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: 08/08/2018

Subject: Listening and Speaking Center Feedback, Spring 2018

A survey of Listening and Speaking Center (LSC) survey was conducted at the end of the Spring quarter in 2018. This resulted in 53 valid respondents.

Important Highlights Include:

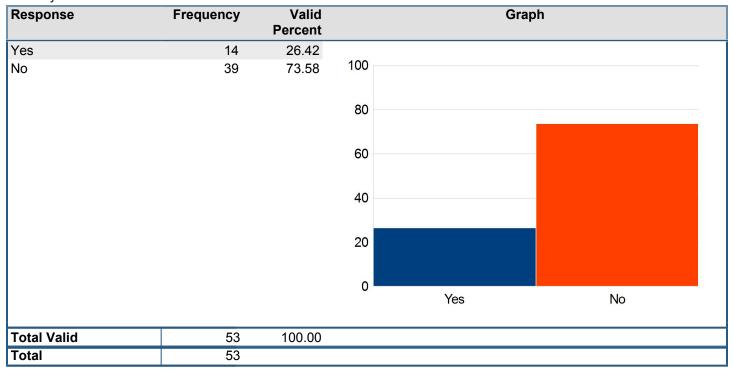
- 87% (46) of respondents did not participate in World Language Tutoring. (Question 17)
- 95% (51) of respondents 'agree' or 'strongly agree' that the staff helped make registering for different activities in the LSC (workshop, tutoring, and/or Language Exchange) easy. (Question 25a)
- 96% (52) of respondents 'agree' or 'strongly agree' that the staff was friendly and helpful. (Question 25b)
- 89% (47) of respondents 'agree' or 'strongly agree' that the staff took the time to explain services offered in the LSC, and they explained policies and procedures for using other Student Center services. (Question 25c,d)
- 91% (48) of respondents 'agree' or 'strongly agree' that the workshop leader/tutor was on time. (Question 25e)
- 89% (47) of respondents 'agree' or 'strongly agree' that the workshop leader/tutor was willing to listen to questions and concerns and was patient. (Question 25f,g)
- 87% (46) of respondents 'agree' or 'strongly agree' that the workshop leader/tutor helped them identify their problem area, explained concepts clearly, and helped them develop more effective study strategies. (Question 25h,i,j)
- 93% (39) of respondents who describe themselves as ESL students 'agree' or 'strongly agree' that listening and speaking skills are necessary to achieve their academic or career goals. (Question 27c)

De Anza College Office of Institutional Research and Planning

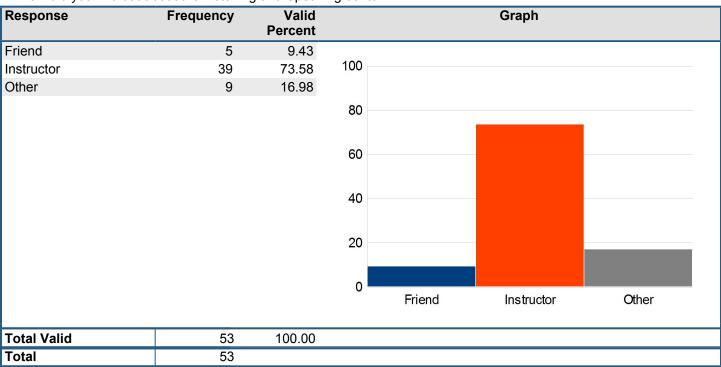
- 97% (40) of respondents who describe themselves as ESL students 'agree' or 'strongly agree' that the LSC provides important opportunities for them to practice oral communication skills in English. (Question 27d)
- 95% (38) of respondents who describe themselves as ESL students 'agree' or 'strongly agree' that the LSC helped improve their English skills (listening, speaking, grammar, writing, and/or reading). (Question 28a)
- 92% (36) of respondents who describe themselves as ESL students 'agree' or 'strongly agree' that the LSC gave them more ways to improve their English skills (online resources, LSC programs, other De Anza resources, etc). (Question 28b)

Spring 2018 Listening Speaking Feedback

1. Are you an international student? *



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

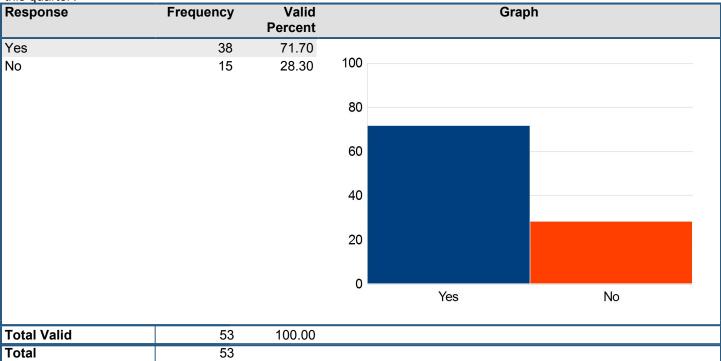


3. Which instructor(s)? Check all that apply.

Response	Frequency	Valid Percent	Graph	
EWRT/READ/LART	_		100	
instructor	2	5.13	100	
Speech instructor	2	5.13		
World language class instructor	0	0.00	80	
Anderson Elaine	0	0.00		
Bankston Christopher	0	0.00	60	
Barasch-Kane Nancy	0	0.00		
Betlach Marcy	5	12.82		
Boerner Karen	1	2.56	40	
Boyd Cristin	0	0.00		
Carobus Patricia	4	10.26	20	
Carrell Tanya	0	0.00	20	
Chai Christine	2	5.13		
Cooper Susan	0	0.00	。 	
Culver Matthew	1	2.56		
Dodd Elizabeth	0	0.00		
Dubarry Michele	5	12.82		
Flores Kathy	6	15.38		
Goodwin Mary Ellen	0	0.00		
Goksel-Demir Ebru	0	0.00		
Hamilton Webster	1	2.56		
Haven Kathy	0	0.00		
Heistein Gloria	0	0.00		
Himes Gretchen	0	0.00		
Ifft MaryAnne	1	2.56		
Kohnhorst Lisa	1	2.56		
Lam Clara	0	0.00		
Lee Charles	4	10.26		
Lee Andrea	1	2.56		
Leung Kai-Cheon	0	0.00		
Marchiano Michelle	0	0.00		
Marianetti Noel	0	0.00		
Marin Maria	0	0.00		
Molino-Torres Alejandro	1	2.56		
Newman Cheri	1	2.56		
Norman Craig	9	23.08		
Nguyen Lynh	1	2.56		
Ormeno Valerie	4	10.26		
Ouyang Caroline	0	0.00		
Rivera Meegan	0	0.00		
Ruumet Marika	0	0.00		
Stranahan Sharon	0	0.00		
Sklyar Angelina	0	0.00		
Thistlethwaite Ann	0	0.00		
Thot-Johnson Iris	0	0.00		
Topalovic Jasmina	1	2.56		
	•			

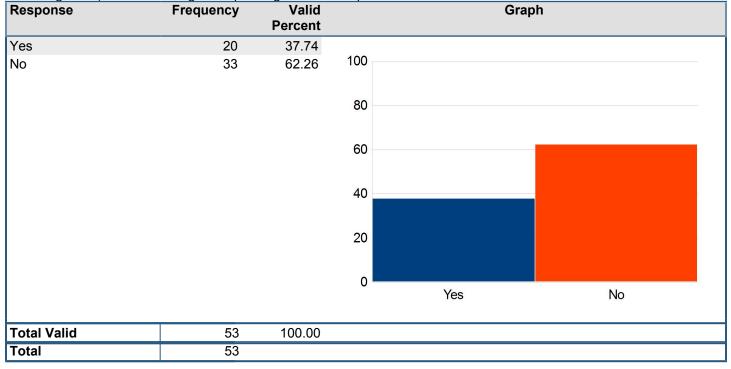
Tracey Iva	1	17.95
Tung Daniel	2	5.13
Wong Letty	2	5.13
Yee Linda	10	25.64
Total Valid	39	100.00
Invalid Response	14	
Total	53	

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



8. Did you participate in any of the ESL 251 Support Workshops (Pronunciation Skills, Presentation Skills, and/or

Listening Skills) in the Listening and Speaking Center this quarter? *

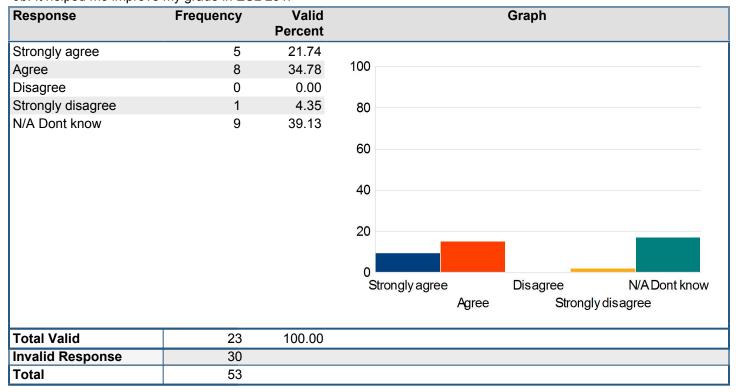


9. How did the workshop help or not help you?

9a. It helped me improve my study habits.

Response	Frequency	Valid Percent				Graph	
Strongly agree	10	35.71					
Agree	14	50.00	100				
Disagree	2	7.14					
Strongly disagree	0	0.00	80				
N/A Dont know	2	7.14					
			60				
			40				
			20				
			0 St	rongly agree		Disagree	N/A Dont know
				A	⁴gree	Strongly	disagree
Total Valid	28	100.00					
Invalid Response	25						
Total	53						

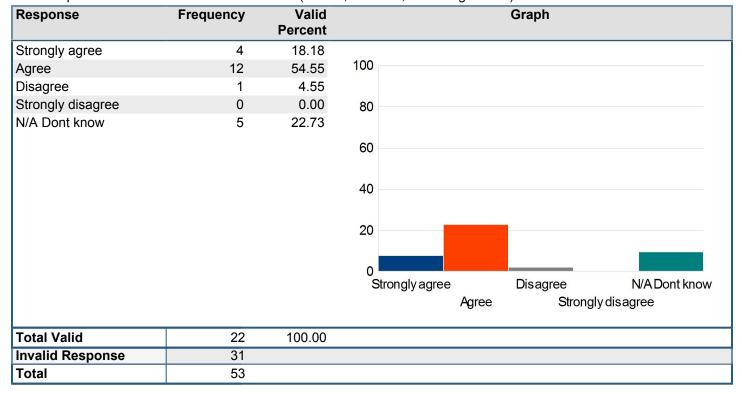
9b. It helped me improve my grade in ESL 251.



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

- Trioiped me improve			
Response	Frequency	Valid Percent	Graph
Strongly agree	8	33.33	
Agree	15	62.50	100
Disagree	0	0.00	
Strongly disagree	0	0.00	80
N/A Dont know	1	4.17	
			60
			40
			20
			Strongly agree Disagree N/A Dont know
			Agree Strongly disagree
Total Valid	24	100.00	
Invalid Response	29		
Total	53		

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



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

Response	Frequency	Valid Percent				Graph	
Strongly agree	8	33.33					
Agree	16	66.67	100				
Disagree	0	0.00					
Strongly disagree	0	0.00	80				
N/A Dont know	0	0.00					
			60				
			40				
			20				
			0				
				trongly agree		Disagree	N/A Dont know
					Agree	Strong	ly dis agree
Total Valid	24	100.00					
Invalid Response	29						
Total	53						

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

Response	Frequency	Valid Percent	Graph
Strongly agree	10	41.67	
Agree	13	54.17	100
Disagree	0	0.00	
Strongly disagree	1	4.17	80
N/A Dont know	0	0.00	
			60
			40
			20
			Strongly agree Disagree N/A Dont know
			Agree Strongly disagree
Total Valid	24	100.00	
Invalid Response	29		
Total	53		

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? *

Response Frequency Valid Graph **Percent** Yes 14 26.42 100 73.58 No 39 80 60 40 20 0 Yes No **Total Valid** 53 100.00 Total 53

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

12a. It helped me improve my study habits.

Response	Frequency	Valid Percent	Graph	
Strongly agree	7	41.18		
Agree	8	47.06	100	
Disagree	0	0.00		
Strongly disagree	0	0.00	80	
N/A Dont know	2	11.76		
			60	
			40	
			20	
			0	
			Strongly agree Disagree	N/A Dont know
			Agree Strongly d	isagree
Total Valid	17	100.00		
Invalid Response	36			
Total	53			

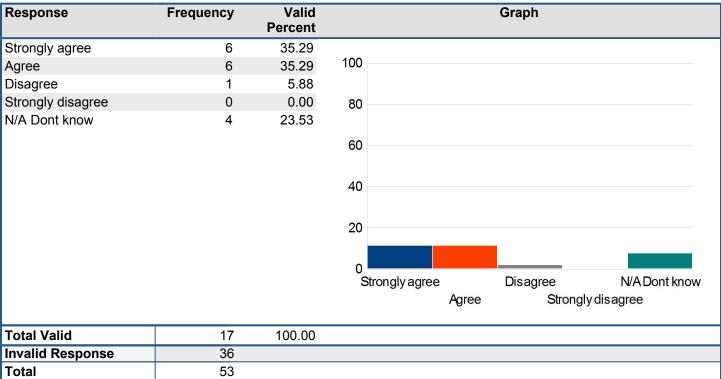
12b. It helped me improve my grade in ESL 253.

Response	Frequency	Valid Percent				Graph	
Strongly agree	5	31.25					
Agree	7	43.75	100				
Disagree	0	0.00					
Strongly disagree	0	0.00	80				
N/A Dont know	4	25.00					
			60				
			40				
			20	_			
			0				
			S	trongly agree		Disagree	N/A Dont know
					Agree	Strongly d	isagree
Total Valid	16	100.00					
Invalid Response	37						
Total	53						

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

Response	Frequency	Valid Percent	Graph
Strongly agree	5	29.41	
Agree	9	52.94	100
Disagree	0	0.00	
Strongly disagree	0	0.00	80
N/A Dont know	3	17.65	
			60
			40
			20
			O Strongly agree Disagree N/A Dont know Agree Strongly disagree
Total Valid	17	100.00	
Invalid Response	36		
Total	53		

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



12e. It helped me improve my English grammar.

Response	Frequency	Valid Percent				Graph	
Strongly agree	8	47.06					
Agree	7	41.18	100				
Disagree	0	0.00					
Strongly disagree	0	0.00	80				
N/A Dont know	2	11.76					
			60				
			40				
			20				
			0				
			St	rongly agree		Disagree	N/A Dont know
					Agree	Strongly dis	sagree
Total Valid	17	100.00					
Invalid Response	36						
Total	53						

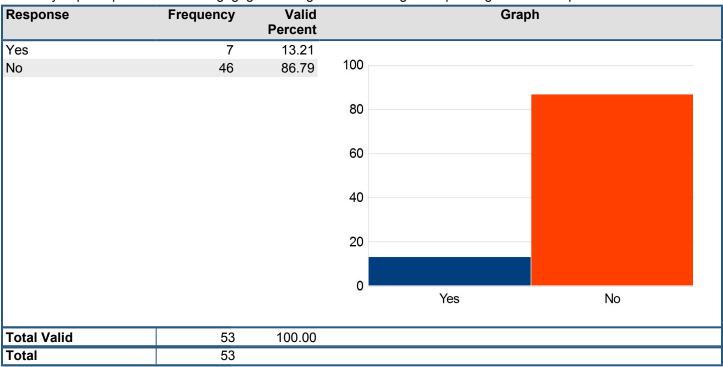
12f. It helped me improve my writing skills in English.

TZI. It riciped the improv			
Response	Frequency	Valid Percent	Graph
Strongly agree	7	41.18	
Agree	8	47.06	100
Disagree	0	0.00	
Strongly disagree	0	0.00	80
N/A Dont know	2	11.76	
			60
			40
			20
			0
			Strongly agree Disagree N/A Dont know
			Agree Strongly disagree
Total Valid	17	100.00	
Invalid Response	36		
Total	53		

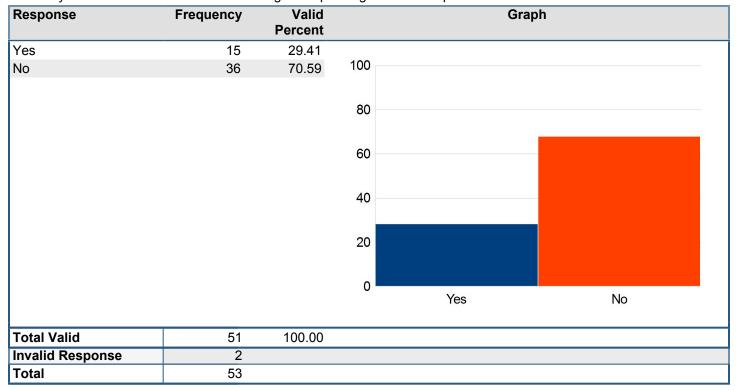
12g. Overall, I was pleased with the workshop.

Response	Frequency	Valid Percent	Graph
Strongly agree	8	50.00	
Agree	6	37.50	100
Disagree	0	0.00	
Strongly disagree	0	0.00	80
N/A Dont know	2	12.50	
			60
			40
			20
			0
			Strongly agree Disagree N/A Dont know
			Agree Strongly disagree
Total Valid	16	100.00	
Invalid Response	37		
Total	53		

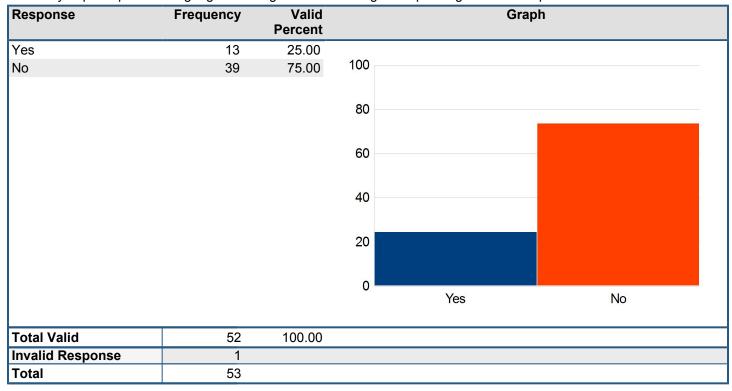
17. Did you participate in World Langugage Tutoring in the Listening and Speaking Center this quarter? *



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

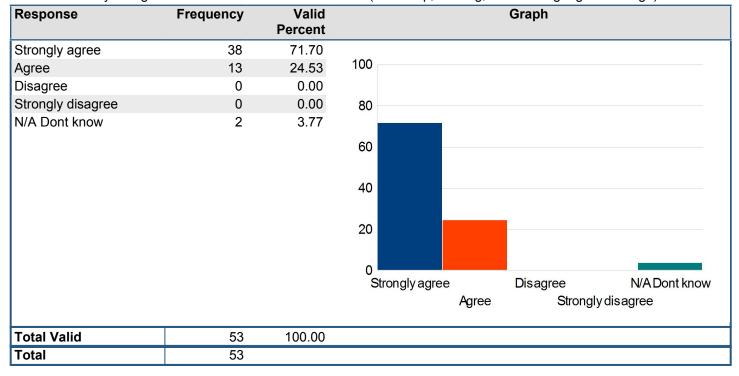


22. Did you participate in Language Exchange in the Listening and Speaking Center this quarter? *



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).



25b. The staff was friendly and helpful.

Response	Frequency	Valid Percent				Graph	
Strongly agree	42	79.25					
Agree	10	18.87	100				
Disagree	0	0.00					
Strongly disagree	0	0.00	80				
N/A Dont know	1	1.89					
			60				
			40				
			20				
			0				
			Str	ongly agree		Disagree	N/A Dont know
					Agree	Strongl	y disagree
Total Valid	53	100.00					
Total	53						

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

Response	Frequency	Valid Percent	Graph
Strongly agree	32	60.38	
Agree	15	28.30	100
Disagree	1	1.89	
Strongly disagree	0	0.00	80
N/A Dont know	5	9.43	
			60
			40
			20
			0
			Strongly agree Disagree N/A Dont know
			Agree Strongly disagree
Total Valid	53	100.00	
Total	53		

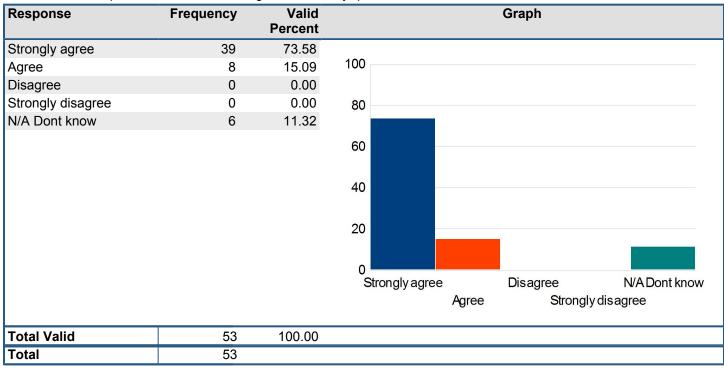
25d. The staff explained the policies and procedures for using other Student Success Center services (Skills workshop, writing and reading tutoring, etc).

Response	Frequency	Valid				Graph	
·		Percent				•	
Strongly agree	31	58.49					
Agree	16	30.19	100				
Disagree	2	3.77					
Strongly disagree	0	0.00	80				
N/A Dont know	4	7.55					
			60				
			40				
			40				
			20				
			0	trop alv o are e		Diogras	N/A Dont know
			3	trongly agree	Λ	Disagree	N/A Dont know
					Agree	Strong	ly disagree
Total Valid	53	100.00					
Total	53						

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

Response	Frequency	Valid Percent			Graph	
Strongly agree	36	67.92				
Agree	12	22.64	100			
Disagree	0	0.00				
Strongly disagree	0	0.00	80			
N/A Dont know	5	9.43				
			60			
			40			
			20			
			0			
			Strongly agree		Disagree	N/A Dont know
				Agree	Strongly dis	sagree
Total Valid	53	100.00				
Total	53					

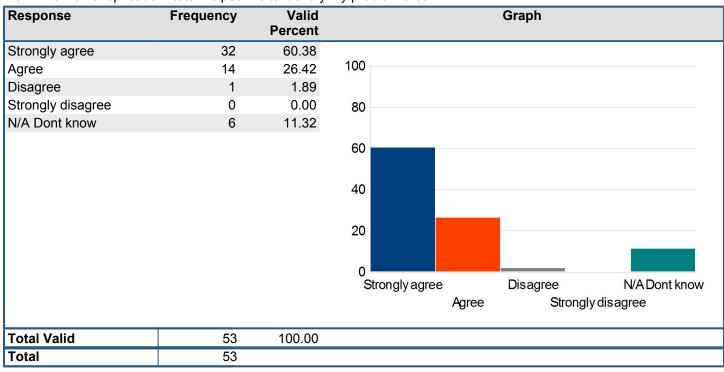
25f. The workshop leader / tutor was willing to listen to my questions and concerns.



25g. The workshop leader / tutor was patient.

Response	Frequency	Valid Percent	Graph
Strongly agree	38	71.70	
Agree	8	15.09	100
Disagree	1	1.89	
Strongly disagree	0	0.00	80
N/A Dont know	6	11.32	
			60
			40
			20
			0
			Strongly agree Disagree N/A Dont know
			Agree Strongly disagree
Total Valid	53	100.00	
Total	53		

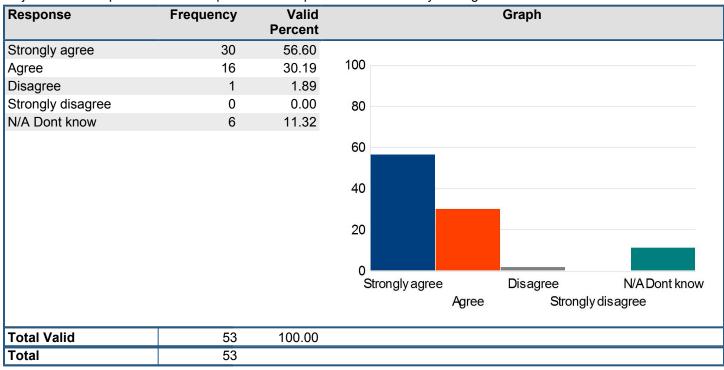
25h. The workshop leader / tutor helped me to identify my problem area.



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

Response	Frequency	Valid Percent	Graph
Strongly agree	35	66.04	
Agree	11	20.75	100
Disagree	1	1.89	
Strongly disagree	0	0.00	80
N/A Dont know	6	11.32	
			60
			40
			20
			0
			Strongly agree Disagree N/A Dont know
			Agree Strongly disagree
Total Valid	53	100.00	
Total	53		

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



26. Which of the following best describes you? *

Response	Frequency	Valid Percent			Graph	
ESL Student	39	73.58				
World Language Student	8	15.09	100			
None of the above	6	11.32				
			80			
			60			
			40			
			20			
			0			
			U	ESL Student W	orld Language Stud	None of the above lent
Total Valid	53	100.00				
Total	53					

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

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

Response	Frequency	Valid Percent	Graph
Strongly agree	13	30.23	
Agree	13	30.23	100
Disagree	14	32.56	
Strongly disagree	3	6.98	80
N/A Dont know	0	0.00	
			60
			40
			20
			0
			Strongly agree Disagree N/A Dont know
			Agree Strongly disagree
Total Valid	43	100.00	
Invalid Response	10		
Total	53		

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

Response	Frequency	Valid Percent	Graph
Strongly agree	24	57.14	
Agree	7	16.67	100
Disagree	10	23.81	
Strongly disagree	0	0.00	80
N/A Dont know	1	2.38	
			60
			40
			20
			0 Strongly agree Disagree N/A Dont know
			Agree Strongly disagree
Total Valid	42	100.00	
Invalid Response	11		
Total	53		

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

Response	Frequency	Valid Percent				Graph	
Strongly agree	27	64.29					
Agree	12	28.57	100				-
Disagree	2	4.76					
Strongly disagree	1	2.38	80				
N/A Dont know	0	0.00					
			60				
			40				
			20				
			0				
			S	trongly agree		Disagree N/A Dont kr	now
					Agree	Strongly disagree	
Total Valid	42	100.00					
Invalid Response	11						
Total	53						

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

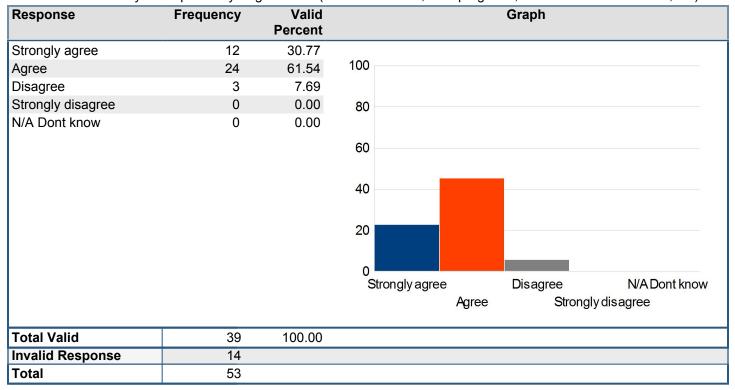
Response	Frequency	Valid Percent				Graph	
Strongly agree	25	60.98					
Agree	15	36.59	100				
Disagree	0	0.00					
Strongly disagree	0	0.00	80				
N/A Dont know	1	2.44					
			60				
			40				
			20				
			0				
			S	trongly agree		Disagree	N/A Dont know
					Agree	Strongly dis	sagree
Total Valid	41	100.00					
Invalid Response	12						
Total	53						

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.

Response	Frequency	Valid Percent				Graph	
Strongly agree	17	42.50					
Agree	21	52.50	100				
Disagree	1	2.50					
Strongly disagree	0	0.00	80				
N/A Dont know	1	2.50					
			60				
			40				
			20				
			0				
				rongly agree		Disagree	N/A Dont know
					Agree	Strongl	ydisagree
Total Valid	40	100.00					
Invalid Response	13						
Total	53						

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.

Response	Frequency	Valid Percent				Graph	
Strongly agree	12	30.77					
Agree	23	58.97	100				
Disagree	2	5.13					
Strongly disagree	0	0.00	80				
N/A Dont know	2	5.13					
			60				
			40				
			20				
			0				
				rongly agree		Disagree	N/A Dont know
					Agree	Strongly d	isagree
Total Valid	39	100.00					
Invalid Response	14						
Total	53						

28d. My grades in my classes have improved.

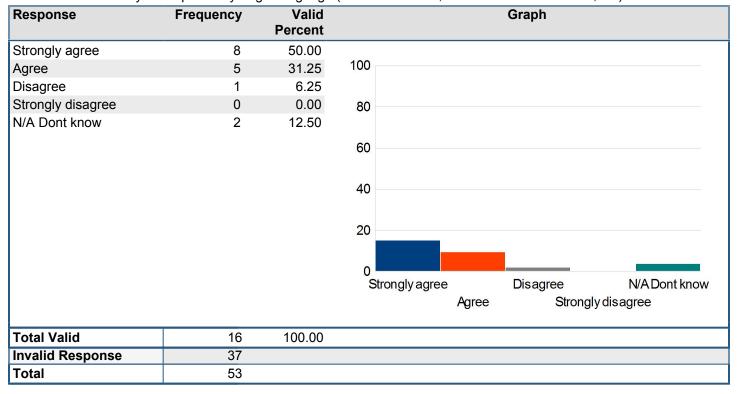
Response	Frequency	Valid Percent	Graph
Strongly agree	11	28.21	
Agree	20	51.28	100
Disagree	2	5.13	
Strongly disagree	0	0.00	80
N/A Dont know	6	15.38	
			60
			40
			20
			Strongly agree Disagree N/A Dont know
			Agree Strongly disagree
Total Valid	39	100.00	
Invalid Response	14		
Total	53		

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.

Response	Frequency	Valid Percent	Graph
Strongly agree	8	50.00	
Agree	4	25.00	100
Disagree	2	12.50	
Strongly disagree	0	0.00	80
N/A Dont know	2	12.50	
			60
			40
			20
			0 Strongly agree Disagree N/A Dont know
			Agree Strongly disagree
Total Valid	16	100.00	
Invalid Response	37		
Total	53		

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.

Response	Frequency	Valid Percent				Graph	
Strongly agree	8	57.14					
Agree	3	21.43	100				
Disagree	1	7.14					
Strongly disagree	0	0.00	80				
N/A Dont know	2	14.29					
			60				
			40				
			20				
			0 Strong	ıly agree	Agree	Disagree Strong	N/A Dont know lly disagree
Total Valid	14	100.00					
Invalid Response	39						
Total	53						

29d. My grades in my classes have improved.

Response	Frequency	Valid Percent	Graph
Strongly agree	8	57.14	
Agree	3	21.43	100
Disagree	1	7.14	
Strongly disagree	0	0.00	80
N/A Dont know	2	14.29	
			60
			40
			20
			0
			Strongly agree Disagree N/A Dont know
			Agree Strongly disagree
Total Valid	14	100.00	
Invalid Response	39		
Total	53		

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

