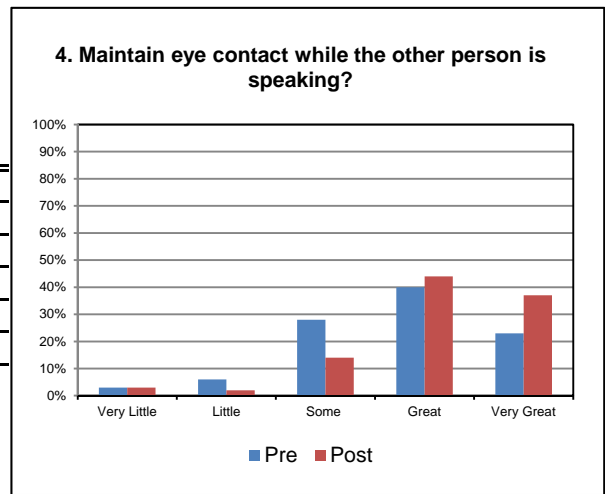
Response	Pre		Post	
	N	%	N	%
Very Little	7	1%	5	2%
Little	34	7%	10	4%
Some	151	32%	47	18%
Great	210	44%	119	46%
Very Great	74	16%	76	30%
Total	476	100%	257	100%
No response:	4		2	



Listening Habits Survey, Winter 2013

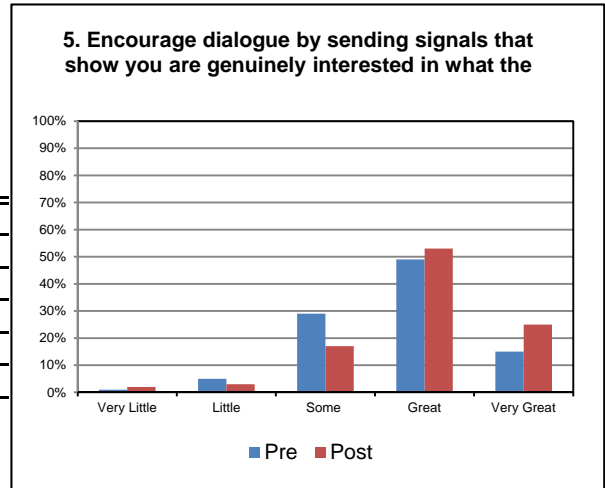
4. Maintain eye contact while the other person is speaking?

Response	Pre		Post	
	N	%	N	%
Very Little	12	3%	7	3%
Little	30	6%	5	2%
Some	133	28%	36	14%
Great	192	40%	112	44%
Very Great	110	23%	94	37%
Total	477	100%	254	100%
No response:	3		5	



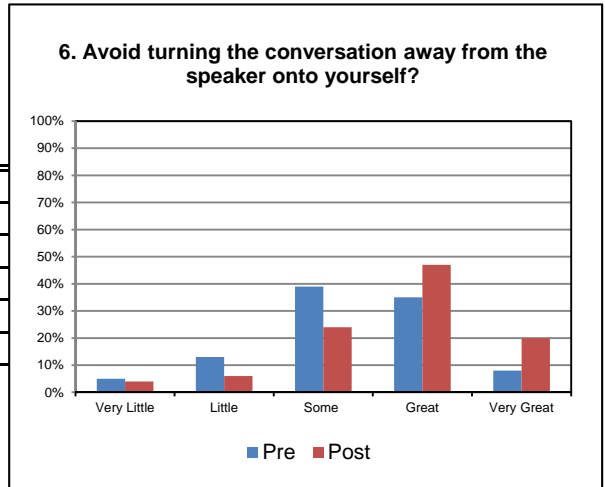
5. Encourage dialogue by sending signals that show you are genuinely interested in what the other person is saying?

Response	Pre		Post	
	N	%	N	%
Very Little	5	1%	6	2%
Little	23	5%	7	3%
Some	139	29%	44	17%
Great	233	49%	133	53%
Very Great	73	15%	62	25%
Total	473	100%	252	100%
No response:	7		7	



6. Avoid turning the conversation away from the speaker onto yourself?

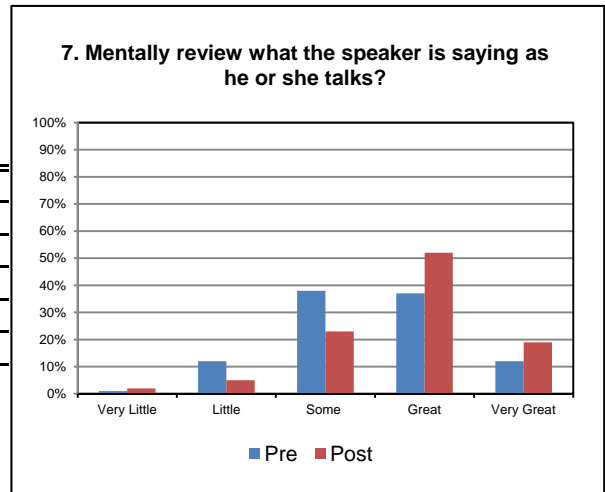
Response	Pre		Post	
	N	%	N	%
Very Little	26	5%	9	4%
Little	60	13%	16	6%
Some	185	39%	61	24%
Great	167	35%	119	47%
Very Great	40	8%	50	20%
Total	478	100%	255	100%
No response:	2		4	



Listening Habits Survey, Winter 2013

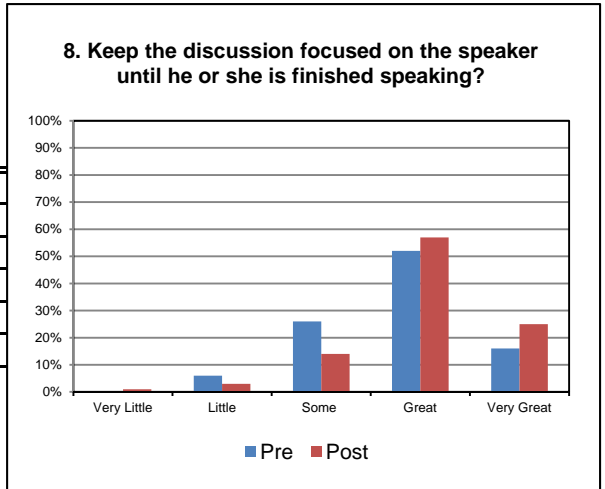
7. Mentally review what the speaker is saying as he or she talks?

Response	Pre		Post	
	N	%	N	%
Very Little	5	1%	4	2%
Little	58	12%	12	5%
Some	181	38%	59	23%
Great	177	37%	134	52%
Very Great	56	12%	48	19%
Total	477	100%	257	100%
No response:	3		2	



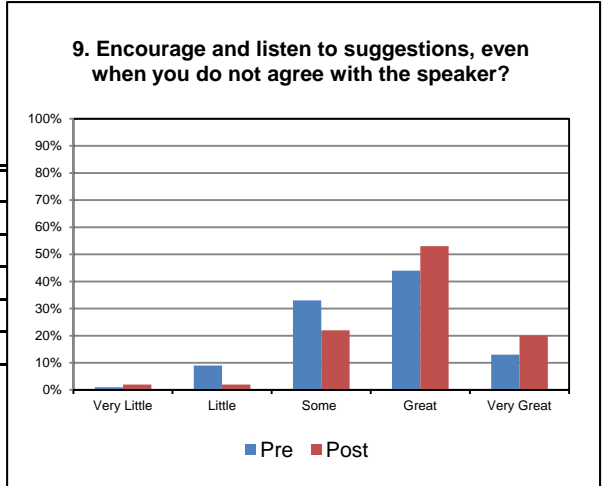
8. Keep the discussion focused on the speaker until he or she is finished speaking?

Response	Pre		Post	
	N	%	N	%
Very Little	2	0%	3	1%
Little	27	6%	7	3%
Some	124	26%	36	14%
Great	247	52%	146	57%
Very Great	77	16%	64	25%
Total	477	100%	256	100%
No response:	3		3	



9. Encourage and listen to suggestions, even when you do not agree with the speaker?

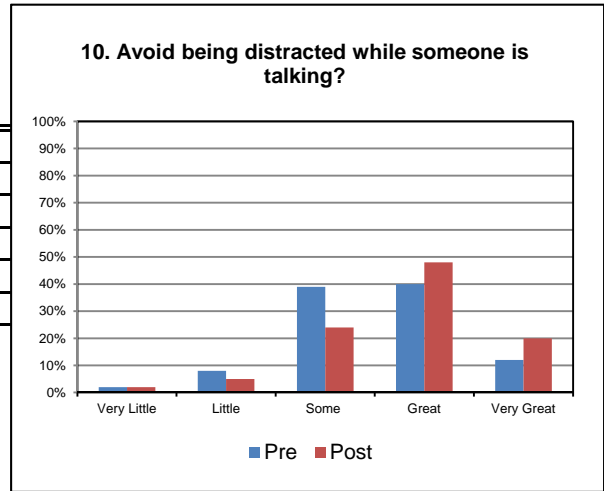
Response	Pre		Post	
	N	%	N	%
Very Little	7	1%	6	2%
Little	42	9%	4	2%
Some	158	33%	57	22%
Great	208	44%	135	53%
Very Great	62	13%	52	20%
Total	477	100%	254	100%
No response:	3		5	



Listening Habits Survey, Winter 2013

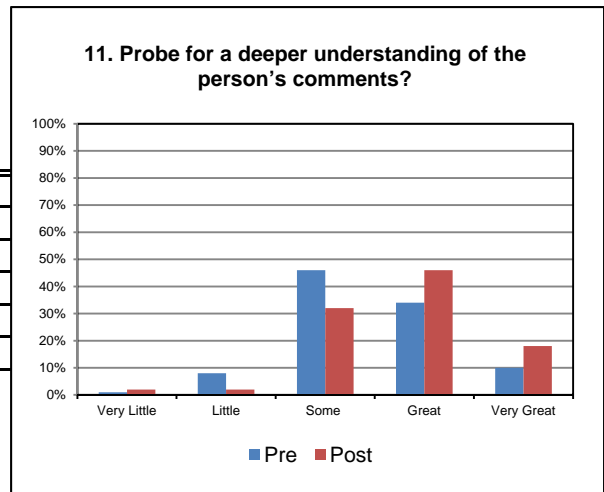
10. Avoid being distracted while someone is talking?

Response	Pre		Post	
	N	%	N	%
Very Little	9	2%	6	2%
Little	38	8%	13	5%
Some	183	39%	61	24%
Great	188	40%	123	48%
Very Great	56	12%	52	20%
Total	474	100%	255	100%
No response:	6		4	



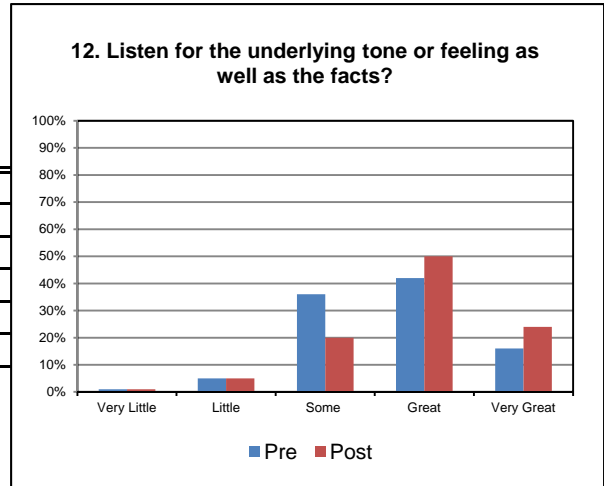
11. Probe for a deeper understanding of the person's comments?

Response	Pre		Post	
	N	%	N	%
Very Little	4	1%	4	2%
Little	40	8%	6	2%
Some	220	46%	81	32%
Great	164	34%	117	46%
Very Great	49	10%	47	18%
Total	477	100%	255	100%
No response:	3		4	



12. Listen for the underlying tone or feeling as well as the facts?

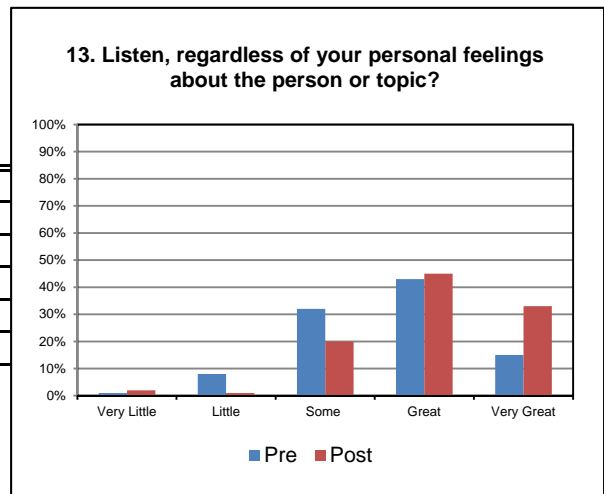
Response	Pre		Post	
	N	%	N	%
Very Little	4	1%	3	1%
Little	26	5%	12	5%
Some	169	36%	52	20%
Great	200	42%	127	50%
Very Great	77	16%	60	24%
Total	476	100%	254	100%
No response:	4		5	



Listening Habits Survey, Winter 2013

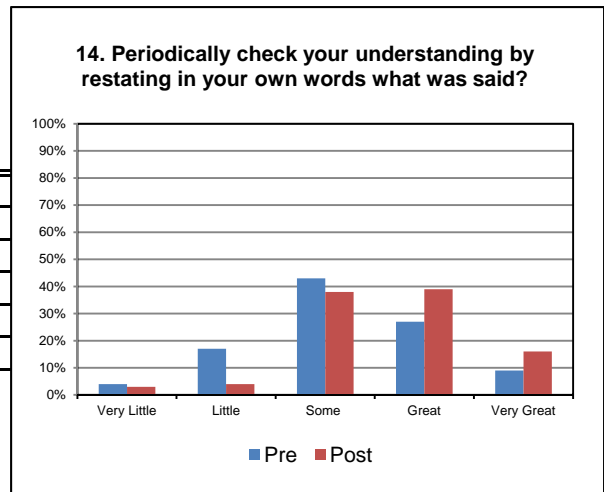
13. Listen, regardless of your personal feelings about the person or topic?

Response	Pre		Post	
	N	%	N	%
Very Little	7	1%	4	2%
Little	39	8%	3	1%
Some	154	32%	49	20%
Great	205	43%	112	45%
Very Great	71	15%	83	33%
Total	476	100%	251	100%
No response:	4		8	



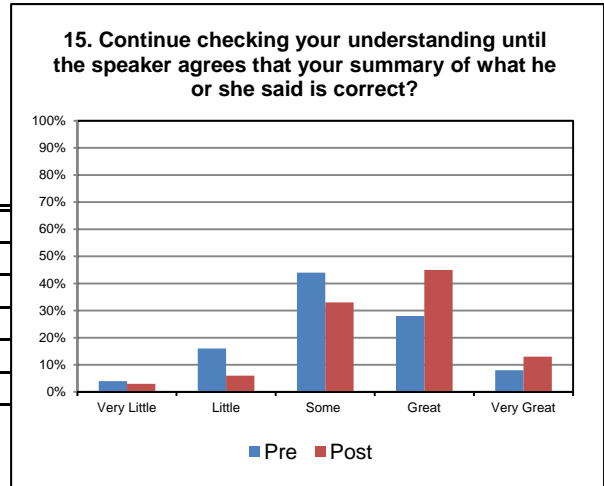
14. Periodically check your understanding by restating in your own words what was said?

Response	Pre		Post	
	N	%	N	%
Very Little	19	4%	7	3%
Little	80	17%	9	4%
Some	207	43%	98	38%
Great	129	27%	100	39%
Very Great	41	9%	42	16%
Total	476	100%	256	100%
No response:	4		3	



15. Continue checking your understanding until the speaker agrees that your summary of what he or she said is correct?

Response	Pre		Post	
	N	%	N	%
Very Little	21	4%	7	3%
Little	77	16%	16	6%
Some	209	44%	85	33%
Great	134	28%	116	45%
Very Great	37	8%	33	13%
Total	478	100%	257	100%
No response:	2		2	

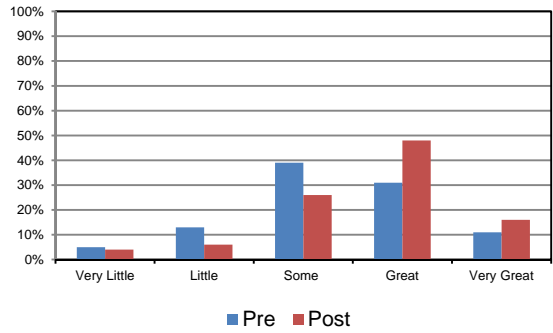


Listening Habits Survey, Winter 2013

16. Summarize and close the conversation so the other person feels that you have appreciated and understood his or her comments?

Response	Pre		Post	
	N	%	N	%
Very Little	22	5%	10	4%
Little	64	13%	15	6%
Some	188	39%	68	26%
Great	150	31%	123	48%
Very Great	53	11%	42	16%
Total	477	100%	258	100%
No response:	3		1	

16. Summarize and close the conversation so the other person feels that you have appreciated and understood his or her comments?



Listening Habits Survey, Winter 2013

17. What activities/assignments etc. during this quarter helped you to improve as a listener?

Comments

A good delivery helps the audience an focus on my speech. It also have a great communication with someone else; to makes the feel comfortable to talk with you. I lot of presentation can let me practice the delivery.

A lot of the reading in the text showed me ways to improve on listening, rather than speaking and interrupting.

Active Listening paper and Relationship interview.

Active Listening.

Active listening

Active listening, as well as group projects.

All Speeches

All assignments in my Speech class, and ESL classes.

All speeches. Especially the personal project speech.

All the activities we did in class when learning different acronyms. Also, our take home assignments like the Conversation Report helped reinforce the information that we learned in class.

All the group activities and presentations. I found at the beginning I would listen but I was distracted in my head with other things. As we did more activities I found myself actually comprehending and really listening to what my classmates were saying.

As a listener i really benefited from our in class debate. It made me focus more on their argument and coming up with a response.

As a listener, i learn to give all my attention to the speaker, its very importan to focused on the speaker and their topic. I fet to learn something new yet something new about my classmates.

At the beginning of the class the instructor asked me to prioritize my weeknes and i listed Listennig as one of them. At the end of the calss i was asked to report how have i done which i am glad to say very well. Also the class required a group project that made us all listen to each other. On top of that we knew that we have to feed back our peers and that requires listenning as well.

Before the speaker started, everyone gave an applause and then the audience was all ears to the speaker.

Being a audience while listening to other people giving their speeches

Being a time keeper. Respecting others and listening. I dont feel it there is something that helps you listen more. Its a responsibility that you pay attension or not.

Being able to participate in the group project allowed me to notice my skills as a listener. It has also allowed me to practice my listening skills within my group members.

Being an audience member while other people were doing presentation.

Being apart of the audience, speaking in front of others.

By having the response papers focus on other speakers as well it taught me to be a critical listener as well as to actually pay attention to what they were saying.

By writing the reflection for the speakers.

Chapters read on listening, as well as lectures.

Class discussions

Class speeches were a big help with learn ing all these techniques.

Commenting on speeches after speakers were finished helped me to focus on what they were saying. A class that encouraged communication and building relationships with classmates also helped me work on my conversation skills.

Conversation activities. Listening to speeches and not getting distracted.

Counter arguments

Discussions and feedback

Doing classmate's critique!

Doing critiques, trying to come up with counter arguments

Doing the in class exercises and once again group presentations.

Doing the relationship interview.

During speech presentations i liked how we had to write feedback about another person's presentation and that significantly helped.

During this quarter, all the group activities, such as discussions about the topic really help. Specially speeches.

Each person's speech was interesting, so I listened well .And the fact that most people in the room was listening made me want to listen too.

Listening Habits Survey, Winter 2013

Every class activities
Every speech projects.
Every speeche, we always gave feedback to other classmates in this quarter, and this activity helped to be a better listener.
Feedback sessions
From a group project
Getting chosen for feedback
Giving feedback on speeches and filling out evaluation forms.
Giving feedback to speakers
Giving the other students feedback on their speech
Group activities such as the "Sell it" and peer revision.
Group discussions daily
Group presentation
Group project
Group projects because it gave a chance for me to listen to all my group members and listen to their ideas and etc.
Group topics, controversial issues, etc.
Group work/brainstorming with my table.
Having group activities and listening to others opinions
Having group discussions about our topics
Having to listen intently to the other speakers because I never knew when I was going to be called on to give feedback
Having to listen to multiple speeches and having to meet new people.
Having to listen to other presentations and write feedback to them
Having to stay quiet for the full time that people were sharing their assignments.
I feel like asking questions and doing feedback has helped me improve as a listener.
I had practice sessions using active listening skills.
I haven't improved, I've always been a good listener.
I learned how I say rather than what I say.
I pay more attention to what is going around me, try to listen and be more attentive (more than I used to). The papers we wrote that made me think and be more aware of what I do. Thank you so much for that!
I think just over all listening to presentations and group activities helped me as a listener.
I think listening to other student's speeches in SPCH 1 class have improved my listening skill because of the duty of giving a constructive criticism/ peer critique to fellow speakers.
I think that the first speech we did helped me learn to listen better to others when they are talking, and the more I had to critique or make suggestions afterwards the better I became at being able to key in on these things.
I think that the group critiques really helped me to improve as a listener.
I thought that the group project really helped build patience while listening to the speaker.
I took speech 10 and joined the CCP program
I took the Learning Survey & I was able to better understand what others had to say.
I was more engaged and sat up properly to let the speaker know I am paying attention to his/her speech.
Impromptu speech
Impromptu Speech Group project Persuasive speech Truth/Lie Soap Box speech Personal Project
Jotting down the comments and reviews we had to give to them
Just listening to everyone present their speeches
Just listening to the presentations and understanding that it is important to give a speaker your attention because we all get pretty nervous when we're up there.
Knowing that after a speaker presents, you have to give automatic feedback. And knowing that your feedback means a lot to their improvements towards the future.
Listening and critiquing speeches.
Listening and learning from other speakers.
Listening to all the great speeches everyone in class had to talk about. when someone speaks about something they are passionate about it makes it easier to listen.
Listening to everyones speeches and working so much with our table groups.
Listening to personal anecdotes from people whose opinions I don't agree with.
Listening to speeches

Listening Habits Survey, Winter 2013

Listening to speeches

Listening to speeches.

Listening to the speaker in speech class. Ask questions after the speaker is done for full understanding of what was spoken.

Listening to the speeches and being called on to give feedback.

Listening to what people had to say and keeping me interested.

Mostly group project, where discussion and mutual understanding were necessary.

My speech 10 was the greatest class, that there is an art to being an active listener. I have learned to listen without interrupting a person and I continue to improve.

My speech class really improved me as a listener. From the reading material, listening to Professor Lee, and going through group communication I have learned to be an effective listener.

Newsletter Project

None. All the assignments were nothing different than I would do regularly.

Other people speeches

Our in class debates as well as the many speeches I got to hear

Out class critique help me to understand more about an evaluation and analysis skill.

Peer review forms during the speeches really helped me focus on what each person was saying.

Personal Group

Practice and speaking in class

Pretty much the whole SPCH1 class. It really helped hone my analytic skills.

Q&A

Relationship interview

Sell it

Sitting and listening through all the speeches.

Sitting through many speeches have made me improve my skills as a listener. Doing my own speeches also helped with this because through them I realized how much pressure is relieved when you have a good, attentive audience.

Speech 10 class

Speech assignments

Speech class

Speech class project presentations.

Speech feedback for peers.

Speech presentations

Speeches

Standards for good communication outlined in the course

Taking Speech 1 at De Anza

Talking to my classmates before and after class.

Talking to the teacher in office hours.

Taught Self

The act of listening to these speeches was the greatest asset in building my strengths in this area. However, this is still a somewhat weak area in my life.

The activities that helped during this quarter are doing group discussions and listening to speeches. While we were in group discussions, I paid attention and would get an understanding of what the person was trying to say. I would not interrupt and wait till they were done speaking. As for listening to speeches, I just took in what each presenter was saying so that I could get a grasp of the message they were trying to tell the audience.

The awesome opportunity

The chapter in the book that talks about effective listening techniques.

The class survey and the games in class

The cultural artifacts speech was a good lesson in listening. Having to grade the person on their performance meant really listening to what they said.

The feedback after speeches made sure you focused to what the speaker was saying and body language. You had to look at every detail and find the meaning to what they said.

The feedback from other students after our speeches helped me to improve and listen to what they had to say even if it was hard to hear.

The feedback group sessions held after the Informative speech helped develop these skills, especially because it was critical to pay close attention to what my peers and professors thought about my performance

Listening Habits Survey, Winter 2013

The group activities during the course

The group assignments in class helped me improve my listening skills.

The more in depth reviews done after the informative speeches.

The peer evaluation sheets

The persuasive presentations

The persuasive speech helped me to improve as a good listener

The persuasive speech, and it's question-answer part. I liked being able to discuss my classmates' speeches with them.

The question and answer portion of the last speech.

The question and answer portion of the speeches helped with all of these.

The restate questions part for informative and persuasive speech

The small group interactions where we were required to not talk while the other person was talking, as well as when individuals went up alone or in a group to present something.

The speech that we had to do the questionnaire.

The speeches which we did in class helped me improve as a listener. During the time when my classmates were presenting their speeches. I try to listen completely what has they just said as well as review the mainpoints which is really important. Furthermore, I show some signals that let the speaker know that I am listening to them as well as encourage them during their presentations. After each speech, I did the evaluation speech which help me improve my weakness and continue my strengths as a listener.

The time five minutes of silence and no distractions allowed me the opportunity to really listen to a speaker and avoid distractions.

Trying to pay attention to people's speeches even if they seem like they are not all that interested in it themselves

Trying to restate the topic in our own words.

Various icebreaker activities. Checking in

Watching others give their speeches.

We did a lot of exercises in class that help me understanding and practicing several concepts.

We had a lot of group discussions that helped with this.

We would brainstorm our ideas for each speech topic and share them with our classmates. He had us really engage in conversation with one other, which was extremely beneficial. We really got to know every classmate and Russell. He used personal experiences with his examples and really got us thinking.

What really helped me was being in an environment where people were talking outside of their comfort zone. Interacting this much and having times when all the attention was on me really helped me to grow as a speaker.

When the other classmates in the class were presenting their speeches in front of the class, it gave us the opportunity to improve as a listener.

When we have to give feedback to speaker, we had to listen carefully to their speech so that our feedback could help them in future.

Working in groups.

Writing feedback for everyone.

a lot of the group work and listening to each speaker

all assignments helped.

all speeches and activities

all the speech assignments

all the speeches we had and assignment and reading the assigned book

audience feedback is what helped me improve as a listener

being in groups helps because i can learn from what each person says, interesting new information.

classmates' great attention getter helped me to improve myself as a listener.

engaging with other classmates

evaluation

group discussions

group discussions. I tried to wait patiently as the speaker was speaking and then I asked questions.

group presentation preparing

group project

group projects

group speech

group speeches

Listening Habits Survey, Winter 2013

group work
having the speeches in front of class help me open up and be more confident
having to listen to all my classmate speeches.
i learned how to listen to others when they were talking to me and not being rude
i think all the activities have helped a lot in regards to my listening skills, especially all the check-ins and partner practices
impromptu speech
informative speech
listen through speeches of other students
listen to in class speeches done by others students
listen to other people's speeches and try to comment on them.
listening to all the students speeches and group work.
listening to other student speeches and class discussions
listening to others present their speeches
listening to presentation and thinking about the topic
listening to the different speeches throughout the quarter and listening to what the teacher has to say.
listening to the notes
many speeches drives me to listen to others. Their speeches were interesting. Many classmates showed some respects to me during my speech
none I didn't learn that much.. class time was tedious and boring
our homeworks helped alot
peers' discussions
persuasive speech
project presentation
providing feedback after speeches
small group discussions
speeches
spoke and put myself in the speakers shoes
talking to people in class/active listening
textbook
the Q&A section after the speech
the cultural artifact speech definitely helped us to listen on topics we were not interested in.
the peer feedback is to helps me to review the topic with speaker. like what speaker do best and the suggest in that speech.
the peer review
the q &a after the persuasive speech
the repetition of having to watch speaches
use open CAN and close CAN activities
we have to listen and give a feedback.
when I listened to my fellow peers speak. All the speeches given this quarter helped.
when other people speak to present their project and share with us their thoughts
when we had to do the reading relating to the listening on the hw

Listening Habits

This survey is used for research purposes only.
All responses will remain confidential.
You may choose not to answer any of the questions.
Thank you for your time and feedback.

Please select the response that most accurately describes your listening habits.

In conversations with others, to what extent do you:

	Very Little	Little	Some	Great	Very Great
1. Use open-ended questions to initiate and expand the discussion?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Use closed-ended questions to find out specifics?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Avoid interrupting, except to clarify and encourage more sharing of information?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Maintain eye contact while the other person is speaking?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Encourage dialogue by sending signals that show you are genuinely interested in what the other person is saying?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Avoid turning the conversation away from the speaker onto yourself?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Mentally review what the speaker is saying as he or she talks?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Keep the discussion focused on the speaker until he or she is finished speaking?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Encourage and listen to suggestions, even when you do not agree with the speaker?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Avoid being distracted while someone is talking?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Probe for a deeper understanding of the person's comments?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Listen for the underlying tone or feeling as well as the facts?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. Listen, regardless of your personal feelings about the person or topic?

14. Periodically check your understanding by restating in your own words what was said?

15. Continue checking your understanding until the speaker agrees that your summary of what he or she said is correct?

16. Summarize and close the conversation so the other person feels that you have appreciated and understood his or her comments?

17. What activities/assignments etc. during this quarter helped you to improve as a listener?

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