

To: Mary Anne Ifft, LSC Foundation Co-Director and Kanako Suda, Instructional Support Specialist

From: Mallory Newell, De Anza Research
Kristina Wong, Student Assistant

Date: 04/24/2017

Subject: Listening and Speaking Center (LSC) survey, Winter 2017

A survey of Listening and Speaking Center (LSC) survey was conducted at the end of the Winter quarter in 2017. This resulted in 18 valid respondents.

Important Highlights Include:

- 89% of respondents “strongly agree” or “agree” that it was easy to register for different activities in the LSC (25a).
- 94% of respondents strongly believe the staff at the LSC was friendly and helpful (25b).
- 94% of respondents "strongly agree" or “agree” that the staff took the time to explain the services offered in the LSC (25c).
- 83% of respondents "strongly agree" or “agree” that listening and speaking skills are necessary to achieve their academic or career goals after using the LSC programs and resources (27c).
- 78% of respondents "strongly agree” or “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).
- 78% of respondents "strongly agree” or “agree” their English skills have improved, and 67% of respondents “strongly agree” or “agree” they have more confidence in using English (28a, 28c).

LSC survey, Winter 2017 De Anza College Research

Winter 2017 Listening and Speaking Survey Report

1. Are you an international student? *

Mean: 1.89

Response	Value	Frequency	Percent	Graph
Yes	1.00	2	11.11	
No	2.00	16	88.89	
Total Valid		18	100.00	

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

Mean: 1.89

Response	Value	Frequency	Percent	Graph
Friend	1.00	4	22.22	
Instructor	2.00	12	66.67	
Other	3.00	2	11.11	
Total Valid		18	100.00	

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

Mean: -

Response	Value	Frequency	Percent	Graph
EWRT/READ/LART instructor	1.00	0	0.00	
Speech instructor	2.00	1	5.56	
World language class instructor	3.00	1	5.56	
Anderson Elaine	4.00	0	0.00	
Betlach Marcy	5.00	2	11.11	
Boerner Karen	6.00	0	0.00	
Carobus Patricia	7.00	5	27.78	
Chacko Achamma	8.00	0	0.00	
Chai Christine	9.00	0	0.00	
Cooper Susan	10.00	2	11.11	
Culver Matthew	11.00	0	0.00	
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	1	5.56	
Goodwin Mary Ellen	16.00	0	0.00	
Gray Zena	17.00	0	0.00	
Hamilton Webster	18.00	1	5.56	
Heistein Gloria	19.00	1	5.56	
Himes Gretchen	20.00	0	0.00	
Ifft MaryAnne	21.00	0	0.00	
Kohnhorst Lisa	22.00	0	0.00	
Lam Clara	23.00	1	5.56	
Lee Charles	24.00	1	5.56	
Lee Andrea	25.00	3	16.67	
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	1	5.56	
Newman Cheri	32.00	0	0.00	
Norman Craig	33.00	7	38.89	
Oman Andrew	34.00	0	0.00	
Ormeno Valerie	35.00	1	5.56	
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	2	11.11	
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	1	5.56	
Wong Letty	45.00	1	5.56	
Yee Linda	46.00	1	5.56	

Total Valid	14	77.78
Missing	4	22.22
Total	18	100.00

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

Mean: 1.28

Response	Value	Frequency	Percent	Graph
Yes	1.00	13	72.22	
No	2.00	5	27.78	
Total Valid		18	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: 1.56

Response	Value	Frequency	Percent	Graph
Yes	1.00	8	44.44	
No	2.00	10	55.56	
Total Valid		18	100.00	

9a. It helped me improve my study habits.

Mean: 1.22

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	7	38.89	
Agree	2.00	2	11.11	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	0	0.00	
Total Valid		9	50.00	
Missing		9	50.00	
Total		18	100.00	

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

Mean: 1.78

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	6	33.33	
Agree	2.00	1	5.56	
Disagree	3.00	1	5.56	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	1	5.56	
Total Valid		9	50.00	
Missing		9	50.00	
Total		18	100.00	

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

Mean: 1.56

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	5	27.78	
Agree	2.00	3	16.67	
Disagree	3.00	1	5.56	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	0	0.00	
Total Valid		9	50.00	
Missing		9	50.00	
Total		18	100.00	

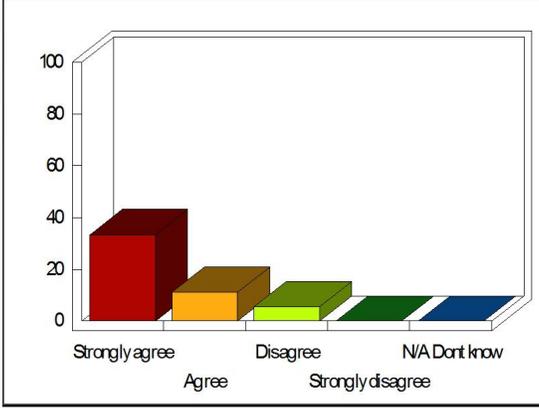
9d. It helped me understand the class materials (lecture, textbook, and assignments) in ESL 251.

Mean: 1.38

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	6	33.33	
Agree	2.00	1	5.56	
Disagree	3.00	1	5.56	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	0	0.00	
Total Valid		8	44.44	
Missing		10	55.56	
Total		18	100.00	

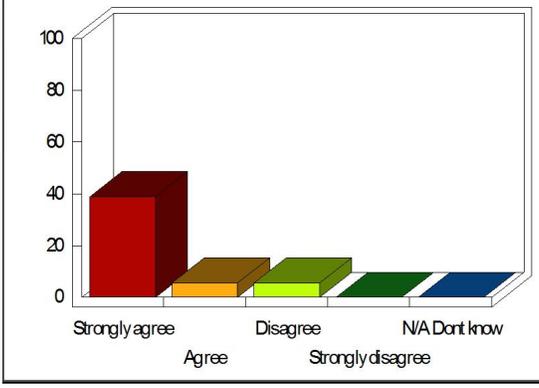
9e. It helped me improve the skills I was hoping to improve (pronunciation, presentation, or listening).

Mean: 1.44

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	6	33.33	
Agree	2.00	2	11.11	
Disagree	3.00	1	5.56	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	0	0.00	
Total Valid		9	50.00	
Missing		9	50.00	
Total		18	100.00	

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

Mean: 1.33

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	7	38.89	
Agree	2.00	1	5.56	
Disagree	3.00	1	5.56	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	0	0.00	
Total Valid		9	50.00	
Missing		9	50.00	
Total		18	100.00	

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: 1.72

Response	Value	Frequency	Percent	Graph
Yes	1.00	5	27.78	
No	2.00	13	72.22	
Total Valid		18	100.00	

12a. It helped me improve my study habits. Mean: 1.29

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	5	27.78	
Agree	2.00	2	11.11	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	0	0.00	
Total Valid		7	38.89	
Missing		11	61.11	
Total		18	100.00	

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

Mean: 1.33

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	4	22.22	
Agree	2.00	2	11.11	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	0	0.00	
Total Valid		6	33.33	
Missing		12	66.67	
Total		18	100.00	

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

Mean: 1.40

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	3	16.67	
Agree	2.00	2	11.11	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	0	0.00	
Total Valid		5	27.78	
Missing		13	72.22	
Total		18	100.00	

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

Mean: 1.40

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	3	16.67	
Agree	2.00	2	11.11	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	0	0.00	
Total Valid		5	27.78	
Missing		13	72.22	
Total		18	100.00	

12e. It helped me improve my English grammar.

Mean: 1.40

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	3	16.67	
Agree	2.00	2	11.11	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	0	0.00	
Total Valid		5	27.78	
Missing		13	72.22	
Total		18	100.00	

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

Mean: 1.40

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	3	16.67	
Agree	2.00	2	11.11	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	0	0.00	
Total Valid		5	27.78	
Missing		13	72.22	
Total		18	100.00	

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

Mean: 1.40

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	3	16.67	
Agree	2.00	2	11.11	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	0	0.00	
Total Valid		5	27.78	
Missing		13	72.22	
Total		18	100.00	

17. Did you participate in World Language Tutoring in the Listening and Speaking Center this quarter? * Mean: 1.94

Response	Value	Frequency	Percent	Graph
Yes	1.00	1	5.56	
No	2.00	17	94.44	
Total Valid		18	100.00	

19. Did you use ESL software in the Listening and Speaking Center this quarter? * Mean: 0.24

Response	Value	Frequency	Percent	Graph
Yes	1.00	4	22.22	
No	0.00	13	72.22	
Total Valid		17	94.44	
Missing		1	5.56	
Total		18	100.00	

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

Mean: 0.00

Response	Value	Frequency	Percent	Graph
Yes	1.00	0	0.00	
No	0.00	17	94.44	
Total Valid		17	94.44	
Missing		1	5.56	
Total		18	100.00	

25a. It was easy to register for different activities in the LSC (workshop, tutoring, and/or Language Exchange). Mean: 1.67

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	10	55.56	
Agree	2.00	6	33.33	
Disagree	3.00	1	5.56	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	1	5.56	
Total Valid		18	100.00	

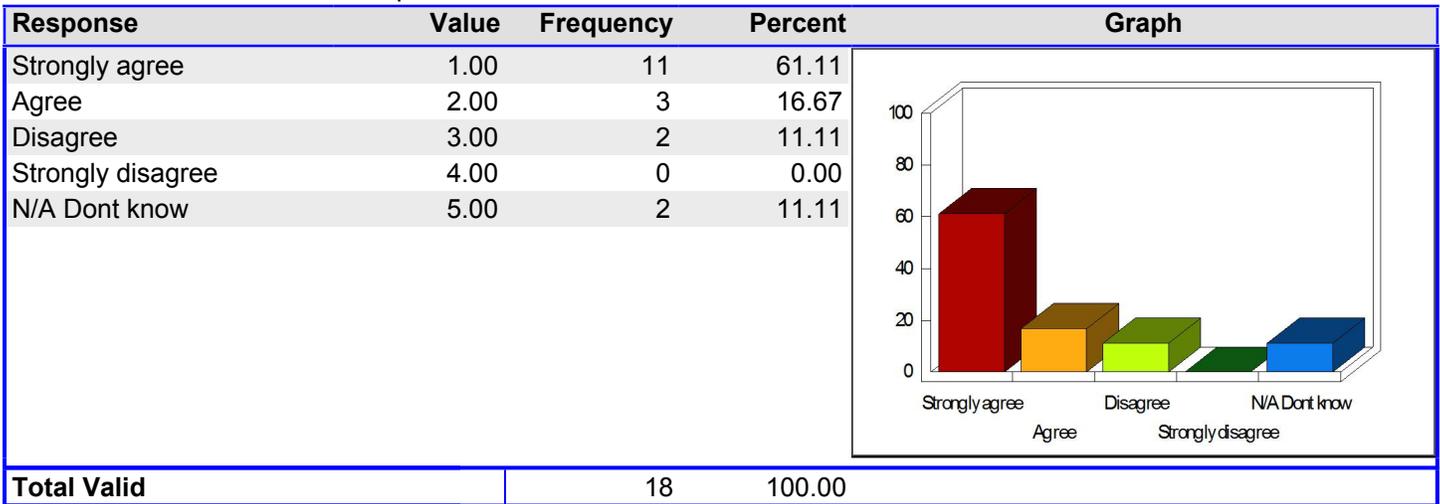
25b. The staff was friendly and helpful.

Mean: 1.50

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	10	55.56	
Agree	2.00	7	38.89	
Disagree	3.00	1	5.56	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	0	0.00	
Total Valid		18	100.00	

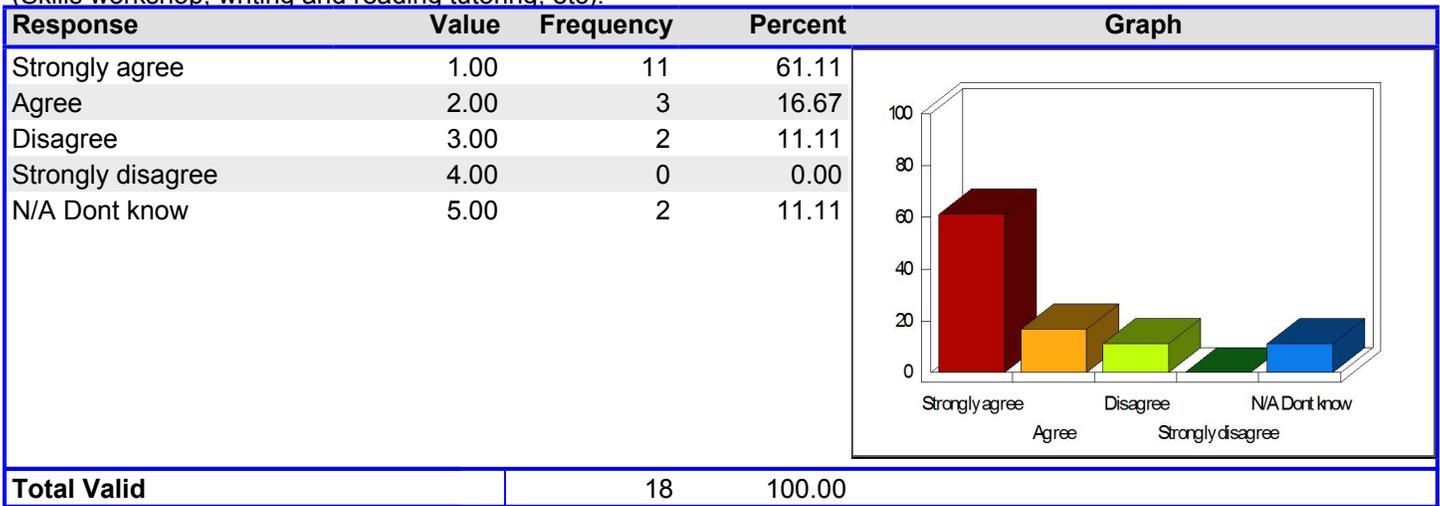
25c. The staff took the time to explain the services offered in the LSC

Mean: 1.83



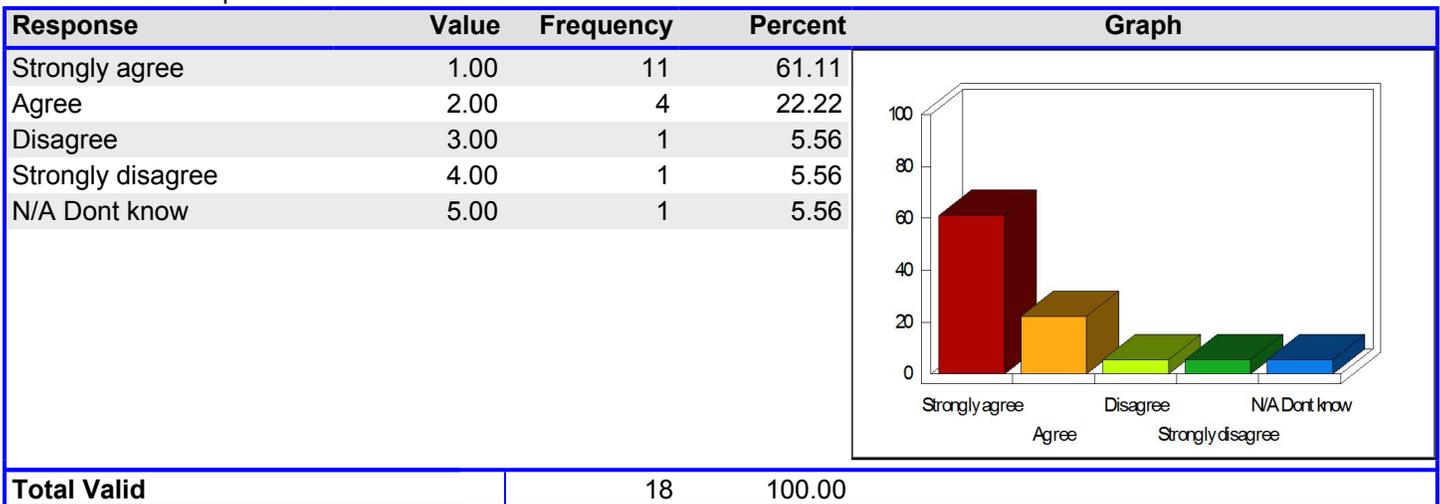
25d. The staff explained the policies and procedures for using other Student Success Center services (Skills workshop, writing and reading tutoring, etc).

Mean: 1.83



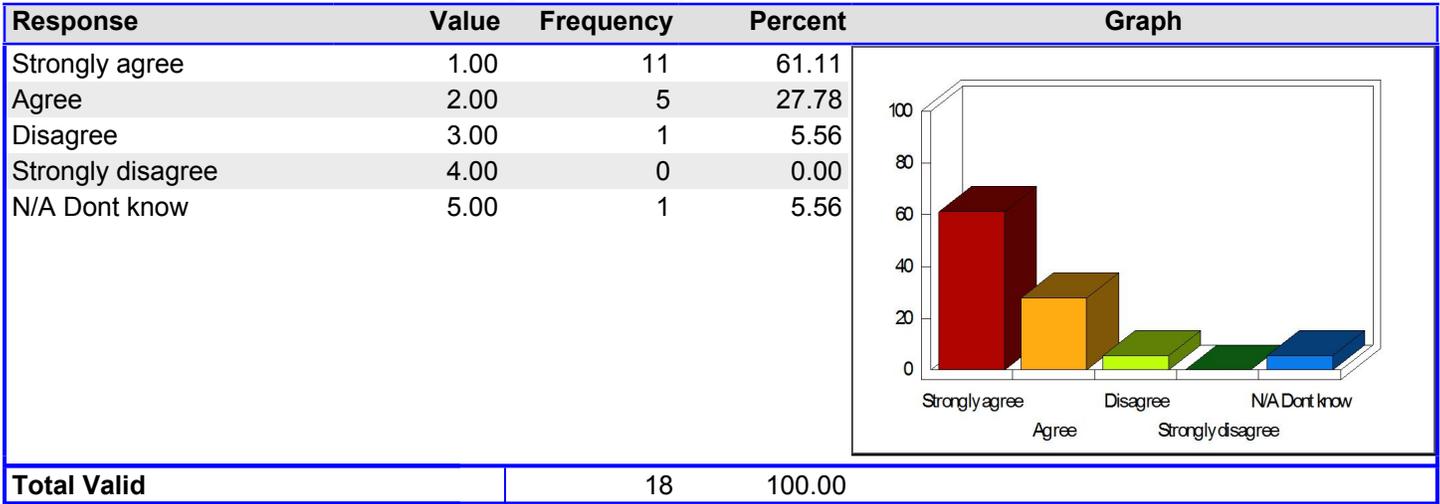
25e. The workshop leader / tutor was on time.

Mean: 1.72



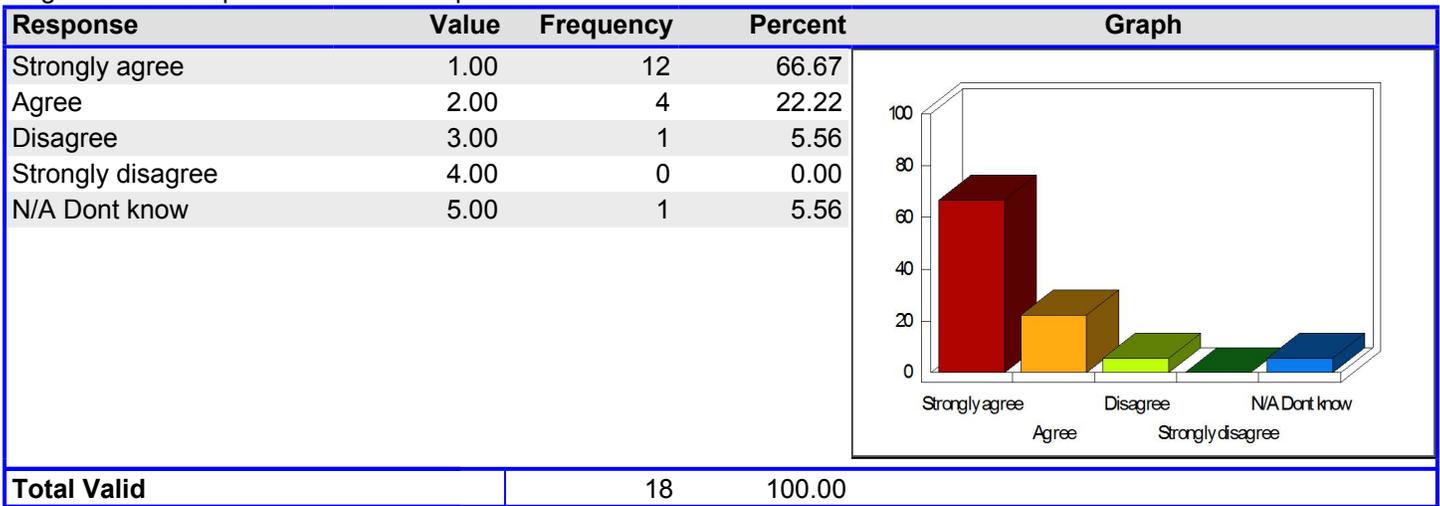
25f. The workshop leader / tutor was willing to listen to my questions and concerns.

Mean: 1.61



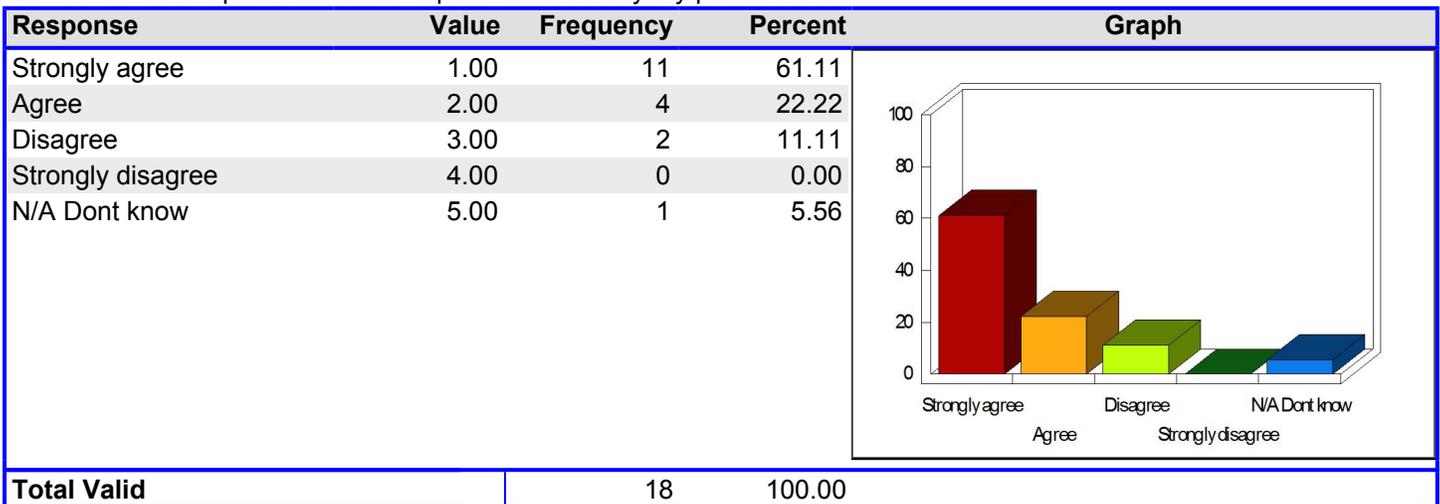
25g. The workshop leader / tutor was patient.

Mean: 1.56



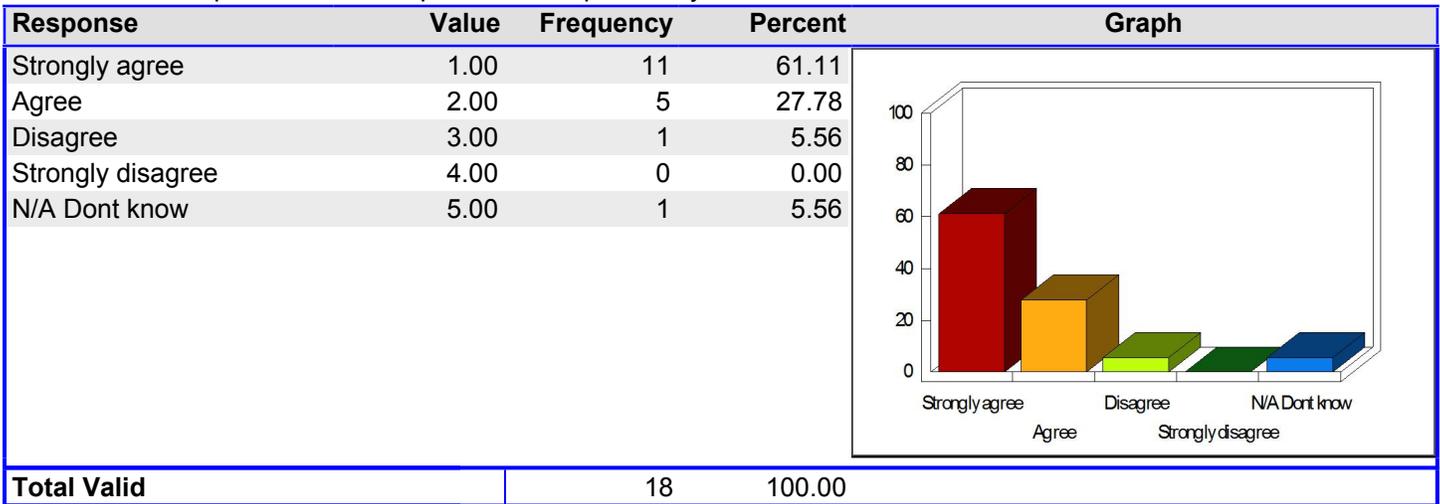
25h. The workshop leader / tutor helped me to identify my problem area.

Mean: 1.67



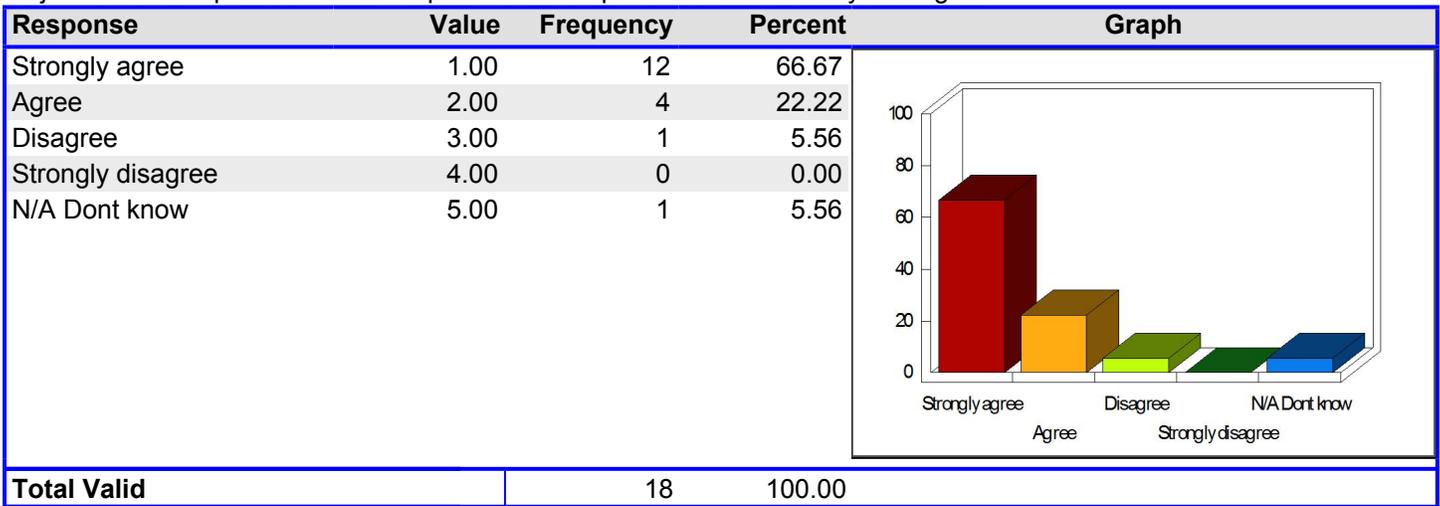
25i. The workshop leader / tutor explained concepts clearly.

Mean: 1.61



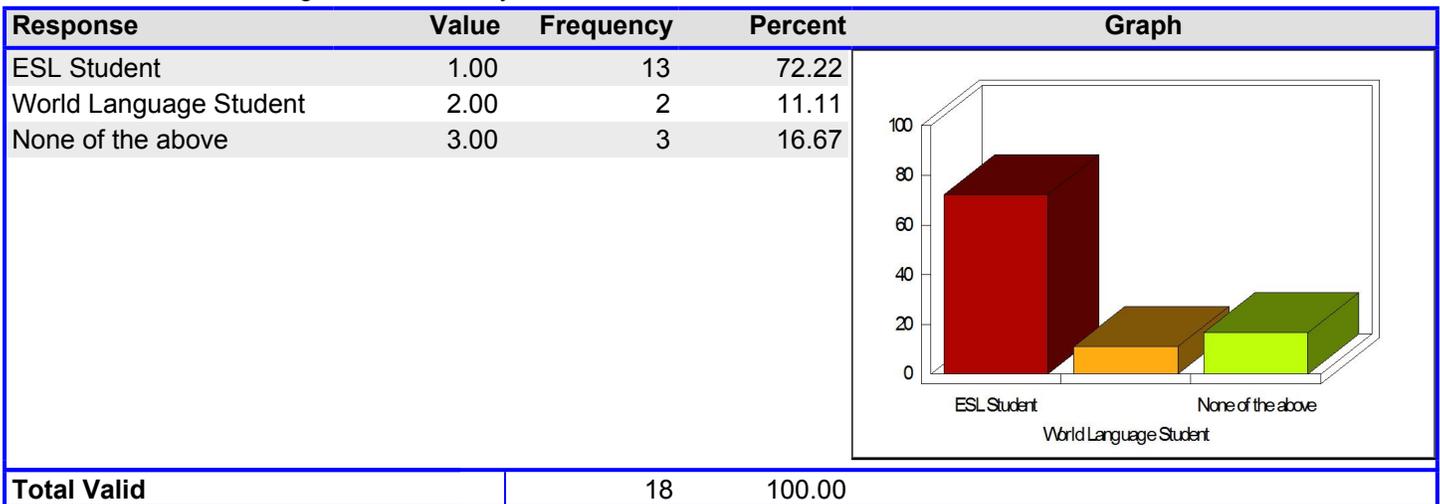
25j. The workshop leader / tutor helped me develop more effective study strategies.

Mean: 1.56



26. Which of the following best describes you? *

Mean: 1.44



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

Mean: 2.00

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	5	27.78	
Agree	2.00	7	38.89	
Disagree	3.00	3	16.67	
Strongly disagree	4.00	1	5.56	
N/A Dont know	5.00	0	0.00	
Total Valid		16	88.89	
Missing		2	11.11	
Total		18	100.00	

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

Mean: 1.75

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	10	55.56	
Agree	2.00	2	11.11	
Disagree	3.00	3	16.67	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	1	5.56	
Total Valid		16	88.89	
Missing		2	11.11	
Total		18	100.00	

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

Mean: 1.38

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	11	61.11	
Agree	2.00	4	22.22	
Disagree	3.00	1	5.56	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	0	0.00	
Total Valid		16	88.89	
Missing		2	11.11	
Total		18	100.00	

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

Mean: 1.69

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	9	50.00	
Agree	2.00	5	27.78	
Disagree	3.00	1	5.56	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	1	5.56	
Total Valid		16	88.89	
Missing		2	11.11	
Total		18	100.00	

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

Mean: 1.73

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	7	38.89	
Agree	2.00	7	38.89	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	1	5.56	
Total Valid		15	83.33	
Missing		3	16.67	
Total		18	100.00	

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

Mean: 2.20

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	5	27.78	
Agree	2.00	6	33.33	
Disagree	3.00	2	11.11	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	2	11.11	
Total Valid		15	83.33	
Missing		3	16.67	
Total		18	100.00	

28c. I have more confidence in using English.

Mean: 2.00

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	5	27.78	
Agree	2.00	7	38.89	
Disagree	3.00	2	11.11	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	1	5.56	
Total Valid		15	83.33	
Missing		3	16.67	
Total		18	100.00	

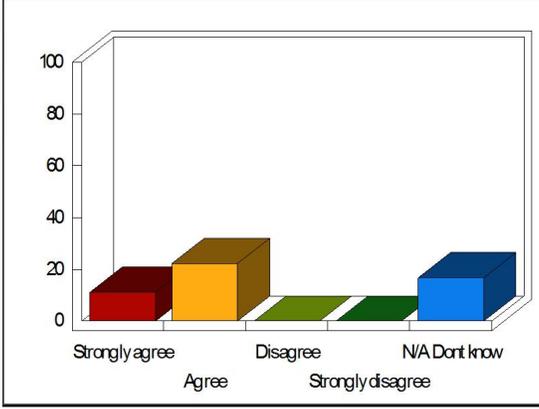
28d. My grades in my classes have improved.

Mean: 2.13

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	5	27.78	
Agree	2.00	7	38.89	
Disagree	3.00	1	5.56	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	2	11.11	
Total Valid		15	83.33	
Missing		3	16.67	
Total		18	100.00	

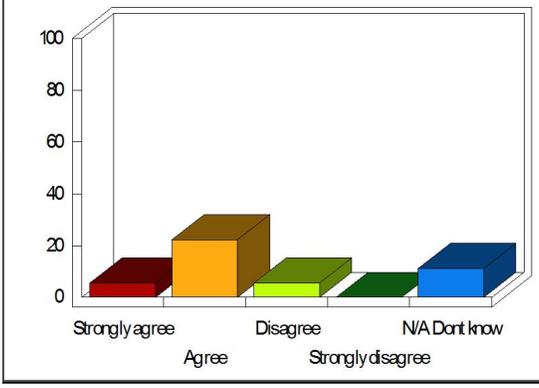
29a. My target language skills (listening, speaking, grammar, writing, and/or reading) have improved.

Mean: 2.78

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	2	11.11	
Agree	2.00	4	22.22	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	3	16.67	
Total Valid		9	50.00	
Missing		9	50.00	
Total		18	100.00	

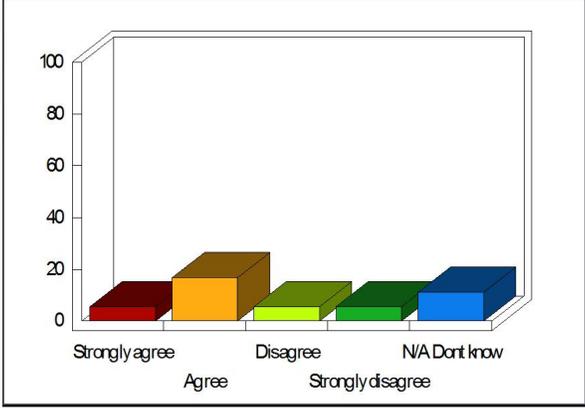
29b. I know more ways to improve my target language (online resources, other De Anza resources, etc).

Mean: 2.75

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	1	5.56	
Agree	2.00	4	22.22	
Disagree	3.00	1	5.56	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	2	11.11	
Total Valid		8	44.44	
Missing		10	55.56	
Total		18	100.00	

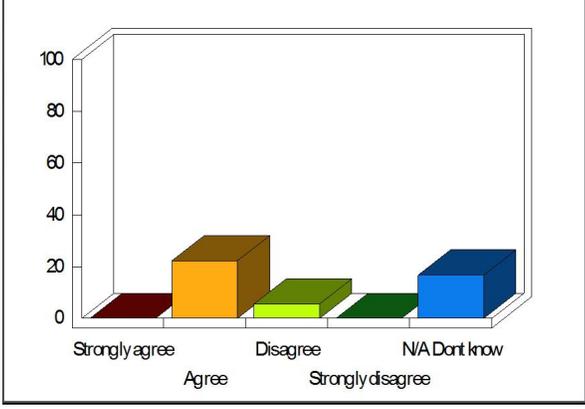
29c. I have more confidence in using my target language.

Mean: 3.00

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	1	5.56	
Agree	2.00	3	16.67	
Disagree	3.00	1	5.56	
Strongly disagree	4.00	1	5.56	
N/A Dont know	5.00	2	11.11	
Total Valid		8	44.44	
Missing		10	55.56	
Total		18	100.00	

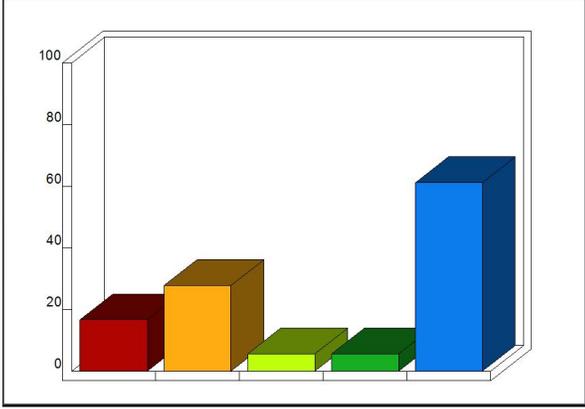
29d. My grades in my classes have improved.

Mean: 3.25

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	0	0.00	
Agree	2.00	4	22.22	
Disagree	3.00	1	5.56	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	3	16.67	
Total Valid		8	44.44	
Missing		10	55.56	
Total		18	100.00	

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	1.00	3	16.67	
Writing and Reading Center AT309	2.00	5	27.78	
General Subjects Tutoring AT304	3.00	1	5.56	
Academic Skills Center AT302	4.00	1	5.56	
None	5.00	11	61.11	
Total Valid		18	100.00	

Listening and Speaking Center Survey Responses

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

Respondent	Response
2	I like Pronunciation and Uesful English.
3	It was able to ask any kinds of question even though very simple one. It also helped as a pre-study that I prepared for the coming next casses.
5	I like it and it's really fun.
6	I like conversation workshop.
7	If the instructors can keep all the workshop schedule, that will be much better.
8	I like news discussion and presentation skills
9	increase english skill
14	I like reading workshop and idiom workshop.
15	What I loved about weekly workshops was that I met many friends who didn't meet me in my class. I talked them so much through the workshops and befriended!
16	idioms
17	like
18	I like the ESL

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

Respondent	Response
1	Schedule of workshop didn't fit my schedule
4	I did not know about them.
10	I participated in grammar workshops.
13	Because I am in EWRT211 class.
17	yes, I could participate every week.

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

Respondent	Response
2	No, it was very well.
3	If De Anza has a budget to improve there for international students, it is gonna be very helpful to make 'those specifc devided rooms' sure from noises because lots of students are using in there, and even though there partitions exisrs, it still has too much noises that each of rooms students & tutor cannot focus on what they are doing. Because of purpose of its room as called 'LSC' I prefer to install more better partition to devide each rooms clearly than now.
5	Not yet.
6	Academic writing expression workshop. Or academic vocabulary workshop.
7	Set some permanent instructor for the workshops.
8	Though grammar is really important in written skills, I would like to know how to avoid grammar mistakes that international students usually use in oral english.
9	outside workshop when weather is well.
17	Maybe workshop can add some more interesting topic. Like food , travel.

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

Respondent	Response
2	It was very good!

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

Respondent	Response
3	As I mentioned above, partition would be the most important part.
6	It helped me a lot. Especially, my grade.
8	It helps me a lot. Especially in improving my grade in ESL 251.
10	no

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

Respondent	Response
3	Also same as above about partition.
8	I finally understand how adjective clause works.
10	no

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

Respondent	Response
2	I like .
3	I was allowed to speak and listen to each others including tutor, and we were able to practice & get correction from tutor. This is the most important purpose of LSC I think and I am satisfied perfectly instead of partition.
4	Like-it helped me in my class. Dislike-more topic suggestions from my tutor would have been helpful.
6	Tutors always help me writing, speaking, and reading. I like that.
8	I like it.
9	give some writing examples
14	I like practising speaking.
17	We can correct my pronunciation.

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

Respondent	Response
1	I couldn't make appointment because my schedule wasn't flexible.
7	No need.
13	Because I have the help from my instructor from EWRT211.
15	I didn't do it in this quarter but there was no strong reason. Maybe I felt satisfaction to talk during the workshops.

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

Respondent	Response
2	Good

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

Respondent	Response
1	Some of computers didn't work
3	So important materials that I didn't know before, and it was free& unlimited practicing allowed to me. I liked it.
6	Software is good, but computer was really slow, so something I got frustrated.

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

Respondent	Response
2	I don't have time.
4	I did not know about it.
7	No time.
8	Don't have much time.
9	I think I can learn esl online too
14	Have no enough time.

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

Respondent	Response
1	I didnt have any time
2	I don't have time.
3	I havent had time for it becauae of too many classes I had to cover.
4	I was told it would not be easy to find someone to participate with.
7	The previous experiences is not good.
8	I don't know the details about Language Exchange program.
9	I want use english fluently first.
14	Have no 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
4	My tutor helped me do well in my class.
7	I didn't use them this quarter.
8	It helps me.
9	help me a lot
17	LSC programs help me

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

Respondent	Response
3	Overall, I really satisfied at all kinds of services.
4	I liked that my tutor helped me in my class. I disliked that the front office staff was loud and disruptive of the tutoring sessions.
5	The staff is very nice.
6	People are kind and friendly, so the LSC is the best place in De Anza for me.
7	I like the opportunities I can get to practice my English. I don't like those instructors who are not existed in their workshops, are not on time in the workshops, claim themselves as a volunteer and talk what they want. Their unreliable affected my schedule very much.
8	I like it!
9	like the center
14	I like the center.
15	This is my individual opinion, so not common maybe, but the lightning in LSC rooms are poor for my eyes to study by myself at the desk. But don't forget, I love your atmosphere in LSC. I feel ease inside. Thanks for your all service for us!



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?

6. Why did you not participate in weekly workshops?

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

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

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

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

Yes -> Go to Questions 12 and 13

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

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

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

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

Questions about LSC (ESL) Tutoring

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

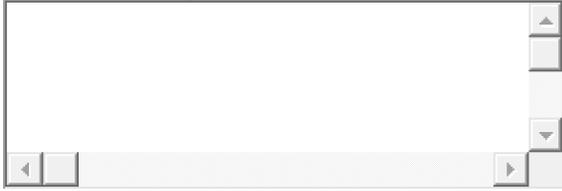
Yes

No

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?

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16. Why did you not participate in tutoring?

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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?

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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?

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21. Why did you not use ESL software?

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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?

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24. Why did you not participate in Language Exchange?

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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"/>				
25b. The staff was friendly and helpful.	<input type="radio"/>				
25c. The staff took the time to explain the services offered in the LSC.	<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"/>				
25e. The workshop leader / tutor was on time.	<input type="radio"/>				
25f. The workshop leader / tutor was willing to listen to my questions and concerns.	<input type="radio"/>				
25g. The workshop leader / tutor was patient.	<input type="radio"/>				
25h. The workshop leader / tutor helped me to identify my problem area.	<input type="radio"/>				
25i. The workshop leader / tutor explained concepts clearly.	<input type="radio"/>				
25j. The workshop leader / tutor helped me develop more effective study strategies.	<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"/>				

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

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

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

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

Strongly agree Agree Disagree Strongly disagree N/A, Don't know

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

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

28c. I have more confidence in using English.

28d. My grades in my classes have improved.

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

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.

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

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

29d. My grades in my classes have improved.

30. How did the LSC programs and/or resources (Language Exchange, computers, recording rooms, etc)

help or not help you?

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

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32. What other Student Success Center services 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