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Subject: Listening and Speaking Center (LSC) survey, Winter 2014

A survey of Listening and Speaking Center (LSC) survey was conducted at the end of the Winter quarter in 2014. This resulted in 40 valid respondents.

Important Highlights Include:

- 100% of respondents who participated in the ESL 251 Support Workshops "agree" or "strongly agree" that the workshops helped them improve their study habits and their grade in ESL 251 (9a and 9b).
- 95% of respondents "agree" or "strongly agree" that the staff at the LSC was friendly and helpful (25b).
- 92% of ESL student respondents "agree" or "strongly agree" that listening and speaking skills are necessary to achieve their academic or career goal (27c).
- 91% of ESL student respondents who used LSC programs and resources "agree" or "strongly agree" that their English skills have improved (28a).
- 90% of respondents who participated in the ESL 251 Support Workshops "agree" or "strongly agree" that it helped them improve their grades in other classes (9c).
- 90% of respondents "agree" or "strongly agree" that it was easy to register for different activities in the LSC (workshop, tutoring, and/or Language Exchange) (25a).
- 89% of respondents who participated in ESL 251 Support Workshops "agree" or "strongly agree" that it helped them understand class materials in ESL 251, helped them improve the skills they were hoping to improve (pronunciation, presentation, or listening) and overall they were pleased with the workshop (9d, 9e, and 9f).
- 89% of respondents "agree" or "strongly agree" that the LSC provides important opportunities to practice oral communication skills in English (27d) and, after using the LSC programs and resources, they have more confidence in using English (28c).