

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: 1/17/2018

Subject: Listening and Speaking Center Feedback, Fall 2017

A survey of Listening and Speaking Center (LSC) survey was conducted at the end of the Fall quarter in 2017. This resulted in 25 valid respondents.

Important Highlights Include:

- 80% (20) of respondents found out about the Listening and Speaking Center through an instructor. (Question 2)
- 72% (18) of respondents participate in weekly workshops (conversations, idioms, vocabulary, etc.) in the Listening and Speaking Center this quarter. (Question 4)
- 92% (12) of respondents who attended an ESL 251 Support Workshop believe it helped them improve the skills they were hoping to improve (pronunciation, presentation, or listening) and were pleased with the workshop. (Question 9e,f).
- 88% (22) of respondents did not participate in at least one of the ESL 253 Support Workshops (Perfect Tense, Adjective Clause, and/or Sentence Variety) in the Listening and Speaking Center this quarter. (Question 11)
- 92% (23) of respondents did not participate in World Language Tutoring in the Listening and Speaking Center this quarter. (Question 17)
- 92% (23) of respondents did not participate in Language Exchange in the Listening and Speaking Center this quarter. (Question 22)
- 92% (23) 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.)

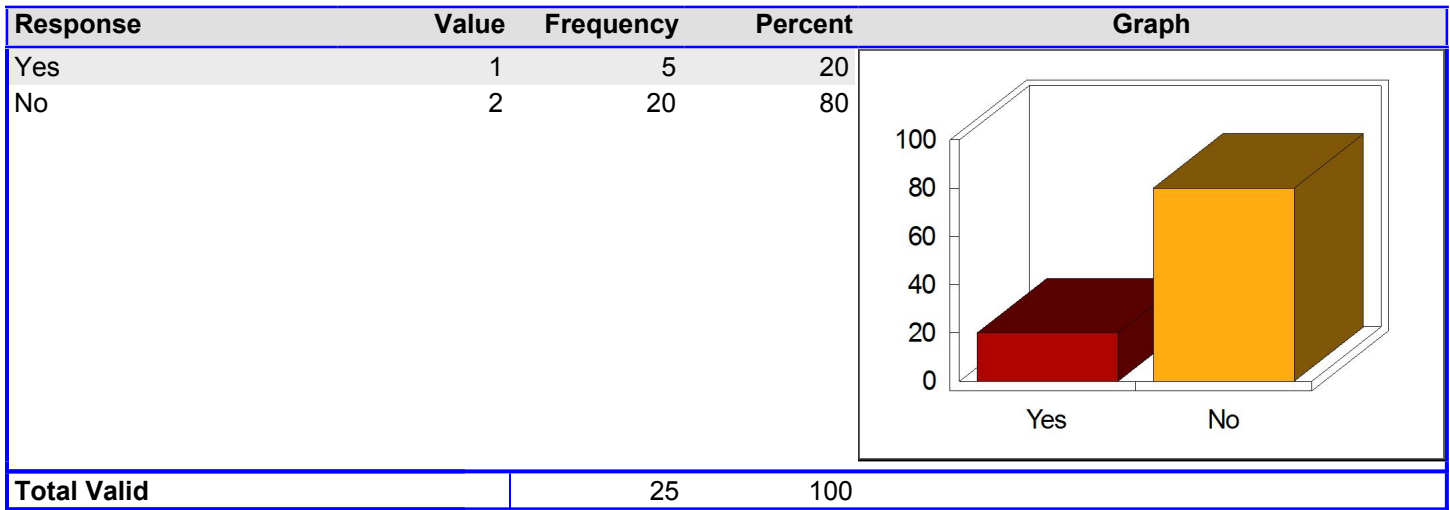
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- 92% (23) of respondents agree or strongly agree that the staff was friendly and helpful. (Question 25b.)
- 80% (20) of respondents agree or strongly agree that the staff explained policies and procedures for using other Student Success Center services (Skills workshop, writing and reading tutoring, etc.). (Question 25d.)
- 84% (21) of respondents agree or strongly agree that the workshop leader/tutor was on time and helped them identify their problem area. (Question 25e,h)
- 88% of respondents agree or strongly agree that the workshop leader/tutor was willing to listening to their questions and concerns and was patient. (Question 25 f,g)
- 76% (19) of respondents best describe themselves as ESL students. (Question 26)
- 90% (17) of respondents who describe themselves as ESL students agree or strongly agree that the LSC provides important opportunities for them to practice oral communication in English. (Question 27d.)
- 95% (19) of respondents who describe themselves as ESL students agree or strongly agree that after using the LSC program and resources their English skills (listening, speaking, grammar, writing, and/or reading) have improved. (Question 28a.)
- 95% (19) of respondents who describe themselves as ESL students agree or strongly agree that after using the LSC program and resources they know more ways to improve English skills (online resources, LSC programs, other De Anza resources, etc.). (Question 28b.)
- 95% (19) of respondents who describe themselves as ESL students agree or strongly agree that after using the LSC program and resources their grades in their classes have improved. (Question 28c.)

Fall 2017 Listening and Speaking Feedback

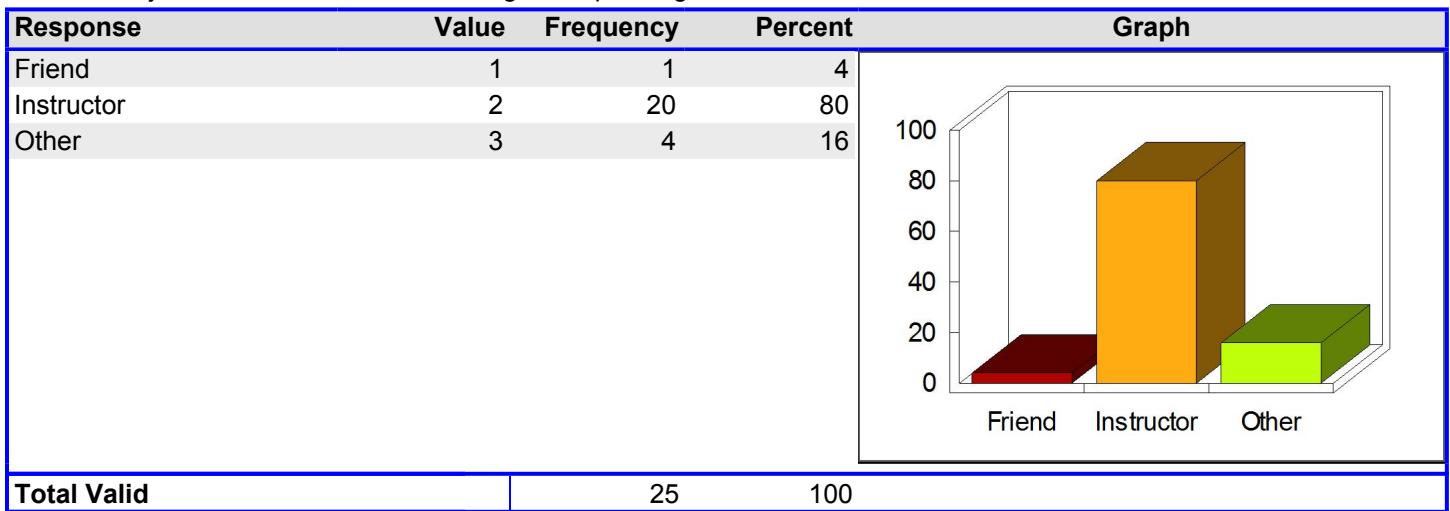
1. Are you an international student? *

Mean: 2



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

Mean: 2



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

Mean: -

Response	Value	Frequency	Percent	Graph
EWRT/READ/LART instructor	1	2	10	
Speech instructor	2	0	0	
World language class instructor	3	1	5	
Anderson Elaine	4	0	0	
Bankston Christopher	5	2	10	
Barasch-Kane Nancy	6	1	5	
Betlach Marcy	7	0	0	
Boerner Karen	8	2	10	
Boyd Cristin	9	0	0	
Carobus Patricia	10	1	5	
Carrell Tanya	11	3	14	
Chai Christine	12	0	0	
Cooper Susan	13	0	0	
Culver Matthew	14	0	0	
Dodd Elizabeth	15	0	0	
Dubarry Michele	16	1	5	
Flores Kathy	17	1	5	
Goodwin Mary Ellen	18	0	0	
Goksel-Demir Ebru	19	0	0	
Hamilton Webster	20	3	14	
Haven Kathy	21	2	10	
Heistein Gloria	22	0	0	
Himes Gretchen	23	0	0	
Ifft MaryAnne	24	0	0	
Kohnhorst Lisa	25	0	0	
Lam Clara	26	0	0	
Lee Charles	27	0	0	
Lee Andrea	28	0	0	
Leung Kai-Cheon	29	0	0	
Marchiano Michelle	30	0	0	
Marianetti Noel	31	0	0	
Marin Maria	32	1	5	
Molino-Torres Alejandro	33	0	0	
Newman Cheri	34	1	5	
Norman Craig	35	6	29	
Nguyen Lynh	36	0	0	
Ormeno Valerie	37	0	0	
Ouyang Caroline	38	0	0	
Rivera Meegan	39	0	0	
Ruumet Marika	40	0	0	
Stranahan Sharon	41	0	0	
Sklyar Angelina	42	1	5	
Thistlethwaite Ann	43	0	0	
Thot-Johnson Iris	44	0	0	

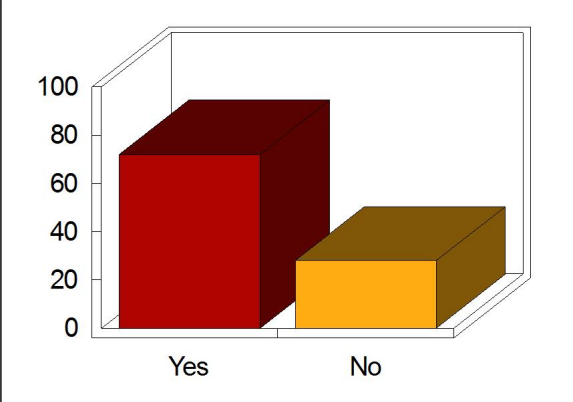
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Topalovic Jasmina	45	0	0
Tracey Iva	46	1	5
Tung Daniel	47	1	5
Wong Letty	48	5	24
Yee Linda	49	1	5

Total Valid		21	100
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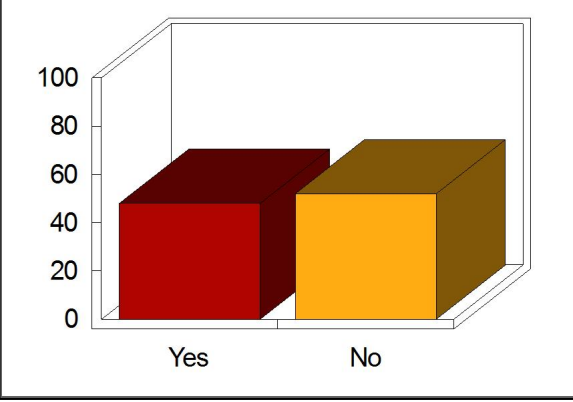
4. Did you participate in weekly workshops (conversation, idioms, vocabulary, etc) in the Listening and Speaking Center this quarter? *

Mean: 1

Response	Value	Frequency	Percent	Graph
Yes	1	18	72	
No	2	7	28	
Total Valid		25	100	

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: 2

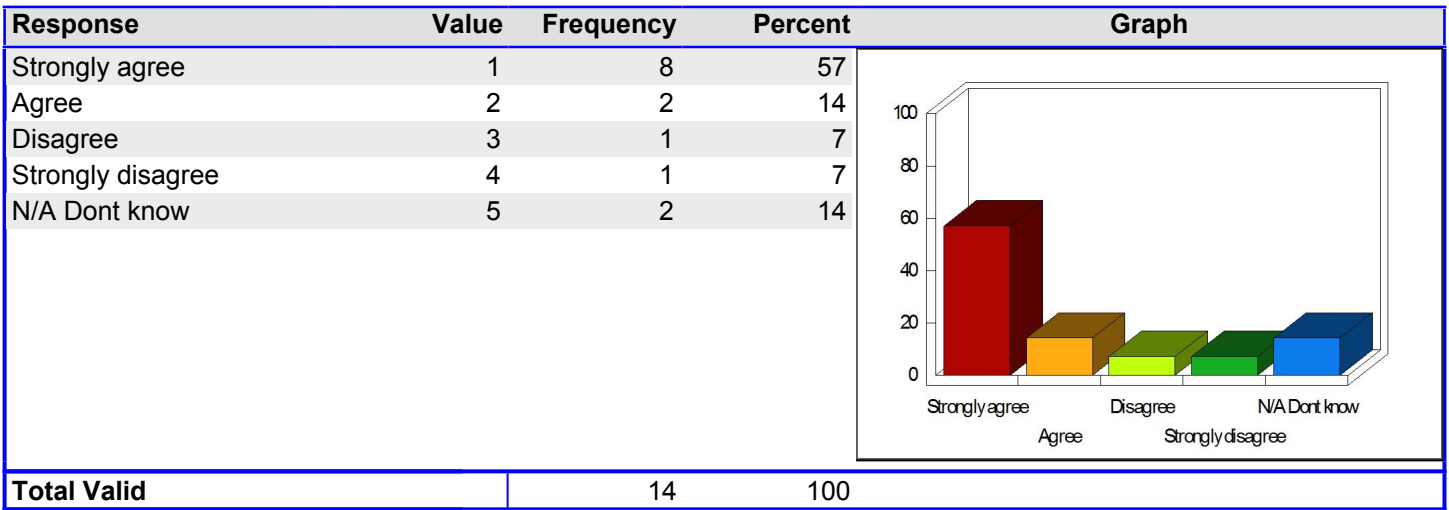
Response	Value	Frequency	Percent	Graph
Yes	1	12	48	
No	2	13	52	
Total Valid		25	100	

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

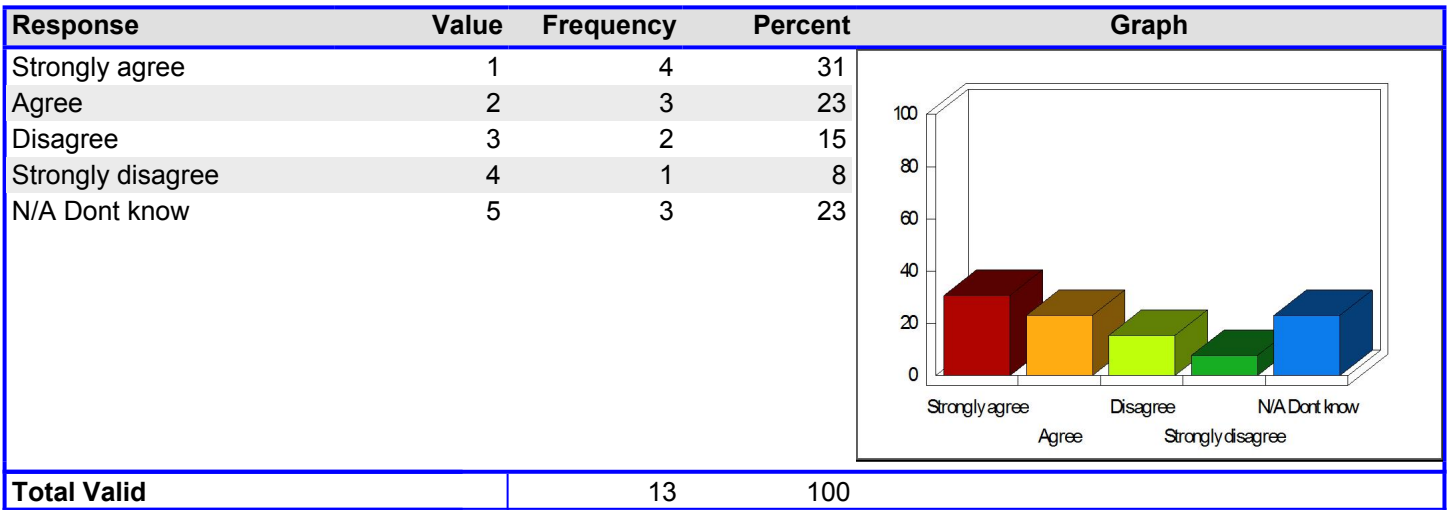
9a. It helped me improve my study habits.

Mean: 2



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

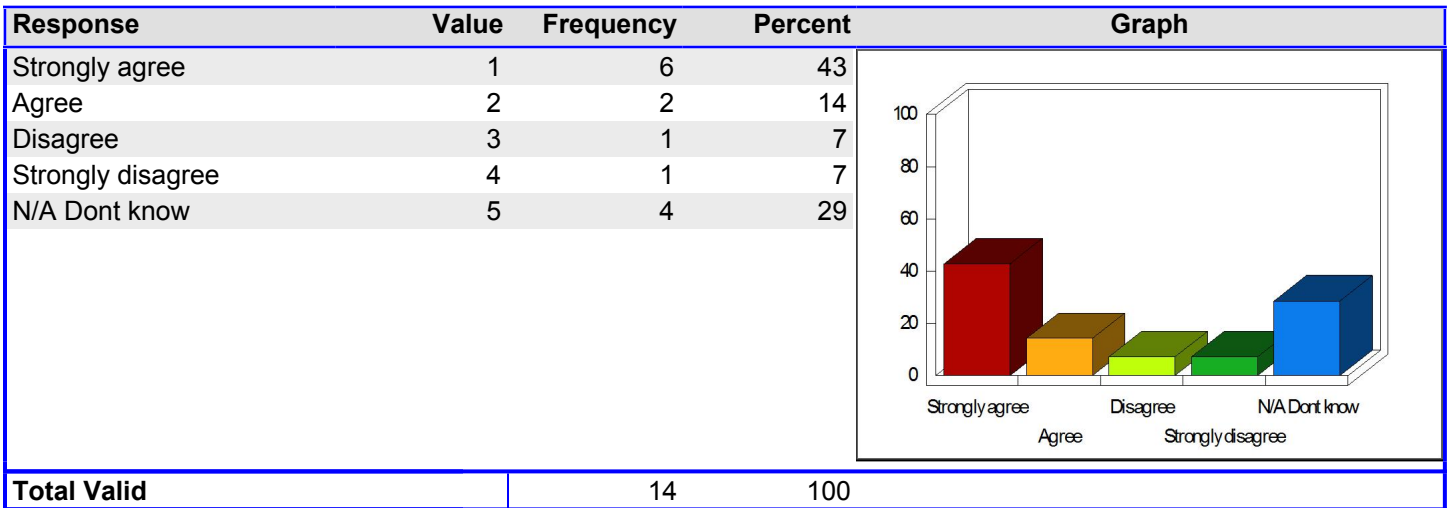
Mean: 3



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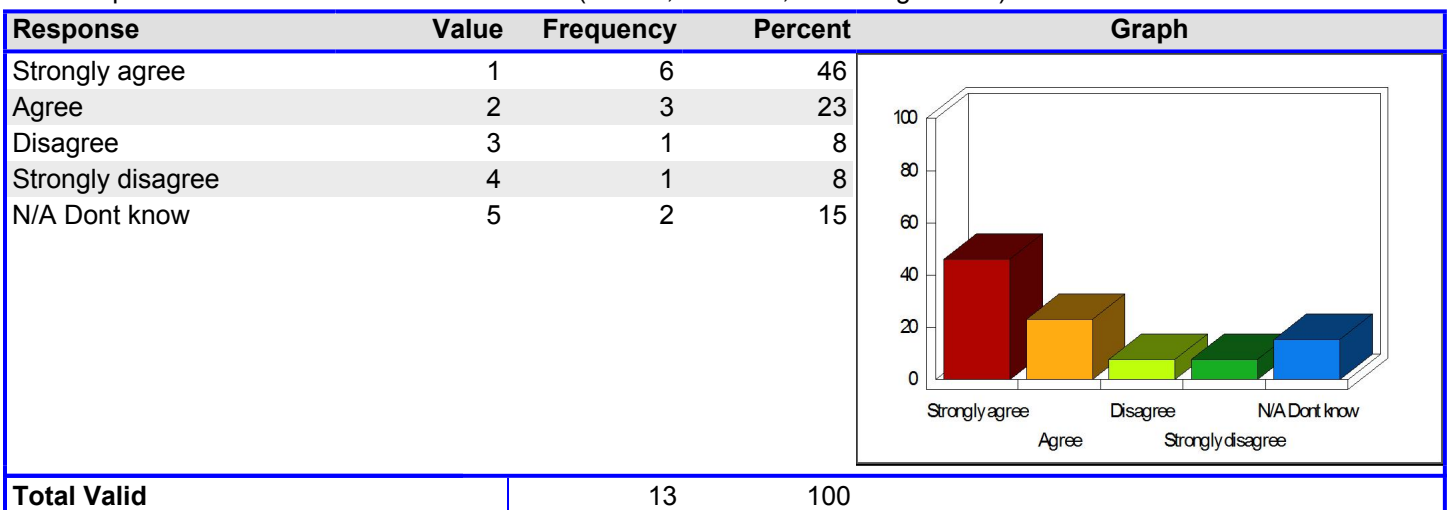
9c. It helped me improve my grades in other classes.

Mean: 3



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

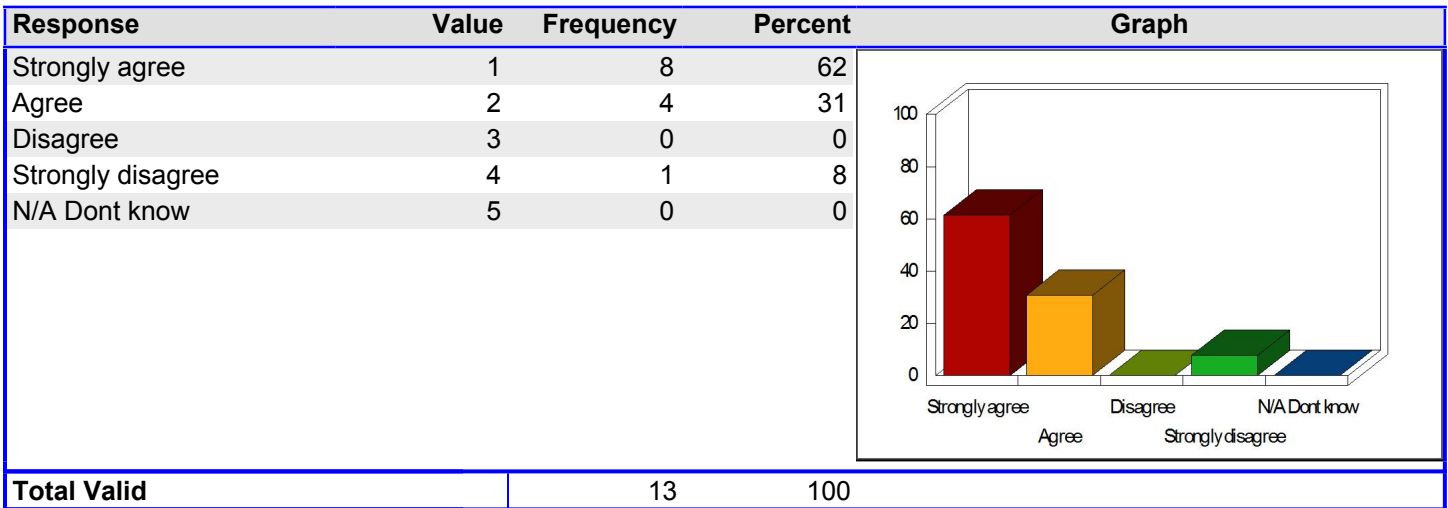
Mean: 2



Fall 2017 Listening and Speaking Feedback

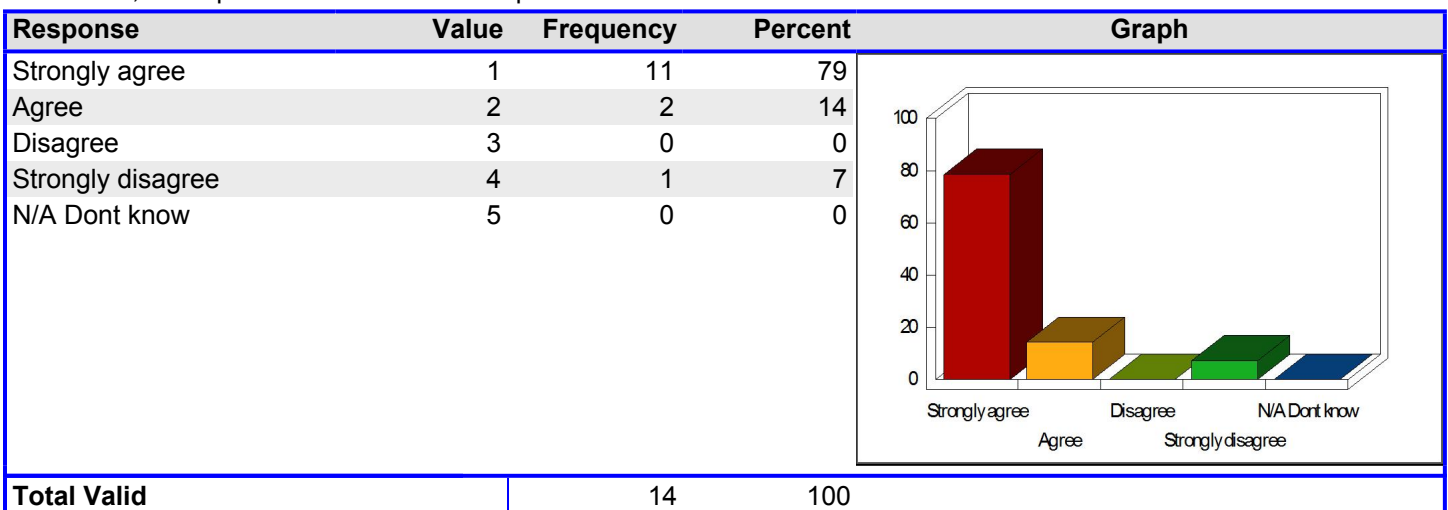
9e. It helped me improve the skills I was hoping to improve (pronunciation, presentation, or listening).

Mean: 2



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

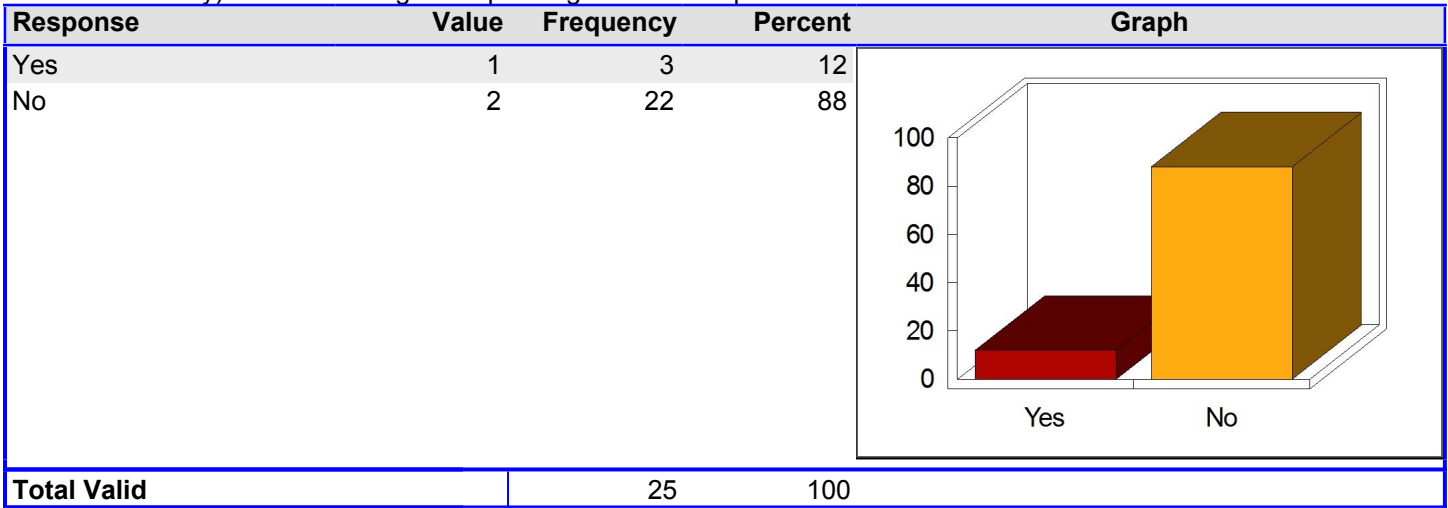
Mean: 1



Fall 2017 Listening and Speaking Feedback

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? *

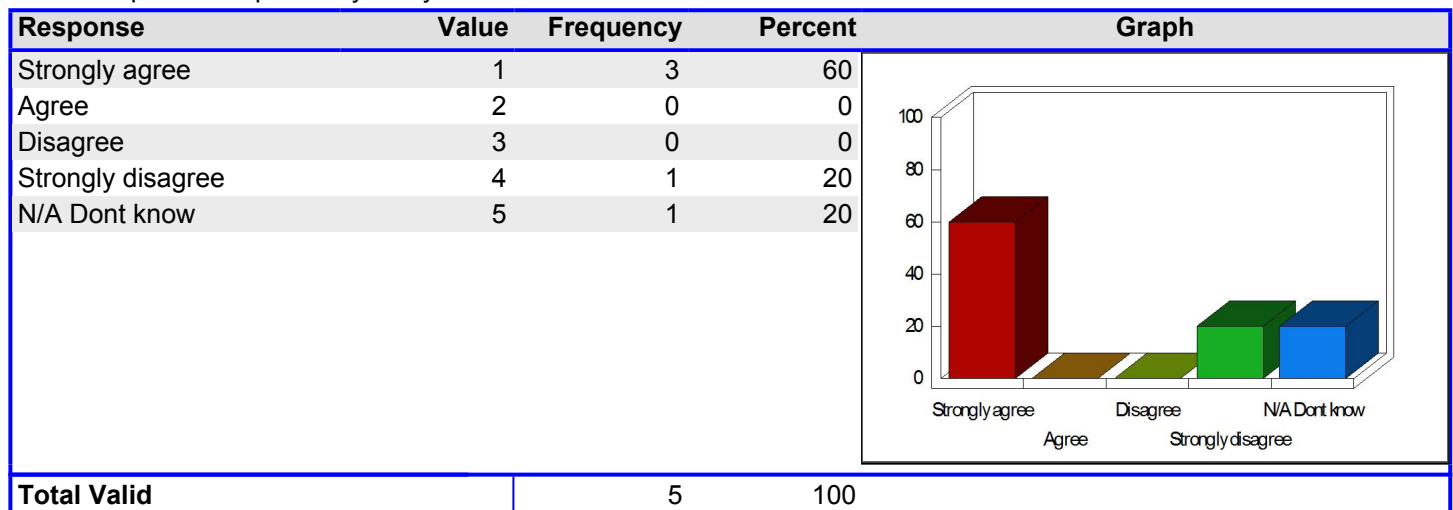
Mean: 2



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

12a. It helped me improve my study habits.

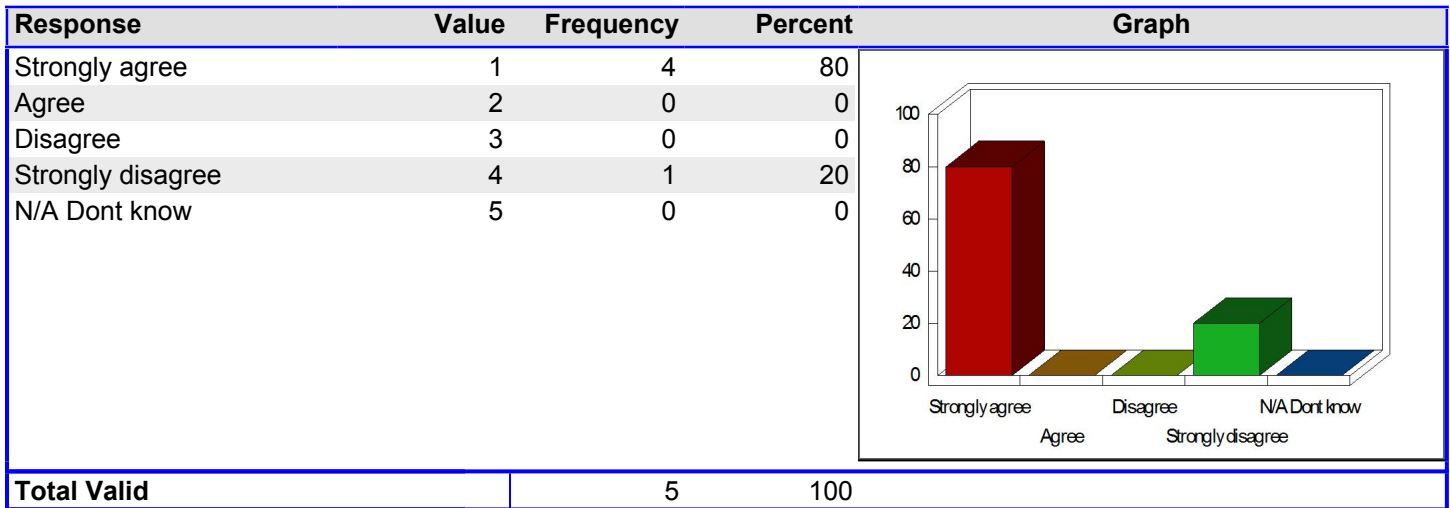
Mean: 2



Fall 2017 Listening and Speaking Feedback

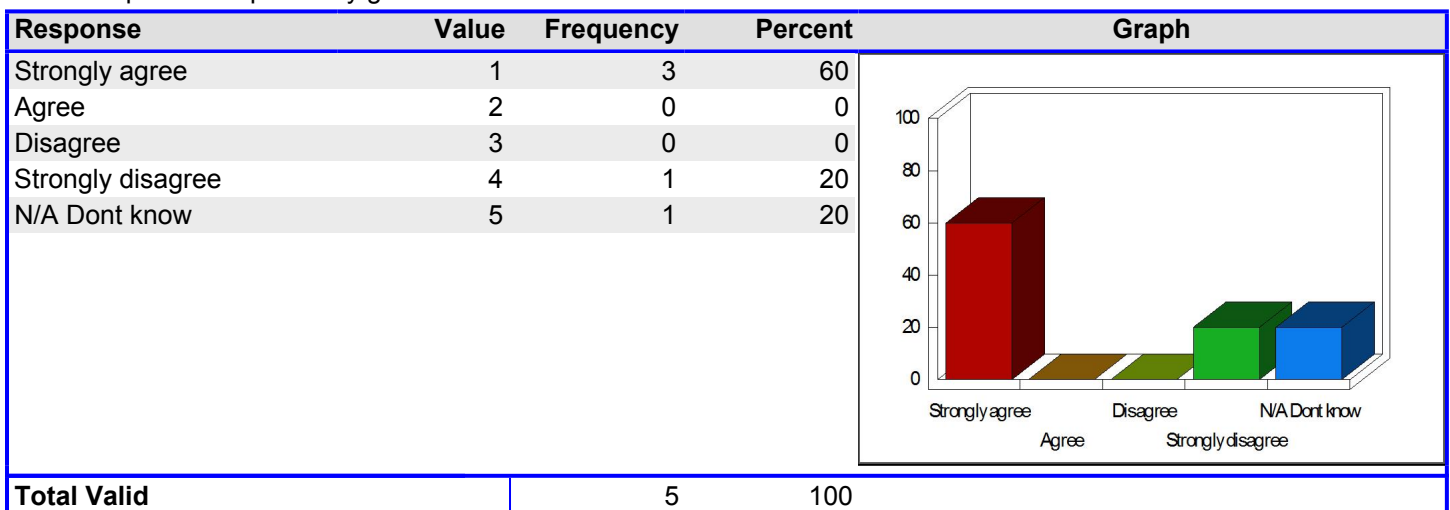
12b. It helped me improve my grade in ESL 253.

Mean: 2



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

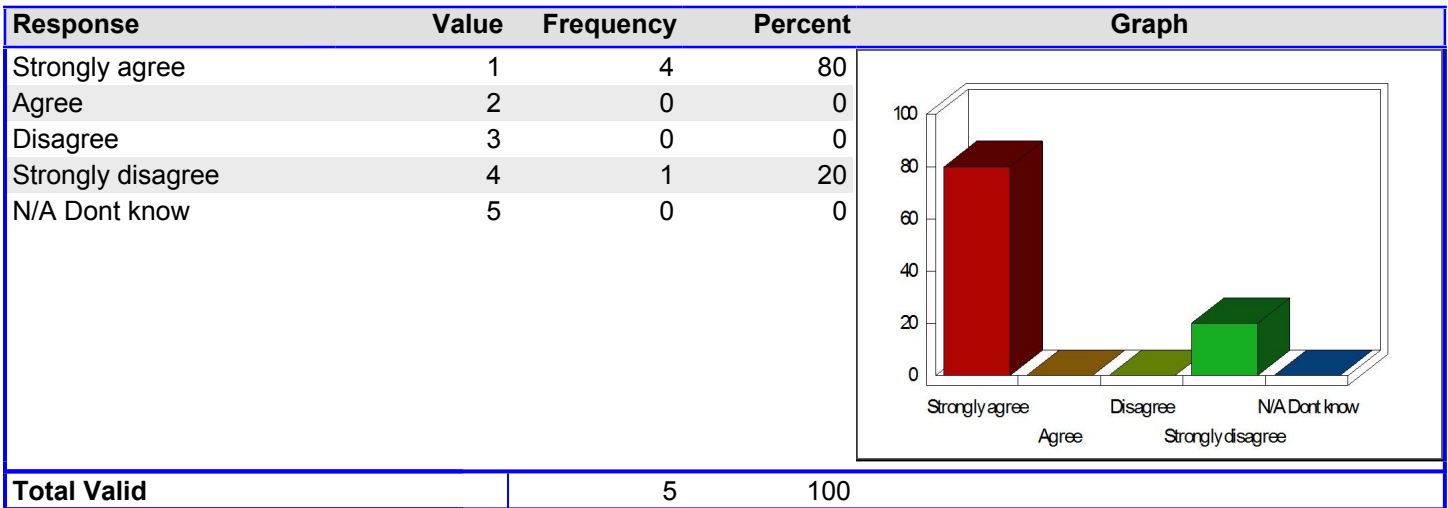
Mean: 2



Fall 2017 Listening and Speaking Feedback

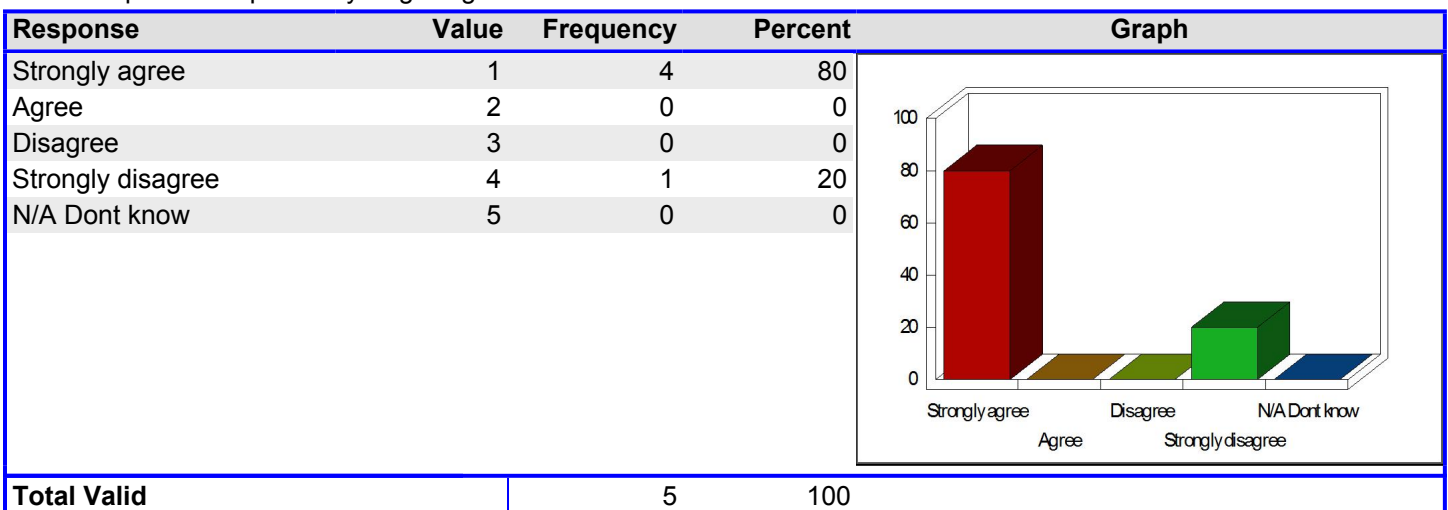
12d. It helped me understand the class materials (lecture, textbook, and assignments) in ESL 253.

Mean: 2



12e. It helped me improve my English grammar.

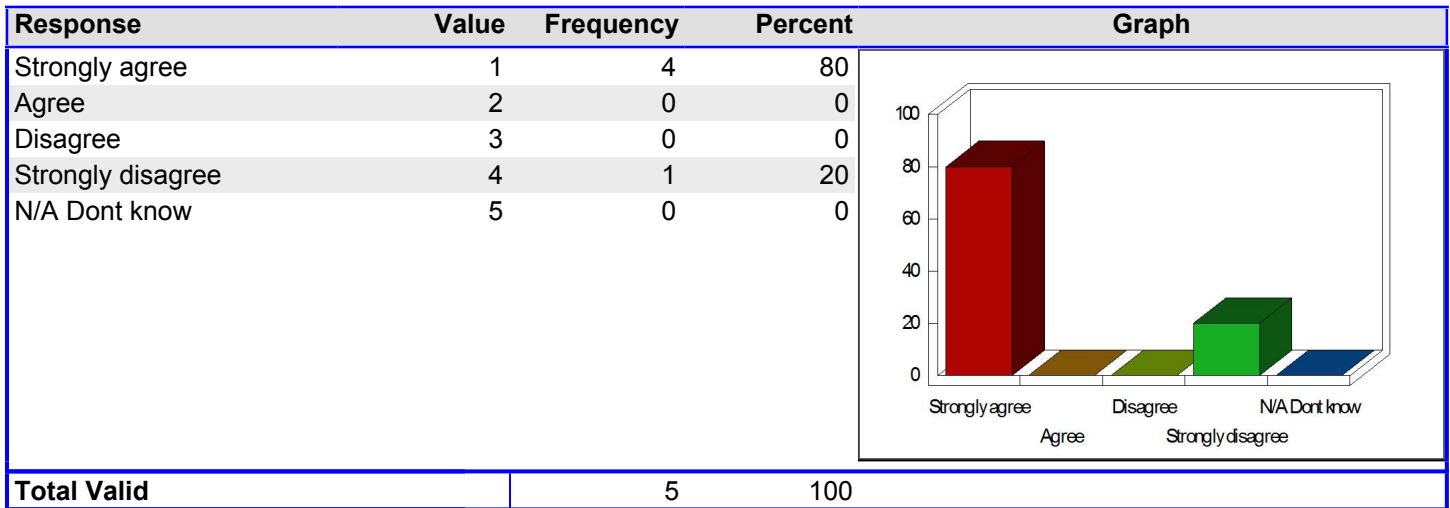
Mean: 2



Fall 2017 Listening and Speaking Feedback

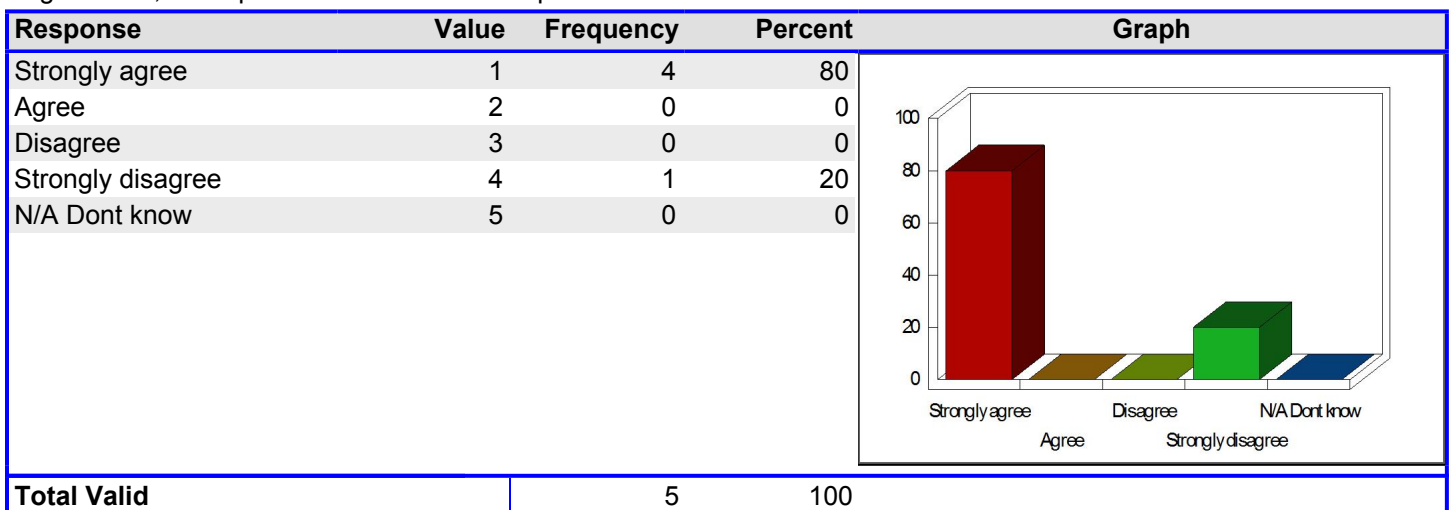
12f. It helped me improve my writing skills in English.

Mean: 2



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

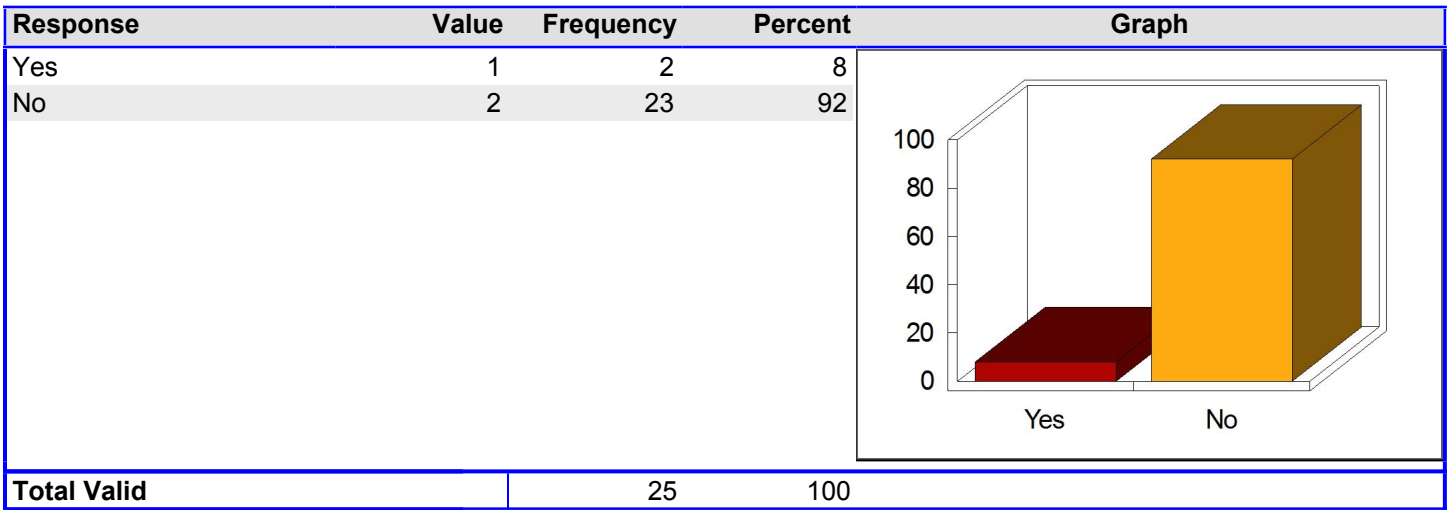
Mean: 2



Fall 2017 Listening and Speaking Feedback

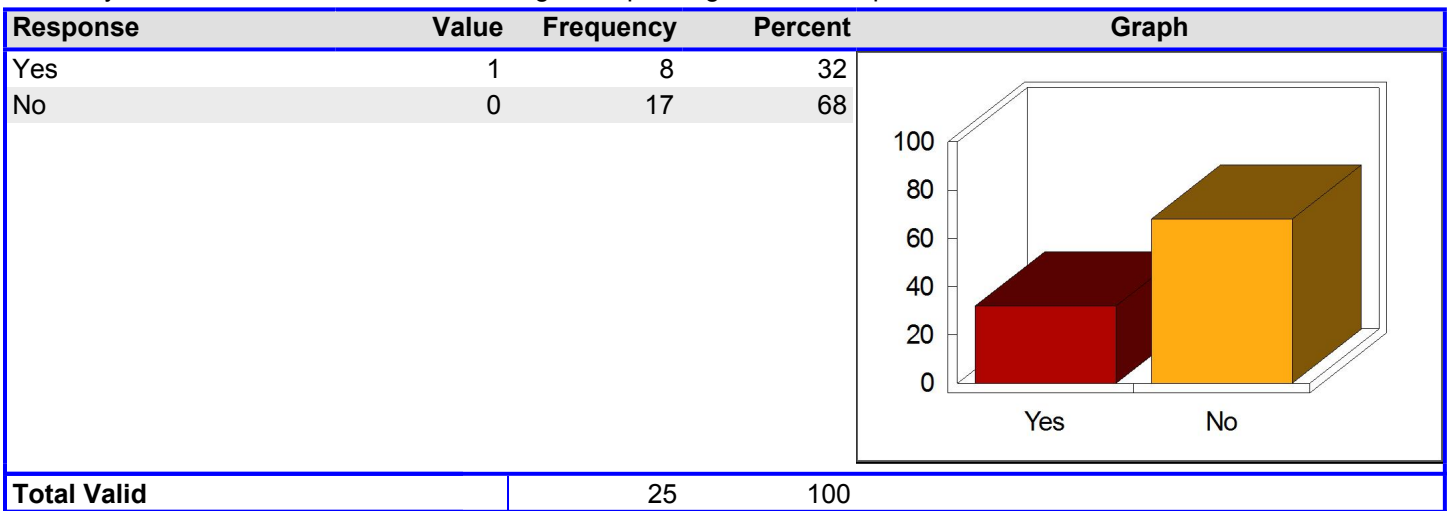
17. Did you participate in World Language Tutoring in the Listening and Speaking Center this quarter? *

Mean: 2



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

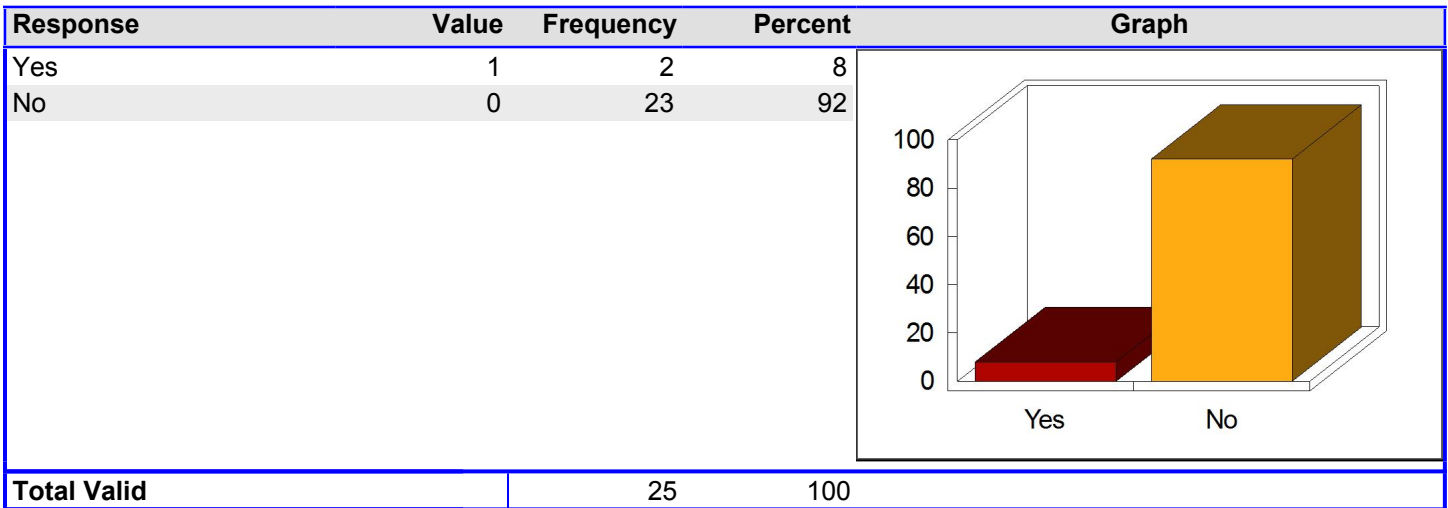
Mean: 0



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

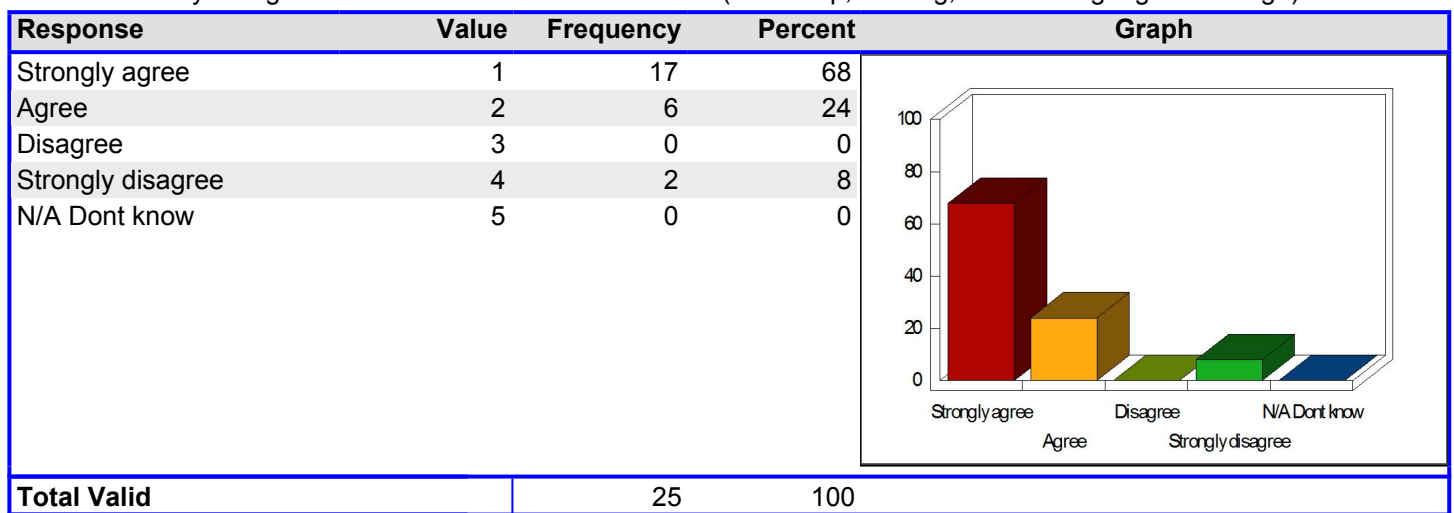
Mean: 0



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).

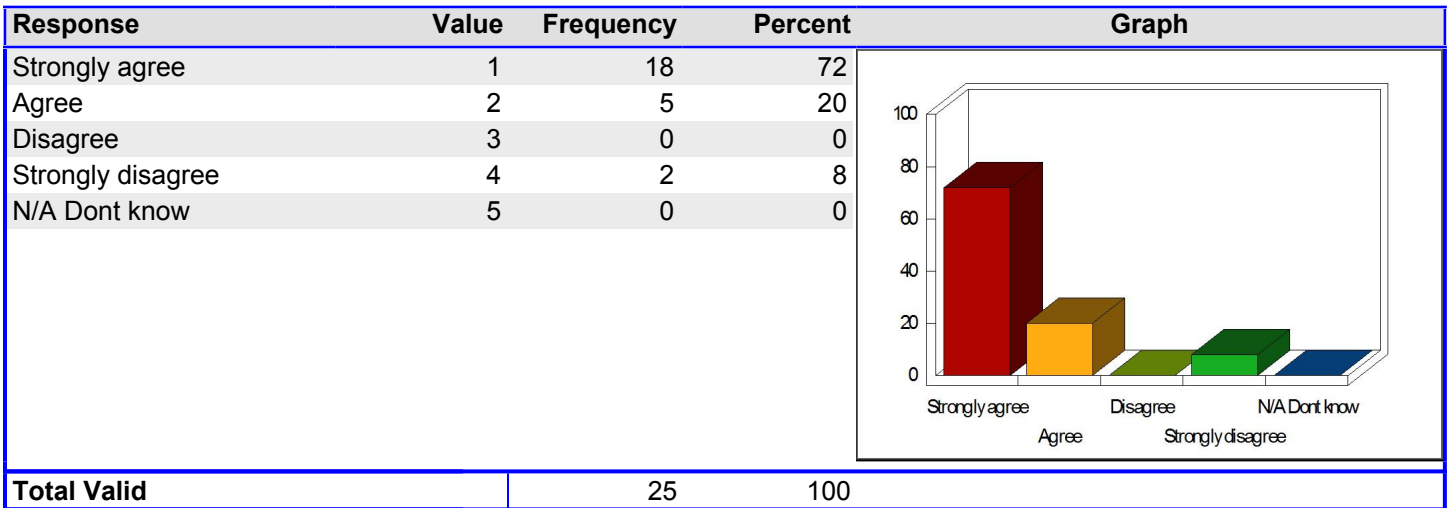
Mean: 1



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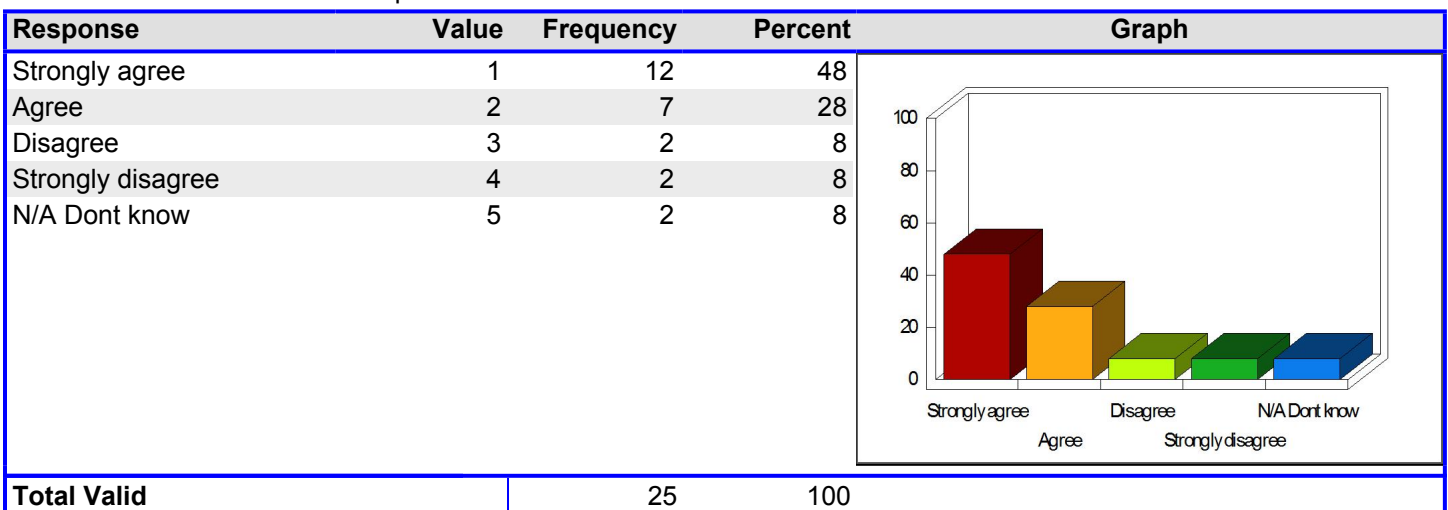
25b. The staff was friendly and helpful.

Mean: 1



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

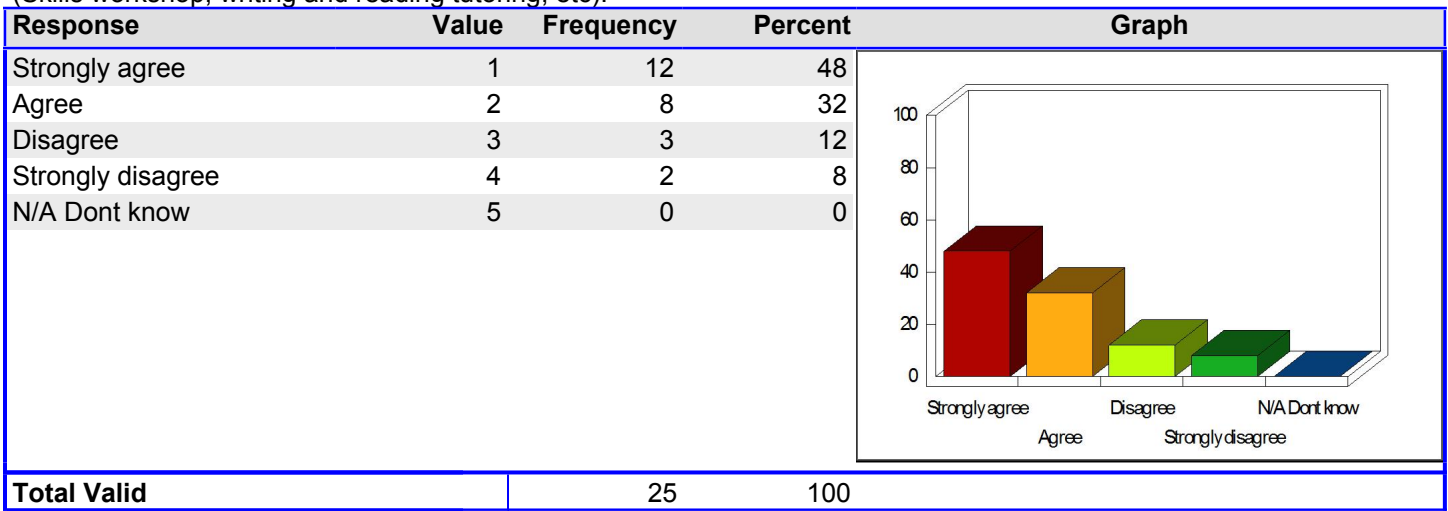
Mean: 2



Fall 2017 Listening and Speaking Feedback

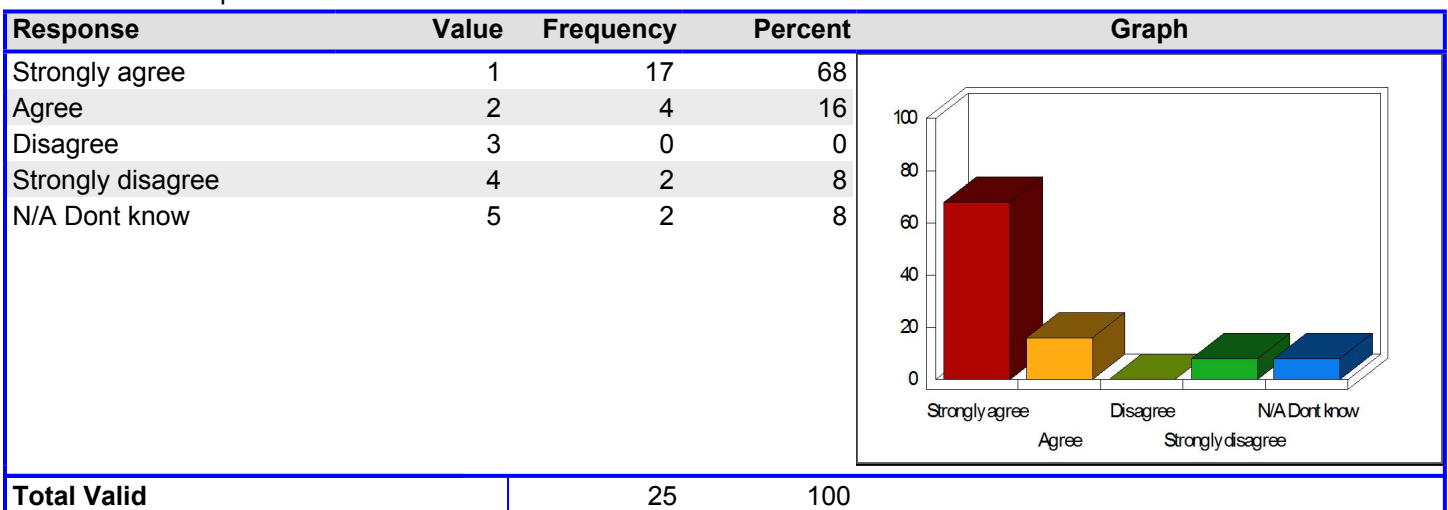
25d. The staff explained the policies and procedures for using other Student Success Center services (Skills workshop, writing and reading tutoring, etc).

Mean: 2



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

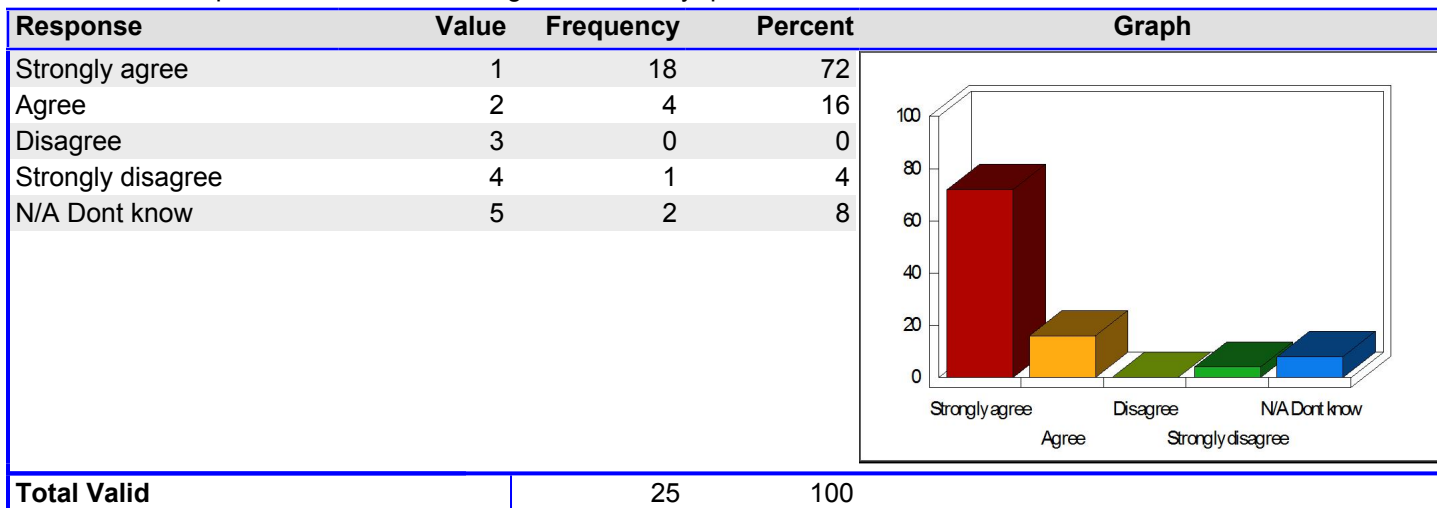
Mean: 2



Fall 2017 Listening and Speaking Feedback

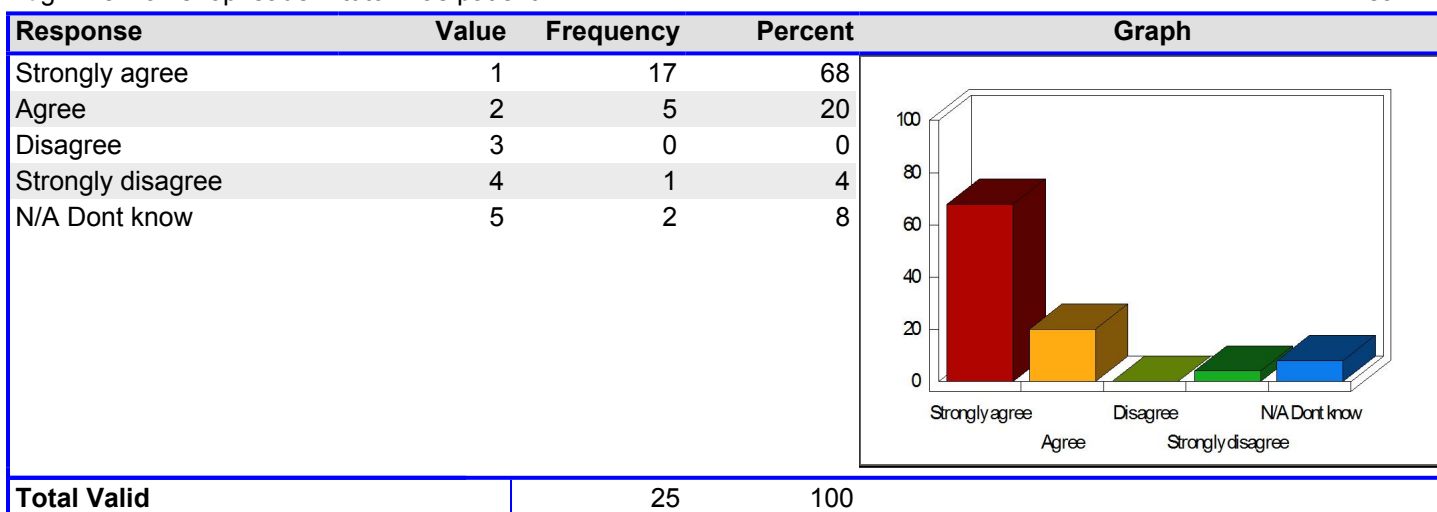
25f. The workshop leader / tutor was willing to listen to my questions and concerns.

Mean: 2



25g. The workshop leader / tutor was patient.

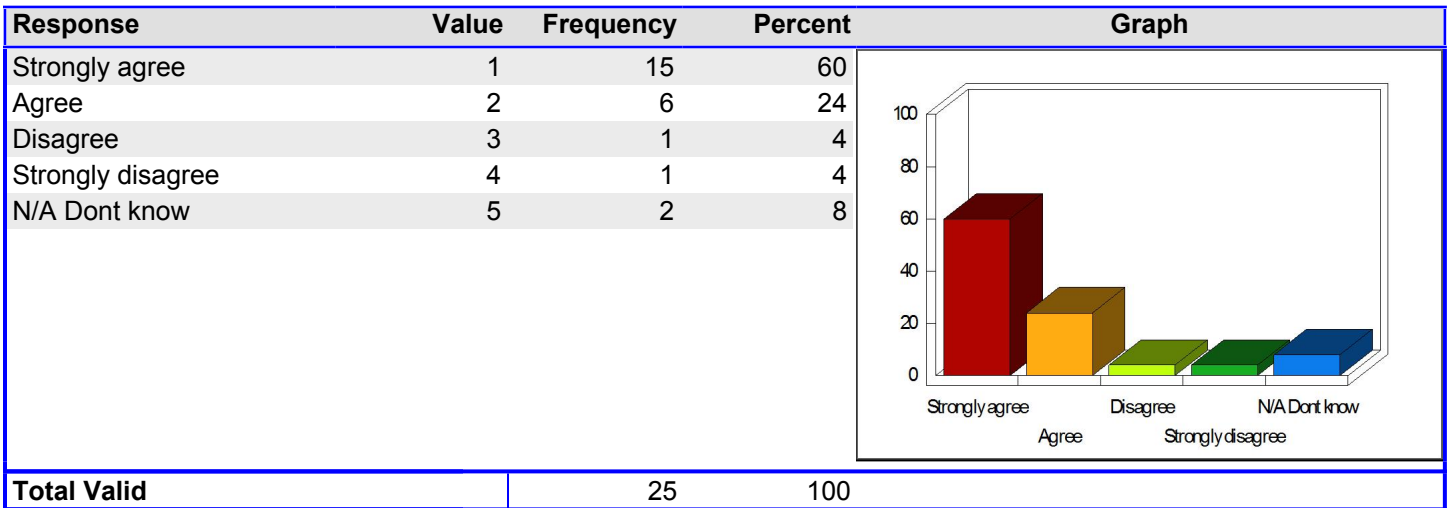
Mean: 2



Fall 2017 Listening and Speaking Feedback

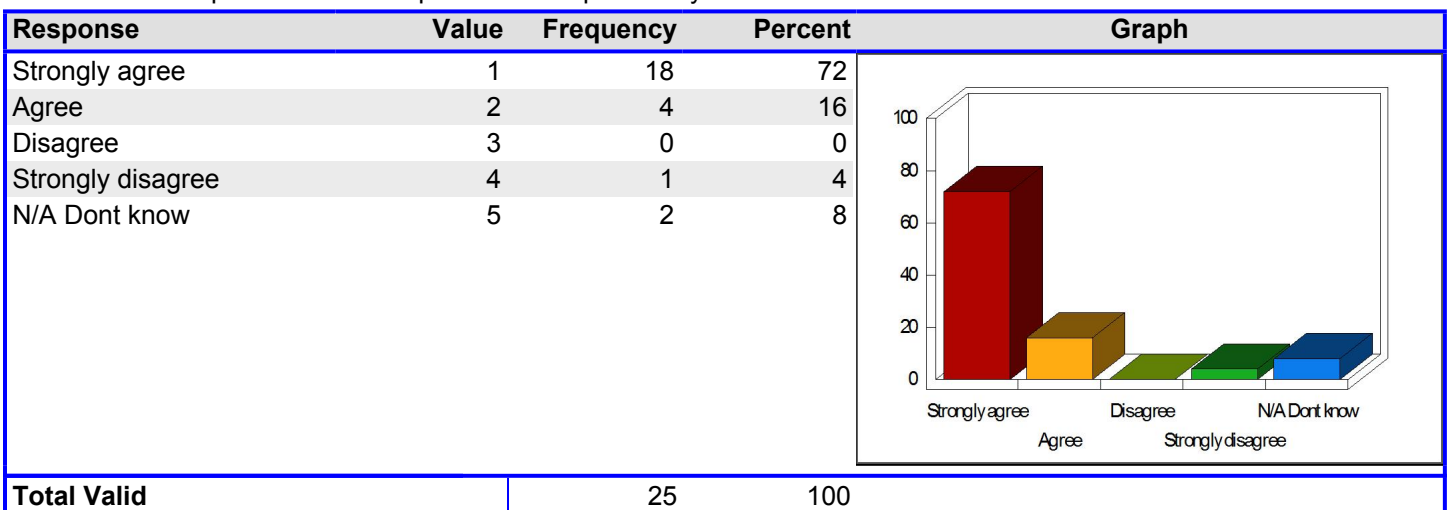
25h. The workshop leader / tutor helped me to identify my problem area.

Mean: 2



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

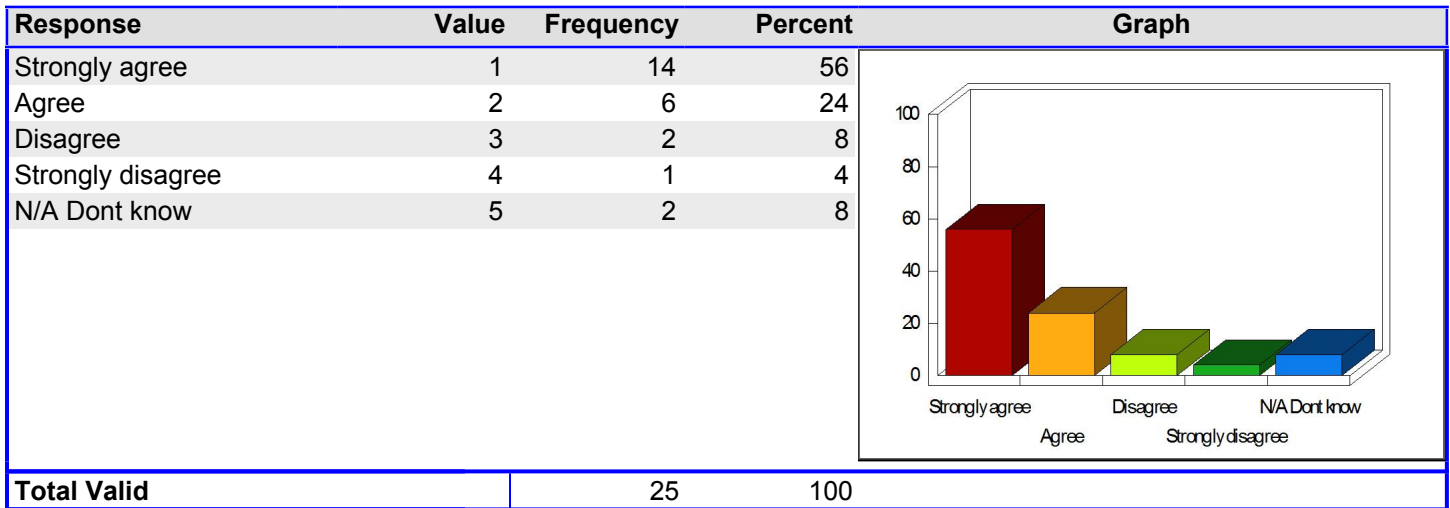
Mean: 2



Fall 2017 Listening and Speaking Feedback

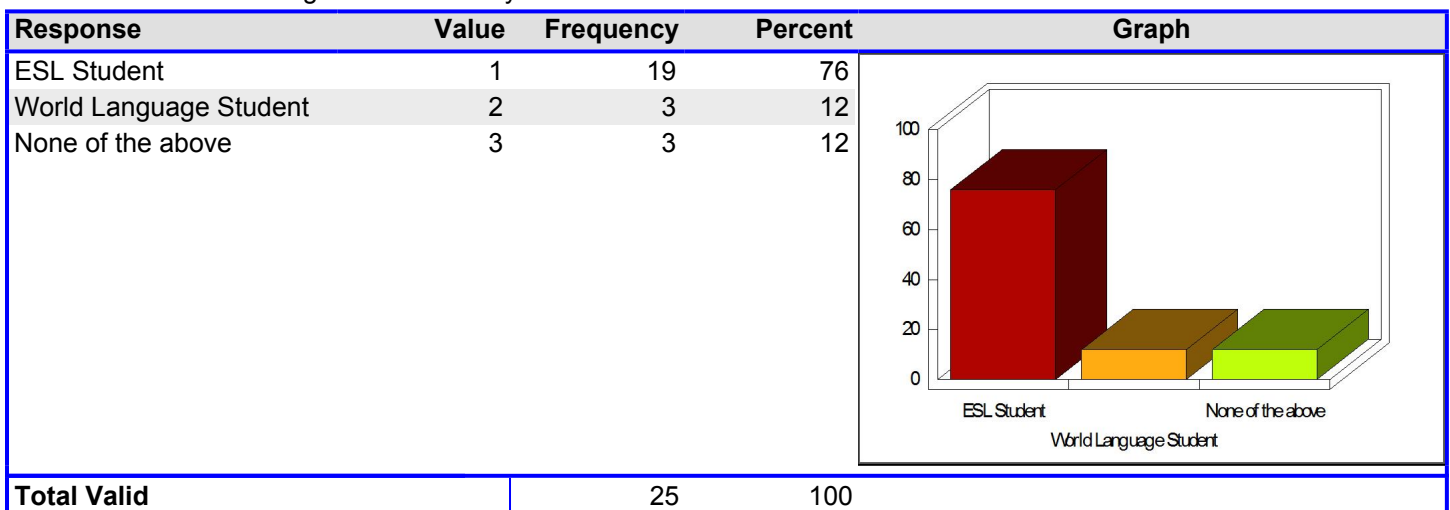
25j. The workshop leader / tutor helped me develop more effective study strategies.

Mean: 2



26. Which of the following best describes you? *

Mean: 1

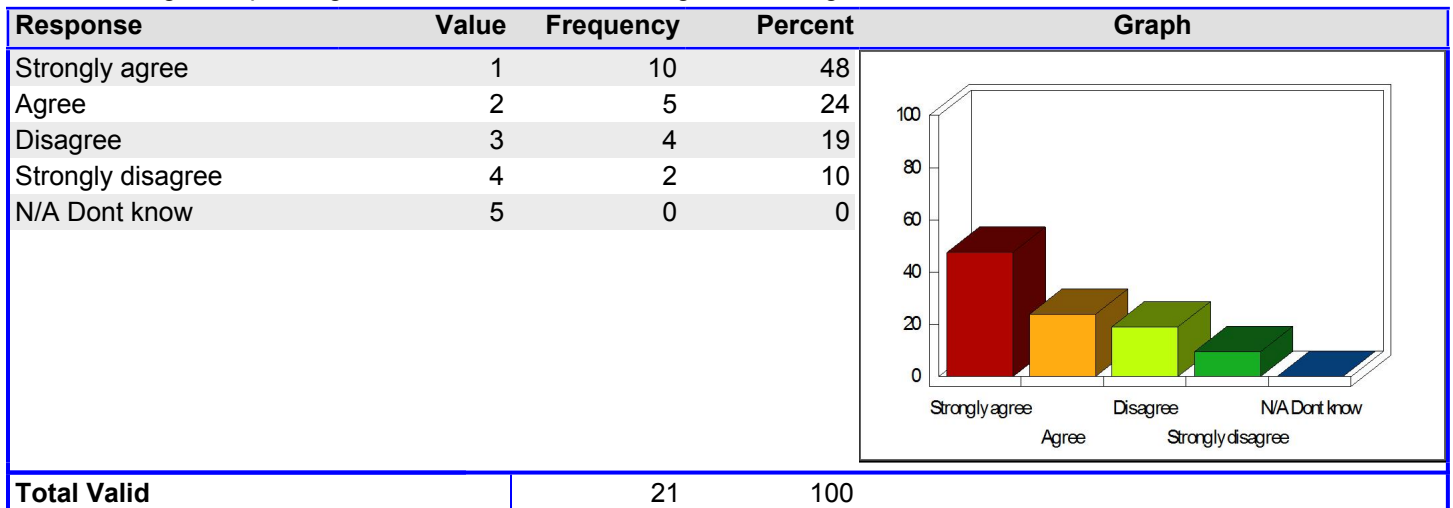


Fall 2017 Listening and Speaking Feedback

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

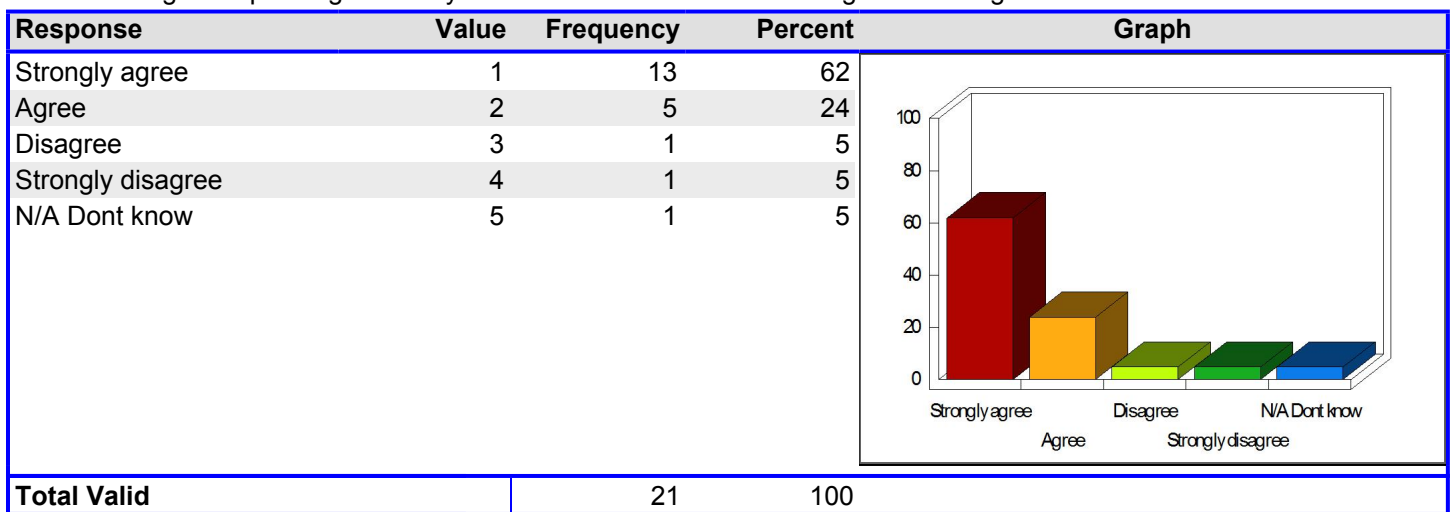
27a. Listening and speaking are more difficult than writing and reading.

Mean: 2



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

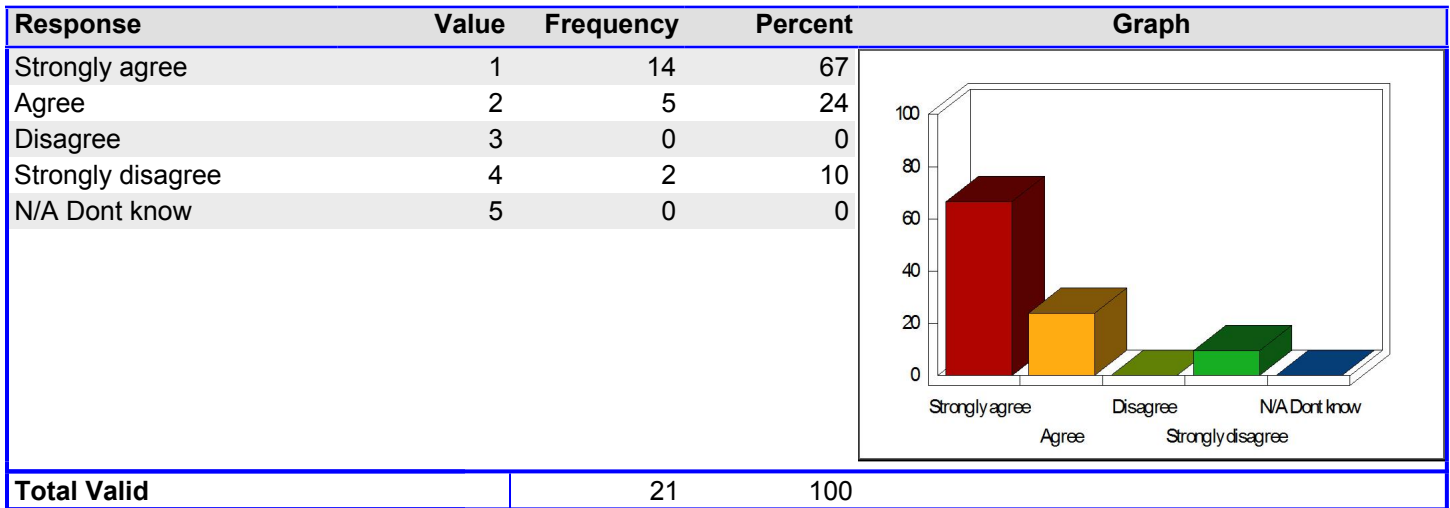
Mean: 2



Fall 2017 Listening and Speaking Feedback

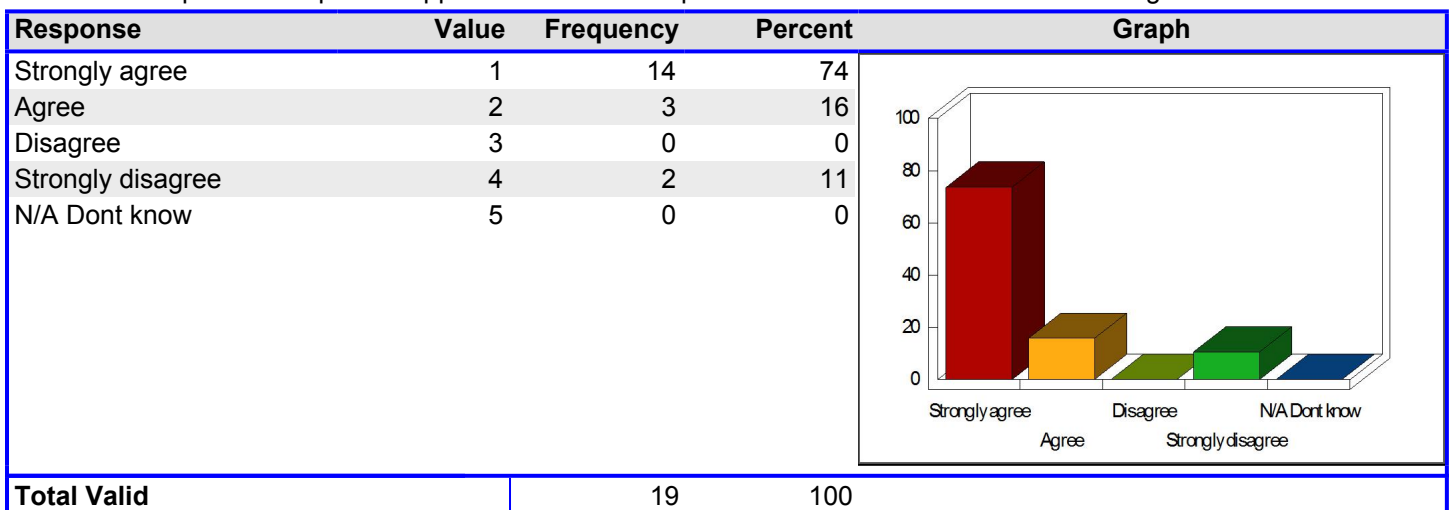
27c. Listening and speaking skills are necessary to achieve my academic or career goal.

Mean: 2



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

Mean: 1

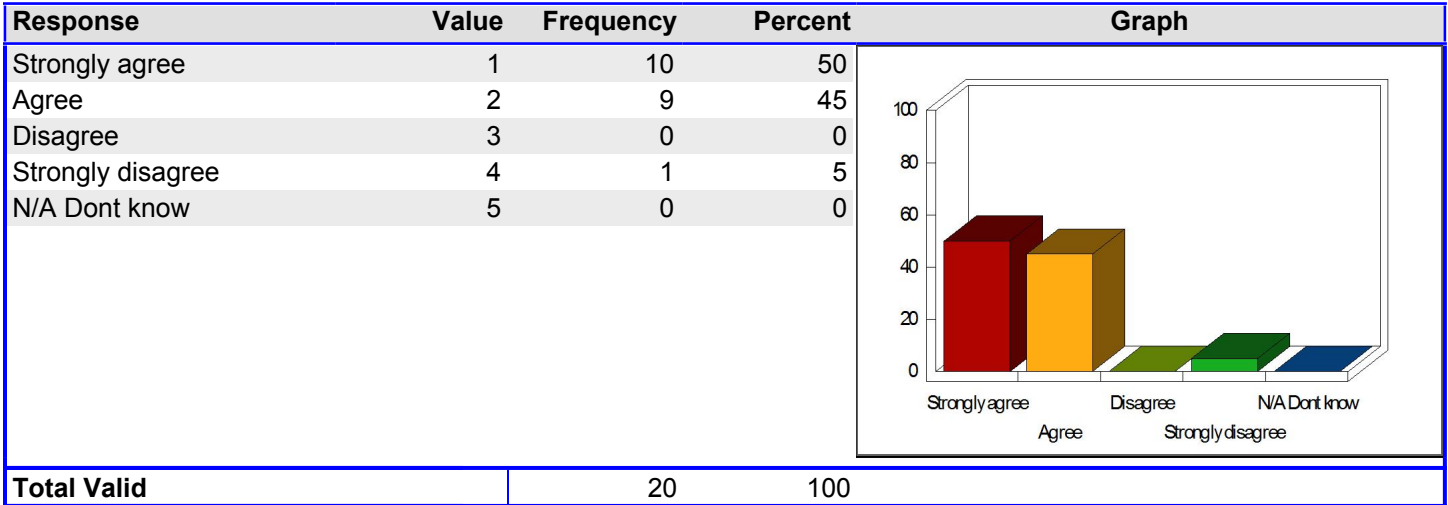


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28. Overall, how did the LSC programs and/or resources (workshops, tutoring, ESL software, and Language Exchange) help or not help you? After using the LSC programs and resources:

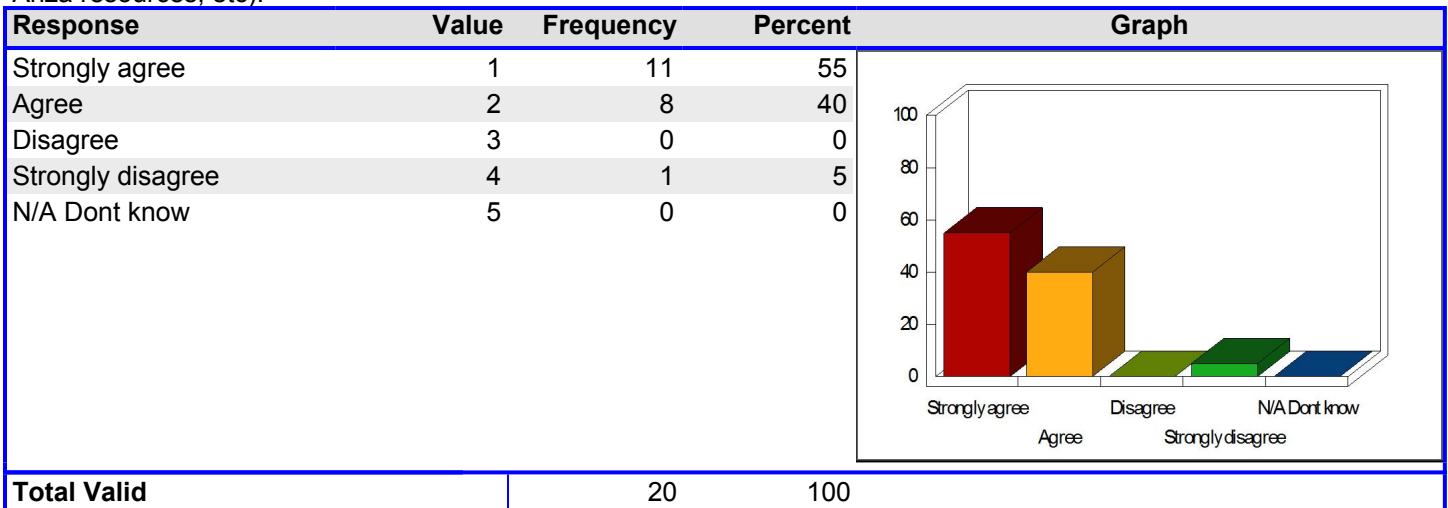
28a. My English skills (listening, speaking, grammar, writing, and/or reading) have improved.

Mean: 2



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

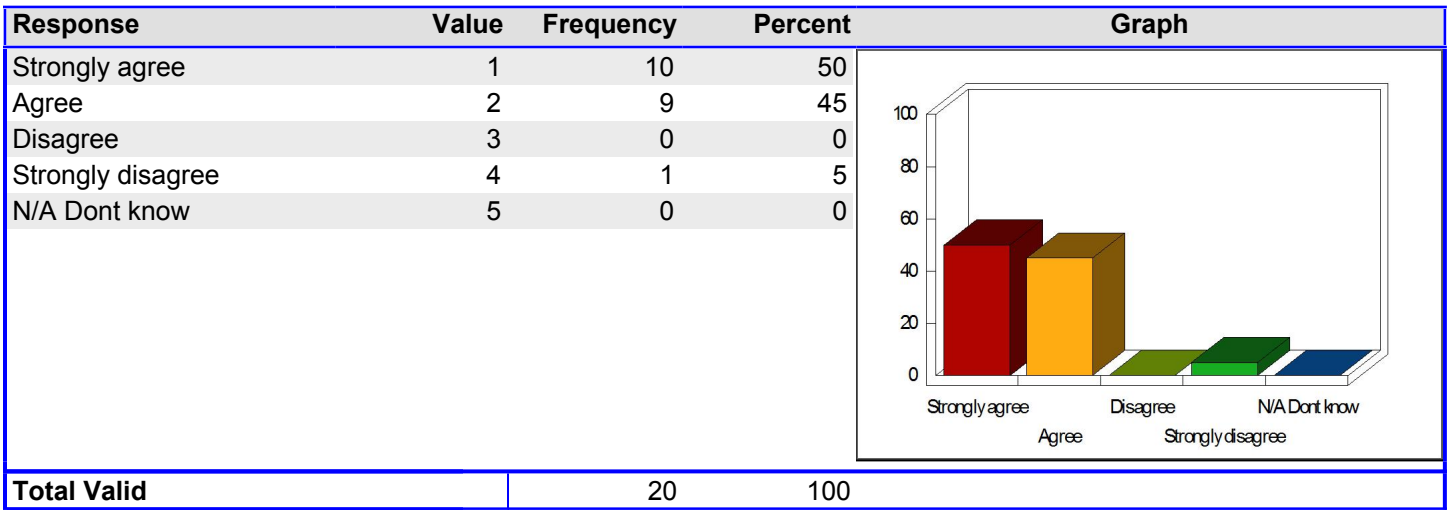
Mean: 2



Fall 2017 Listening and Speaking Feedback

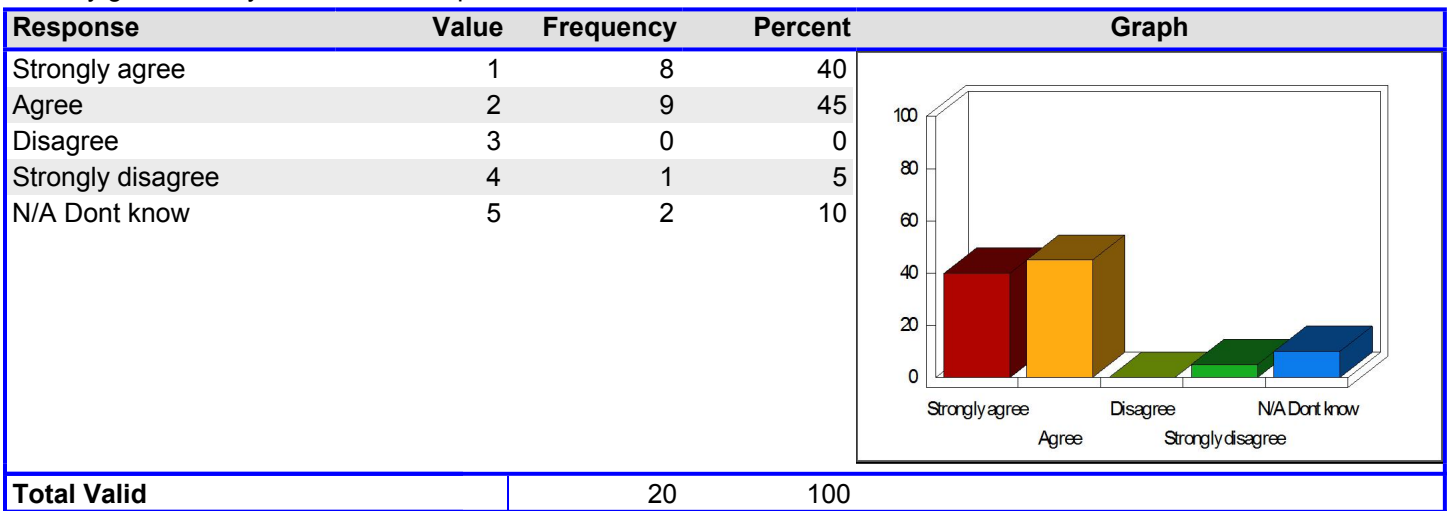
28c. I have more confidence in using English.

Mean: 2



28d. My grades in my classes have improved.

Mean: 2

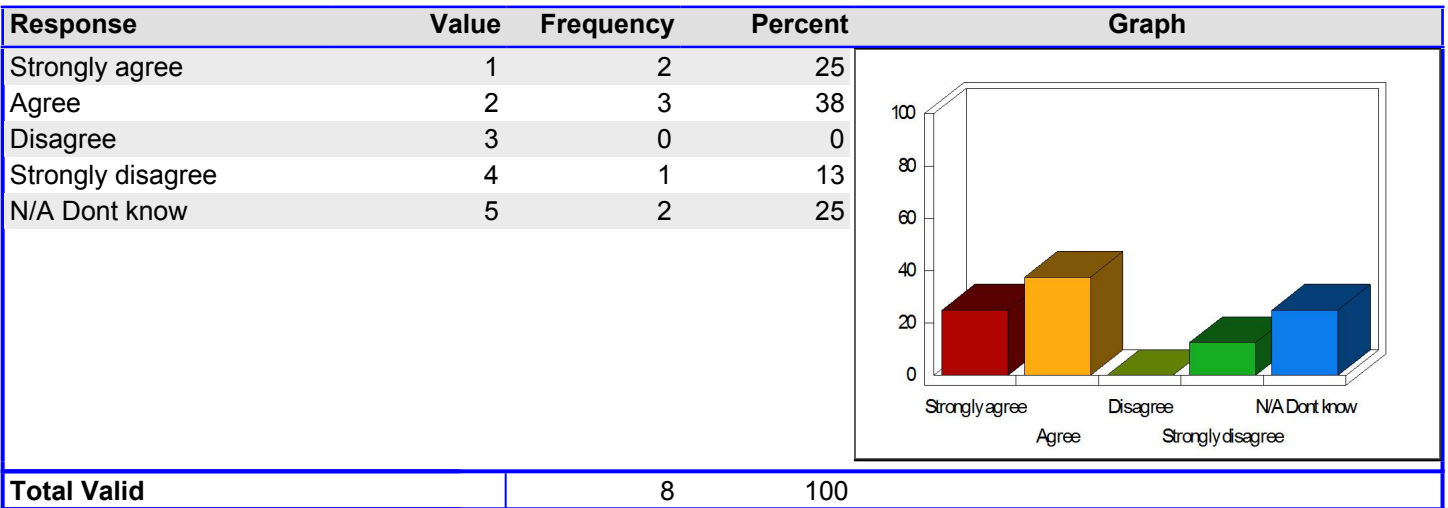


Fall 2017 Listening and Speaking Feedback

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

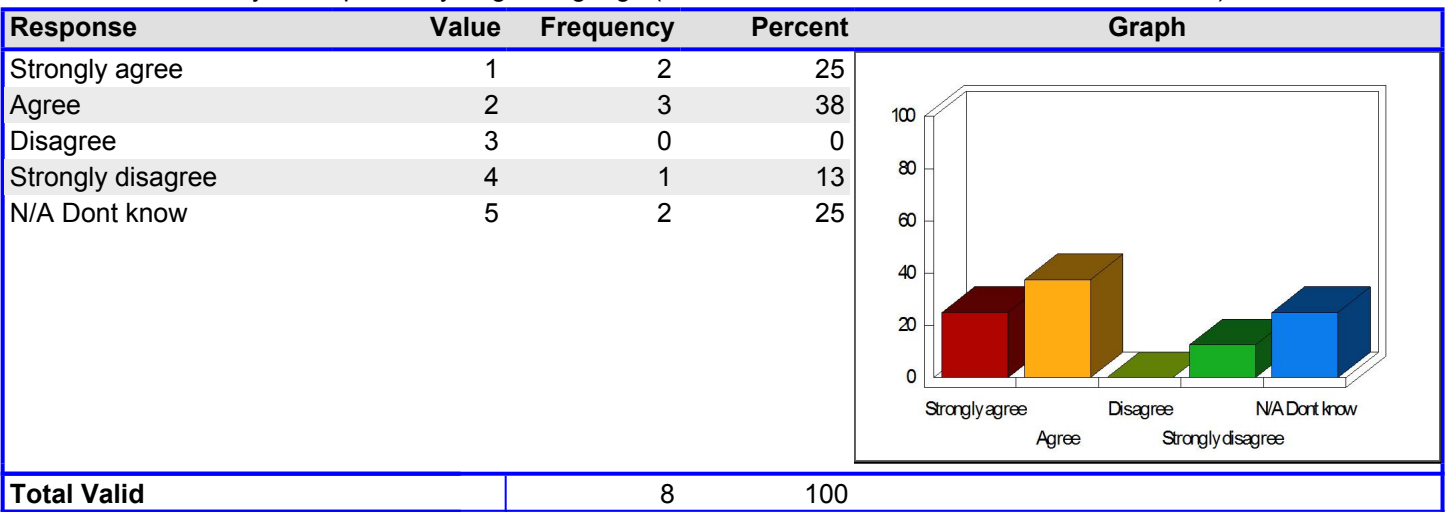
29a. My target language skills (listening, speaking, grammar, writing, and/or reading) have improved.

Mean: 3



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

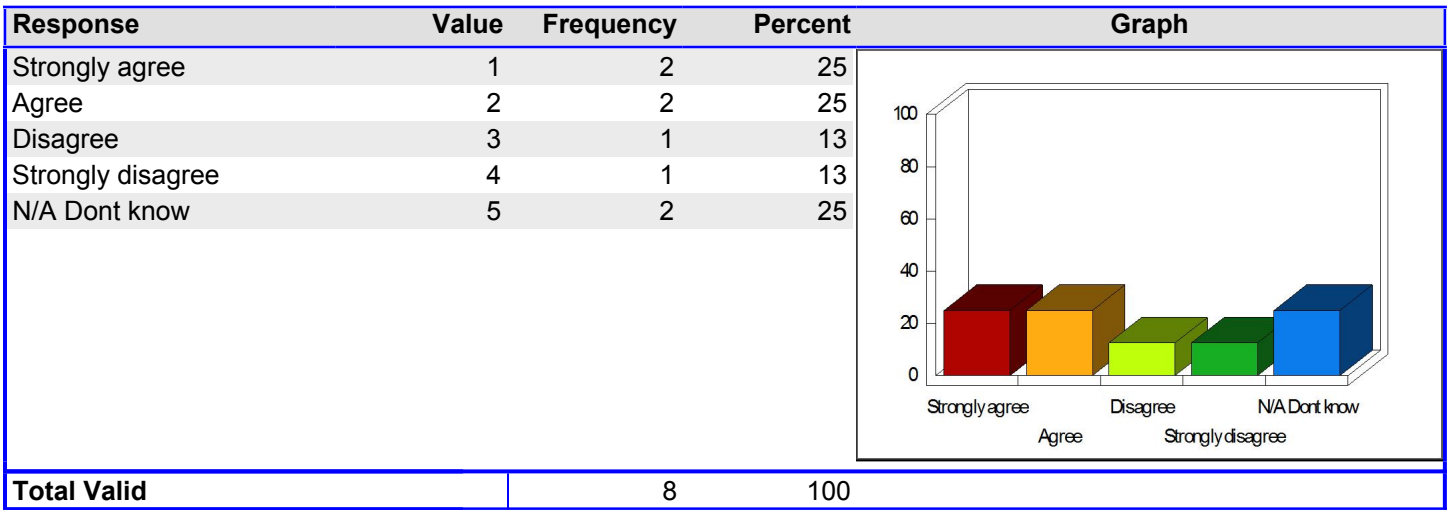
Mean: 3



Fall 2017 Listening and Speaking Feedback

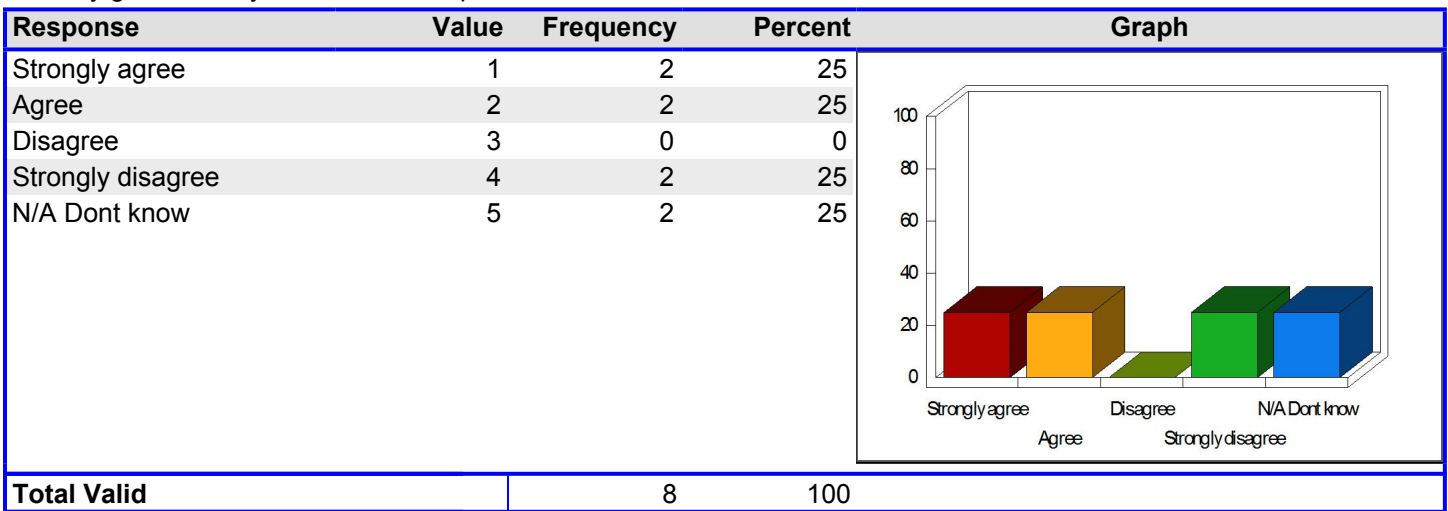
29c. I have more confidence in using my target language.

Mean: 3



29d. My grades in my classes have improved.

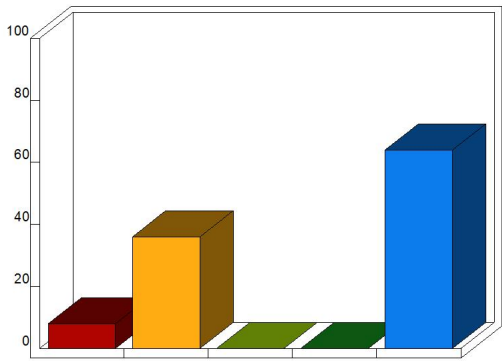
Mean: 3



Fall 2017 Listening and Speaking Feedback

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

Mean: -

Response	Value	Frequency	Percent	Graph
Math Science and Technology Resource Center S43	1	2	8	
Writing and Reading Center AT309	2	9	36	
General Subjects Tutoring AT304	3	0	0	
Academic Skills Center AT302	4	0	0	
None	5	16	64	
Total Valid		25	100	

Fall 2017 Listening Speaking Feedback

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

Respondent	Response
1	De Anza computer lab manager
6	Direct email from LSC
12	myself
16	Counselor

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

Respondent	Response
2	I like the attitude of the leaders.
3	I'd like all the conversations.
4	At the workshops, I can discuss subjects with other students. That is what I liked, and also small group was good for me.
5	It is interesting with different topics come up every week.
9	I like conversation, pronunciation, tutoring, accent modification through singing, and American slang/signs.
11	all activities were fine and we reviewed some topics that we have already known about them
12	It is helpful, but sometimes the material is too easy for me
15	I really appreciate all knowledge that I've got from workshops. I want more workshops, more specific topics like idioms.
16	I liked that I had 1 on 1 tutoring sessions with my tutor & was able to practice with someone.
17	Yes, certainly.
18	its fun i hope is not too long
19	I enjoyed every workshops
20	I liked every workshop.
21	I like it alot. It is help me improve my English.
22	No like everything every time use bad word
24	Yes
25	Everything was great. I really appreciate organizing them and I'm very grateful for all our teachers. These workshops gave me great opportunity to improve my English skills. I'd definitely recommend these workshops for every student learning English. Thank you very much.

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

Respondent	Response
1	I was not at the center for workshops but to use the group study area and use whiteboards
10	too busy
21	I want to learn and I want find out these workshops really help or not.
22	Bad service

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

Respondent	Response
1	No
3	Not yet.

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

Respondent	Response
4	about taboo in English or in America
5	Extension time for workshop.
10	No
11	No, I don't.
12	Maybe some harder course
15	Actually, I've never thought about it.
17	I am sorry I don't right now. But I will join a workshop next quarter.
18	student ask for participate in the workshop by playing game and stuff
19	No
21	NO
22	Should be mixed no every tutor Asian maybe one white American

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

Respondent	Response
4	I wanted to practice presentation more.
5	Good leaders and interesting topics.
8	It was really helpful. I want to use handouts I got in workshop to improve my English at home or other workshop.
9	I feel good. I hope to participate more time.Thanks!
22	Bad
25	Just great. Thank you very much.

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

Respondent	Response
17	I don't know there are four types of sentence structures, as same as typical sentence mistakes before I johnd the workshop.tence mistakes before I john ed the workshop. I know how to improve my writing with the skills I learned from the workshop.

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

Respondent	Response
4	The tutor answered my questions sincerely.
9	I like Ken. He is nice and patient and serious. I like Kanako, Trinh, and Miki ,too. Thank you for your help!
11	My tutor has helped me to know some important skills in writing m. I really appreciate him
13	I like tutorings because I can practice my speech.
15	I like face to face conversation and the way how tutor can help me.
16	I didn't like that my tutor was late to our meeting sessions & how she stopped showing up without contacting me.
19	Helped a lot for writing assignments
20	Tutoring was a good chance to practice and improve English conversation.
21	They are very nice and helpfull.
22	Dislike no respect

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

Respondent	Response
25	Tutoring lessons were great. Thank you very much Ken, Maria, MaryAnne and all other tutors who devoted their time to help us learn English.

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

Respondent	Response
3	Time, once time I made an appointment, but I made wrong time.
5	I couldn't find my time to get in the tutoring sessions.
18	I just don't really need it
21	I have many classes and I am working full time.
22	Dislike
24	don't have enough time

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

Respondent	Response
16	It was helpful
22	No useful
24	none

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

Respondent	Response
9	I like.
10	I like it
13	I like the ESL software because I can practice sounds
15	Sometimes I had problems with recording. But I like the software and tasks.
24	useful

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

Respondent	Response
3	What is ESL software?
4	I didn't know about ESL software.
5	I don't have any information about it, but I'm interested in looking up it some day.
11	because of time
16	Never heard of it
17	I don't know there's software which can be used.
18	i don't know that there is ESL software
21	I don't know how it work, and nobody show me the demo.

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

Respondent	Response
3	Means Ccp? I like it!

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

Respondent	Response
6	This has been very good. Have a great partner and we're both benefiting from the arrangement. Please continue to provide this service. We meet once or twice a week and help each other with the language we're learning/improving.
22	Dislike no useful

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

Respondent	Response
4	I didn't have time for the activity.
5	My time in school is very tie.
9	I didn't know.
11	because of time
15	There no one person who wants to learn my own language.
16	Never heard of it
17	I joined CCP program.
18	i just don't
21	I don't know how it work and nobody show me.
22	No useful
24	don't have enough time

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

Respondent	Response
1	I do not understand who the Student Success Centers are supposed to help. The website says it is for all students but there is only one check in desk and it was staffed by someone who could not speak or understand English at all. I think students could be most benefited by 1. have a comprehensive list of services, facilities and equipment available; 2. a unified center with a single sign in; 3. Trained front desk staff who can quickly assess the student's needs and connect them with Student Success Center resources or external resources.
6	Really like the Language Exchange program
16	Never used them
22	Not help you

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

Respondent	Response
1	Broken equipment (keyboards), outdated software, chaotic check-in process, no way to find out what is available, signage and chaos all over the place with acronyms and references to programs assuming the student already knows what this is talking about. Centralize signage, info at the check in. Most liked the great potential for this student resource. Increasingly work is collaborative, students need to have similar environments for doing collaborative school projects. Students need equipment and collaboration spaces. Some students need services (tutoring, general workshops) Some students need specialized services (language teaching/support, adaptive learning support) It seems like the SSC is compartmentalized so that resource from one sub-area stays unused while other areas are oversubscribed. If your rooms are empty, you are failing to serve students.
3	I like our teachers! They give me more thinking and information.

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

Respondent	Response
4	The friendly staff was very nice for me.
5	I like the varieties of activities in the center. I don't like some loud conversation in languages other than English because it distract me to concentrate on my workshop.
6	One comment is that the initial invitation I received made it sound like the Language Exchange program would be managed a lot more in the Center, but the person at the desk just said for us to log in our student ID and that was it, we were on our own to figure it out. As it turned out, I was matched with a great partner and we're both self-motivated to study and meet, but other than the initial matchup and meeting it's all been on our own. There's no problem there, maybe just change the initial communication to clarify that after the initial match and meeting at the center that partners are going to self-structure.
9	I like it very much! Thanks!
11	The center is so active, and they try to motivate us for improving our skills.
13	I dislike that it doesn't work after 5:30pm
15	It's a great way of making new friends and meeting new people. And also learning about different cultures. Finally, conversation workshops are great way of practicing speaking!
17	I like the center.
18	it's okay
22	Dislike no respect no smile only with same shit
24	the atmosphere of the center
25	I just can't find words to describe all my gratitude to people who runs this Center, and all teachers and tutors who helps us improve our English skills. You are all great, thank you very much!