

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: 07/1/2015

Subject: Listening and Speaking Center (LSC) survey, Spring 2016

A survey of Listening and Speaking Center (LSC) survey was conducted at the end of the Spring quarter in 2016. This resulted in 17 valid respondents.

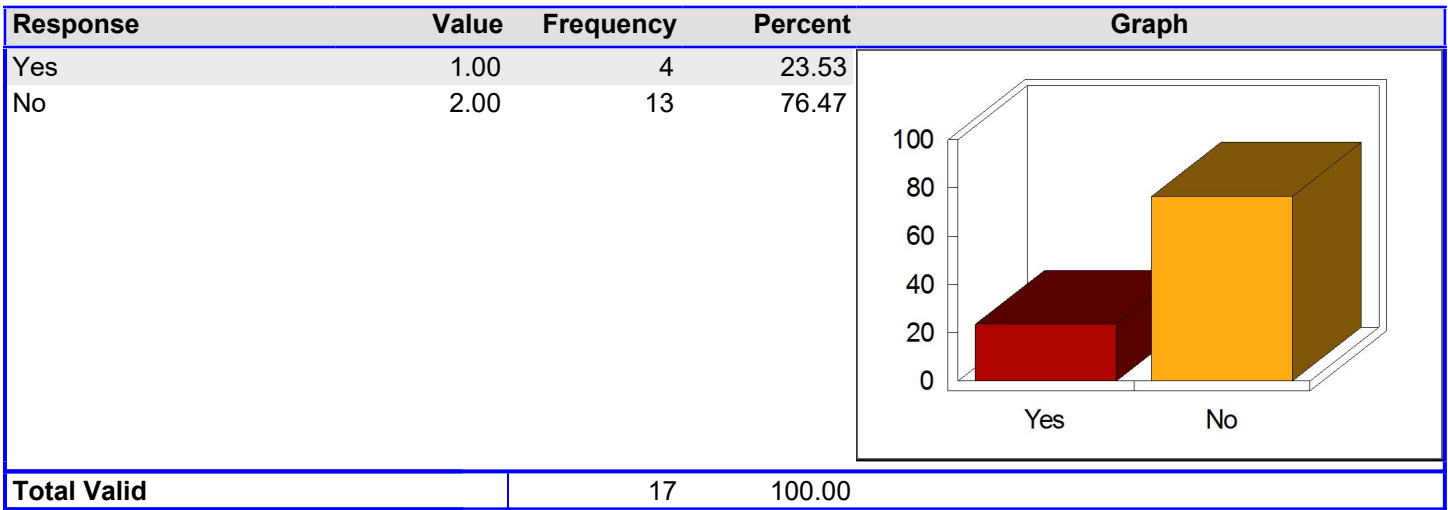
Important Highlights Include:

- 100% 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).
- 76% of respondents believed the staff at the LSC was friendly and helpful (25b).
- 100% 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 (27c).
- 100% of respondents who participated in ESL 251 "agree" or "strongly agree" that they were pleased with the workshop (9f).
- 90% 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 (9a, 9b, and 9e).
- 84% 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 (28a, 28b, and 28c).
- 88% of respondents "agree" or "strongly agree" that the staff took the time to explain the services offered in the LSC (25c).
- 100% 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 (27d).

Listening and Speaking Survey

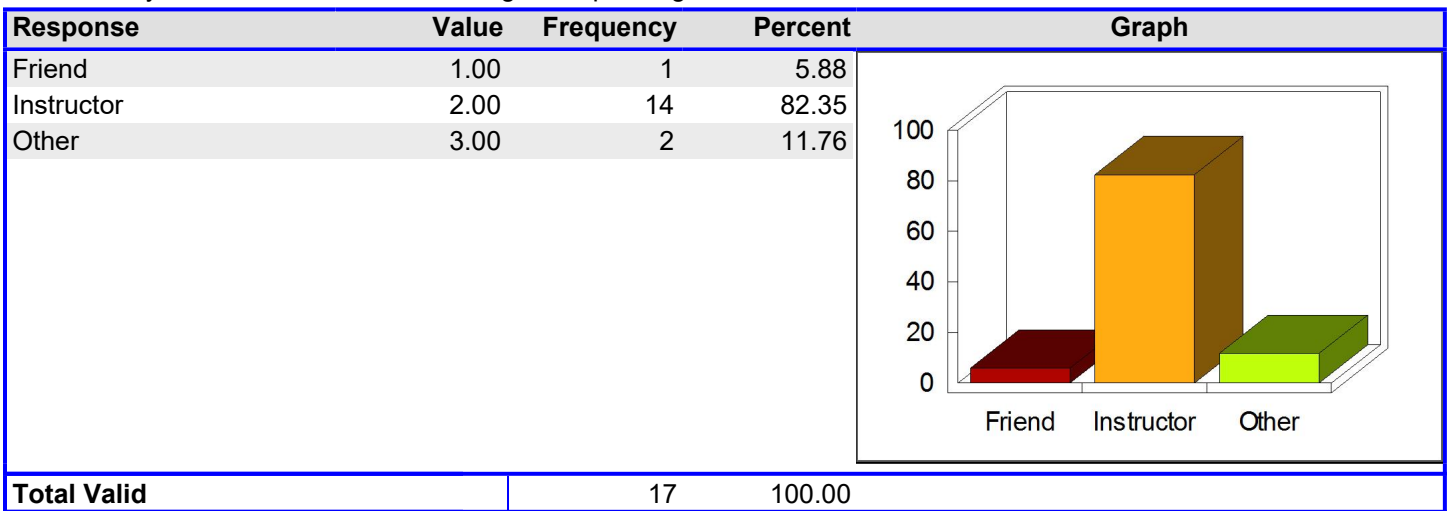
1. Are you an international student? *

Mean: 1.76



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

Mean: 2.06



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

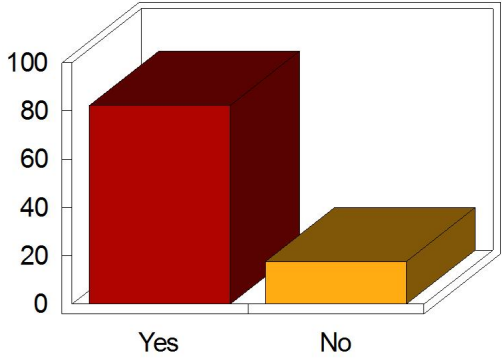
Mean: -

Response	Value	Frequency	Percent	Graph
EWRT/READ/LART instructor	1.00	1	6.25	
Speech instructor	2.00	1	6.25	
World language class instructor	3.00	1	6.25	
Anderson Elaine	4.00	0	0.00	
Betlach Marcy	5.00	3	18.75	
Boerner Karen	6.00	0	0.00	
Carobus Patricia	7.00	1	6.25	
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	2	12.50	
Dodd Elizabeth	12.00	0	0.00	
Dubarry Michele	13.00	0	0.00	
Dunlap Kathleen	14.00	0	0.00	
Flores Kathy	15.00	2	12.50	
Goodwin Mary Ellen	16.00	0	0.00	
Gray Zena	17.00	0	0.00	
Hamilton Webster	18.00	3	18.75	
Heistein Gloria	19.00	0	0.00	
Himes Gretchen	20.00	0	0.00	
Ifft MaryAnne	21.00	2	12.50	
Kohnhorst Lisa	22.00	1	6.25	
Lam Clara	23.00	1	6.25	
Lee Charles	24.00	1	6.25	
Lee Andrea	25.00	3	18.75	
Leung Kai-Cheon	26.00	0	0.00	
Madigan Julie	27.00	0	0.00	
Marchiano Michelle	28.00	0	0.00	
Marianetti Noel	29.00	0	0.00	
Marin Maria	30.00	0	0.00	
Molino-Torres Alejandro	31.00	0	0.00	
Newman Cheri	32.00	0	0.00	
Norman Craig	33.00	1	6.25	
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	1	6.25	
Thistlethwaite Ann	41.00	0	0.00	
Thot-Johnson Iris	42.00	0	0.00	
Topalovic Jasmina	43.00	0	0.00	
Tracey Iva	44.00	0	0.00	
Wong Letty	45.00	1	6.25	
Yee Linda	46.00	1	6.25	

Total Valid	16	100.00
--------------------	----	--------

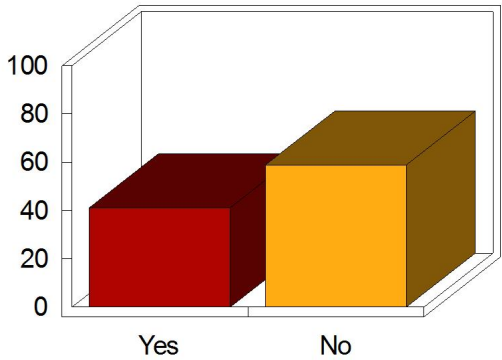
4. Did you participate in weekly workshops (conversation, idioms, vocabulary, etc) in the Listening and Speaking Center this quarter? *

Mean: 1.18

Response	Value	Frequency	Percent	Graph
Yes	1.00	14	82.35	
No	2.00	3	17.65	
Total Valid		17	100.00	

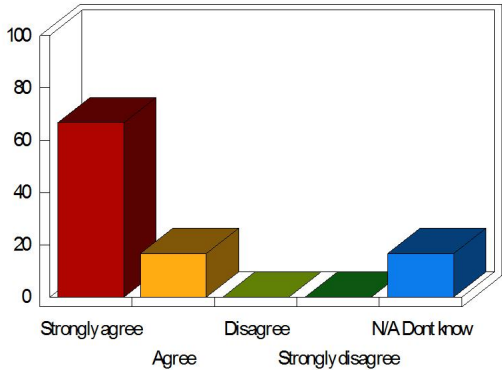
8. Did you participate in any of the ESL 251 Support Workshops (Pronunciation Skills, Presentation Skills, and/or Listening Skills) in the Listening and Speaking Center this quarter? *

Mean: 1.59

Response	Value	Frequency	Percent	Graph
Yes	1.00	7	41.18	
No	2.00	10	58.82	
Total Valid		17	100.00	

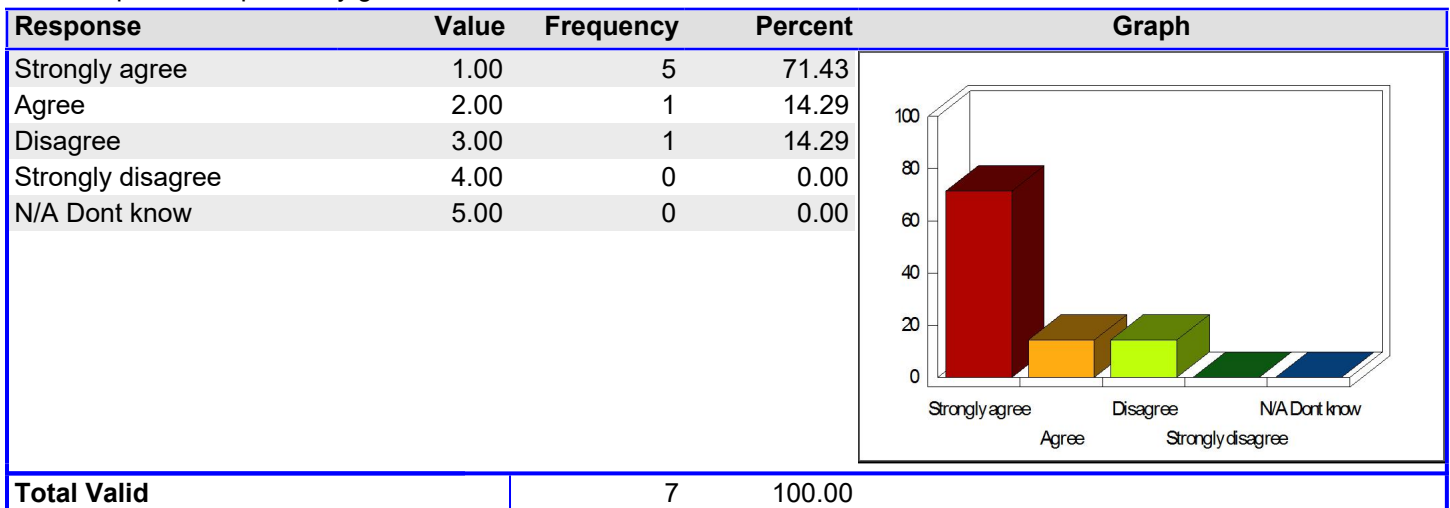
9a. It helped me improve my study habits.

Mean: 1.83

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	4	66.67	
Agree	2.00	1	16.67	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	1	16.67	
Total Valid		6	100.00	

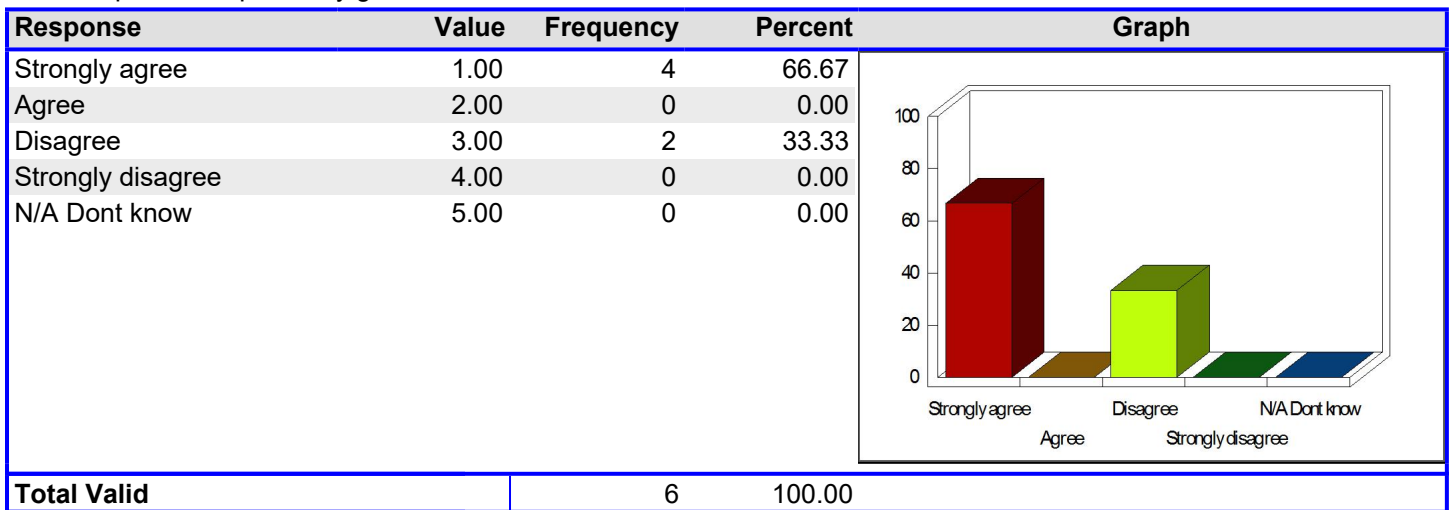
9b. It helped me improve my grade in ESL 251.

Mean: 1.43



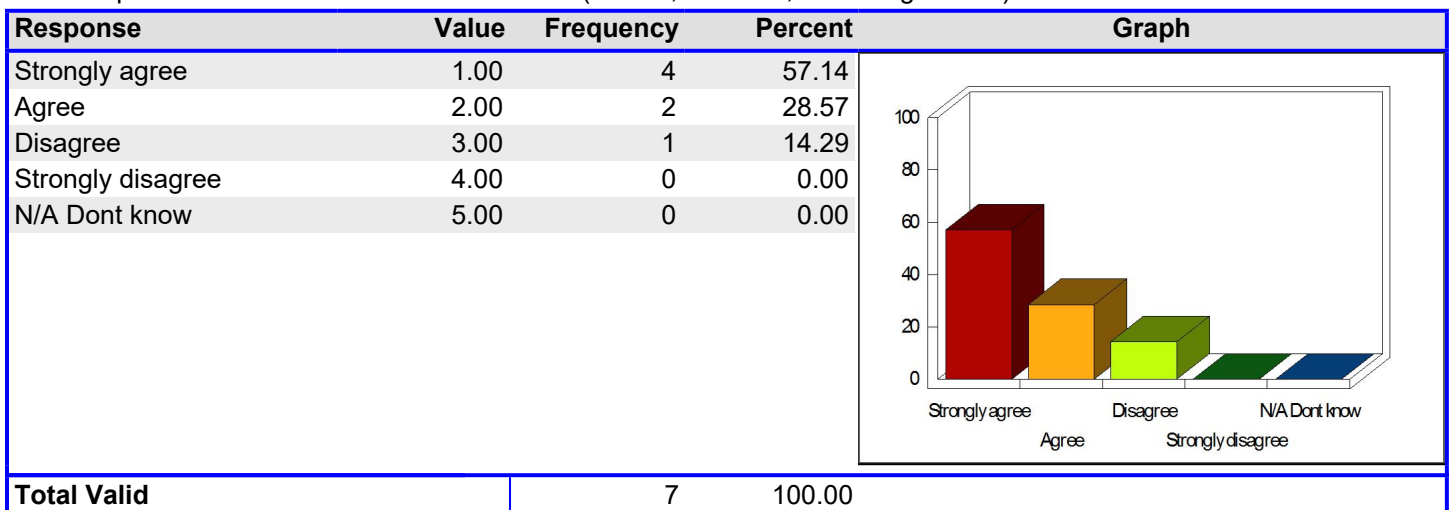
9c. It helped me improve my grades in other classes.

Mean: 1.67



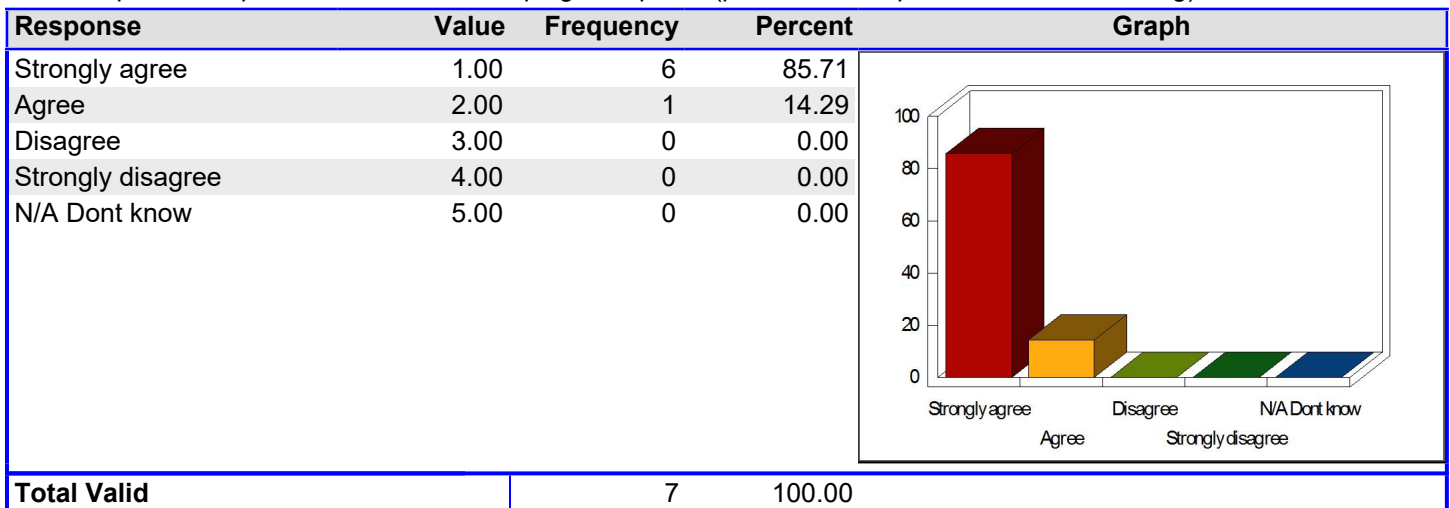
9d. It helped me understand the class materials (lecture, textbook, and assignments) in ESL 251.

Mean: 1.57



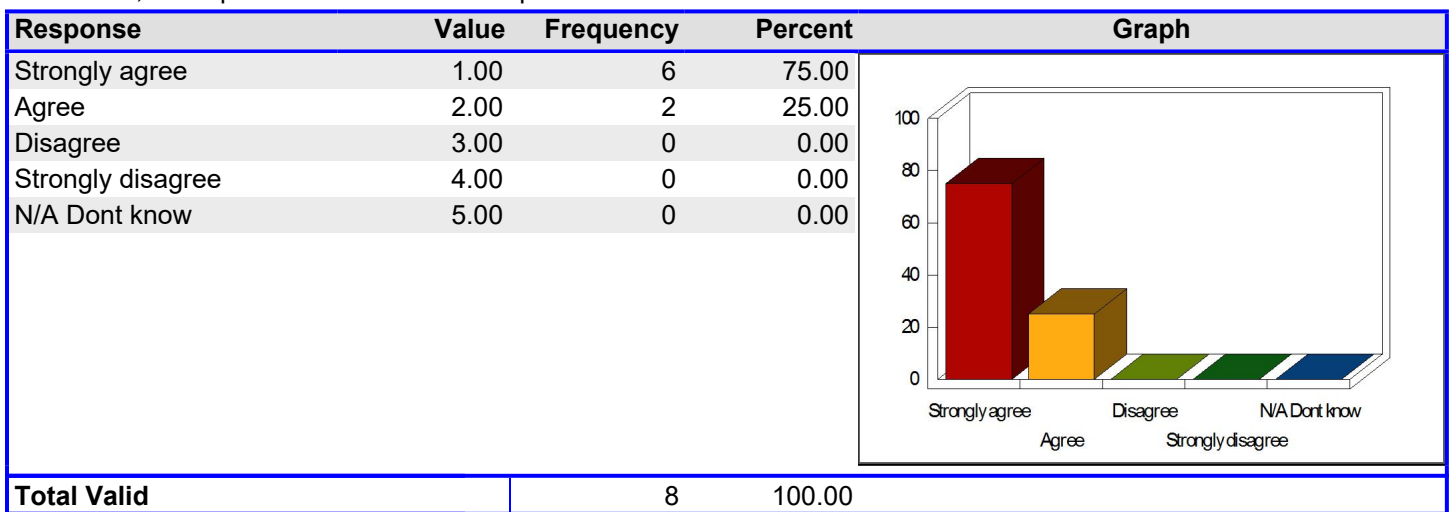
9e. It helped me improve the skills I was hoping to improve (pronunciation, presentation, or listening).

Mean: 1.14



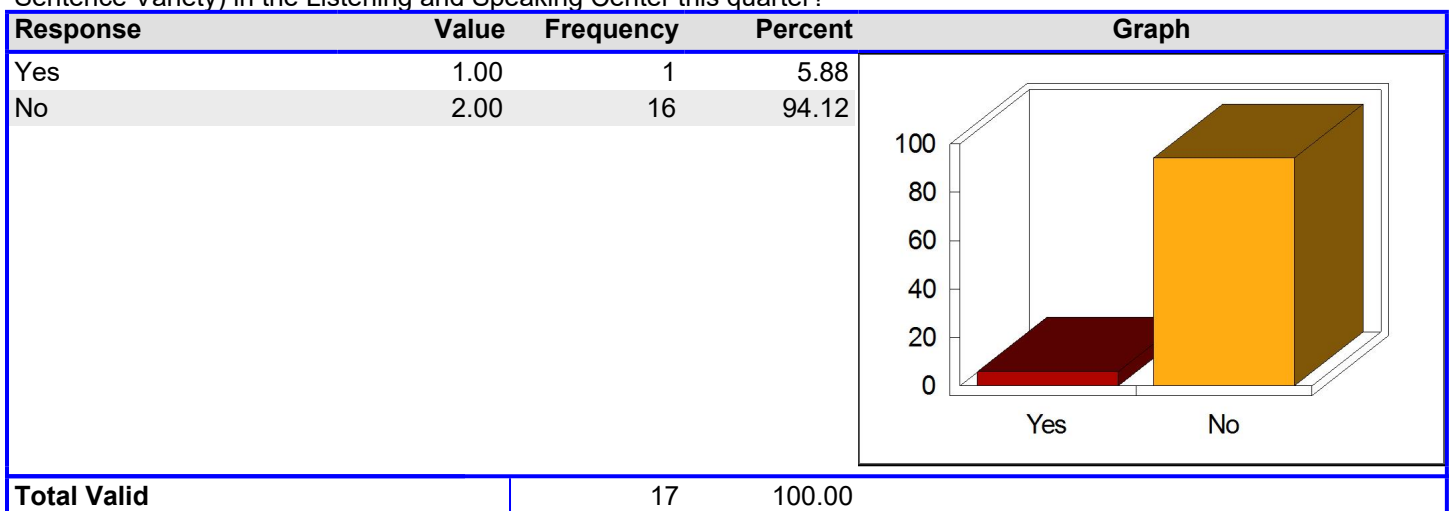
9f. Overall, I was pleased with the workshop.

Mean: 1.25



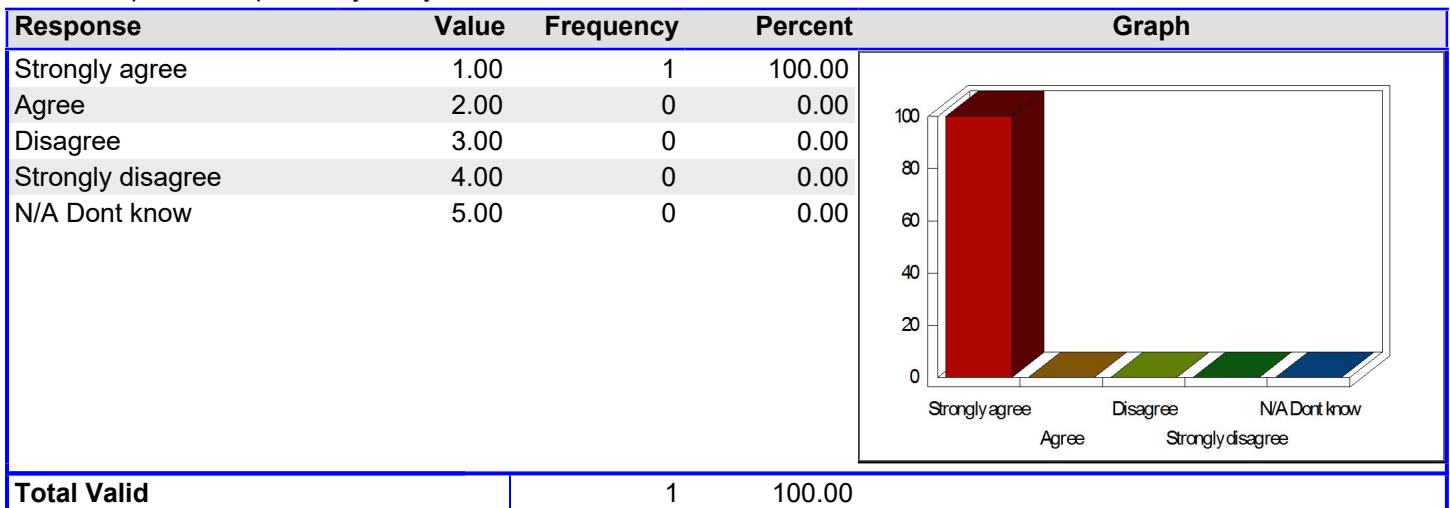
11. Did you participate in any of the ESL 253 Support Workshops (Perfect Tense, Adjective Clause, and/or Sentence Variety) in the Listening and Speaking Center this quarter? *

Mean: 1.94



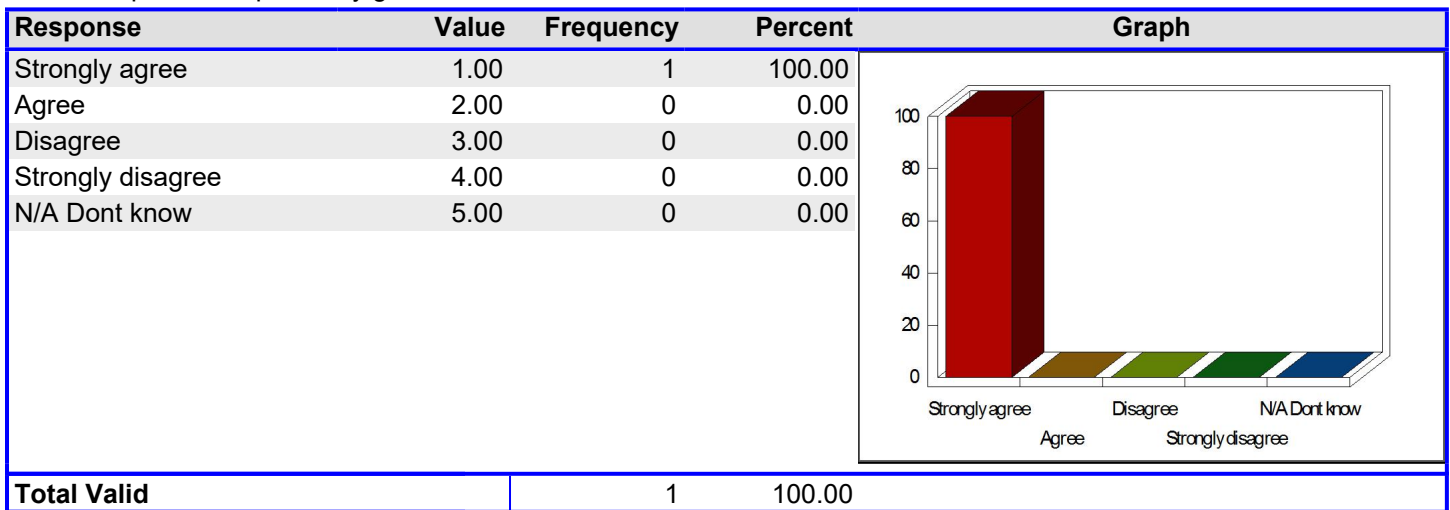
12a. It helped me improve my study habits.

Mean: 1.00



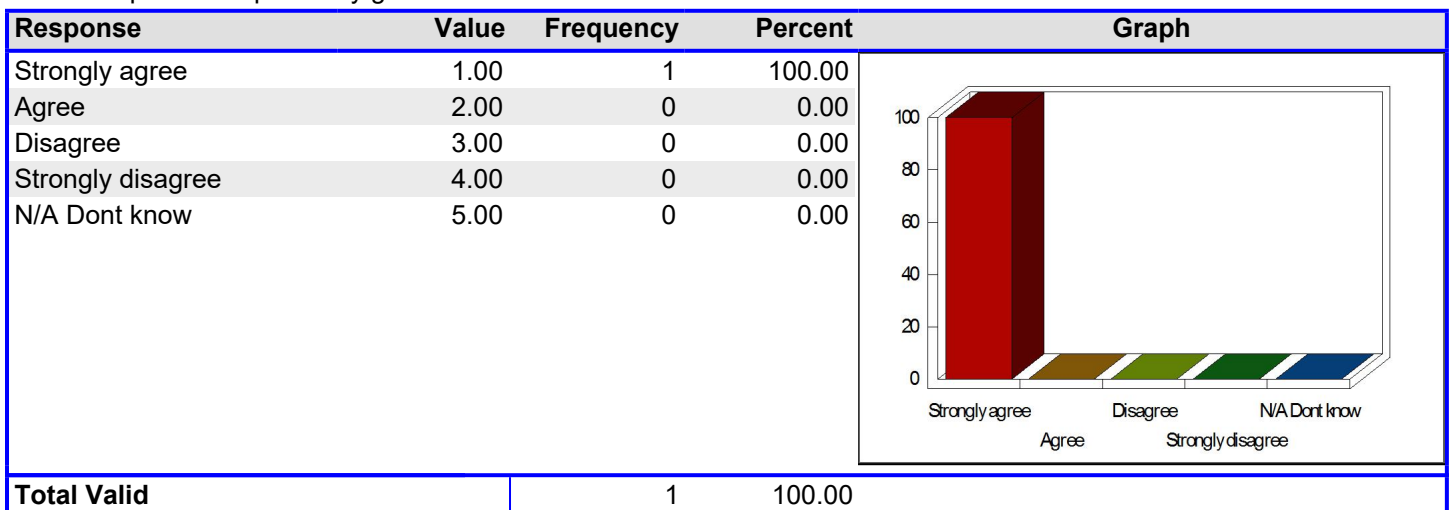
12b. It helped me improve my grade in ESL 253.

Mean: 1.00



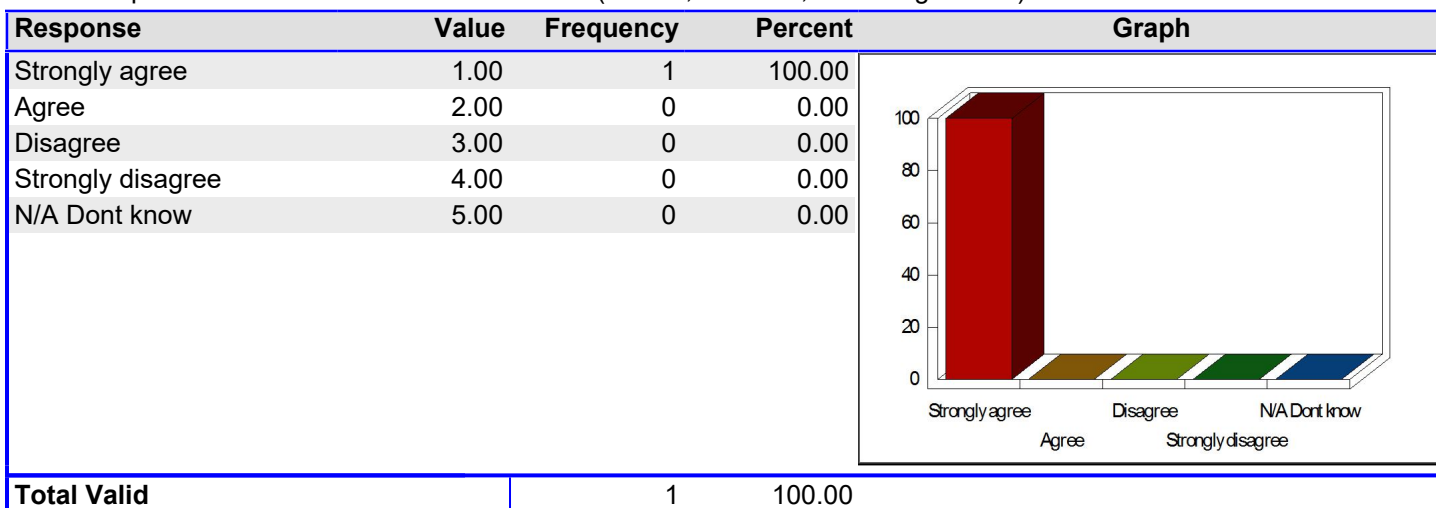
12c. It helped me improve my grades in other classes.

Mean: 1.00



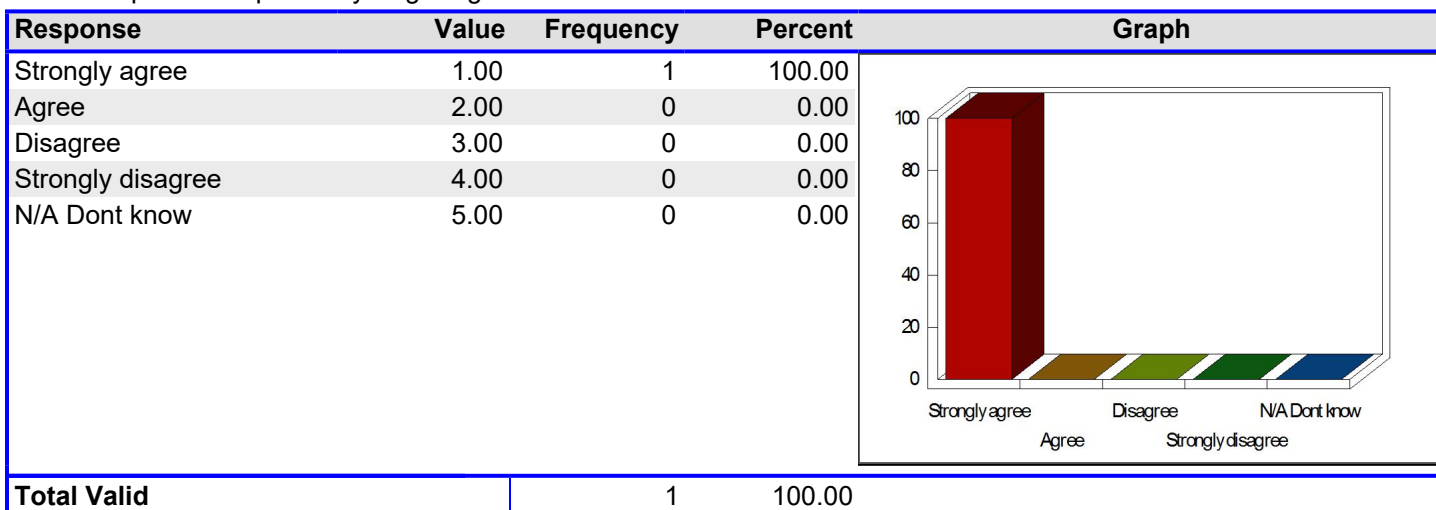
12d. It helped me understand the class materials (lecture, textbook, and assignments) in ESL 253.

Mean: 1.00



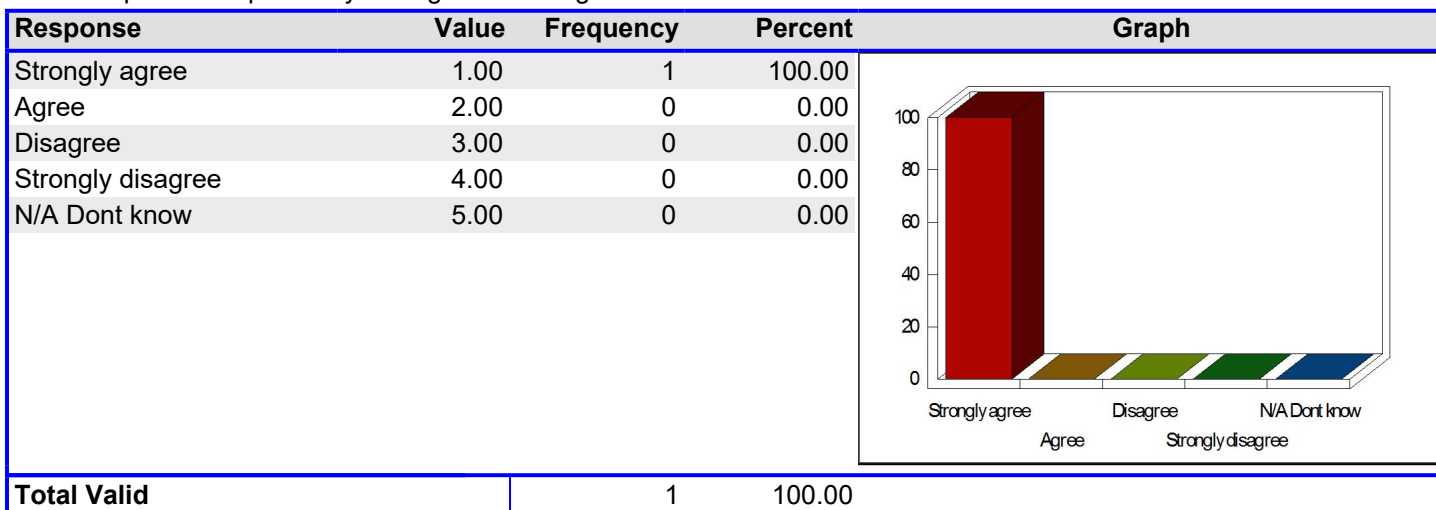
12e. It helped me improve my English grammar.

Mean: 1.00



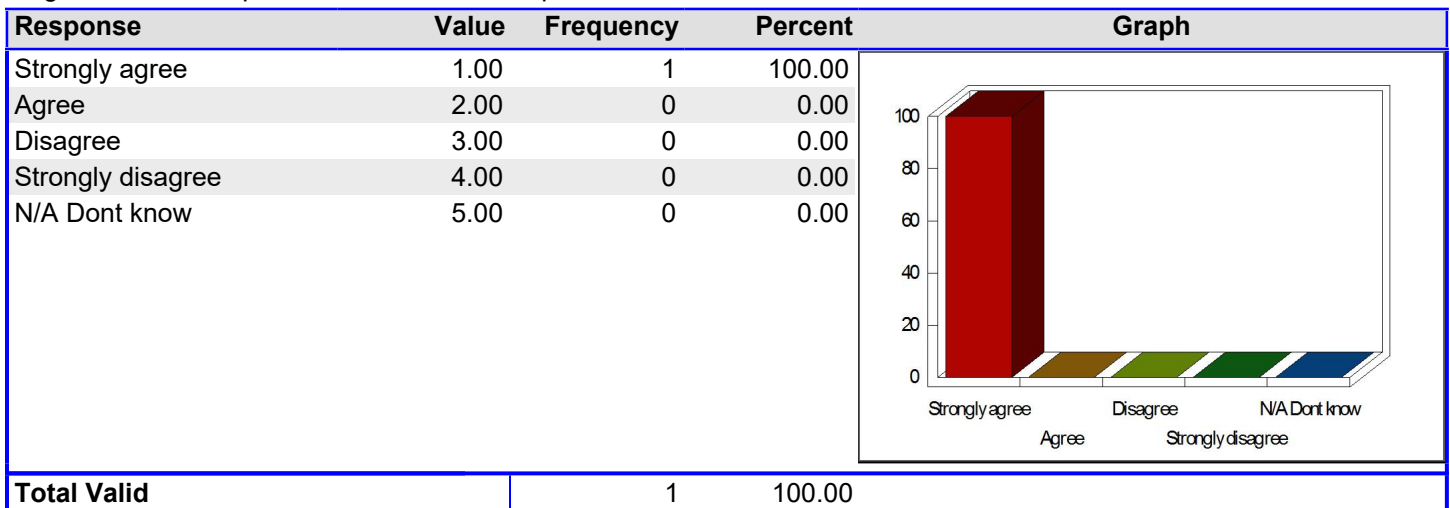
12f. It helped me improve my writing skills in English.

Mean: 1.00



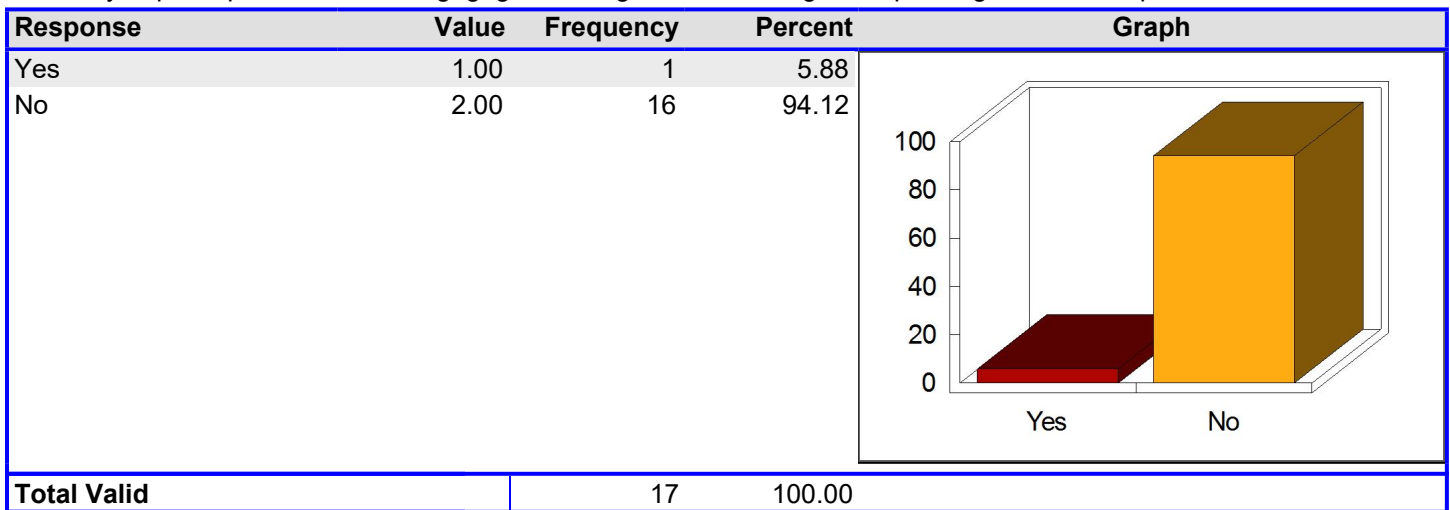
12g. Overall, I was pleased with the workshop.

Mean: 1.00



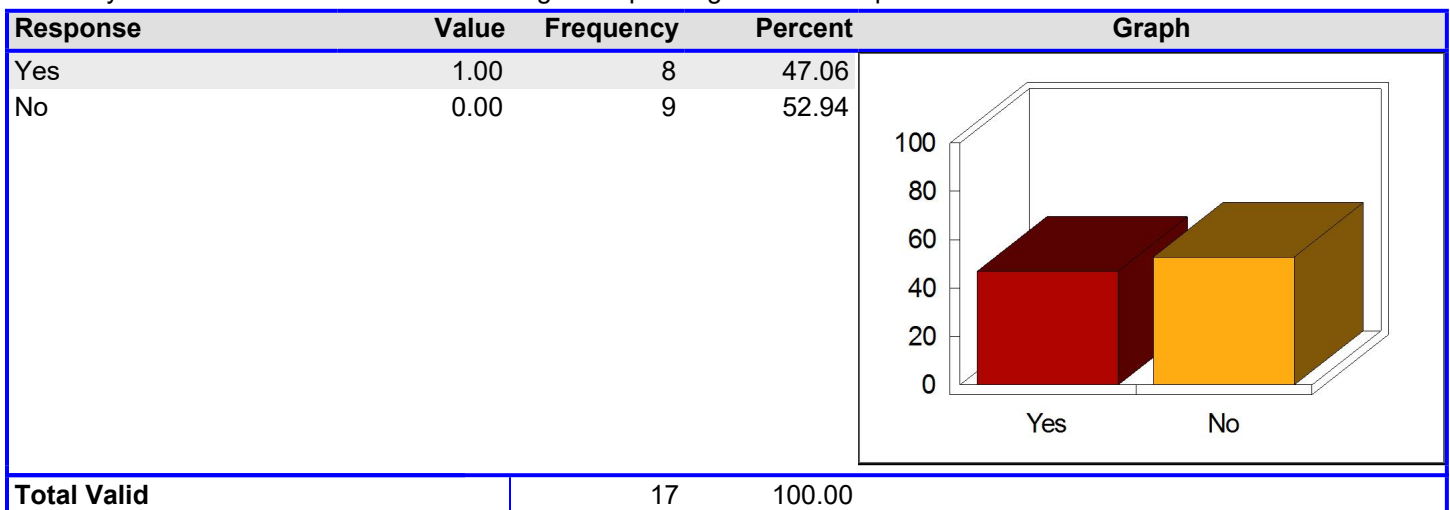
17. Did you participate in World Language Tutoring in the Listening and Speaking Center this quarter? *

Mean: 1.94



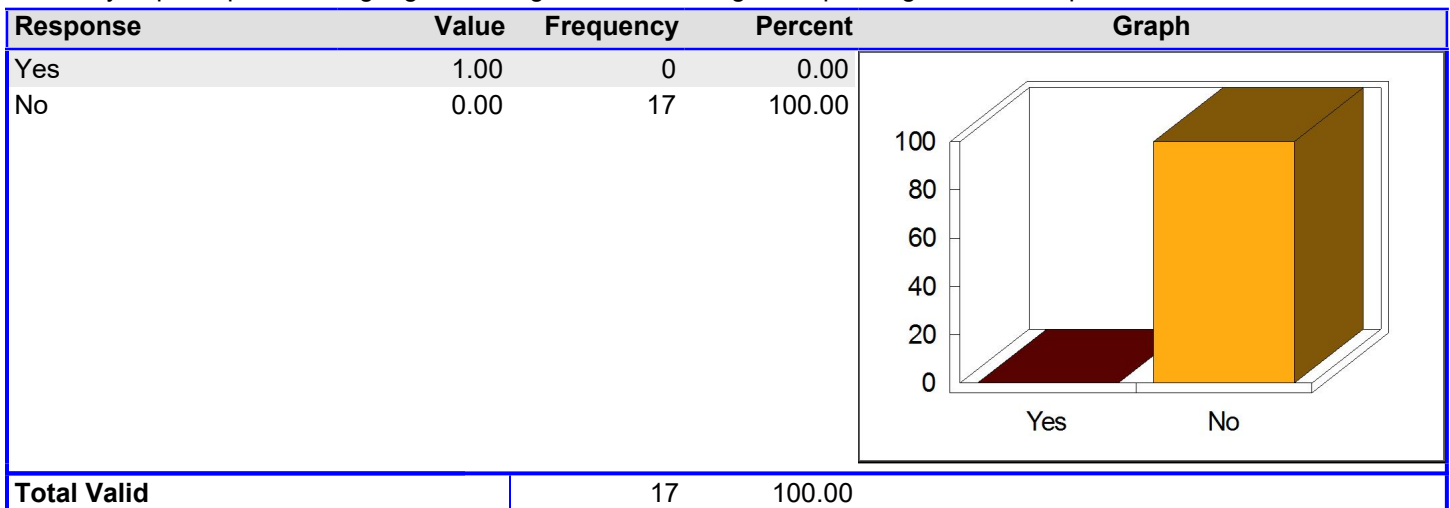
19. Did you use ESL software in the Listening and Speaking Center this quarter? *

Mean: 0.47



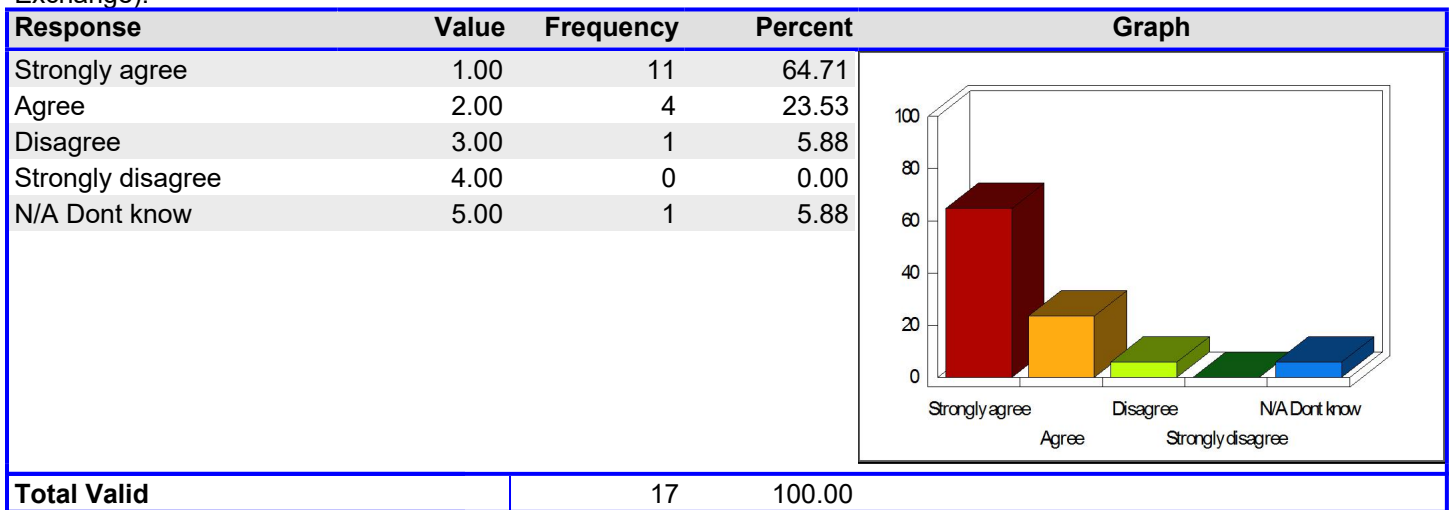
22. Did you participate in Language Exchange in the Listening and Speaking Center this quarter? *

Mean: 0.00



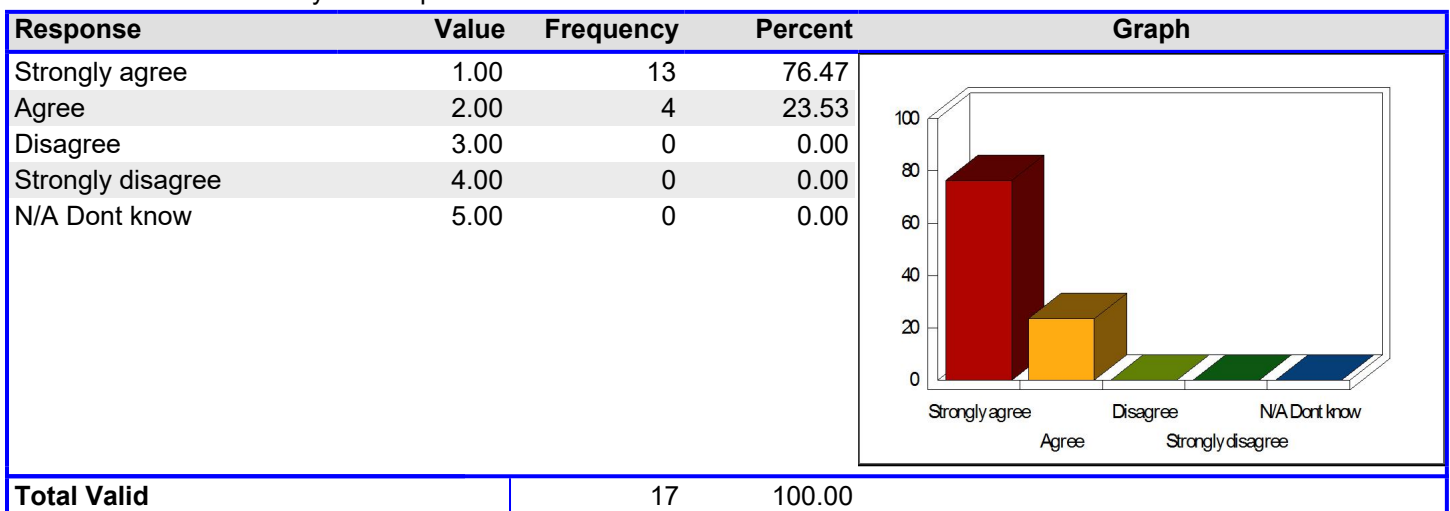
25a. It was easy to register for different activities in the LSC (workshop, tutoring, and/or Language Exchange).

Mean: 1.59



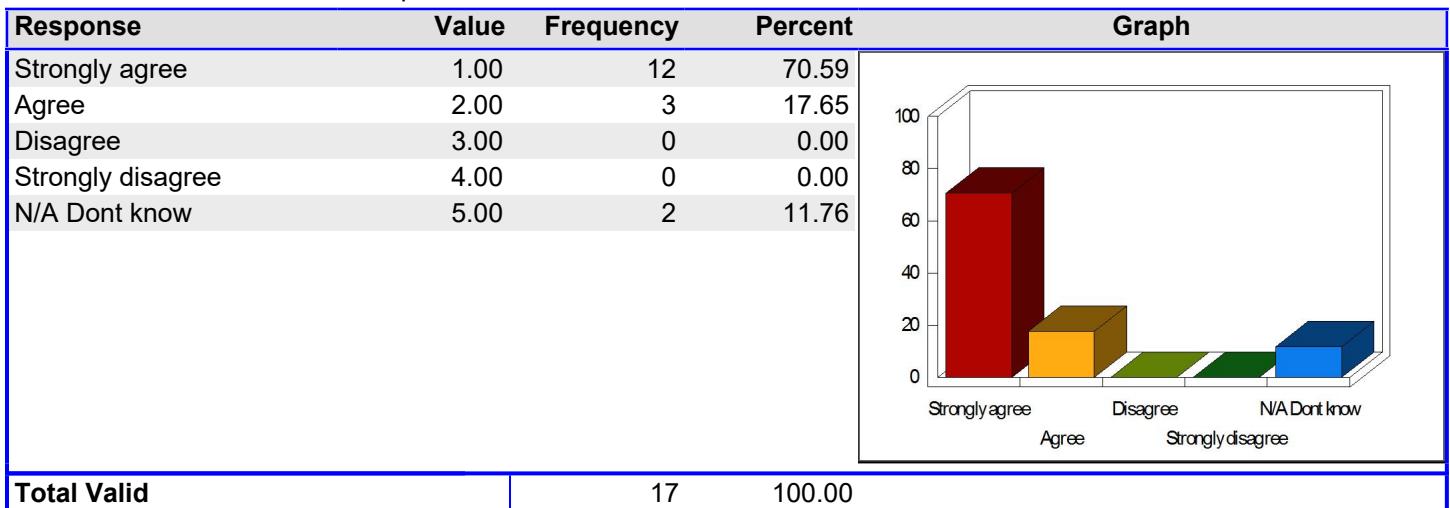
25b. The staff was friendly and helpful.

Mean: 1.24



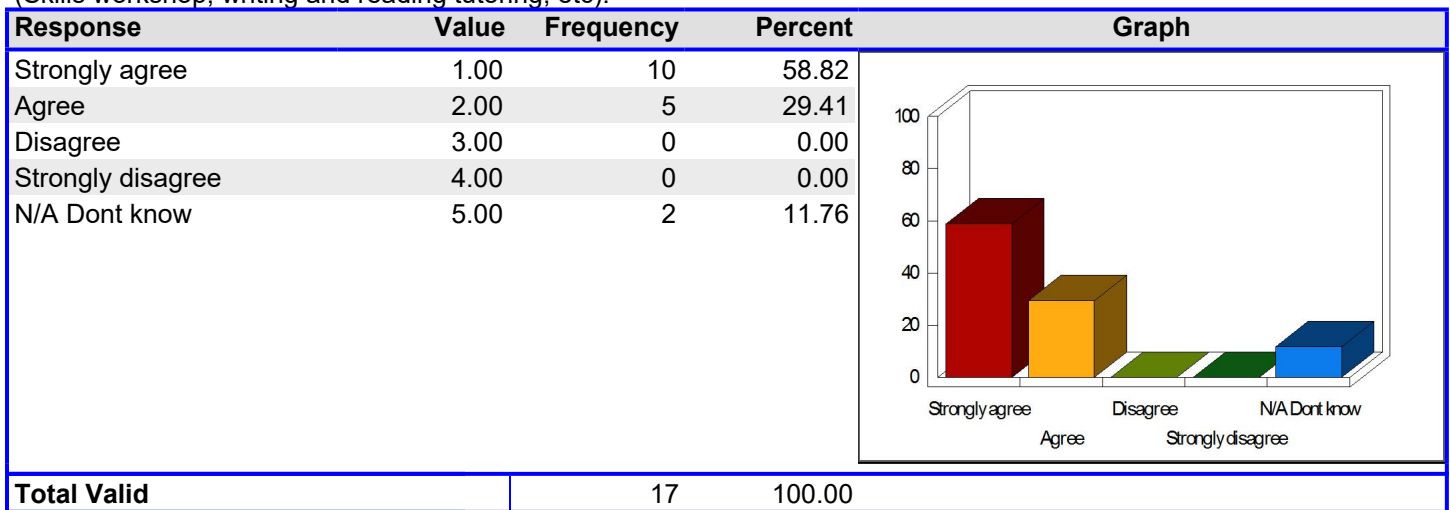
25c. The staff took the time to explain the services offered in the LSC.

Mean: 1.65



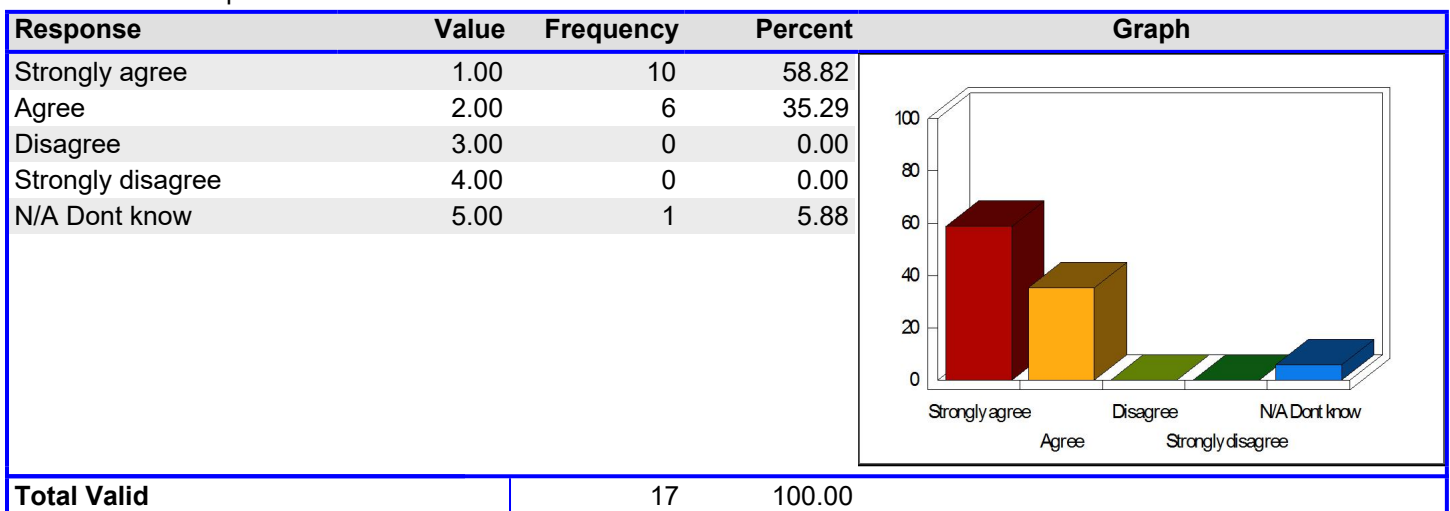
25d. The staff explained the policies and procedures for using other Student Success Center services (Skills workshop, writing and reading tutoring, etc).

Mean: 1.76



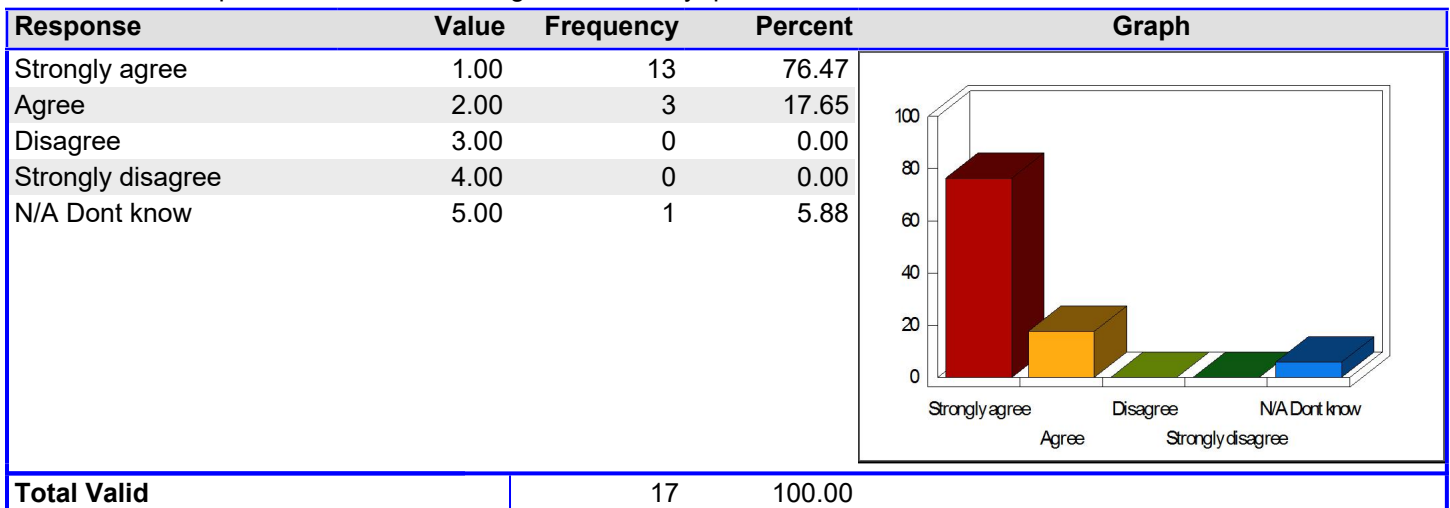
25e. The workshop leader / tutor was on time.

Mean: 1.59



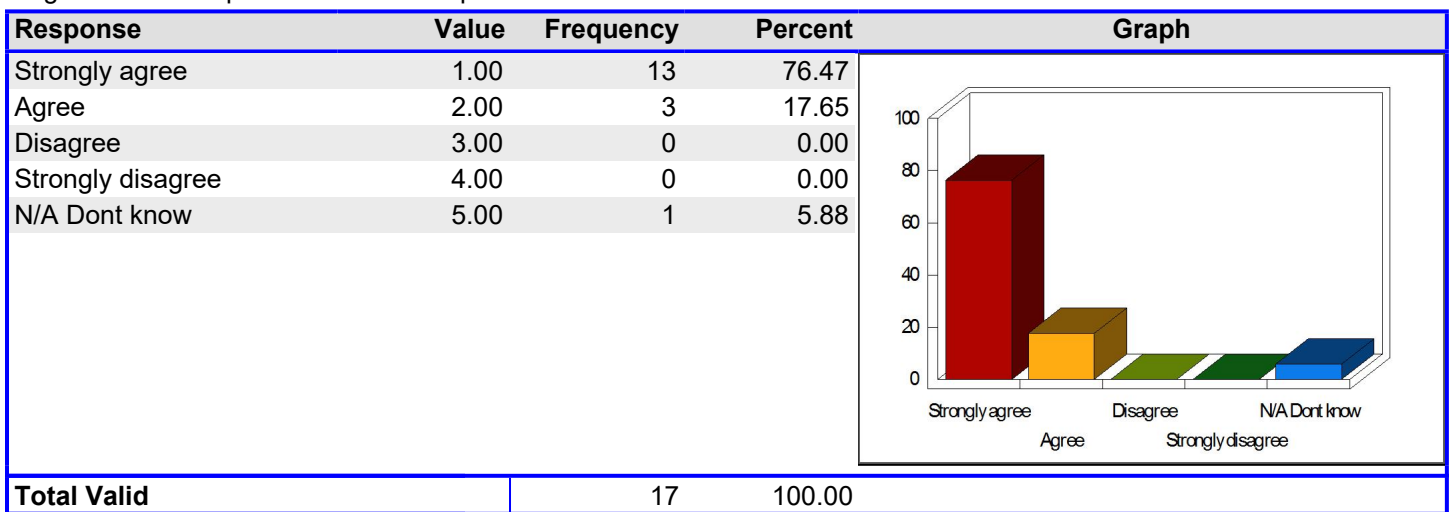
25f. The workshop leader / tutor was willing to listen to my questions and concerns.

Mean: 1.41



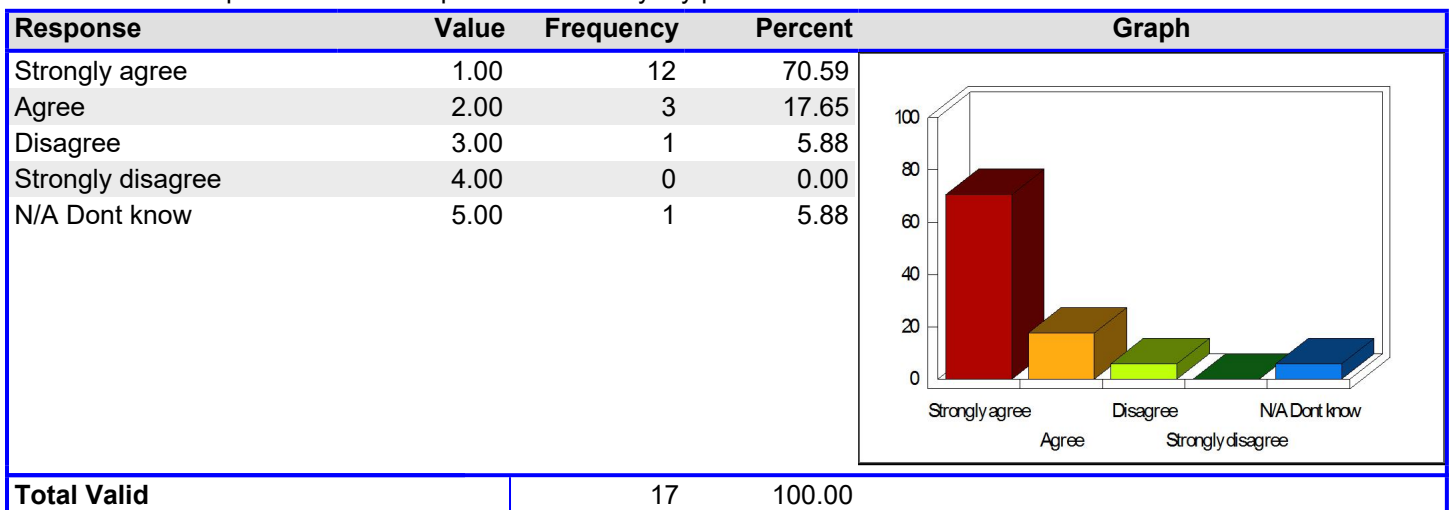
25g. The workshop leader / tutor was patient.

Mean: 1.41



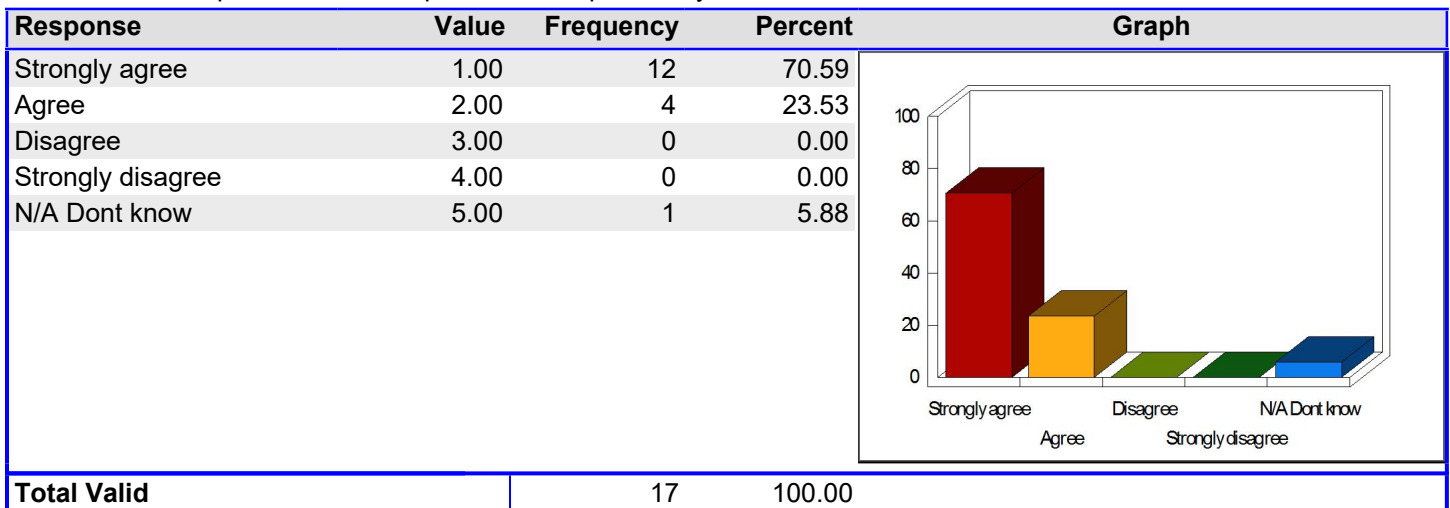
25h. The workshop leader / tutor helped me to identify my problem area.

Mean: 1.53



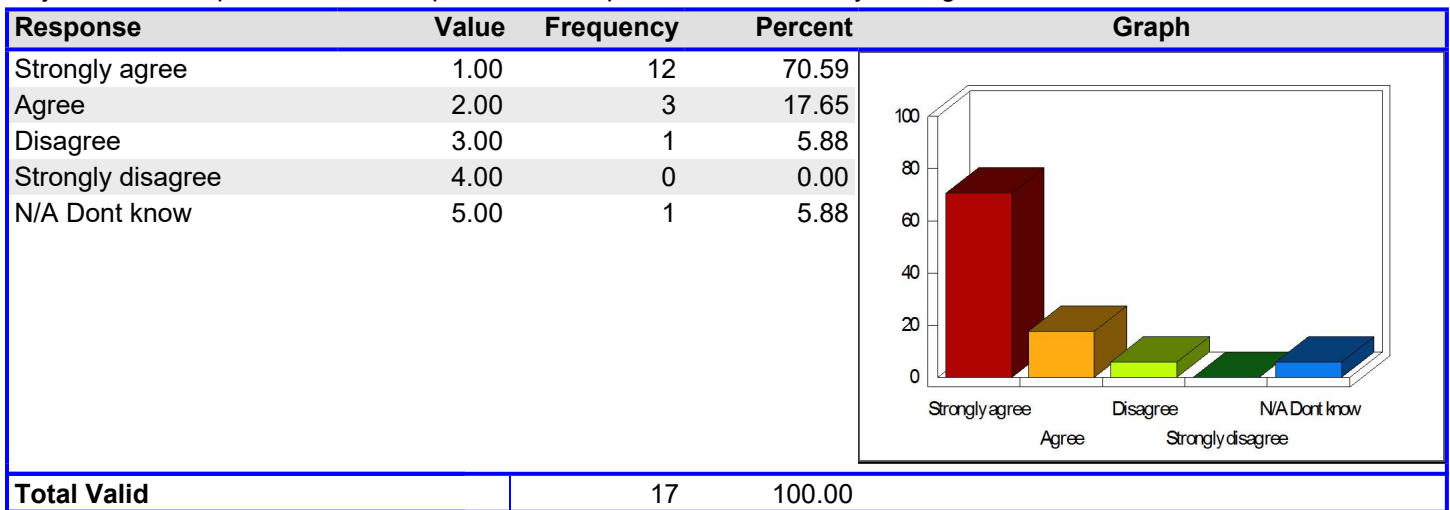
25i. The workshop leader / tutor explained concepts clearly.

Mean: 1.47



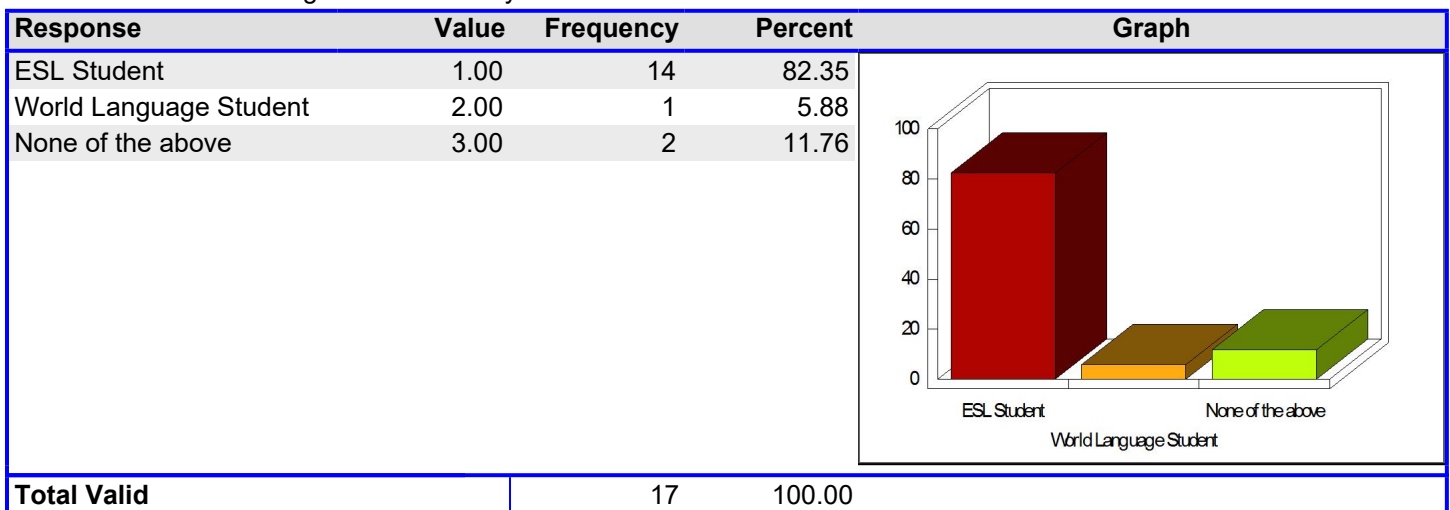
25j. The workshop leader / tutor helped me develop more effective study strategies.

Mean: 1.53



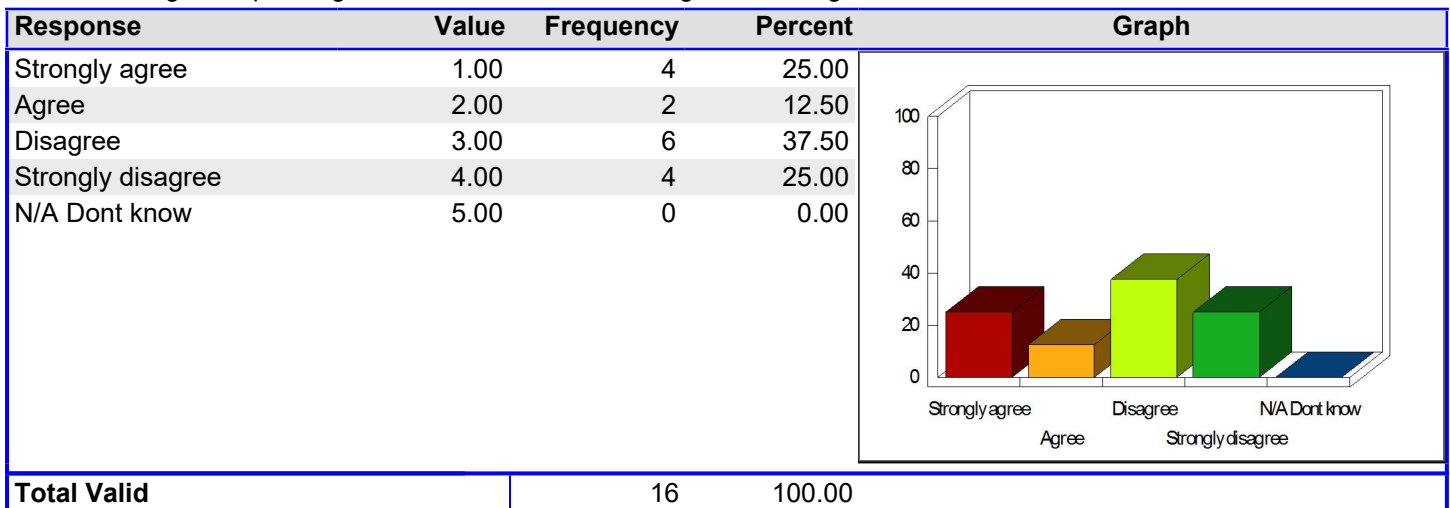
26. Which of the following best describes you? *

Mean: 1.29



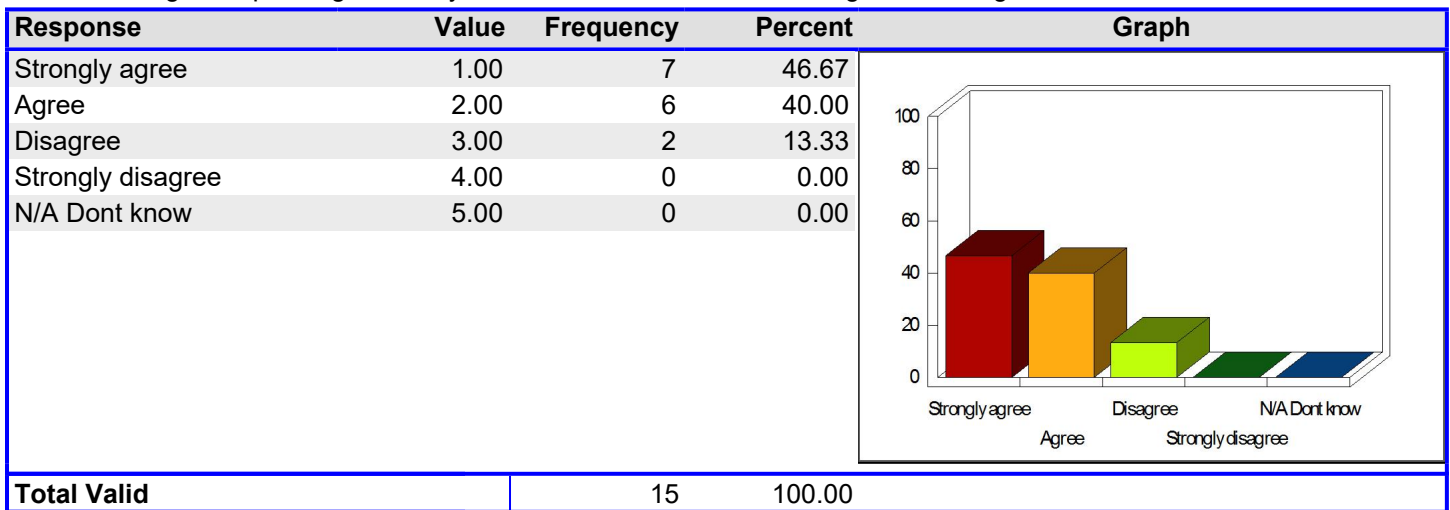
27a. Listening and speaking are more difficult than writing and reading.

Mean: 2.63



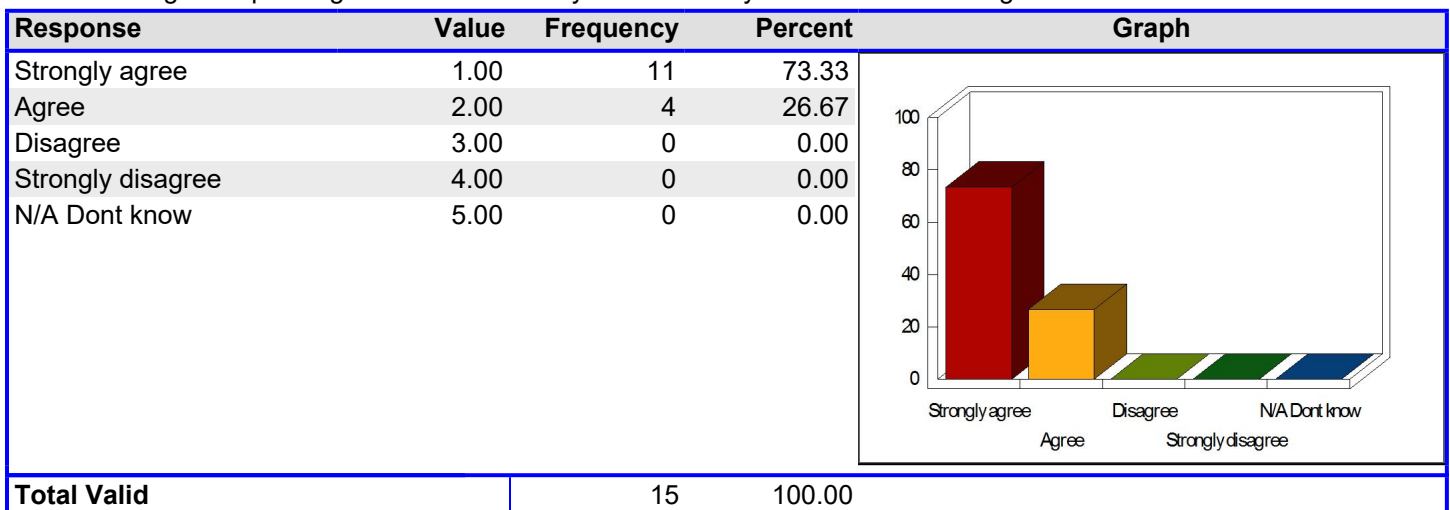
27b. Listening and speaking affect my self-confidence more than writing and reading.

Mean: 1.67



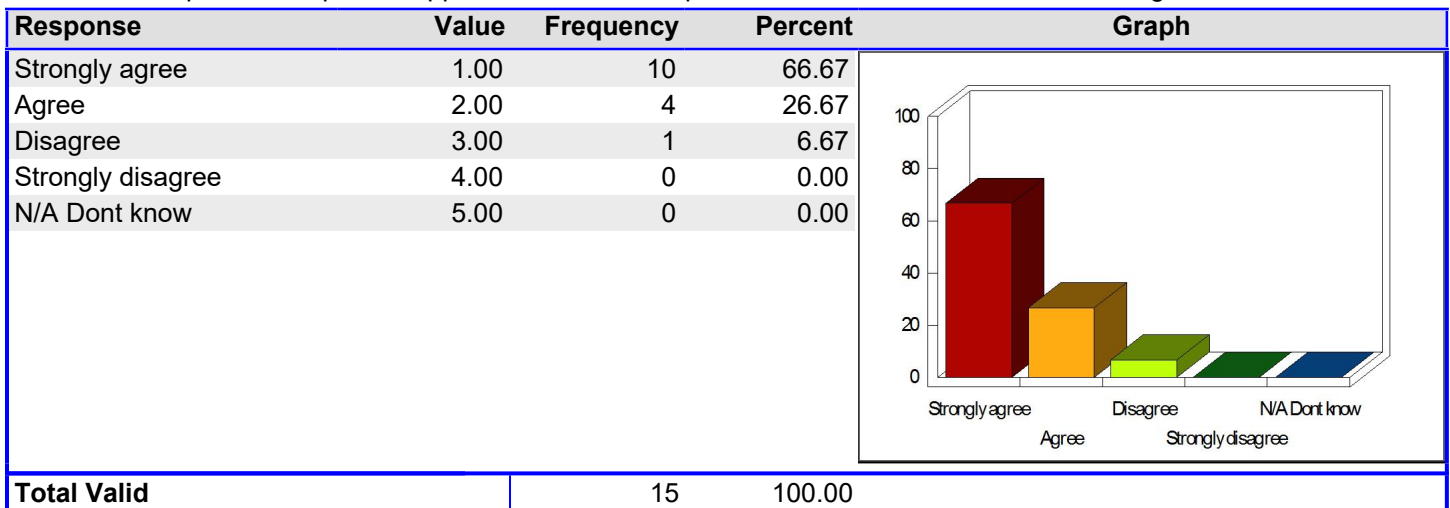
27c. Listening and speaking skills are necessary to achieve my academic or career goal.

Mean: 1.27



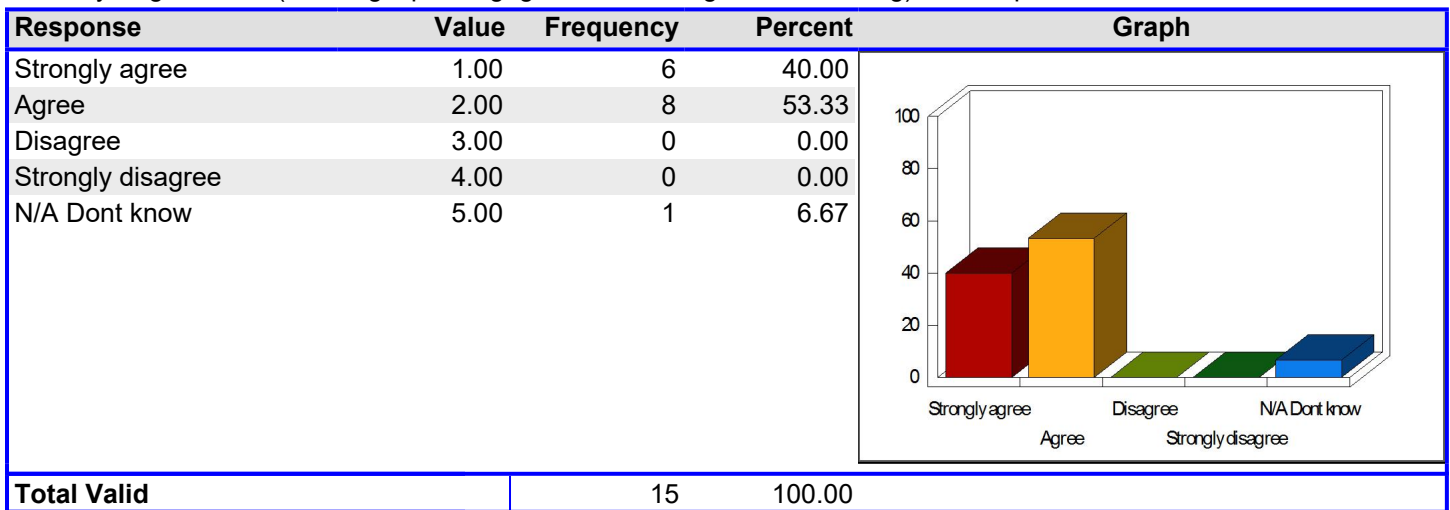
27d. The LSC provides important opportunities for me to practice oral communication skills in English.

Mean: 1.40



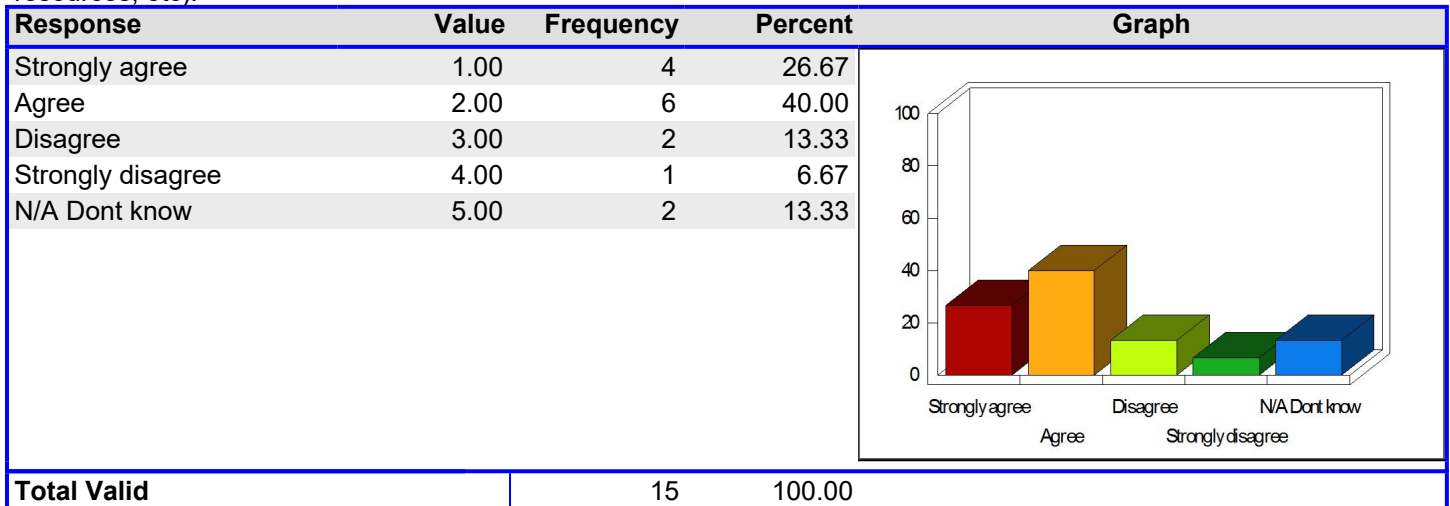
28a. My English skills (listening, speaking, grammar, writing, and/or reading) have improved.

Mean: 1.80



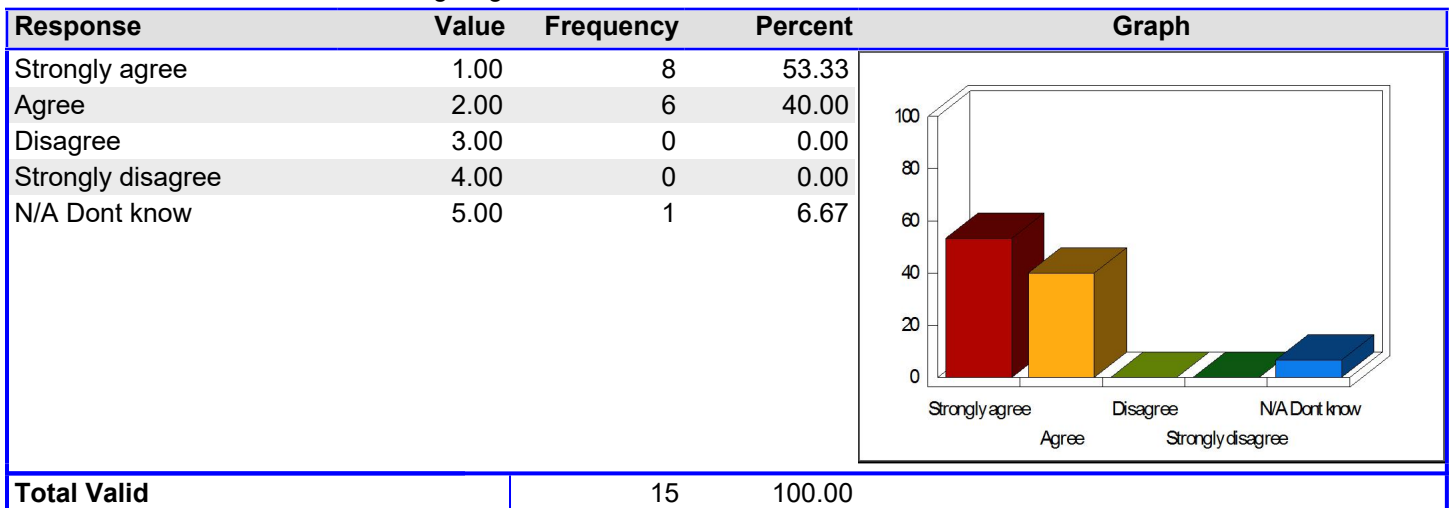
28b. I know more ways to improve my English skills (online resources, LSC programs, other De Anza resources, etc).

Mean: 2.40



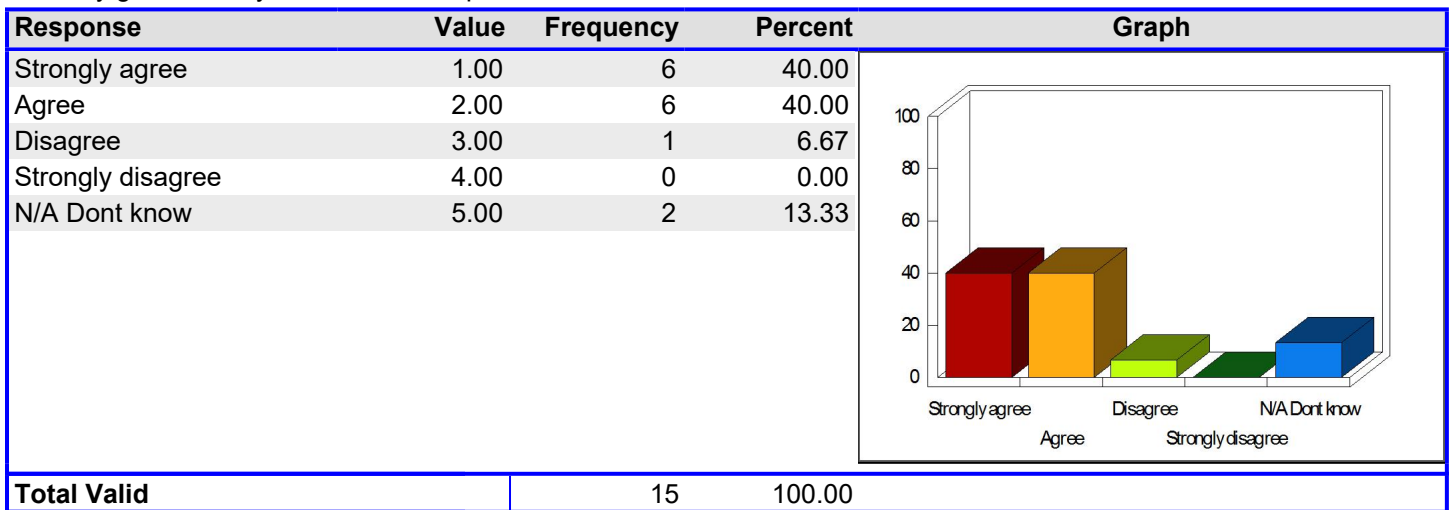
28c. I have more confidence in using English.

Mean: 1.67



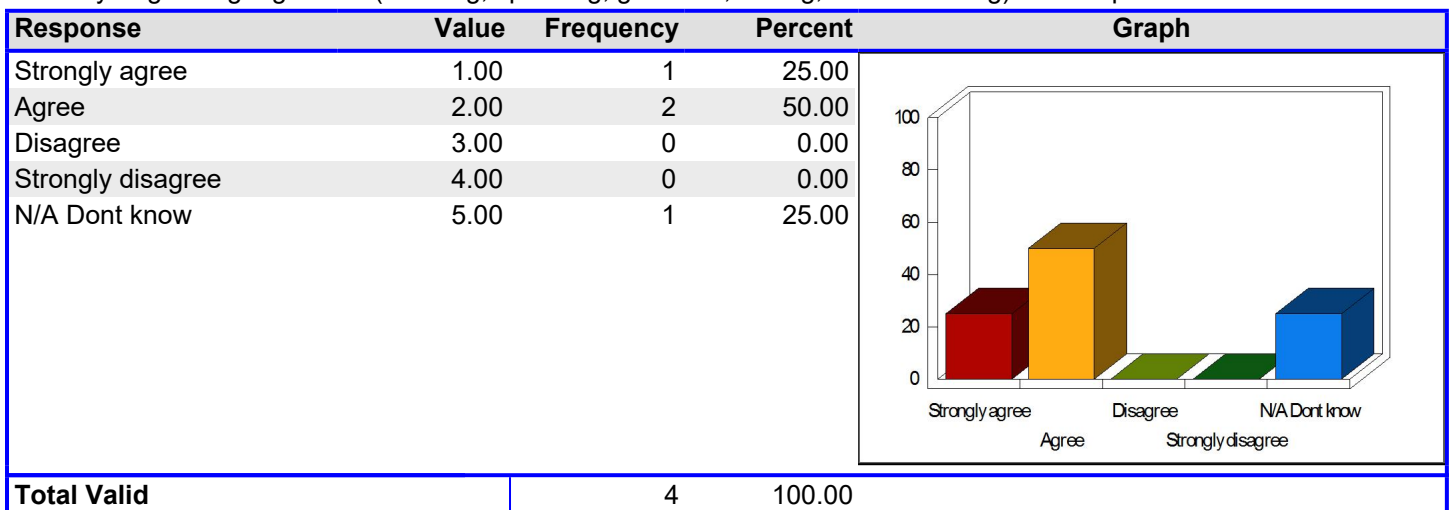
28d. My grades in my classes have improved.

Mean: 2.07



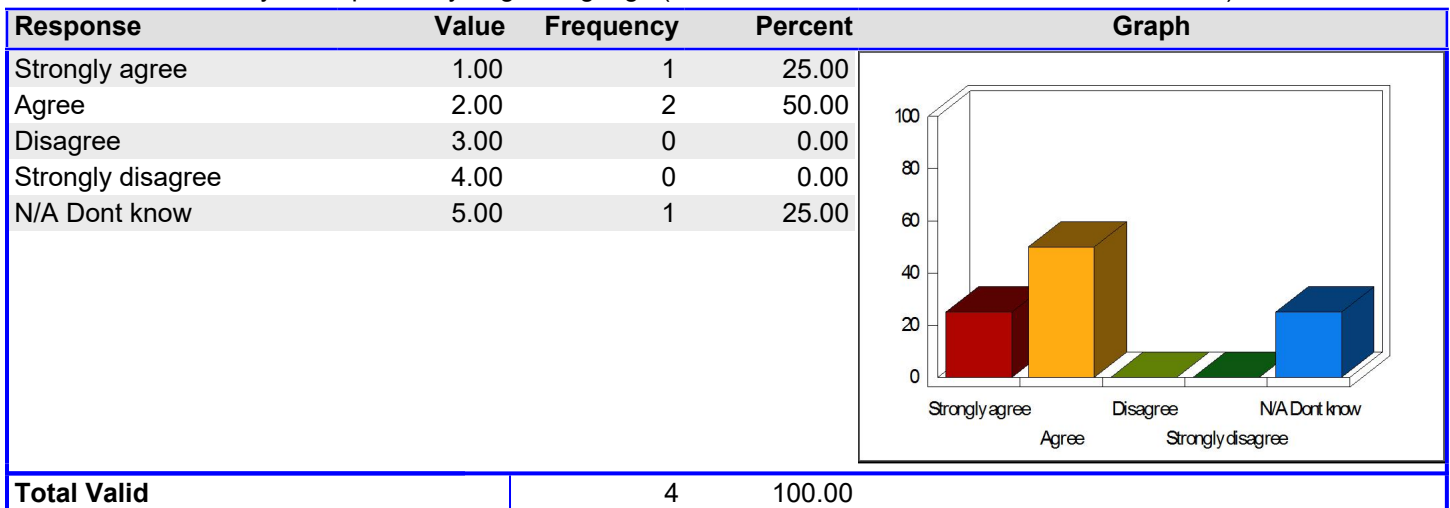
29a. My target language skills (listening, speaking, grammar, writing, and/or reading) have improved.

Mean: 2.50



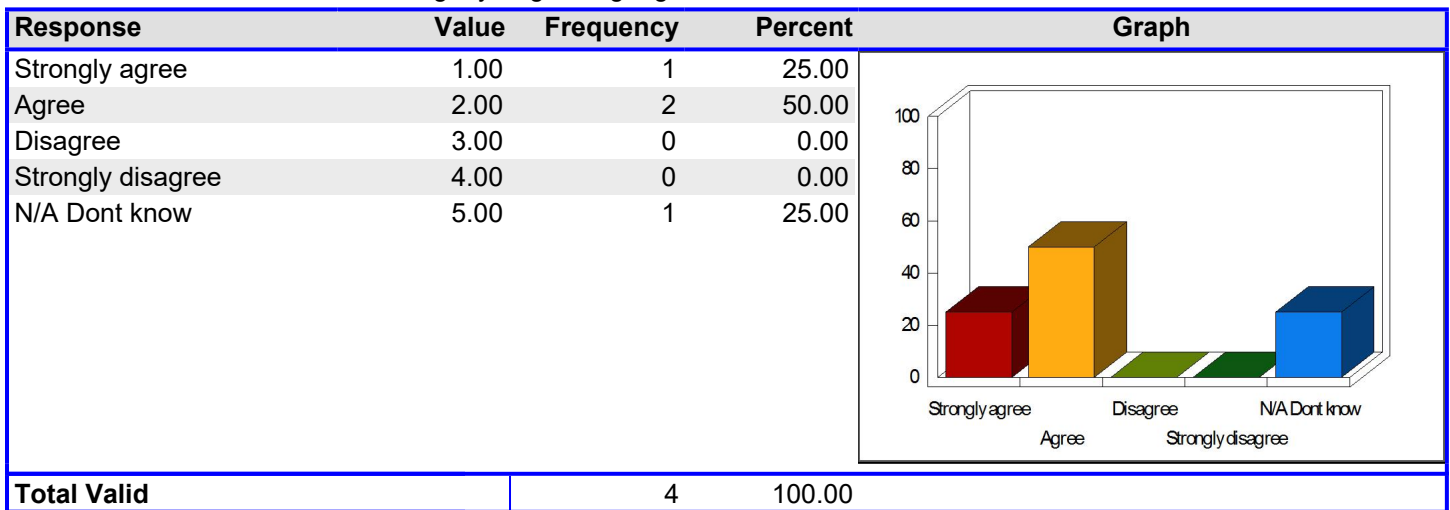
29b. I know more ways to improve my target language (online resources, other De Anza resources, etc).

Mean: 2.50



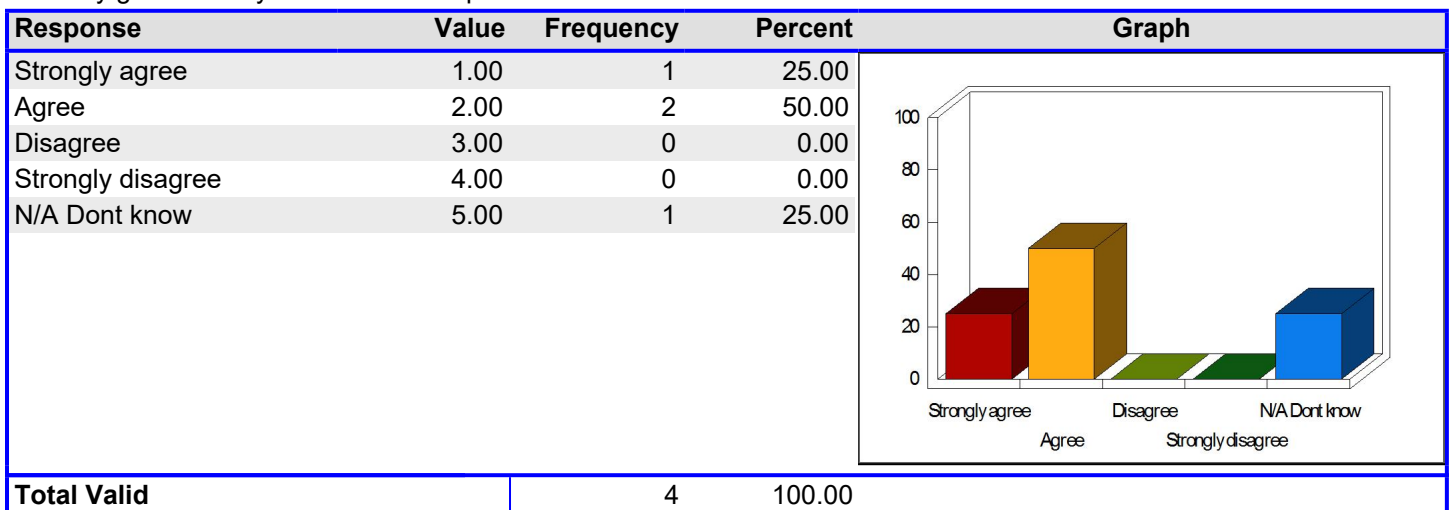
29c. I have more confidence in using my target language.

Mean: 2.50



29d. My grades in my classes have improved.

Mean: 2.50



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

Mean: 4.12

Response	Value	Frequency	Percent	Graph
Math Science and Technology Resource Center S43	1.00	0	0.00	
Writing and Reading Center AT309	2.00	5	29.41	
General Subjects Tutoring AT304	3.00	0	0.00	
Academic Skills Center AT302	4.00	0	0.00	
None	5.00	12	70.59	
Total Valid		17	100.00	

Listening and Speaking Survey

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

Respondent	Response
1	tutor
7	Listening and Speaking center's people.

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

Respondent	Response
2	It's helpful to improve my English skills.
4	all the workshops helped me to improve my speaking and listening skills.
7	All were very good. Sometimes I forget what time I sign in at the Workshop, because I can't find my name on your website.
9	I think it is very useful.
10	Like: Give me chance to talk to other people by English. Dislike: Sometime the staffs are interesting loud.
11	Speaking and listening.
12	Have more help
13	It's really useful, the mentors are great and help us a lot. I love Chris, Amid and TJ's workshops. However, the time of some workshops is too short compares with the time for those interesting new lessons need to take. Furthermore, I think the LSC need to require participants to not speak their first language during the conversation, fun debate or public speech workshops since it waste time of them and others people when they ask and discuss by their first language. And maybe, in my opinion, 15 persons for 1 workshop is too much.
14	I like public debate
15	No
16	Pros: Friendly and supportive atmosphere, interesting topics, very multicultural environment, easy to sign up for workshops, awesome instructors. Great way to socialize. Cons: Limited ability to speak since the participants are only given a few minutes for personal speaking each. No prepared speeches, no obligations, no requirements. Too easy.
17	I like all the workshops because I improved my English to assist couple days of week to the workshops.

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

Respondent	Response
3	I am busy with my classes.
8	Because I work and I was busy for some days.
11	The chance to use English with many topics.
15	Had free time and I like talking to people

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

Respondent	Response
3	No.
4	ToeFl workshop please
7	Debate is good.
9	more pronunciation class for practicing

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

Respondent	Response
10	It would be better if the conversation workshop has some specific topic before the meeting and announce it on the website of LSC. So students can prepare some knowledge for the conversation.
11	I think you should show the detail topic for the next workshop on your website instead of only general topic like "conversation" (maybe topic is "Country music", "LGBT in US",...) If you can, I think some ideas and some mean idea to prepare for the workshop is more useful!
12	No
13	How about watching one comedy episode daily? or watching trailer of the movie and try to understand what they say and write (not the main story to guess but the speech the characters and the storytellers said or the copy-write) in the trailer?
15	No
17	We need more support workshops.

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

Respondent	Response
7	I love it.
10	totally like, no dislike
11	their English is good!
13	It's helpful too and the tutors are really nice, friendly and willing to support us in all English skills.
16	My experience is overall good, the tutors are very helpful and ready to help in any language endeavors.

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

Respondent	Response
2	I feel a little nervous at the thought of man-to-man conversation.
3	I am currently not in any ESL/English class.
8	Because my English wasn't good enough to understanding tutor.
10	improve pronunciation and intonation. Sometimes I want to get help for presentation.
11	It's not useful for me because we don't have too many things to chatting.
12	Too quiet
14	I am too lazy
16	I participated the tutoring sessions since I was required by my ESL 260 class.

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

Respondent	Response
7	No spent too many time on it.
9	I like it because it helps me learn more English
10	Like: it's new to me. have English conversation in my major. Dislike: It doesn't have the program to respond to my record so I don't know if I speak right or not.
12	It is convenience
16	Its available, its always there. Great way to improve pronunciation once you have half an hour spare time. The environment is not very distractive, the staff is always helpful and supportive.

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

Respondent	Response
17	I like is very helpful to practice any place we can go.

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

Respondent	Response
2	Just I did not have much time.
3	I don't need it.
10	Speaking

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

Respondent	Response
2	I feel a little nervous at the thought of man-to-man conversation.
3	I don't need it.
6	I am a full time employee and don't have too much time to participate this
10	I didn't see it. I would love to join it if I see.
12	Want to try once in the future
14	I didn't know
16	I do not know. Maybe I should try it.

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

Respondent	Response
3	It definitely helps me.
4	I used the lab to make my homework. It was really helpful.
9	computer helps me do English programs when I finish my classes.

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

Respondent	Response
2	Sometime, the leader of workshop didn't show up and it didn't even be canceled. It was too bad.
3	I like the fact that I've met a nice friend this quarter.
7	Excellent!
9	I like the center.
10	This is the first place for me to study. Nothing to dislike.
12	Its really good
13	We need to have more space and time and fun activities such as listening and singing English songs, watching movies or shows together,etc.
15	There was times when only 2 or 3 people showed up and that's boring. If you encourage more people joining workshops that would be great.
16	I only attended workshops, took tutoring sessions, and used ESL software. It helped me with my ESL260 class as well as made me more confident about my speaking skills. Besides, I received additional knowledge about customs and traditions of the US. There is nothing to dislike. It would be great if the workshops range in difficulty level. Overall I'm very happy to have a privilege of using LSC services.



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

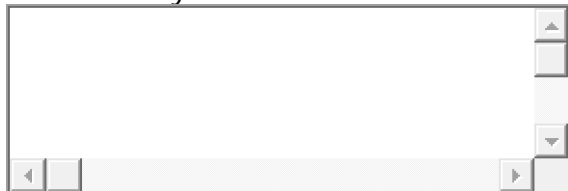
4. Did you participate in weekly workshops (conversation, idioms, vocabulary, etc) in the Listening and Speaking Center this quarter? *

- ☐ Yes
- ☐ No

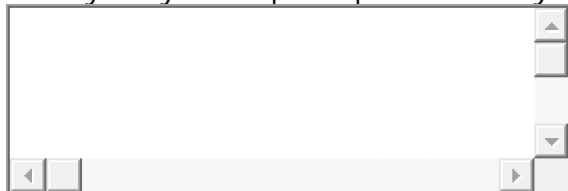
Yes -> Go to Question 5 and skip Question 6

NO -> Skip Question 5 and go to Question 6

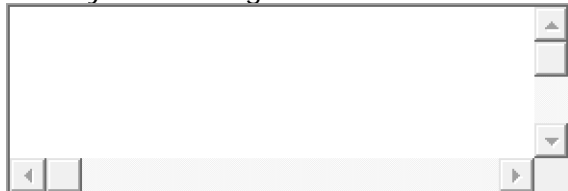
5. What did you like or dislike about weekly workshops?

A text input field with a light gray border and a white background. It has a vertical scrollbar on the right side and a horizontal scrollbar at the bottom. The field is currently empty.

6. Why did you not participate in weekly workshops?

A text input field with a light gray border and a white background. It has a vertical scrollbar on the right side and a horizontal scrollbar at the bottom. The field is currently empty.

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

A text input field with a light gray border and a white background. It has a vertical scrollbar on the right side and a horizontal scrollbar at the bottom. The field is currently empty.

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
9a. It helped me improve my study habits.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9b. It helped me improve my grade in ESL 251.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9c. It helped me improve my grades in other classes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9d. It helped me understand the class materials (lecture, textbook, and assignments) in ESL 251.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9e. It helped me improve the skills I was hoping to improve (pronunciation, presentation, or listening).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9f. Overall, I was pleased with the workshop.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

[illegible]

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

No -> Skip Questions 12 and 13, and go to Question 14.

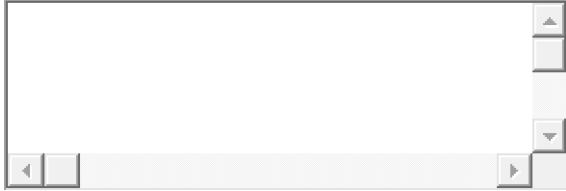
	Strongly agree	Agree	Disagree	Strongly disagree	N/A, Don't know
12a. It helped me improve my study habits.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12b. It helped me improve my grade in ESL 253.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12c. It helped me improve my grades in other classes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12d. It helped me understand the class materials (lecture, textbook, and assignments) in ESL 253.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12e. It helped me improve my English grammar.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12f. It helped me improve my writing skills in English.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12g. Overall, I was pleased with the workshop.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[illegible]

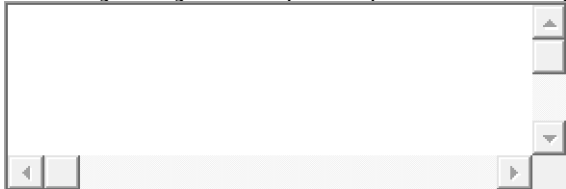
14. Did you participate in ESL tutoring in the Listening and Speaking Center this quarter? *

- 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?

A rectangular text input field with a light gray border. On the right side, there are three small square buttons stacked vertically, each with a small upward-pointing triangle. On the bottom left, there is a small square button with a left-pointing triangle, and on the bottom right, there is a small square button with a right-pointing triangle.

16. Why did you not participate in tutoring?

A rectangular text input field with a light gray border. On the right side, there are three small square buttons stacked vertically, each with a small upward-pointing triangle. On the bottom left, there is a small square button with a left-pointing triangle, and on the bottom right, there is a small square button with a right-pointing triangle.

Questions about World Language Tutoring

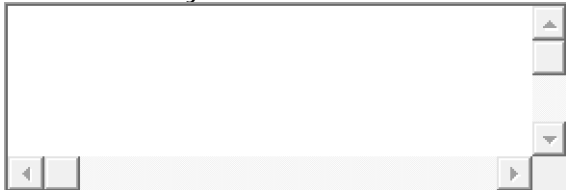
17. Did you participate in World Language Tutoring in the Listening and Speaking Center this quarter? *

- ☐ 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?

A rectangular text input field with a light gray border. On the right side, there are three small square buttons stacked vertically, each with a small upward-pointing triangle. On the bottom left, there is a small square button with a left-pointing triangle, and on the bottom right, there is a small square button with a right-pointing triangle.

Questions about ESL Software

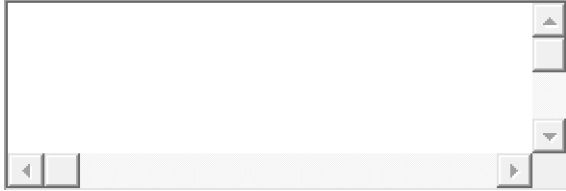
19. Did you use ESL software in the Listening and Speaking Center this quarter? *

- ☐ Yes
- ☐ No

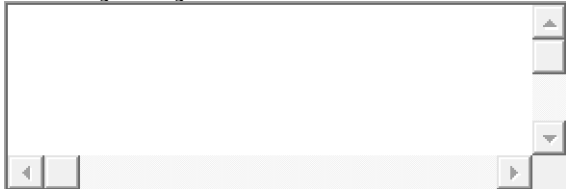
Yes -> Go to Question 20 and skip question 21

No -> Skip Question 20 and go to Question 21.

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

A rectangular text input field with a light gray border. On the right side, there are three small square buttons stacked vertically, each containing a small upward-pointing triangle. On the bottom left, there is a small square button containing a left-pointing triangle. On the bottom right, there is a small square button containing a right-pointing triangle.

21. Why did you not use ESL software?

A rectangular text input field with a light gray border. On the right side, there are three small square buttons stacked vertically, each containing a small upward-pointing triangle. On the bottom left, there is a small square button containing a left-pointing triangle. On the bottom right, there is a small square button containing a right-pointing triangle.

Questions about Language Exchange

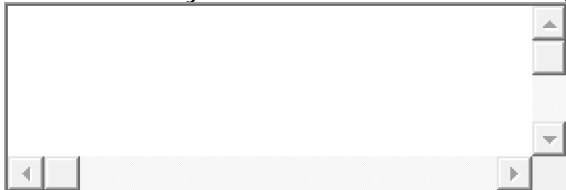
22. Did you participate in Language Exchange in the Listening and Speaking Center this quarter? *

- ☐ Yes
- ☐ No

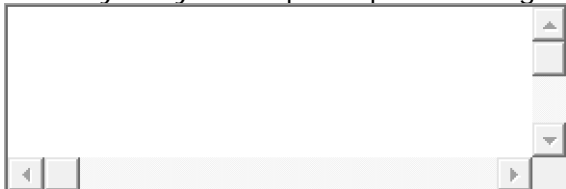
Yes -> Go to Question 23 and skip question 24

No -> Skip Question 23 and go to Question 24.

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

A rectangular text input field with a light gray border. On the right side, there are three small square buttons stacked vertically, each containing a small upward-pointing triangle. On the bottom left, there is a small square button containing a left-pointing triangle. On the bottom right, there is a small square button containing a right-pointing triangle.

24. Why did you not participate in Language Exchange?

A rectangular text input field with a light gray border. On the right side, there are three small square buttons stacked vertically, each containing a small upward-pointing triangle. On the bottom left, there is a small square button containing a left-pointing triangle. On the bottom right, there is a small square button containing a right-pointing triangle.

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
25a. It was easy to register for different activities in the LSC (workshop, tutoring, and/or Language Exchange).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25b. The staff was friendly and helpful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25c. The staff took the time to explain the services offered in the LSC.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25d. The staff explained the policies and procedures for using other Student Success Center services (Skills workshop, writing and reading tutoring, etc).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25e. The workshop leader / tutor was on time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25f. The workshop leader / tutor was willing to listen to my questions and concerns.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25g. The workshop leader / tutor was patient.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25h. The workshop leader / tutor helped me to identify my problem area.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25i. The workshop leader / tutor explained concepts clearly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25j. The workshop leader / tutor helped me develop more effective study strategies.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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
27a. Listening and speaking are more difficult than writing and reading.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

27b. Listening and speaking affect my self-confidence more than writing and reading.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27c. Listening and speaking skills are necessary to achieve my academic or career goal.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27d. The LSC provides important opportunities for me to practice oral communication skills in English.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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 resoruces:

	Strongly agree	Agree	Disagree	Strongly disagree	N/A, Don't know
28a. My English skills (listening, speaking, grammar, writing, and/or reading) have improved.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28b. I know more ways to improve my English skills (online resources, LSC programs, other De Anza resources, etc).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28c. I have more confidence in using English.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28d. My grades in my classes have improved.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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
29a. My target language skills (listening, speaking, grammar, writing, and/or reading) have improved.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29b. I know more ways to improve my target language (online resources, other De Anza resources, etc).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29c. I have more confidence in using my target language.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29d. My grades in my classes have improved.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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 servies 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