

De Anza College Office of Institutional Research and Planning

To: Kanako Suda
From: Mallory Newell, De Anza College Institutional Research
Jerrick Gemena, Student Assistant
Date: 08/08/2018
Subject: Listening and Speaking Center Feedback, Spring 2018

A survey of Listening and Speaking Center (LSC) survey was conducted at the end of the Spring quarter in 2018. This resulted in 53 valid respondents.

Important Highlights Include:

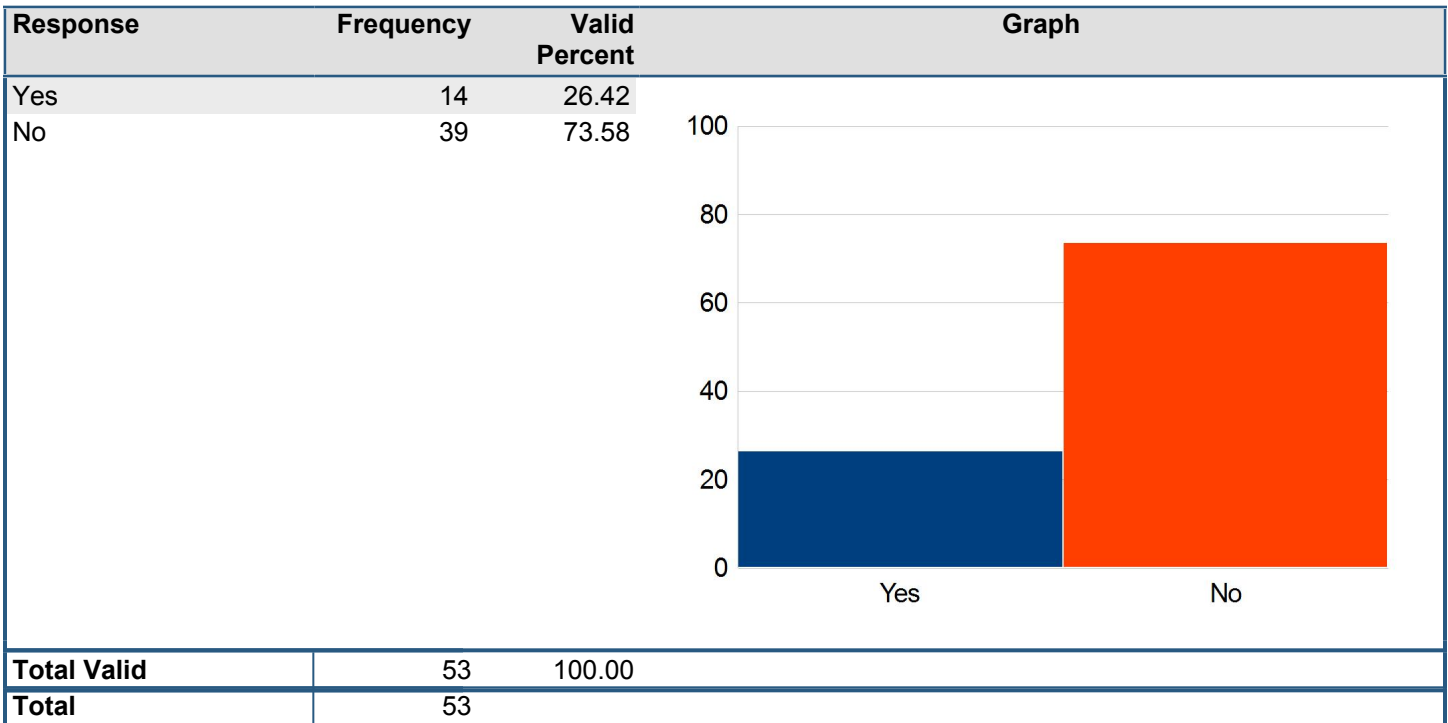
- 87% (46) of respondents did not participate in World Language Tutoring. (Question 17)
- 95% (51) of respondents 'agree' or 'strongly agree' that the staff helped make registering for different activities in the LSC (workshop, tutoring, and/or Language Exchange) easy. (Question 25a)
- 96% (52) of respondents 'agree' or 'strongly agree' that the staff was friendly and helpful. (Question 25b)
- 89% (47) of respondents 'agree' or 'strongly agree' that the staff took the time to explain services offered in the LSC, and they explained policies and procedures for using other Student Center services. (Question 25c,d)
- 91% (48) of respondents 'agree' or 'strongly agree' that the workshop leader/tutor was on time. (Question 25e)
- 89% (47) of respondents 'agree' or 'strongly agree' that the workshop leader/tutor was willing to listen to questions and concerns and was patient. (Question 25f,g)
- 87% (46) of respondents 'agree' or 'strongly agree' that the workshop leader/tutor helped them identify their problem area, explained concepts clearly, and helped them develop more effective study strategies. (Question 25h,i,j)
- 93% (39) of respondents who describe themselves as ESL students 'agree' or 'strongly agree' that listening and speaking skills are necessary to achieve their academic or career goals. (Question 27c)

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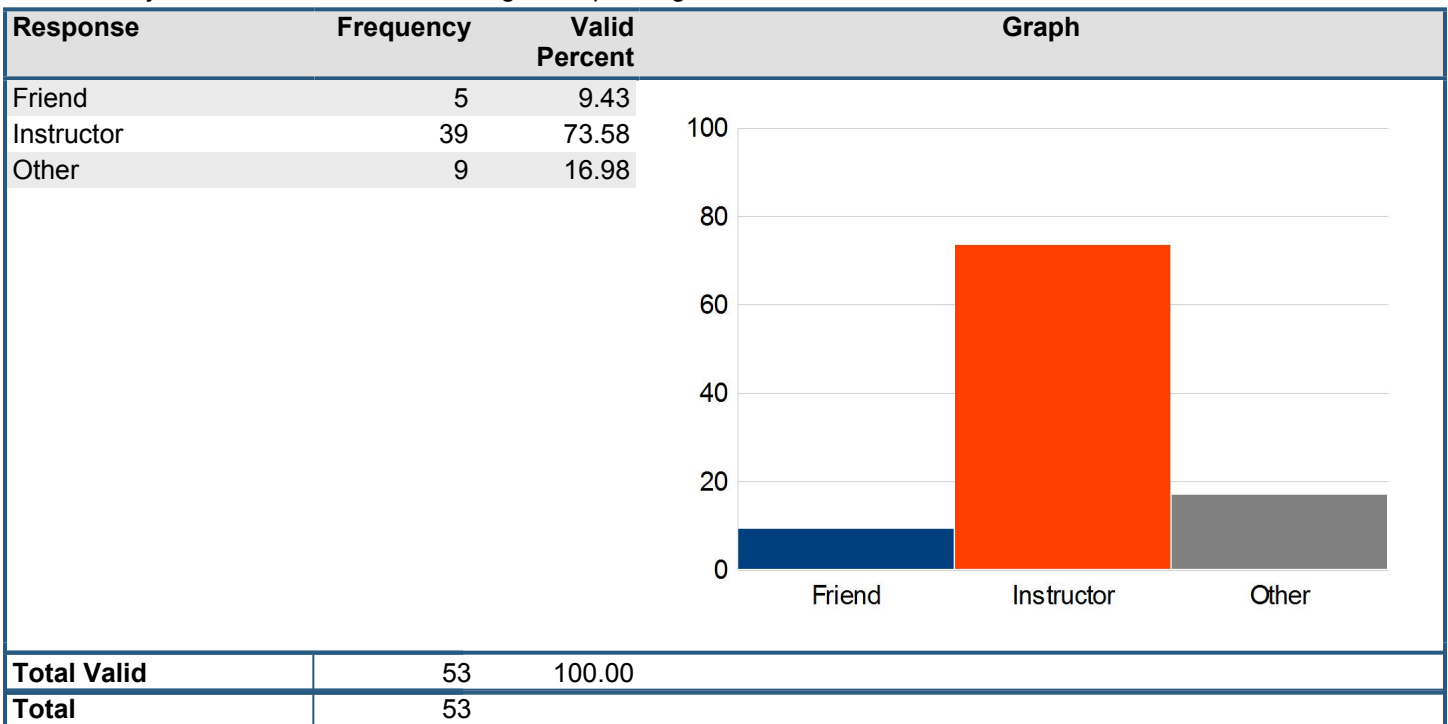
- 97% (40) of respondents who describe themselves as ESL students 'agree' or 'strongly agree' that the LSC provides important opportunities for them to practice oral communication skills in English. (Question 27d)
- 95% (38) of respondents who describe themselves as ESL students 'agree' or 'strongly agree' that the LSC helped improve their English skills (listening, speaking, grammar, writing, and/or reading). (Question 28a)
- 92% (36) of respondents who describe themselves as ESL students 'agree' or 'strongly agree' that the LSC gave them more ways to improve their English skills (online resources, LSC programs, other De Anza resources, etc). (Question 28b)

Spring 2018 Listening Speaking Feedback

1. Are you an international student? *



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



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

Response	Frequency	Valid Percent	Graph
EWRT/READ/LART instructor	2	5.13	
Speech instructor	2	5.13	
World language class instructor	0	0.00	
Anderson Elaine	0	0.00	
Bankston Christopher	0	0.00	
Barasch-Kane Nancy	0	0.00	
Betlach Marcy	5	12.82	
Boerner Karen	1	2.56	
Boyd Cristin	0	0.00	
Carobus Patricia	4	10.26	
Carrell Tanya	0	0.00	
Chai Christine	2	5.13	
Cooper Susan	0	0.00	
Culver Matthew	1	2.56	
Dodd Elizabeth	0	0.00	
Dubarry Michele	5	12.82	
Flores Kathy	6	15.38	
Goodwin Mary Ellen	0	0.00	
Goksel-Demir Ebru	0	0.00	
Hamilton Webster	1	2.56	
Haven Kathy	0	0.00	
Heistein Gloria	0	0.00	
Himes Gretchen	0	0.00	
Ifft MaryAnne	1	2.56	
Kohnhorst Lisa	1	2.56	
Lam Clara	0	0.00	
Lee Charles	4	10.26	
Lee Andrea	1	2.56	
Leung Kai-Cheon	0	0.00	
Marchiano Michelle	0	0.00	
Marianetti Noel	0	0.00	
Marin Maria	0	0.00	
Molino-Torres Alejandro	1	2.56	
Newman Cheri	1	2.56	
Norman Craig	9	23.08	
Nguyen Lynh	1	2.56	
Ormeno Valerie	4	10.26	
Ouyang Caroline	0	0.00	
Rivera Meegan	0	0.00	
Ruumet Marika	0	0.00	
Stranahan Sharon	0	0.00	
Sklyar Angelina	0	0.00	
Thistlethwaite Ann	0	0.00	
Thot-Johnson Iris	0	0.00	
Topalovic Jasmina	1	2.56	

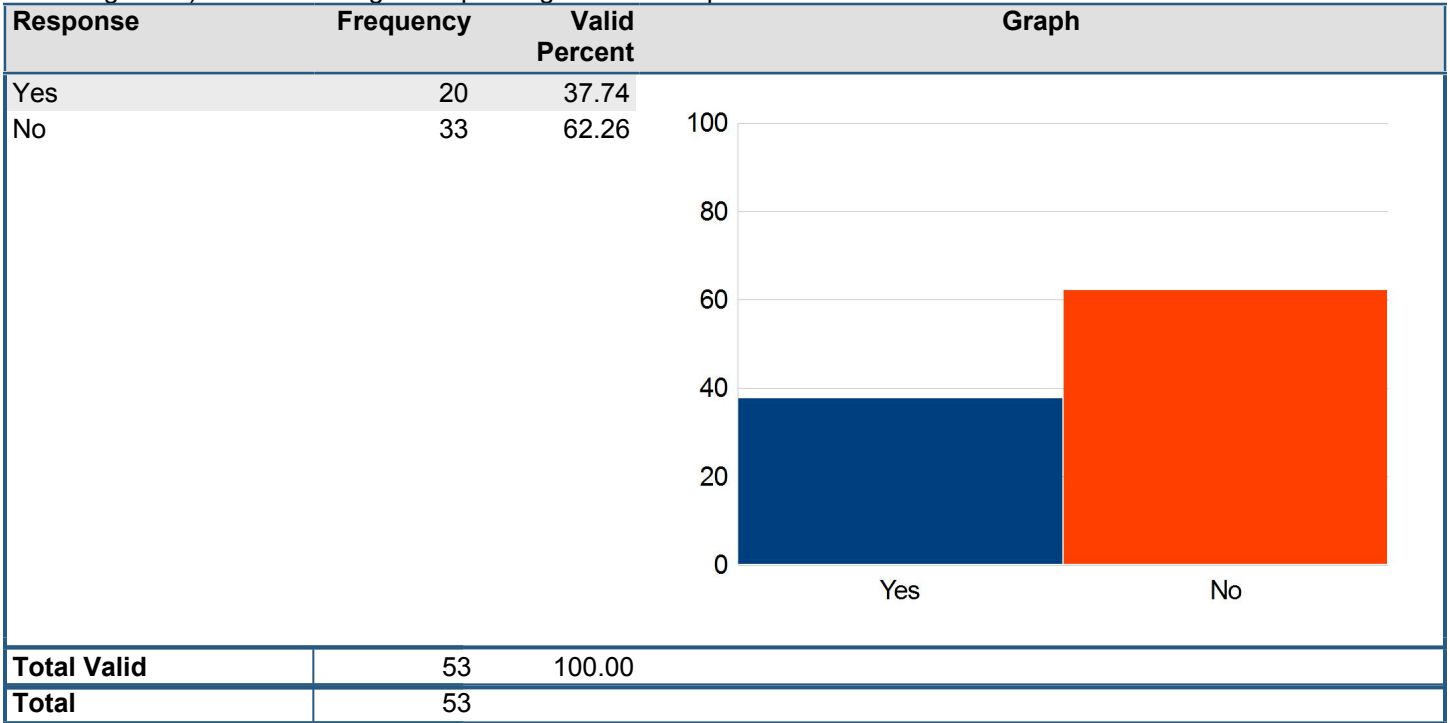
Tracey Iva	7	17.95
Tung Daniel	2	5.13
Wong Letty	2	5.13
Yee Linda	10	25.64

Total Valid	39	100.00
Invalid Response	14	
Total	53	

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

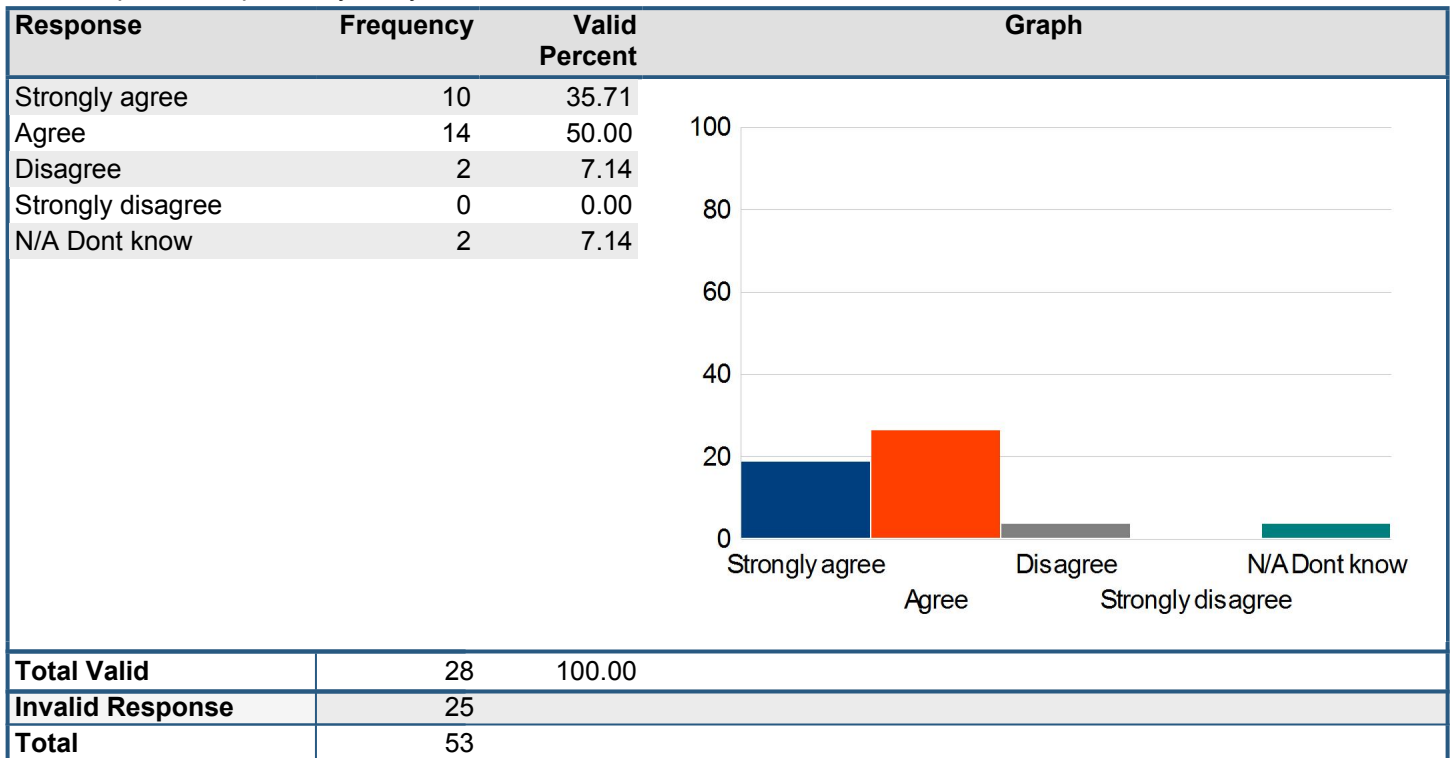
Response	Frequency	Valid Percent	Graph
Yes	38	71.70	
No	15	28.30	
Total Valid	53	100.00	
Total	53		

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? *

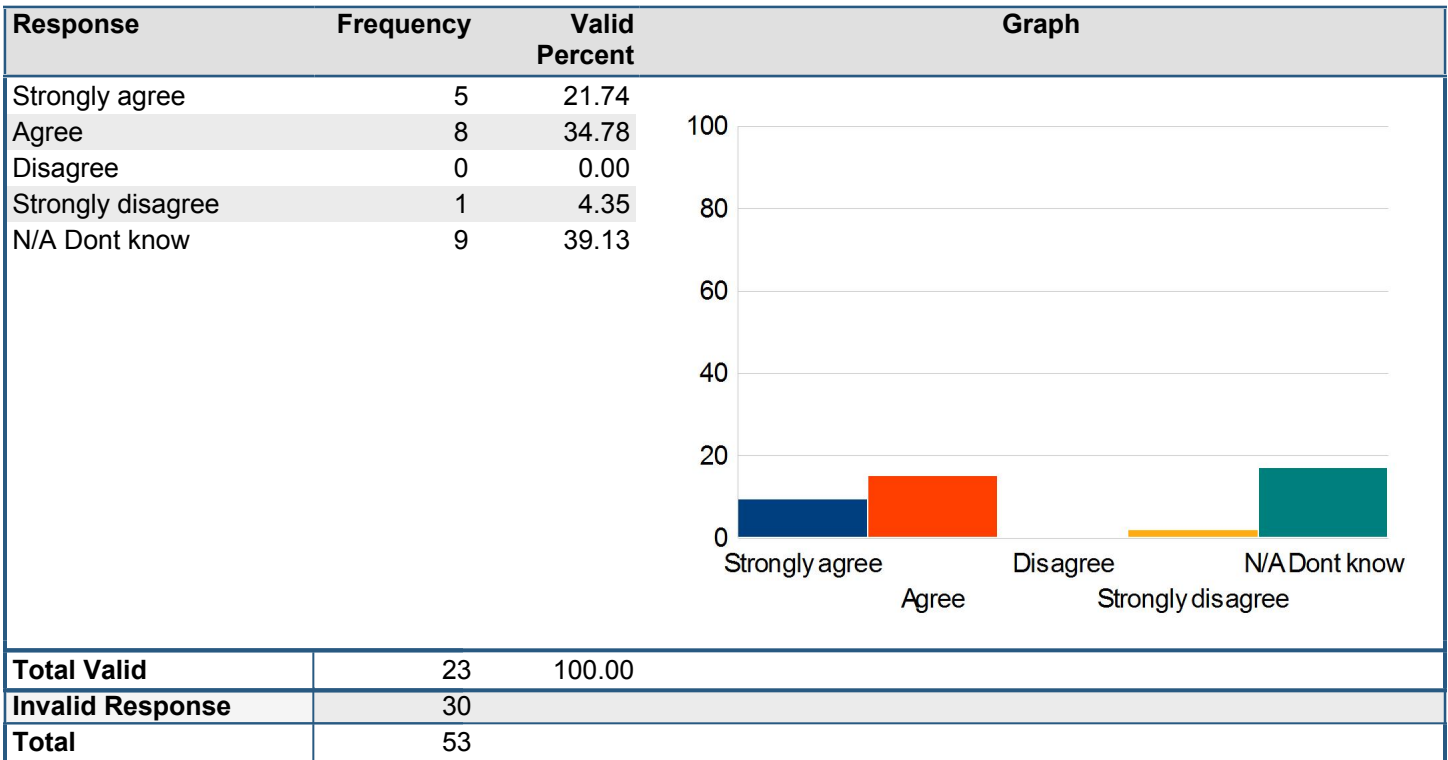


9. How did the workshop help or not help you?

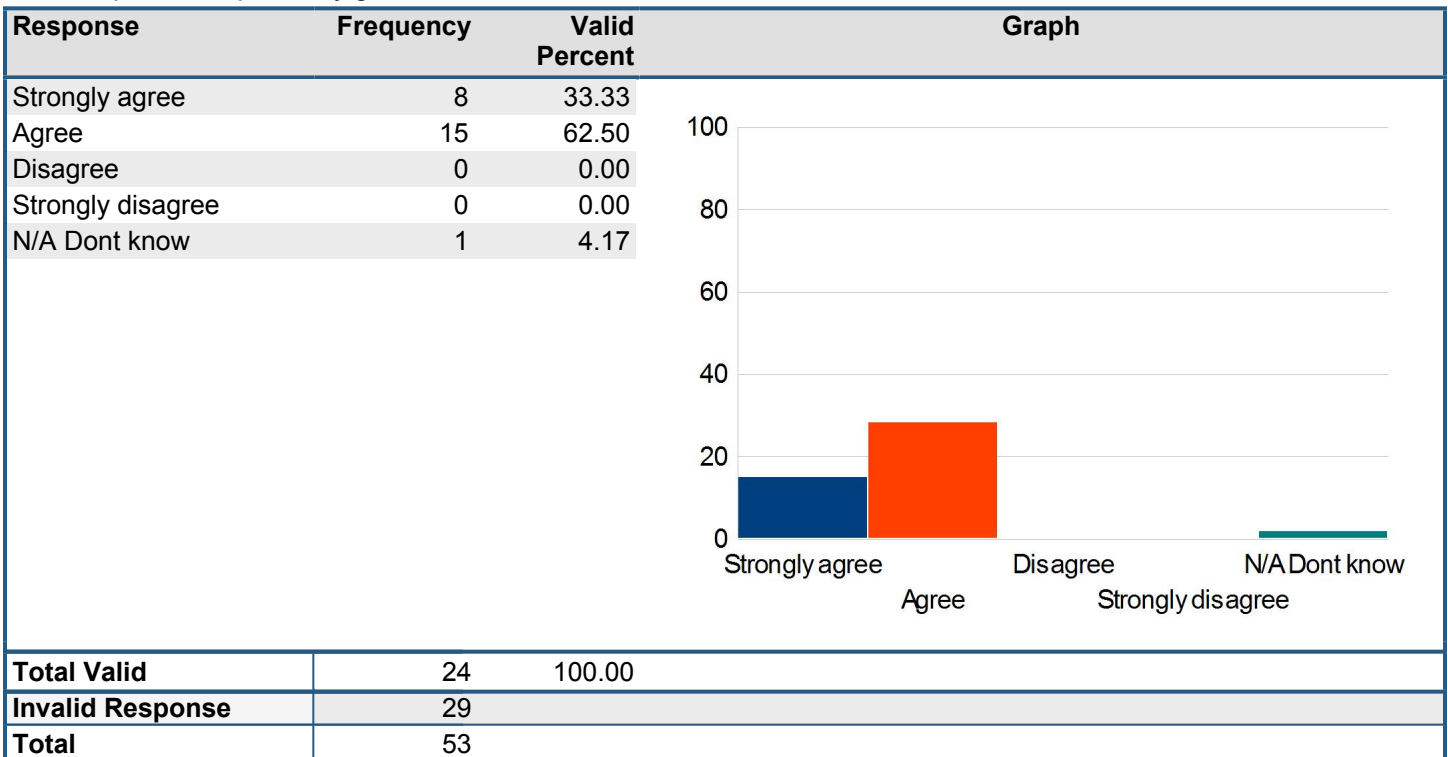
9a. It helped me improve my study habits.



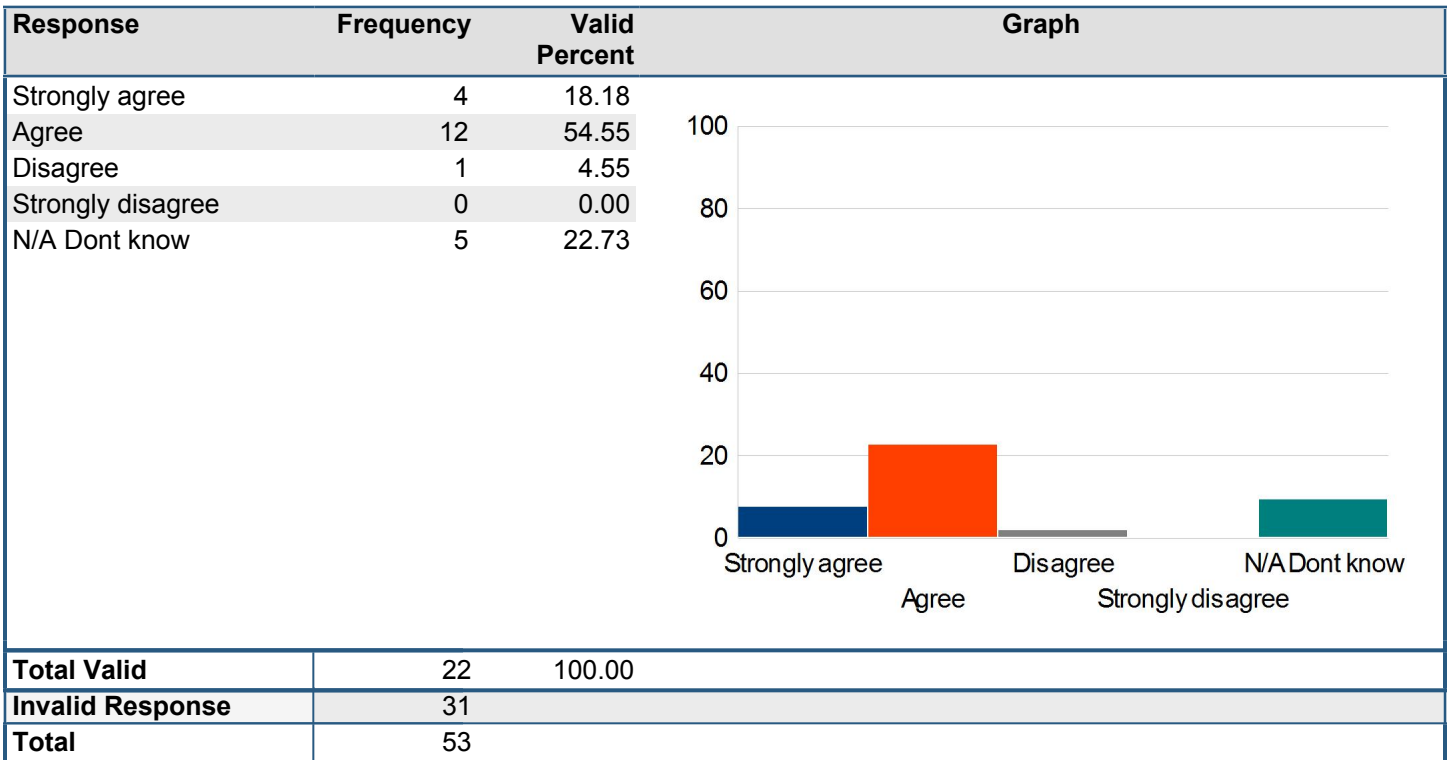
9b. It helped me improve my grade in ESL 251.



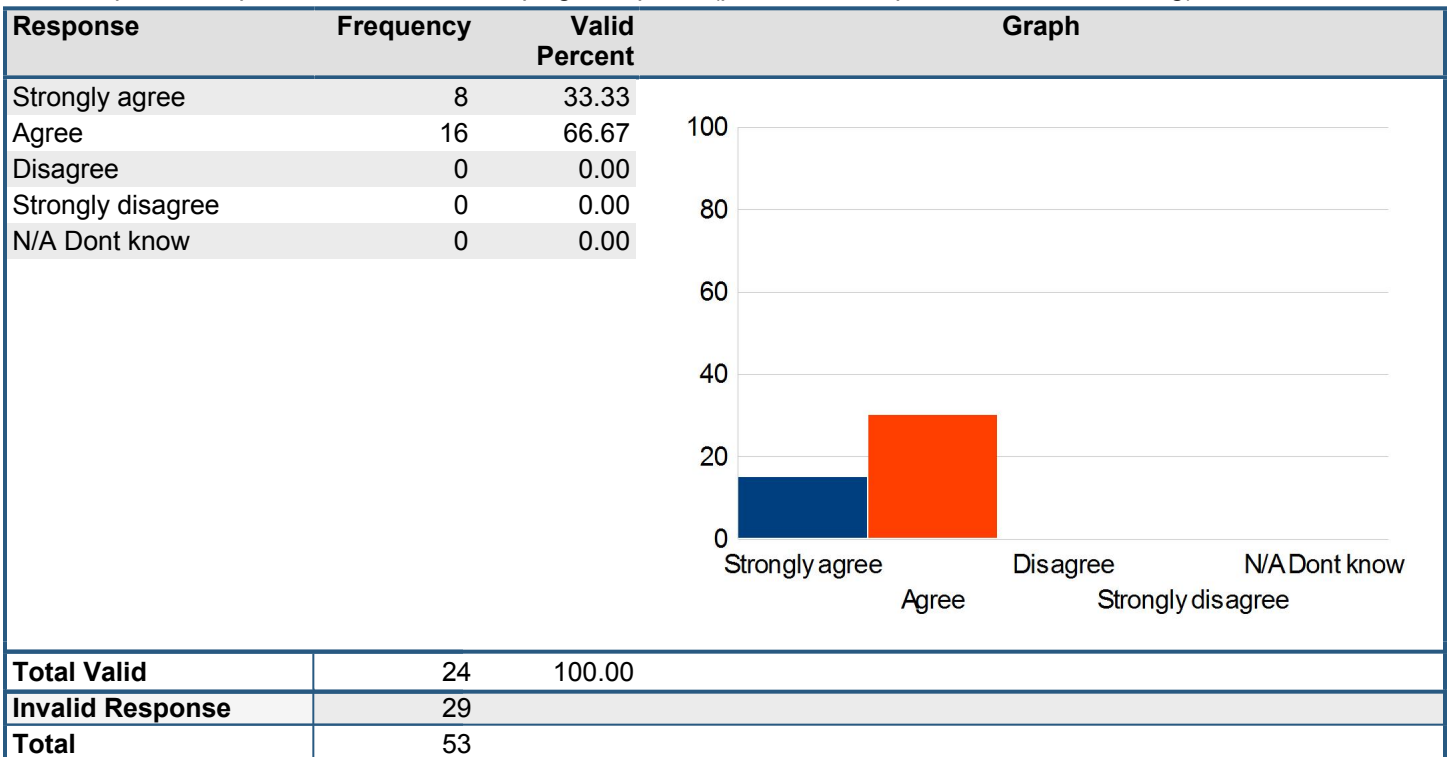
9c. It helped me improve my grades in other classes.



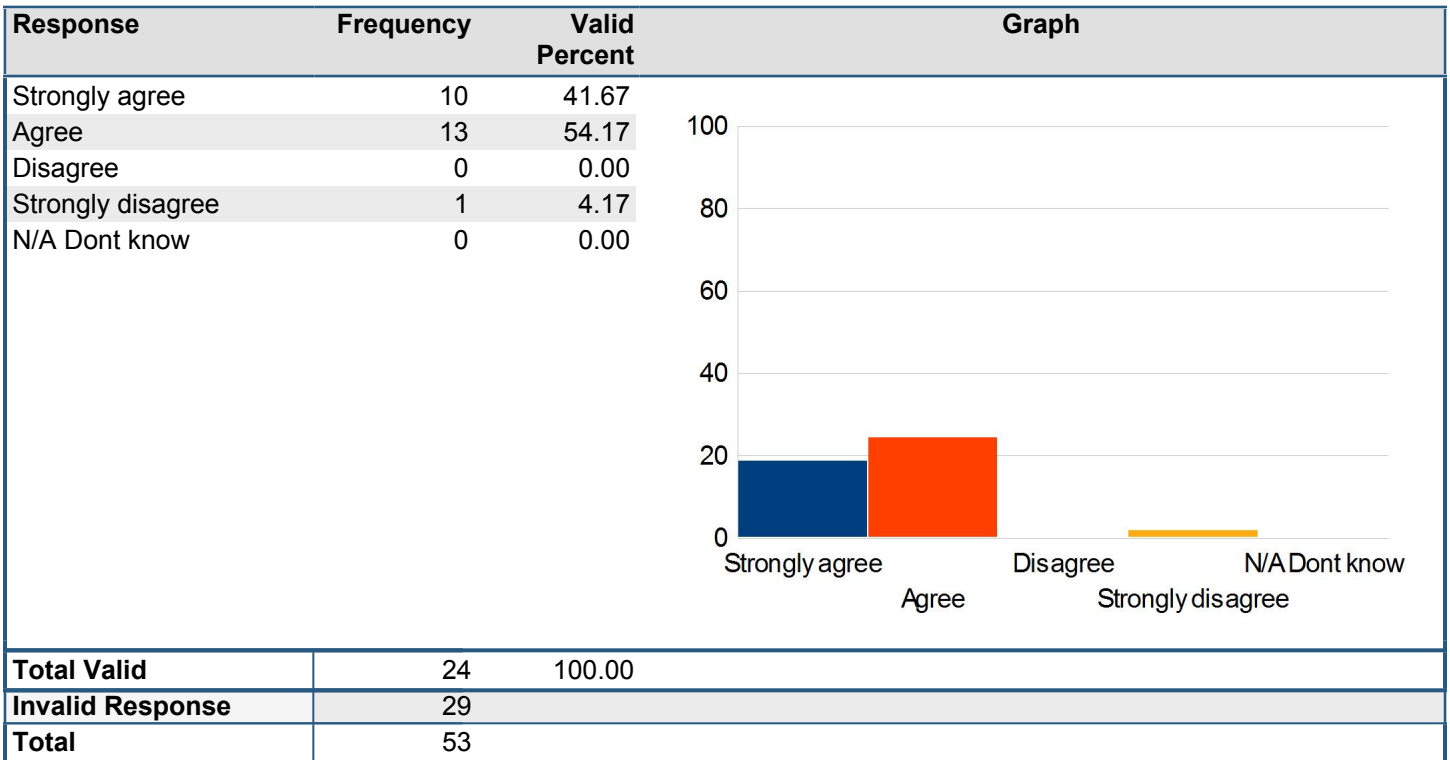
9d. It helped me understand the class materials (lecture, textbook, and assignments) in ESL 251.



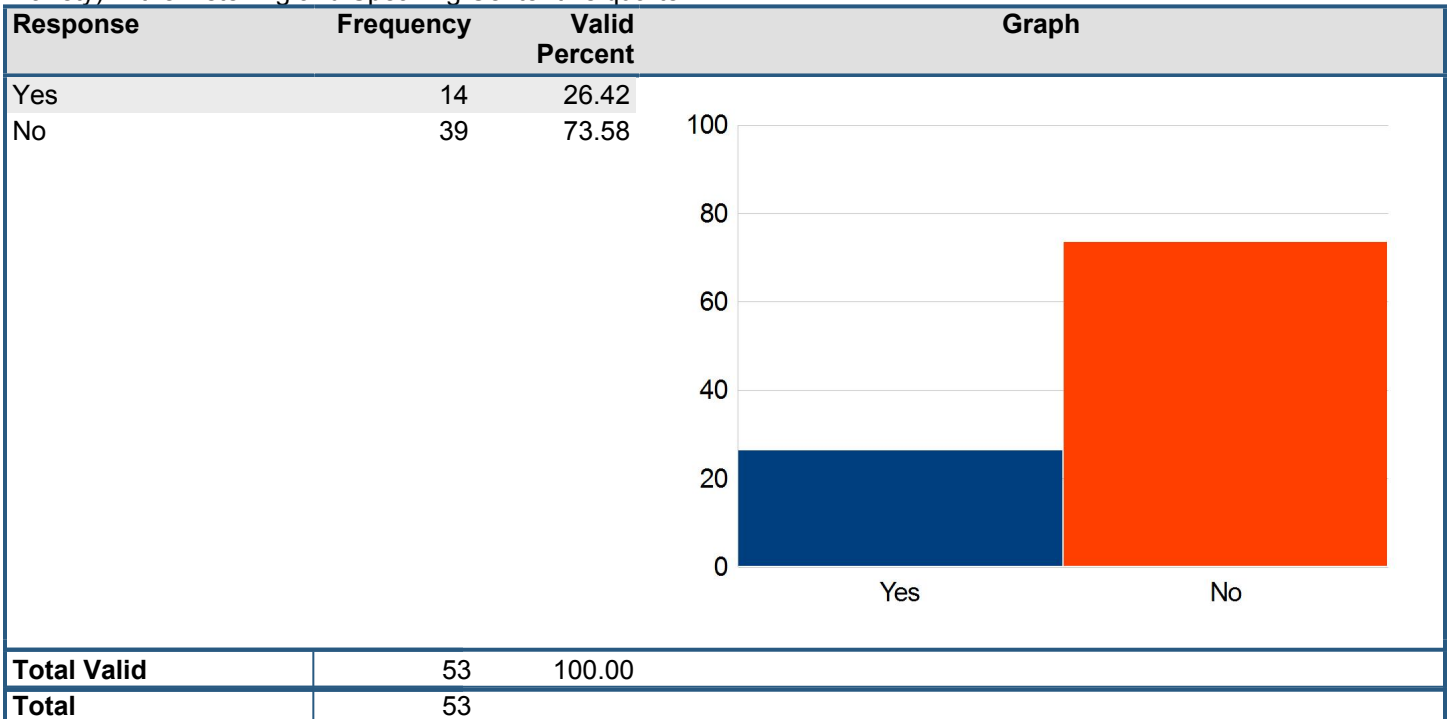
9e. It helped me improve the skills I was hoping to improve (pronunciation, presentation, or listening).



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

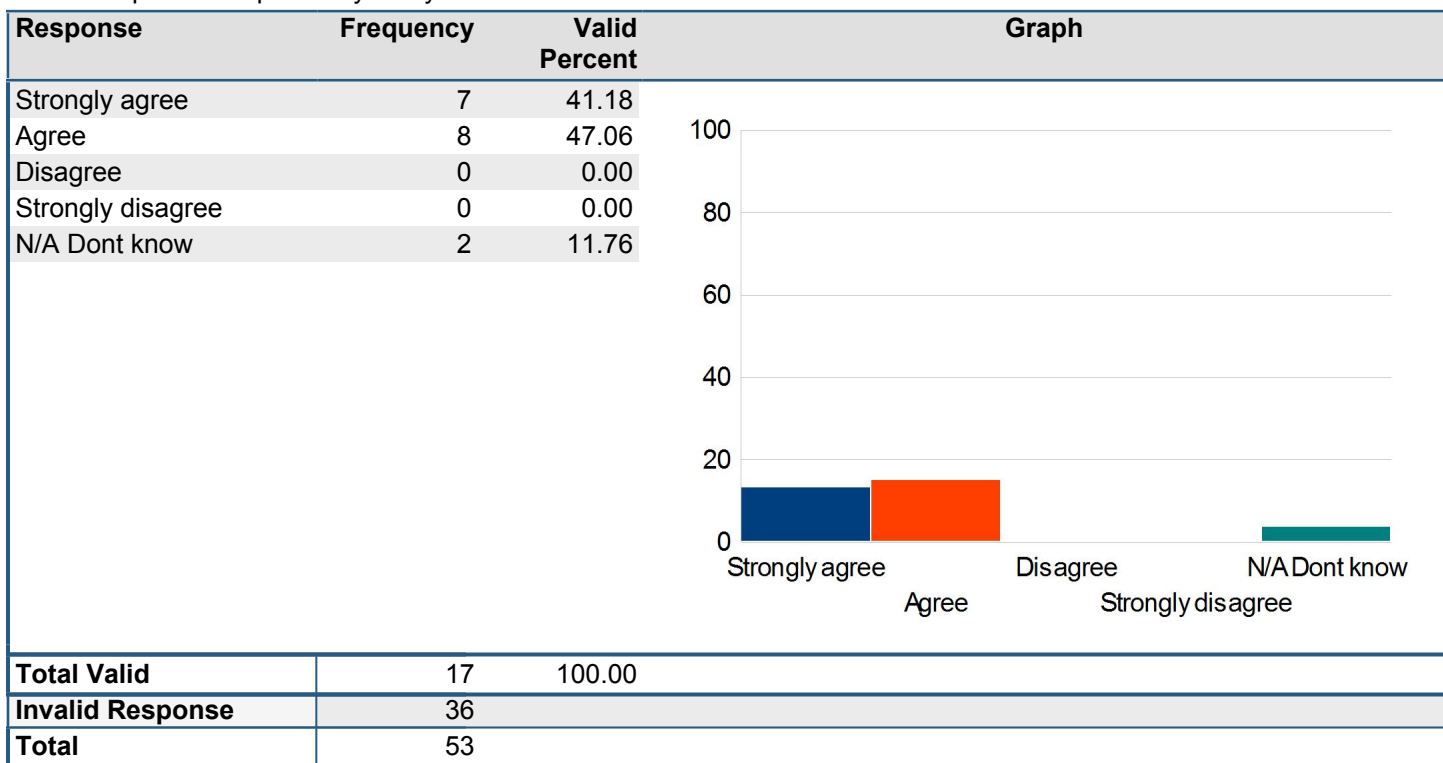


11. Did you participate in any of the ESL 253 Support Workshops (Perfect Tense, Adjective Clause, and/or Sentence Variety) in the Listening and Speaking Center this quarter? *

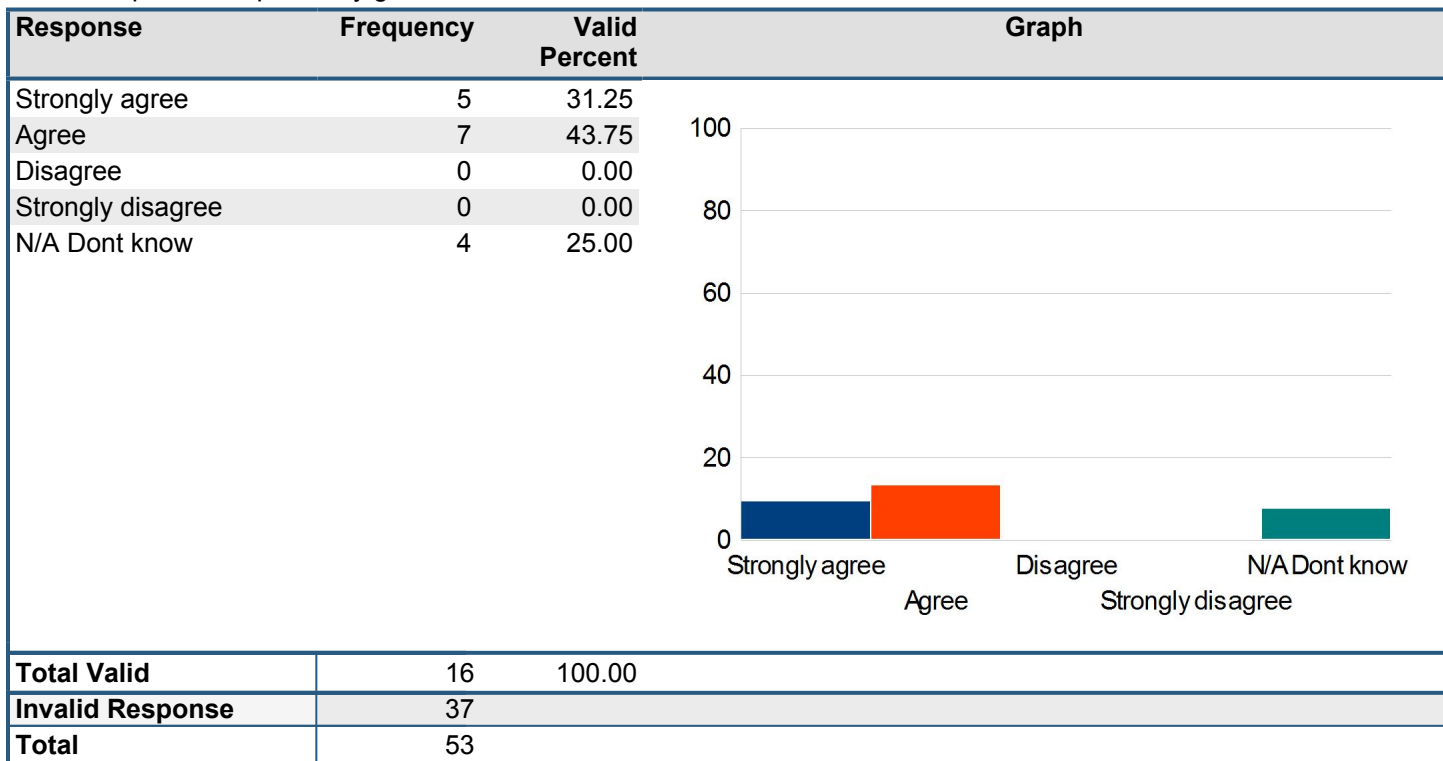


12. How did the workshop help or not help you?

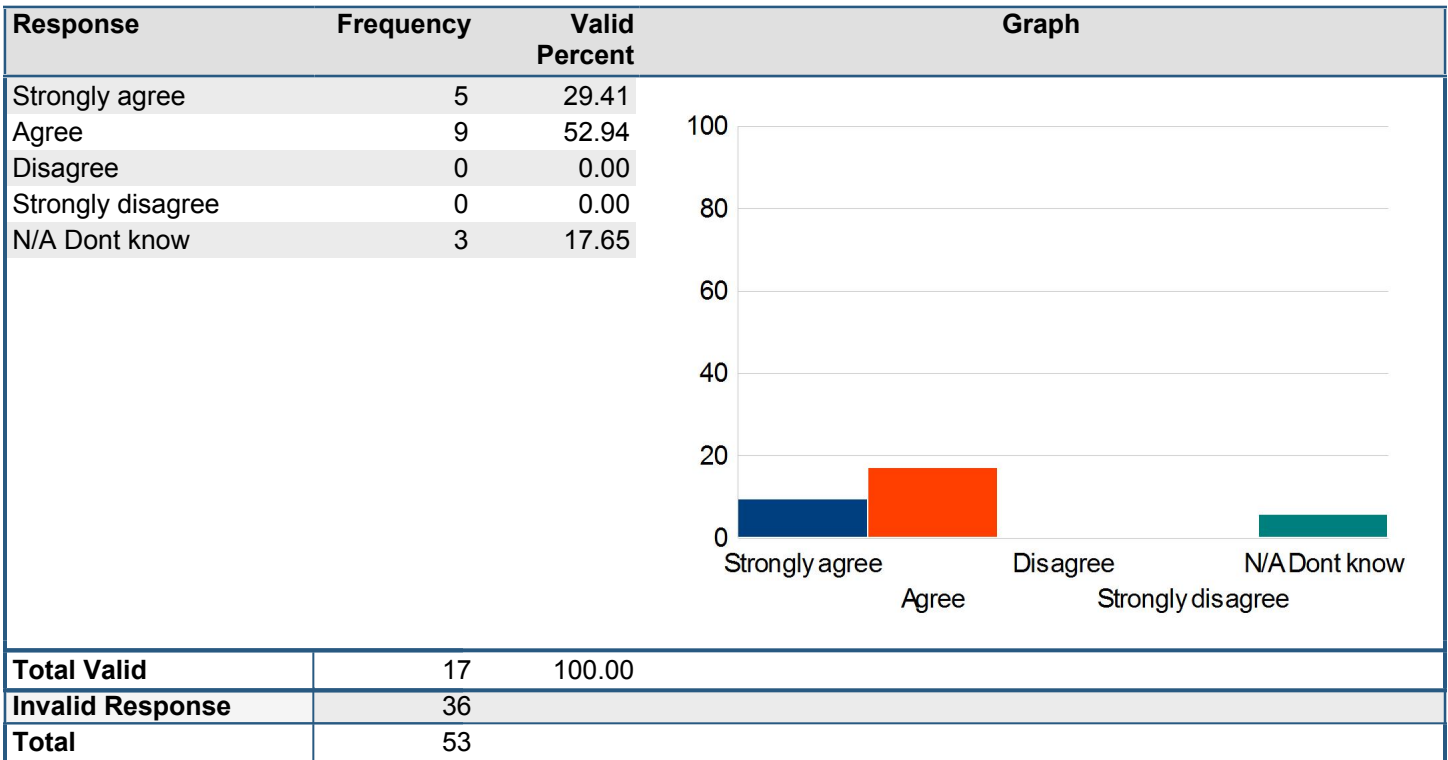
12a. It helped me improve my study habits.



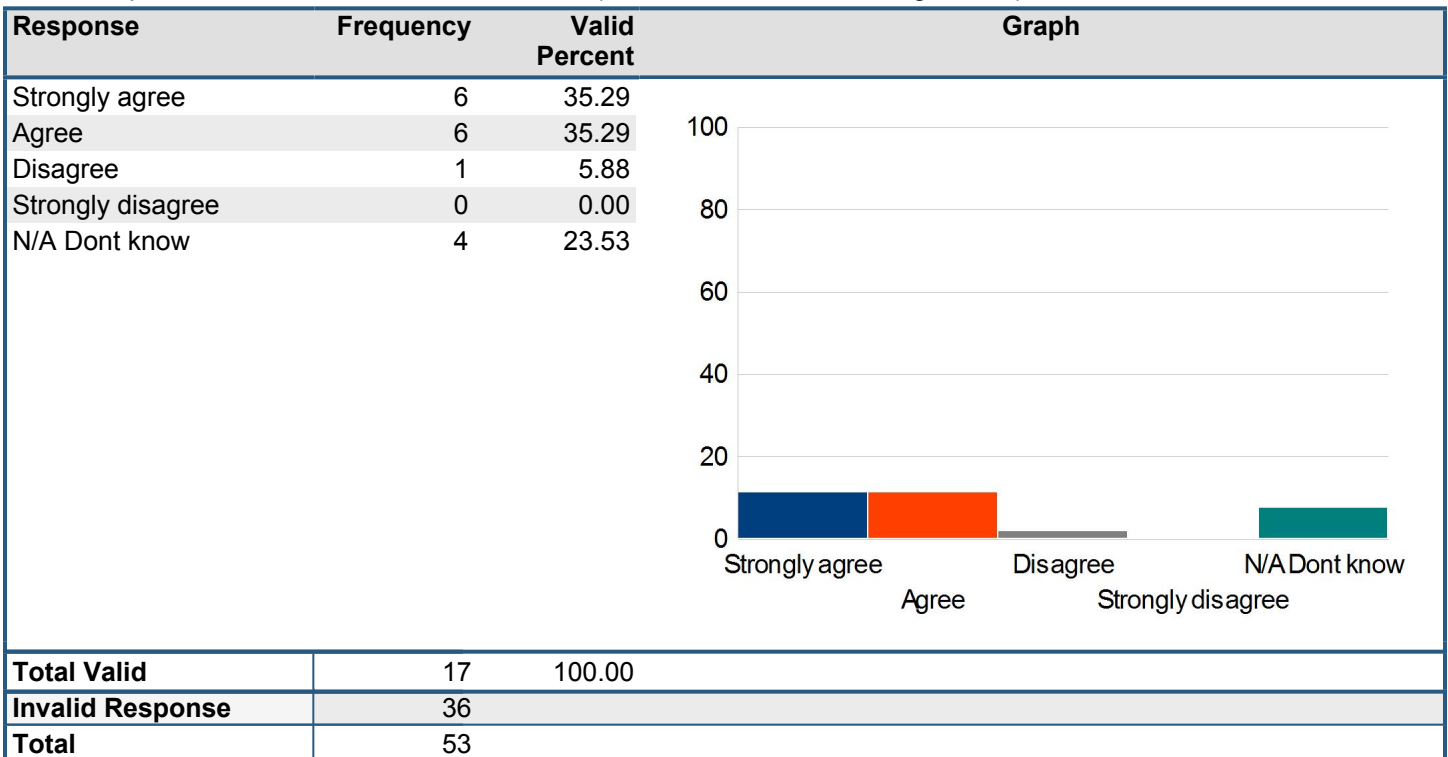
12b. It helped me improve my grade in ESL 253.



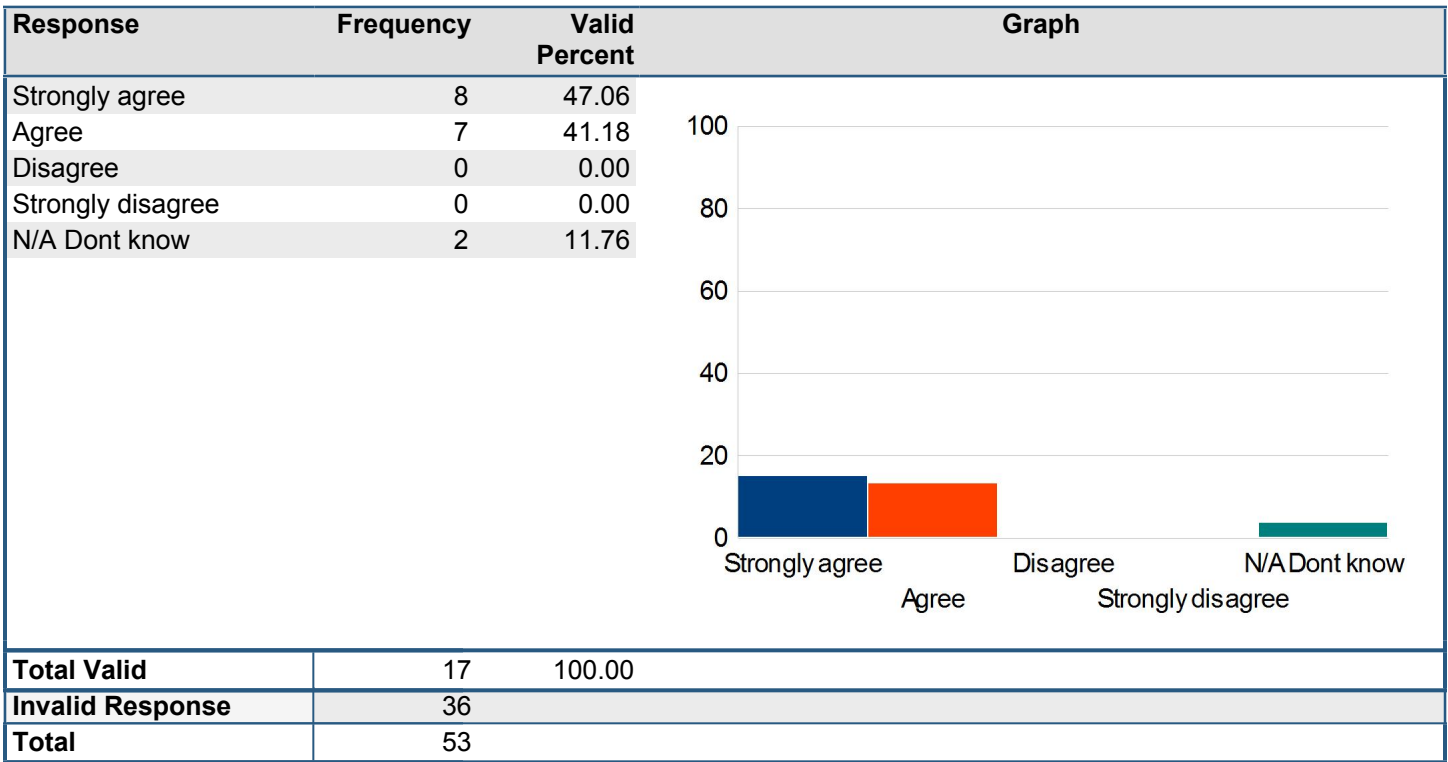
12c. It helped me improve my grades in other classes.



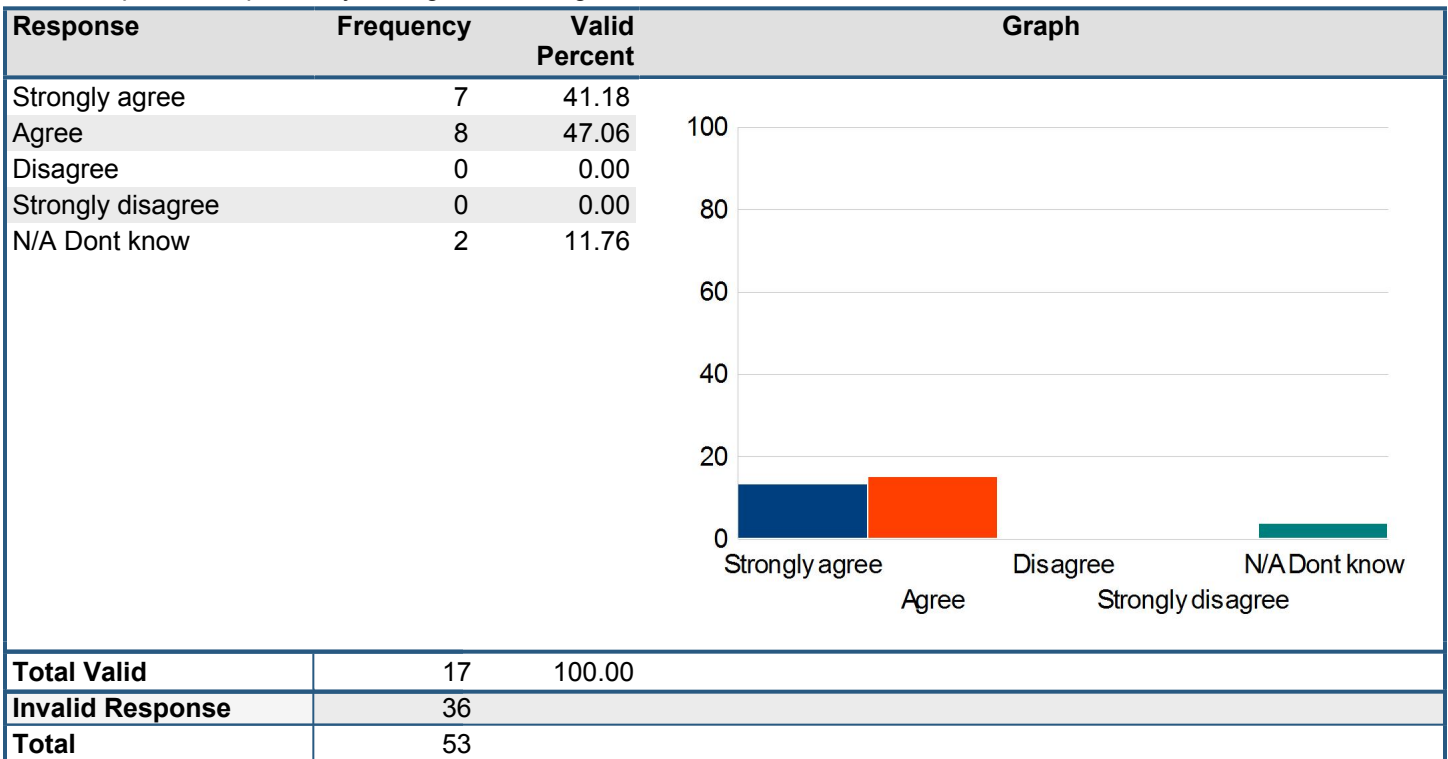
12d. It helped me understand the class materials (lecture, textbook, and assignments) in ESL 253.



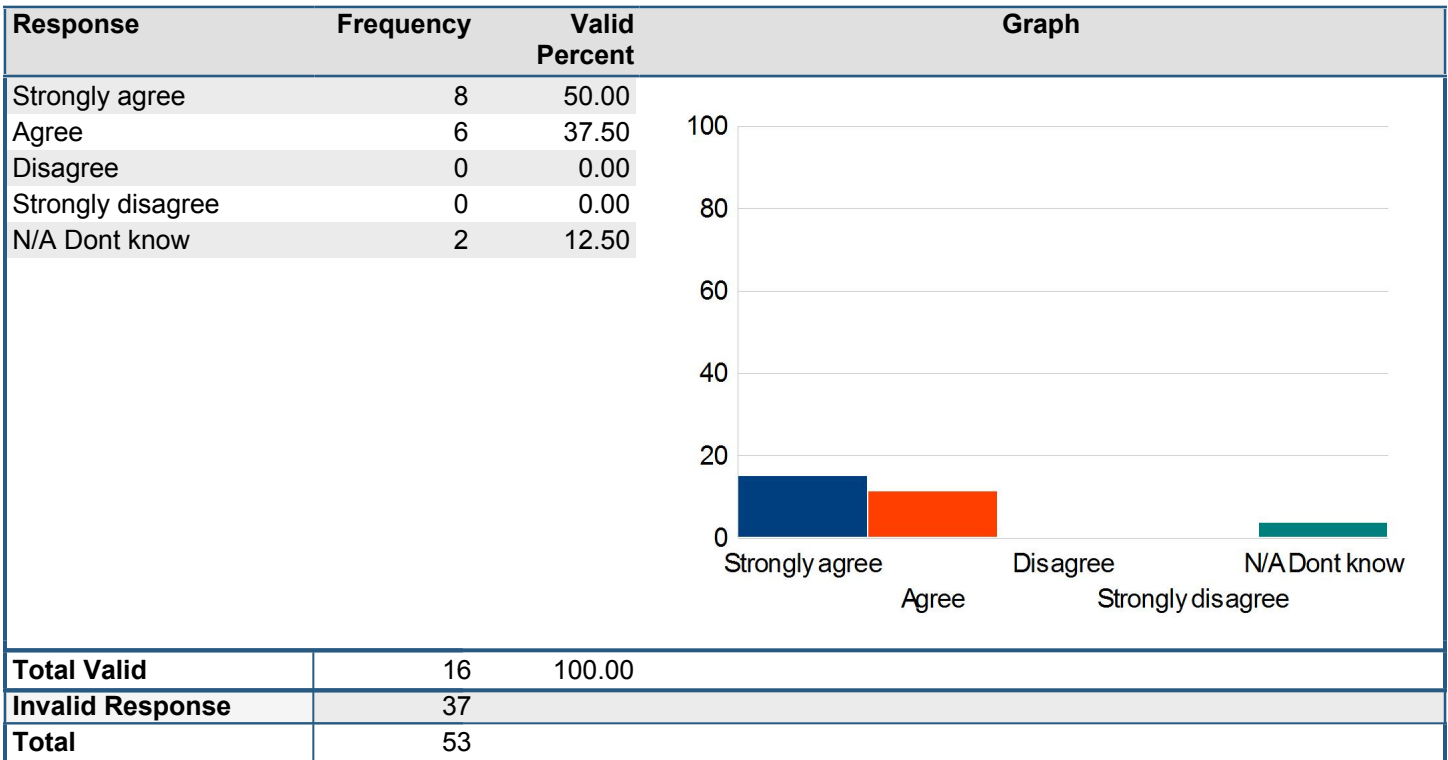
12e. It helped me improve my English grammar.



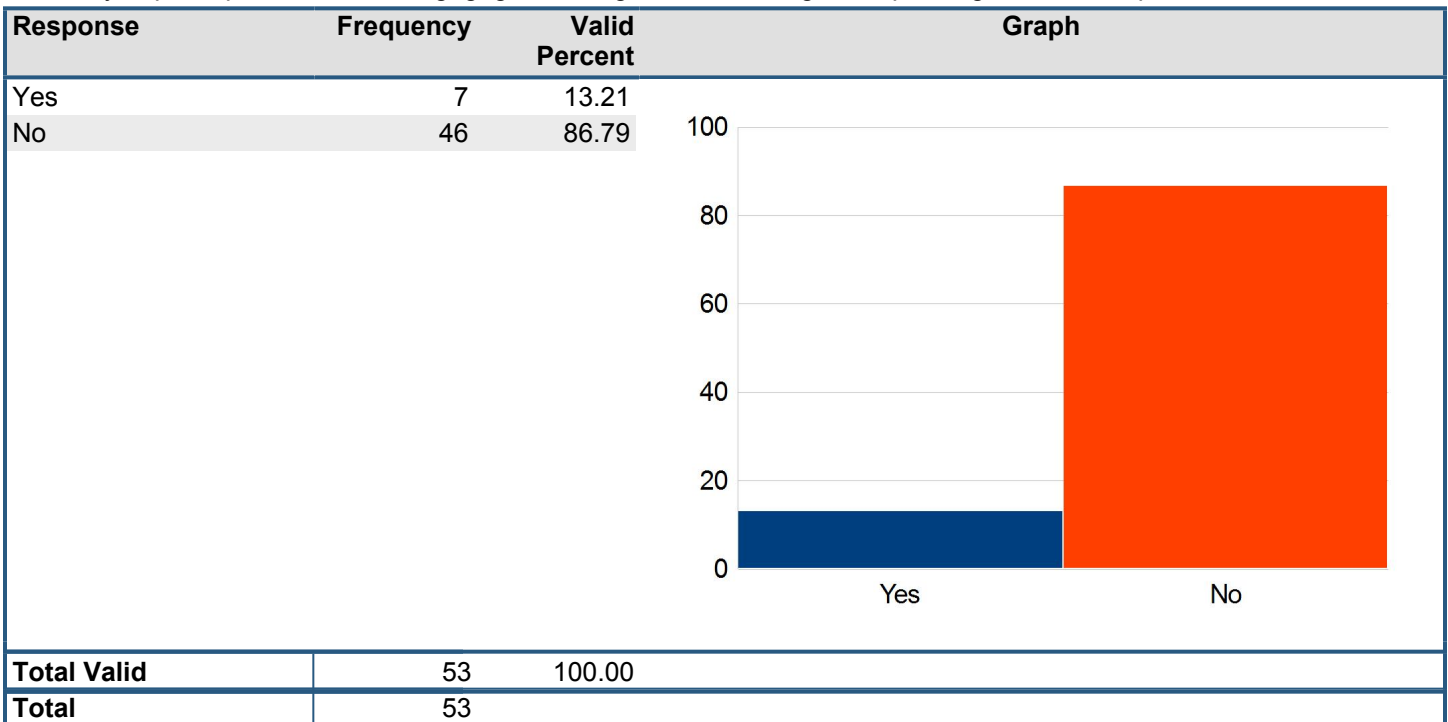
12f. It helped me improve my writing skills in English.



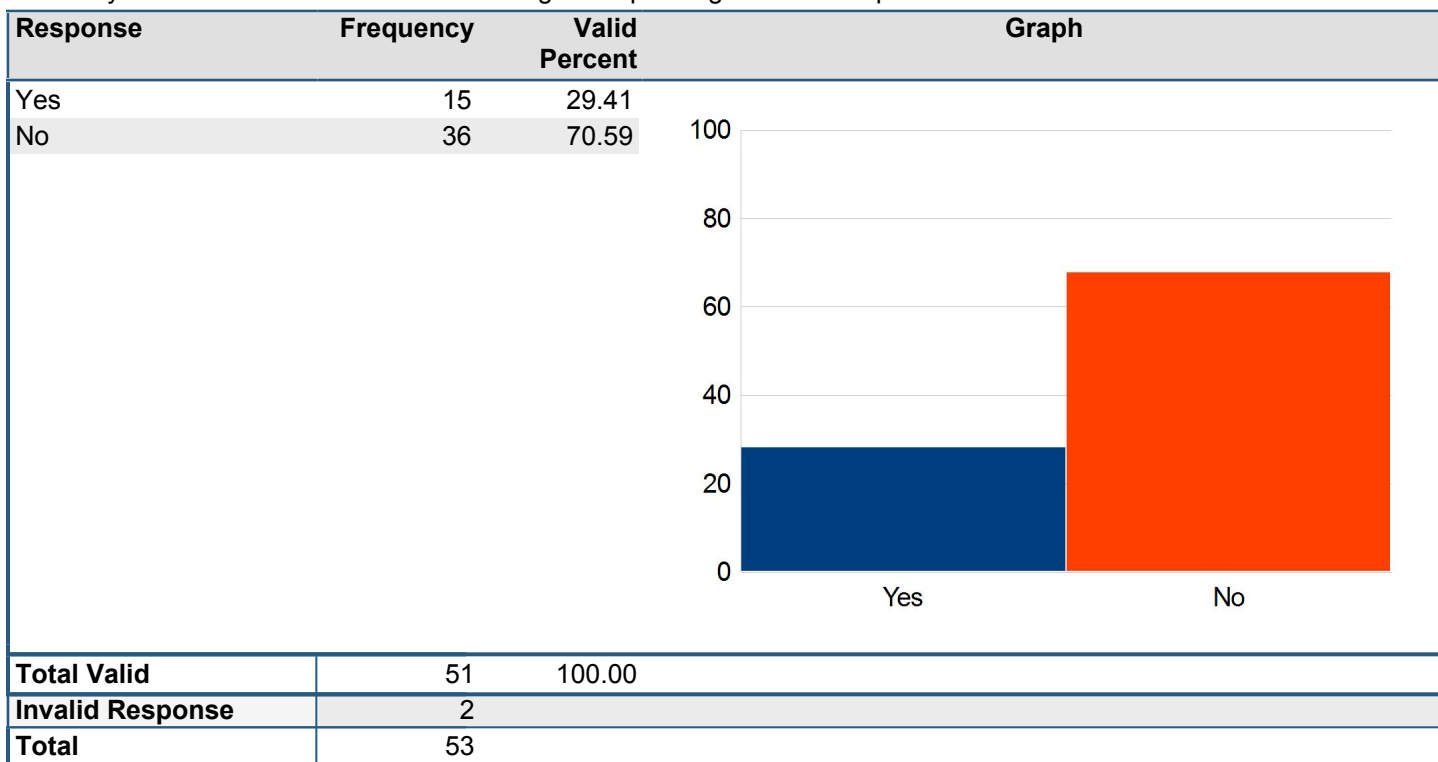
12g. Overall, I was pleased with the workshop.



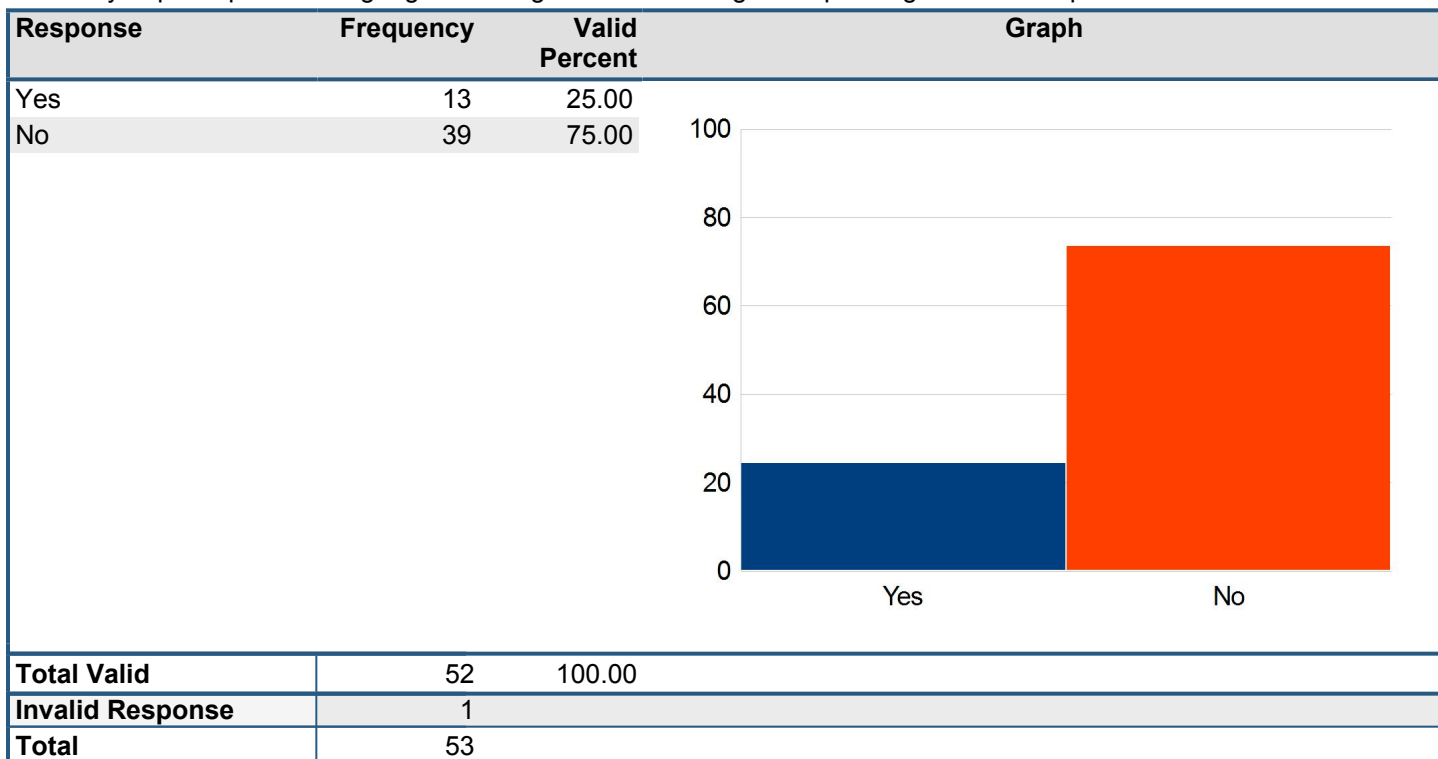
17. Did you participate in World Language Tutoring in the Listening and Speaking Center this quarter? *



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

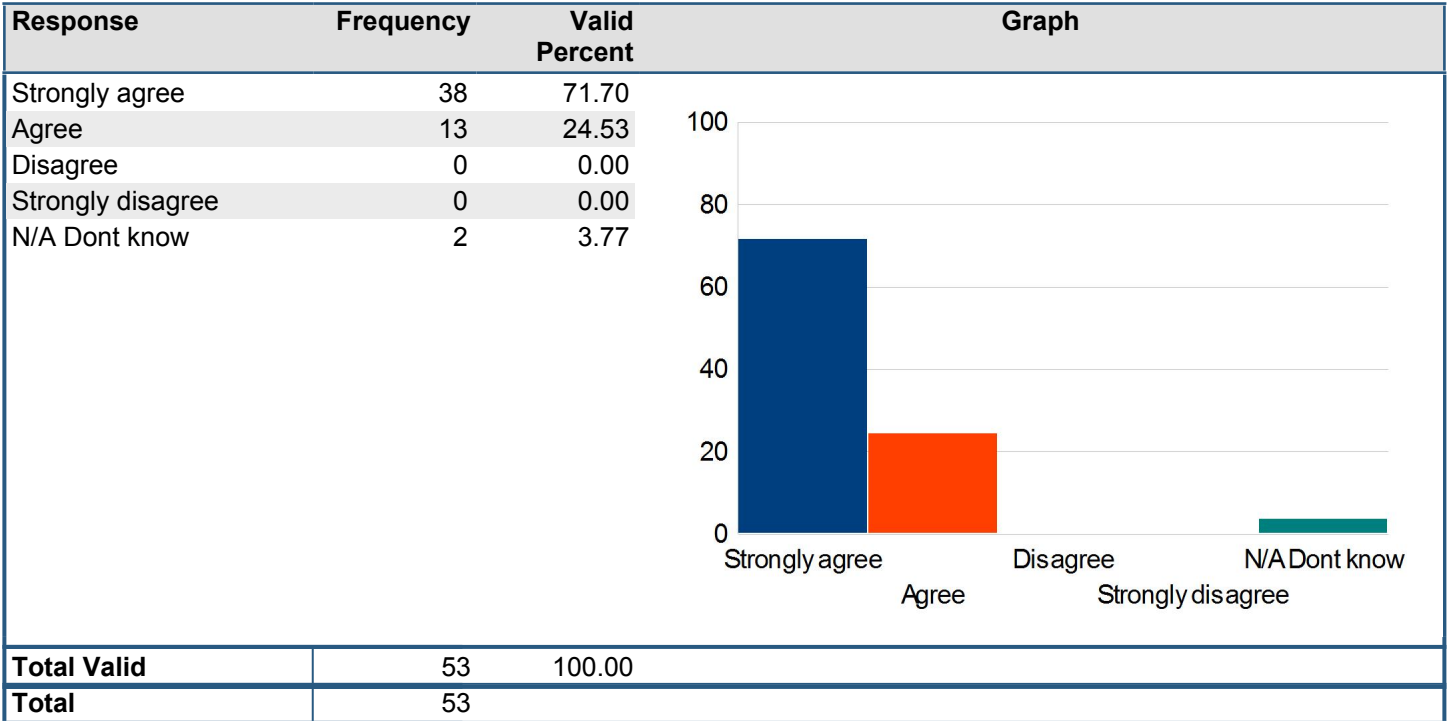


22. Did you participate in Language Exchange in the Listening and Speaking Center this quarter? *

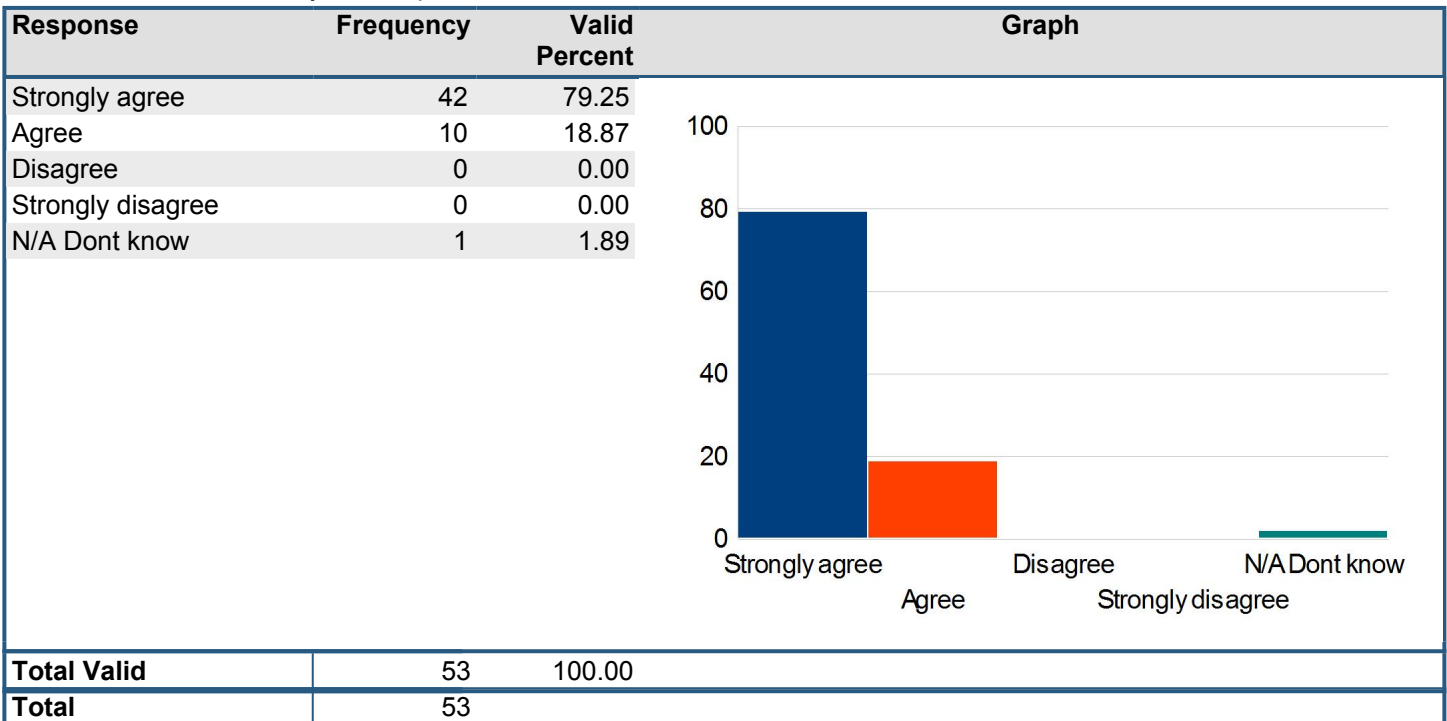


25. How did our staff help or not help you?

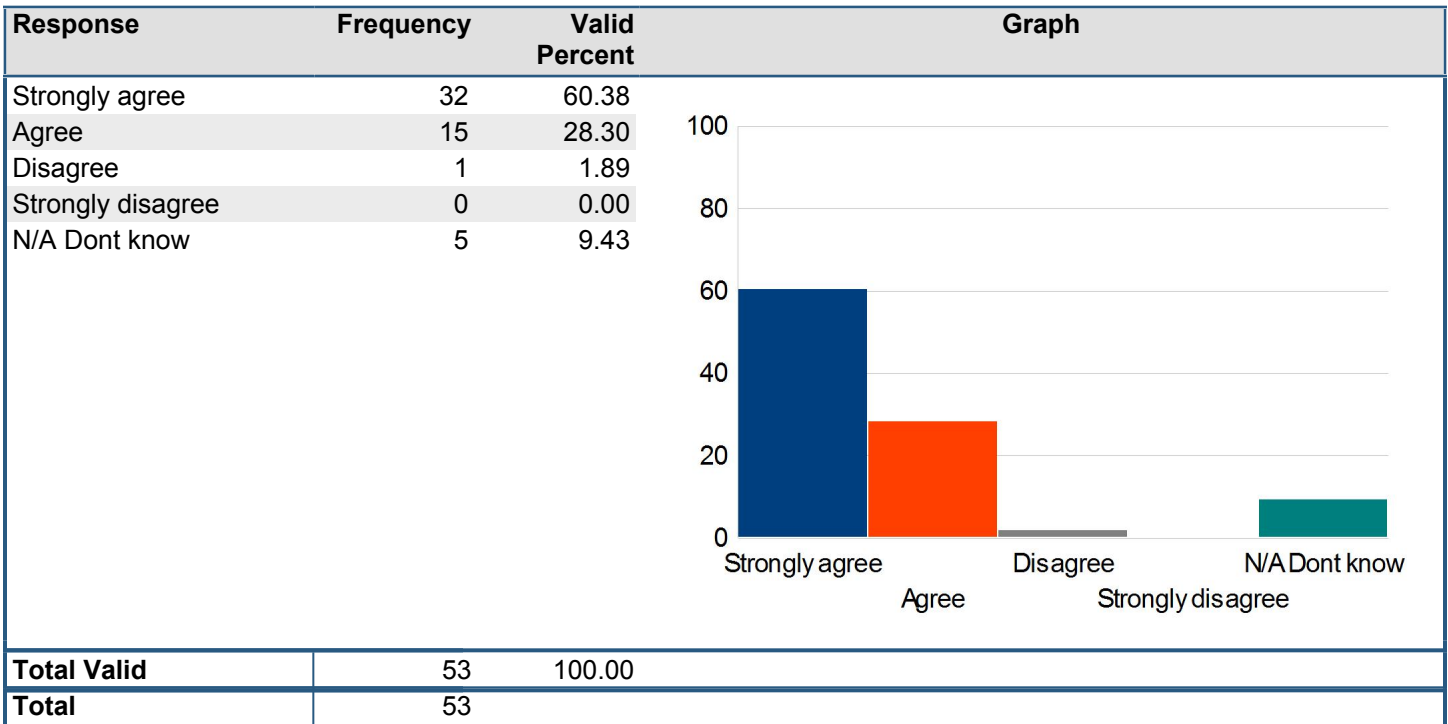
25a. It was easy to register for different activities in the LSC (workshop, tutoring, and/or Language Exchange).



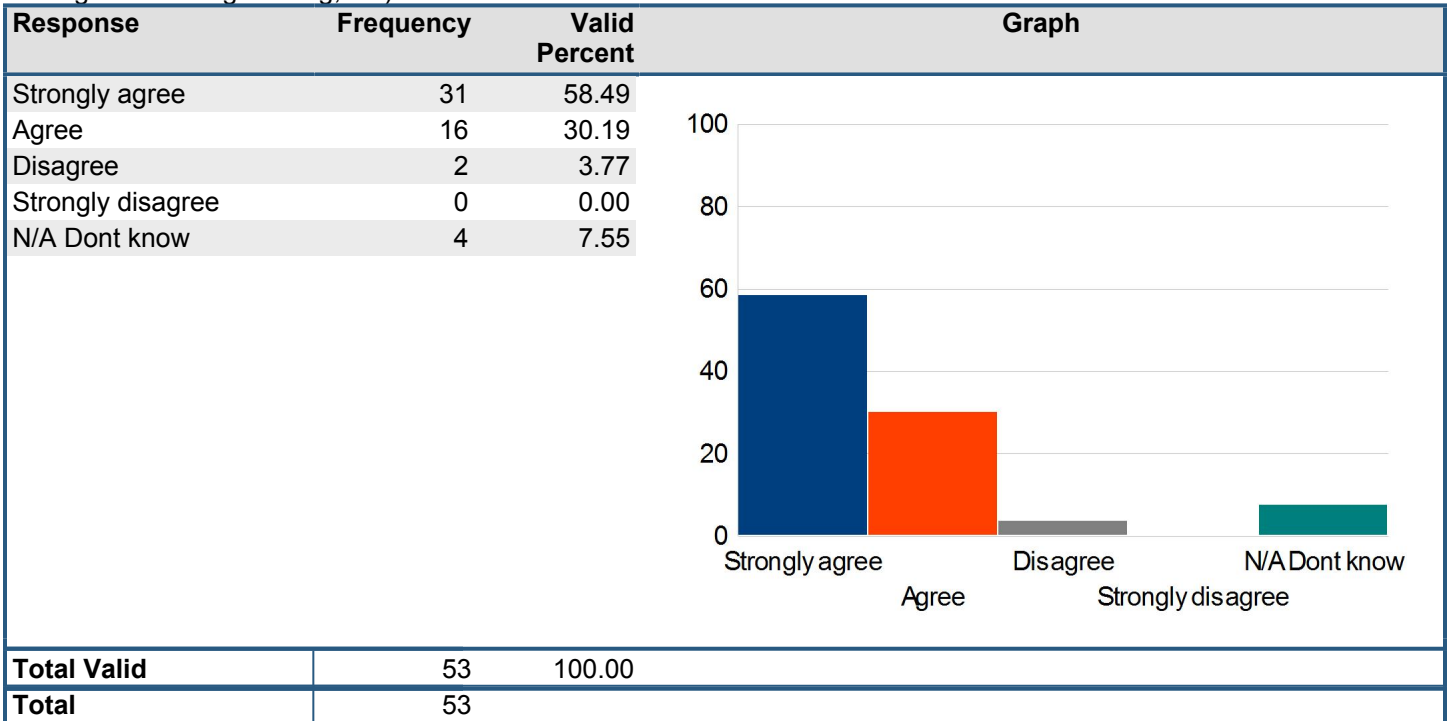
25b. The staff was friendly and helpful.



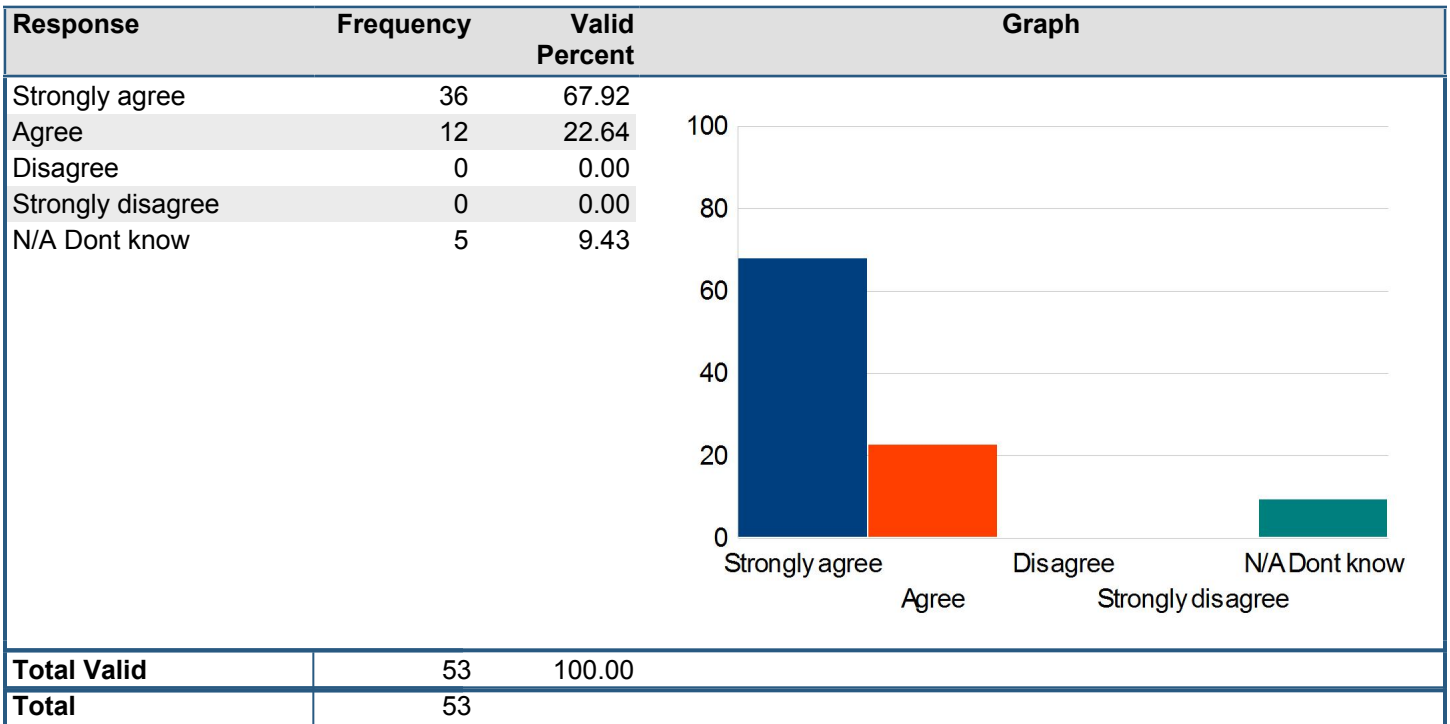
25c. The staff took the time to explain the services offered in the LSC.



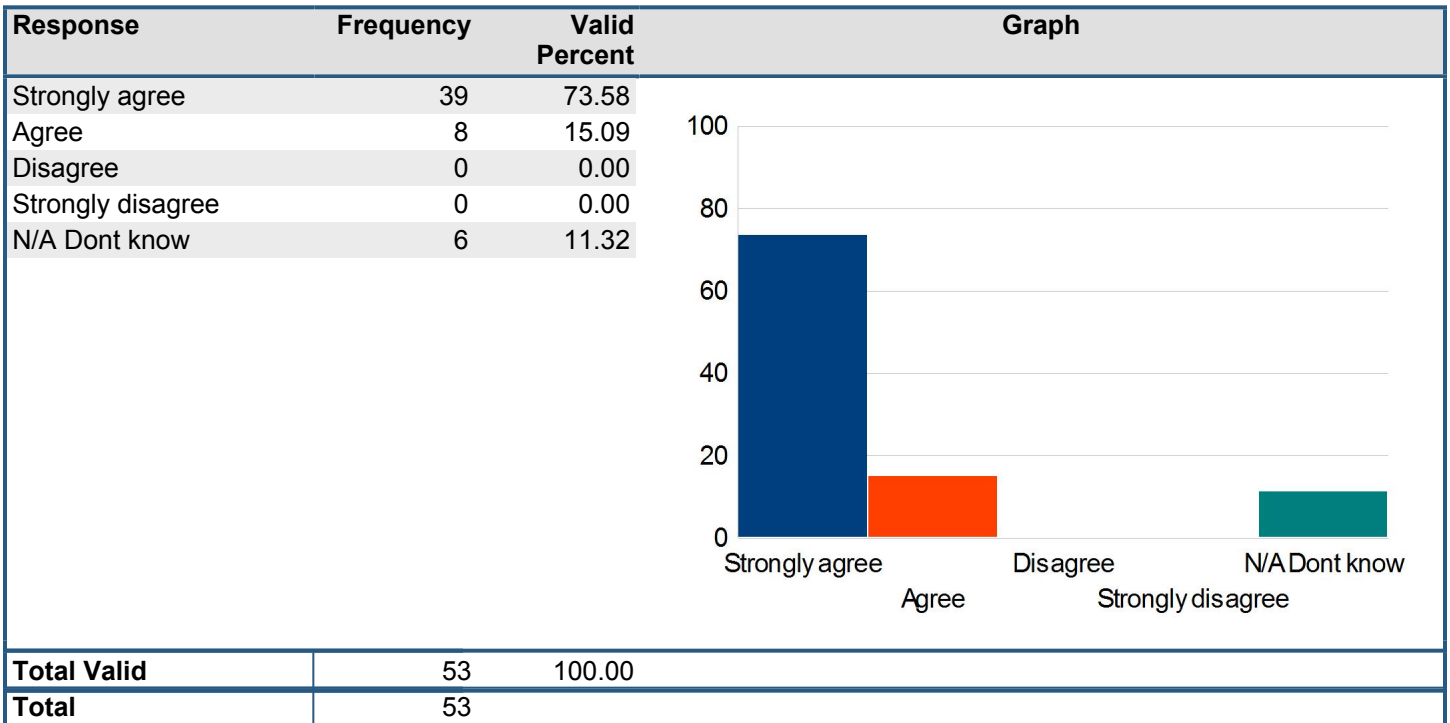
25d. The staff explained the policies and procedures for using other Student Success Center services (Skills workshop, writing and reading tutoring, etc).



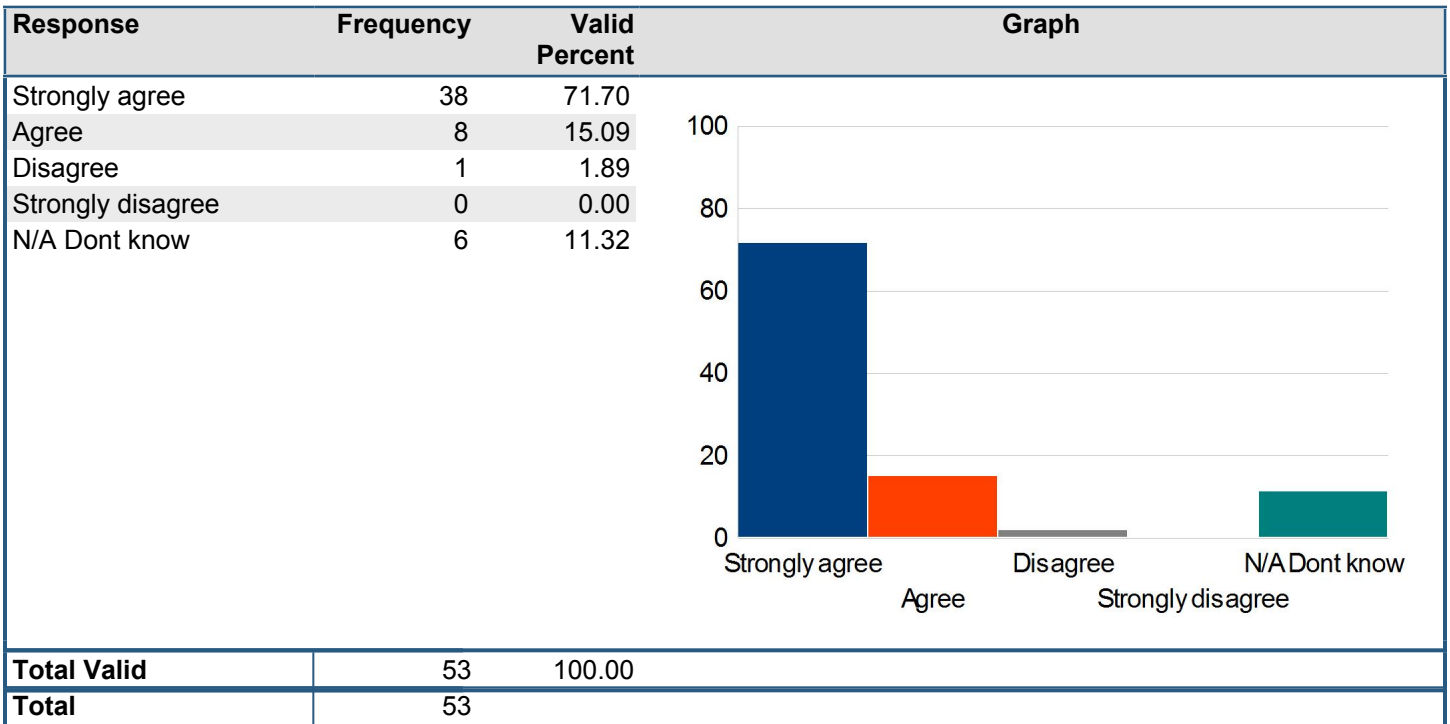
25e. The workshop leader / tutor was on time.



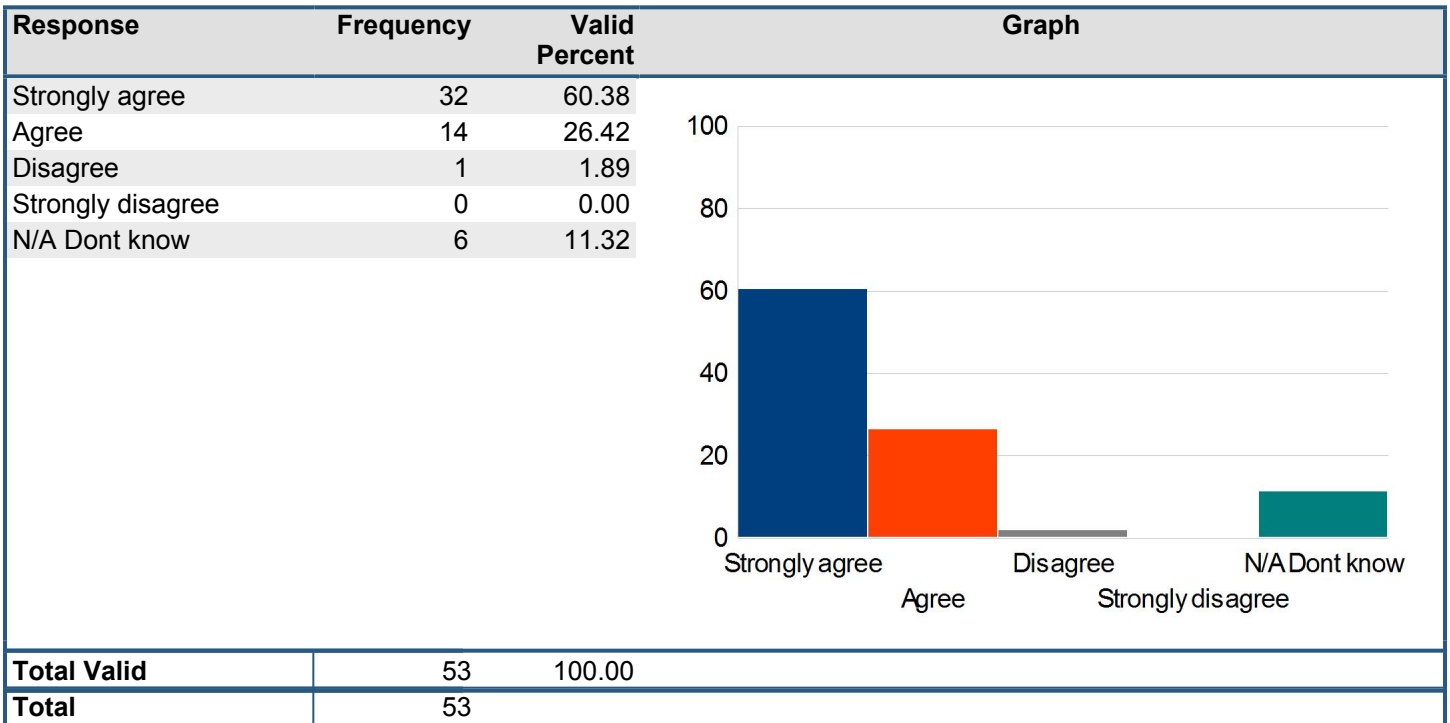
25f. The workshop leader / tutor was willing to listen to my questions and concerns.



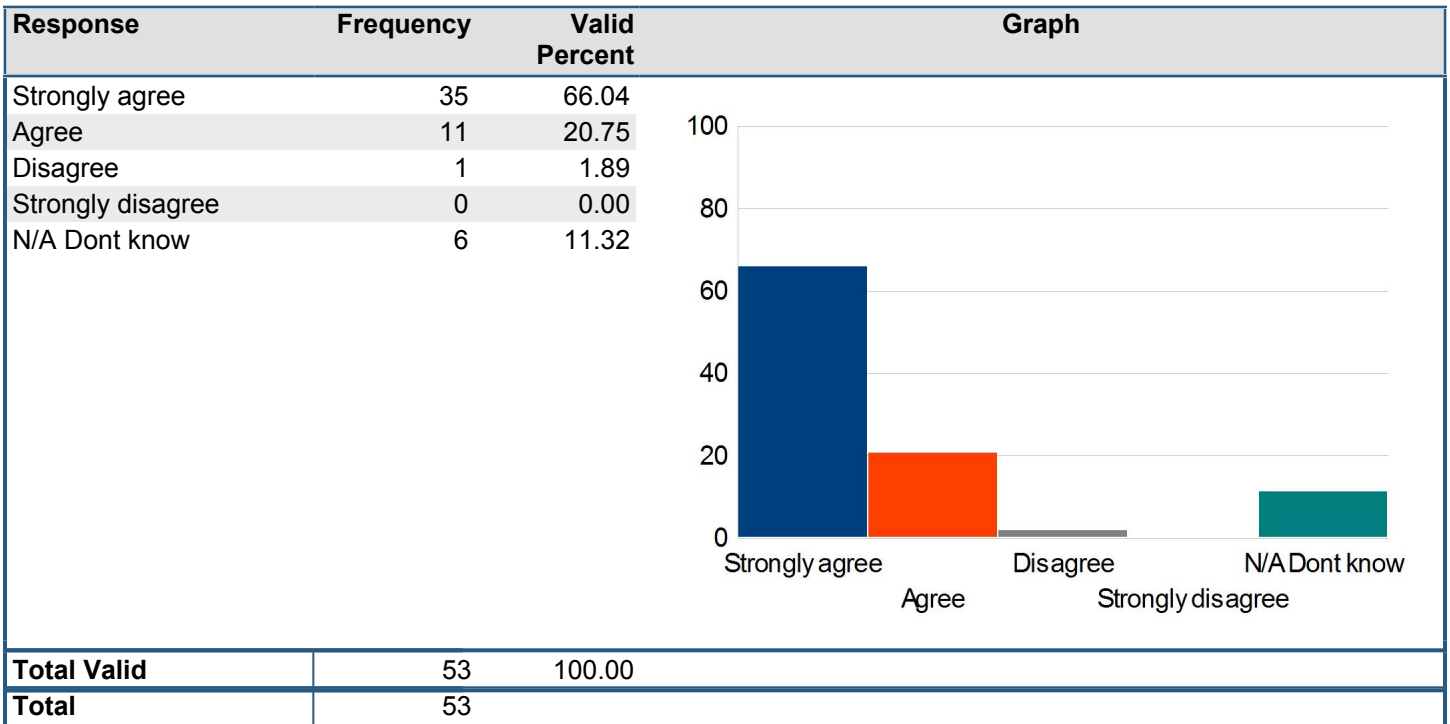
25g. The workshop leader / tutor was patient.



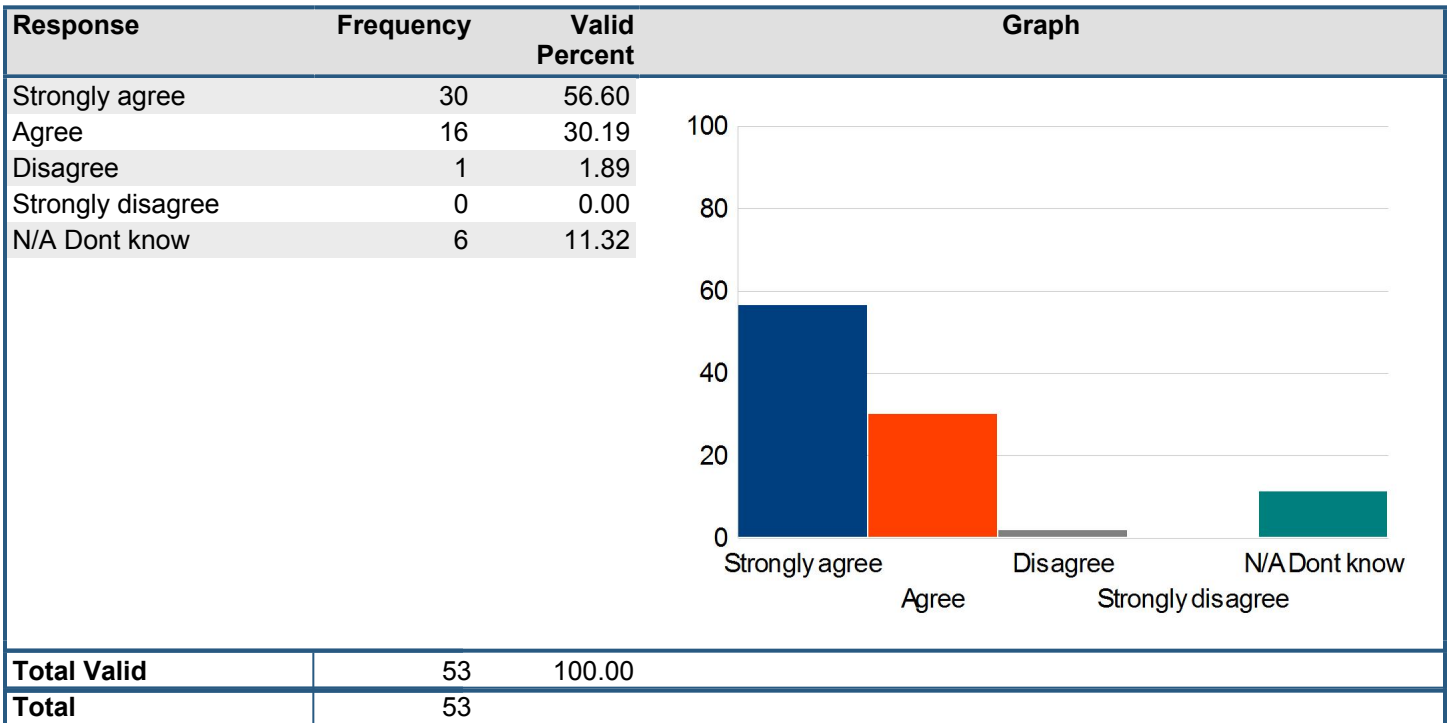
25h. The workshop leader / tutor helped me to identify my problem area.



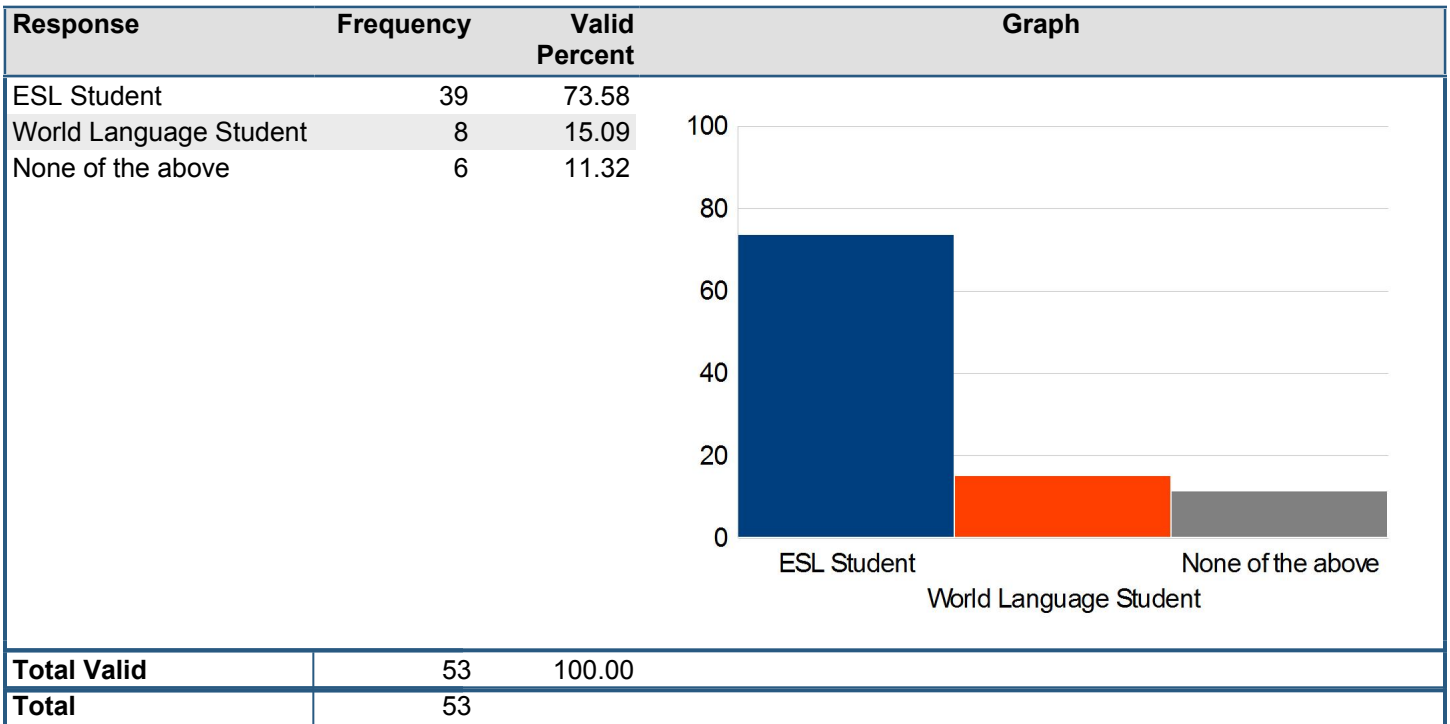
25i. The workshop leader / tutor explained concepts clearly.



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

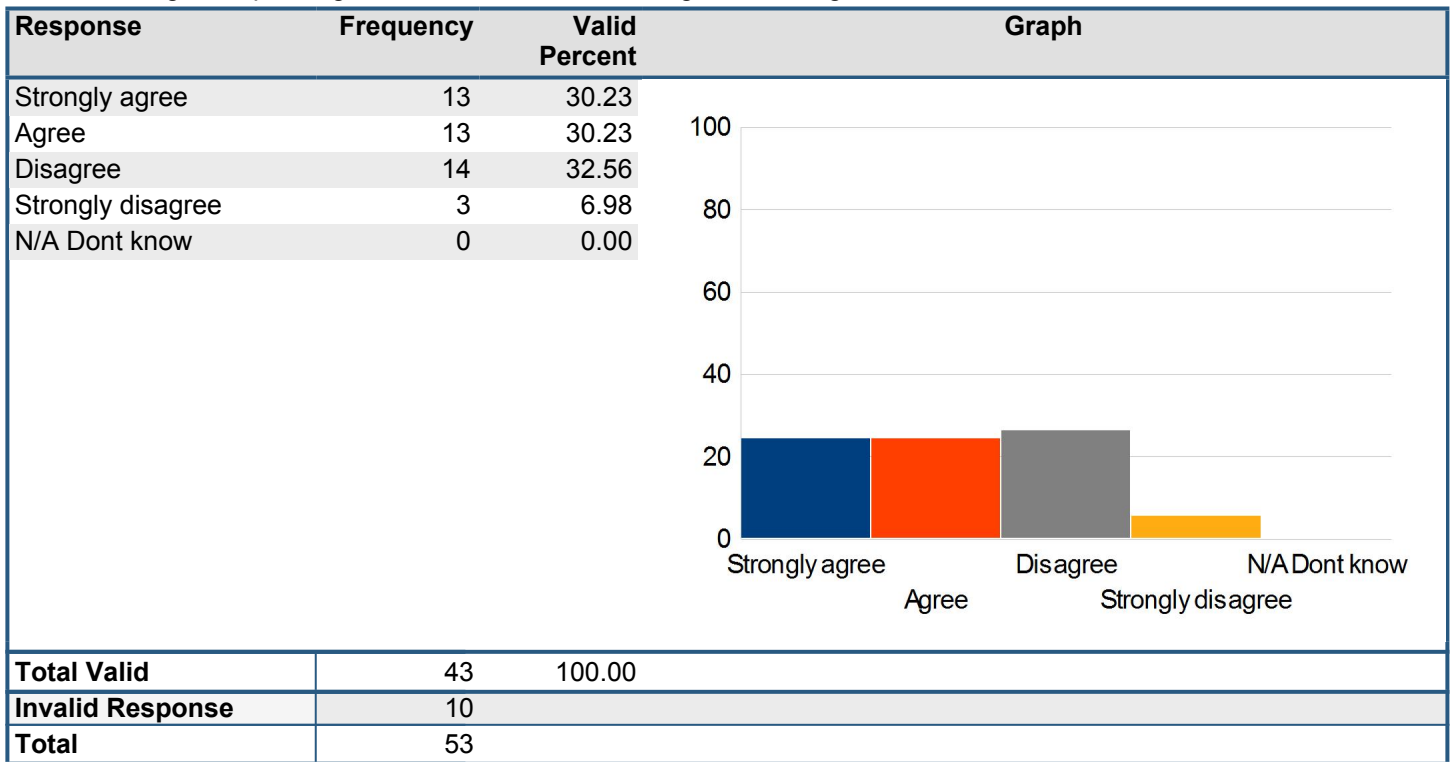


26. Which of the following best describes you? *

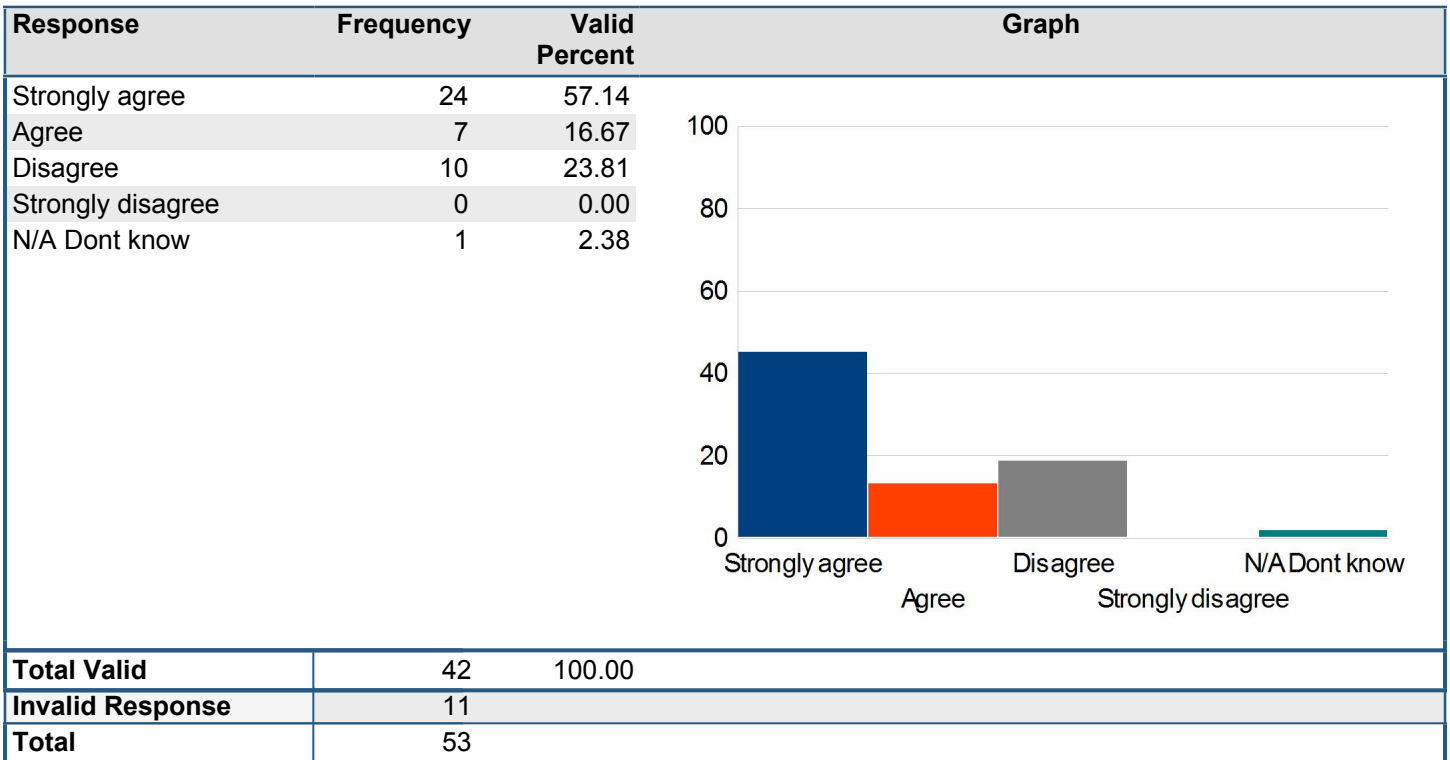


27. Do you agree or disagree with the following statements?

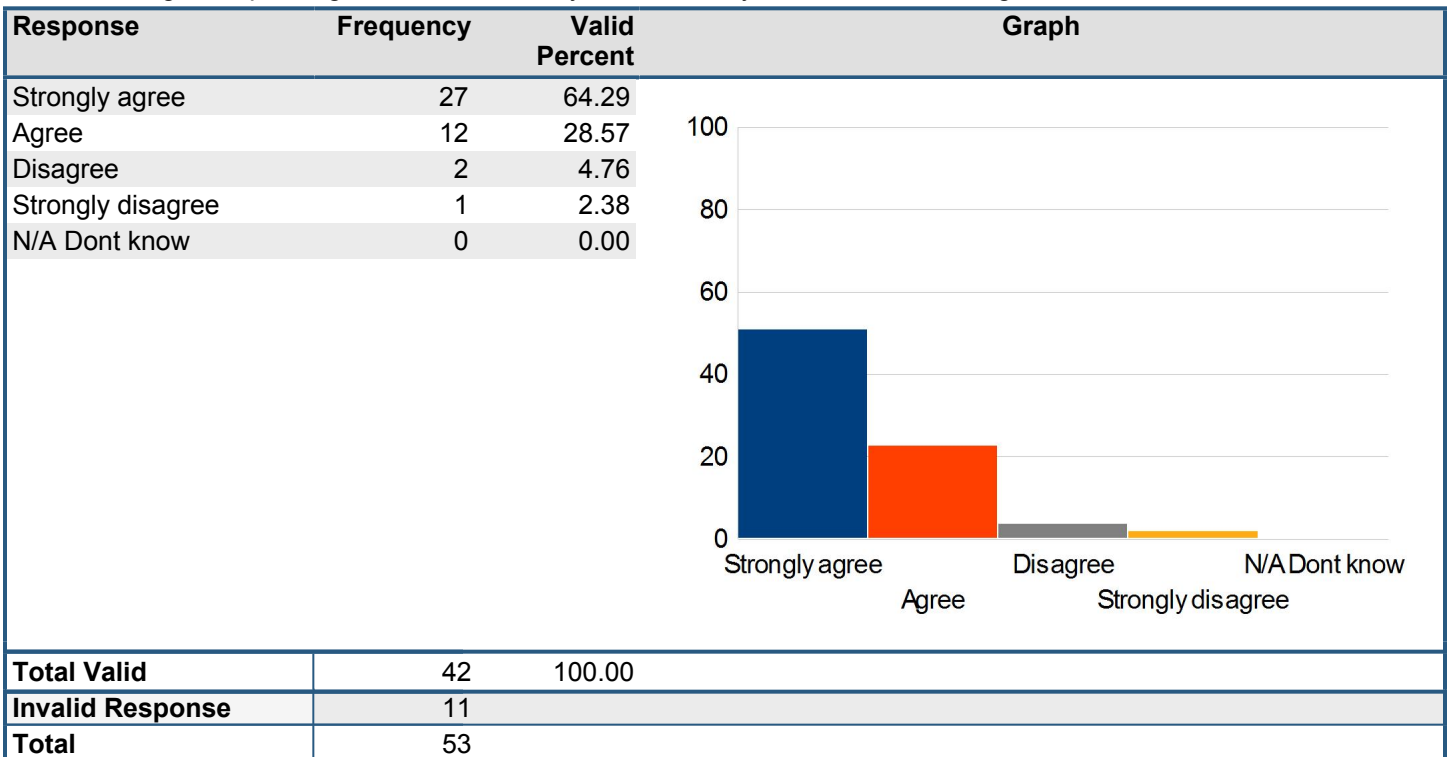
27a. Listening and speaking are more difficult than writing and reading.



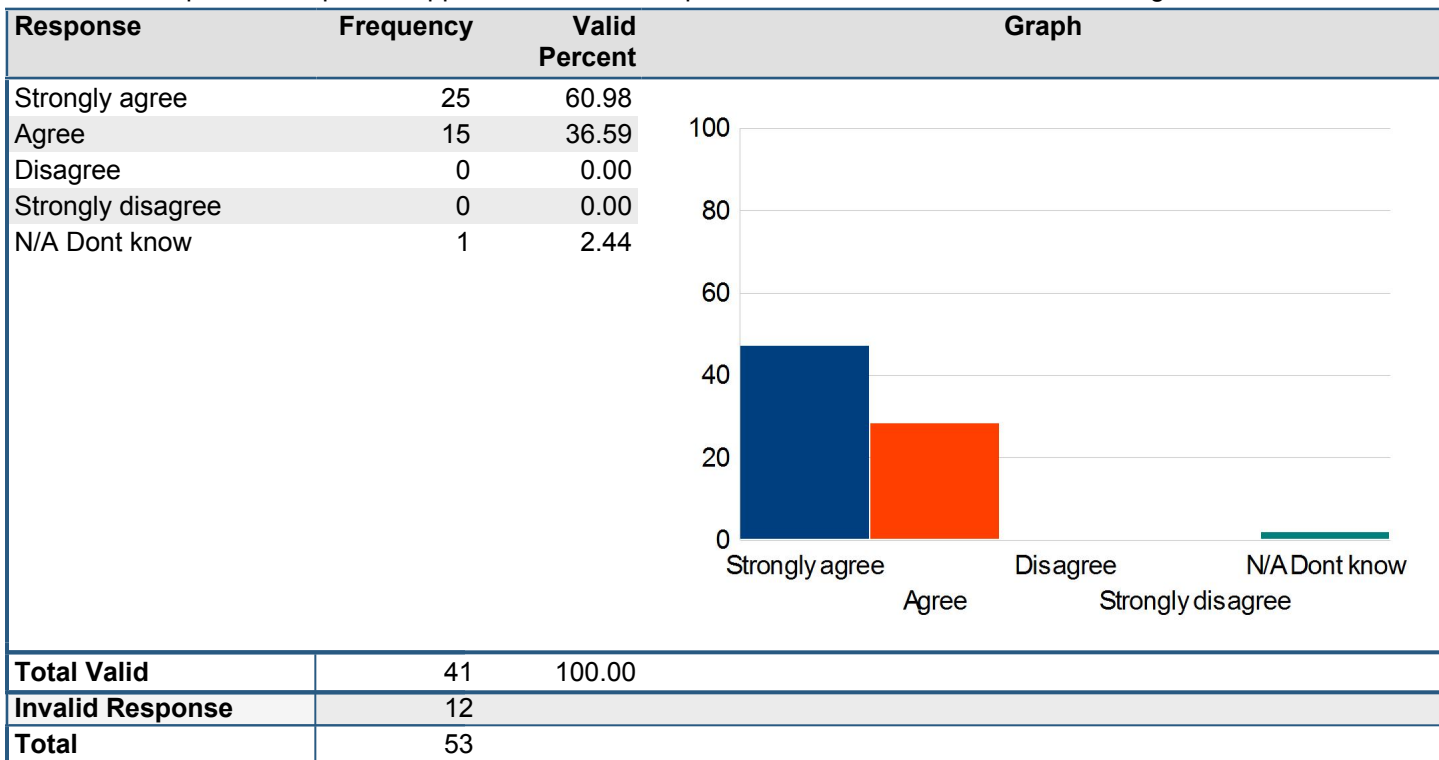
27b. Listening and speaking affect my self-confidence more than writing and reading.



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

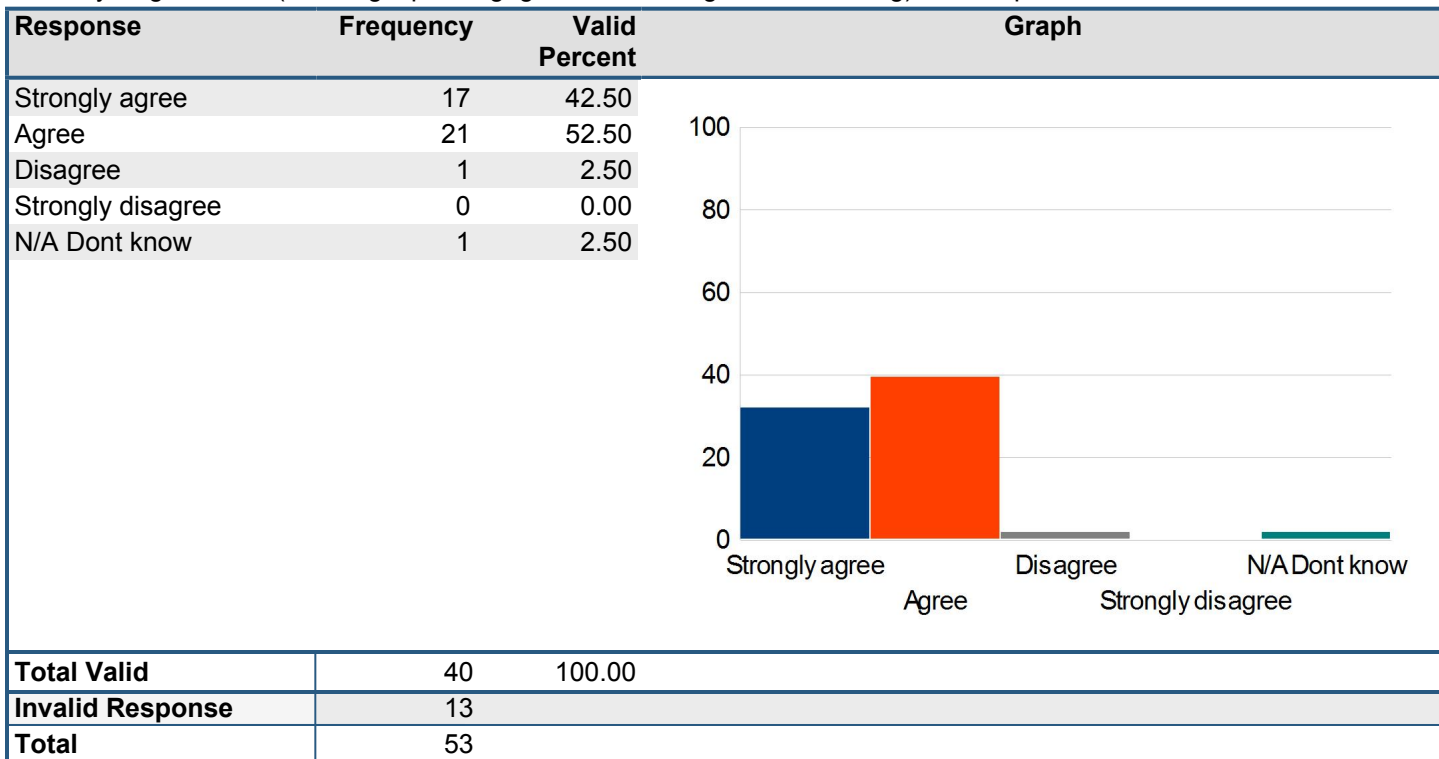


27d. The LSC provides important opportunities for me to practice oral communication skills in English.

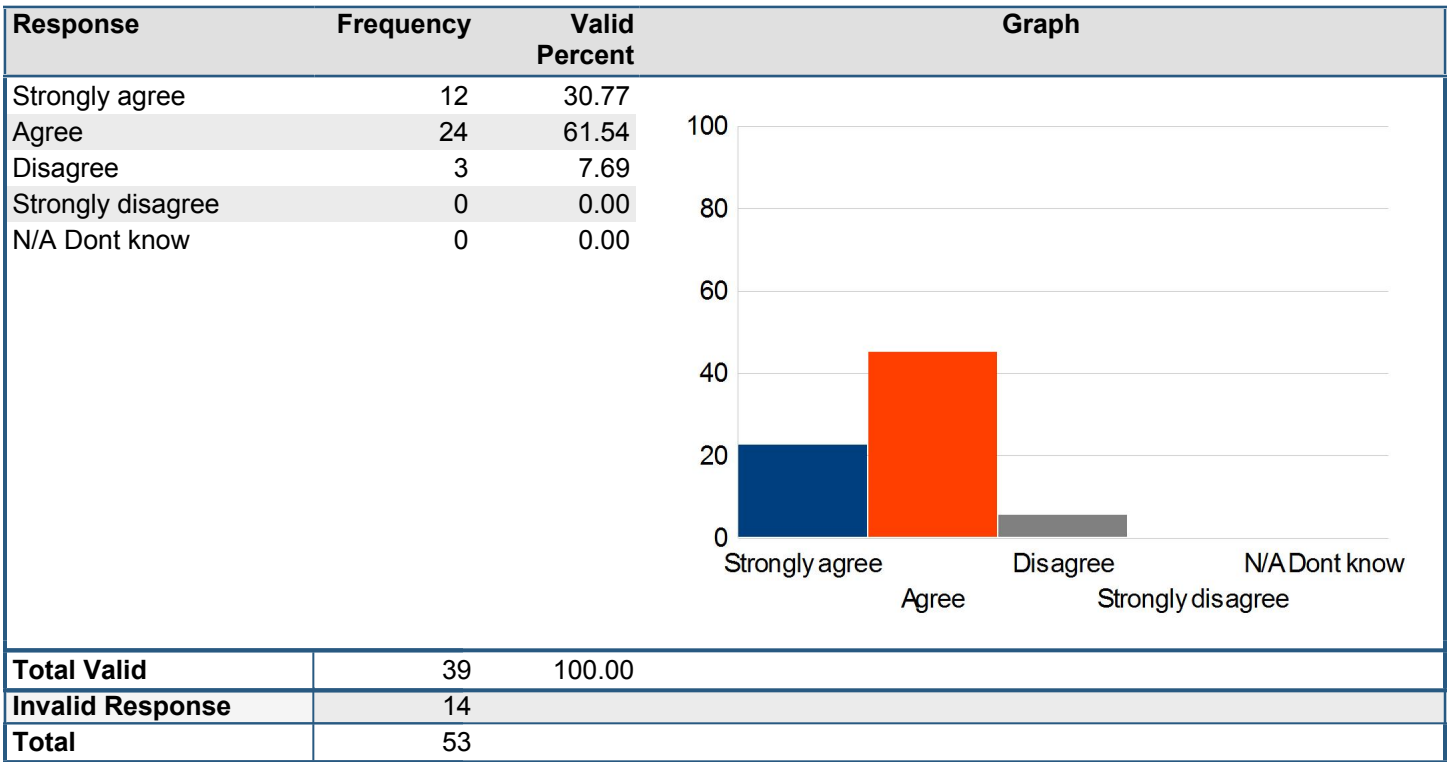


28. Overall, how did the LSC programs and/or resources (workshops, tutoring, ESL software, and Language Exchange) help or not help you? After using the LSC programs and resources:

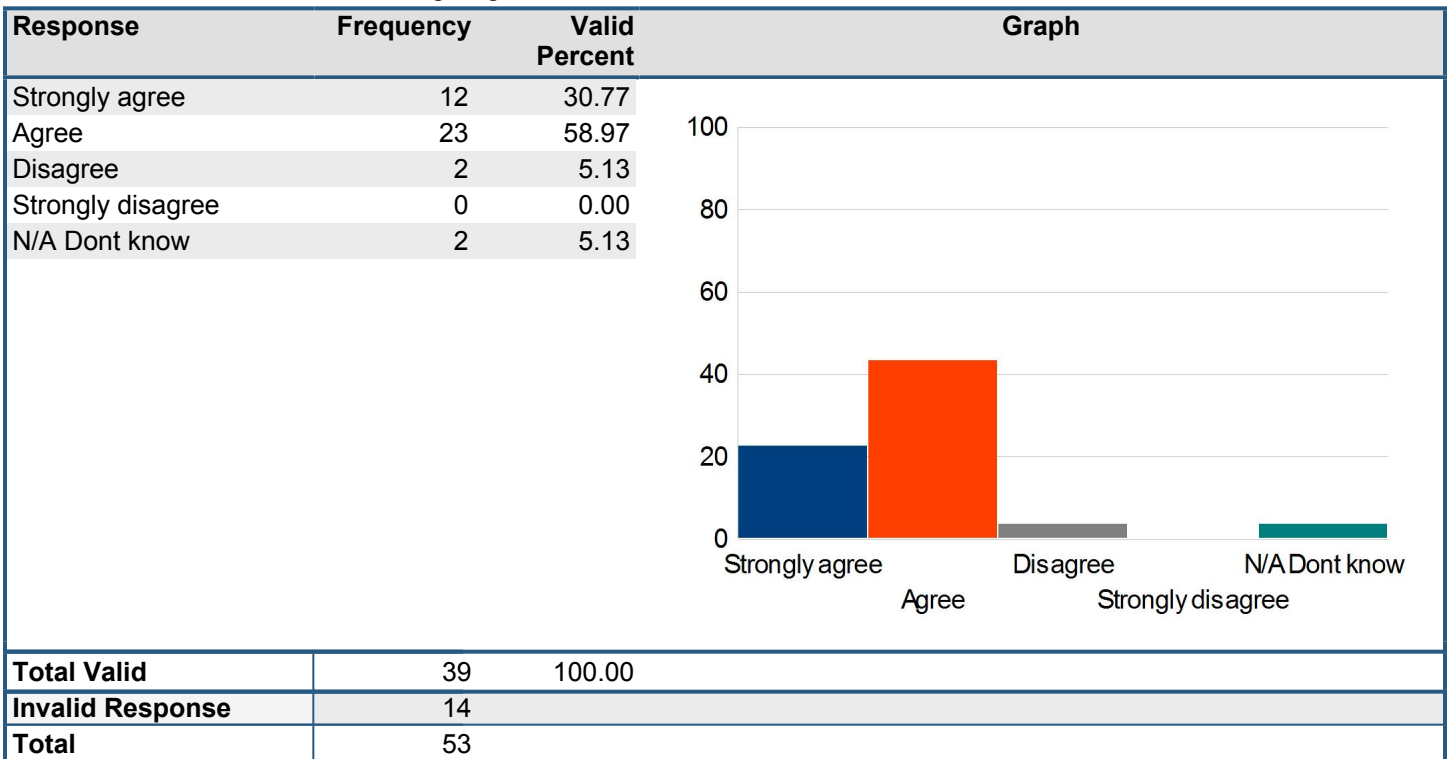
28a. My English skills (listening, speaking, grammar, writing, and/or reading) have improved.



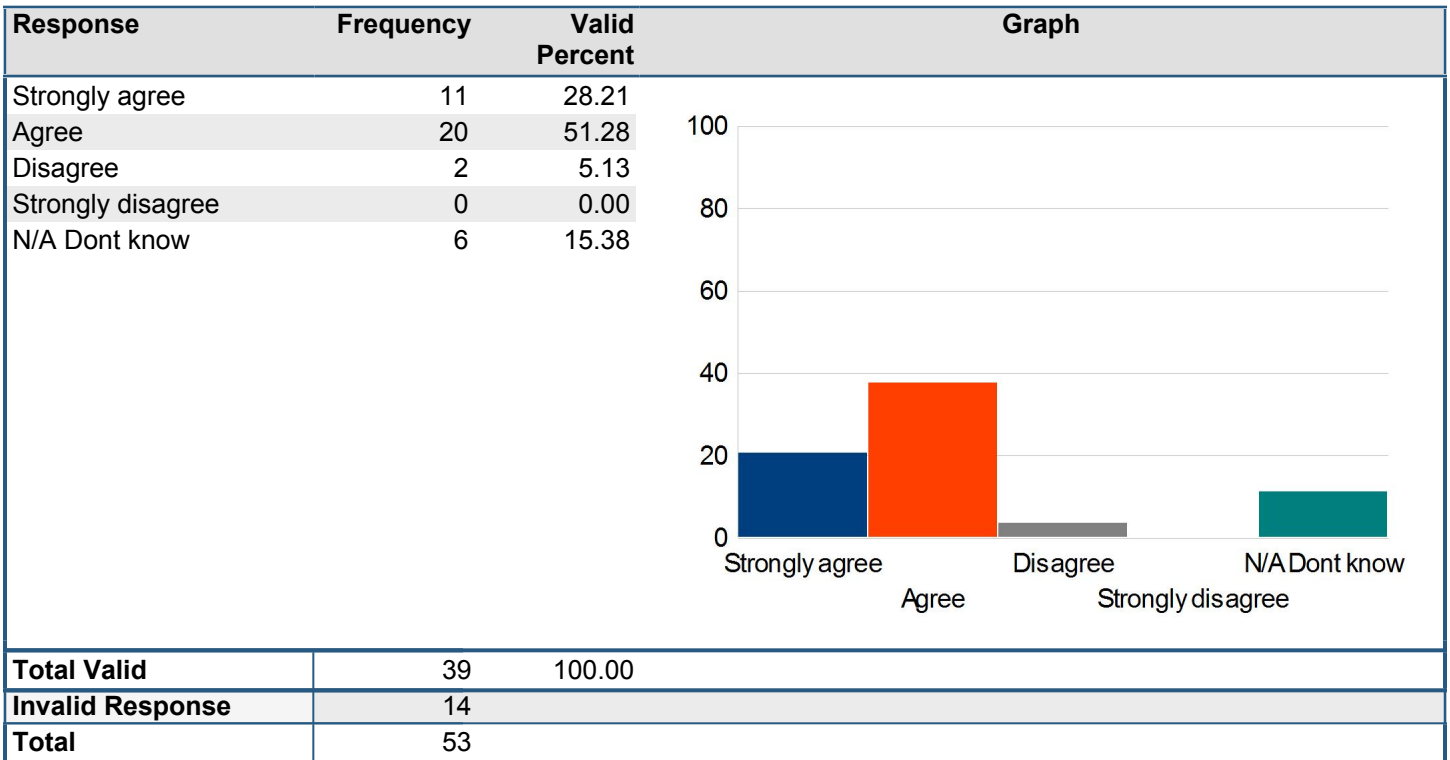
28b. I know more ways to improve my English skills (online resources, LSC programs, other De Anza resources, etc).



28c. I have more confidence in using English.

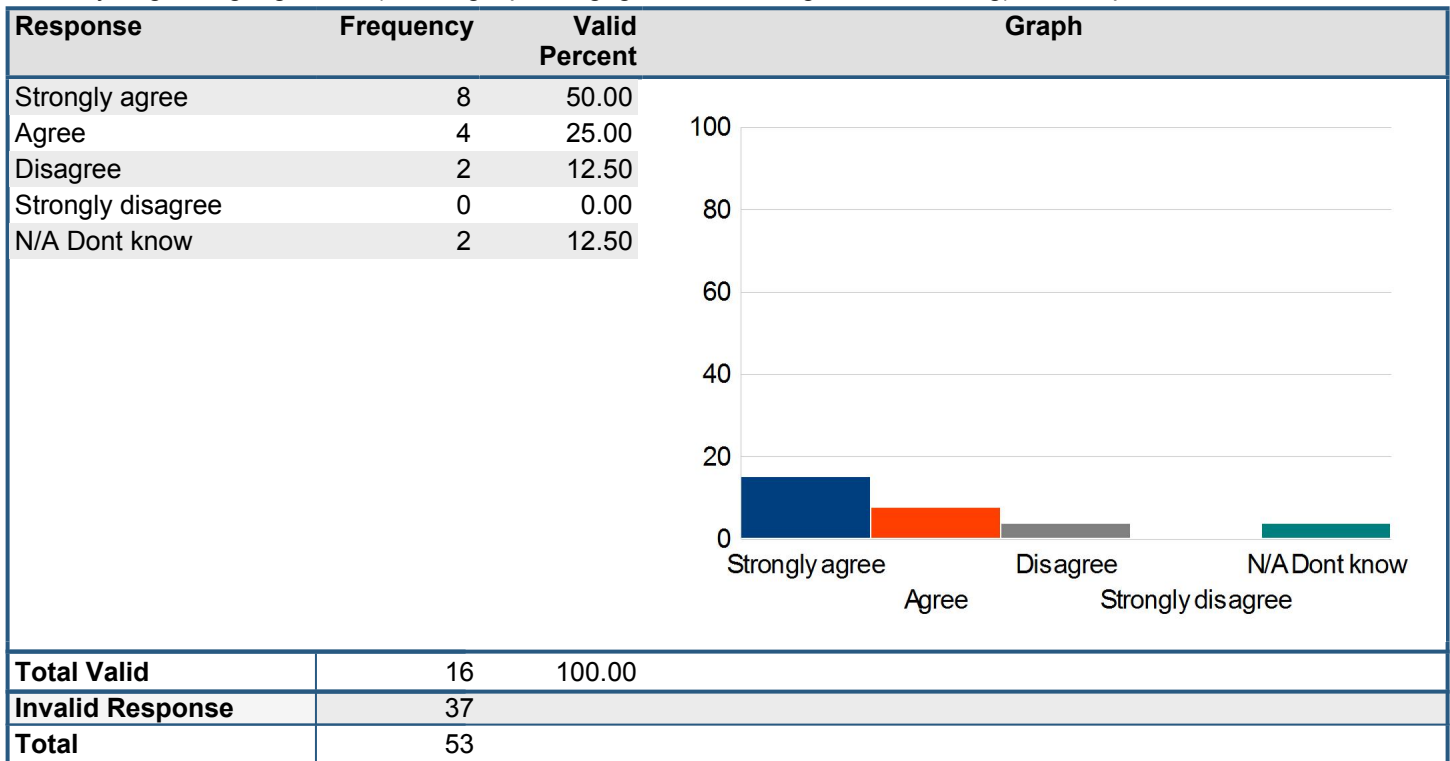


28d. My grades in my classes have improved.

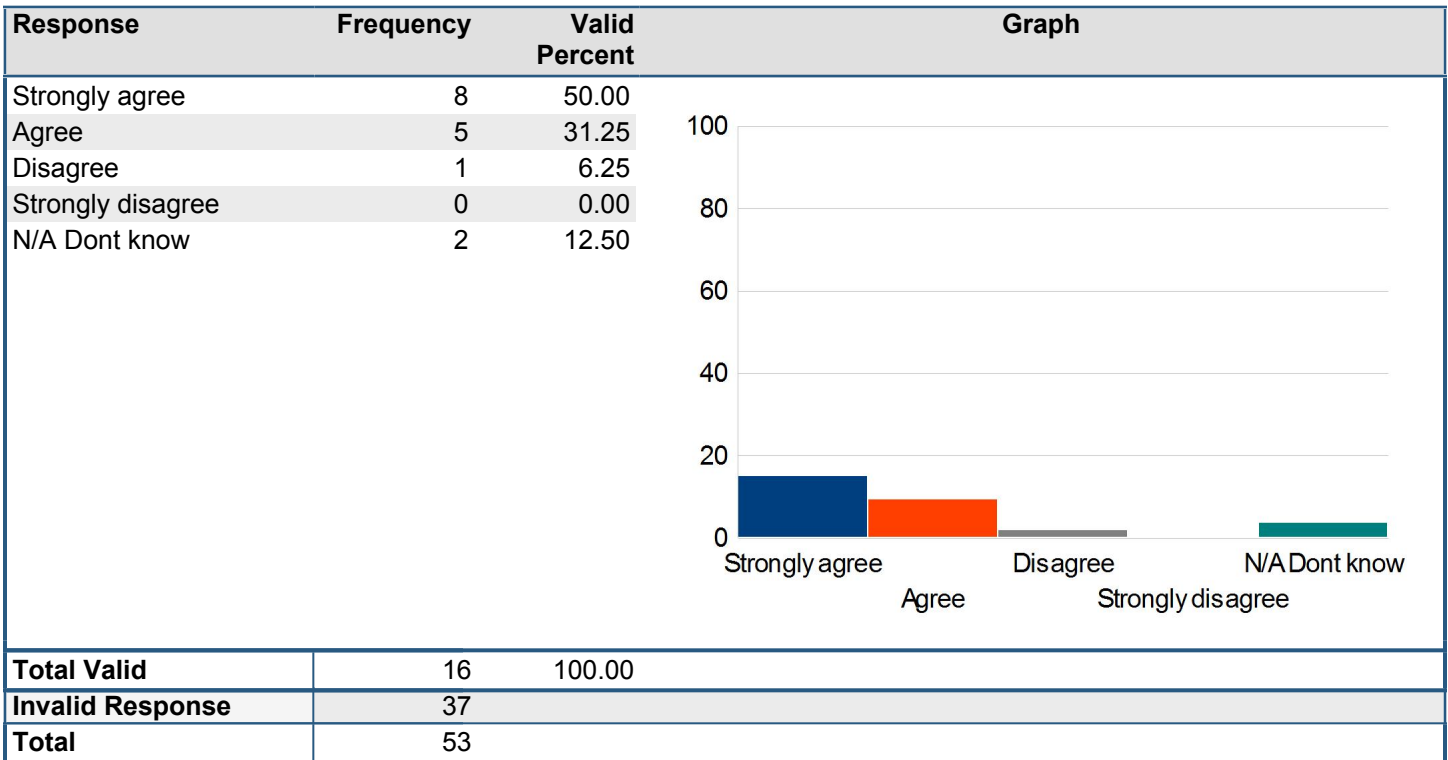


29. Overall, how did the world language (French, Spanish, Japanese, Russian, etc.) tutoring help or not help you? After using the world language tutoring:

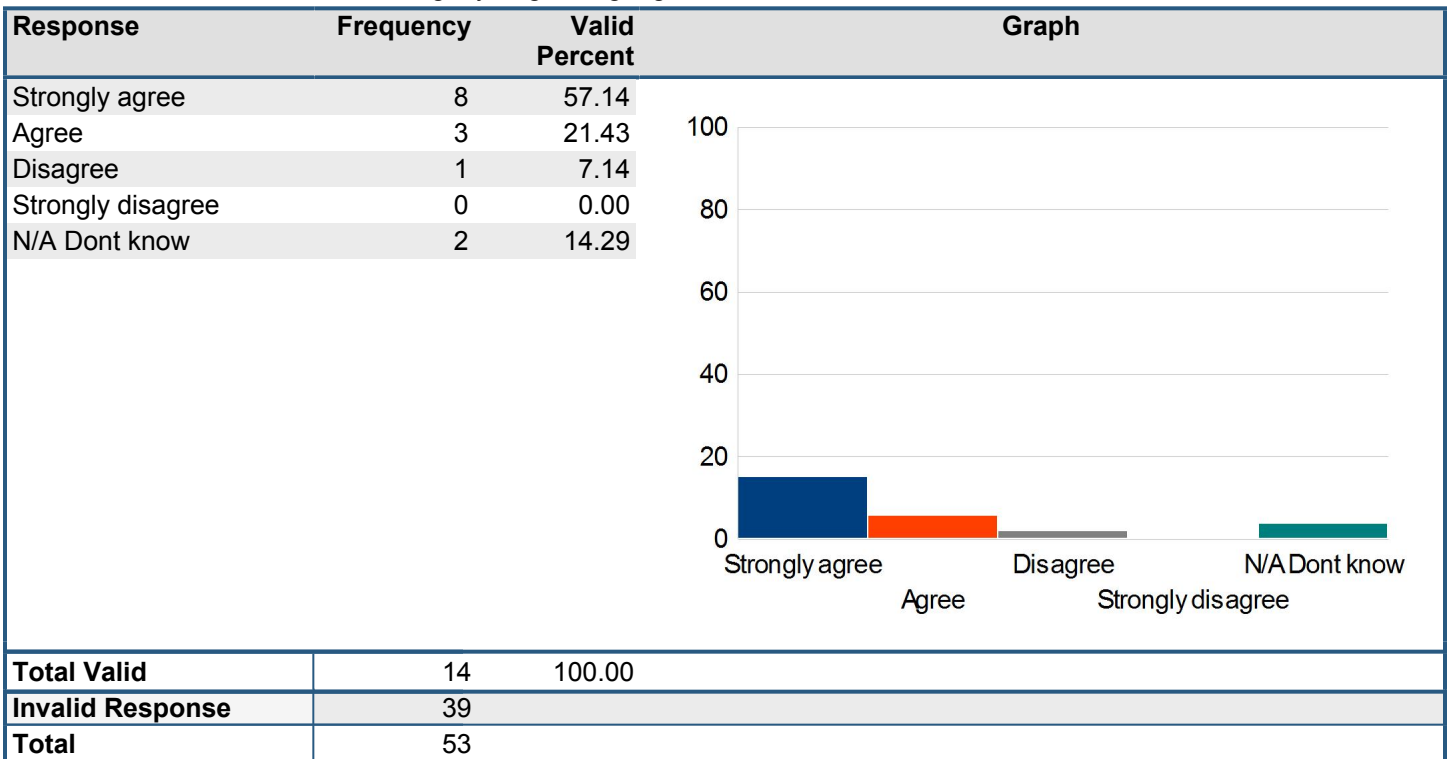
29a. My target language skills (listening, speaking, grammar, writing, and/or reading) have improved.



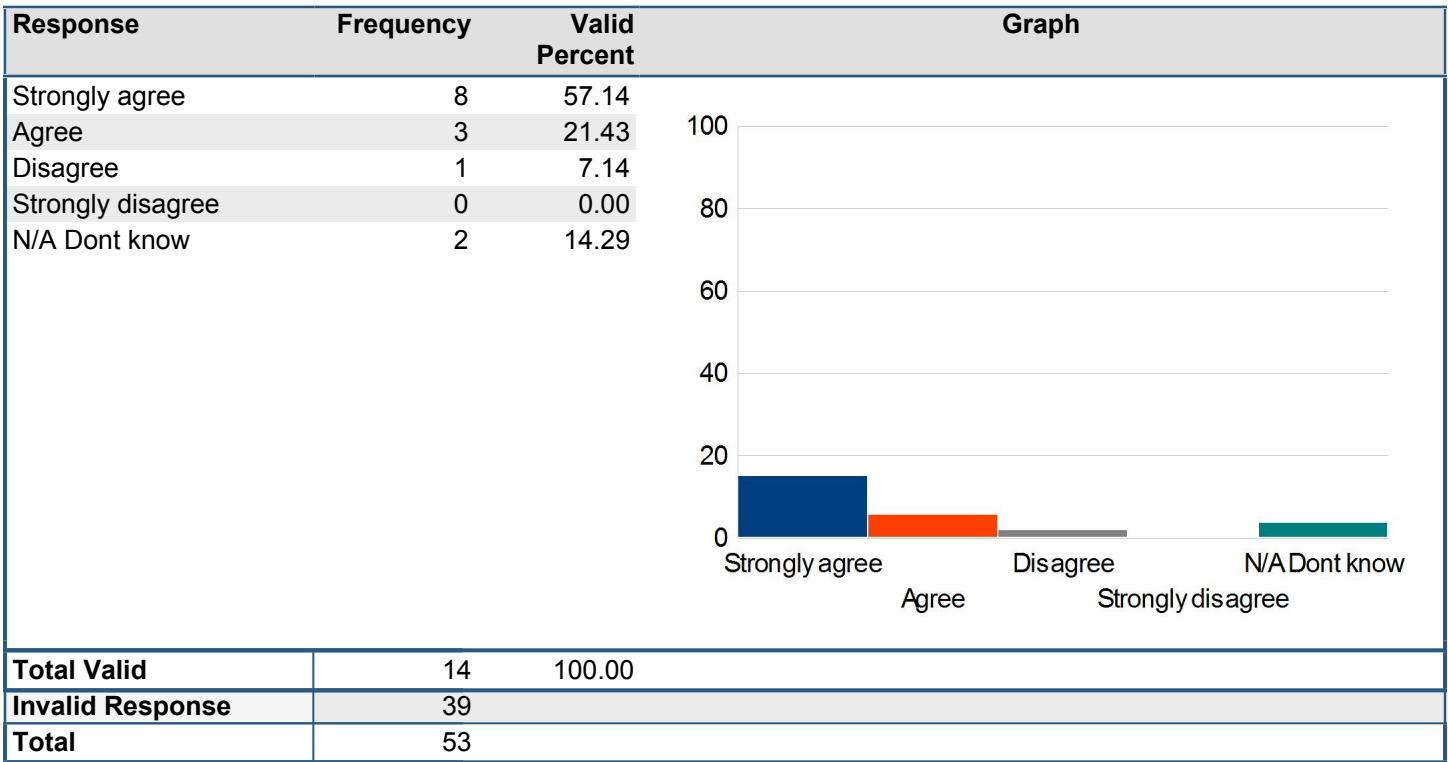
29b. I know more ways to improve my target language (online resources, other De Anza resources, etc).



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



29d. My grades in my classes have improved.



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

