

Spring 2011 ATC 304 Listening and Speaking Center Reports

< Overview >

1 All Programs

1.1	Types of activities in the LSC	Workshop 45%; ESL Software 19%; Other 17%
1.2	Total number of visits to different activities in the LSC	3906
1.3	Total number of students served (unduplicated count)	471
1.4	Types of workshop leaders and tutors	Volunteer 35%; Paid 65%

2 Workshops (Conversation and Specialty Workshops)

2.1	Total number of workshops offered	208
2.2	Types of students	Developmental 93%; Non-Developmental 3%
2.3	Total number of visits	1581
2.4	Total number of students served (unduplicated count)	303

3 Title III Workshops

3.1	Total number of workshops offered	32
3.2	Types of students	ESL 251 92%; Non-ESL 251 8%
3.3	Total number of visits	199
3.4	Average number of students and attendance	Students 8; Attendance 81.23%
3.5	Total number of students served (unduplicated count)	48

4 Tutoring

4.1	Total number of tutoring sessions offered	322
4.2	Types of students	Developmental 71%; Non-Developmental 4%
4.3	Total number of visits	253 (Attendance 78.6%)
4.4	Total number of students served (unduplicated count)	93

5 ESL Software

5.1	Types of students	Developmental 91%; Non-Developmental 9%
5.2	Total visits	864
5.3	Total number of students served (unduplicated count)	155

6 Language Exchange

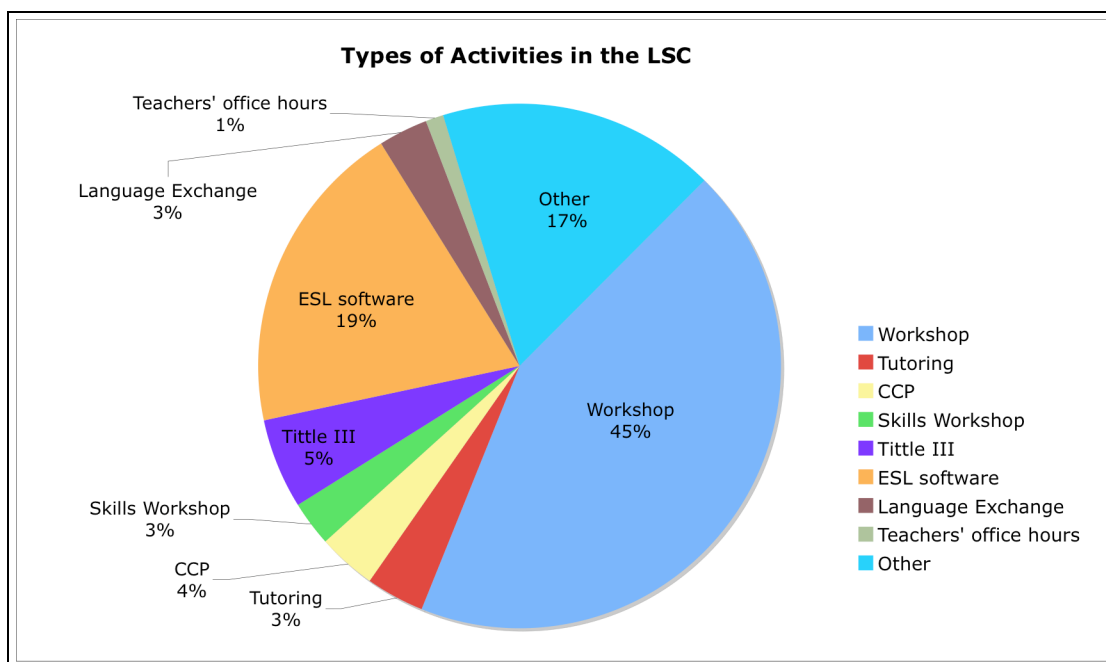
6.1	Total number of participants and language groups	57 participants; 11 language groups
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7 LSC Student Feedback

Part I participants	148;
Part II participants	134

1 All Programs

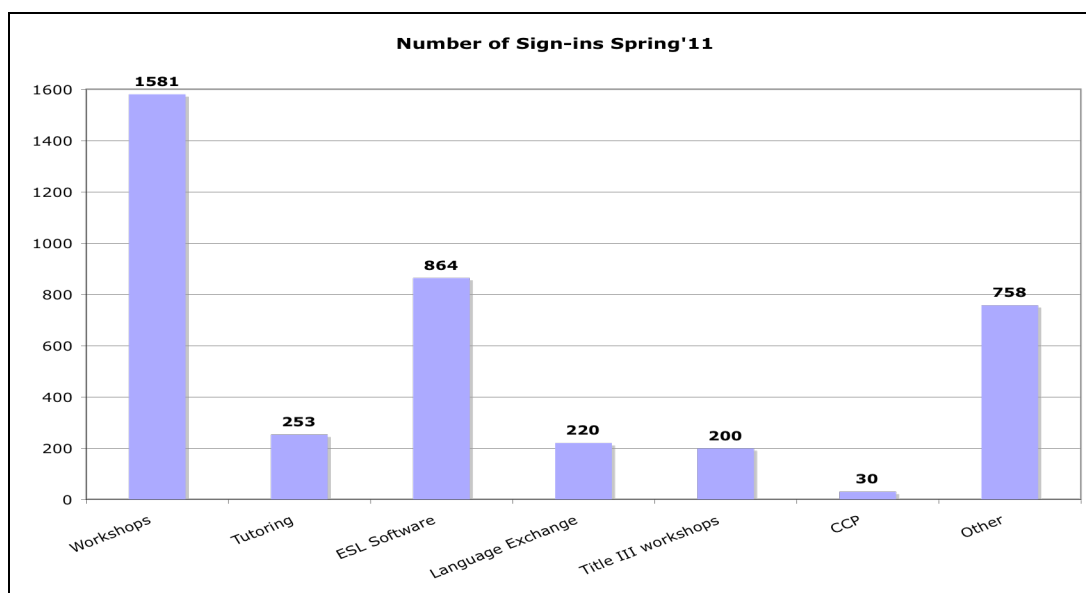
1.1 Types of activities in the LSC



*The chart is based on the number of hours spent for each activity in the LSC.

**“Other” includes computer use, homework, and study groups.

1.2 Total number of visits to different activities in the LSC



*Students do not sign in for “Teachers Office Hours” and “Skills Workshops.”

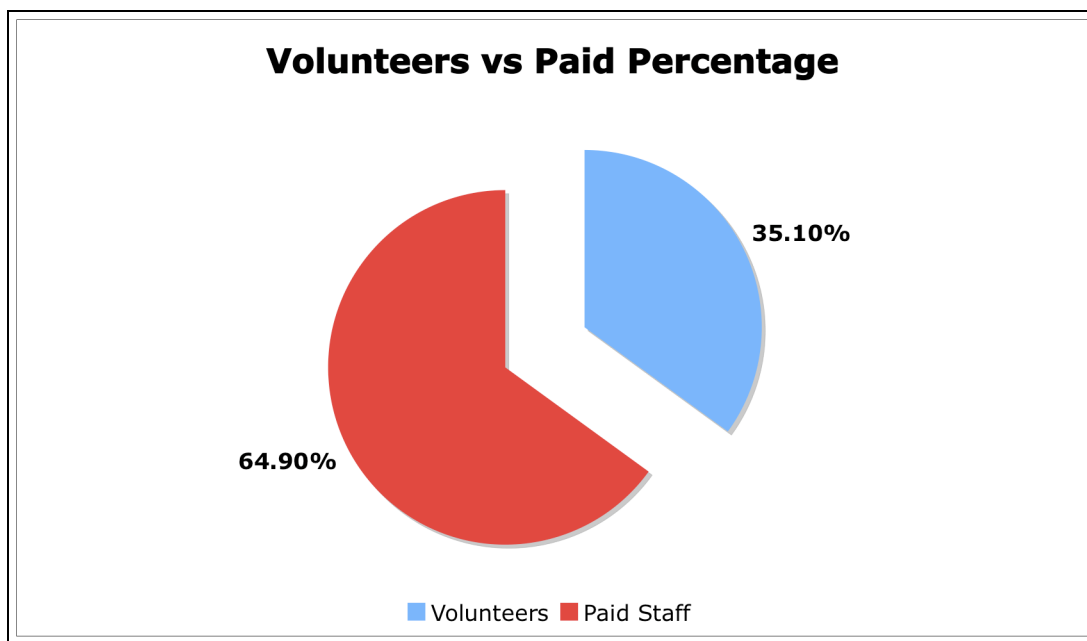
Weekly Average: 390.6

Grand Total: 3906

1.3 Total number of students served (unduplicated count)

Total: 471

1.4 Types of workshop leaders and tutors



2 Workshops (Conversation and Specialty Workshops)

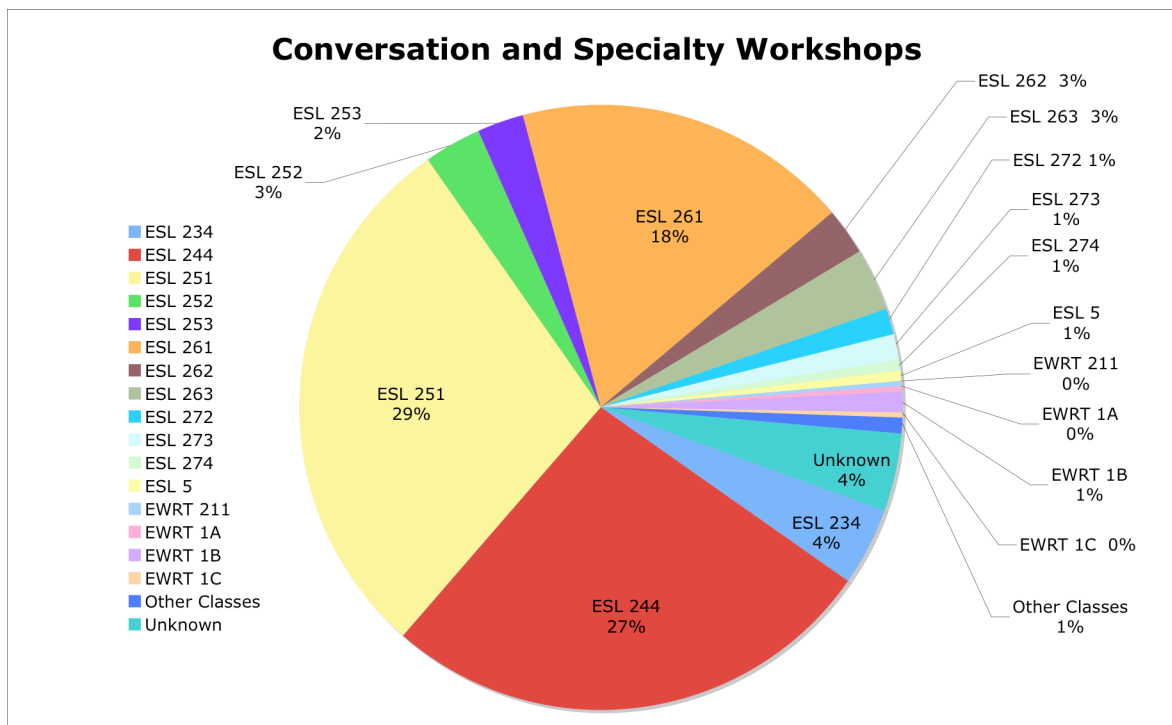
2.1 Total number of workshops offered



Average number of 1h-Workshops/Week: 20.8
Grand Total: 208

*Workshops include Conversation Workshops (CW) and Specialty Workshops (Listening Practice, Pronunciation Practice, Presentation Skills, Popular Song Workshops, etc).

2.2 Types of students



* All the "other classes" are transfer-level classes.

2.3 Total number of visits

Weekly Average: 158.1
Grand Total: 1581

2.4 Total number of students served (unduplicated count)

Total: 303

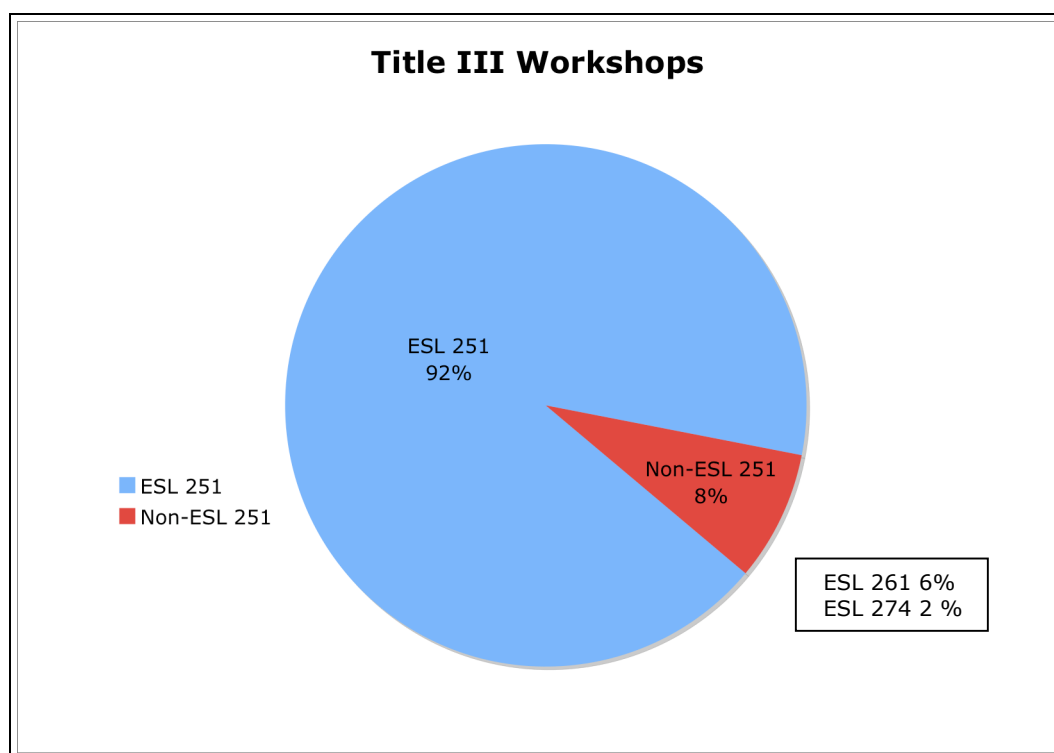
3 Title III Workshops

3.1 Total number of workshops offered

Presentation Skills Workshops (1h - 4 week module)	: 2 rounds
Listening Skills Workshops (1.5 h - 4 week module)	: 2 rounds
Pronunciation Skills Workshops (1h - 4 week module)	: 2 rounds
Pronunciation Practice Workshops (1h - 2 week module)	: 4 rounds

Total: 32 Workshops

3.2 Types of students



3.3 *Total number of visits*

Total: 199

3.4 *Average number of students and attendance*

Workshop Type	Round	Students	Attendance
Presentation Skills (4 week module)	1	9	72.2 %
	2	10	75 %
Listening Skills (4 week module)	1	7	90.5 %
	2	4	75 %
Pronunciation Skills (4 week module)	1	10	87.5 %
	2	9	77.8 %
Pronunciation Practice (2 week module)	1 & 2	9	86.1 %
	3 & 4	7	85.7 %
Total: 65; Average: 8			Average: 81.23 %

Total number of students who participated in Title III Workshops: 65*

Average number of students in each workshop round: 8

Average attendance in each workshop round: 81.23 %

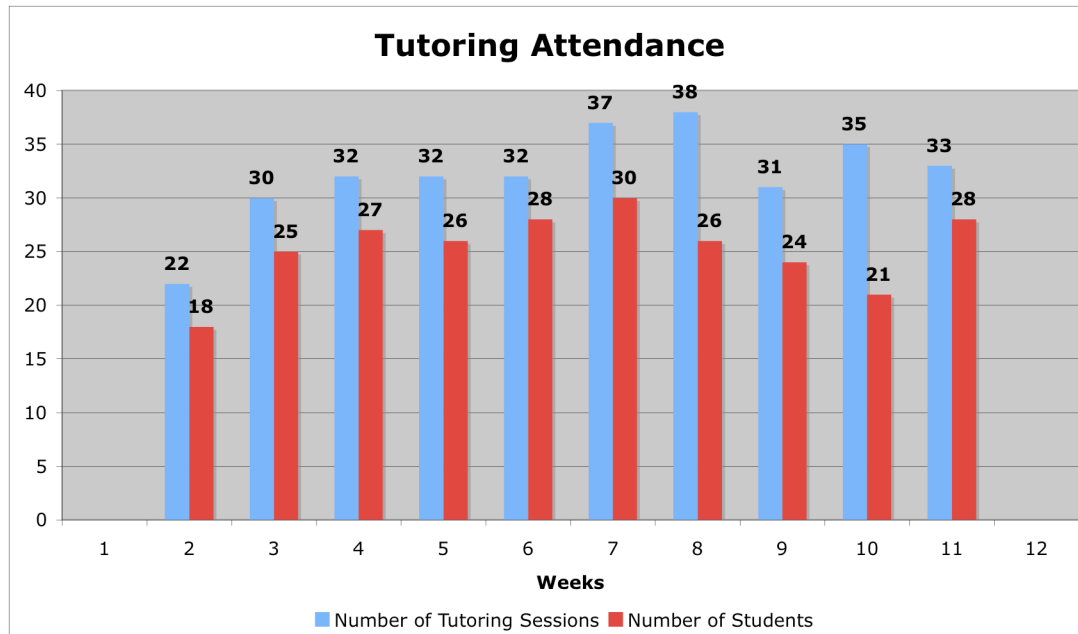
3.5 *Total number of students served (unduplicated count)*

Total: 48*

* Of the 65 students, 8 students participated in 2 different types of workshops,
3 participated in 3 different types of workshops, and
1 participated in 4 different workshops.

4 Tutoring

4.1 Total number of tutoring sessions offered

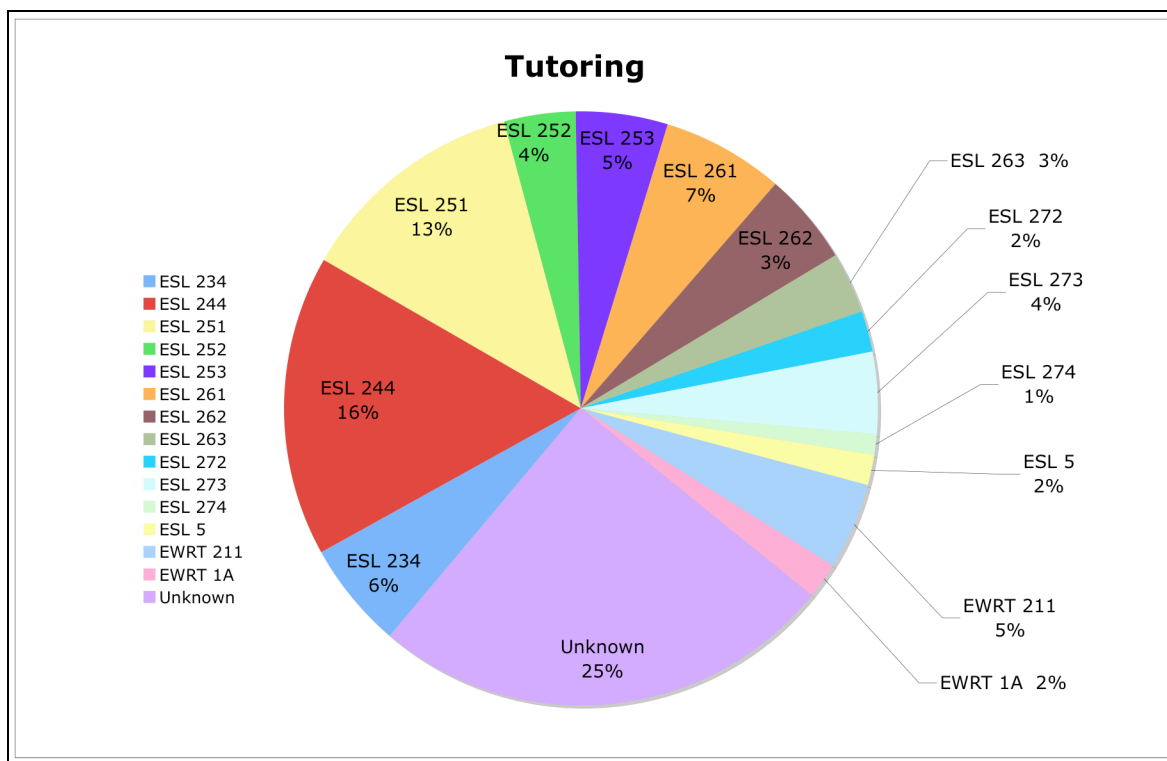


Average number of 30 Min-Tutoring Sessions/Week: 32.2

Grand Total: 322

Average Tutoring Attendance: 78.6%

4.2 *Types of students*



* All the "other classes" are transfer-level classes.

4.3 *Total number of visits*

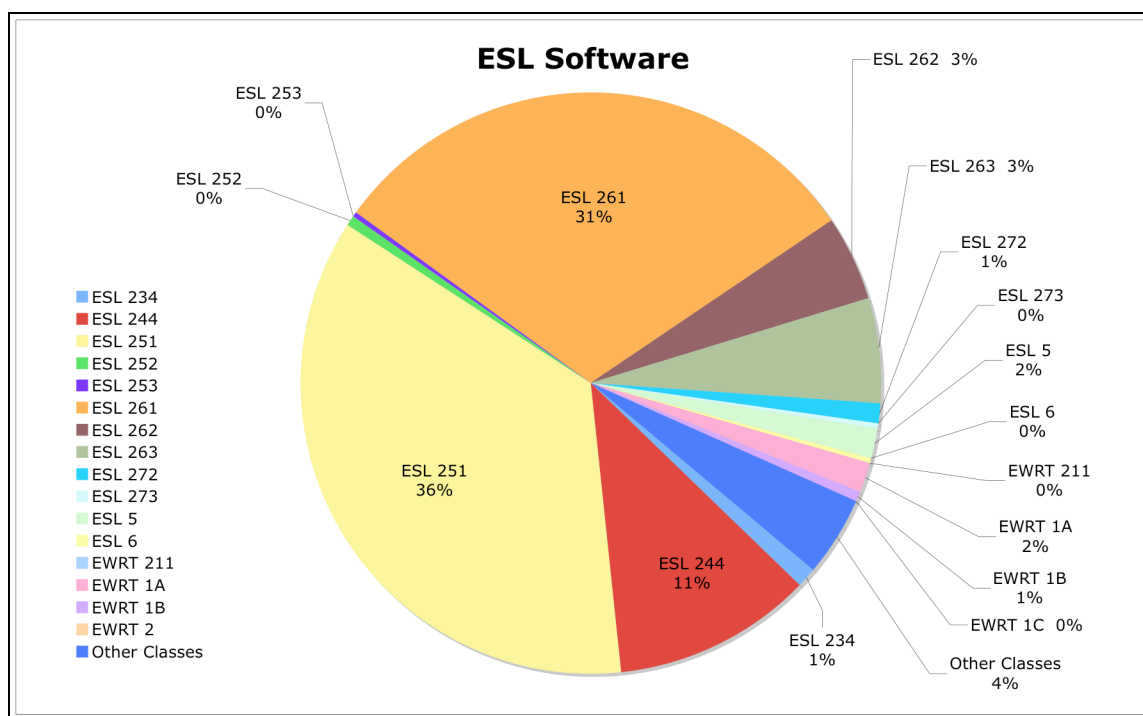
Weekly Average: 25.3
Grand Total: 253

4.4 *Total number of students served (unduplicated count)*

Total: 93

5 ESL Software

5.1 Types of students



* All the "other classes" are transfer-level classes.

5.2 Total visits

Weekly Average: 86.4
Grand Total: 864

5.3 Total number of students served (unduplicated count)

Total: 155

6 Language Exchange

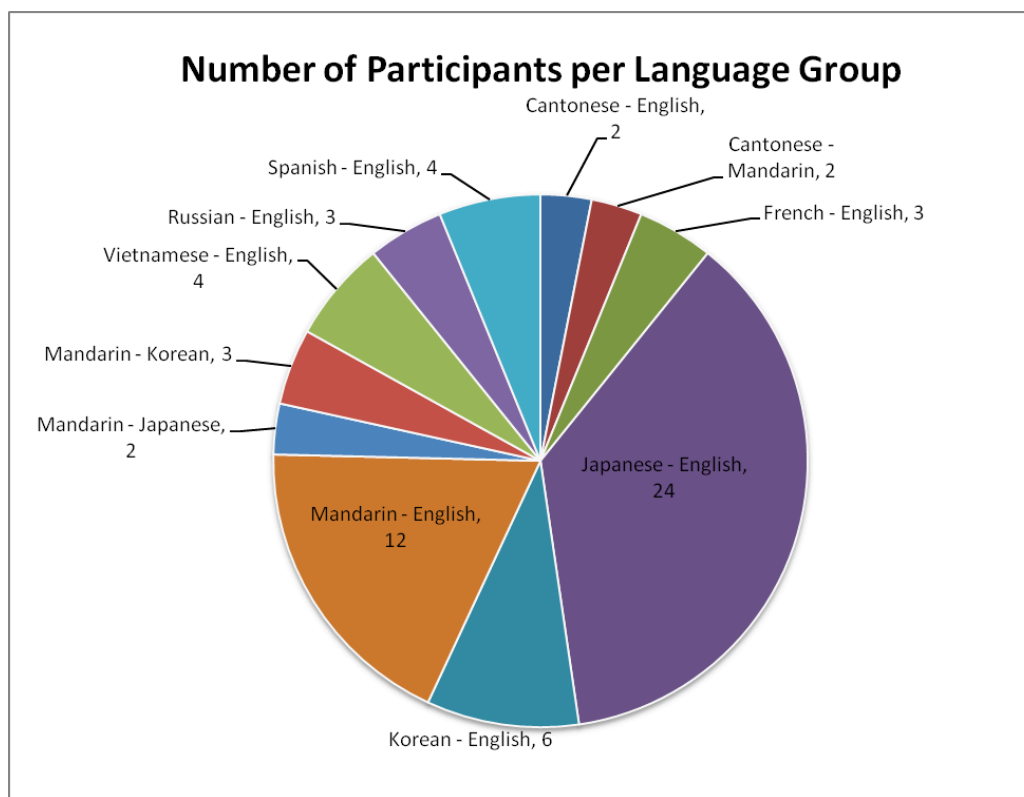
6.1 Total number of participants and language groups

Students of 11 different language backgrounds applied to participate in the Language Exchange Program (LEP).

Speakers and Learners of Different Languages

Language	Speakers	Learners	Language	Speakers	Learners
Cantonese	3	2	Mandarin	10	8
English	25	34	Portuguese	1	0
French	1	2	Russian	1	2
Japanese	9	14	Spanish	5	5
German	1	0	Vietnamese	7	2
Korean	6	3			

57 participants formed 11 groups of languages: Cantonese-English, Cantonese-Mandarin, French-English, Japanese-English, Korean-English, Mandarin-English, Mandarin-Japanese, Mandarin-Korean, Spanish-English, Russian-English, and Vietnamese-English. Students conducted 110 meetings.



7 LSC Student Feedback

Total number of participants in Part I : 148

Total number of participants in Part II: 134

Part I (Student background, LSC usage, and suggestions)

	Total	Percentage
1) How long have you been in the US?		
<6ms	12	8.1%
6ms - 1y	27	18.2%
1 - 2ys	54	36.5%
>2ys	55	37.2%
2) How long have you been using the center?		
1quarter	77	52.0%
2quarters	28	18.9%
3quarters	28	18.9%
> 4quarters	14	9.5%
3) How often (per week) do you use the center?		
< 1hour	31	20.9%
1 - 5 hours	98	66.2%
> 5 hours	18	12.2%
4) How did you find out about the center?		
Class (*) (**)	123	80.4%
Friend	29	19.0%
Other: walk in, DA website, flyer	1	0.7%
5) Are you getting credit in your classes for using the center?		
Yes	90	66.7%
No	45	33.3%
6) Did you come to workshops?		
Yes	112	80.0%
No	28	20.0%
What kind of workshops do you prefer?		
Conversation Workshop	52	41.9%
Specialty Workshop	10	8.1%
Both are good	62	50.0%
What did you like/dislike about workshops ?		

Like:

<Overall atmosphere and instructors>

- It is fun, helpful, and pretty exciting. I feel comfortable. I love it so much.
- I like the funny way in which the teacher communicates.
- Thanks for your efforts. Everything was great.
- Every teacher is very kind.

- I like the way it is set up and how kind the instructors are.

<Meeting new people>

- Meeting and talking with new friends from other counties
- Learning about another culture
- It is a good place to talk with people, share experiences and learn from each other.

<More opportunities to practice and improve English skills>

- Everybody can chat and talk.
- It can improve my English.
- It improves my speaking a lot.
- More chances to speak and practice English
- It is beneficial for me to improve my pronunciation.
- It's good to talk, and I like to talk.
- I can learn many expressions from teachers.
- When I come here, I can use English.

<Workshop and workshop topics>

- Popular song games
- Random topics of conversation workshops
- I have an opportunity to learn special things like presentation skills.
- Workshops cover quite good topics and I can put my point of view on the topic.
- The workshops give me a lot of chances such as speaking and listening.
- I like the specialty workshops.
- Topics sometime are interesting.
- I really like the free talking when I attend a workshop.
- Grammar workshop
- Pronunciation workshop
- Discussion about interesting topics
- Having many kinds of workshops helps to improve English skills a lot.

Dislike:

<Workshop and workshop topics>

- Self introduction
- Sometimes there are too many students for one group, and this doesn't let us speak a lot.
- Sometimes it gets boring but it is fun most of the time.
- There are too many nonnative speakers, and I am afraid my pronunciation will get worse.
- Too short for more than 5 students
- The schedule is difficult to match mine.

7) Do you have a good idea for a new workshop? What is it?

- Always add new topics. More specialty workshops.
- More about logics, vocabulary, pronunciation, presentation, and recent news.
- Mind games, like puzzles and crosswords. - American slang usage
- Dictation and spelling workshop. I found that dictation is a good way to learn spelling.
- Writer's workshops and debate workshops
- Add some short story classes and some short rhymes classes. If we repeat the rhymes, we can develop our English.

- I like the workshops which have a situation and discuss what to do and what to say in English.
- Provide a room for ESL students, no tutor, no time limit.
- We can talk with each other in all free time.

8) How many times did you come to our workshops this quarter?			
1	21	16.3%	
2-5	48	37.2%	
> 5	60	46.5%	
9) Did you come for tutoring?			
Yes	51	36.4%	
No	89	63.6%	
1	15	34.9%	
2-5	19	44.2%	
> 5	9	20.9%	
10) Do you use the ESL software?			
Yes	105	73.9%	
No	37	26.1%	
Useful	86	90.5%	
Not useful	9	9.5%	

11) What is one thing you like about the center?			
<Overall atmosphere, staff, and instructors>			
<ul style="list-style-type: none"> - I feel comfortable. - Funny - The instructors are nice, kind, very friendly, and professional. They are talented. - Good organization - There are good surroundings for conversation. - The center is free. It is very helpful. - The staff in the center are very kind, nice, and helpful. They help students enthusiastically. - Friendly atmosphere, clean and convenient location. - It's really a relaxing place, good for talking. - They understand international students. - It has some good programs like CCP and Language Exchange. - Patient tutors - I like that if a workshop is cancelled, the staff will always call and tell us about it. - Small class, the easy to use facility - It's flexibility. Anytime when we need, we can come. - Very good for studying for long hours. 			
<Meeting new people>			
<ul style="list-style-type: none"> - I make more friends and become more sociable, learning the language. - I get to meet new people who are not my classmates, and practice and improve speaking English. - I can make friends, study and do whatever I need to do. - Everyone is studying here. I can meet some classmates. 			

<More opportunities to practice and improve English skills>

- Let students to learn more idioms.
- Fun, speaking in English.
- It improves our conversation skills.
- It helps ESL students learn more about English and American culture.
- We can talk and help each other with homework.
- Everything! It really helps me to improve my English.
- Talking any thing you like.

<Different programs, resources, and workshops>

- The center always has many programs. I like these programs. They are very interesting and useful.
- Conversation workshops
- Listening and pronunciation
- I can freely use computer to practice my listening.
- Specialty workshops
- Using computer for homework
- Resources
- ESL software and convenient computer use
- Presentation workshop

What is one thing you would like us to change/add?

<Sign-in system, equipment, staff>

- Need more computers, more conversation software programs.
- Please, make the link to ESL software online.
- More rooms for more students - A big space and open late time
- Add more teachers and more mentors.
- The teachers should prepare lessons before class.

<Workshops and tutoring>

- Increase the duration of a workshop to 1 hour.
- More pronunciation workshops - Make more tutoring.
- Attendance is needed.
- More workshops in the afternoon
- Provide more chance for students to practice and no homework.
- More specialty workshops and more popular song workshops
- It's difficult to find workshops for my free time.
- Separate place to do conversation workshops because they are kind of noisy.

<Language Exchange>

- I think LEP should schedule more meetings for their applicants so that they would have more time to exchange their first languages.

(question #4) Referrals from teachers/classes attended:

Classes: ESL 261, 251, 263, 244, 262, 252, 234, 272, 273, ESL 263, 274, ACCT 1B, Korean 3, Advanced Accounting, EWR1, EWRT 1A, ICS8

Teachers:

Craig Norman, Angelina Skylar, Charles Lee, Linda Yee, Pati Carobus, Marcy Betlach, Kathy Flores, Matt Culver, Charles Lee, Maria Marin, Christine Chai, Cynthia Peng, Janell Pekkain, Jill Quigley, Iva Tracey, Gloria Heistein, Webster Hamilton, Bortford, Frances Lai, Vivian Galla Bejarin, Steve Howland, Julie Madigan, Chacko, Katie Dunlap, MaryAnne Ifft, Michele Dubarry

Part II (Effectiveness of LSC programs)

13) After participating in the LSC programs (workshops, tutoring, ESL software, and Language Exchange)

a. my knowledge and understanding of English have increased.

	Scale	Number of Students	Percent
Strongly disagree	1	0	0.0%
	2	7	5.2%
	3	46	34.3%
	4	49	36.6%
Strongly agree	5	32	23.9%

b. I know how to improve my English skills (listening, conversation, vocabulary building, etc) better.

Strongly disagree	1	1	0.7%
	2	11	8.2%
	3	43	32.1%
	4	43	32.1%
Strongly agree	5	35	26.1%

c. I have more confidence in using English.

Strongly disagree	1	1	0.7%
	2	10	7.5%
	3	40	29.9%
	4	45	33.6%
Strongly agree	5	38	28.4%

d. my grades in my classes have improved.

Strongly disagree	1	1	0.7%
	2	8	6.0%
	3	51	38.1%
	4	50	37.3%
Strongly agree	5	24	17.9%