

De Anza College Office of Institutional Research and Planning

To: Kanako Suda

From: Ola Sabawi, Research Analyst

Date: 7/17/2019

Subject: Listening and Speaking Center Feedback, Winter 2019

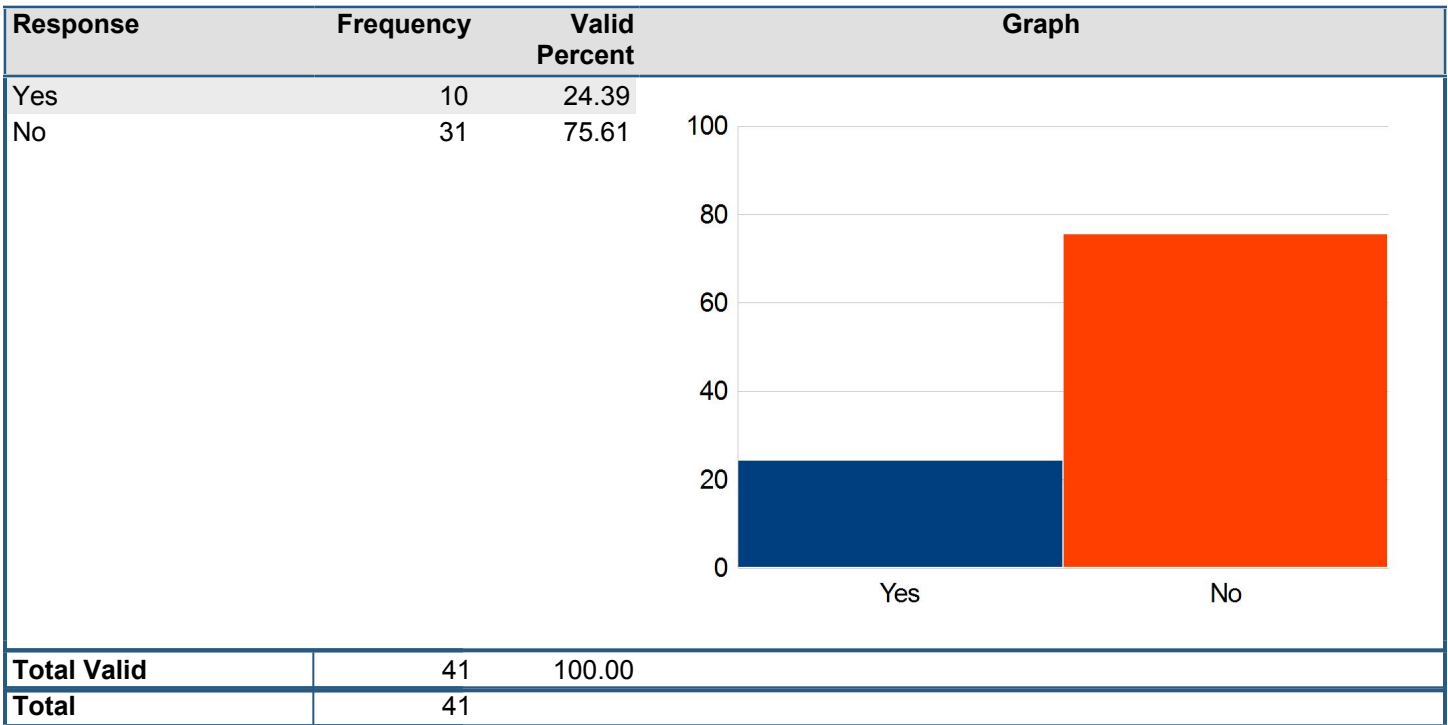
The survey of the Listening and Speaking Center was conducted at the end of the winter quarter of 2019. It resulted in 41 valid responses.

Important Highlights

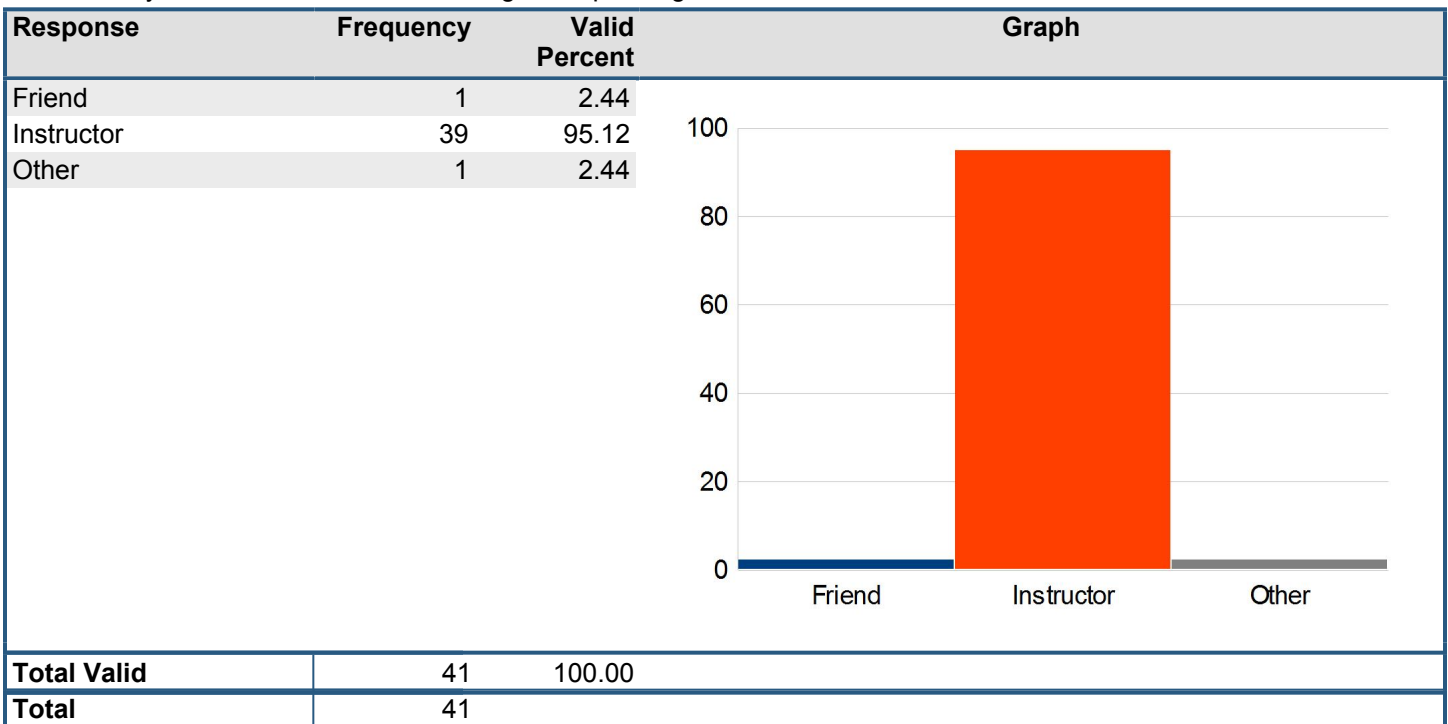
- 95% (39) of respondents found out about the Listening and Speaking Center from their instructor.
- 66% (27) of respondents participate in weekly workshops (conversation, idioms, vocabulary, etc.) in the Listening and Speaking Center this quarter.
- 46% (19) of respondents “agree” or “strongly agree” that the ESL 251 Support Workshops helped them improve their study habits.
- 44% (18) of respondents “agree” or “strongly agree” that the ESL 251 Support Workshops helped them improve the skills they were hoping to improve (pronunciation, presentation, or listening).
- 98% (40) of respondents “agree” or “strongly agree” that it was easy to register for different activities in the LSC (workshop, tutoring, and/or Language Exchange).
- 100% (41) of respondents “agree” or “strongly agree” that the staff was friendly and helpful.
- 88% (36) of respondents “agree” or “strongly agree” that the workshop leader/tutor was willing to listen to their questions and concerns.
- 85% (35) of respondents “agree” or “strongly agree” that the workshop leader/tutor was patient.
- 90% (37) of respondents “agree” or “strongly agree” that the workshop leader/tutor explained concepts clearly.
- 83% (34) of respondents indicated they were ESL students.
- 68% (28) of respondents “agree” or “strongly agree” that listening and speaking skills are necessary to achieve their academic or career goal.
- 71% (29) of respondents “agree” or “strongly agree” that they have more confidence in using English.

Winter 2019 Listening and Speaking Survey

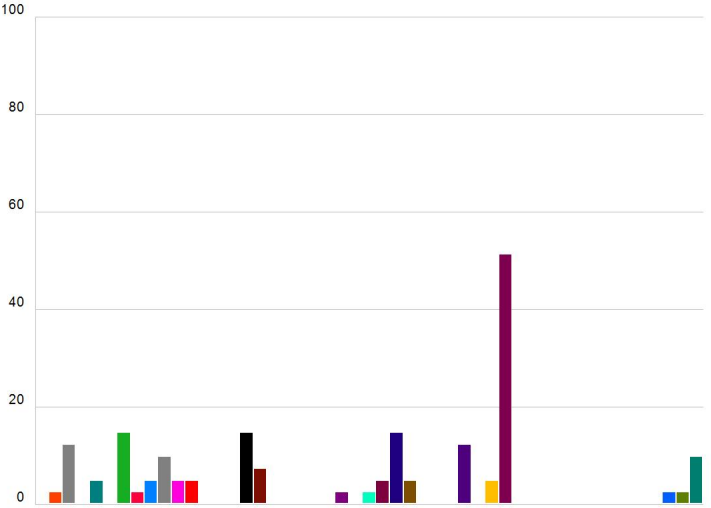
1. Are you an international student? *



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



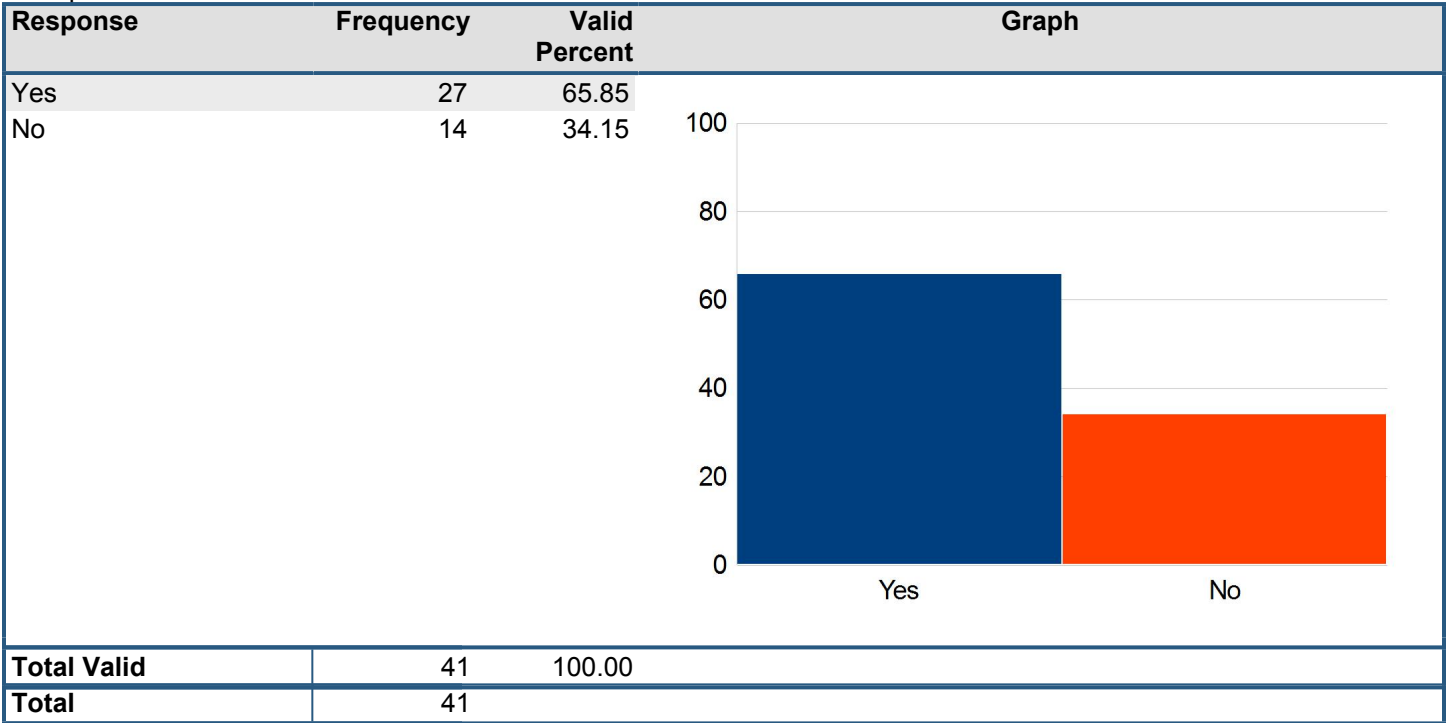
3. Which instructor(s)? Check all that apply.

Response	Frequency	Valid Percent	Graph
EWRT/READ/LART instructor	0	0.00	
Speech instructor	1	2.63	
World language class instructor	5	13.16	
Anderson Elaine	0	0.00	
Bankston Christopher	2	5.26	
Barasch-Kane Nancy	0	0.00	
Betlach Marcy	6	15.79	
Boerner Karen	1	2.63	
Boyd Cristin	2	5.26	
Carobus Patricia	4	10.53	
Carrell Tanya	2	5.26	
Chai Christine	2	5.26	
Cooper Susan	0	0.00	
Culver Matthew	0	0.00	
Dodd Elizabeth	0	0.00	
Dubarry Michele	6	15.79	
Flores Kathy	3	7.89	
Goodwin Mary Ellen	0	0.00	
Goksel-Demir Ebru	0	0.00	
Hamilton Webster	0	0.00	
Haven Kathy	0	0.00	
Heistein Gloria	0	0.00	
Himes Gretchen	1	2.63	
Ifft MaryAnne	0	0.00	
Kohnhorst Lisa	1	2.63	
Lam Clara	2	5.26	
Lee Charles	6	15.79	
Lee Andrea	2	5.26	
Leung Kai-Cheon	0	0.00	
Marchiano Michelle	0	0.00	
Marianetti Noel	0	0.00	
Marin Maria	5	13.16	
Molino-Torres Alejandro	0	0.00	
Newman Cheri	2	5.26	
Norman Craig	21	55.26	
Nguyen Lynh	0	0.00	
Ormeno Valerie	0	0.00	
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	0	0.00	

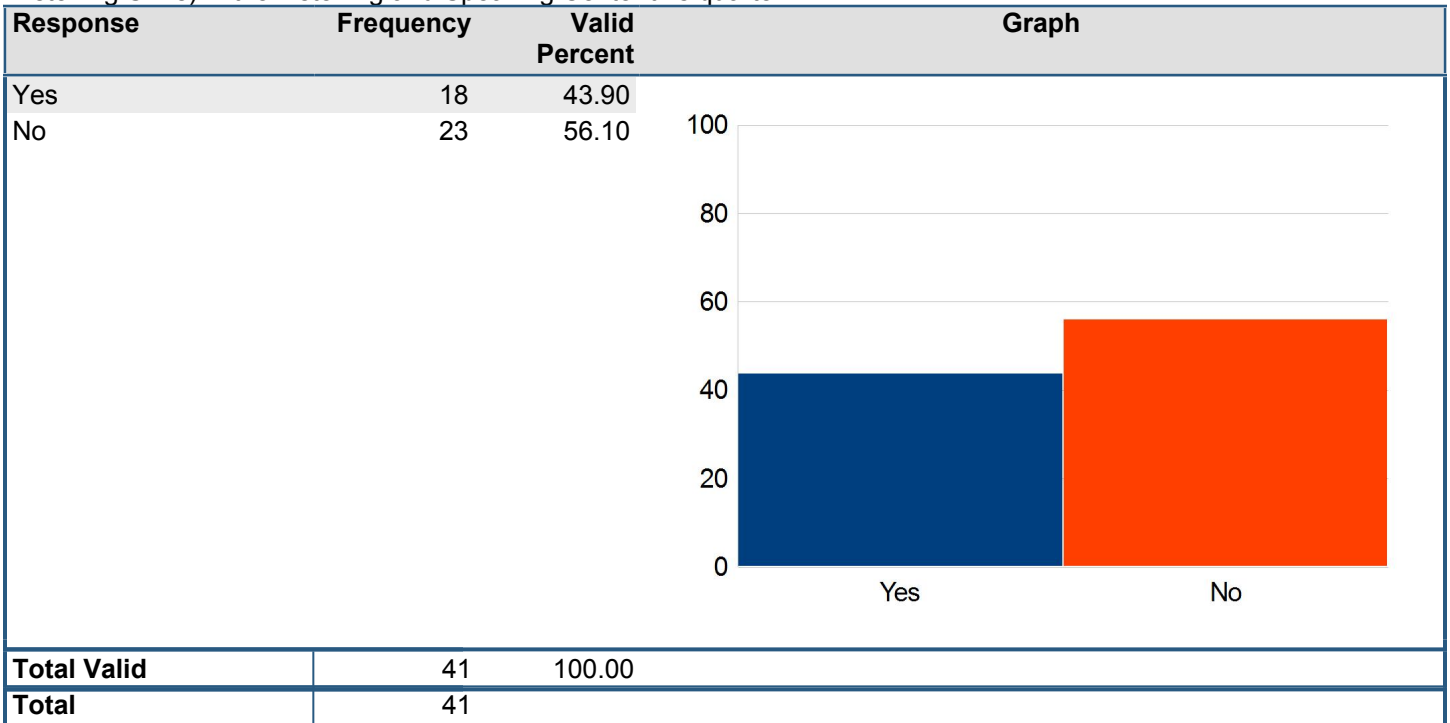
Tracey Iva	0	0.00
Tung Daniel	1	2.63
Wong Letty	1	2.63
Yee Linda	4	10.53

Total Valid	38	100.00
Invalid Response	3	
Total	41	

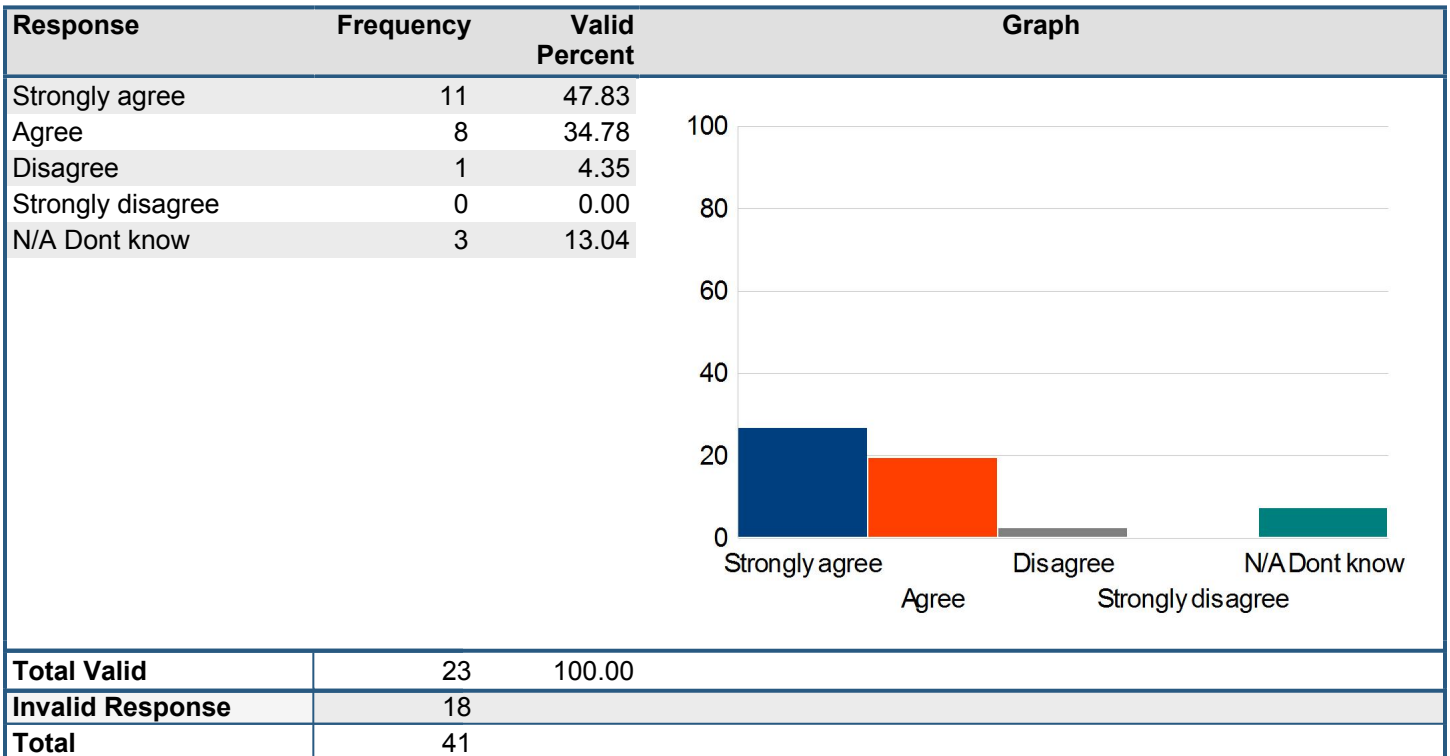
4. Did you participate in weekly workshops (conversation, idioms, vocabulary, etc) in the Listening and Speaking Center this quarter? *



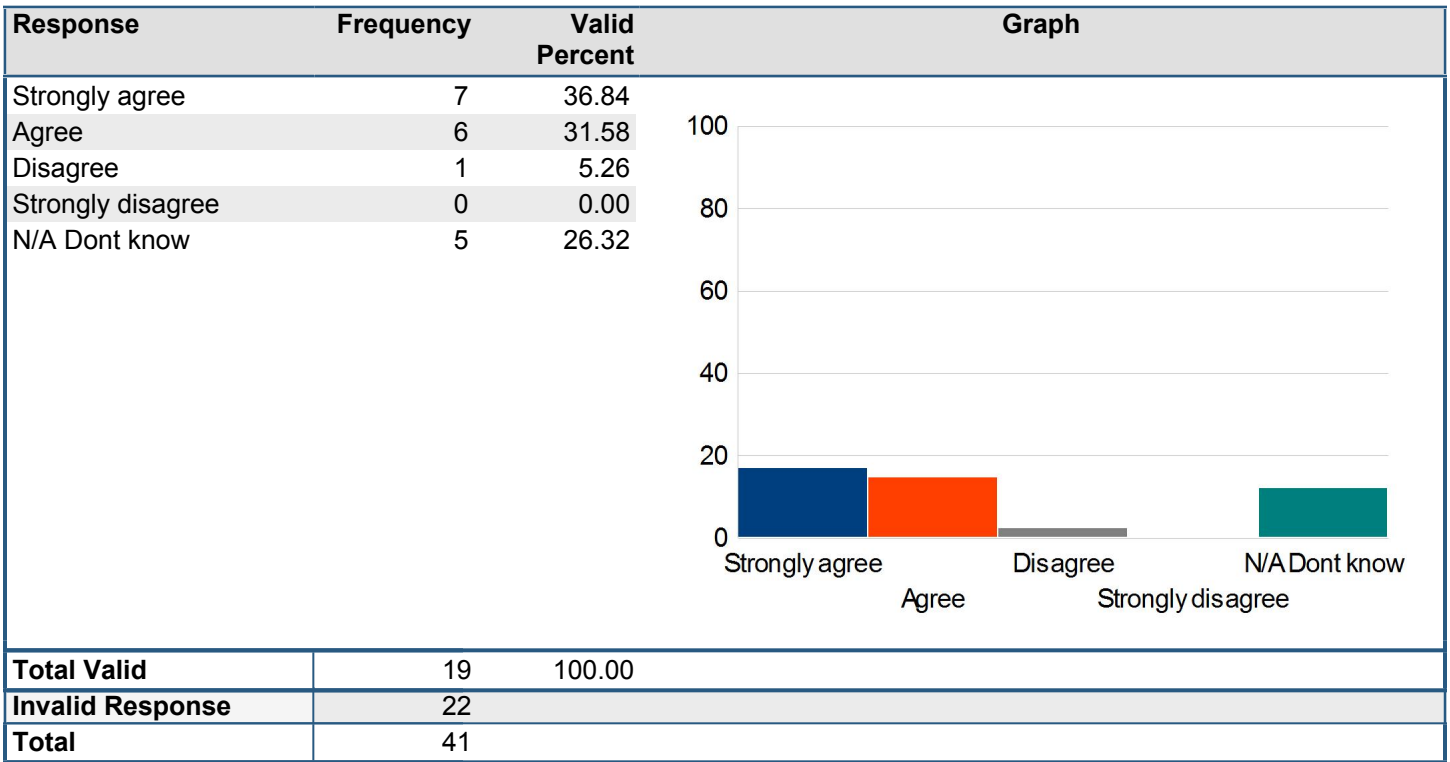
8. Did you participate in any of the ESL 251 Support Workshops (Pronunciation Skills, Presentation Skills, and/or Listening Skills) in the Listening and Speaking Center this quarter? *



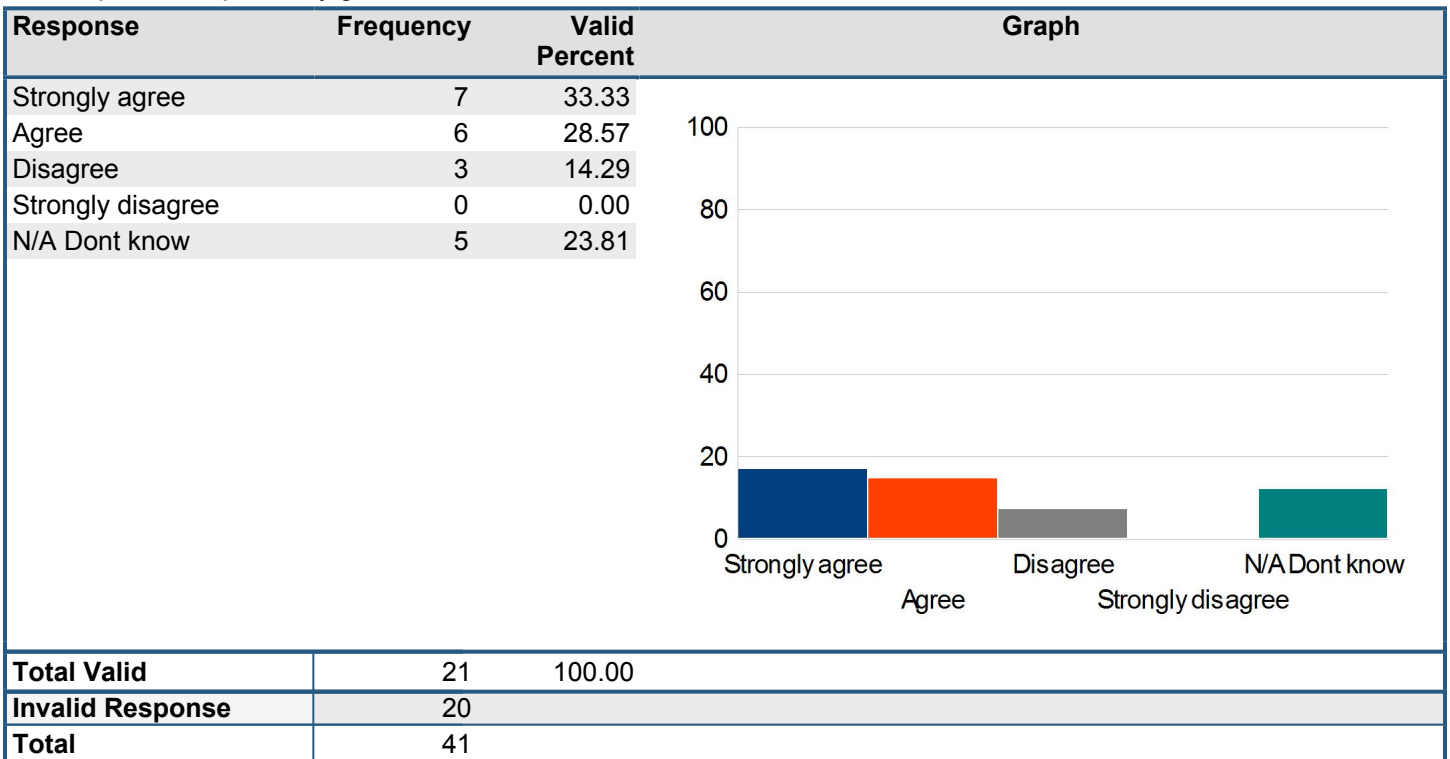
a. It helped me improve my study habits.



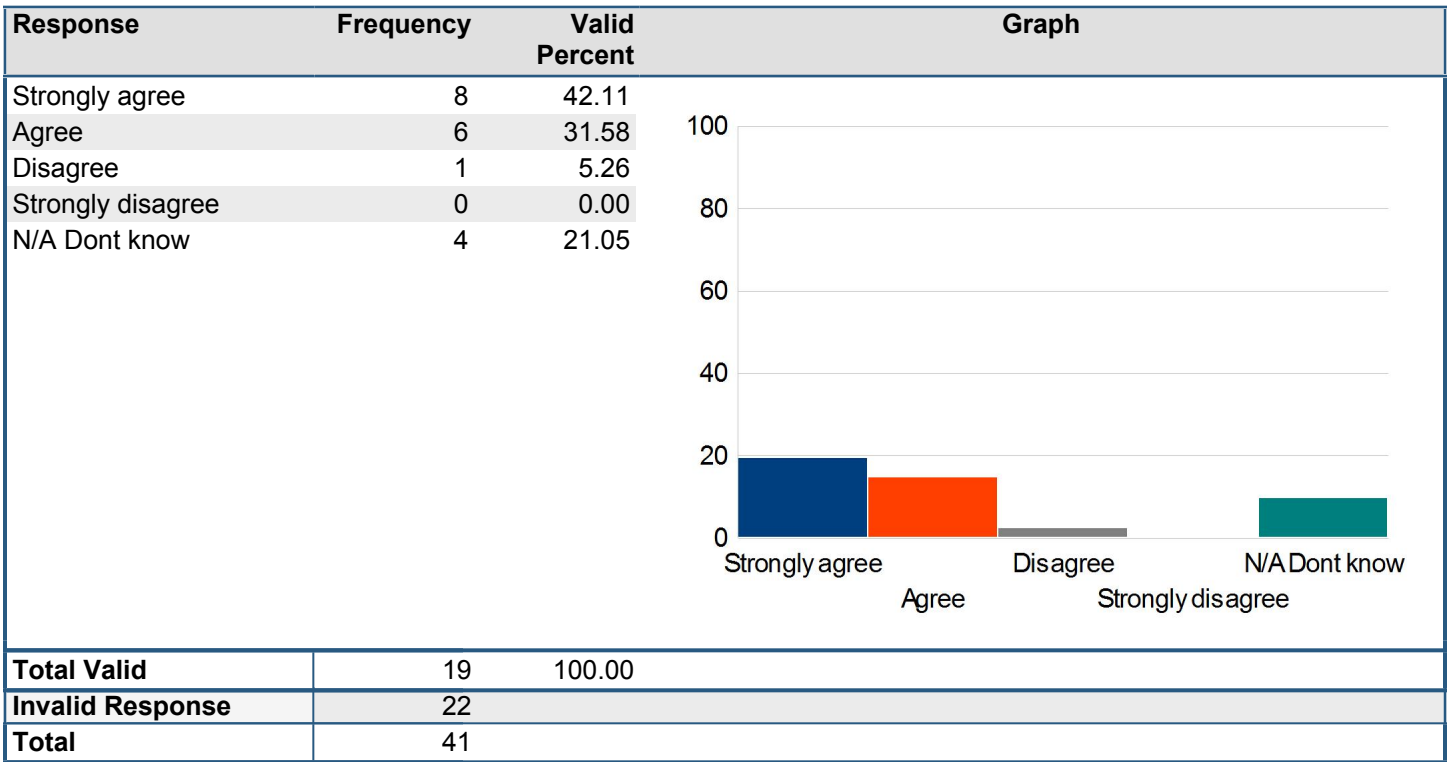
b. It helped me improve my grade in ESL 251.



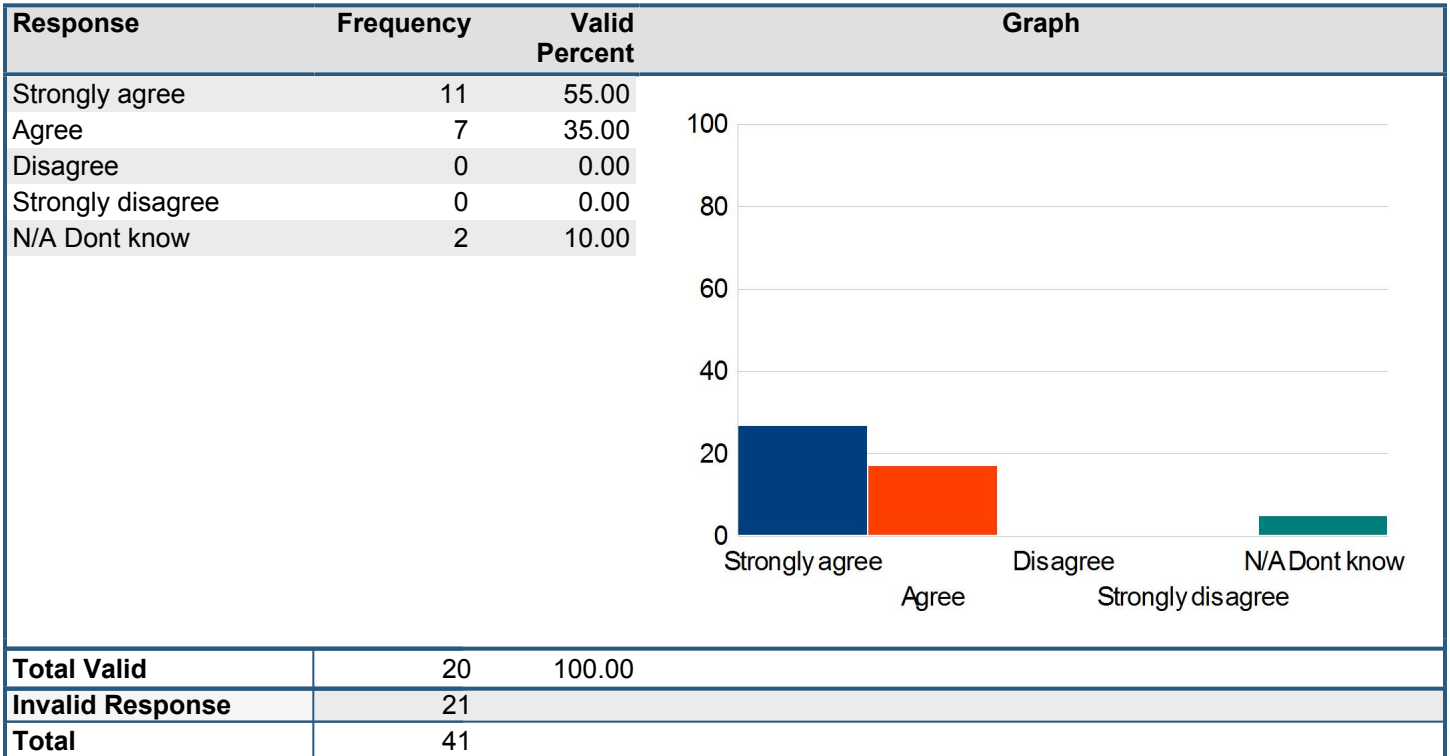
c. It helped me improve my grades in other classes.



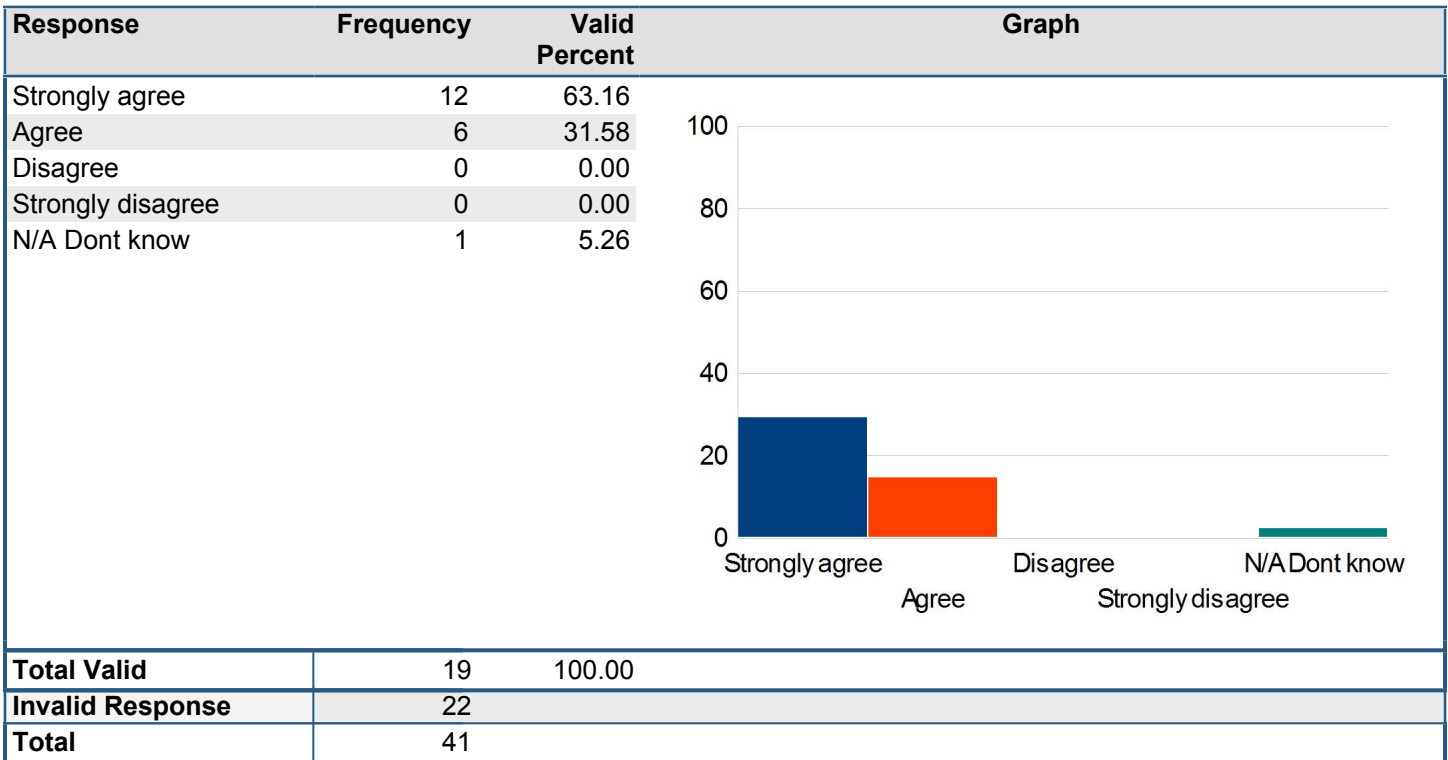
d. It helped me understand the class materials (lecture, textbook, and assignments) in ESL 251.



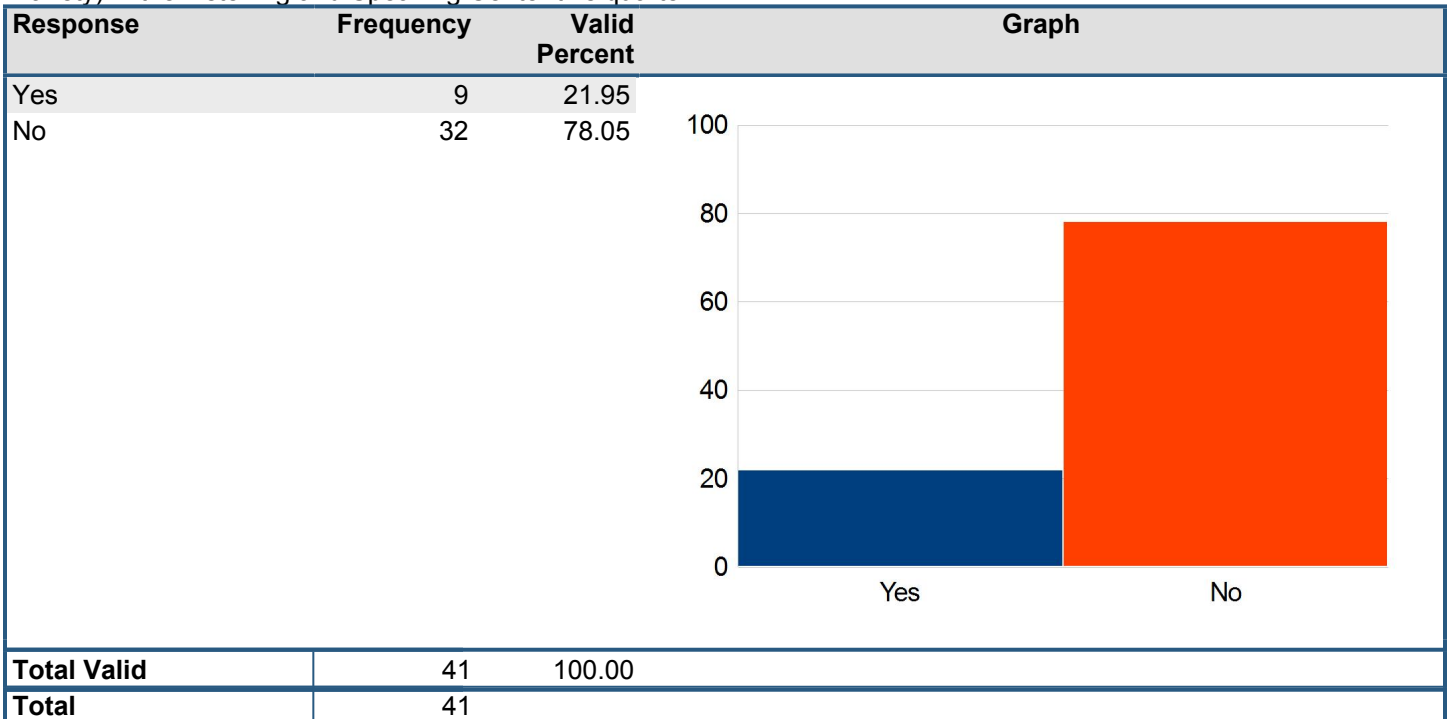
e. It helped me improve the skills I was hoping to improve (pronunciation, presentation, or listening).



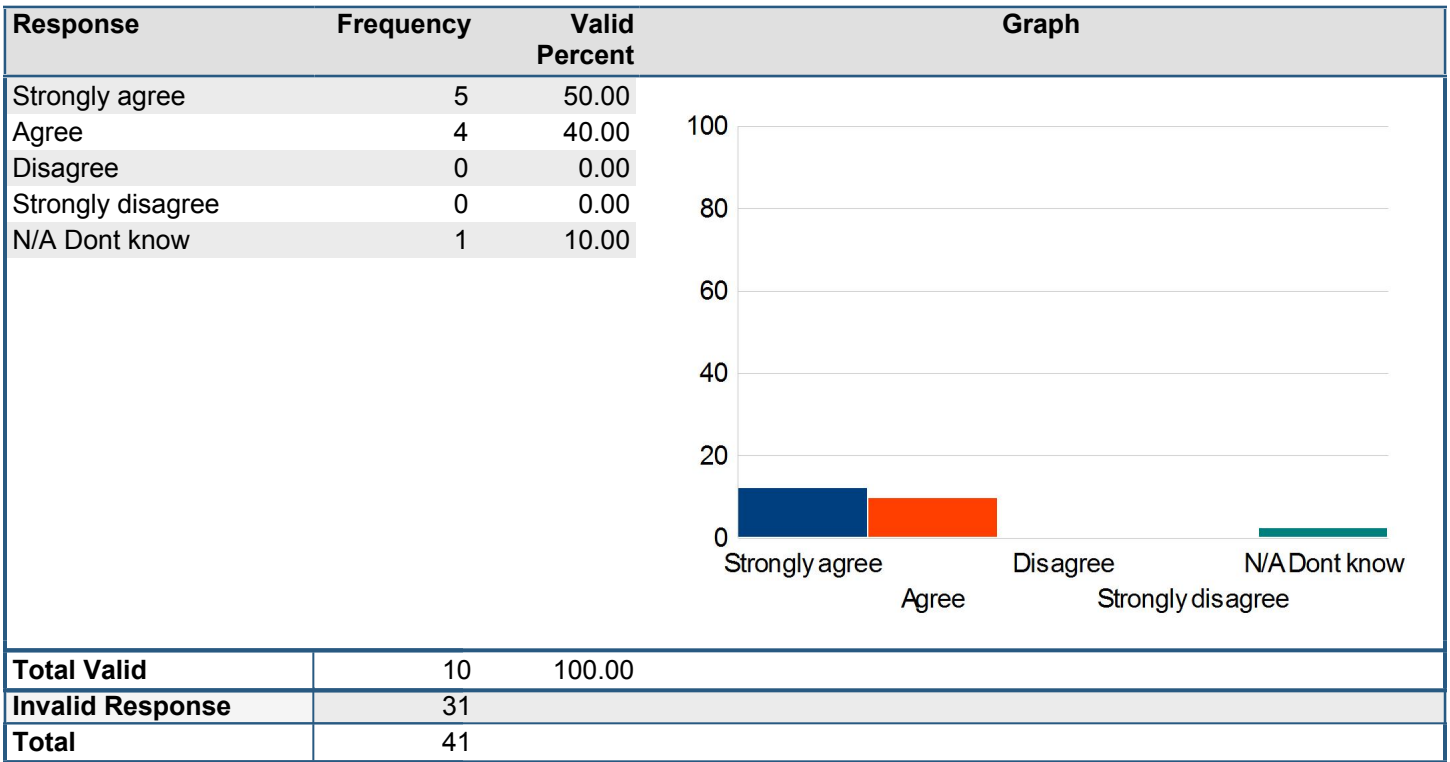
F. Overall, I was pleased with the workshop.



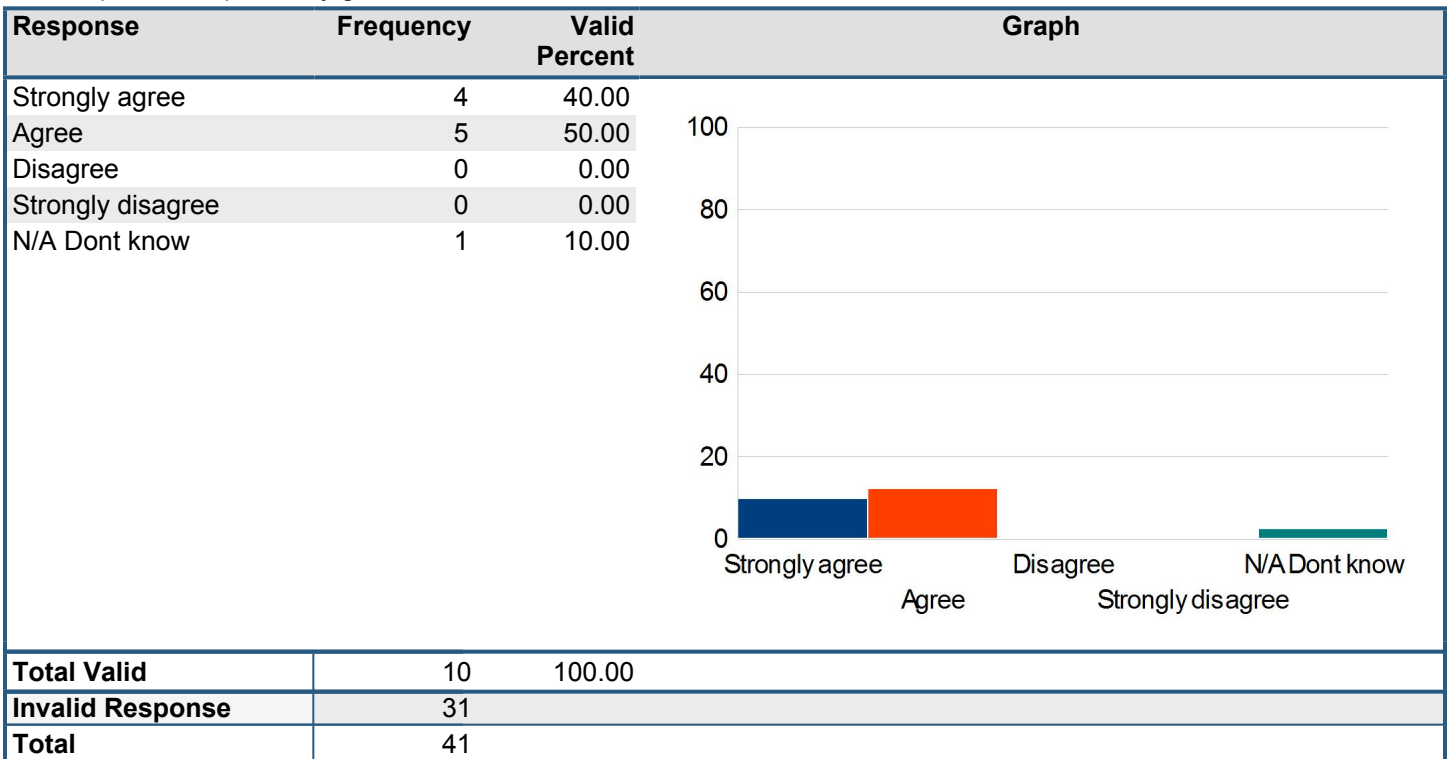
11. Did you participate in any of the ESL 253 Support Workshops (Perfect Tense, Adjective Clause, and/or Sentence Variety) in the Listening and Speaking Center this quarter? *



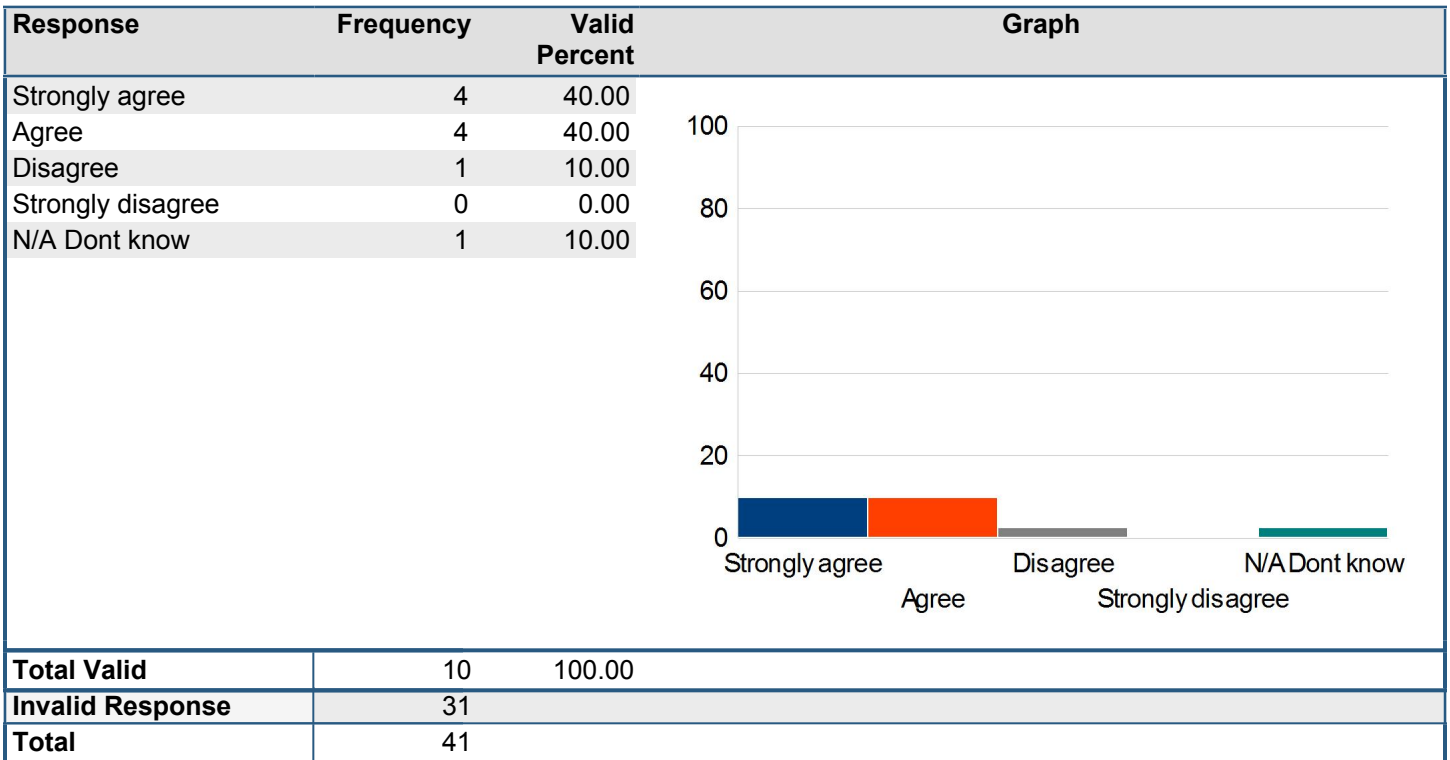
a. It helped me improve my study habits.



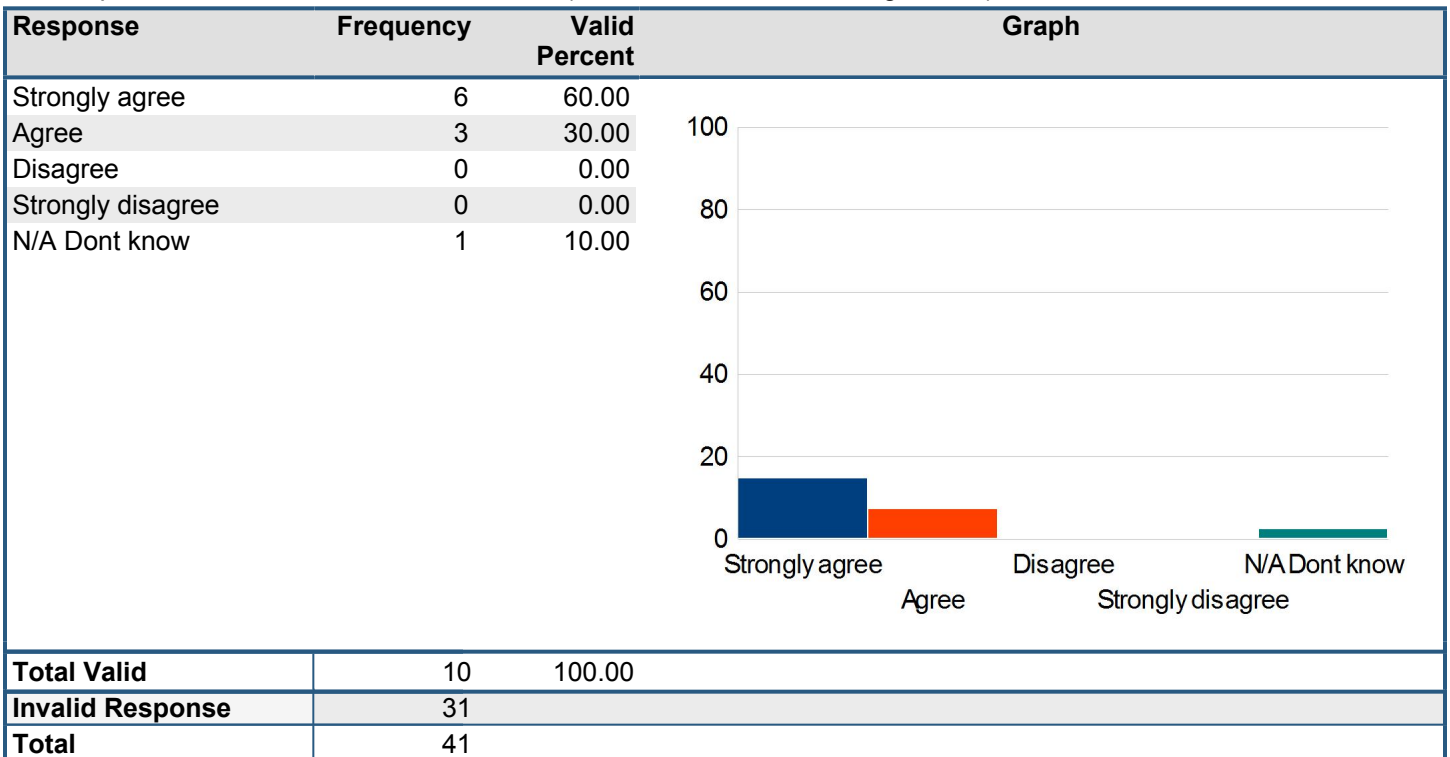
b. It helped me improve my grade in ESL 253.



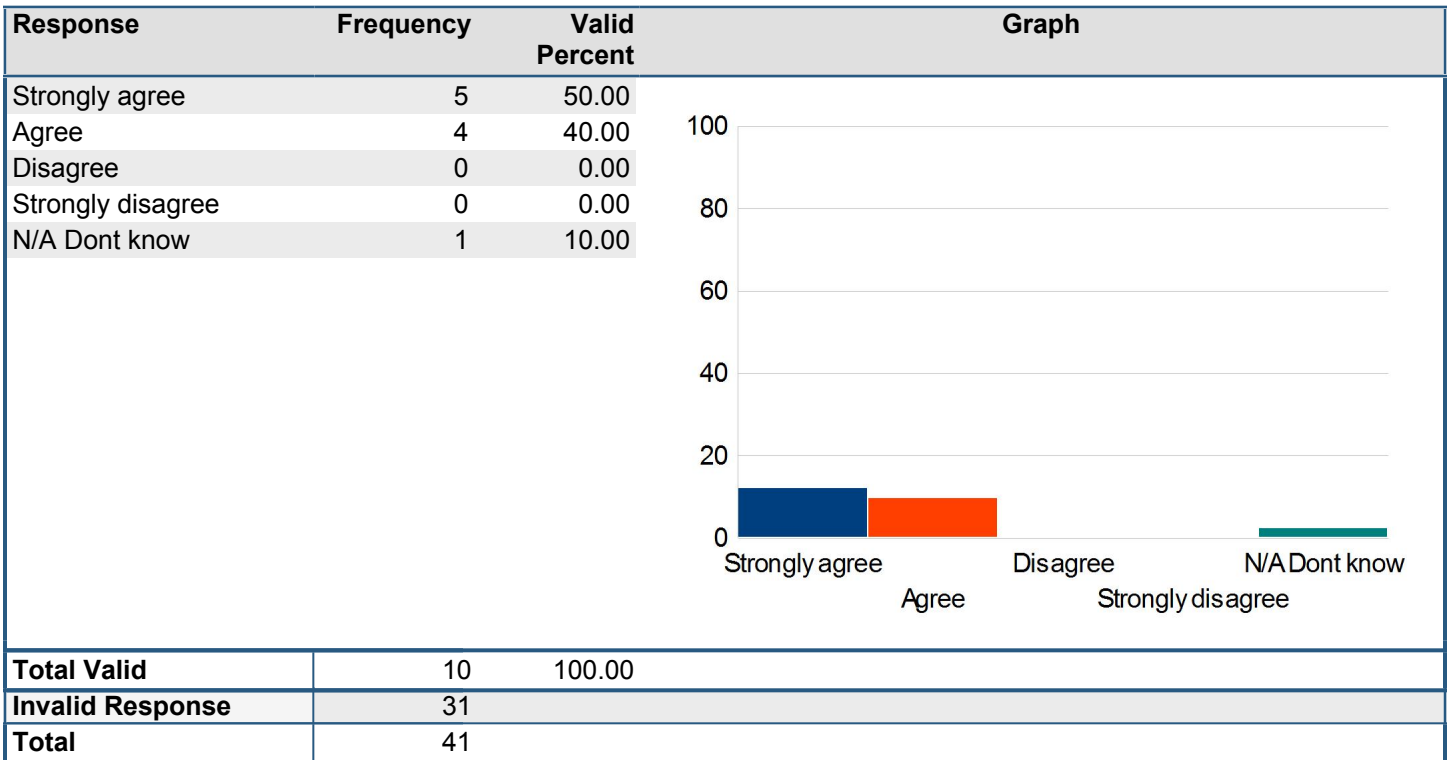
c. It helped me improve my grades in other classes.



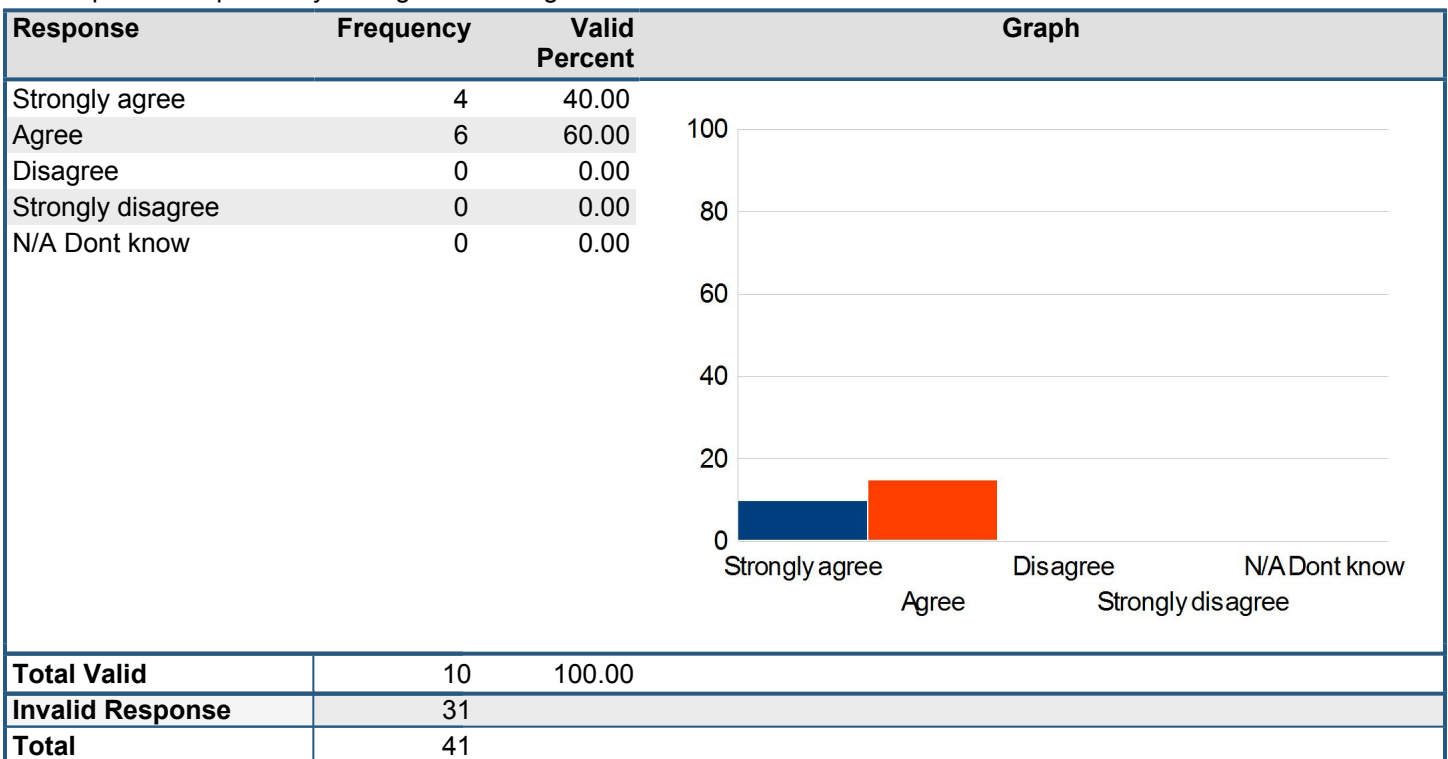
d. It helped me understand the class materials (lecture, textbook, and assignments) in ESL 253.



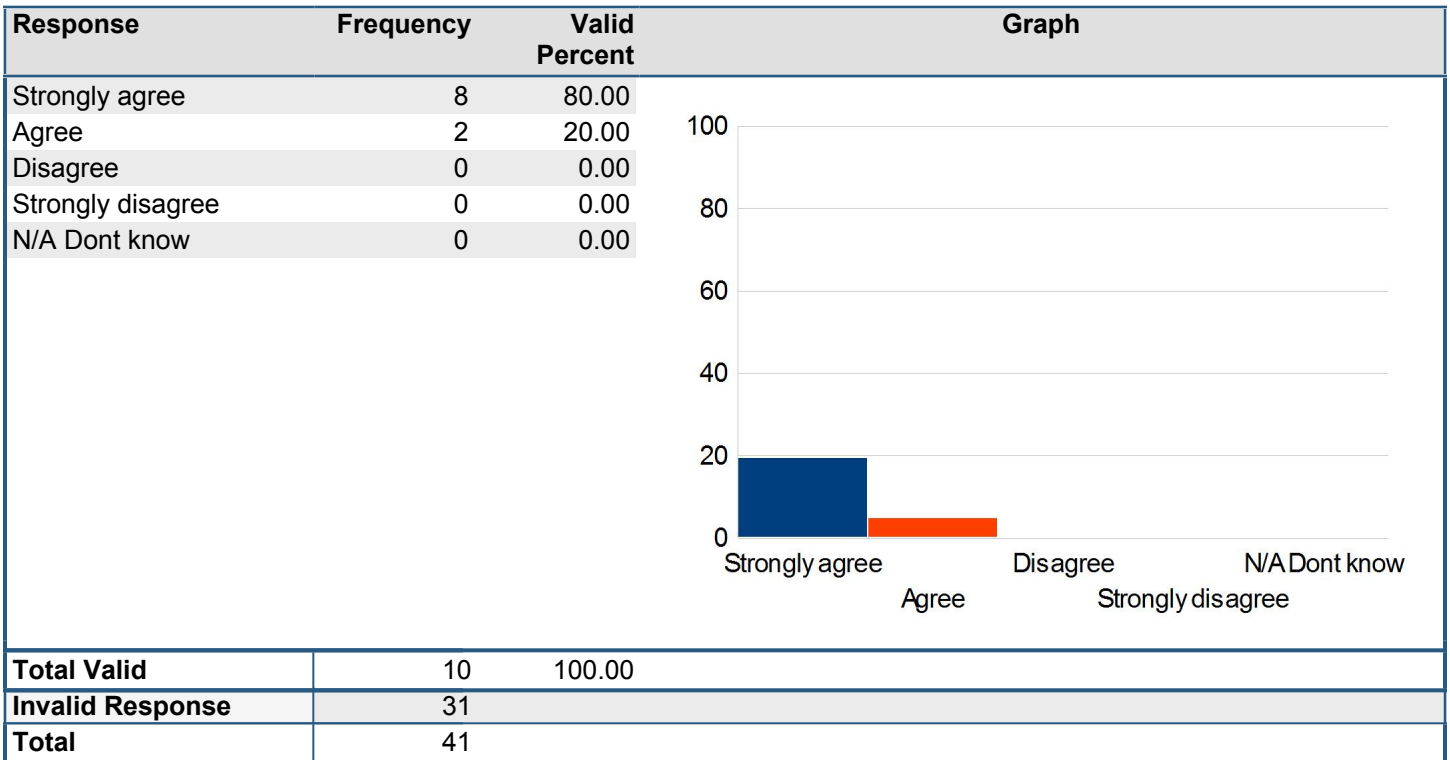
e. It helped me improve my English grammar.



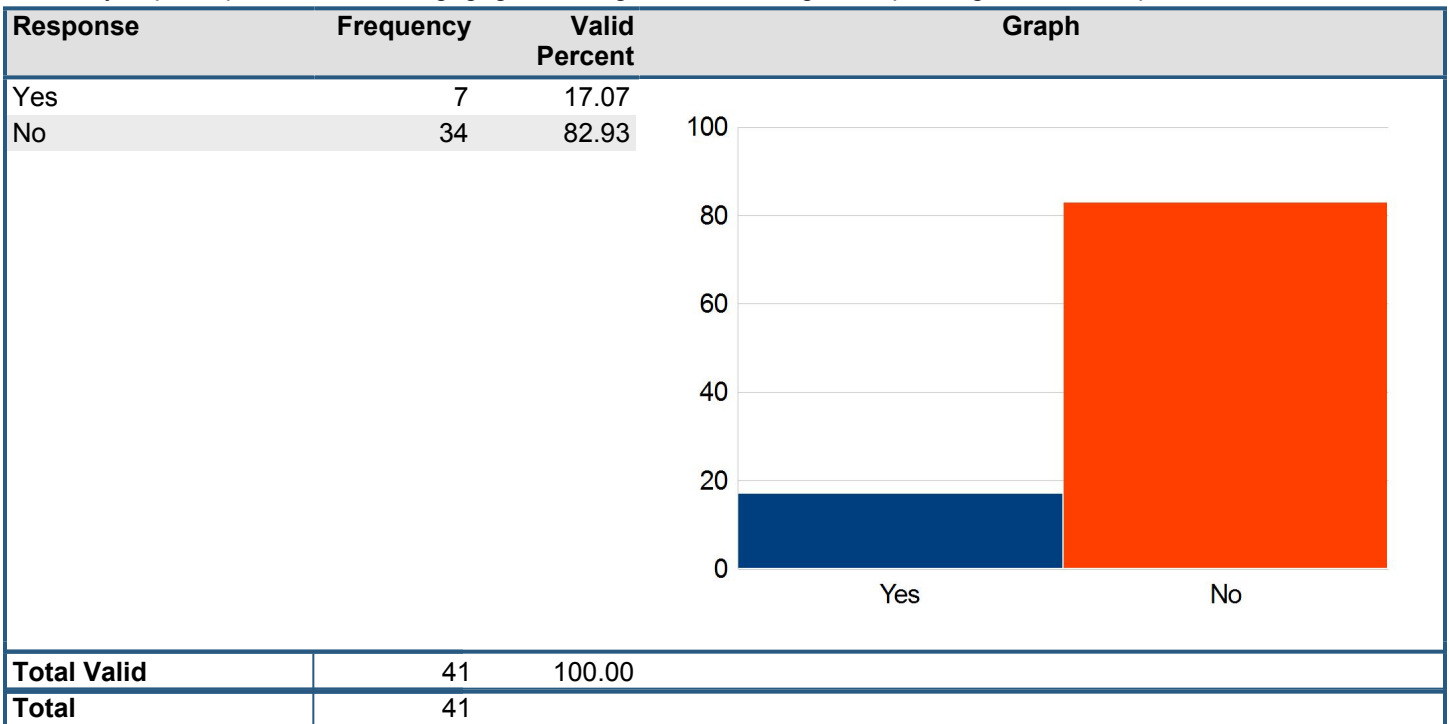
f. It helped me improve my writing skills in English.



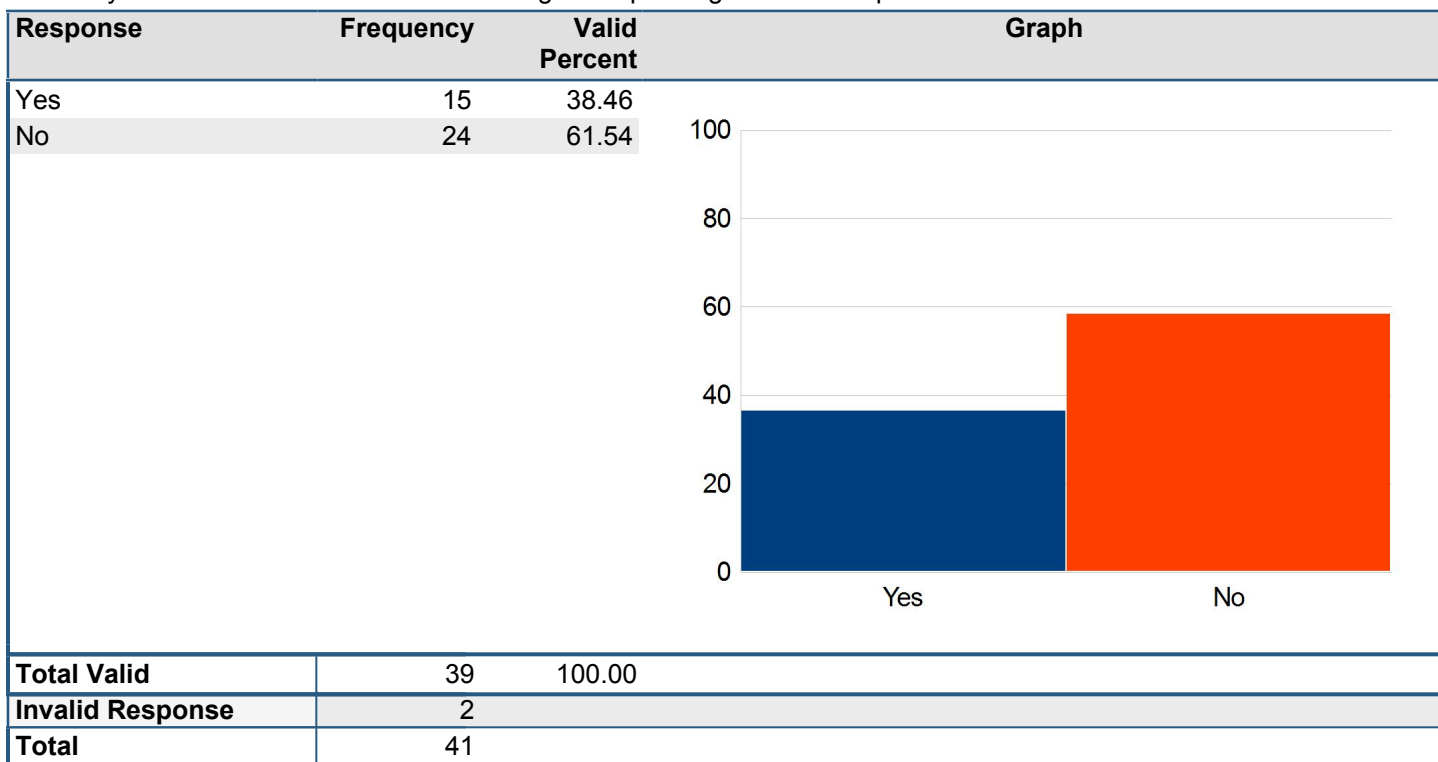
g. Overall, I was pleased with the workshop.



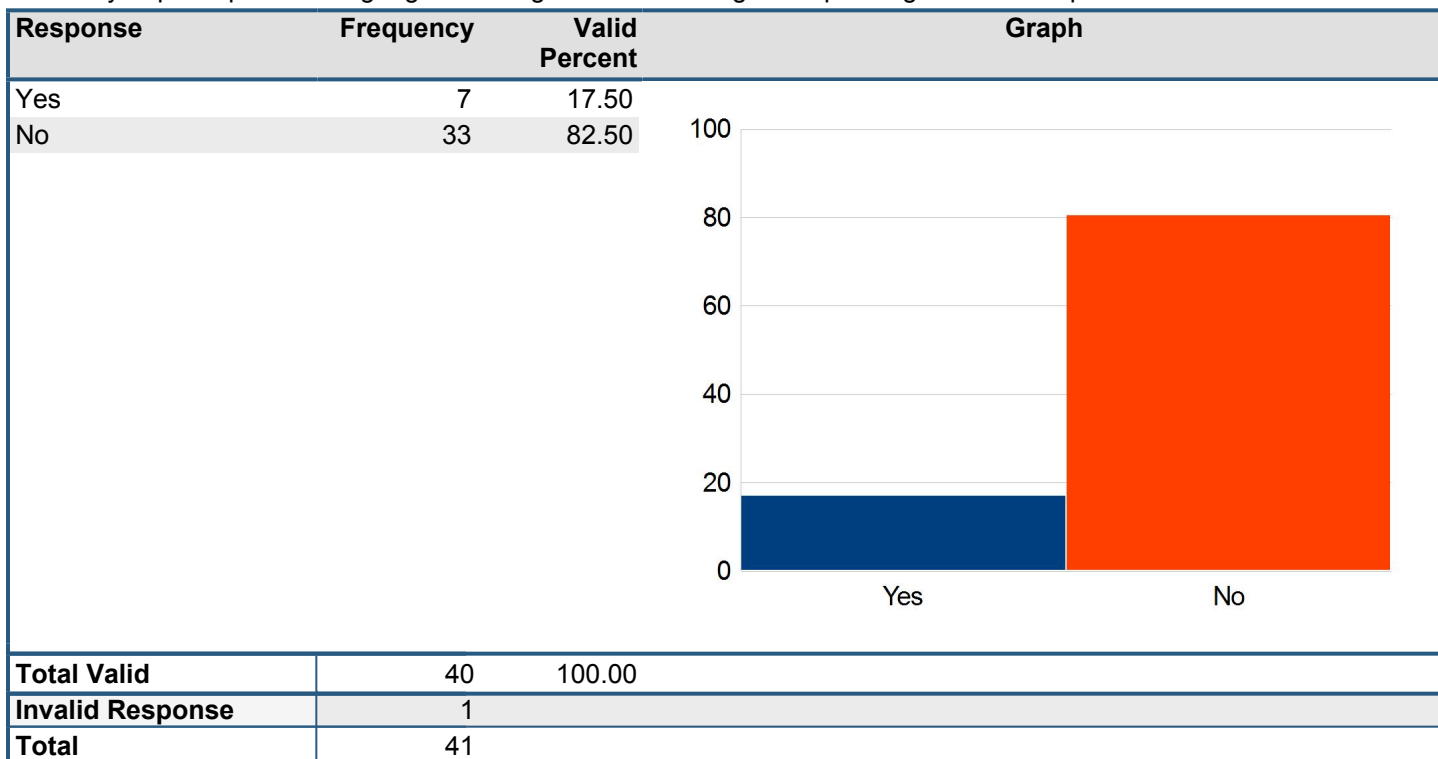
17. Did you participate in World Language Tutoring in the Listening and Speaking Center this quarter? *



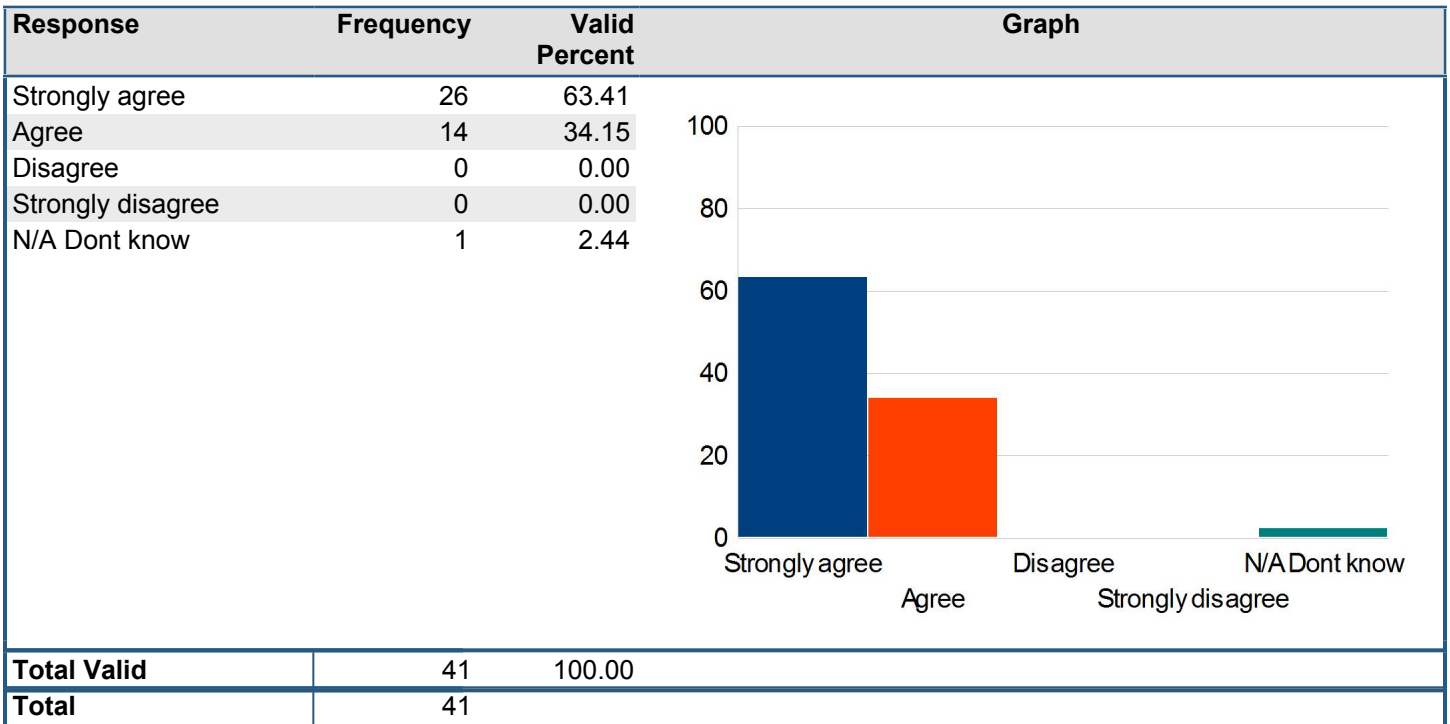
19. Did you use ESL software in the Listening and Speaking Center this quarter? *



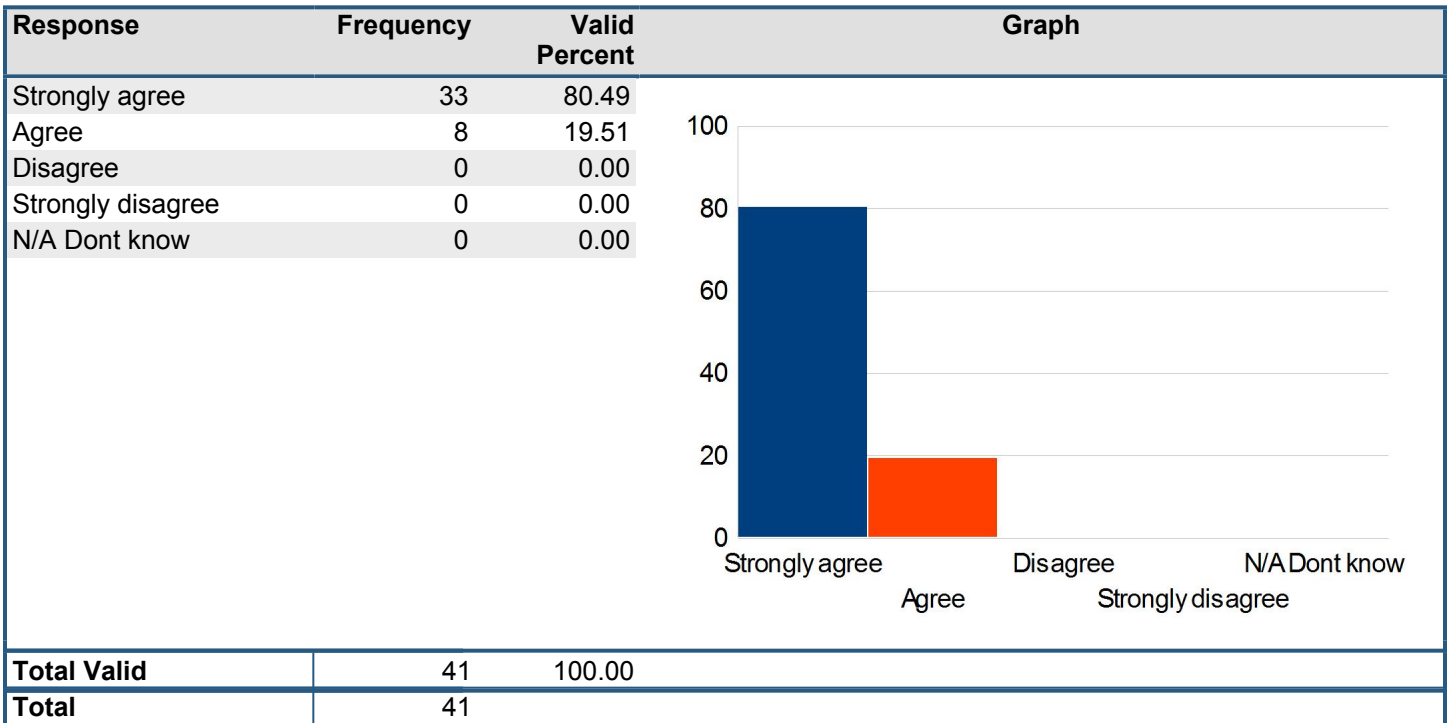
22. Did you participate in Language Exchange in the Listening and Speaking Center this quarter? *



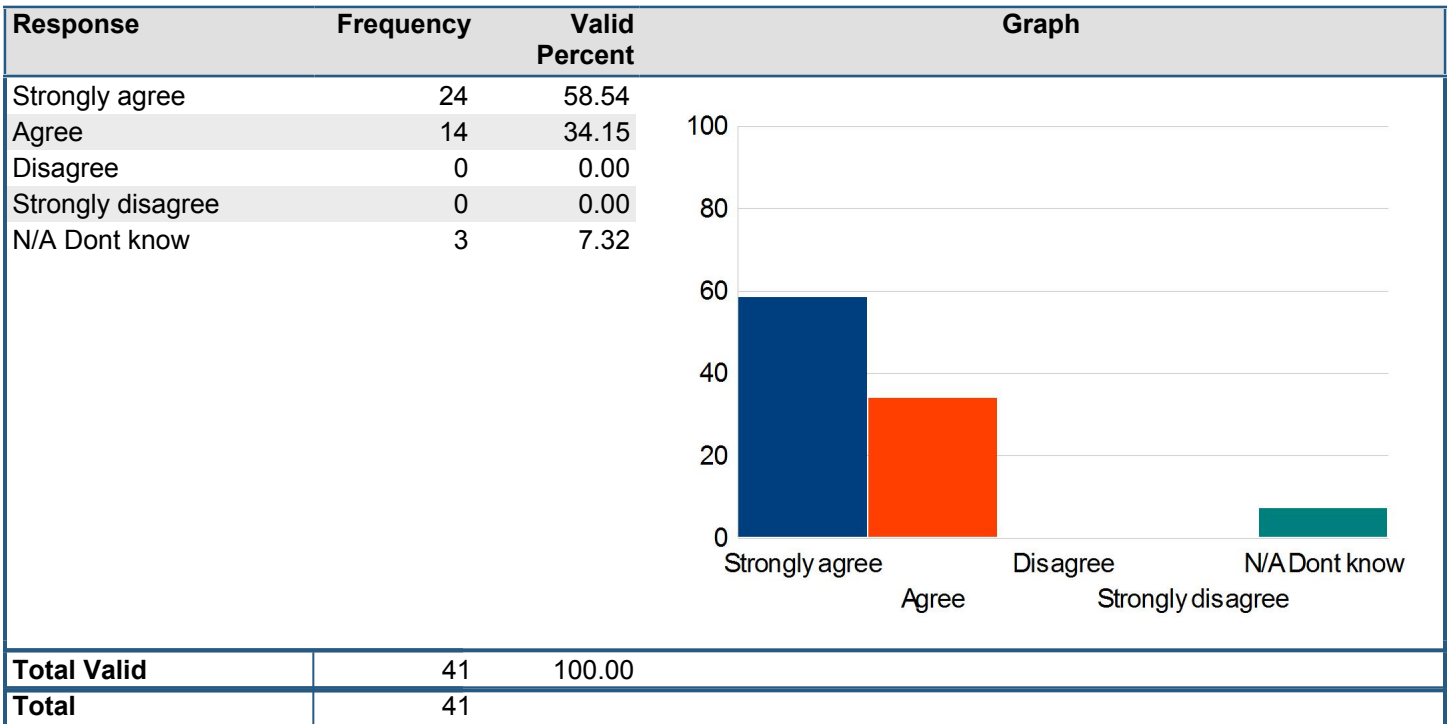
a. It was easy to register for different activities in the LSC (workshop, tutoring, and/or Language Exchange).



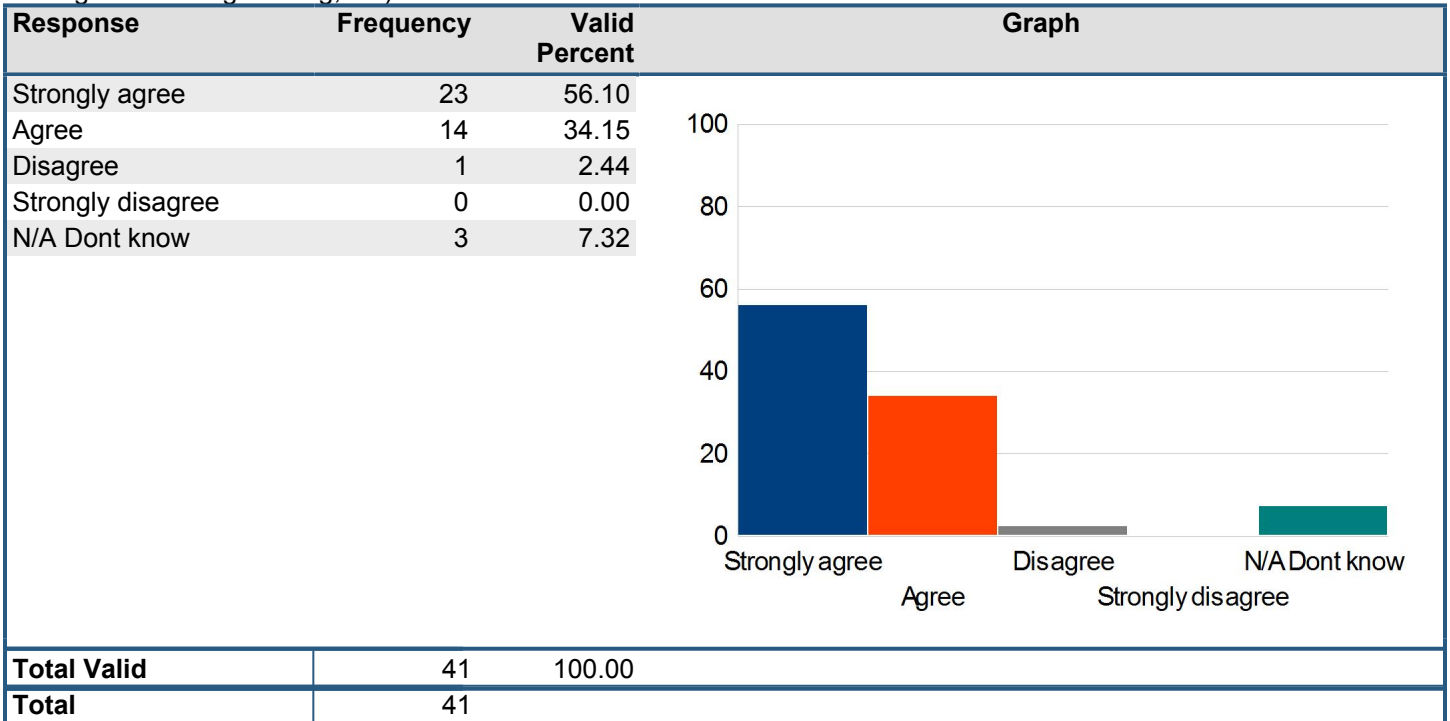
b. The staff was friendly and helpful.



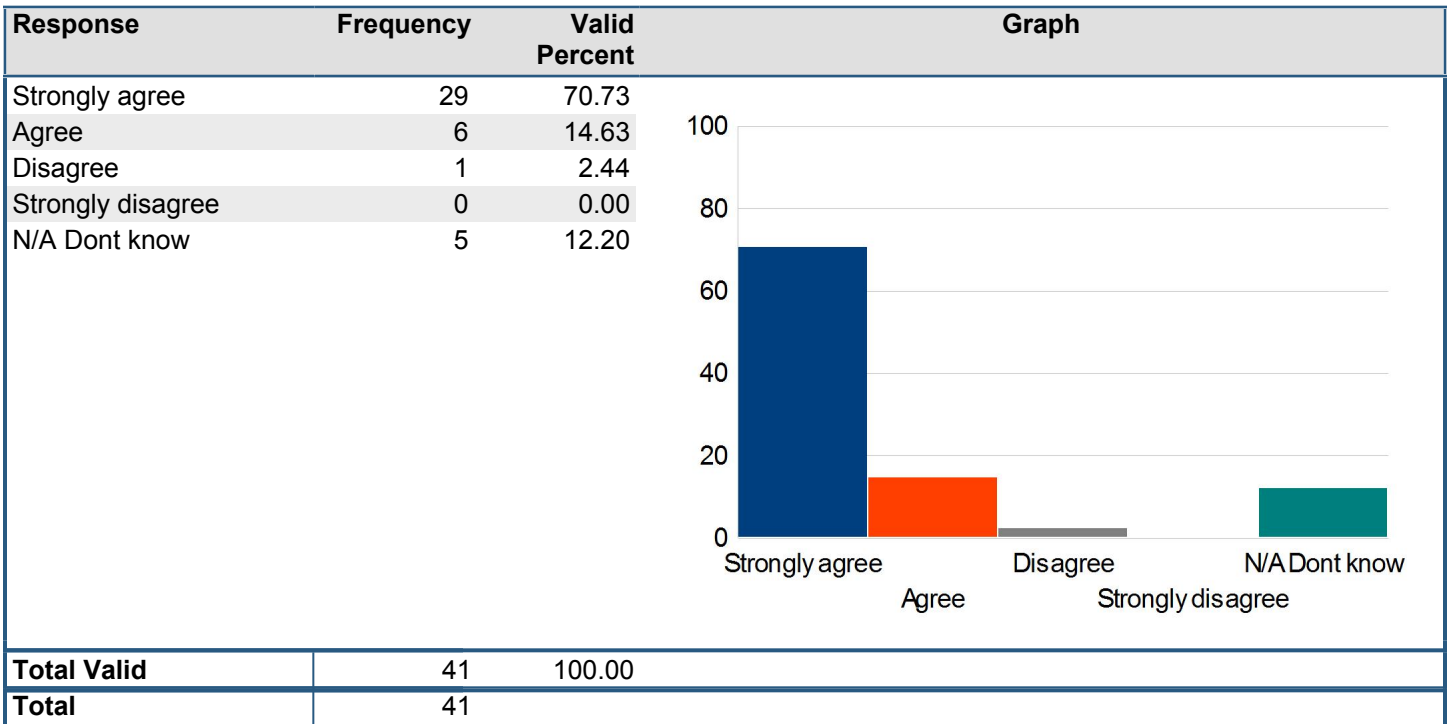
c. The staff took the time to explain the services offered in the LSC.



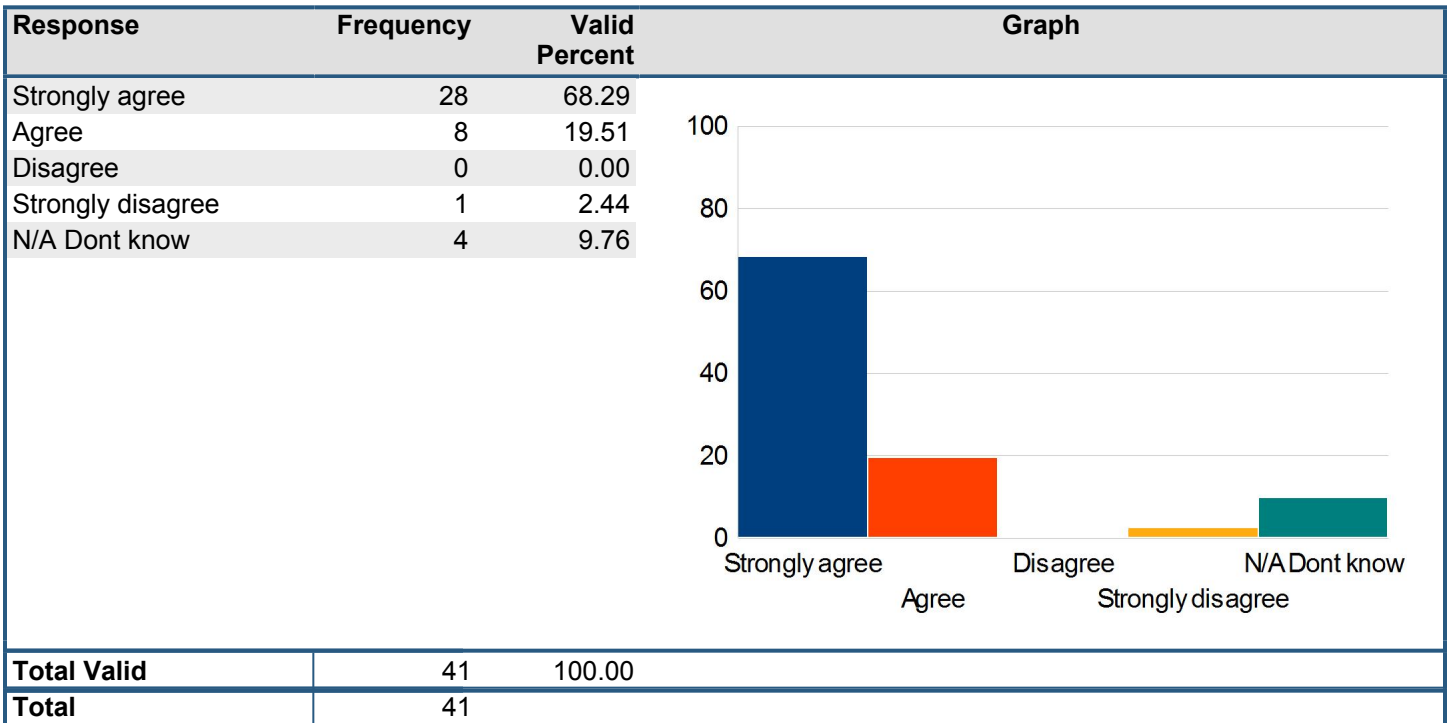
d. The staff explained the policies and procedures for using other Student Success Center services (Skills workshop, writing and reading tutoring, etc).



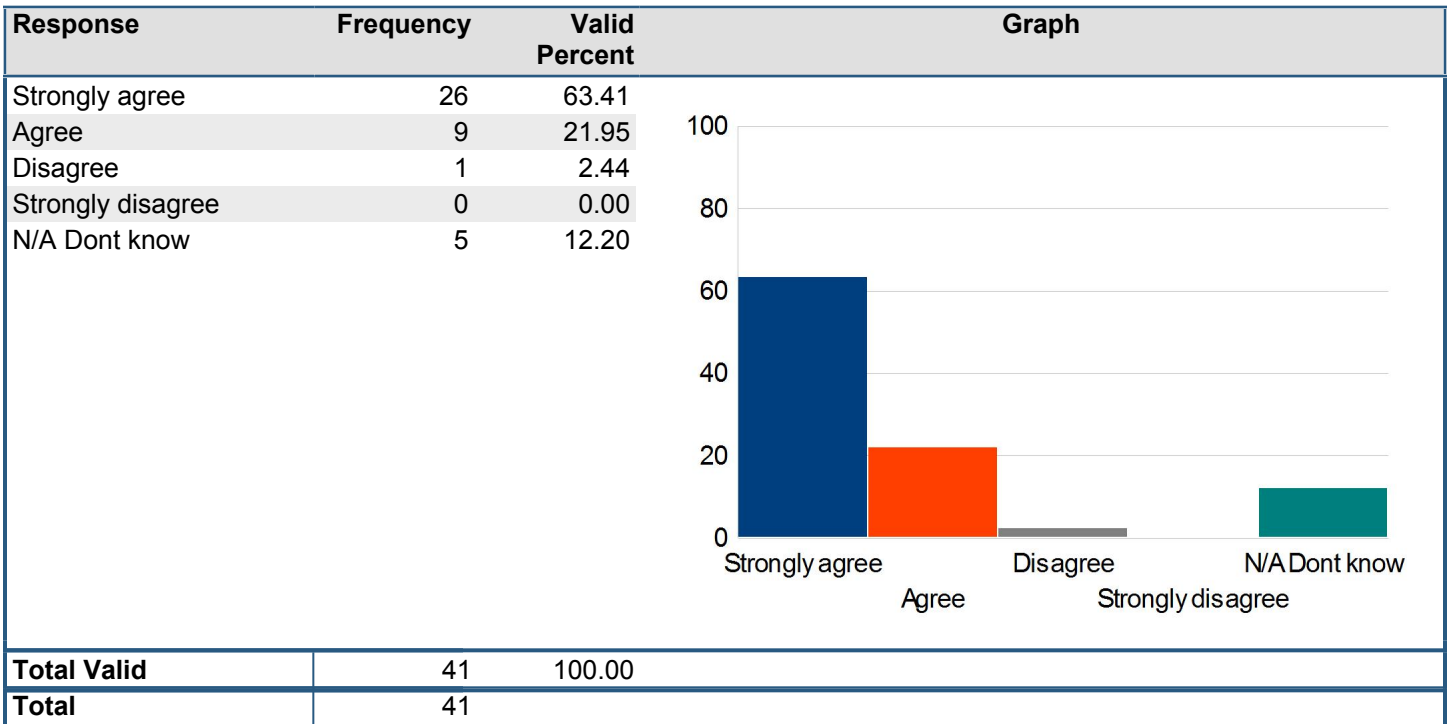
e. The workshop leader / tutor was on time.



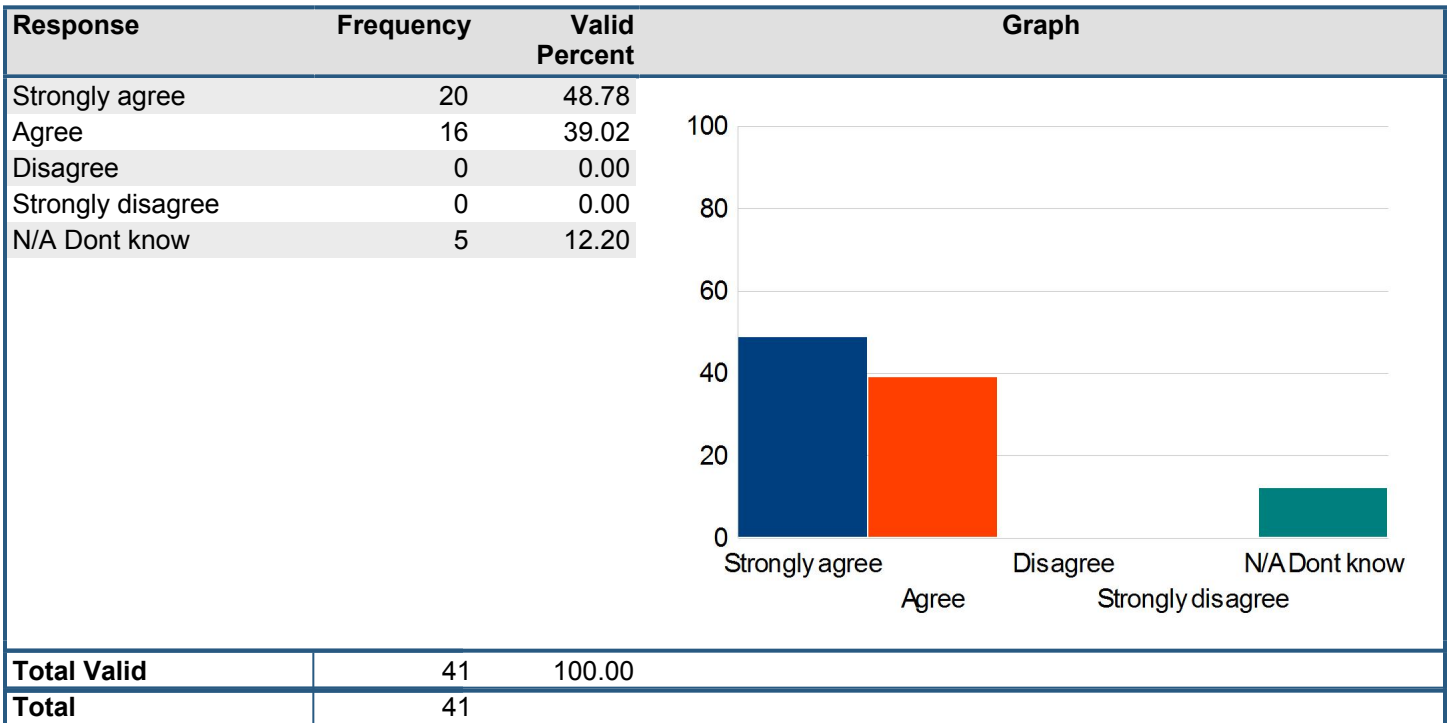
f. The workshop leader / tutor was willing to listen to my questions and concerns.



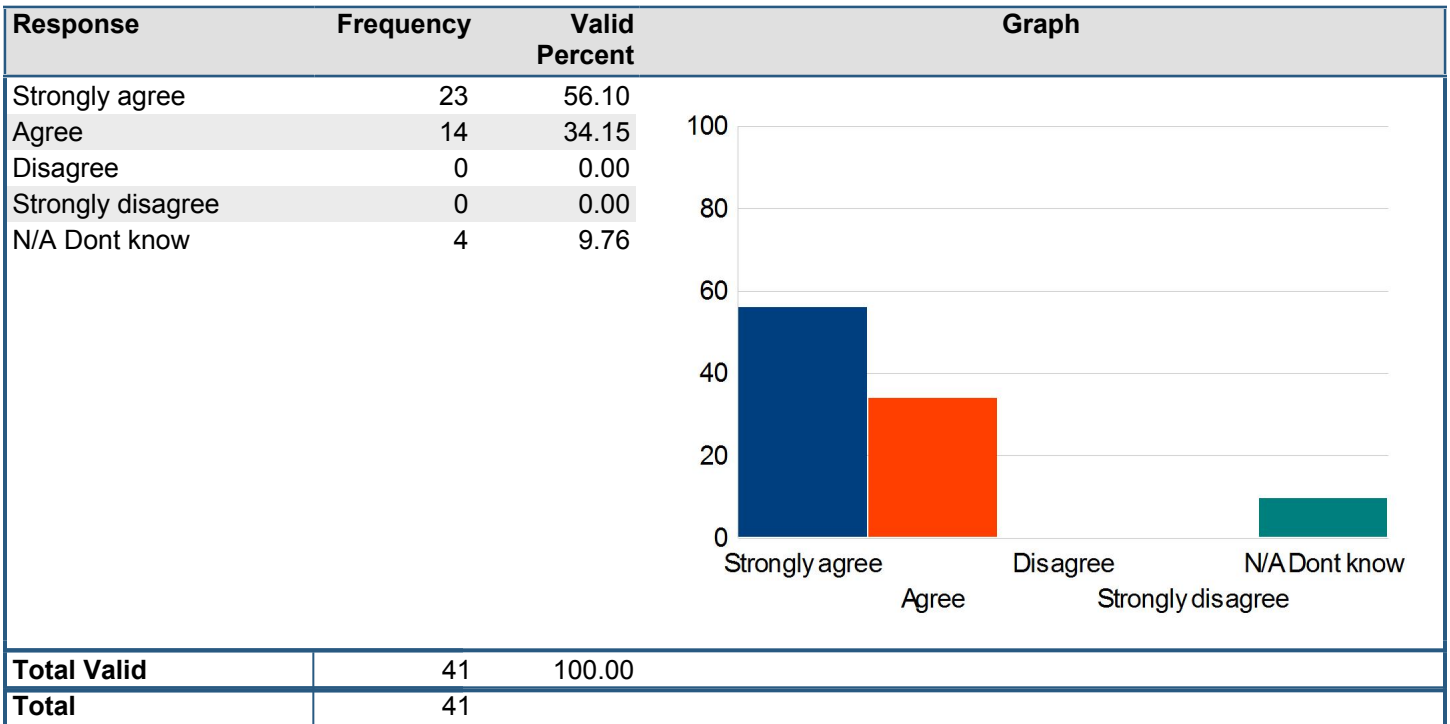
g. The workshop leader / tutor was patient.



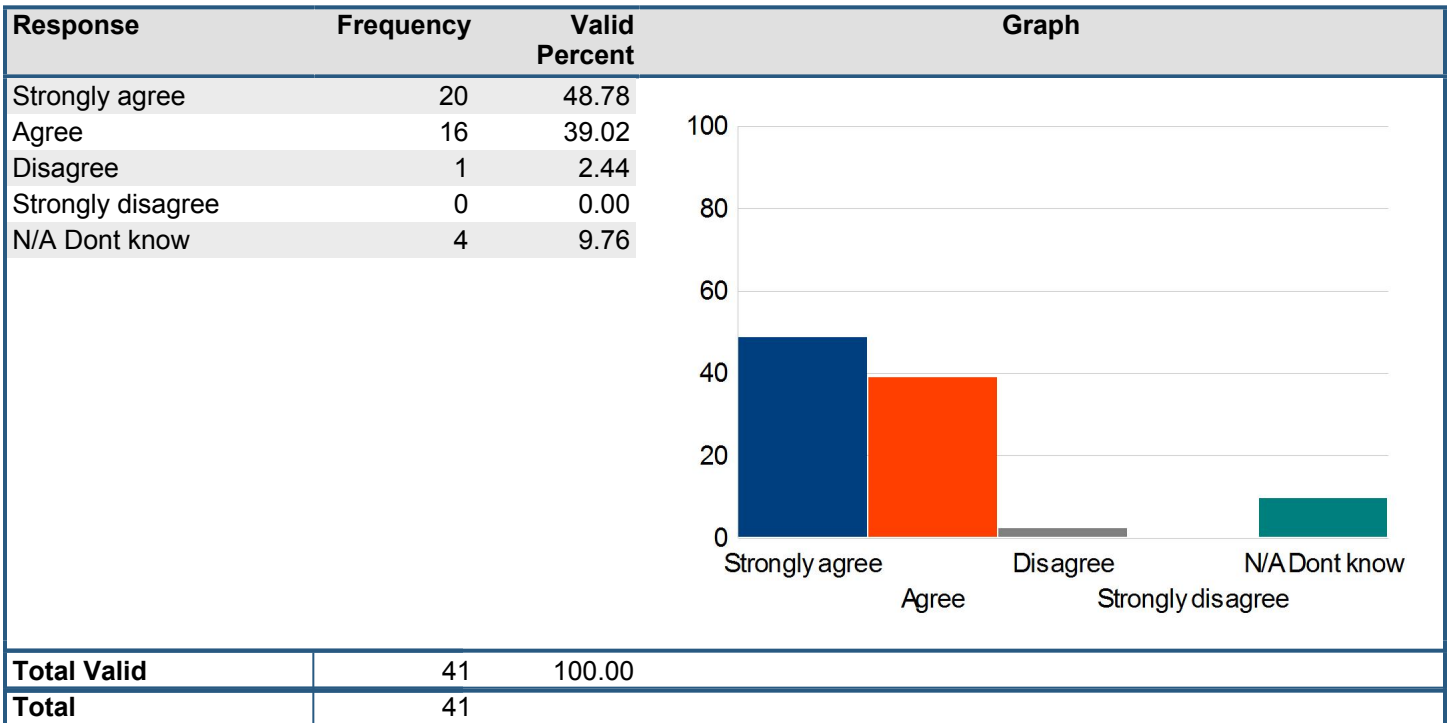
h. The workshop leader / tutor helped me to identify my problem area.



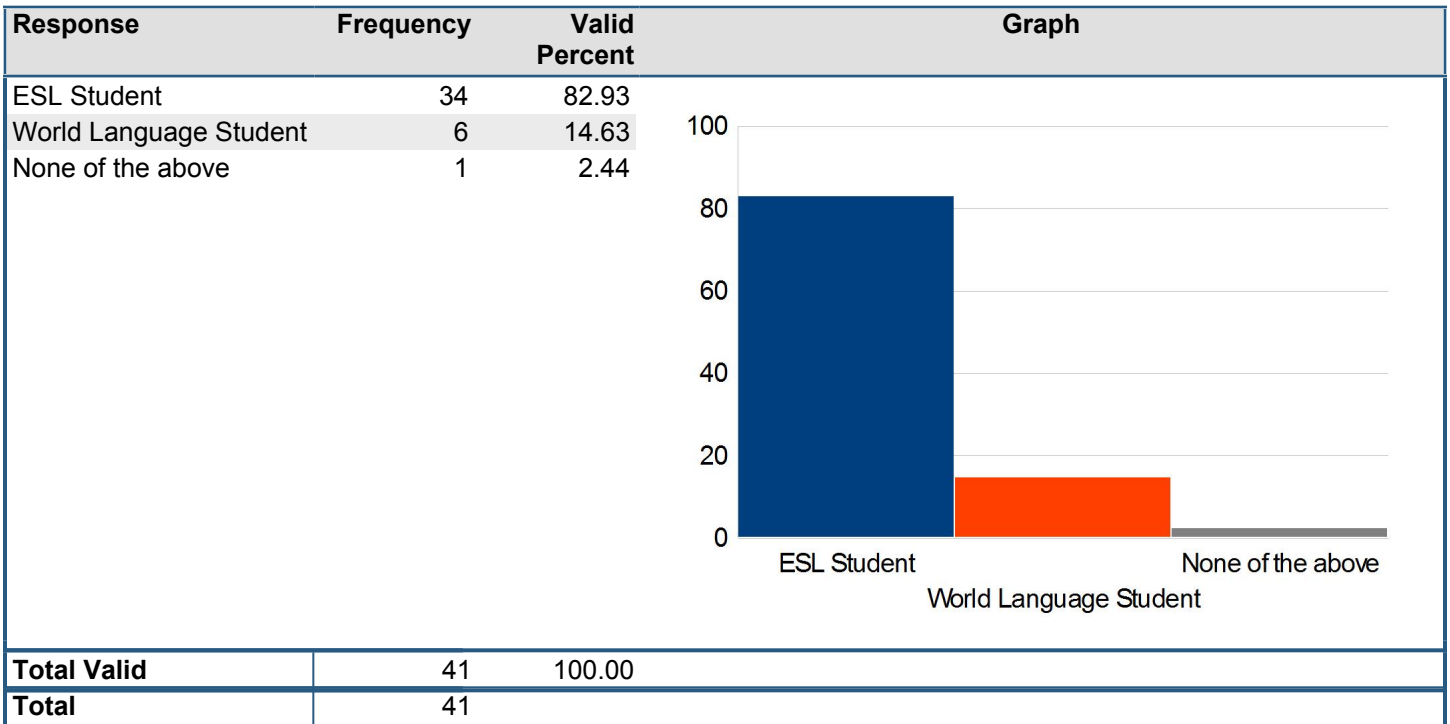
i. The workshop leader / tutor explained concepts clearly.



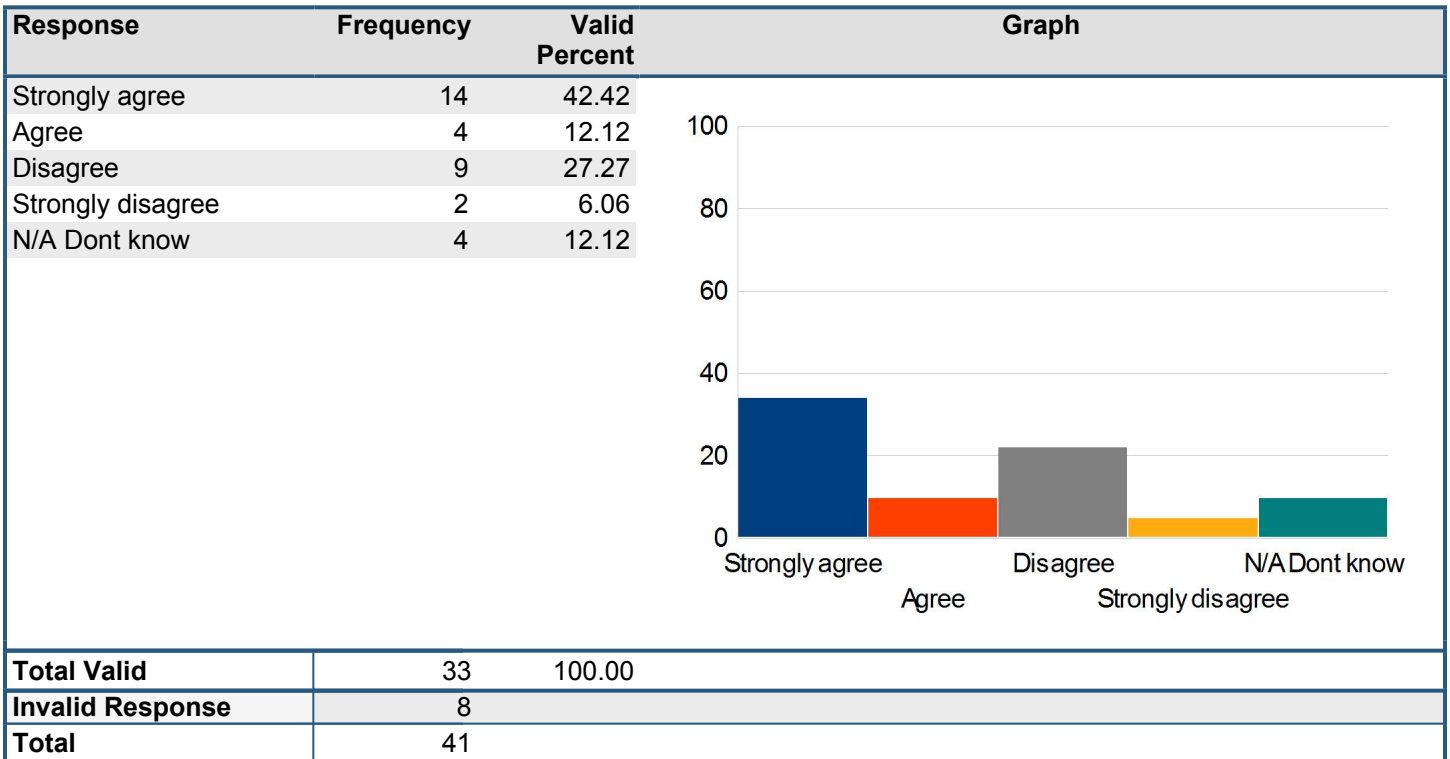
j. The workshop leader / tutor helped me develop more effective study strategies.



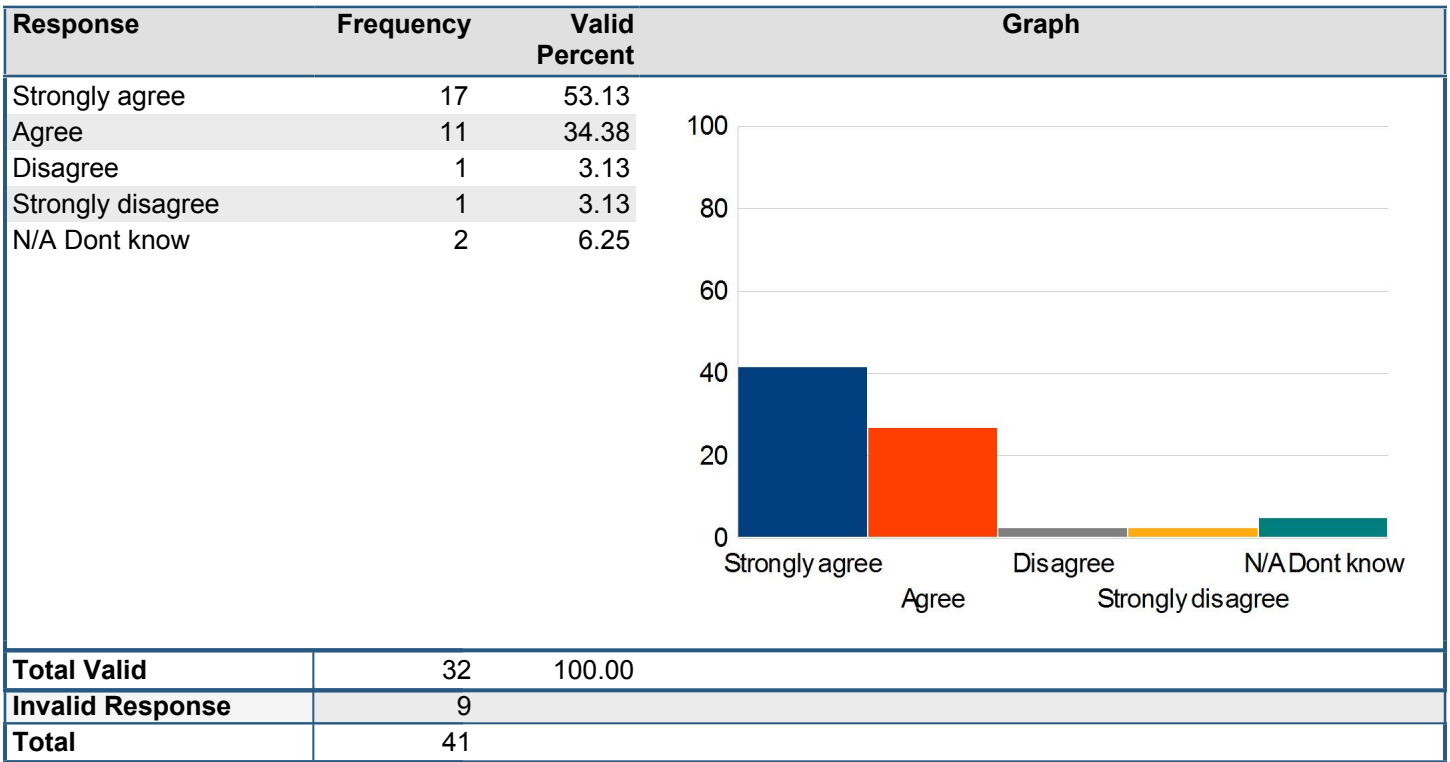
26. Which of the following best describes you? *



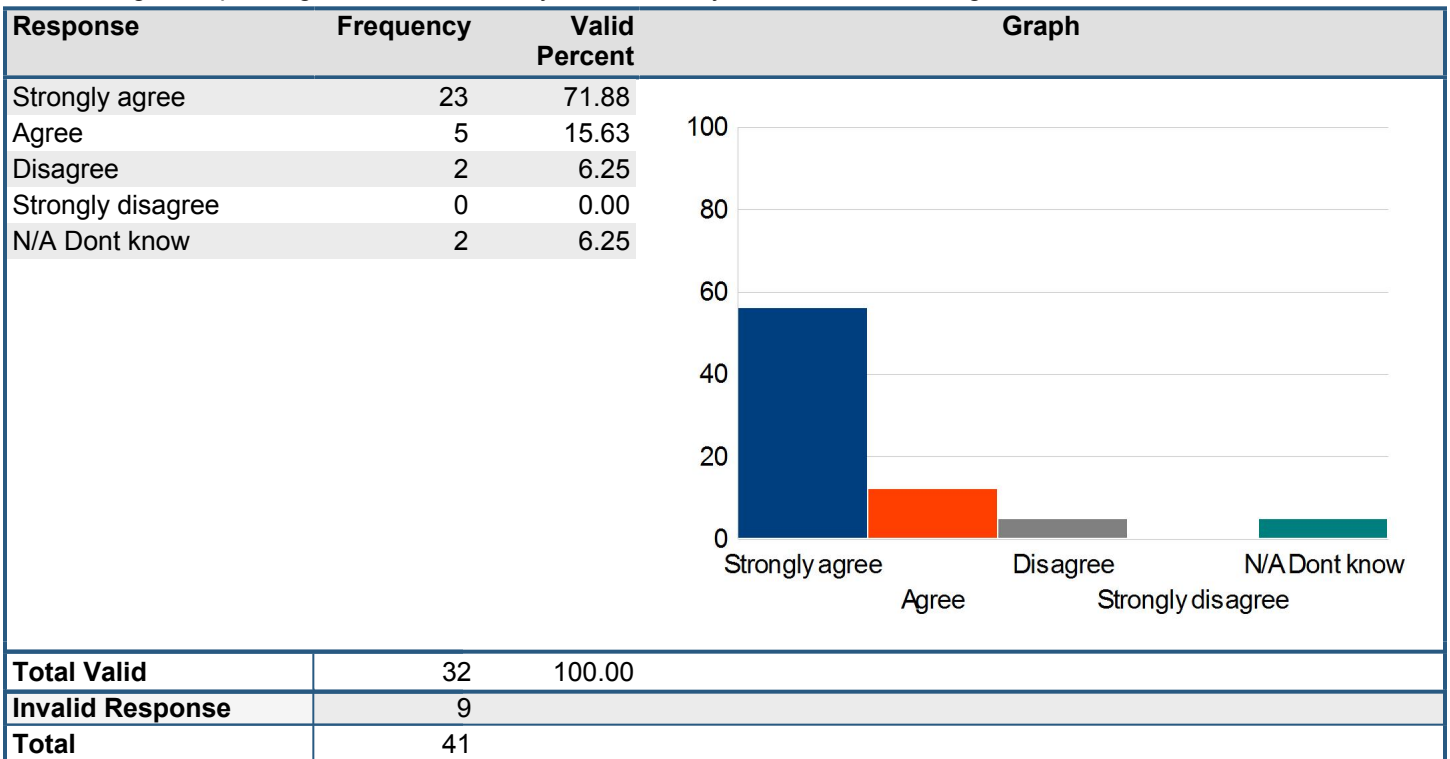
a. Listening and speaking are more difficult than writing and reading.



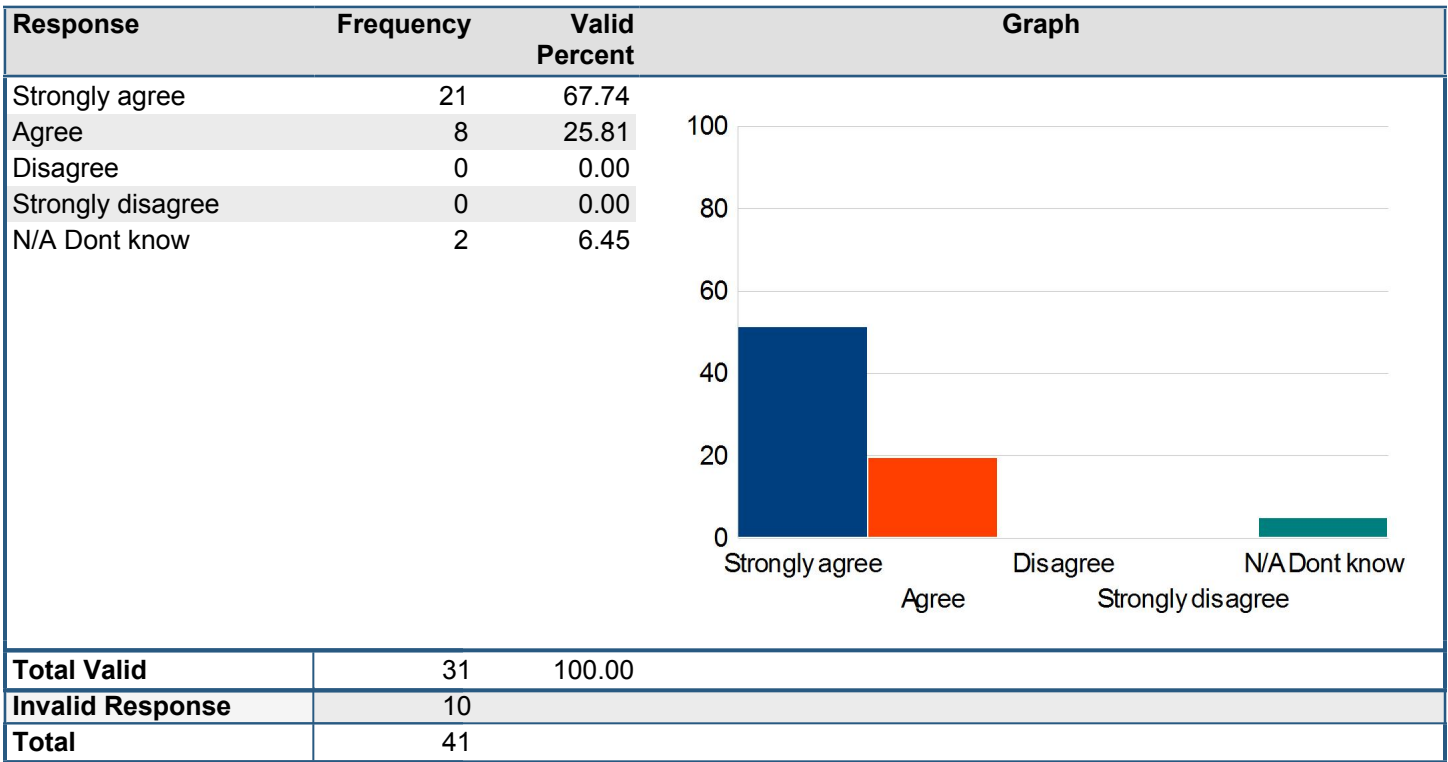
b. Listening and speaking affect my self-confidence more than writing and reading.



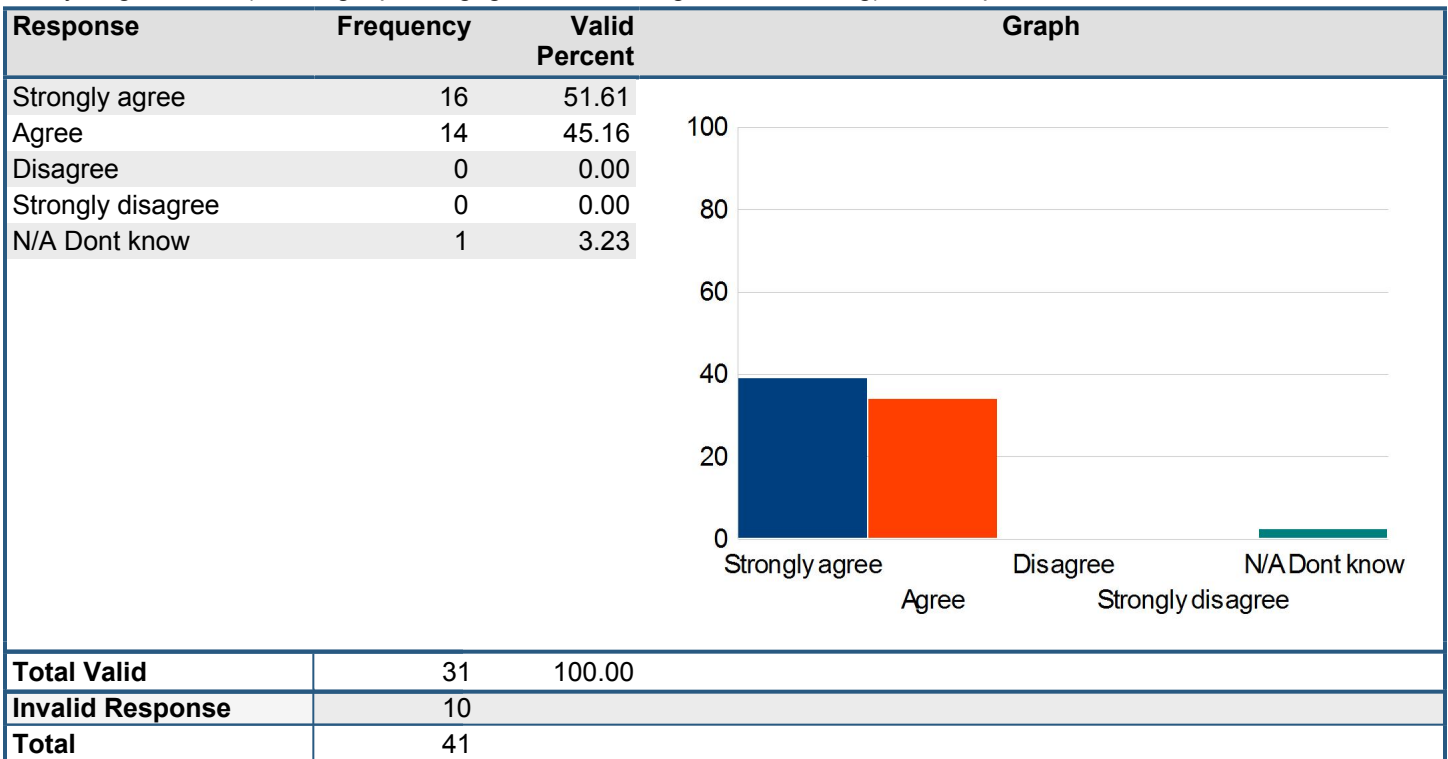
c. Listening and speaking skills are necessary to achieve my academic or career goal.



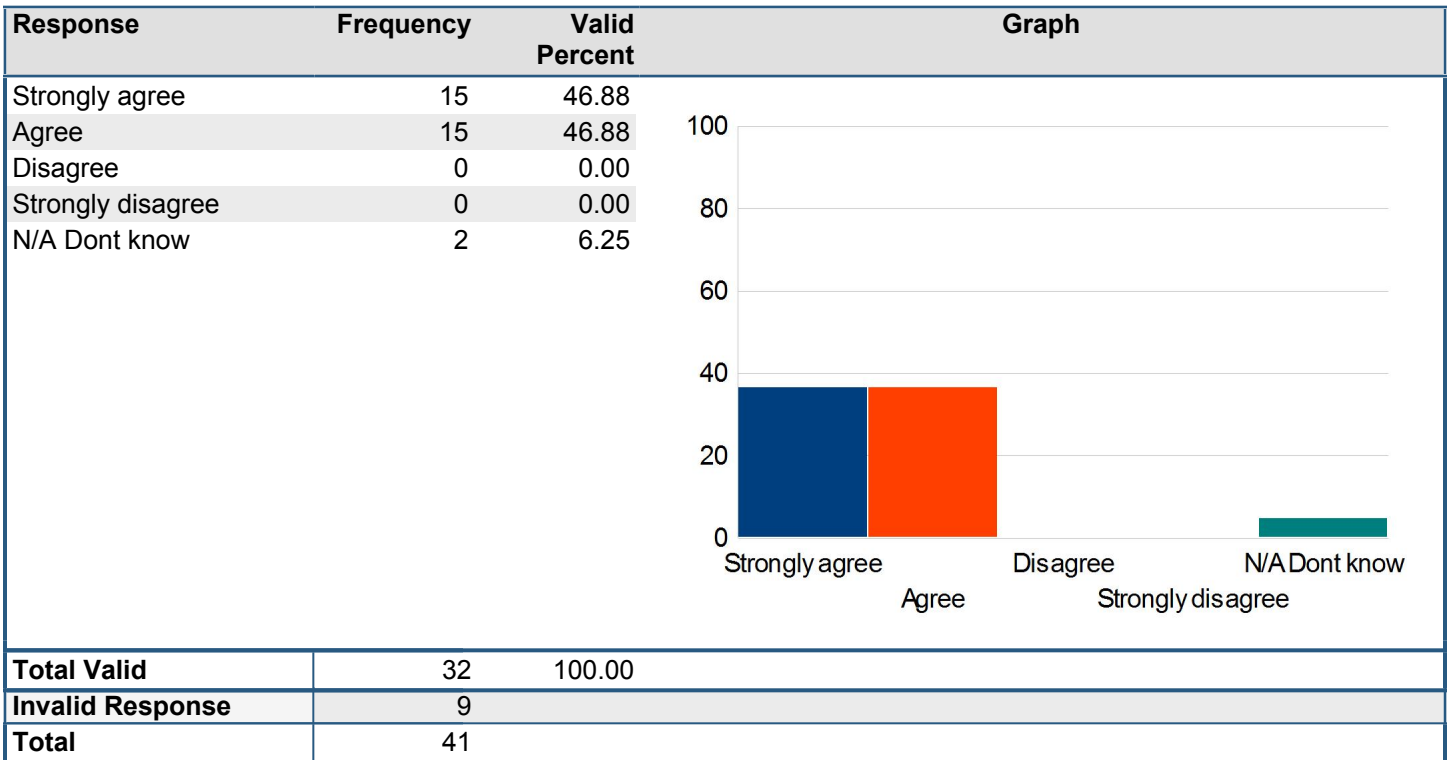
d. The LSC provides important opportunities for me to practice oral communication skills in English.



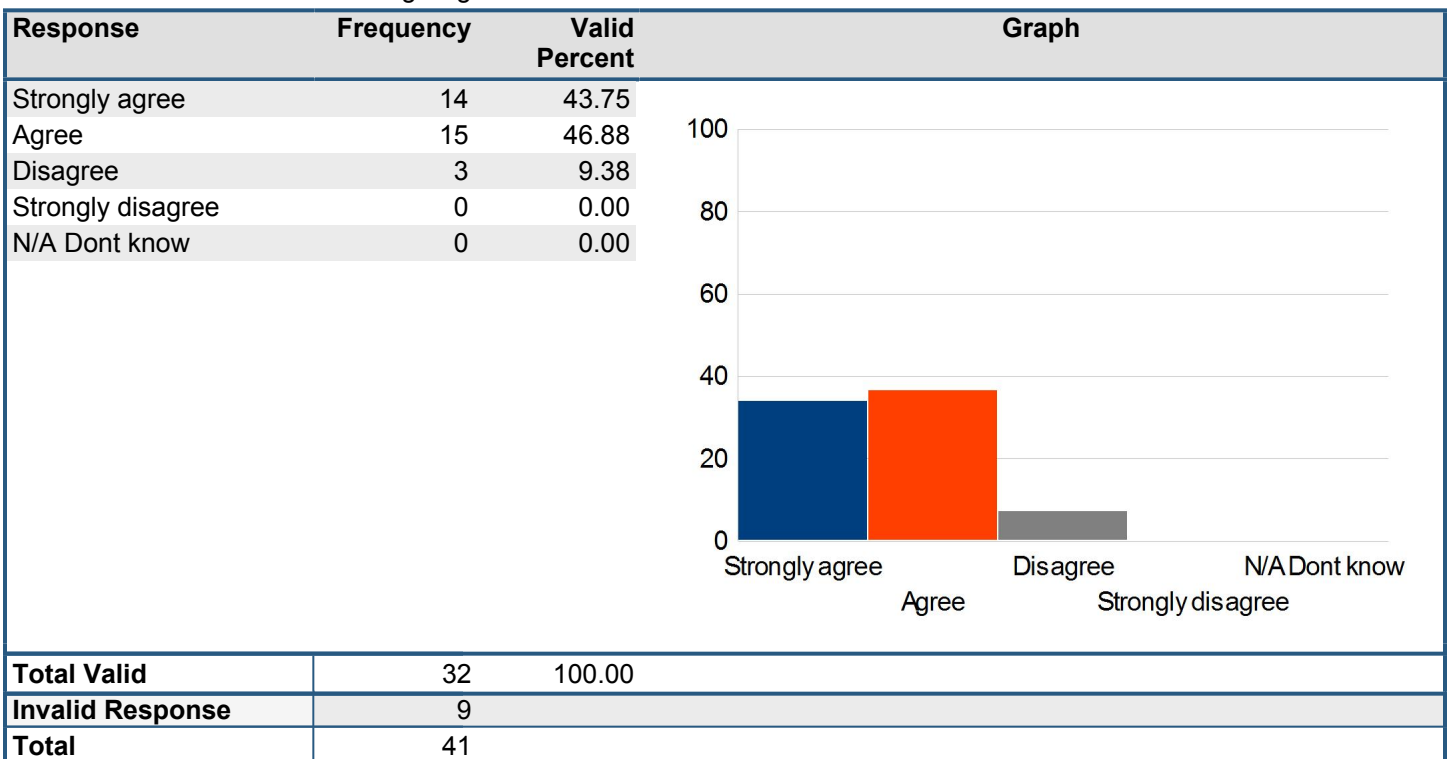
a. My English skills (listening, speaking, grammar, writing, and/or reading) have improved.



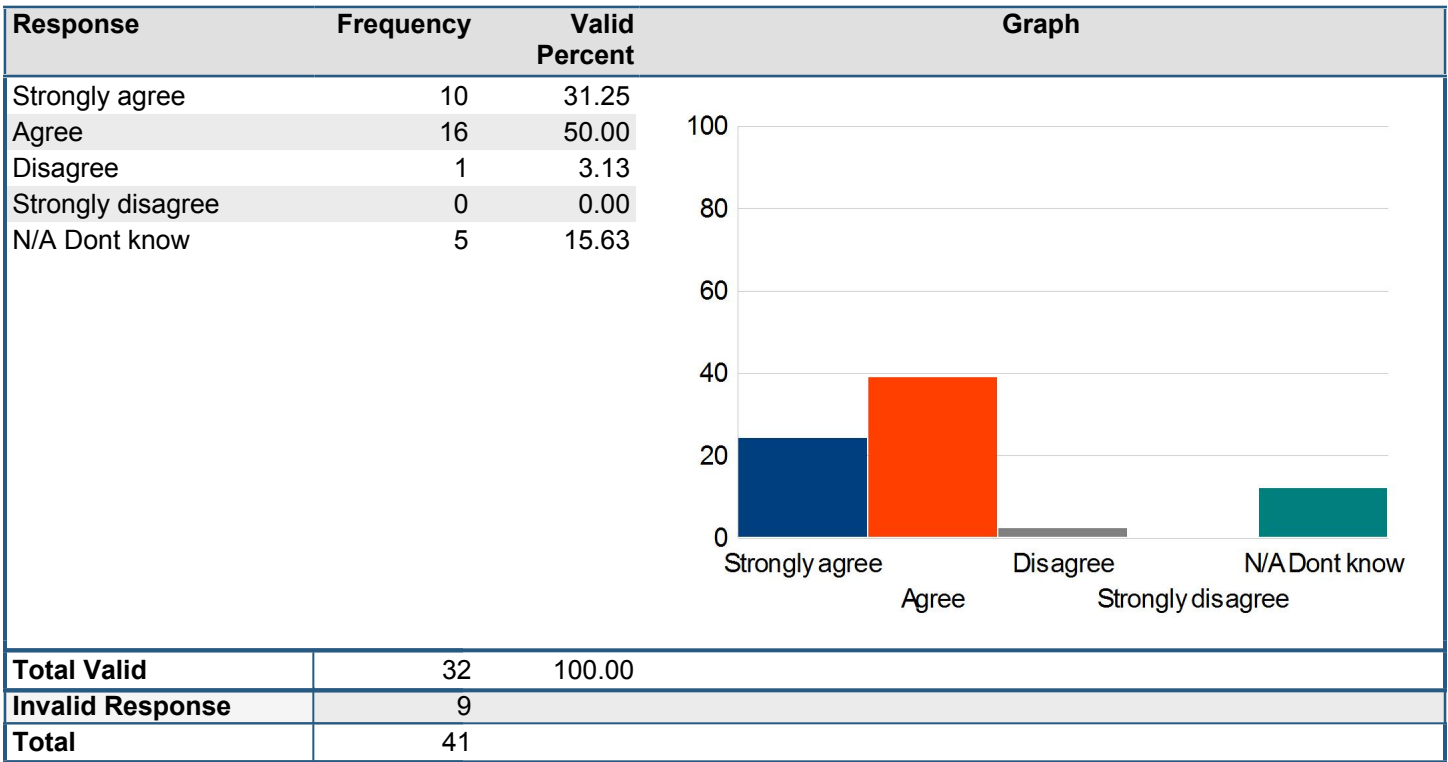
b. I know more ways to improve my English skills (online resources, LSC programs, other De Anza resources, etc).



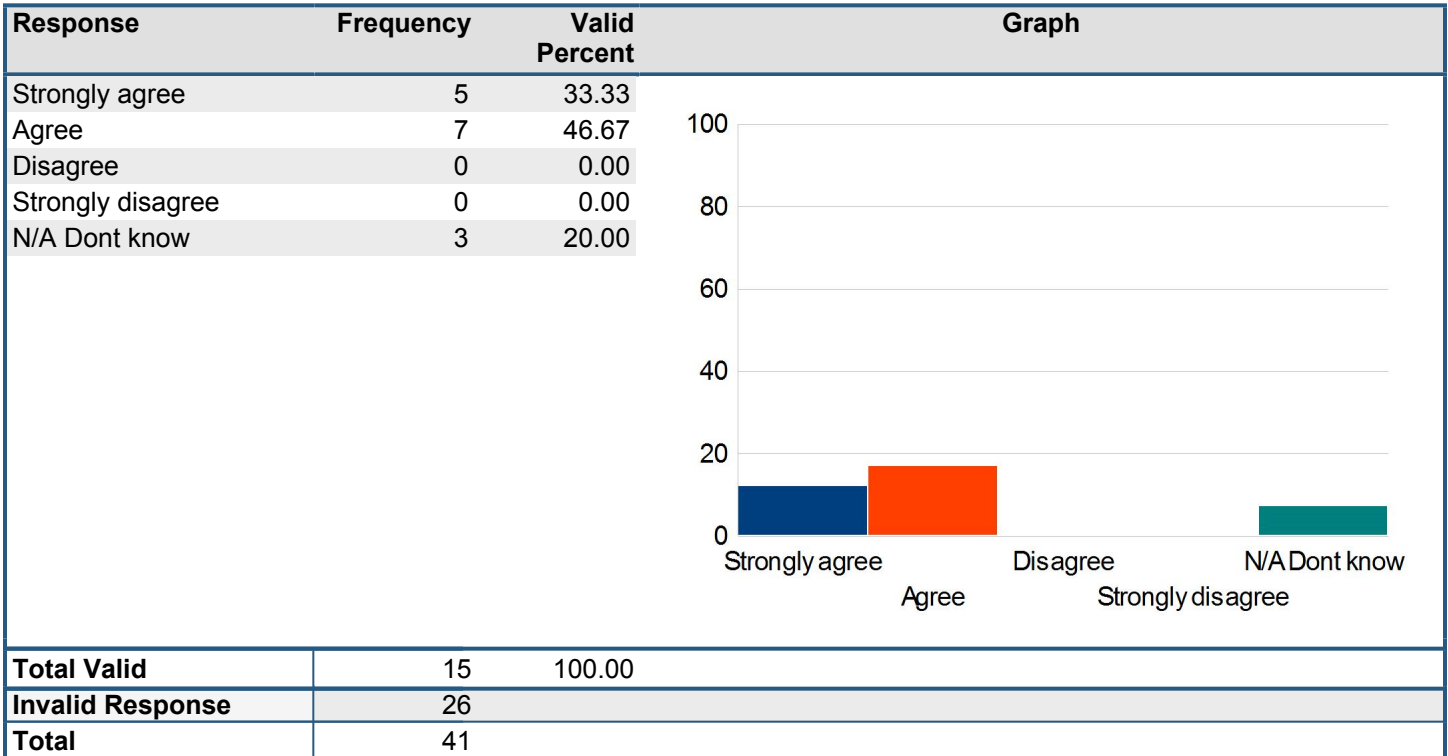
c. I have more confidence in using English.



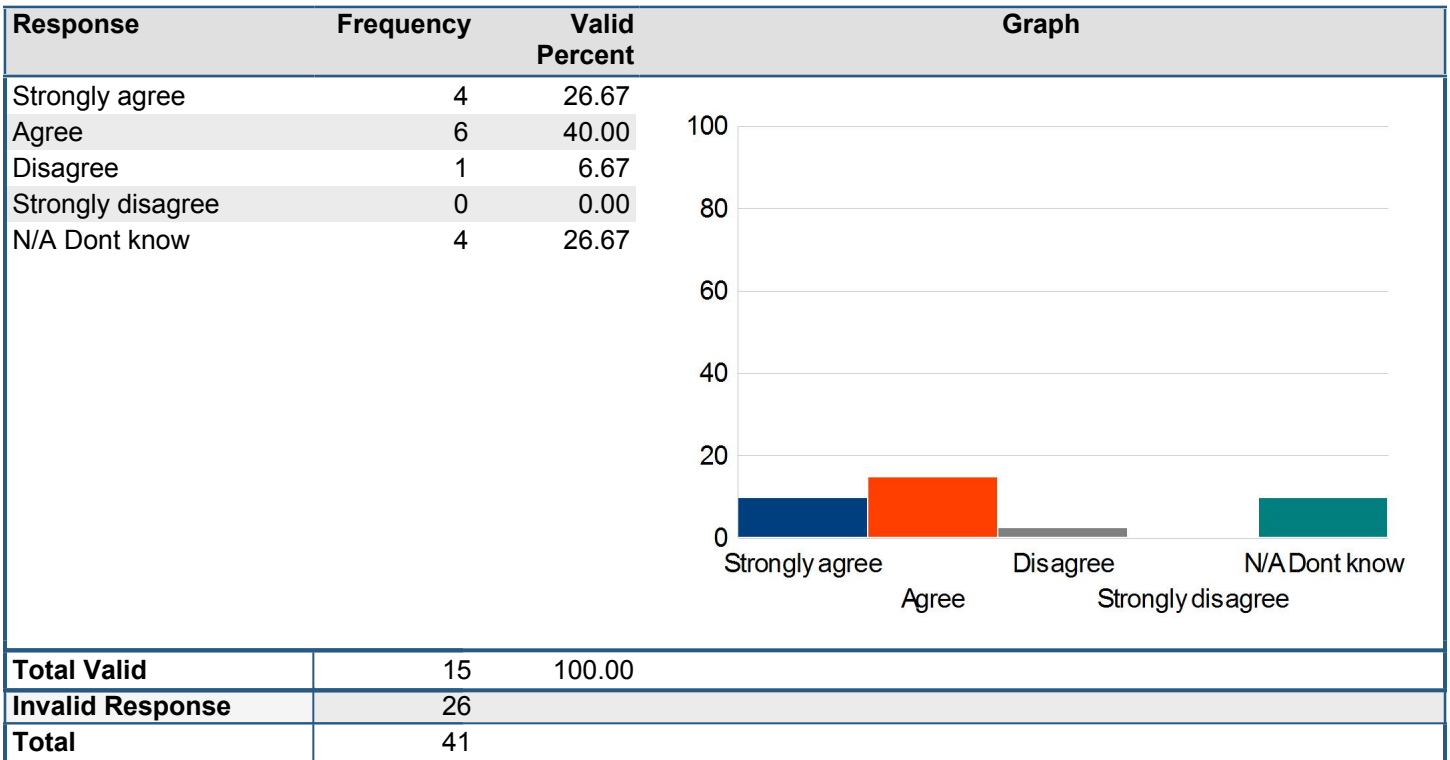
d. My grades in my classes have improved.



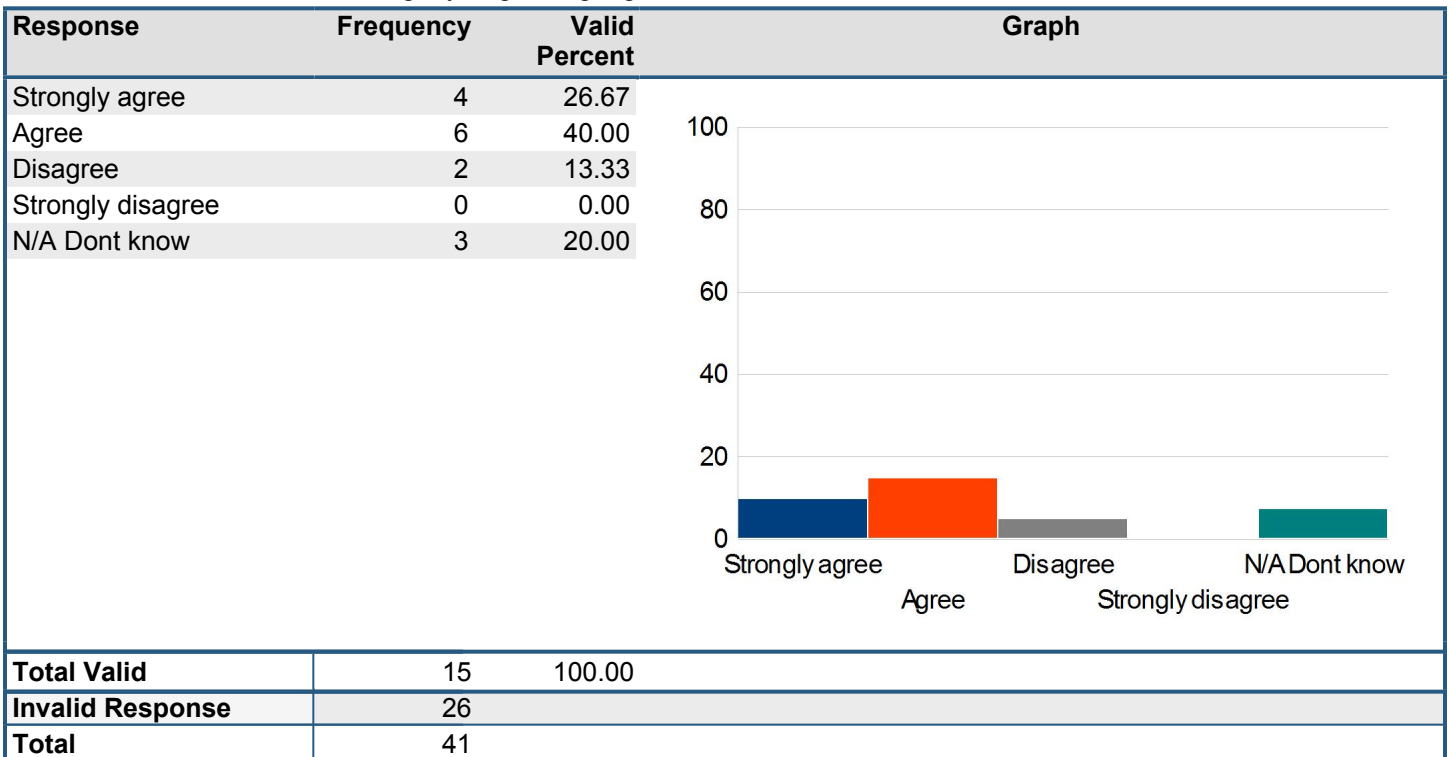
a. My target language skills (listening, speaking, grammar, writing, and/or reading) have improved.



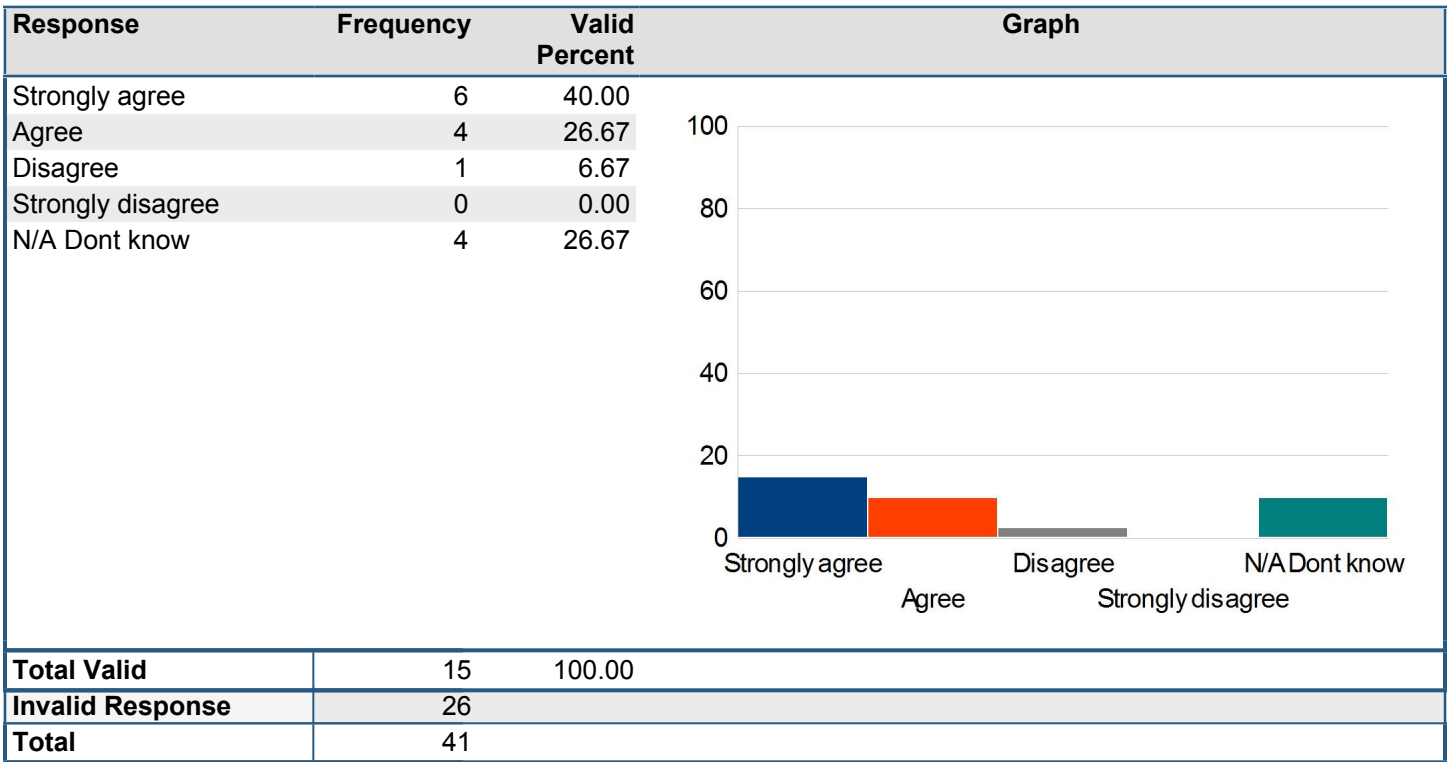
b. I know more ways to improve my target language (online resources, other De Anza resources, etc).



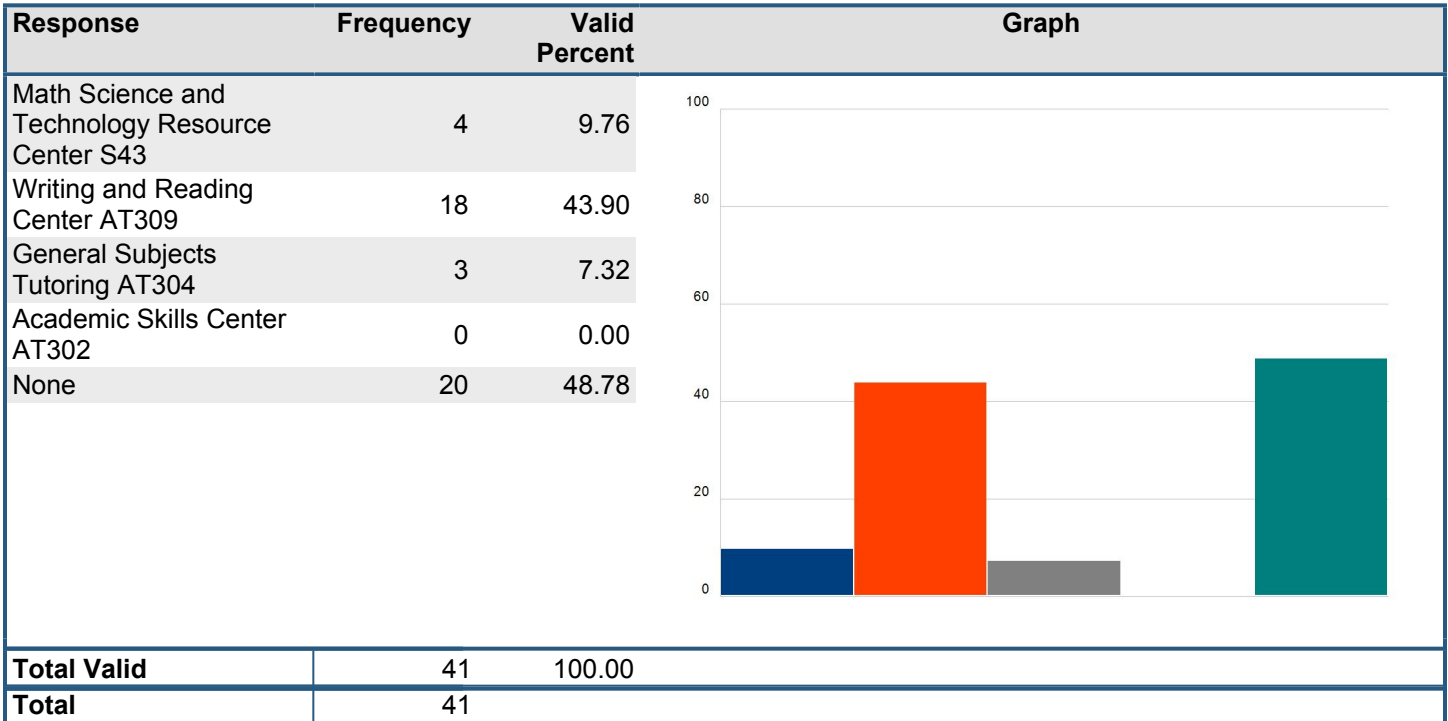
c. I have more confidence in using my target language.



d. My grades in my classes have improved.



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



Winter 2019 Listening and Speaking Free Response

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

Respondent	Response
5	friends and instructors

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

Respondent	Response
1	the topic was usually interesting .
2	Teacher: nice. Material: fun and helpful. Need more speaking between student
4	I like all.
5	I didn't like about conversations workshop. It was boring.
8	The conversation workshops are more useful for me because I am not good at speaking.
12	I do not dislike anything
14	Friendly environment.
15	It help me to habe place to practice english
16	I like conversation.
17	I don't like the topic of workshops almost same every week. I like workshops the fun atmosphere.
19	Various conversations topics and very thoughtful staffs help as needed.
22	I like the workshops. They let me improve my English a lot.
23	Everything is very good!
24	I like grammar, presentaion skill and TV show workshops
25	I love them
29	I am very satisfied with lsc service.
34	I liked the conversation classes. In particular, it was good to have a conversation with partners using adjectives and verbs.
35	I dislike about the workshop sign-up system. The system is kind of like first come first served. The workshops are disappear from the wall when the sections are full. So, for some reasons, if I do not have a chance to sign-up, I can't even have a chance to know what workshops will be come for the whole week.
36	Conversation, vocabulary
37	It helped me improve my listening and presentation skills, also made friends.
38	conversation
39	I loved everything! I learned a lot, we talked always about very interesting topics and I had a lot of fun every time. Very nice and helpful Turtors!
40	I like chance to speak with English. Especially, everybody have got opportunity to speak, not volunteer. I think, teacher should force to speak from all students. On the other hand, I hope reading workshops. Please,the teacher have to prepare explaining for new word or big word with other paper. Honestly, I don't know how to story.
41	I liked conversation

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

Respondent	Response
1	time conflict with my classes
3	the time of the workshop is not suit with my schedule.

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

Respondent	Response
6	Because I don't have a time. Workshops schedule is not flexible for me to make a appointment, and also have a few seats.
7	I'm lazy
9	I'm not sure the schedule for the weekly workshops
10	I wanted to take some grammar or reading workshop, but it seems these workshops only support 251/252/253.
11	I actually participated once when I found out the right topic I liked and it was in the middle of a quarter during 11 weeks. However, I didn't participate for most of the important topics for me topics because of time availability, or the workshops time crosses with my class schedule
14	Extra credit
20	Didn't know about them. Not sure if they would've been relevant.
21	Time
24	For my instresting and my didn't enough English of skills
27	I participated other workshop.
29	I don't have time to joint them.
30	No need.
32	I was not aware of workshops.
33	my schedule it is hard to come.

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

Respondent	Response
1	no
2	Not yet
3	not yet
4	Give us more opportunities to practice our speaking and listening
6	Welcome to walk in is a good way to let students feel free to learn English.
9	I don't
10	Not yet.
12	nope
16	No.
19	As a foreigner, I still don't know much about American's culture and useful idioms. Hope they can bring up more of there stuff. Thank you.
21	No
22	No
23	Maybe workshop can share more material to the students.
24	I think workshop very good because you have repeat it to another time. I can choose class at my free time.
32	i do not have a good idea yet.
33	not really.
38	no
39	A Game workshop would be amazing! For example with games like Codenames, Taboo, Activity, Doppelkopf and other Cardgames, Poker, Scrabble and so on.
40	'Friends'workshop serious workshop was helpful for me. In participated, Austin have put more effort to derive reaction of student's opinion. We all appropriated that.

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

Respondent	Response
4	no
10	Not yet.
24	I appreciation you help me improved my Presentation Skills. I think I can learning better.
33	It was a good experience.
34	I received workshop mail every week so it has been a great help to me.
36	More practices
38	no
40	I hope reading workshops(Victoria). Please,the teacher have to prepare explaining for new word or big word with other paper. Honestly, sometime I don't know how to story.

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

Respondent	Response
10	Not yet.
27	Very good and fun.
40	I want to have this workshops about how to order a sentence.

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

Respondent	Response
3	i partially like, however sometime i feel tutoring does not provide the advice that i need
6	I like tutoring, tutors are friendly. And they can correct my pronunciation.
8	It was really useful because tutoring session help student to speak with a professional speaker and the tutor can help them to correct their speaking mistakes.
17	I like the tutoring is nice. I don't like sometimes tutor can't help me what I actually needed.
22	I like it.
33	They are really good tutors.
34	I talked with my tutor well for 30 mins, but there weren't many tutors so I couldn't sign up for many tutors.
36	Like
37	The tutors were friendly and helpful. More teaching experiences would be better.
38	patient
39	I also liked everything! Very nice and helpful Tutors!
40	When I was taught from tutor, I would like to the other room, I mean the other area. Because sometime surround was noisy. Also, I would like to have more native speakers. Is it possible?

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

Respondent	Response
4	I HAVE NO TIME
5	there are no more tutoring for me to choose.

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

Respondent	Response
7	I'm lazy and have other fish to fry:(
9	I do not know how to make an appointment
10	All tutors are unavailable.
11	My speaking and listening is good enough, so I didn't need a tutor, so far :)
12	my friends helped me
15	Im have class on the tutor hours
16	I have less time.
19	I have got overwhelmed to speak individual and this quarter I was not focusing on writing.
24	because I can't register a tutor about 12:30 to 1:30.
27	I will go next quarter.
29	I am not taking English class right now , but I would like to receive tutoring service if I take English class.
30	Not an ESL student.
32	i participated in tutoring for french not esl.
36	Final presentation
41	I think this quarter that I am not need a tutor.

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

Respondent	Response
4	I like
20	My tutor was very helpful, but the noise from other people speaking in the room made it hard to hear him
22	I like it.
29	It is helpful to improve my Spanish class. Spend more time ti study with native speaker.
30	I very much enjoy the ease of setting up a schedule with a tutor, how wonderful all your tutors are, and more so seeing my classmates also utilize the services. My only complaint is that I wish more teachers shared or even were aware of this! Though, that's not exactly a complaint against LSC or the tutoring offered - just a general whine.
32	i liked that the tutor was friendly and the atmosphere is welcoming. what i didn't like was that there were no snacks beside some kiss chocolates.
33	Not time
38	patient

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

Respondent	Response
2	Overall, good
3	i like all activities in the software
6	I dislike it because it is bored to dead.
7	boring
8	Pronunciation-power and My-English-lab site software are useful for English learners.
9	its really helpful
10	I can improve my pronunciation.

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

Respondent	Response
12	nothing
13	I like the computer system. It is very quick!
16	Grammar
22	Good.
27	Good
33	I did not have class relate to.

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

Respondent	Response
4	I don't know that.
8	For improve my English knowledge.
11	I used Pearson My English only
17	I used when I in 251 now I 261 I only went workshops.
19	I am not interested in
20	I am a native English speaker.
24	Because I don't know how to use.
29	Now I don't study English.
30	No need.
32	i was not in esl.
36	I use computer in my home.
38	I have just known about it.
40	boring
41	I do not know ESL software

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

Respondent	Response
21	I like practicing languages.
23	Maybe CCP can tell us that every meeting must be informed online. Me and My partner after meeting for 6 times and than we just notice that we have to write journal and to apply the meeting time online.
26	It was a good experiment
29	I like this program , because we can share not only language but also culture and many things.
31	Helped with my class, helped me be better acquainted with the target language.
33	I did the last and it was good experience.
38	patient

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

Respondent	Response
3	not this quarter, i intend to participate next quarter
4	I don't know that.
6	I don't have time.
7	I don't know about it
8	I was so busy.

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

Respondent	Response
9	I don't know what is Language Exchange
10	I don't have time to do that.
11	Because It's hard to find a person who wants to learn my native language, xD
13	I did not know about that.
16	I do not know.
17	I didn't learn extra language this quarter.
19	I didn't know about it in time to register
20	Don't know what it is
22	I can't find the partner.
27	No time.
30	Unfortunately I could not find the time. However, my Language Exchange partner from last quarter has maintained contact with me so, in some way, it kind of carried over to this quarter too!
32	I dont know what this is entirely.
39	I wanted to participate but unfortunately there were nobody who wanted to learn German.
40	I don't have time share my time to teach.
41	I just want to study English.

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 helps me on my listening and speaking gradually
2	Helpful for me
6	It is really helpful.
8	LSC really help me to improve my English knowledge.
21	Help with languages.
29	It helps me a lot .
30	I only participated in tutoring this quarter but I still stand by that much of my success is in great thanks to both Kou and Minyeong. As always, life throws obstacles, but because of my tutors I never felt as though I was behind or failing. They were also very patient with my endless questions and always happy to help me not only grasp new concepts but find resources outside of the classroom to use as well.
32	i did not use any computers or recording rooms. given this information, most resources were not of any help.
34	It was helpful
36	Help me a lot of
41	Can help me exercise listening and speaking

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

Respondent	Response
1	i like so many programs that i can join in at anytime.
2	Overall, I like it.
3	the center is helpful
4	I like it.
6	Good place to learn English.

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

Respondent	Response
8	Every thing is perfect, thank you so much.
17	I like everybody in center is nice. I don't like the center didn't create many interesting topic.
20	Too many people talking. I had a hard time listening to my tutor. Would prefer private cubicles.
21	Help language.
22	I like the center very much.
27	I love the center. Thank you!
29	This service is very useful to the students who want to improve their language skills.
30	I still have no complaints about the center! It continues to be a wonderful environment where I can build on what I've learned, reaffirm what I know, and ensure that I won't just simply pass a class but forget the language. I'm so appreciative for the LSC and programs offered!
32	i liked the people. but there were no mention of other resources in the center.
34	I wish there were more tables.
36	I like the center
38	enthusiastic
39	Everything was amazing! I was so impressed by the various offers. I learned a lot and had so much fun. It couldn't be better. Unfortunately there aren't such great offers in my home country.
40	I would like to have more big LSC room. It's little bit small. Also,in summer season, please, air-conditioner's temperature goes up, because of too cold. I can't bread.
41	I like here. For me provide I lot of studying opportunities.