

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: 01/29/2015

Subject: Listening and Speaking Center (LSC) survey, Fall 2014

A survey of Listening and Speaking Center (LSC) survey was conducted at the end of the Fall quarter in 2014. This resulted in 40 valid respondents.

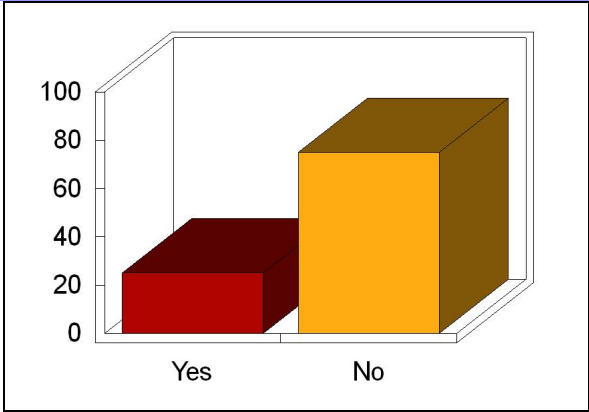
Important Highlights Include:

- 87.5% 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).
- 100% of respondents believed the staff at the LSC was friendly and helpful (23b).
- 96.5% 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 (26c).
- 94.5% of respondents who participated in ESL 251 "agree" or "strongly agree" that they were pleased with the workshop (8f).
- 90.6% 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 (8a, 8b, and 8e).
- 92.9% of 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 (26a, 26b, and 26c).
- 97.5% of respondents "agree" or "strongly agree" that the staff took the time to explain the services offered in the LSC (23c).
- 86.7% 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 (25d).

Academic Skills Center Survey Fall 2014

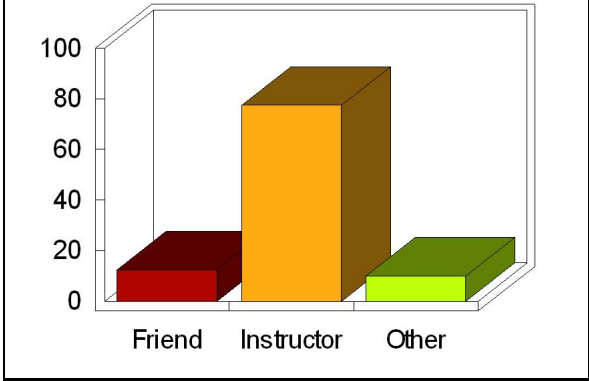
1. Are you an international student? *

Mean: 1.75

Response	Value	Frequency	Valid Percent	Graph
Yes	1.00	10	25.00	
No	2.00	30	75.00	
Total Valid		40	100.00	

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

Mean: 1.98

Response	Value	Frequency	Valid Percent	Graph
Friend	1.00	5	12.50	
Instructor	2.00	31	77.50	
Other	3.00	4	10.00	
Total Valid		40	100.00	

Academic Skills Center Survey Fall 2014

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

Mean: -

Response	Value	Frequency	Valid Percent	Graph
EWRT/READ/LART instructor	1.00	1	3.33	
Speech instructor	2.00	0	0.00	
World language class instructor	3.00	2	6.67	
Anderson Elaine	4.00	0	0.00	
Betlach Marcy	5.00	4	13.33	
Boerner Karen	6.00	2	6.67	
Carobus Patricia	7.00	5	16.67	
Chacko Achamma	8.00	0	0.00	
Chai Christine	9.00	0	0.00	
Cooper Susan	10.00	0	0.00	
Culver Matthew	11.00	1	3.33	
Dodd Elizabeth	12.00	0	0.00	
Dubarry Michele	13.00	3	10.00	
Dunlap Kathleen	14.00	0	0.00	
Flores Kathy	15.00	4	13.33	
Goodwin Mary Ellen	16.00	1	3.33	
Gray Zena	17.00	1	3.33	
Hamilton Webster	18.00	0	0.00	
Heistein Gloria	19.00	1	3.33	
Himes Gretchen	20.00	0	0.00	
Ifft MaryAnne	21.00	2	6.67	
Kohnhorst Lisa	22.00	1	3.33	
Lam Clara	23.00	3	10.00	
Lee Charles	24.00	1	3.33	
Lee Andrea	25.00	1	3.33	
Leung Kai-Cheon	26.00	0	0.00	
Madigan Julie	27.00	1	3.33	
Marchiano Michelle	28.00	0	0.00	
Marianetti Noel	29.00	0	0.00	
Marin Maria	30.00	1	3.33	
Molino-Torres Alejandro	31.00	0	0.00	
Newman Cheri	32.00	0	0.00	
Norman Craig	33.00	4	13.33	
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	3	10.00	
Thistlethwaite Ann	41.00	0	0.00	
Thot-Johnson Iris	42.00	0	0.00	
Topalovic Jasmina	43.00	0	0.00	

Academic Skills Center Survey Fall 2014

Tracey Iva	44.00	0	0.00
Wong Letty	45.00	2	6.67
Yee Linda	46.00	2	6.67

Total Valid	30	100.00
Missing	10	
Total	40	

4. Did you participate in weekly workshops (conversation, idioms, vocabulary, etc) in the Listening and Speaking Center this quarter? * Mean: 1.35

Response	Value	Frequency	Valid Percent	Graph
Yes	1.00	26	65.00	
No	2.00	14	35.00	
Total Valid		40	100.00	

8. Did you participate in any of the ESL 251 Support Workshops (Pronunciation Skills, Presentation Skills, and/or Listening Skills) in the Listening and Speaking Center this quarter? * Mean: 1.70

Response	Value	Frequency	Valid Percent	Graph
Yes	1.00	12	30.00	
No	2.00	28	70.00	
Total Valid		40	100.00	

Academic Skills Center Survey Fall 2014

a. It helped me improve my study habits.

Mean: 1.82

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	6	35.29	
Agree	2.00	10	58.82	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	1	5.88	
Total Valid		17	100.00	
Missing		23		
Total		40		

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

Mean: 1.89

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	8	44.44	
Agree	2.00	8	44.44	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	2	11.11	
Total Valid		18	100.00	
Missing		22		
Total		40		

Academic Skills Center Survey Fall 2014

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

Mean: 2.72

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	4	22.22	
Agree	2.00	5	27.78	
Disagree	3.00	5	27.78	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	4	22.22	
Total Valid		18	100.00	
Missing		22		
Total		40		

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

Mean: 2.00

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	7	38.89	
Agree	2.00	8	44.44	
Disagree	3.00	1	5.56	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	2	11.11	
Total Valid		18	100.00	
Missing		22		
Total		40		

Academic Skills Center Survey Fall 2014

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

Mean: 1.78

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	8	44.44	
Agree	2.00	8	44.44	
Disagree	3.00	1	5.56	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	1	5.56	
Total Valid		18	100.00	
Missing		22		
Total		40		

F. Overall, I was pleased with the workshop.

Mean: 1.78

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	7	38.89	
Agree	2.00	10	55.56	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	1	5.56	
Total Valid		18	100.00	
Missing		22		
Total		40		

Academic Skills Center Survey Fall 2014

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: 1.83

Response	Value	Frequency	Valid Percent	Graph
Yes	1.00	7	17.50	
No	2.00	33	82.50	
Total Valid		40	100.00	

a. It helped me improve my study habits.

Mean: 1.75

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	2	25.00	
Agree	2.00	6	75.00	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	0	0.00	
Total Valid		8	100.00	
Missing		32		
Total		40		

Academic Skills Center Survey Fall 2014

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

Mean: 1.88

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	4	50.00	
Agree	2.00	3	37.50	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	1	12.50	
Total Valid		8	100.00	
Missing		32		
Total		40		

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

Mean: 2.38

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	2	25.00	
Agree	2.00	3	37.50	
Disagree	3.00	2	25.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	1	12.50	
Total Valid		8	100.00	
Missing		32		
Total		40		

Academic Skills Center Survey Fall 2014

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

Mean: 2.13

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	3	37.50	
Agree	2.00	3	37.50	
Disagree	3.00	1	12.50	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	1	12.50	
Total Valid		8	100.00	
Missing		32		
Total		40		

e. It helped me improve my English grammar.

Mean: 1.63

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	4	50.00	
Agree	2.00	3	37.50	
Disagree	3.00	1	12.50	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	0	0.00	
Total Valid		8	100.00	
Missing		32		
Total		40		

Academic Skills Center Survey Fall 2014

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

Mean: 1.75

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	3	37.50	
Agree	2.00	4	50.00	
Disagree	3.00	1	12.50	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	0	0.00	
Total Valid		8	100.00	
Missing		32		
Total		40		

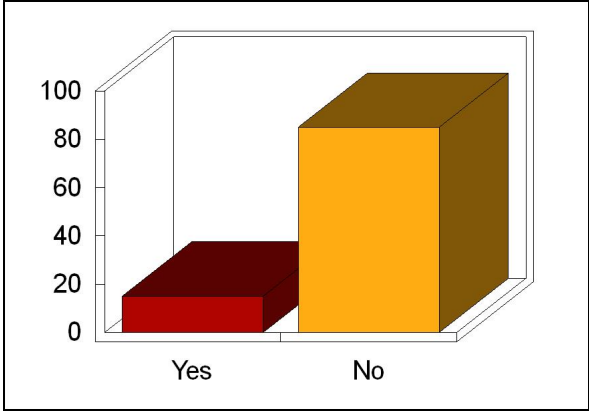
g. Overall, I was pleased with the workshop.

Mean: 1.25

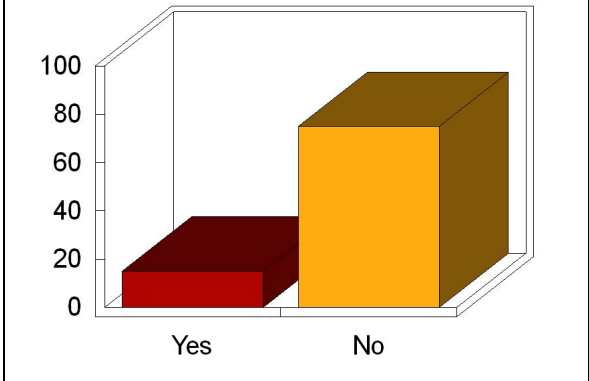
Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	6	75.00	
Agree	2.00	2	25.00	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	0	0.00	
Total Valid		8	100.00	
Missing		32		
Total		40		

Academic Skills Center Survey Fall 2014

17. Did you participate in World Language Tutoring in the Listening and Speaking Center this quarter? * Mean: 1.85

Response	Value	Frequency	Valid Percent	Graph
Yes	1.00	6	15.00	
No	2.00	34	85.00	
Total Valid		40	100.00	

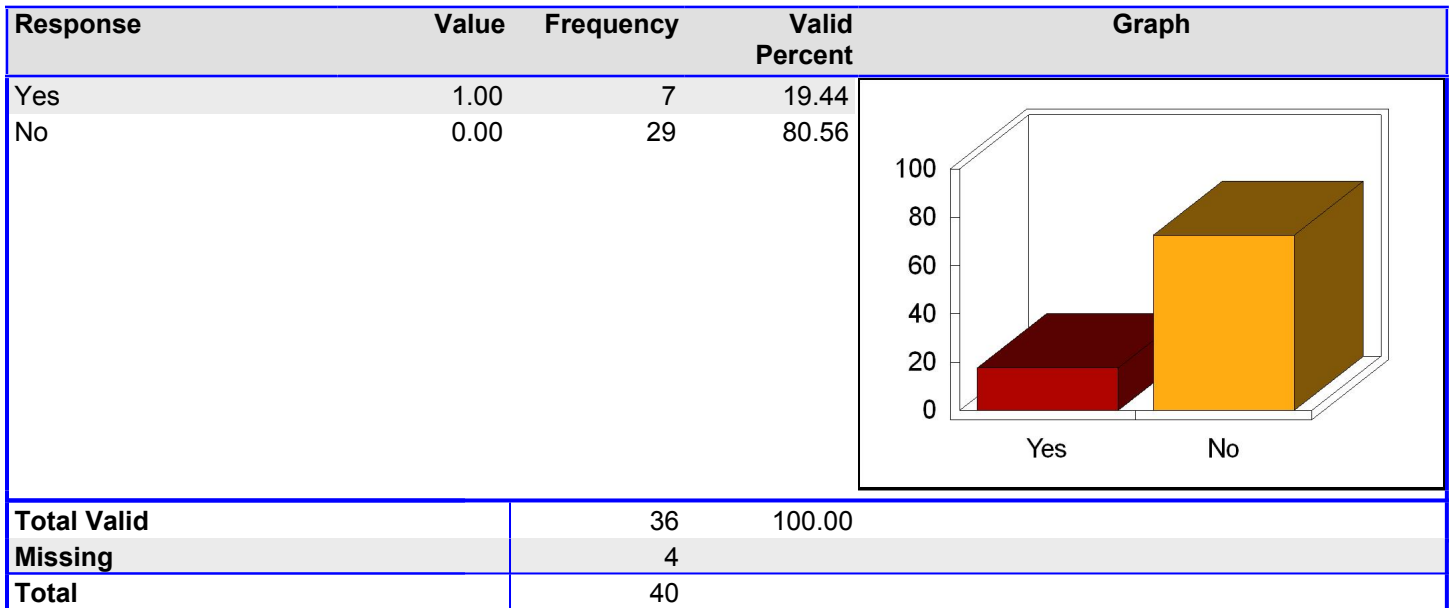
19. Did you use ESL software in the Listening and Speaking Center this quarter? * Mean: 0.17

Response	Value	Frequency	Valid Percent	Graph
Yes	1.00	6	16.67	
No	0.00	30	83.33	
Total Valid		36	100.00	
Missing		4		
Total		40		

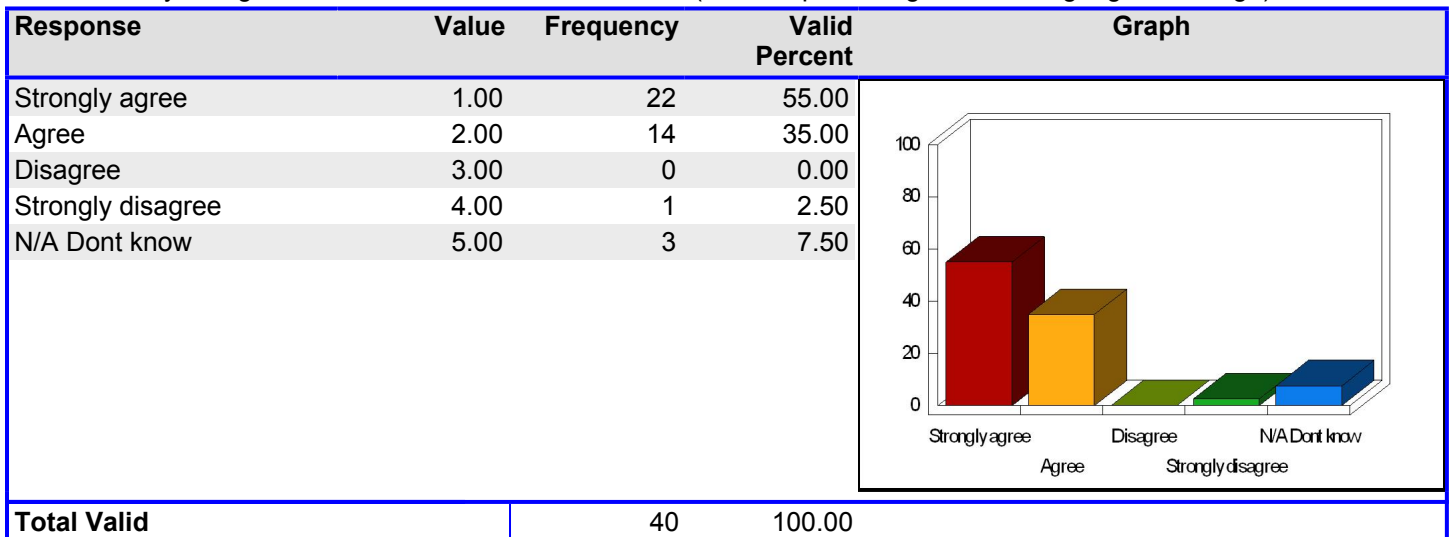
Academic Skills Center Survey Fall 2014

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

Mean: 0.19



a. It was easy to register for different activities in the LSC (workshop, tutoring, and/or Language Exchange). Mean: 1.73



Academic Skills Center Survey Fall 2014

b. The staff was friendly and helpful.

Mean: 1.23

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	31	77.50	
Agree	2.00	9	22.50	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	0	0.00	
Total Valid		40	100.00	

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

Mean: 1.55

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	21	52.50	
Agree	2.00	18	45.00	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	1	2.50	
Total Valid		40	100.00	

Academic Skills Center Survey Fall 2014

d. The staff explained the policies and procedures for using other Student Success Center services (Skills workshop, writing and reading tutoring, etc). Mean: 1.95

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	18	45.00	
Agree	2.00	16	40.00	
Disagree	3.00	1	2.50	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	5	12.50	
Total Valid		40	100.00	

e. The workshop leader / tutor was on time. Mean: 1.90

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	23	57.50	
Agree	2.00	8	20.00	
Disagree	3.00	4	10.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	5	12.50	
Total Valid		40	100.00	

Academic Skills Center Survey Fall 2014

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

Mean: 1.80

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	25	62.50	
Agree	2.00	9	22.50	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	1	2.50	
N/A Dont know	5.00	5	12.50	
Total Valid		40	100.00	

g. The workshop leader / tutor was patient.

Mean: 1.75

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	26	65.00	
Agree	2.00	8	20.00	
Disagree	3.00	1	2.50	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	5	12.50	
Total Valid		40	100.00	

Academic Skills Center Survey Fall 2014

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

Mean: 1.88

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	23	57.50	
Agree	2.00	10	25.00	
Disagree	3.00	1	2.50	
Strongly disagree	4.00	1	2.50	
N/A Dont know	5.00	5	12.50	
Total Valid		40	100.00	

i. The workshop leader / tutor explained concepts clearly.

Mean: 1.83

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	24	60.00	
Agree	2.00	10	25.00	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	1	2.50	
N/A Dont know	5.00	5	12.50	
Total Valid		40	100.00	

Academic Skills Center Survey Fall 2014

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

Mean: 2.13

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	21	52.50	
Agree	2.00	9	22.50	
Disagree	3.00	1	2.50	
Strongly disagree	4.00	2	5.00	
N/A Dont know	5.00	7	17.50	
Total Valid		40	100.00	

26. Which of the following best describes you? *

Mean: 1.45

Response	Value	Frequency	Valid Percent	Graph
ESL Student	1.00	27	67.50	
World Language Student	2.00	8	20.00	
None of the above	3.00	5	12.50	
Total Valid		40	100.00	

Academic Skills Center Survey Fall 2014

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

Mean: 2.43

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	10	33.33	
Agree	2.00	8	26.67	
Disagree	3.00	4	13.33	
Strongly disagree	4.00	5	16.67	
N/A Dont know	5.00	3	10.00	
Total Valid		30	100.00	
Missing		10		
Total		40		

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

Mean: 1.79

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	13	44.83	
Agree	2.00	13	44.83	
Disagree	3.00	1	3.45	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	2	6.90	
Total Valid		29	100.00	
Missing		11		
Total		40		

Academic Skills Center Survey Fall 2014

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

Mean: 1.38

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	21	72.41	
Agree	2.00	7	24.14	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	1	3.45	
Total Valid		29	100.00	
Missing		11		
Total		40		

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

Mean: 1.77

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	17	56.67	
Agree	2.00	9	30.00	
Disagree	3.00	1	3.33	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	3	10.00	
Total Valid		30	100.00	
Missing		10		
Total		40		

Academic Skills Center Survey Fall 2014

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

Mean: 1.61

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	14	50.00	
Agree	2.00	13	46.43	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	1	3.57	
Total Valid		28	100.00	
Missing		12		
Total		40		

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

Mean: 1.86

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	11	39.29	
Agree	2.00	14	50.00	
Disagree	3.00	1	3.57	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	2	7.14	
Total Valid		28	100.00	
Missing		12		
Total		40		

Academic Skills Center Survey Fall 2014

c. I have more confidence in using English.

Mean: 1.89

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	7	25.00	
Agree	2.00	19	67.86	
Disagree	3.00	1	3.57	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	1	3.57	
Total Valid		28	100.00	
Missing		12		
Total		40		

d. My grades in my classes have improved.

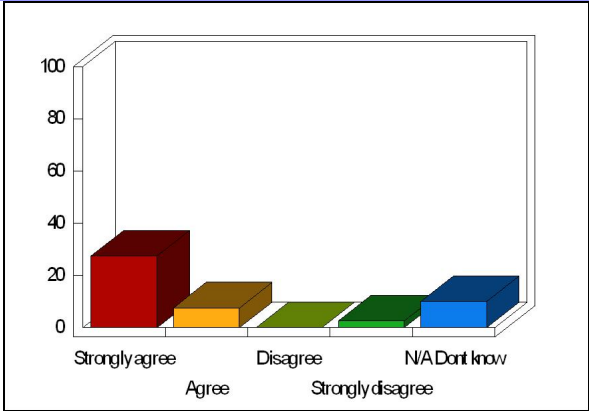
Mean: 2.14

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	9	32.14	
Agree	2.00	14	50.00	
Disagree	3.00	1	3.57	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	4	14.29	
Total Valid		28	100.00	
Missing		12		
Total		40		

Academic Skills Center Survey Fall 2014

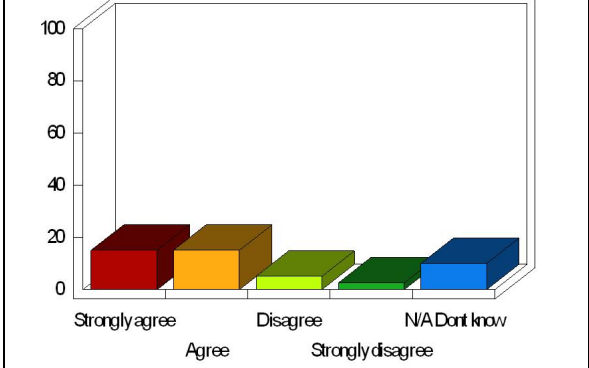
a. My target language skills (listening, speaking, grammar, writing, and/or reading) have improved.

Mean: 2.16

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	11	57.89	
Agree	2.00	3	15.79	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	1	5.26	
N/A Dont know	5.00	4	21.05	
Total Valid		19	100.00	
Missing		21		
Total		40		

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

Mean: 2.53

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	6	31.58	
Agree	2.00	6	31.58	
Disagree	3.00	2	10.53	
Strongly disagree	4.00	1	5.26	
N/A Dont know	5.00	4	21.05	
Total Valid		19	100.00	
Missing		21		
Total		40		

Academic Skills Center Survey Fall 2014

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

Mean: 2.32

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	9	47.37	
Agree	2.00	4	21.05	
Disagree	3.00	1	5.26	
Strongly disagree	4.00	1	5.26	
N/A Dont know	5.00	4	21.05	
Total Valid		19	100.00	
Missing		21		
Total		40		

d. My grades in my classes have improved.

Mean: 2.79

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.00	8	42.11	
Agree	2.00	3	15.79	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	1	5.26	
N/A Dont know	5.00	7	36.84	
Total Valid		19	100.00	
Missing		21		
Total		40		

Academic Skills Center Survey Fall 2014

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

Mean: -

Response	Value	Frequency	Valid Percent	Graph
Math Science and Technology Resource Center S43	1.00	1	2.50	
Writing and Reading Center AT309	2.00	15	37.50	
General Subjects Tutoring AT304	3.00	2	5.00	
Academic Skills Center AT302	4.00	1	2.50	
None	5.00	24	60.00	
Total Valid		40	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.

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

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

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?

21. Why did you not use ESL software?

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?

24. Why did you not participate in Language Exchange?

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

a. It was easy to register for different

activities in the LSC (workshop, tutoring, and/or Language Exchange).

b. The staff was friendly and helpful.

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

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

e. The workshop leader / tutor was on time.

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

g. The workshop leader / tutor was patient.

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

i. The workshop leader / tutor explained concepts clearly.

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

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
a. Listening and speaking are more difficult than writing and reading.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

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

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

28. Overall, how did the LSC programs and/or resources (workshops, tutoring, ESL software, and Language Exchange) help or not help you? After using the LSC programs and resources:

	Strongly agree	Agree	Disagree	Strongly disagree	N/A, Don't know
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a. My English skills (listening, speaking, grammar, writing, and/or reading) have improved.

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

c. I have more confidence in using English.

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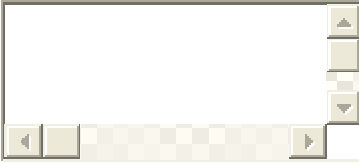
a. My target language skills (listening, speaking, grammar, writing, and/or reading) have improved.

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

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

d. 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?



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



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