

De Anza College Office of Institutional Research and Planning

To: Kanako Suda

From: Ola Sabawi, Research Analyst

Date: 7/15/2019

Subject: Listening and Speaking Center Feedback, Spring 2019

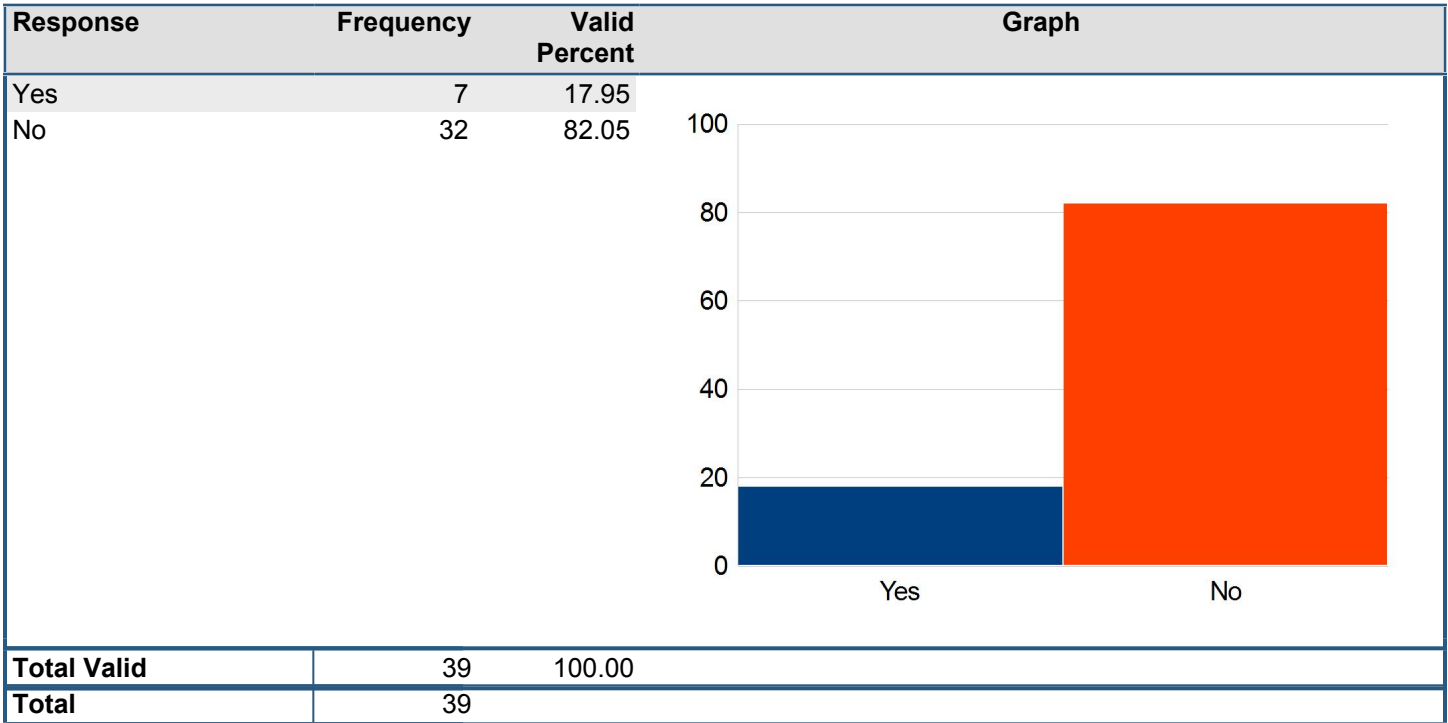
The survey of the Listening and Speaking Center was conducted at the end of the spring quarter of 2019. It resulted in 39 valid responses.

Important Highlights

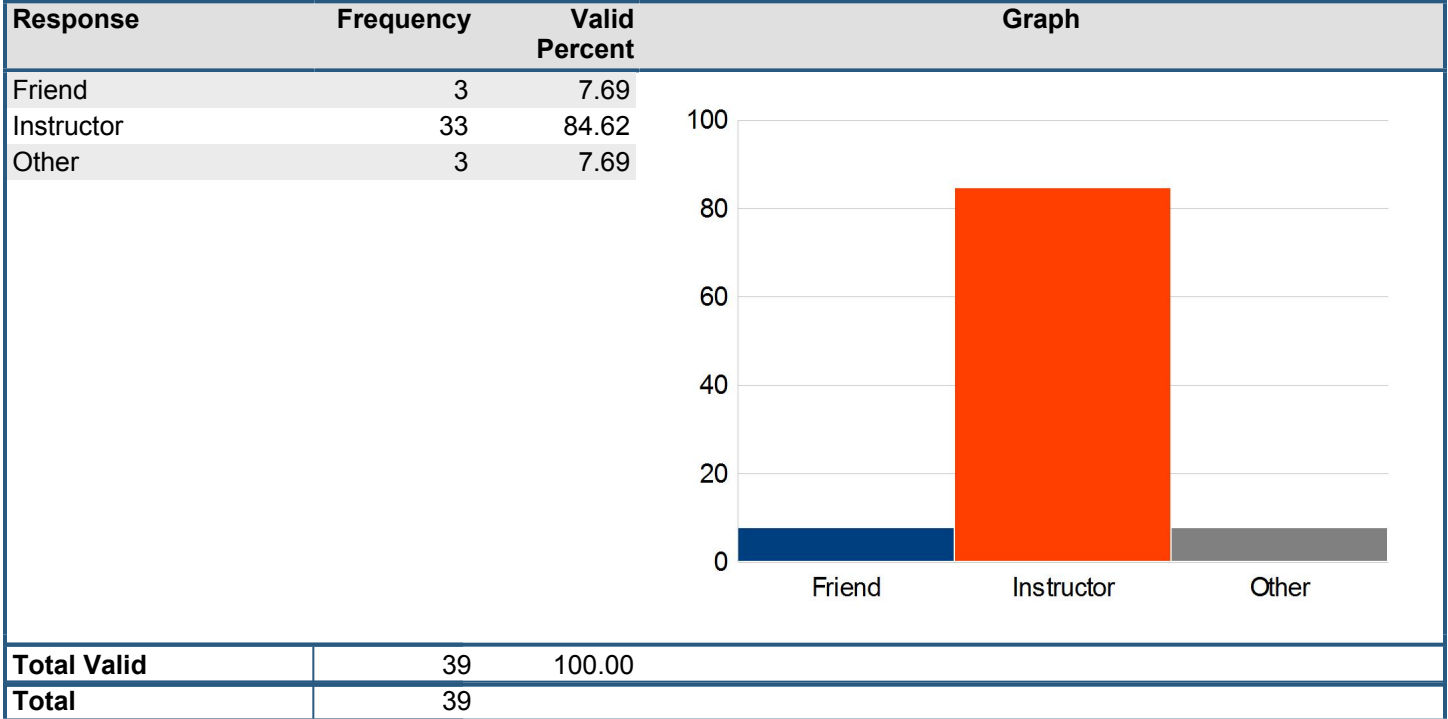
- 85% (33) of respondents found out about the Listening and Speaking Center from their instructor.
- 72% (28) of respondents participate in weekly workshops (conversation, idioms, vocabulary, etc.) in the Listening and Speaking Center this quarter.
- 54% (21) of respondents “agree” or “strongly agree” that the ESL 251 Support Workshops helped them improve their study habits.
- 49% (19) of respondents “agree” or “strongly agree” that the ESL 251 Support Workshops helped them improve the skills they were hoping to improve (pronunciation, presentation, or listening).
- 95% (37) of respondents “agree” or “strongly agree” that it was easy to register for different activities in the LSC (workshop, tutoring, and/or Language Exchange).
- 95% (37) of respondents “agree” or “strongly agree” that the staff was friendly and helpful.
- 90% (35) of respondents “agree” or “strongly agree” that the workshop leader/tutor was willing to listen to their questions and concerns.
- 90% (35) of respondents “agree” or “strongly agree” that the workshop leader/tutor was patient.
- 90% (35) of respondents “agree” or “strongly agree” that the workshop leader/tutor explained concepts clearly.
- 77% (30) of respondents indicated they were ESL students.
- 74% (29) of respondents “agree” or “strongly agree” that listening and speaking skills are necessary to achieve their academic or career goal.
- 69% (27) of respondents “agree” or “strongly agree” that they have more confidence in using English.

Spring 2019 Listening and Speaking Survey

1. Are you an international student? *



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



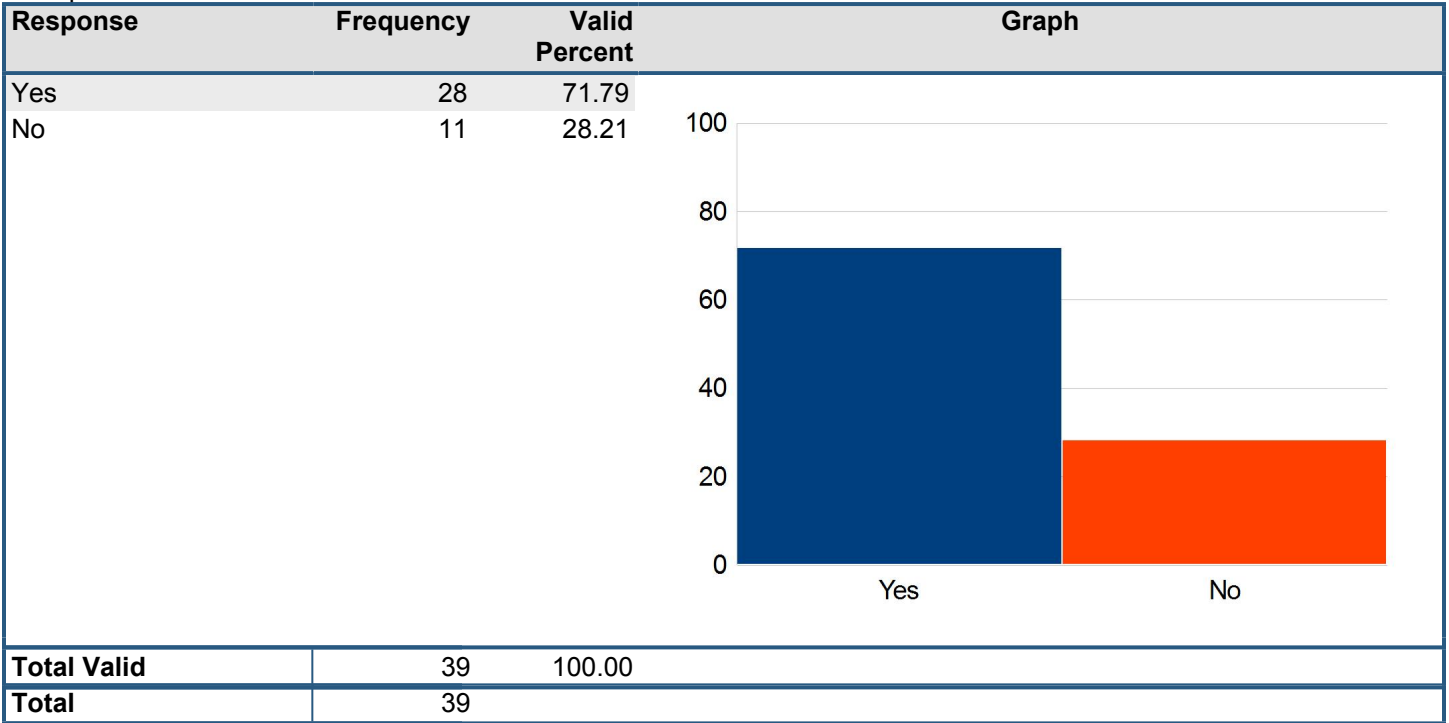
3. Which instructor(s)? Check all that apply.

Response	Frequency	Valid Percent	Graph
EWRT/READ/LART instructor	2	6.06	
Speech instructor	1	3.03	
World language class instructor	4	12.12	
Anderson Elaine	0	0.00	
Bankston Christopher	2	6.06	
Barasch-Kane Nancy	0	0.00	
Betlach Marcy	7	21.21	
Boerner Karen	0	0.00	
Boyd Cristin	1	3.03	
Carobus Patricia	1	3.03	
Carrell Tanya	1	3.03	
Chai Christine	2	6.06	
Cooper Susan	0	0.00	
Culver Matthew	1	3.03	
Dodd Elizabeth	0	0.00	
Dubarry Michele	2	6.06	
Flores Kathy	2	6.06	
Goodwin Mary Ellen	0	0.00	
Goksel-Demir Ebru	0	0.00	
Hamilton Webster	2	6.06	
Haven Kathy	0	0.00	
Heistein Gloria	0	0.00	
Himes Gretchen	0	0.00	
Ifft MaryAnne	0	0.00	
Kohnhorst Lisa	0	0.00	
Lam Clara	1	3.03	
Lee Charles	3	9.09	
Lee Andrea	1	3.03	
Leung Kai-Cheon	0	0.00	
Marchiano Michelle	1	3.03	
Marianetti Noel	0	0.00	
Marin Maria	1	3.03	
Molino-Torres Alejandro	0	0.00	
Newman Cheri	0	0.00	
Norman Craig	14	42.42	
Nguyen Lynh	0	0.00	
Ormeno Valerie	0	0.00	
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	0	0.00	

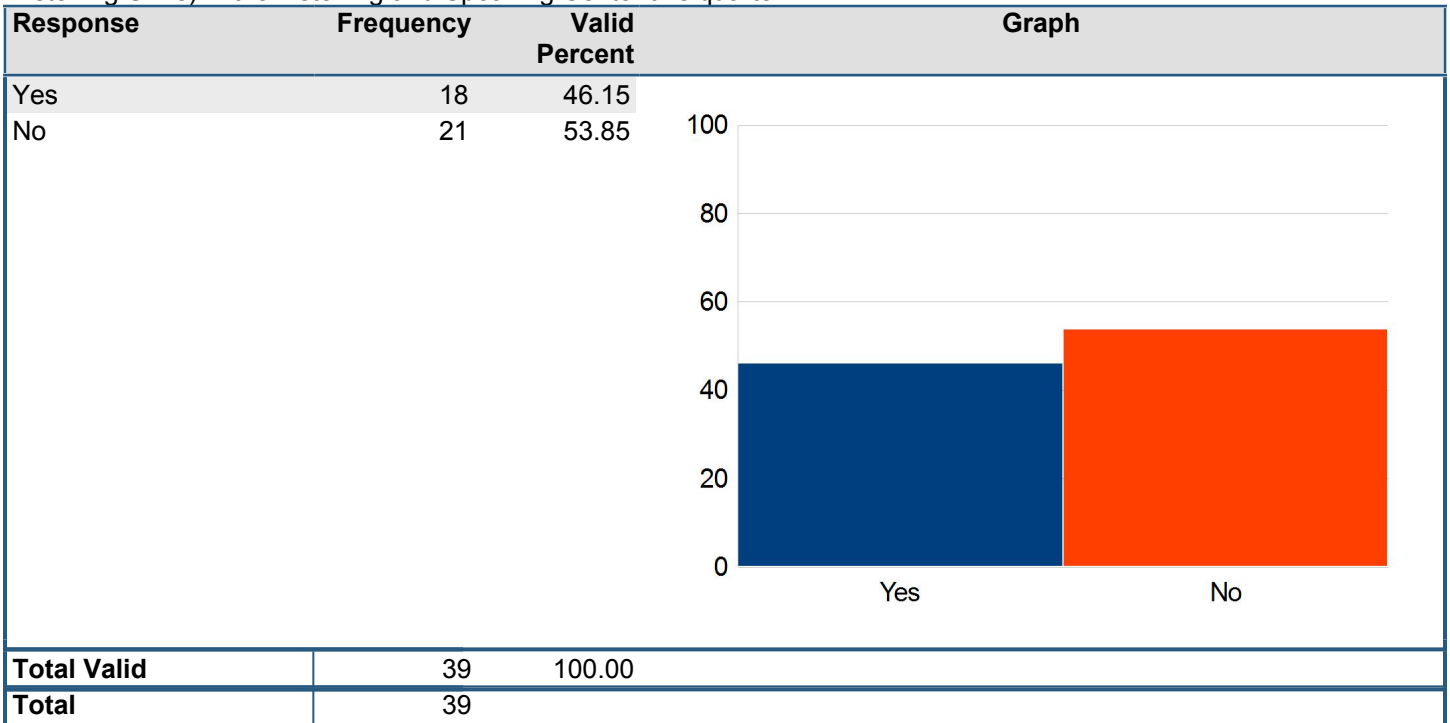
Tracey Iva	4	12.12
Tung Daniel	1	3.03
Wong Letty	0	0.00
Yee Linda	4	12.12

Total Valid	33	100.00
Invalid Response	6	
Total	39	

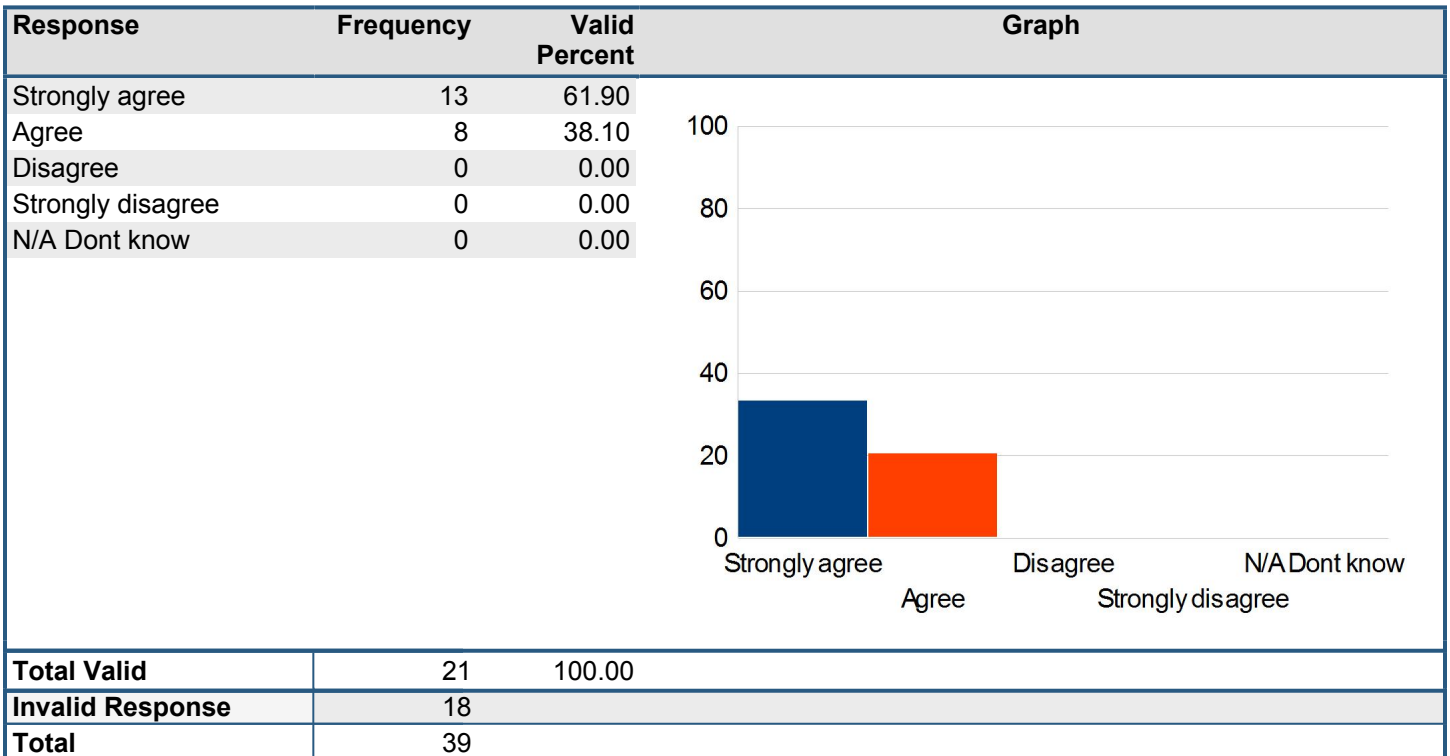
4. Did you participate in weekly workshops (conversation, idioms, vocabulary, etc) in the Listening and Speaking Center this quarter? *



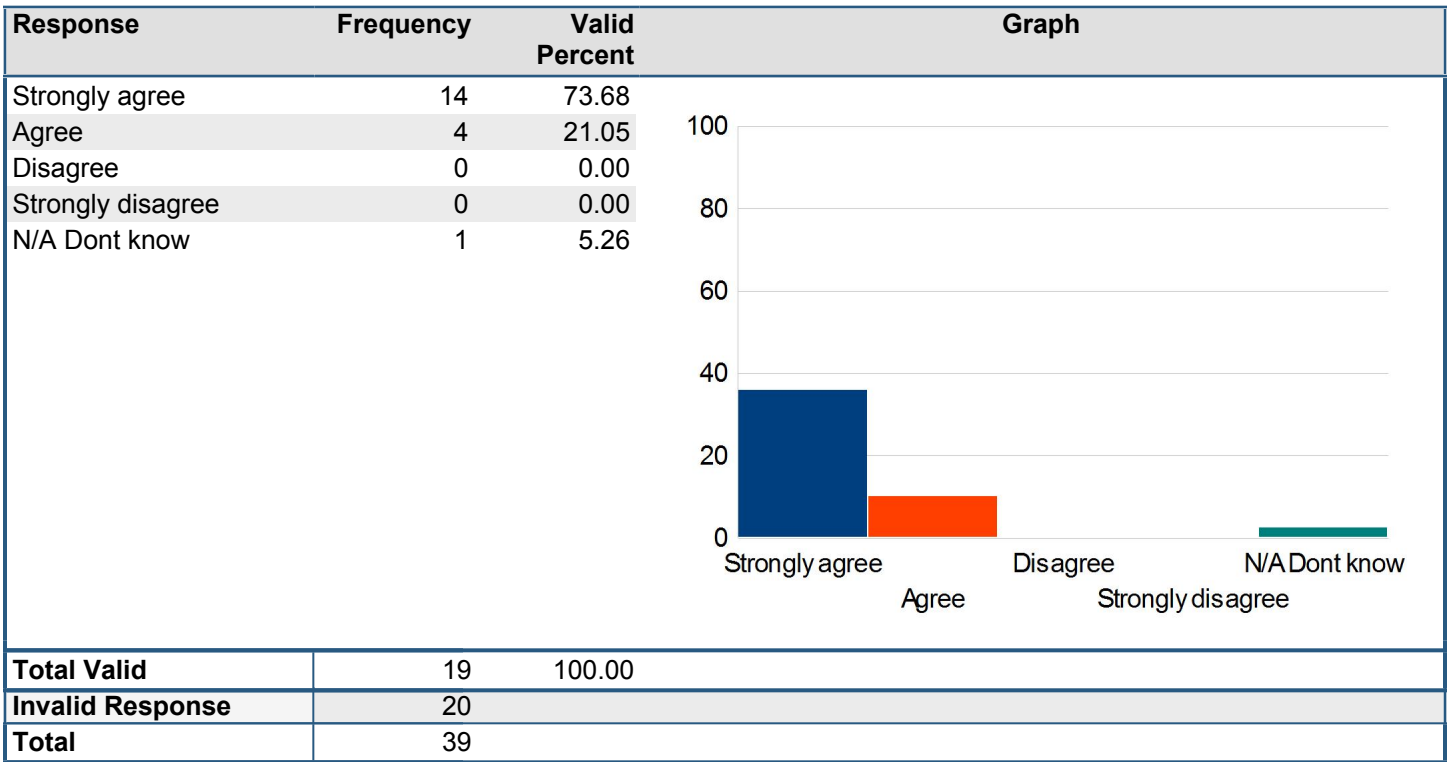
8. Did you participate in any of the ESL 251 Support Workshops (Pronunciation Skills, Presentation Skills, and/or Listening Skills) in the Listening and Speaking Center this quarter? *



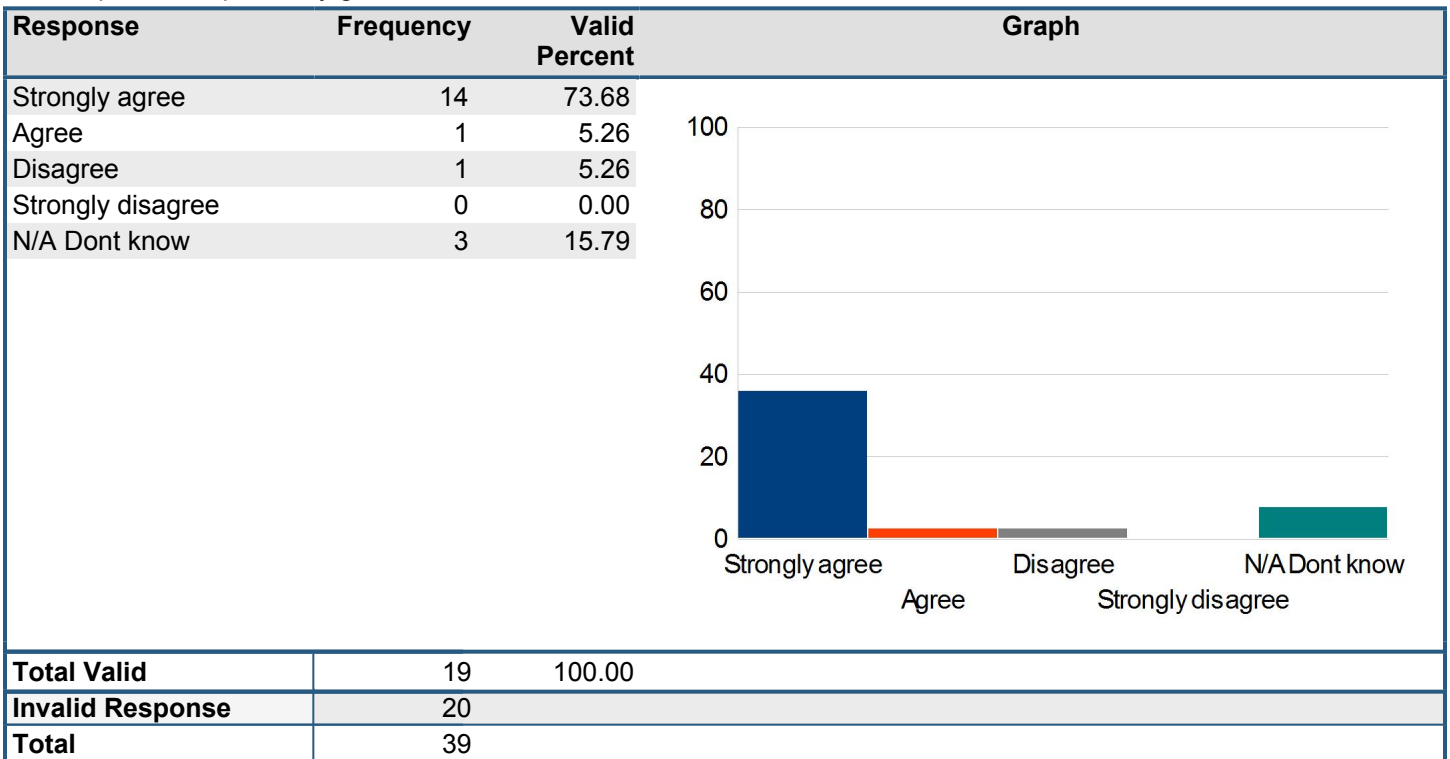
a. It helped me improve my study habits.



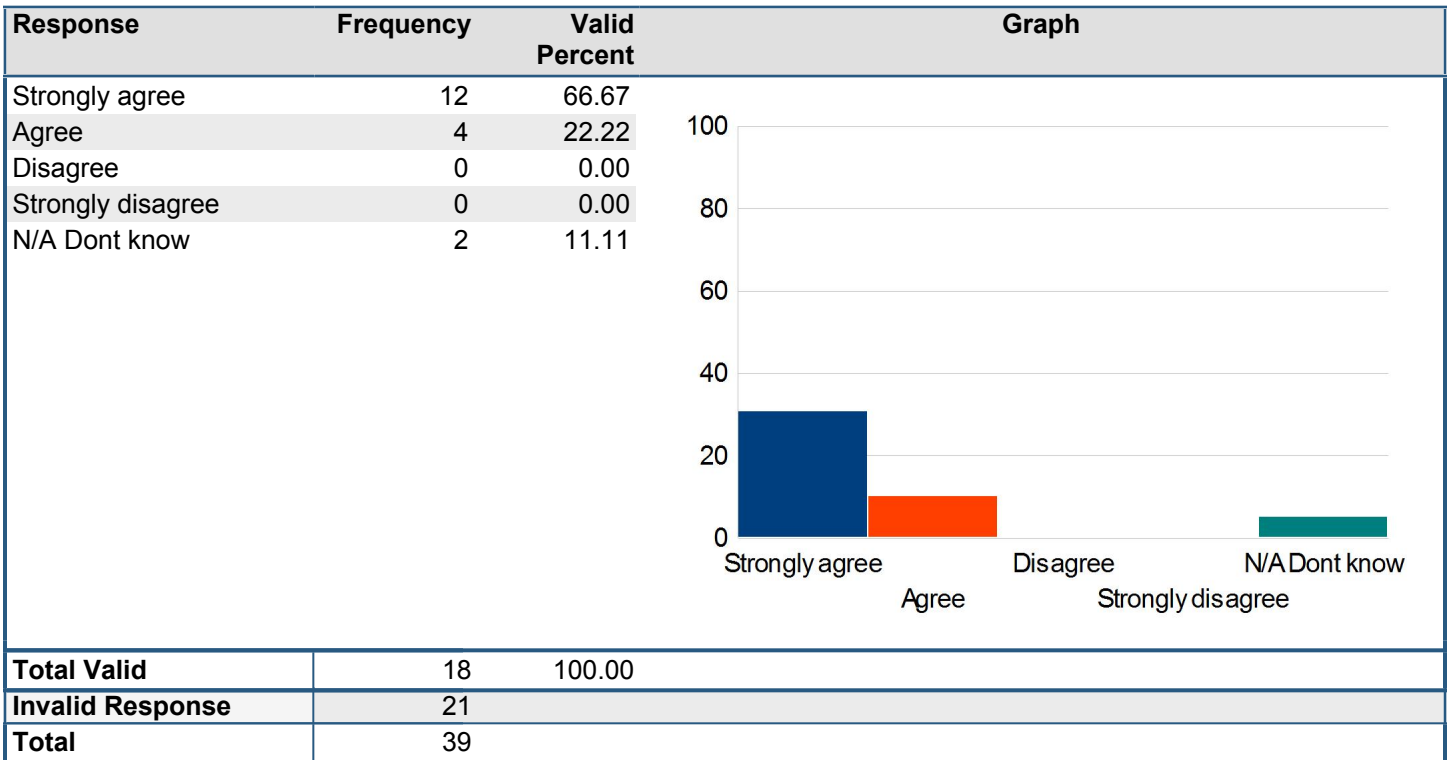
b. It helped me improve my grade in ESL 251.



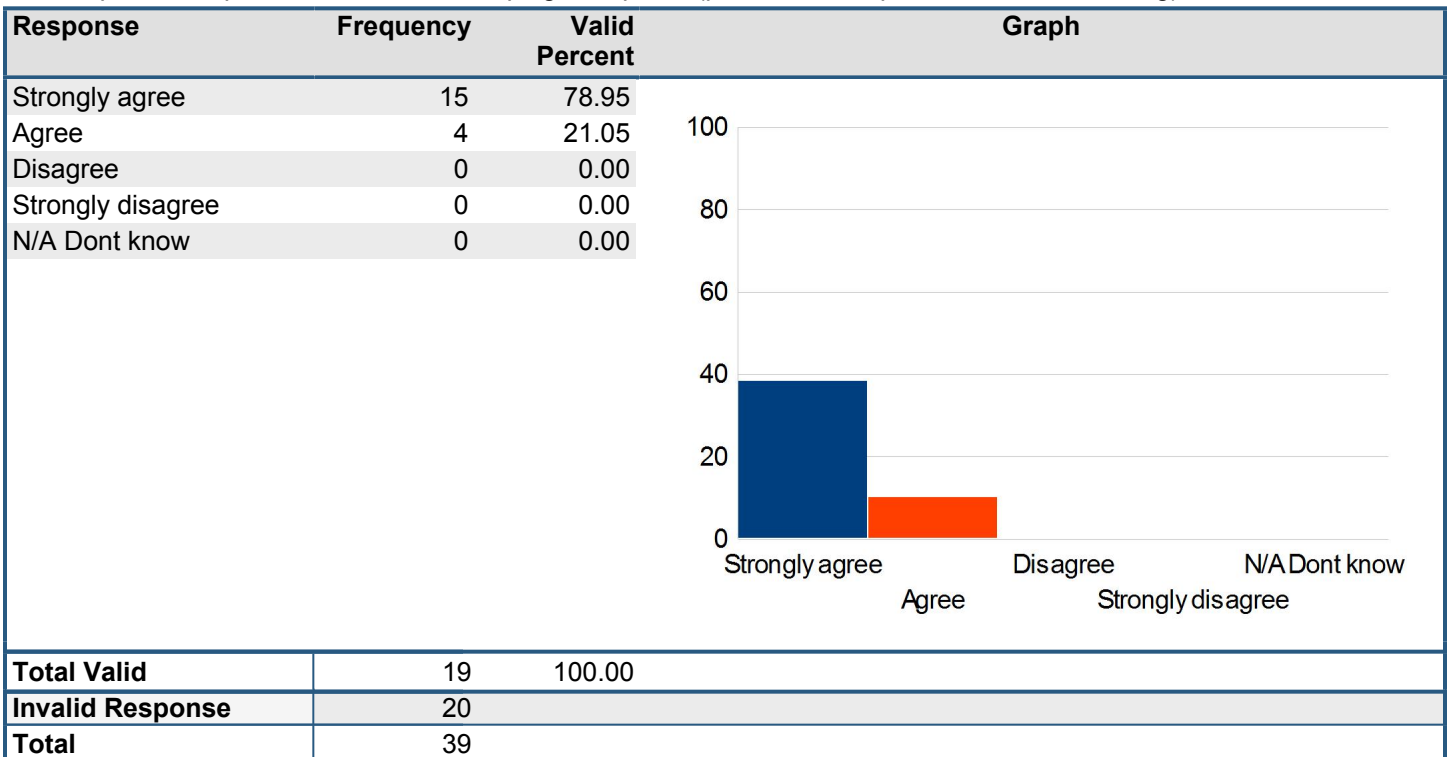
c. It helped me improve my grades in other classes.



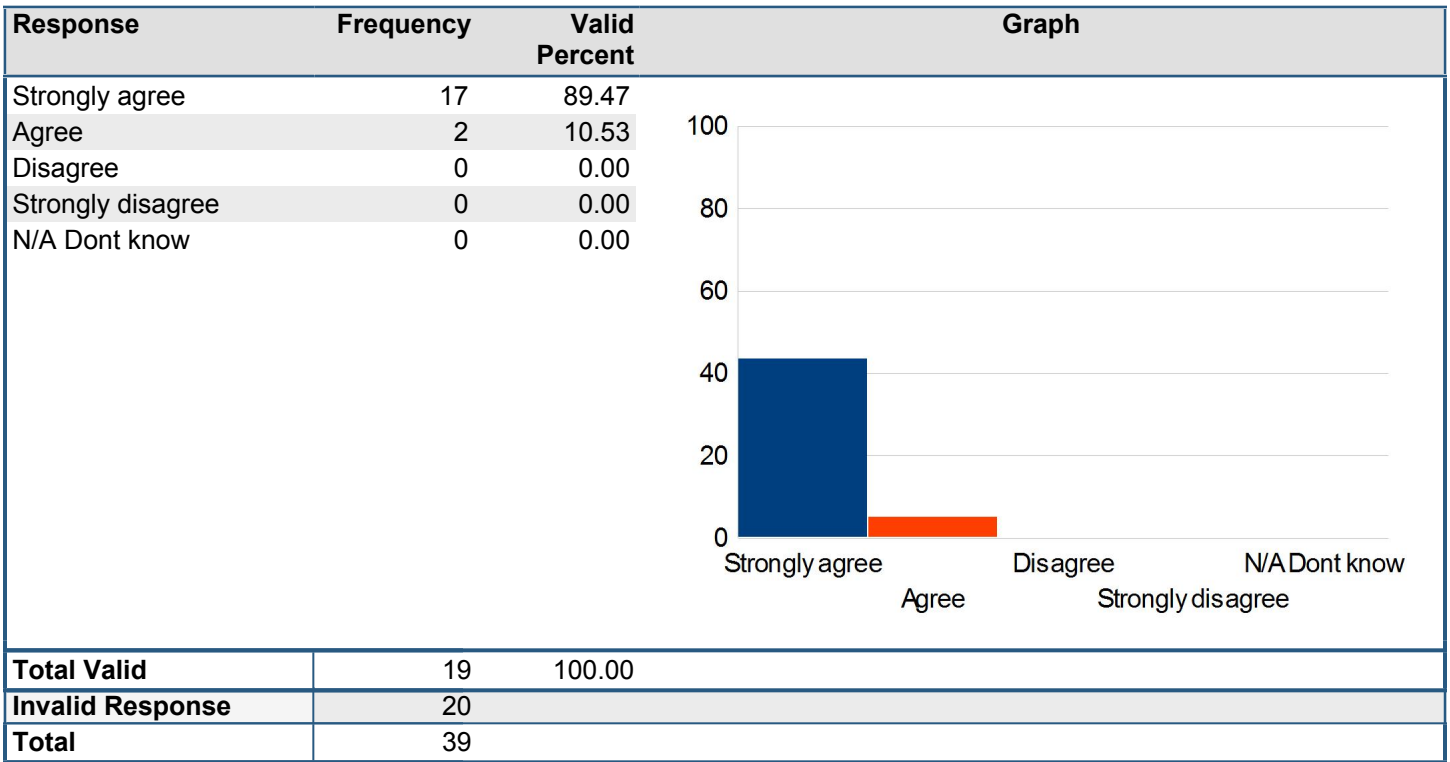
d. It helped me understand the class materials (lecture, textbook, and assignments) in ESL 251.



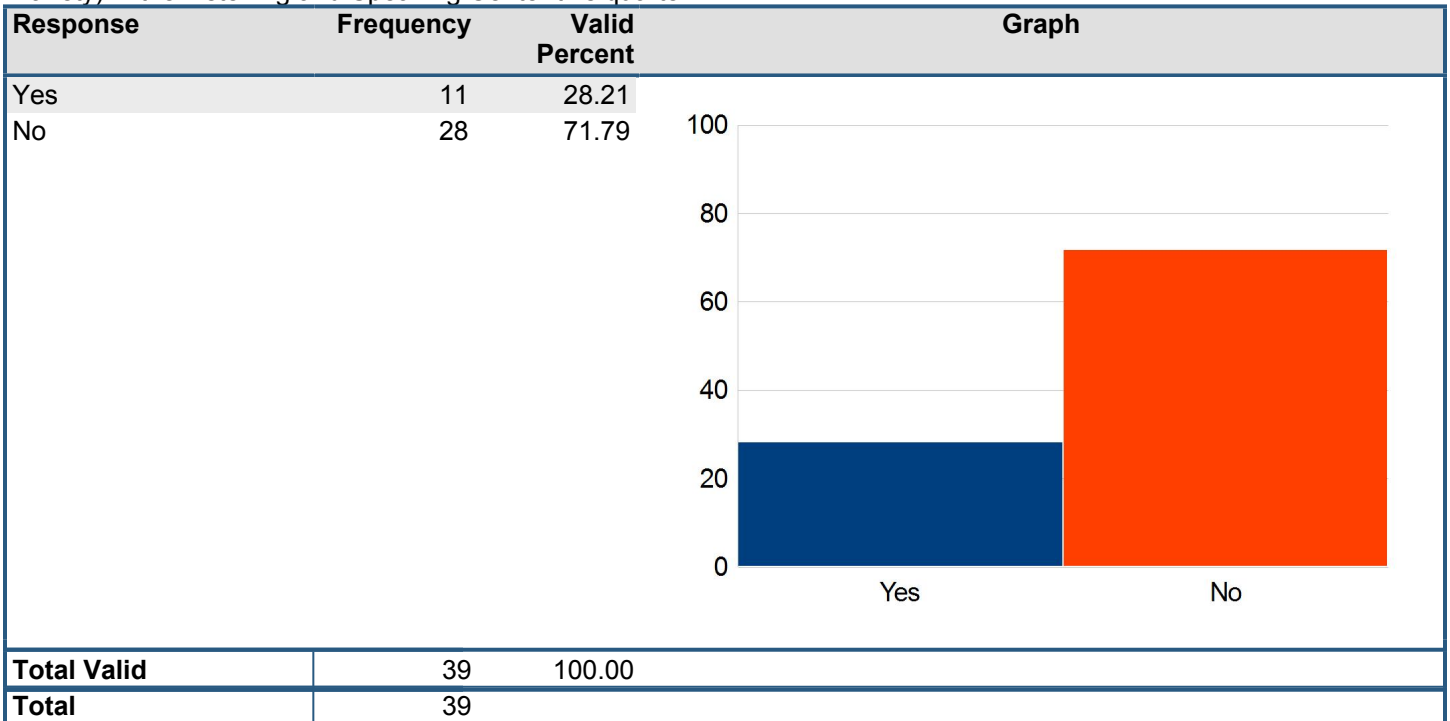
e. It helped me improve the skills I was hoping to improve (pronunciation, presentation, or listening).



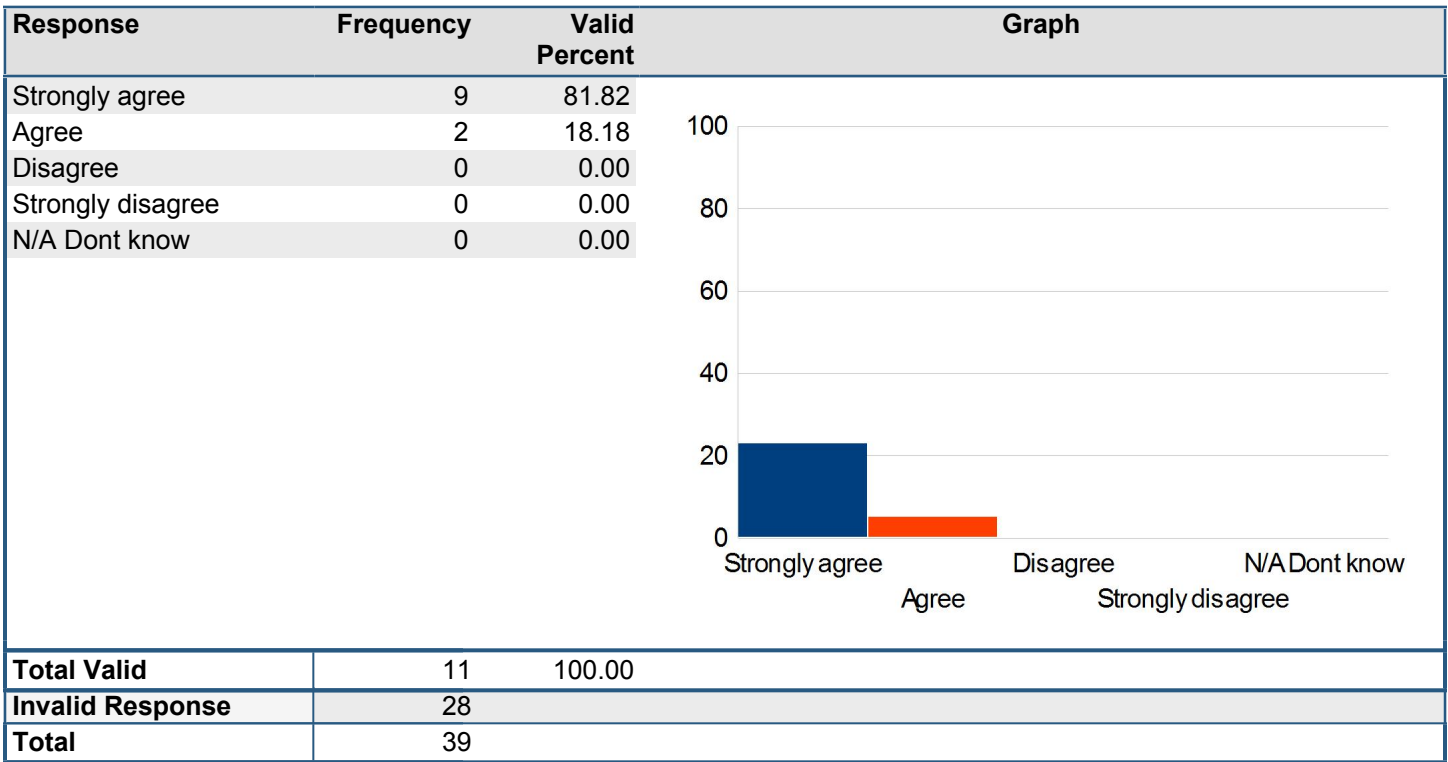
F. Overall, I was pleased with the workshop.



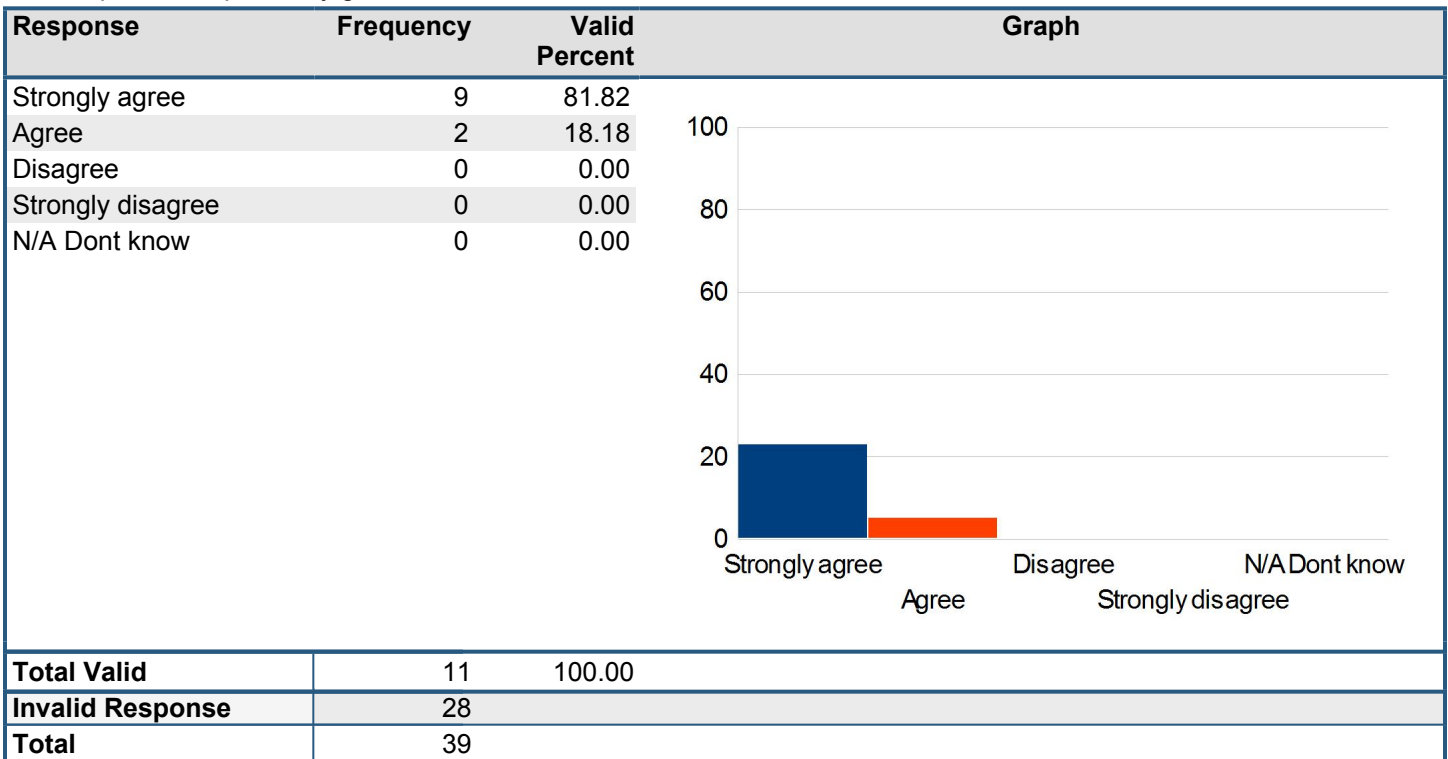
11. Did you participate in any of the ESL 253 Support Workshops (Perfect Tense, Adjective Clause, and/or Sentence Variety) in the Listening and Speaking Center this quarter? *



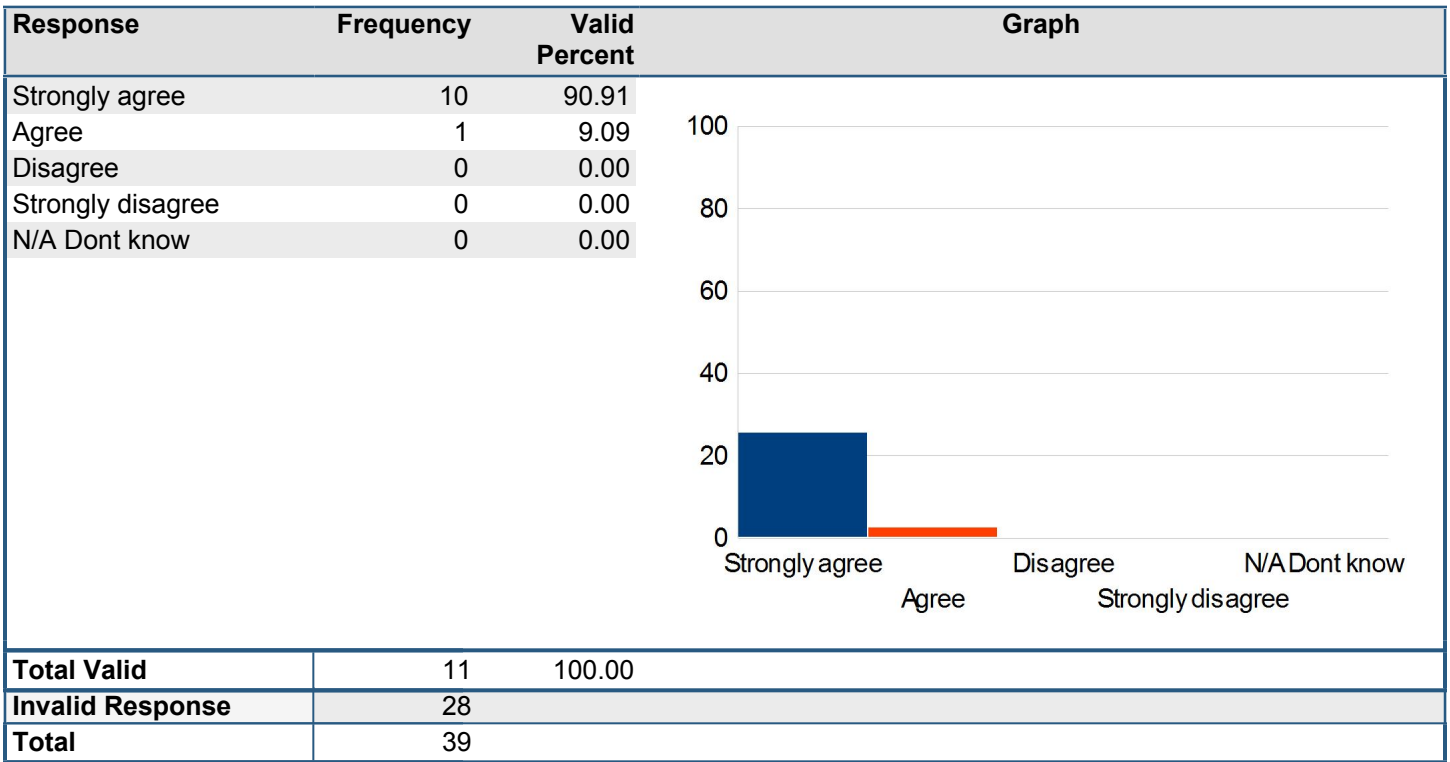
a. It helped me improve my study habits.



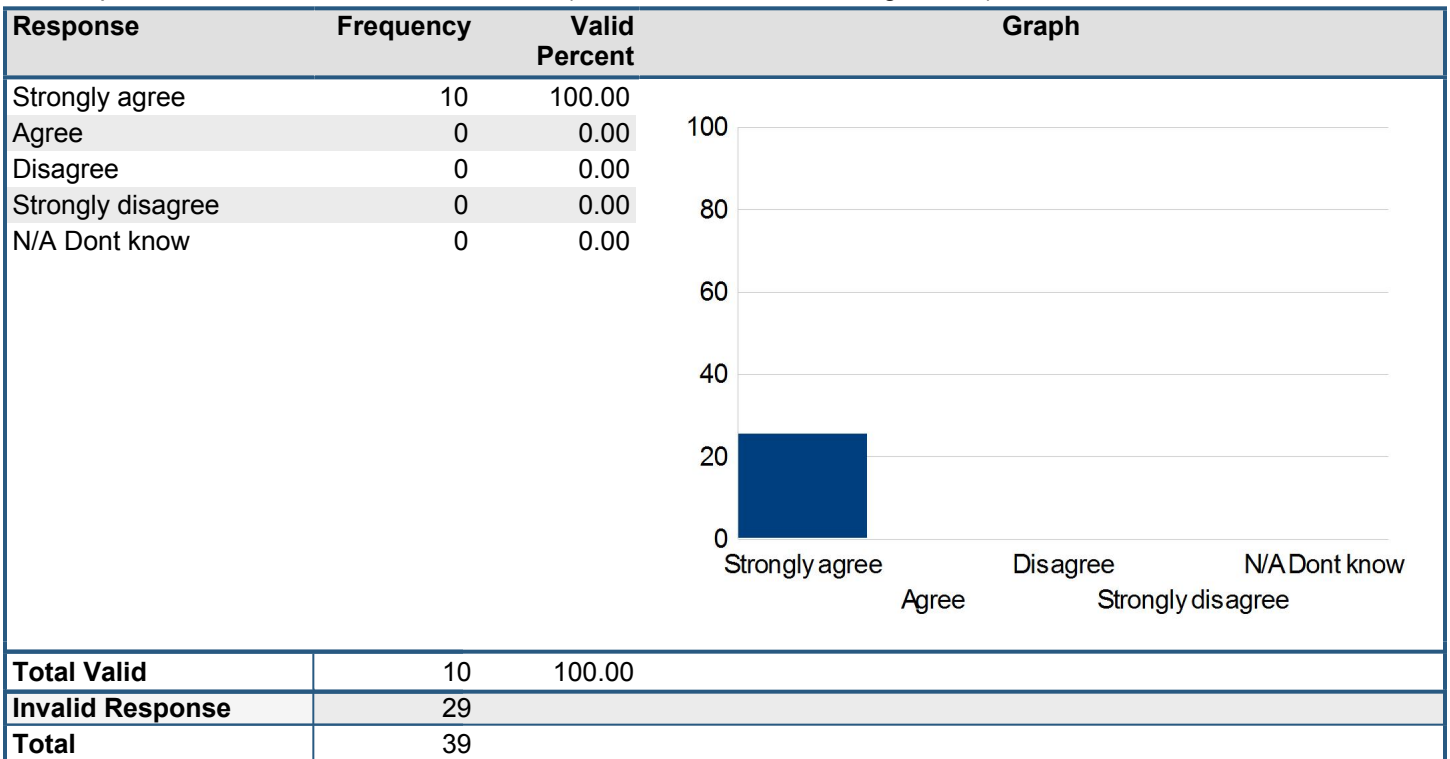
b. It helped me improve my grade in ESL 253.



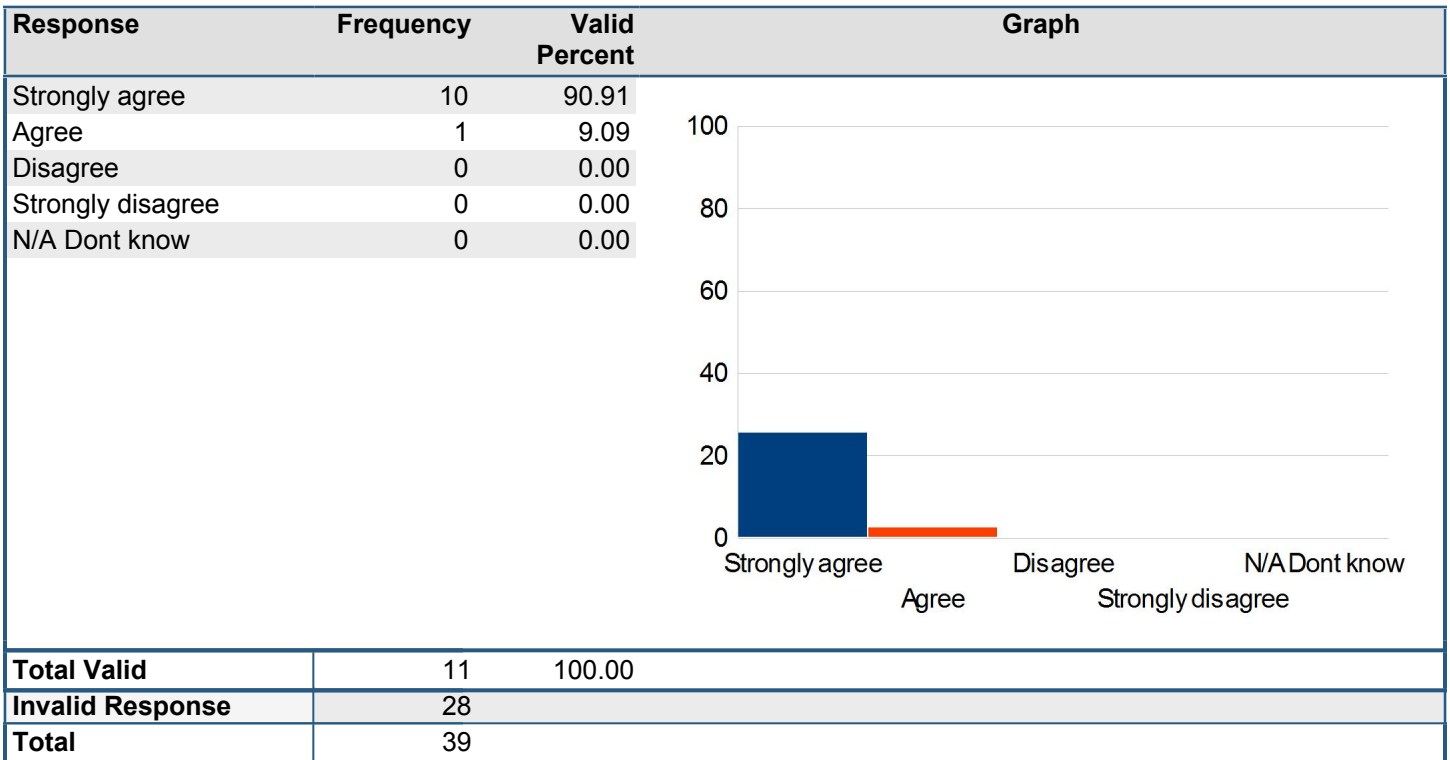
c. It helped me improve my grades in other classes.



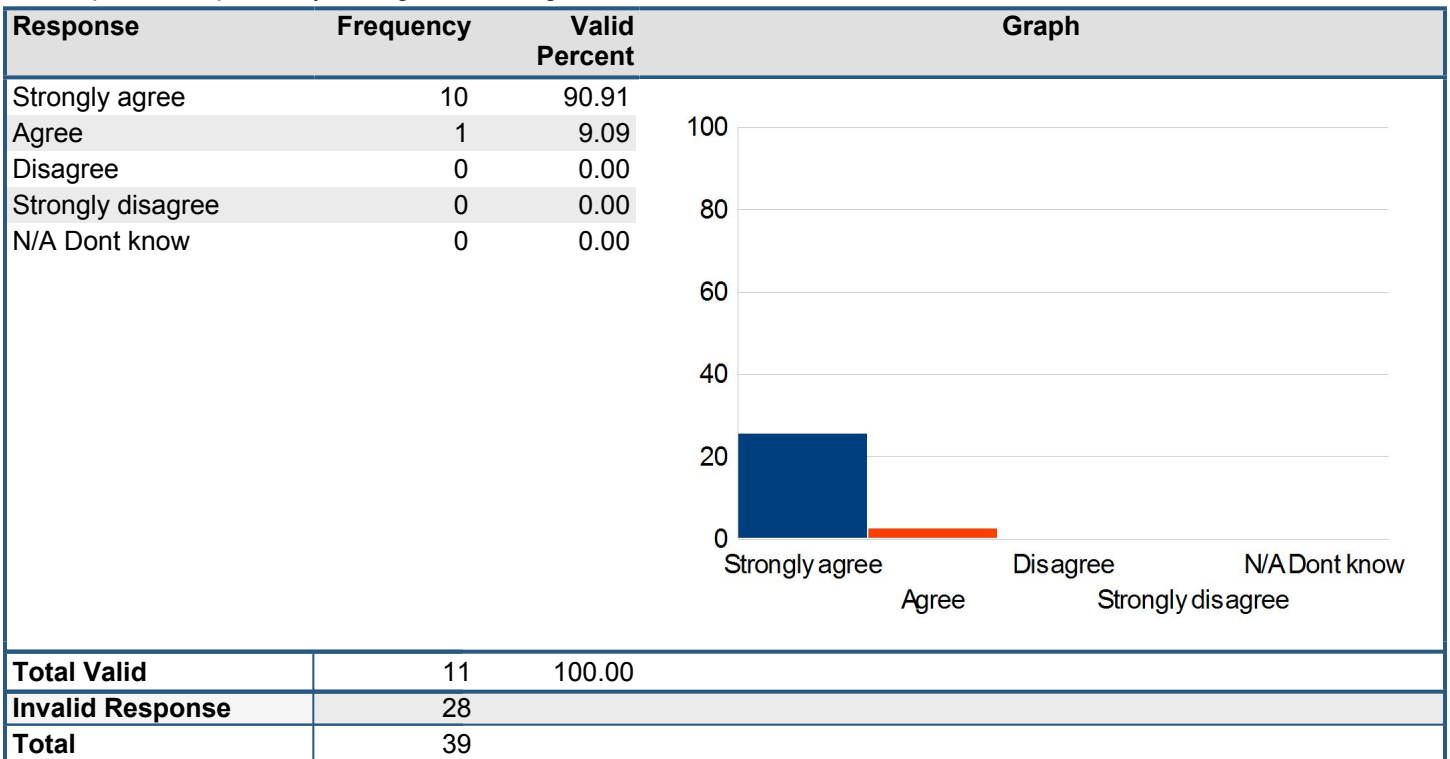
d. It helped me understand the class materials (lecture, textbook, and assignments) in ESL 253.



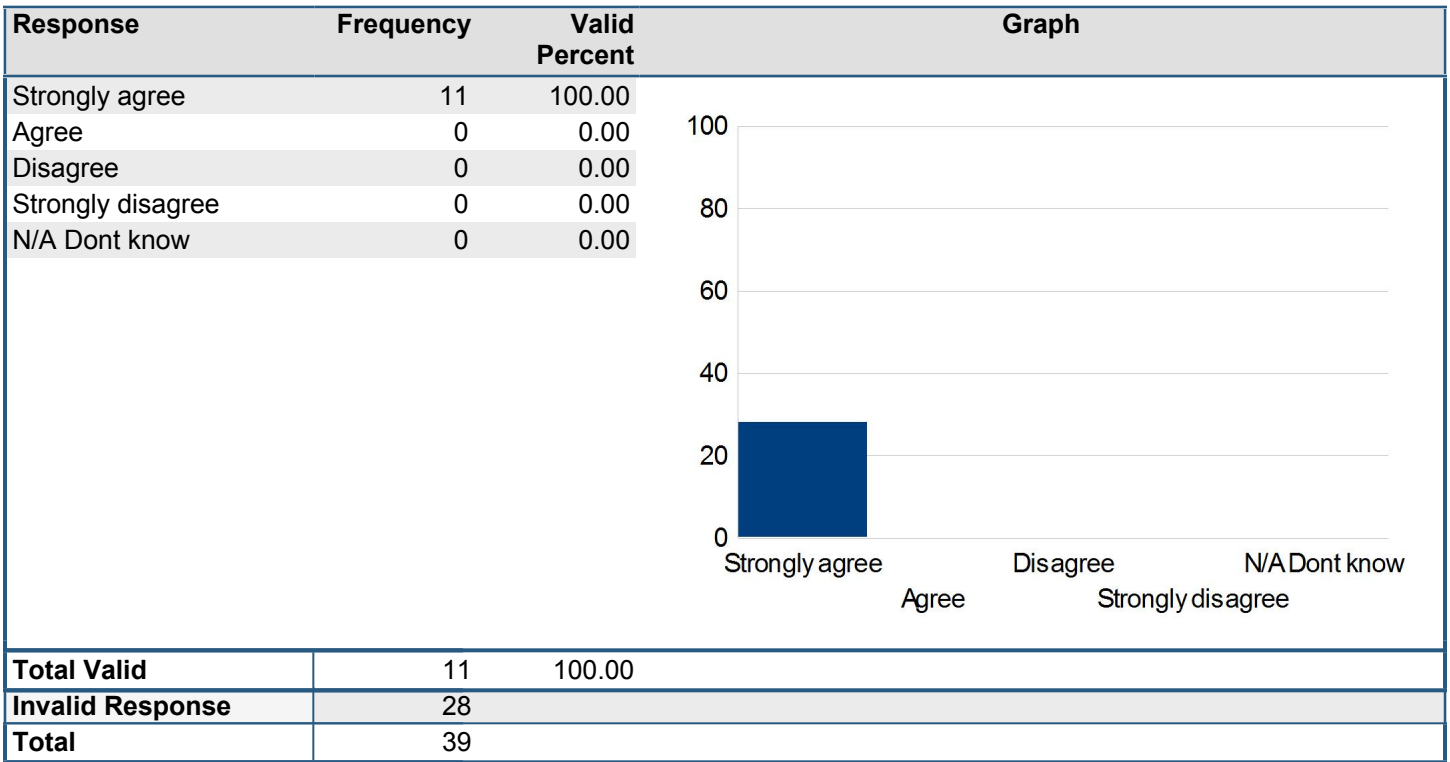
e. It helped me improve my English grammar.



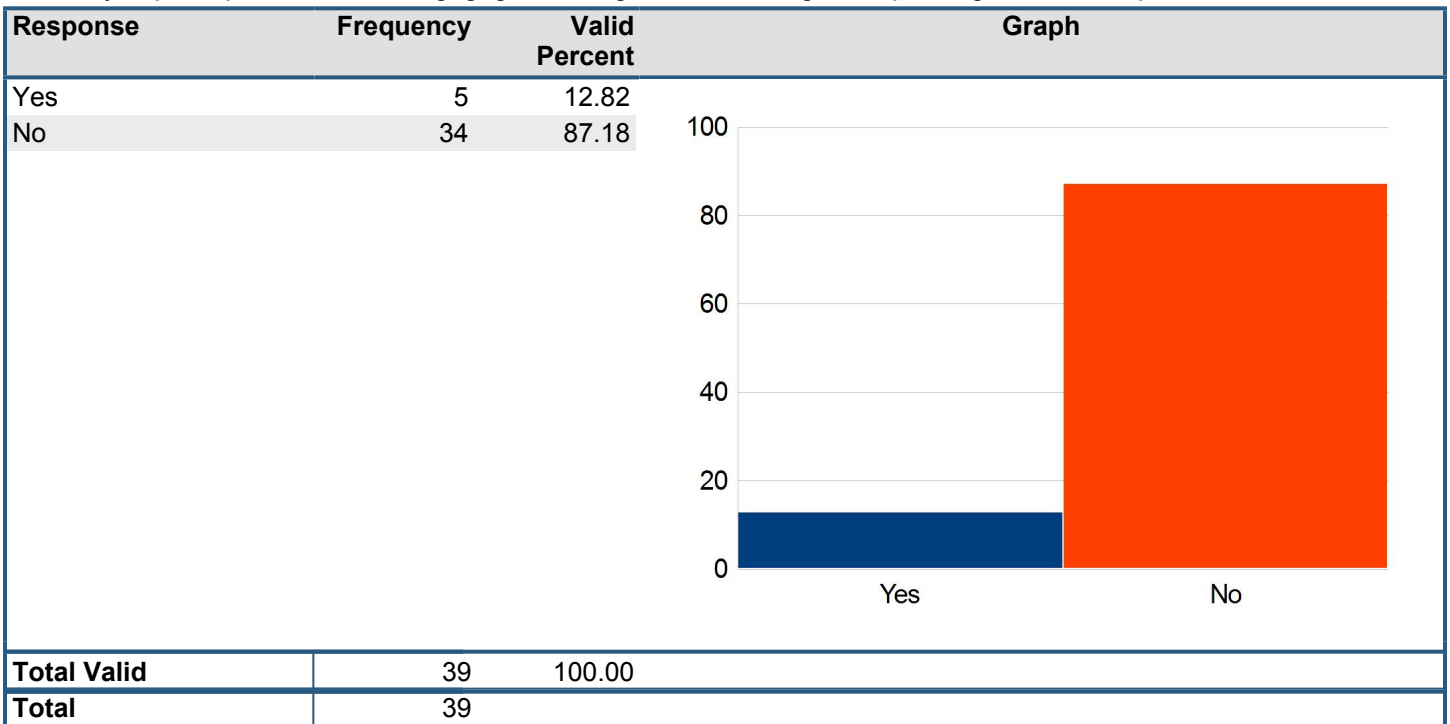
f. It helped me improve my writing skills in English.



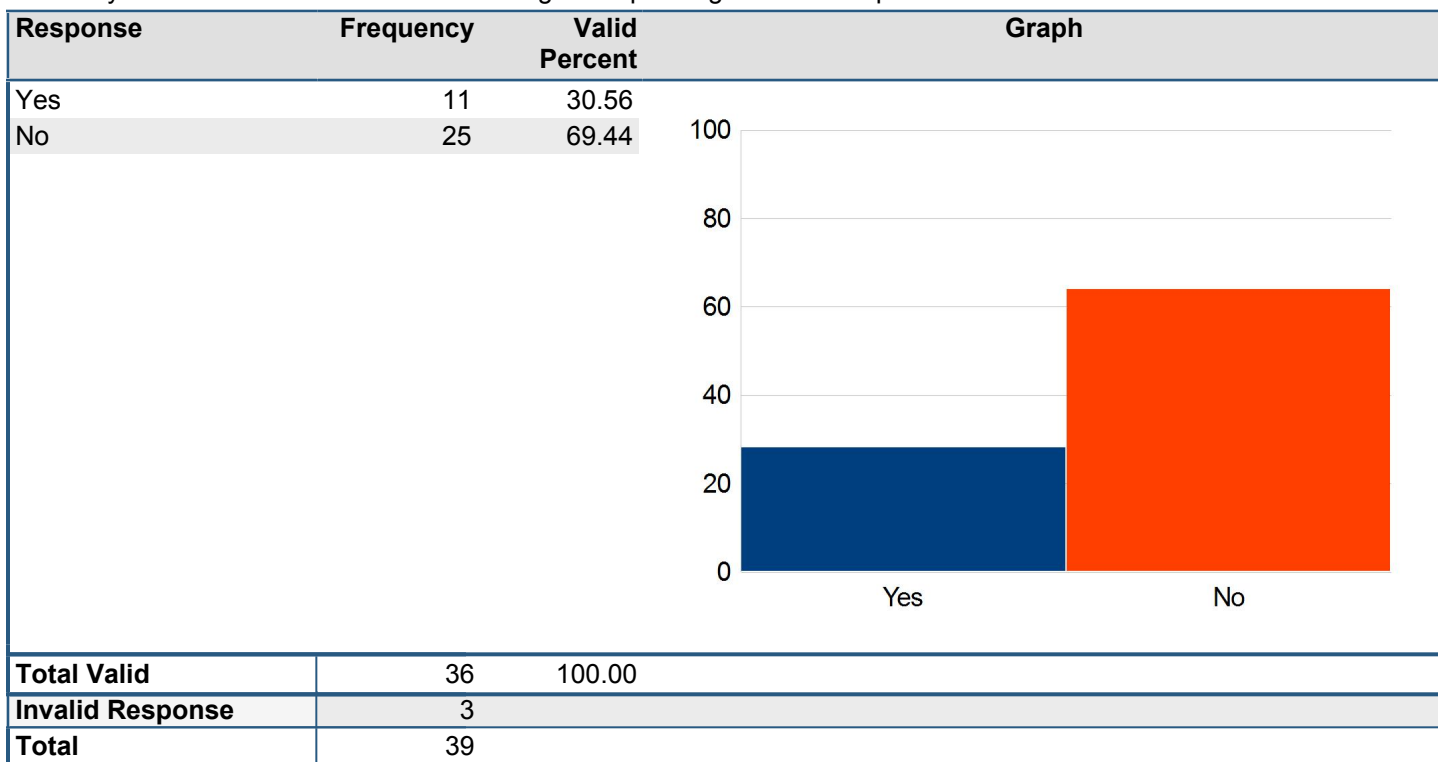
g. Overall, I was pleased with the workshop.



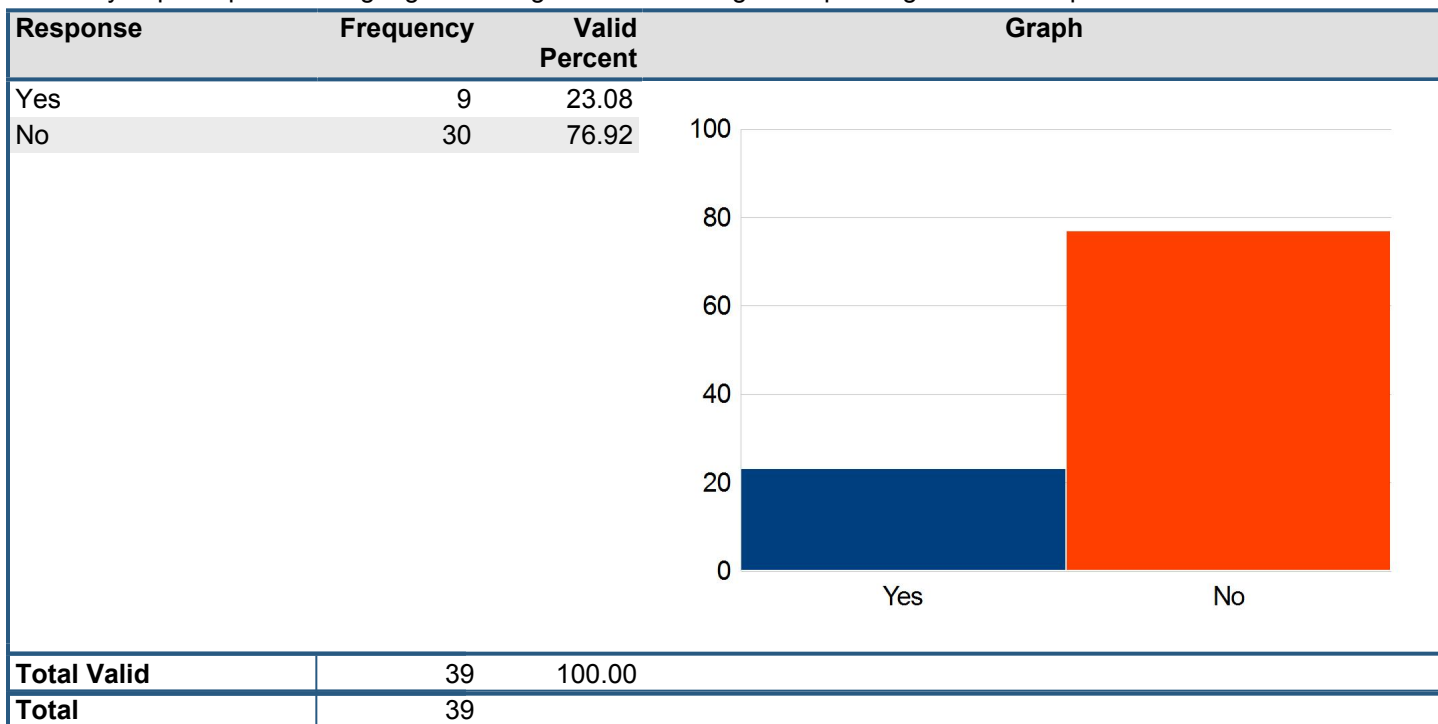
17. Did you participate in World Language Tutoring in the Listening and Speaking Center this quarter? *



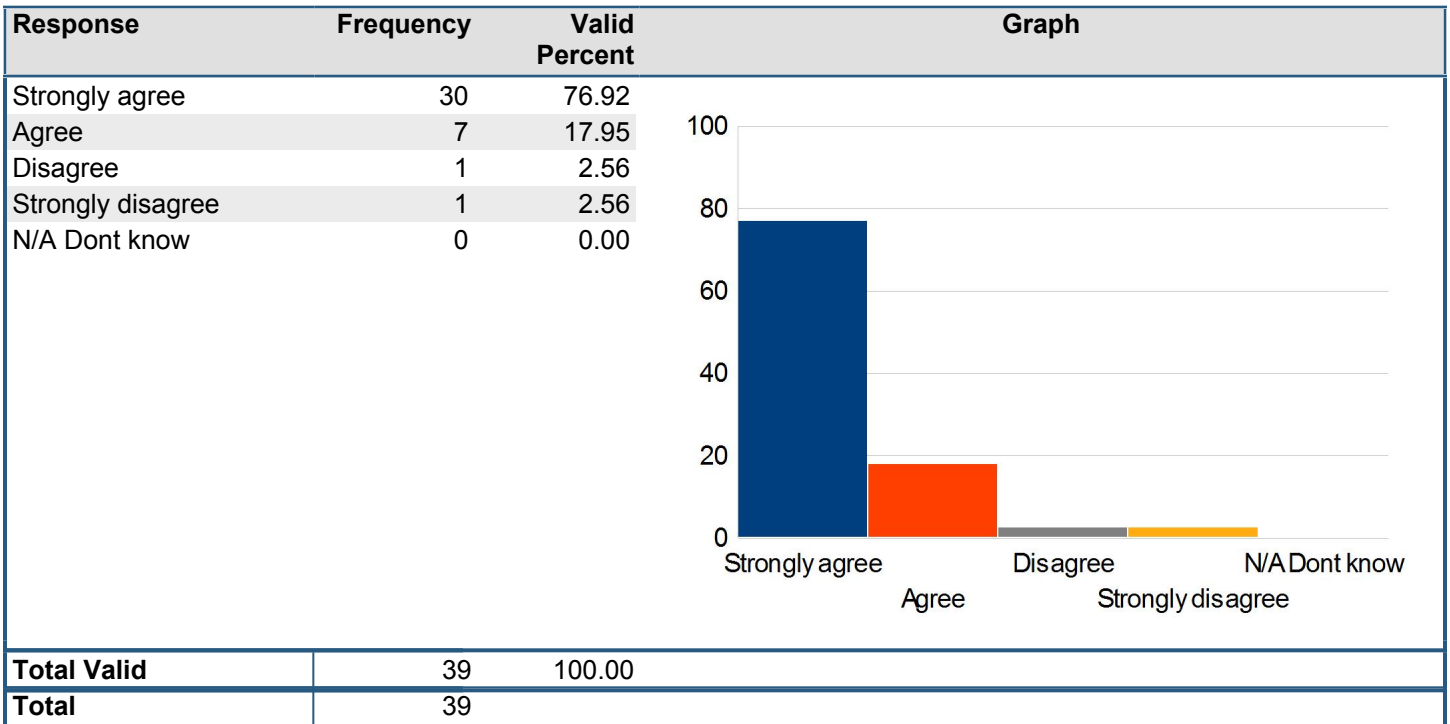
19. Did you use ESL software in the Listening and Speaking Center this quarter? *



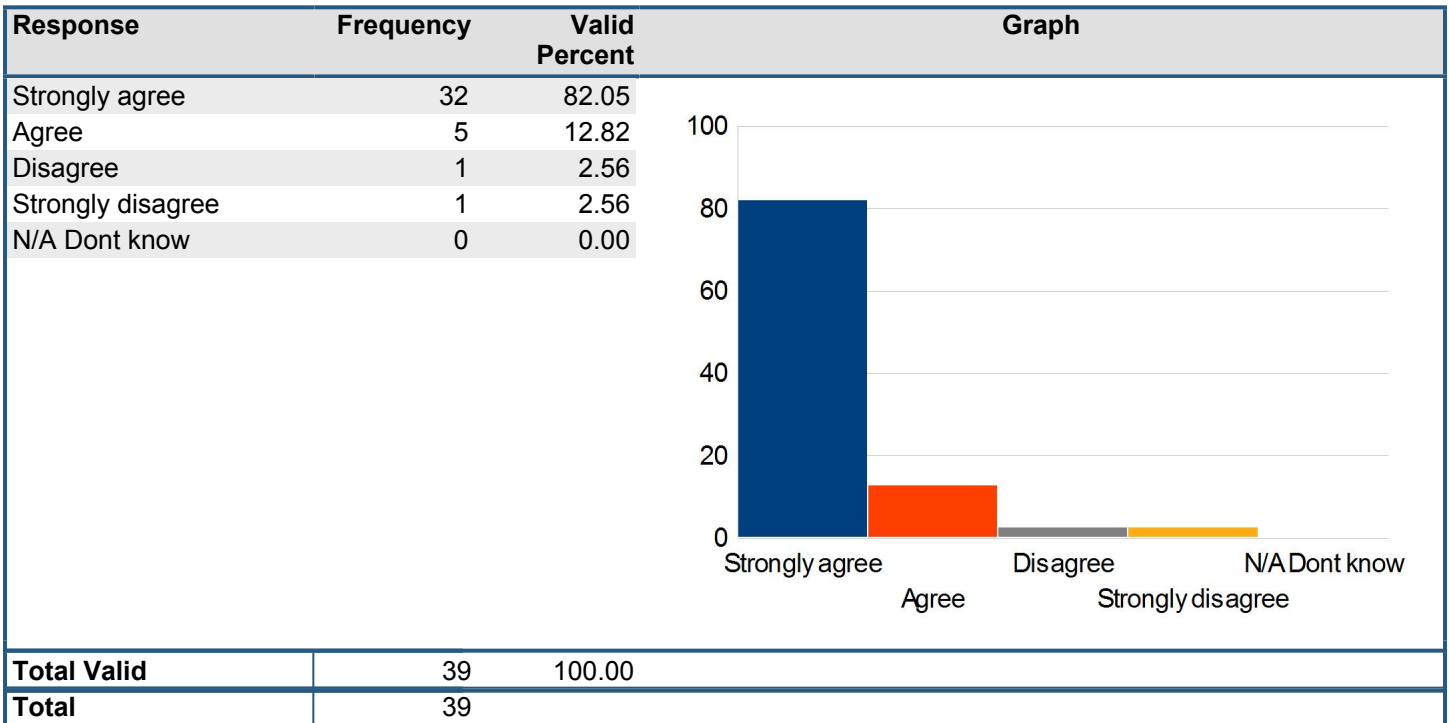
22. Did you participate in Language Exchange in the Listening and Speaking Center this quarter? *



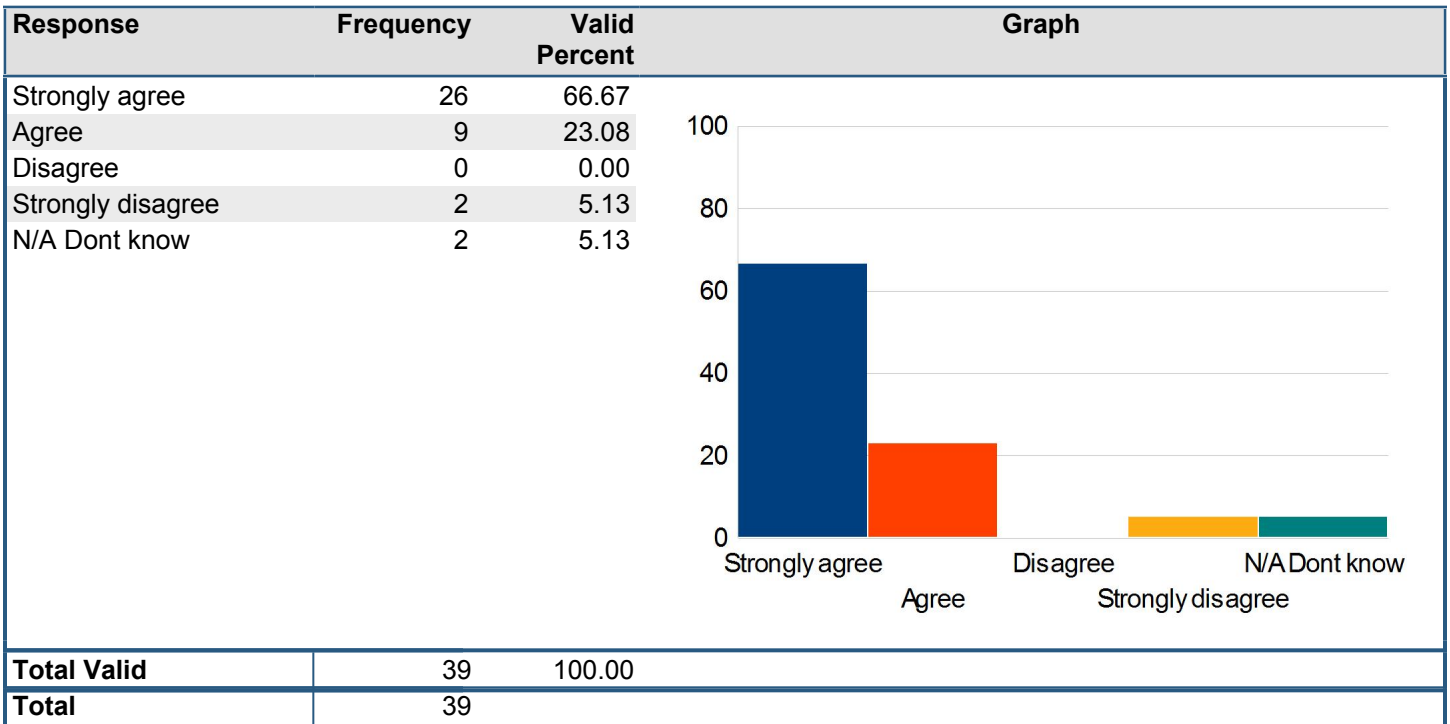
a. It was easy to register for different activities in the LSC (workshop, tutoring, and/or Language Exchange).



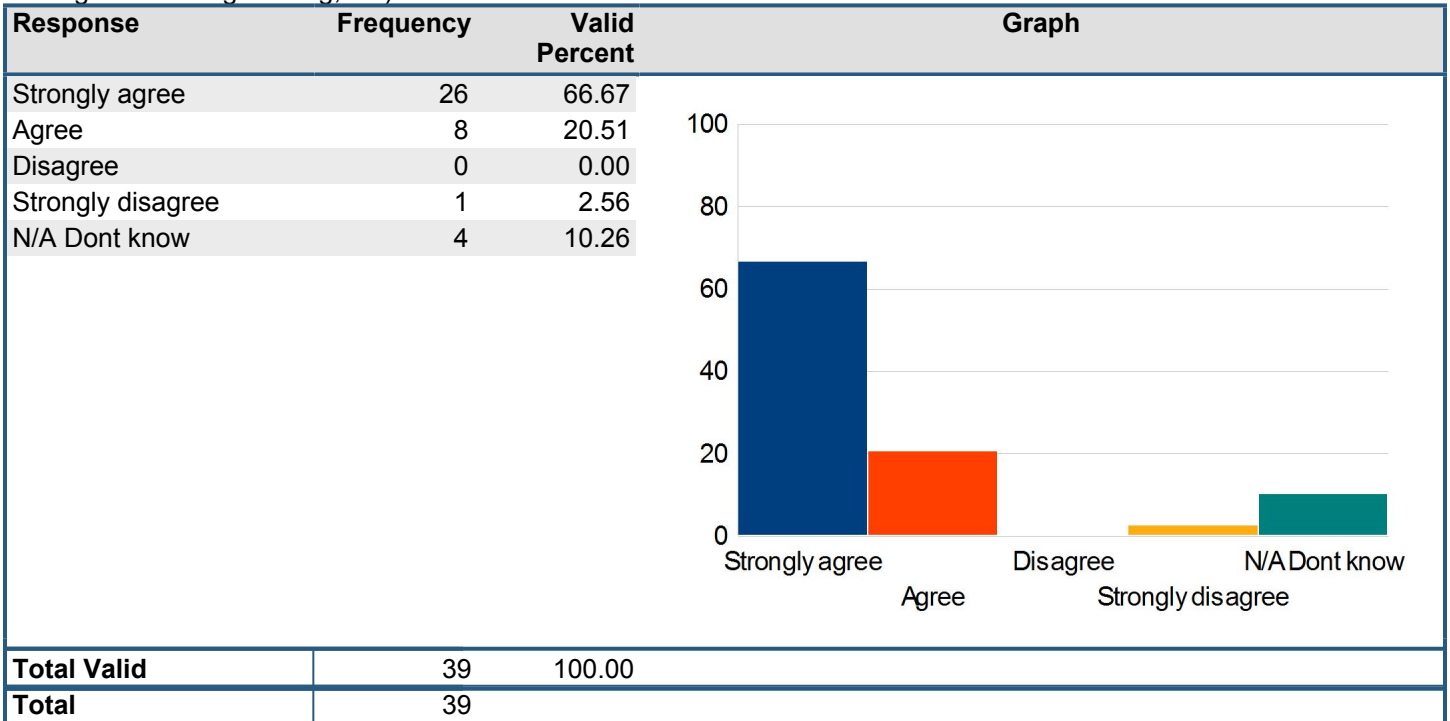
b. The staff was friendly and helpful.



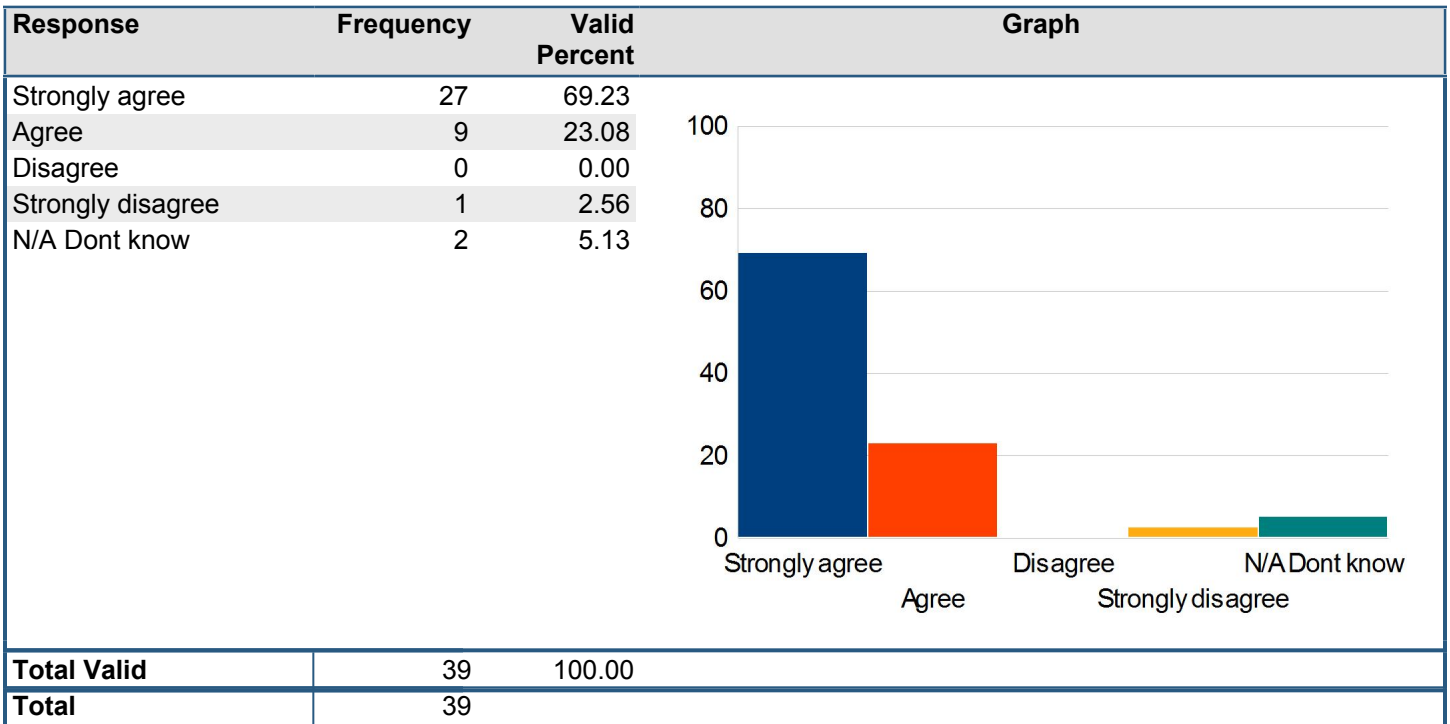
c. The staff took the time to explain the services offered in the LSC.



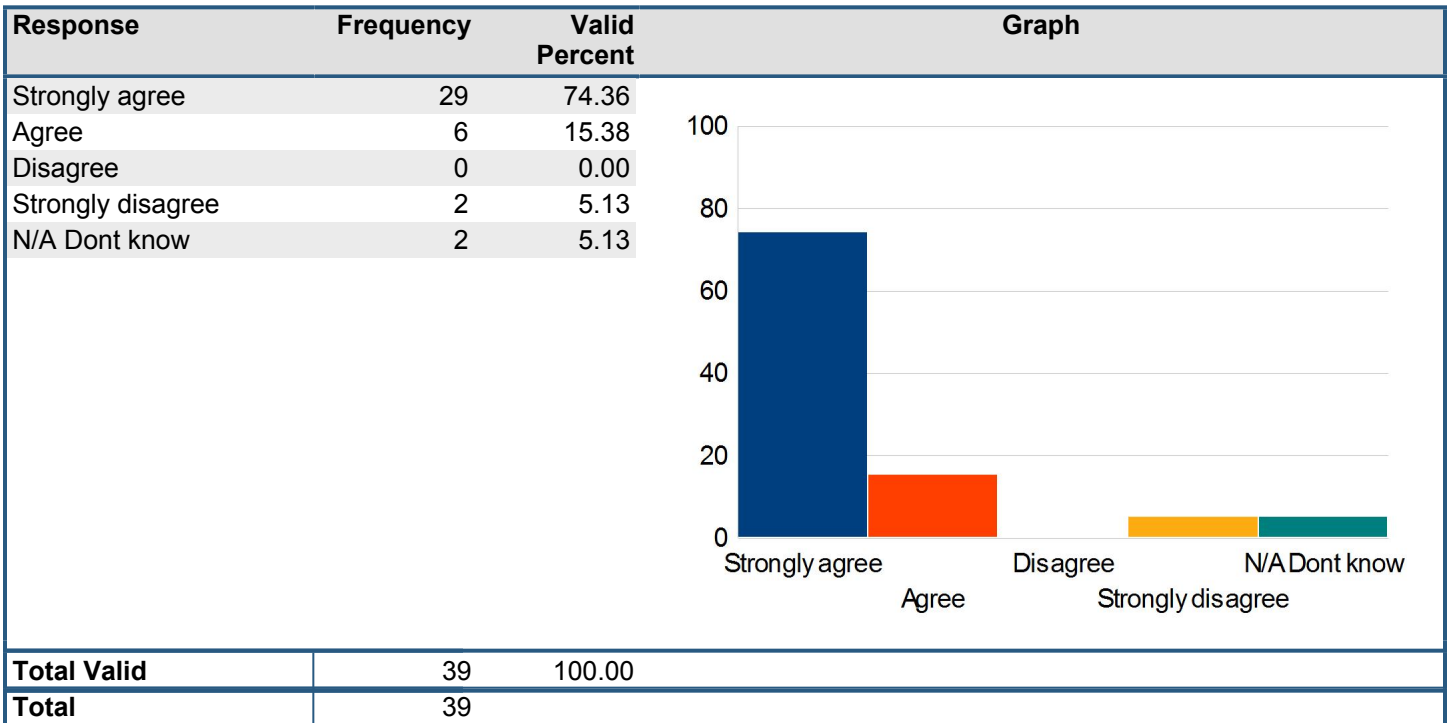
d. The staff explained the policies and procedures for using other Student Success Center services (Skills workshop, writing and reading tutoring, etc).



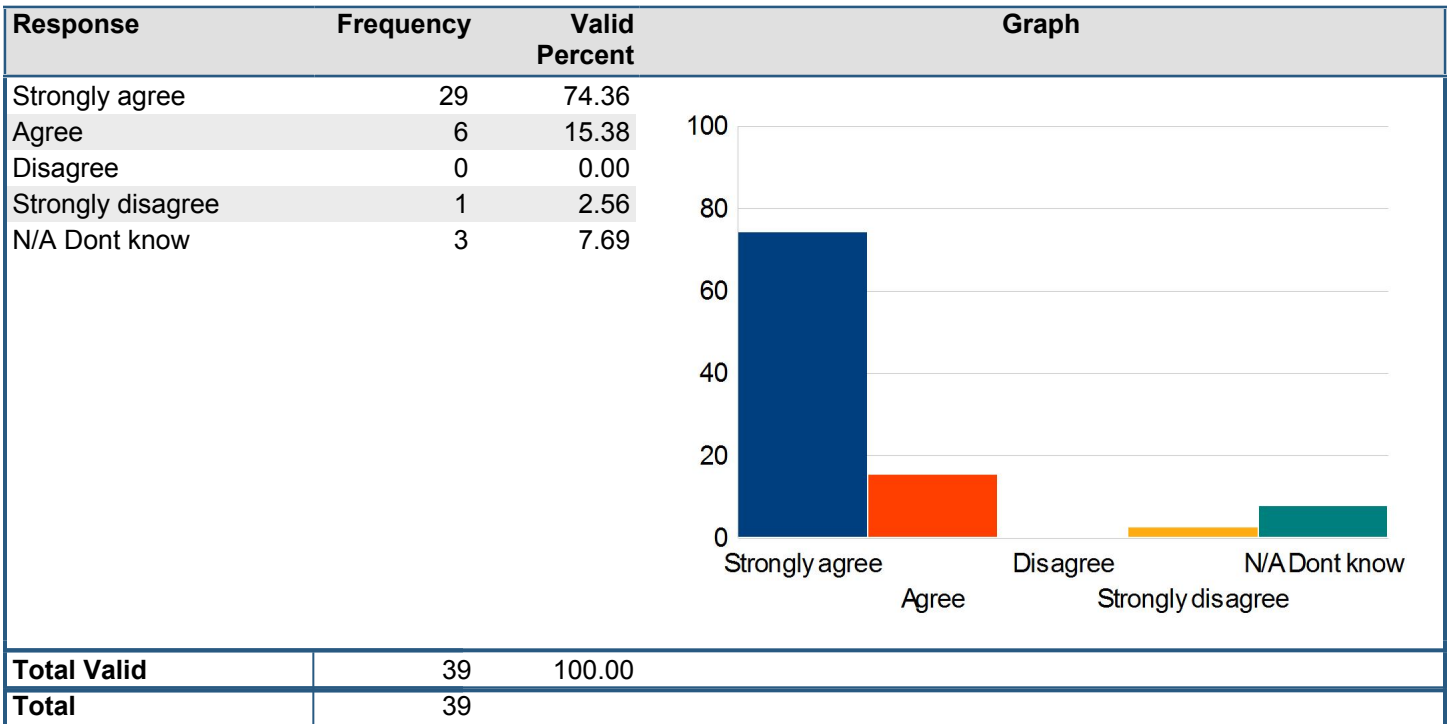
e. The workshop leader / tutor was on time.



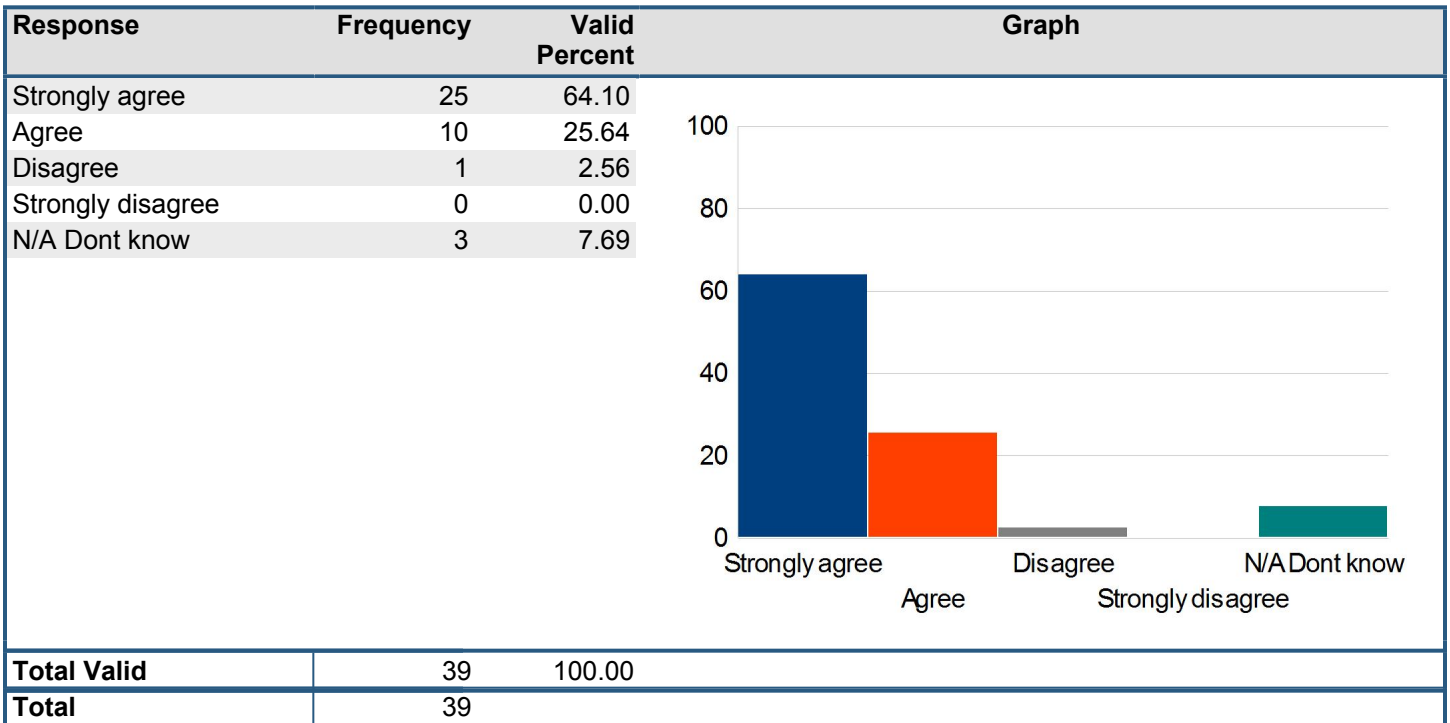
f. The workshop leader / tutor was willing to listen to my questions and concerns.



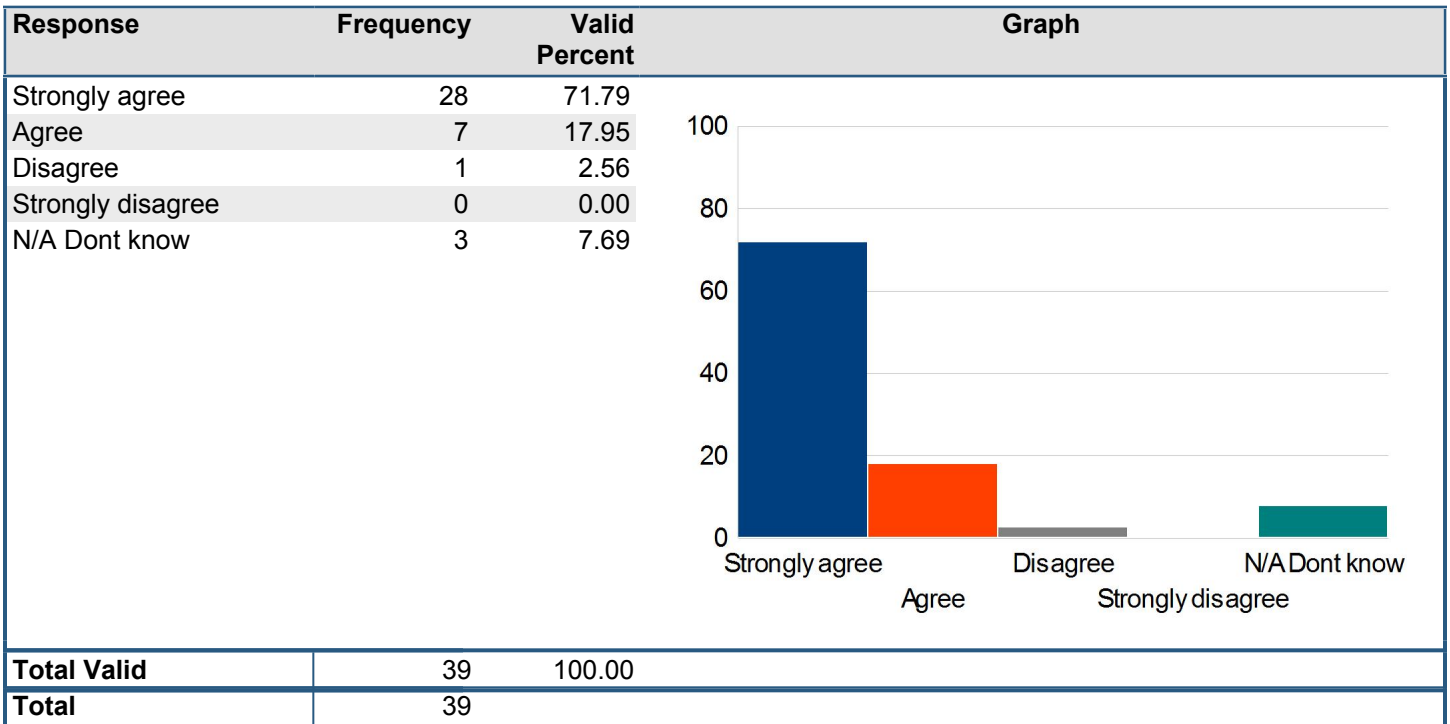
g. The workshop leader / tutor was patient.



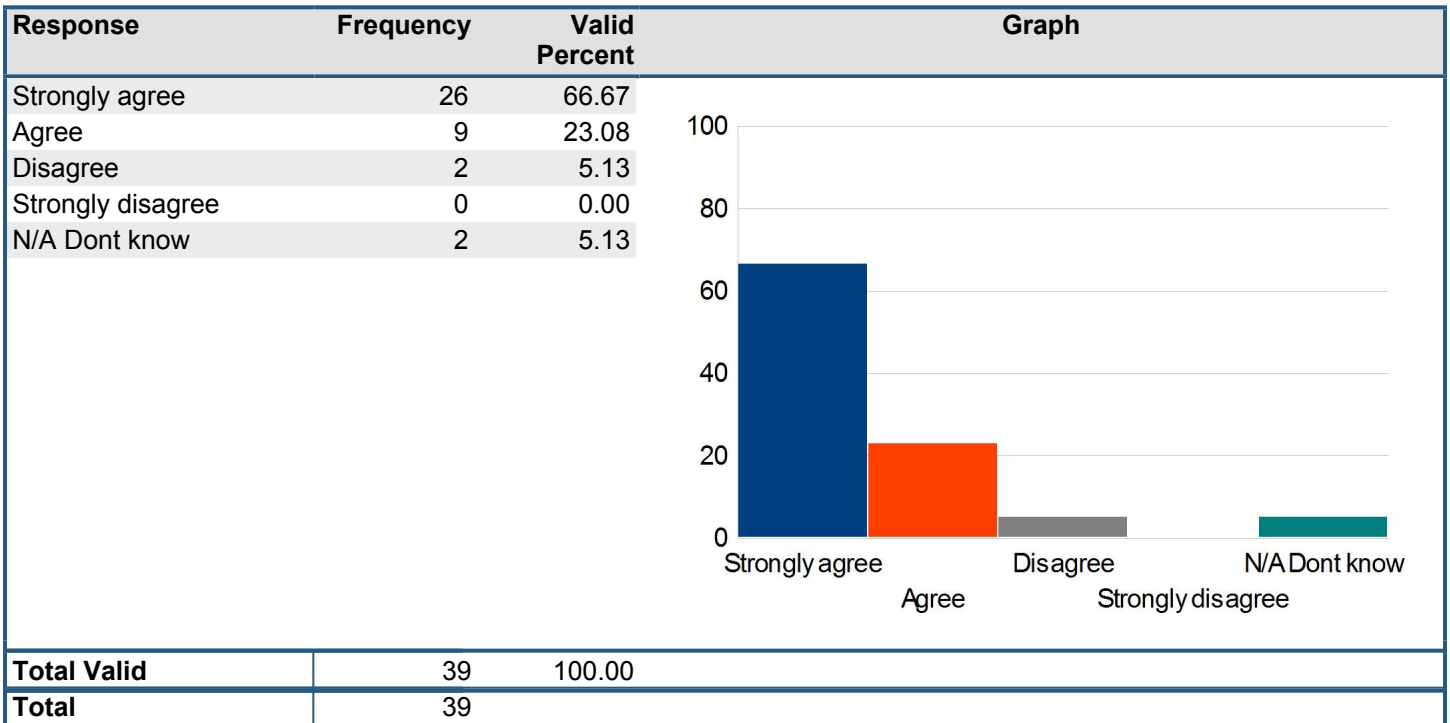
h. The workshop leader / tutor helped me to identify my problem area.



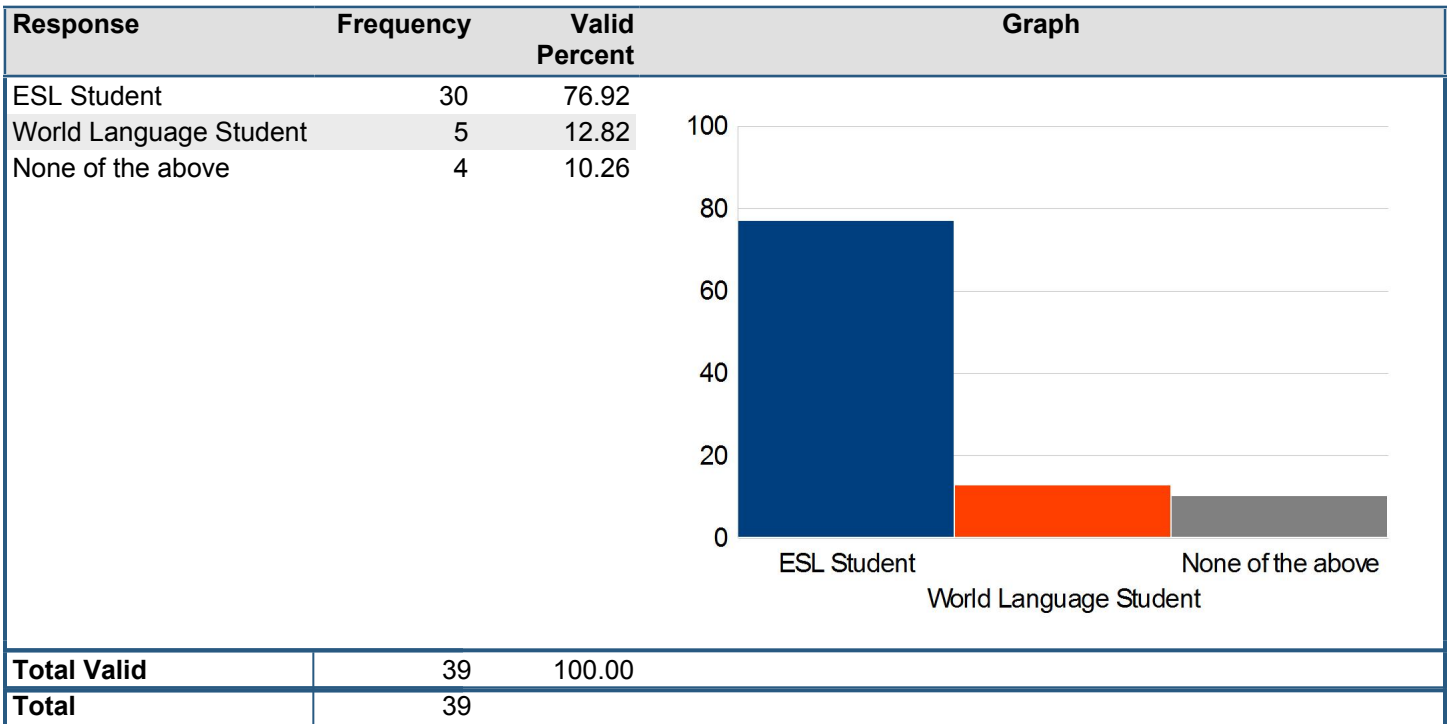
i. The workshop leader / tutor explained concepts clearly.



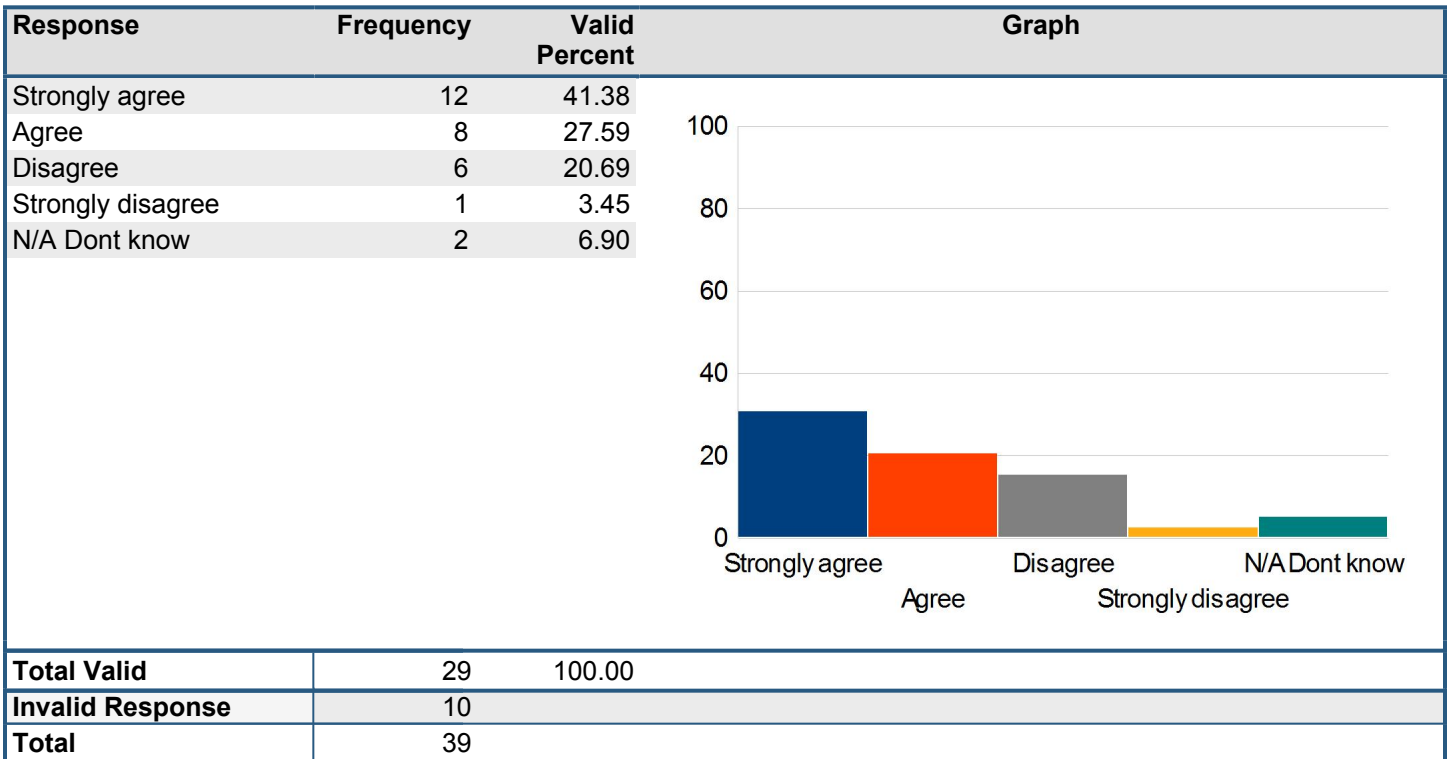
j. The workshop leader / tutor helped me develop more effective study strategies.



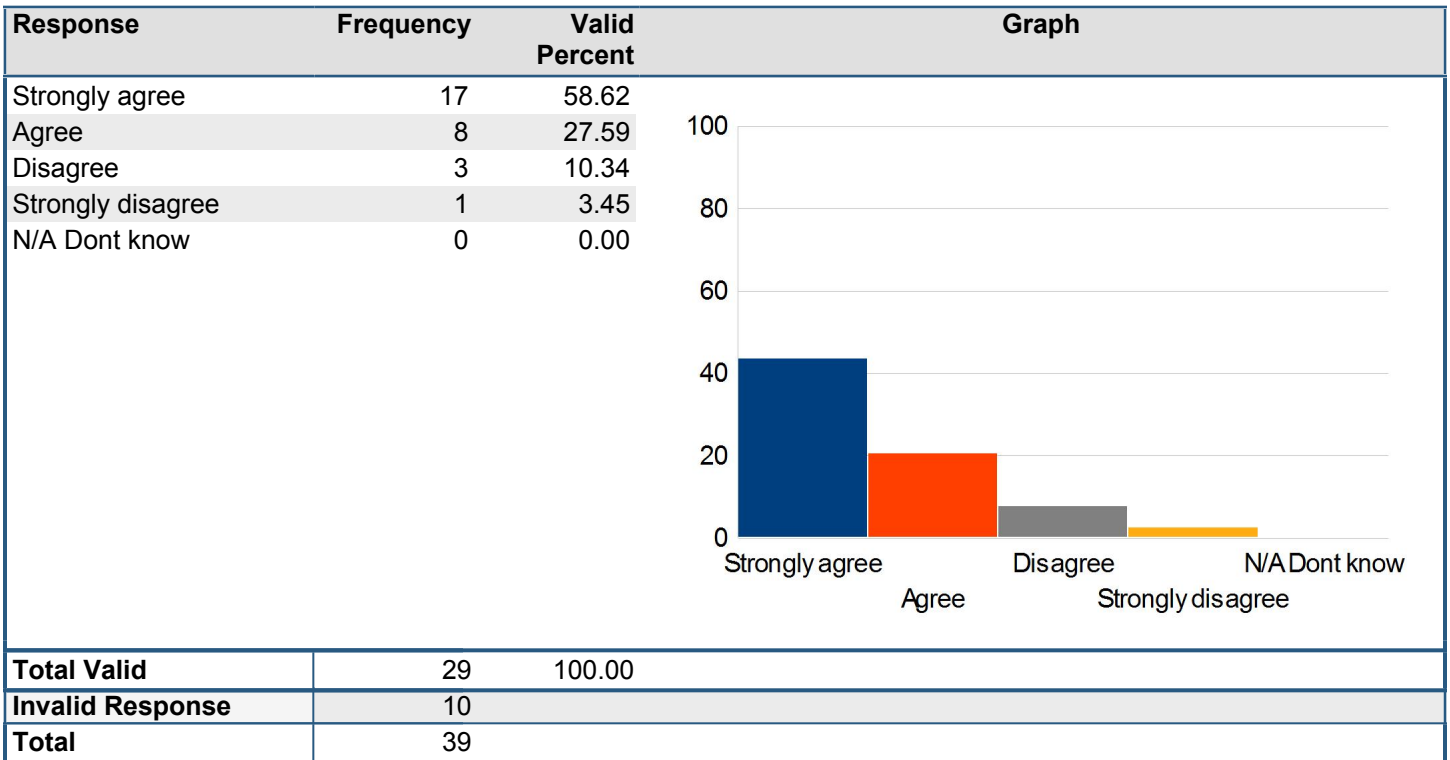
26. Which of the following best describes you? *



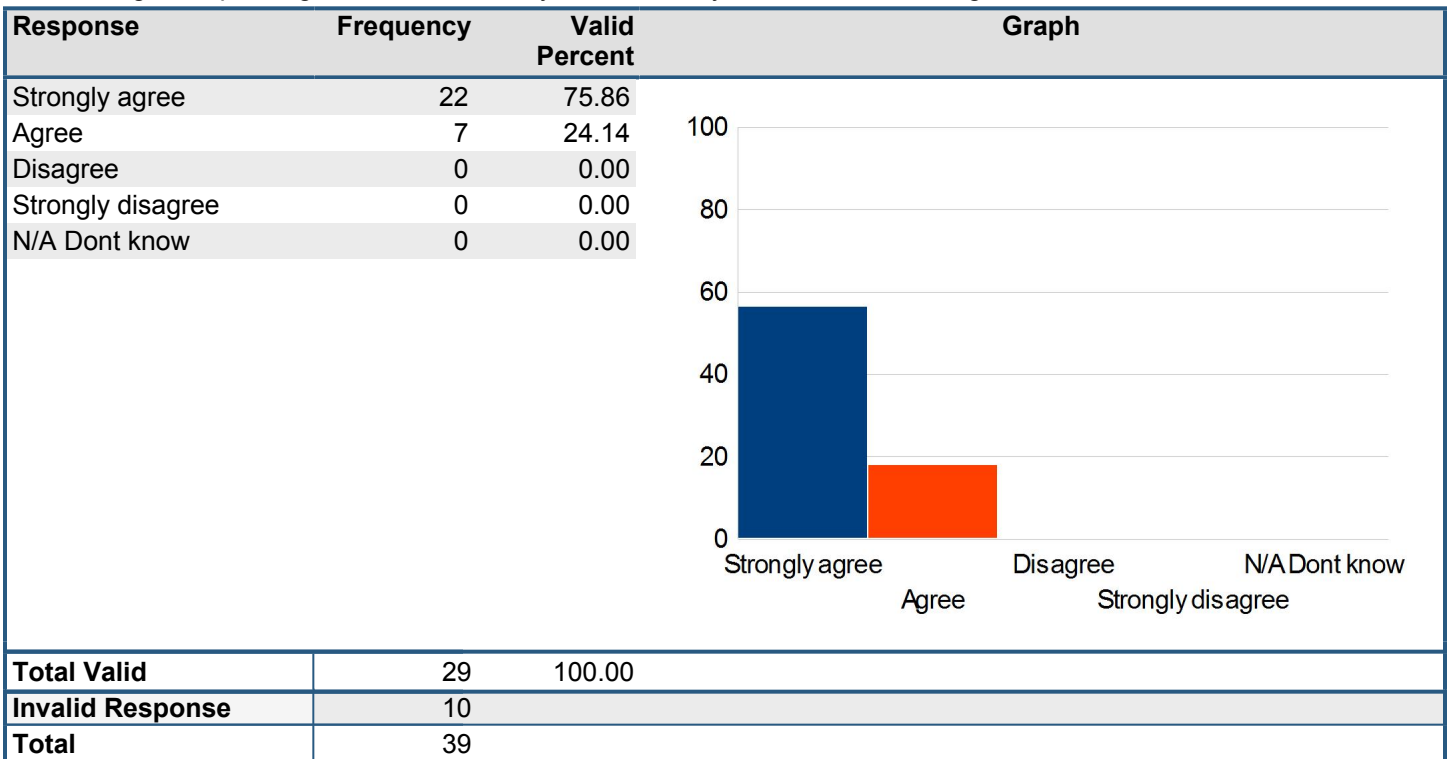
a. Listening and speaking are more difficult than writing and reading.



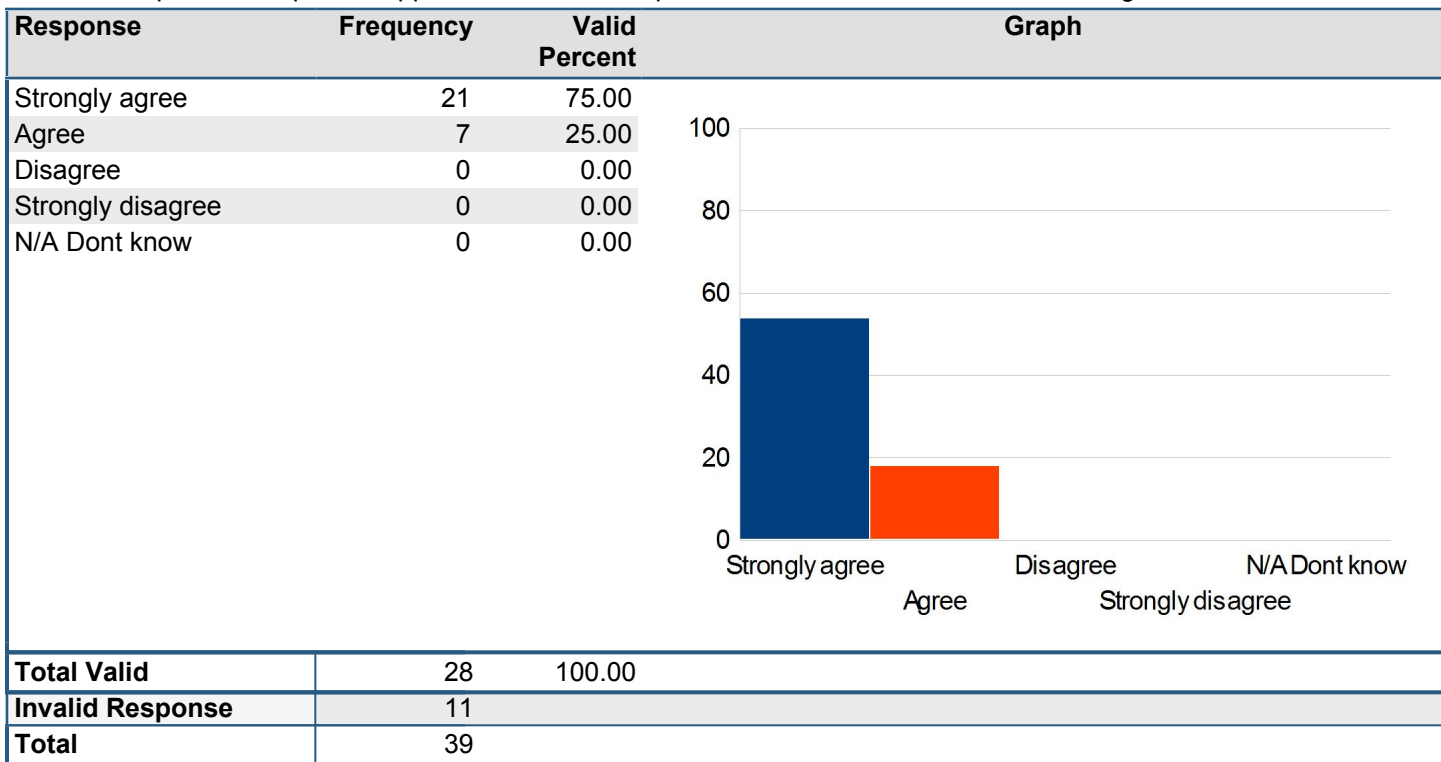
b. Listening and speaking affect my self-confidence more than writing and reading.



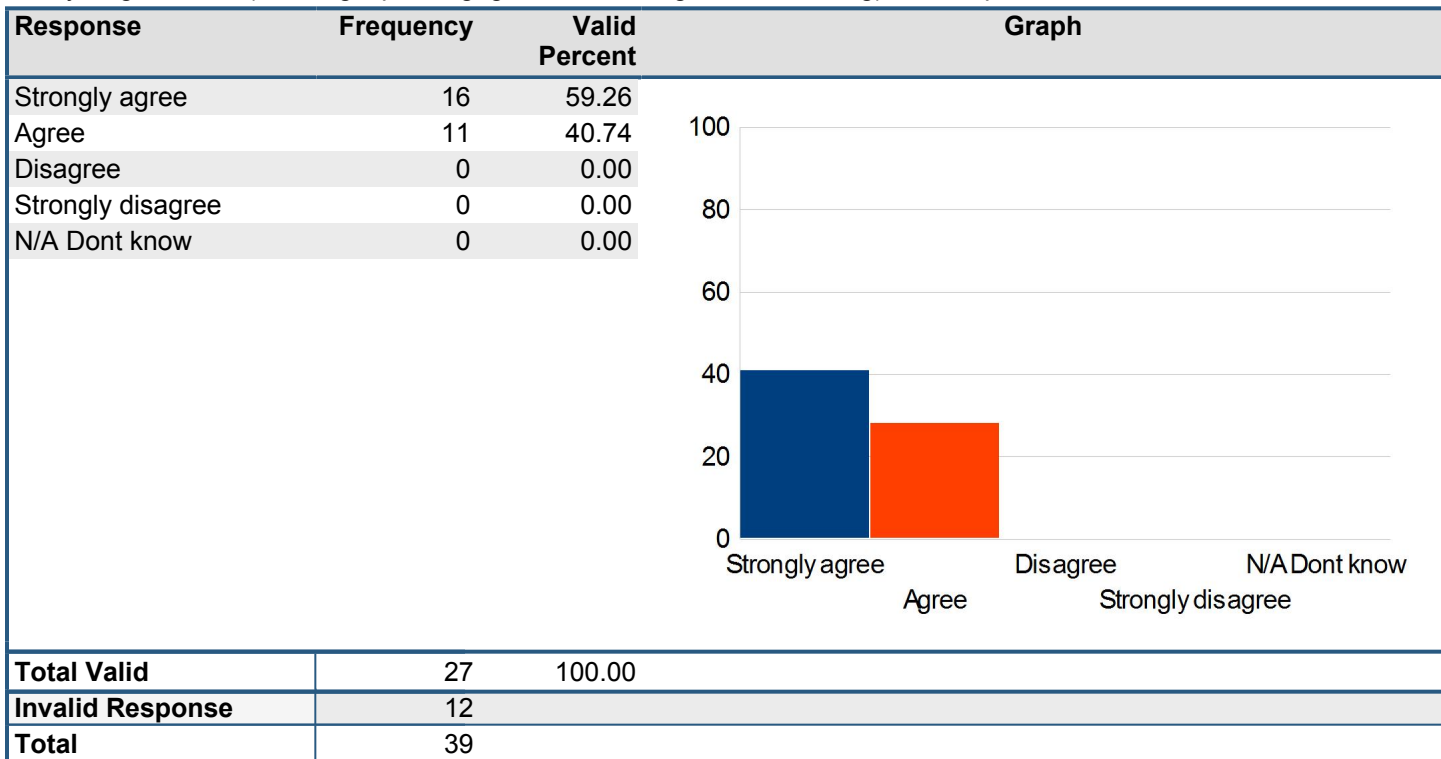
c. Listening and speaking skills are necessary to achieve my academic or career goal.



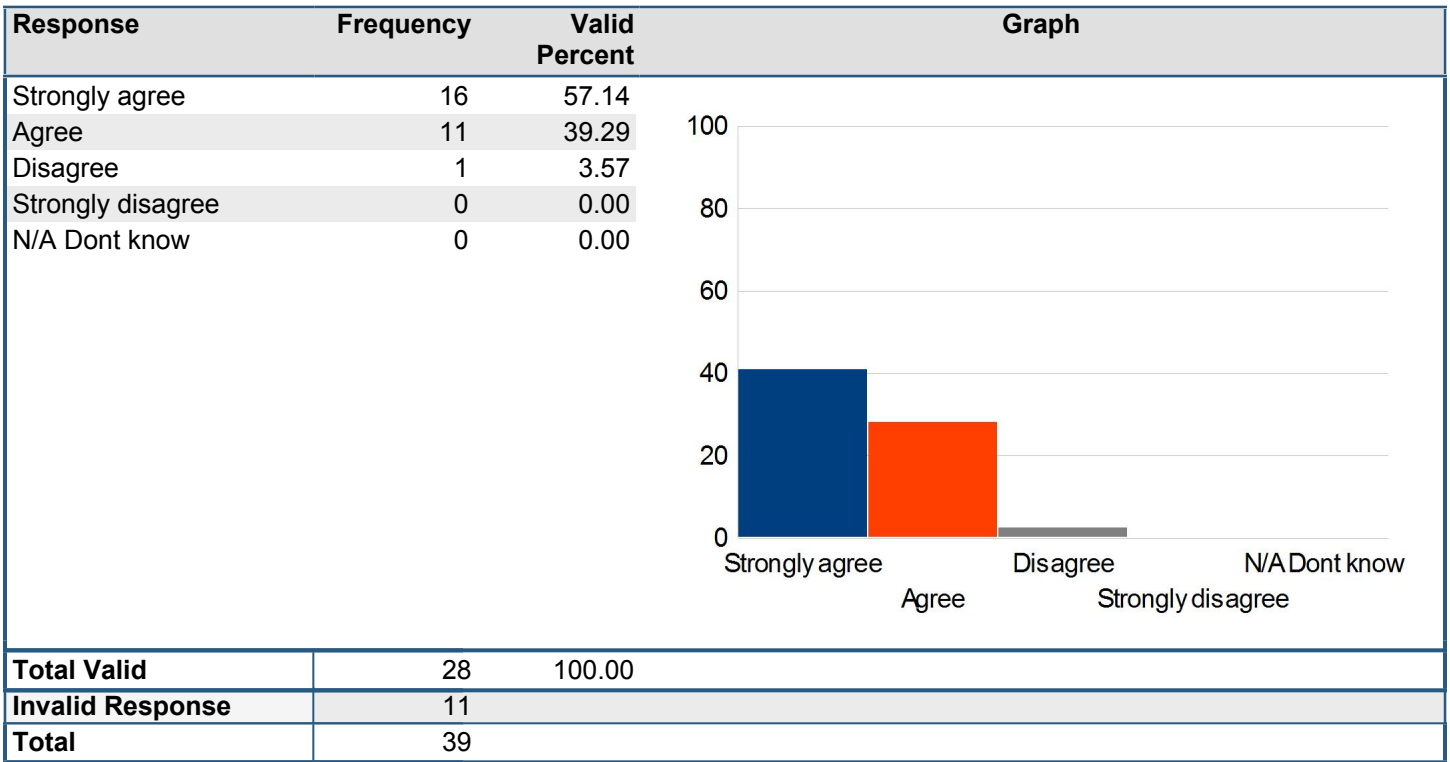
d. The LSC provides important opportunities for me to practice oral communication skills in English.



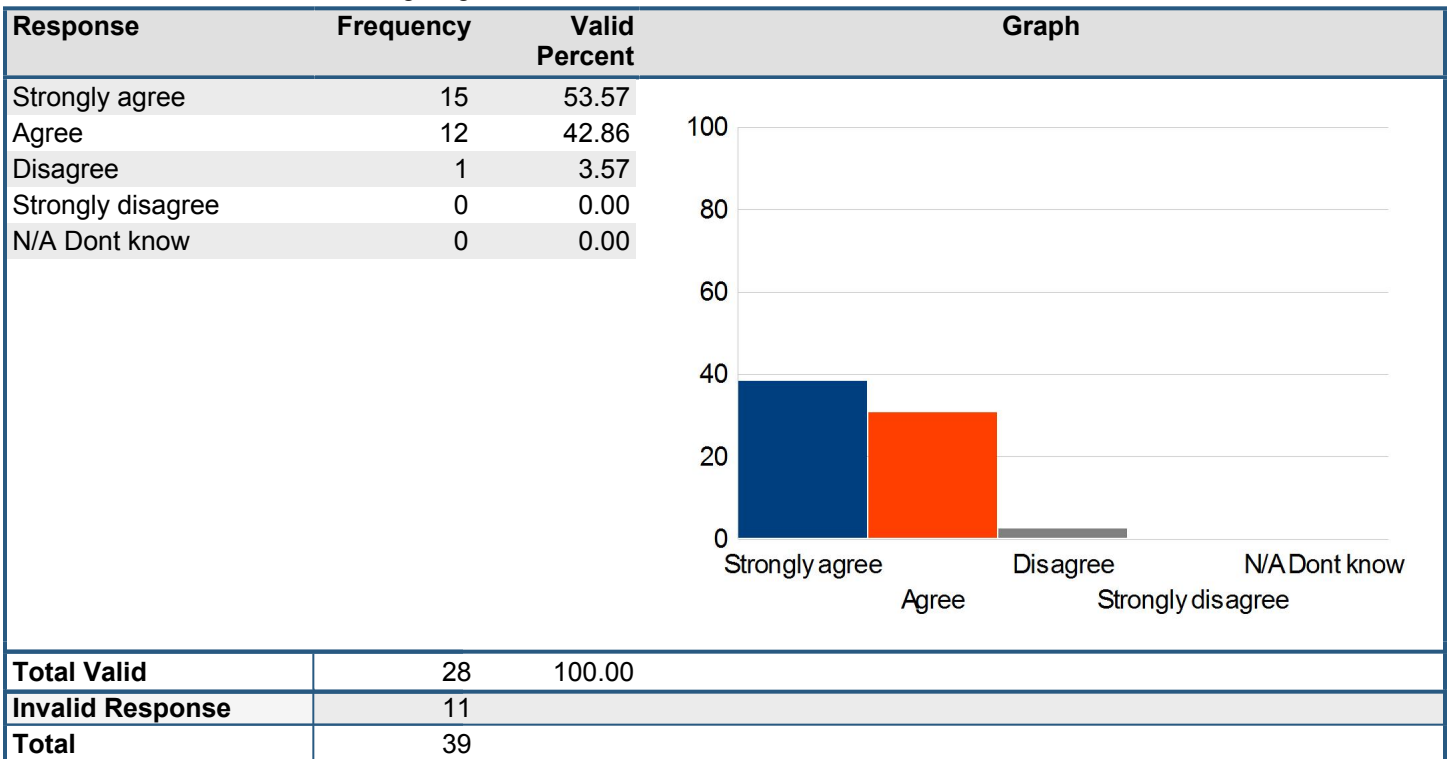
a. My English skills (listening, speaking, grammar, writing, and/or reading) have improved.



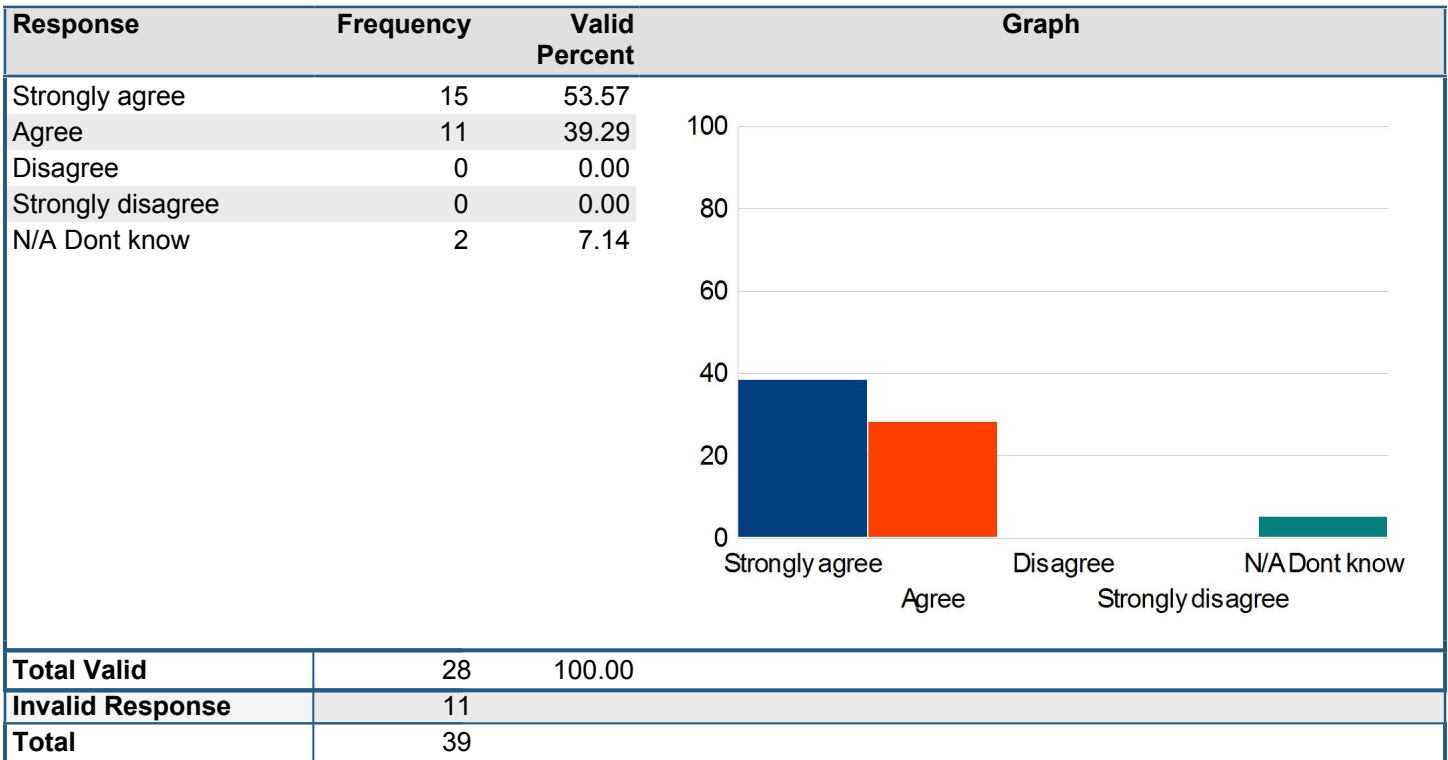
b. I know more ways to improve my English skills (online resources, LSC programs, other De Anza resources, etc).



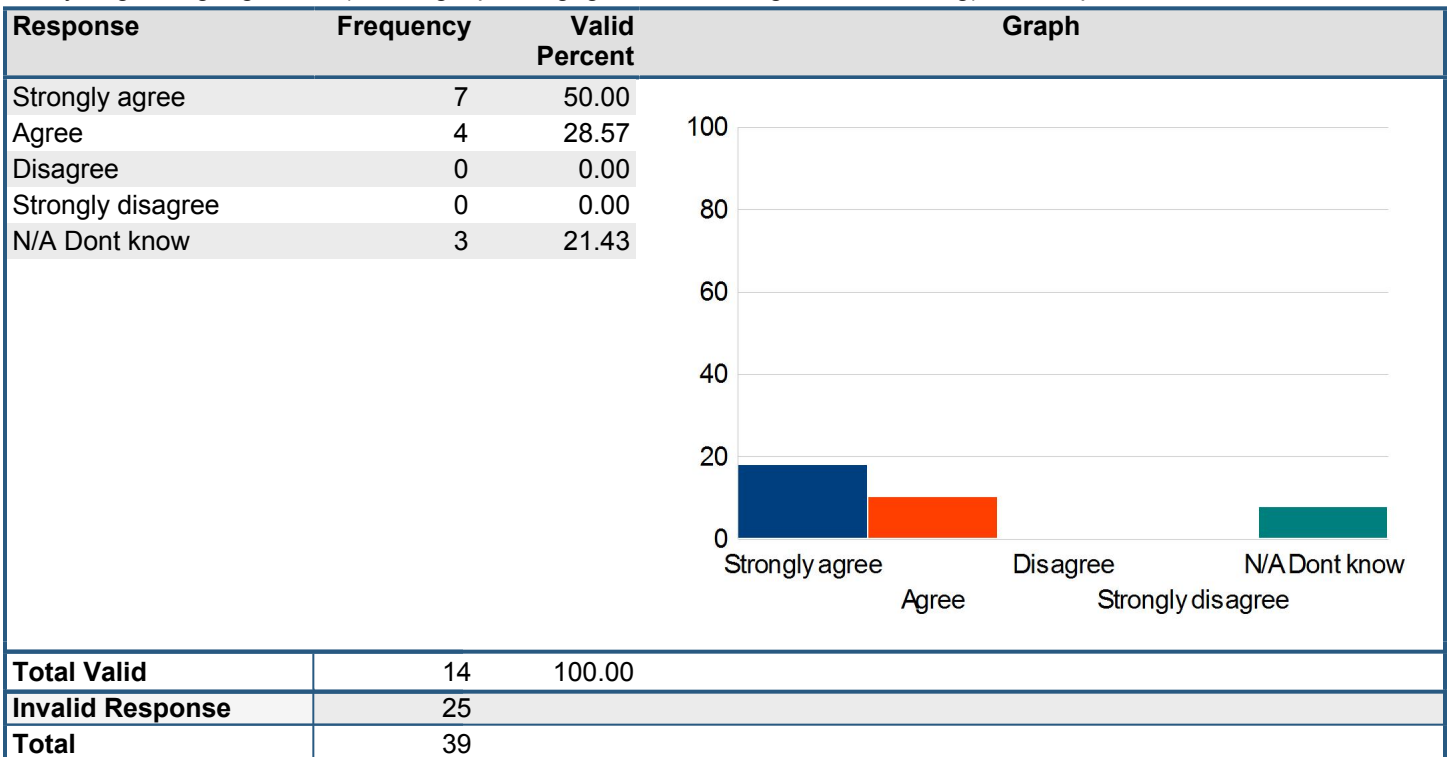
c. I have more confidence in using English.



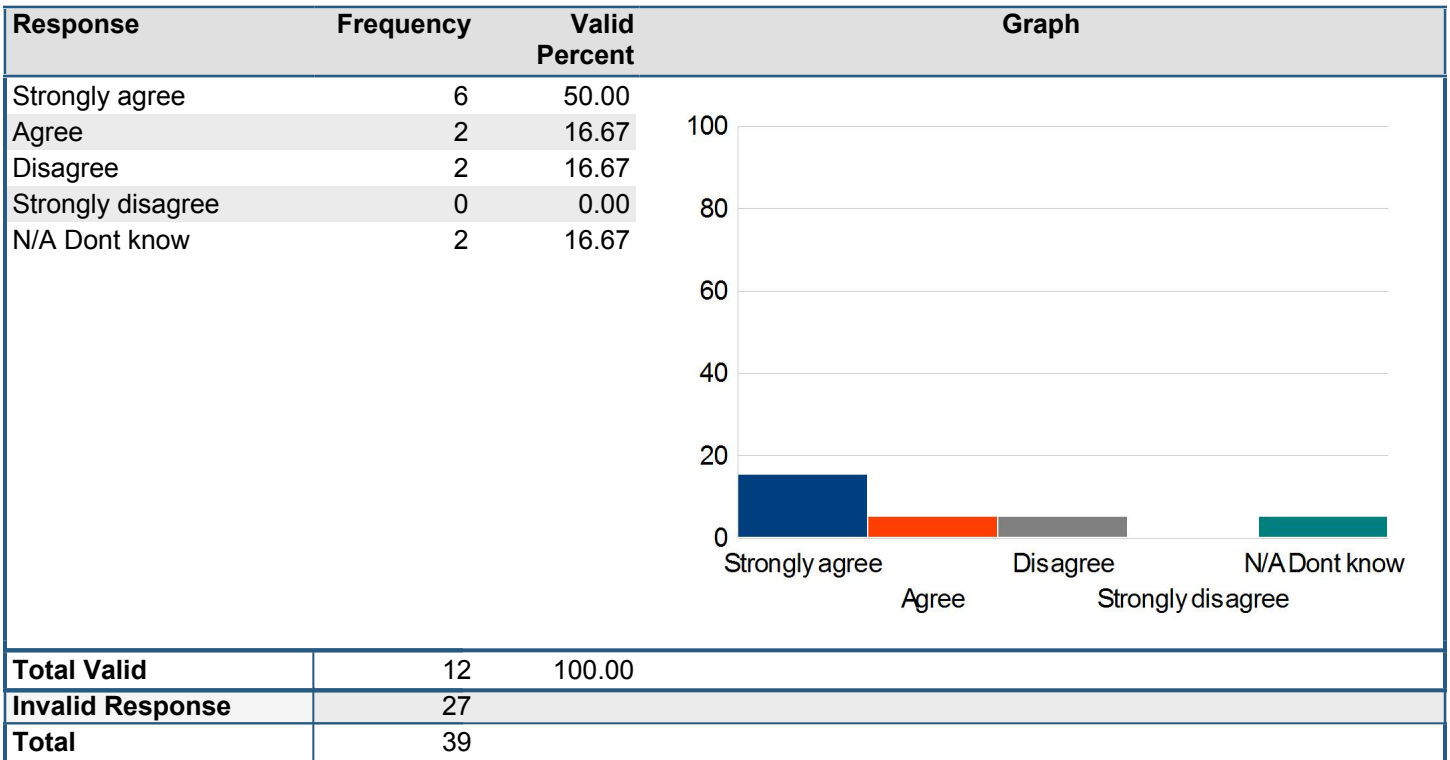
d. My grades in my classes have improved.



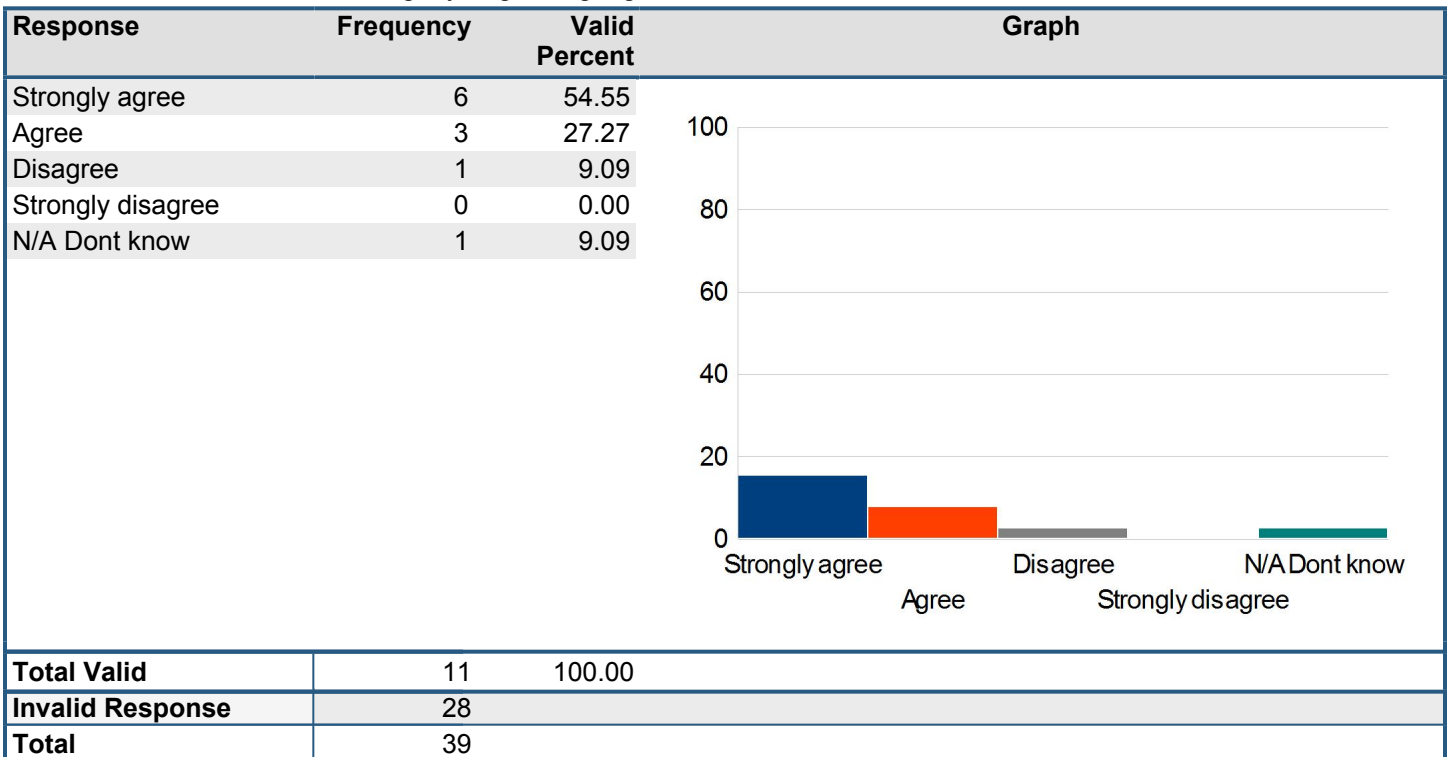
a. My target language skills (listening, speaking, grammar, writing, and/or reading) have improved.



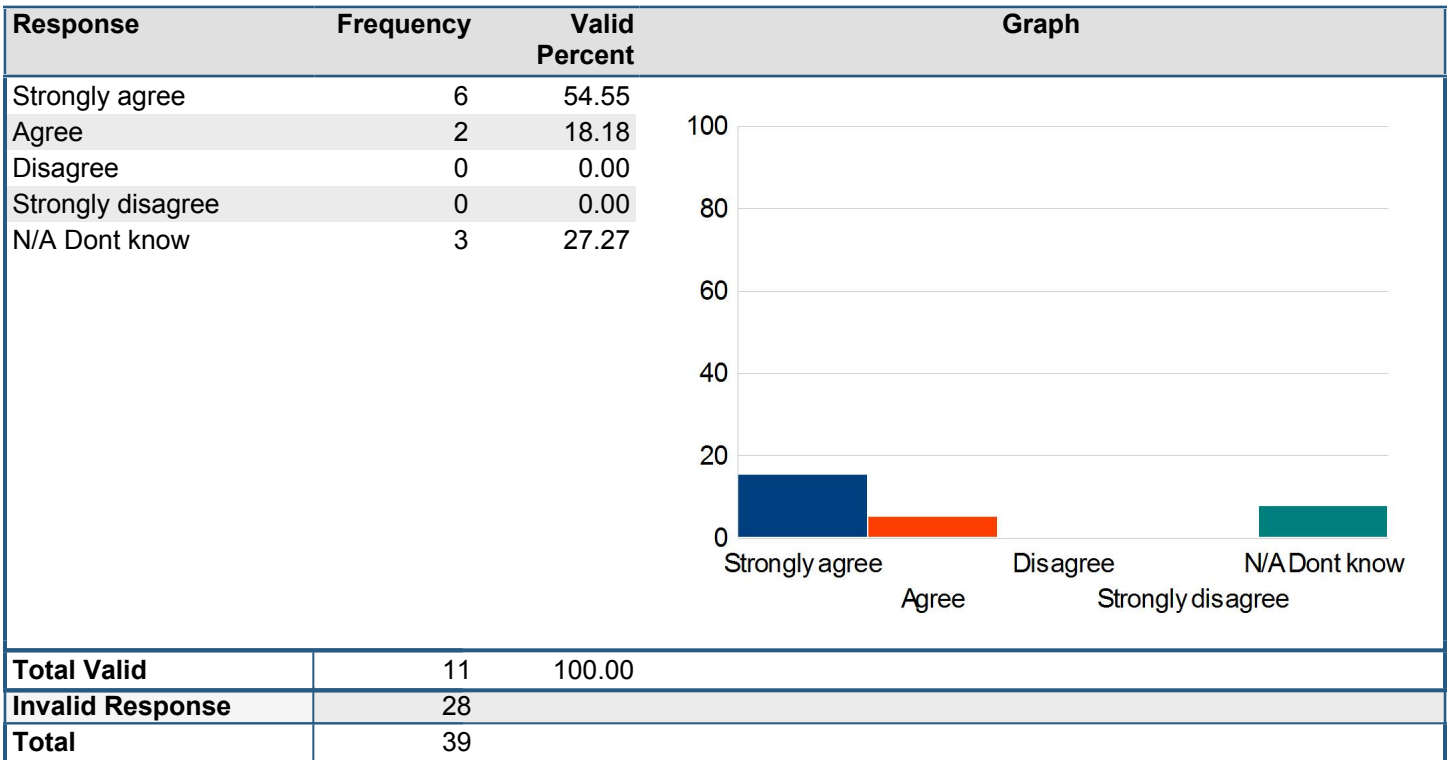
b. I know more ways to improve my target language (online resources, other De Anza resources, etc).



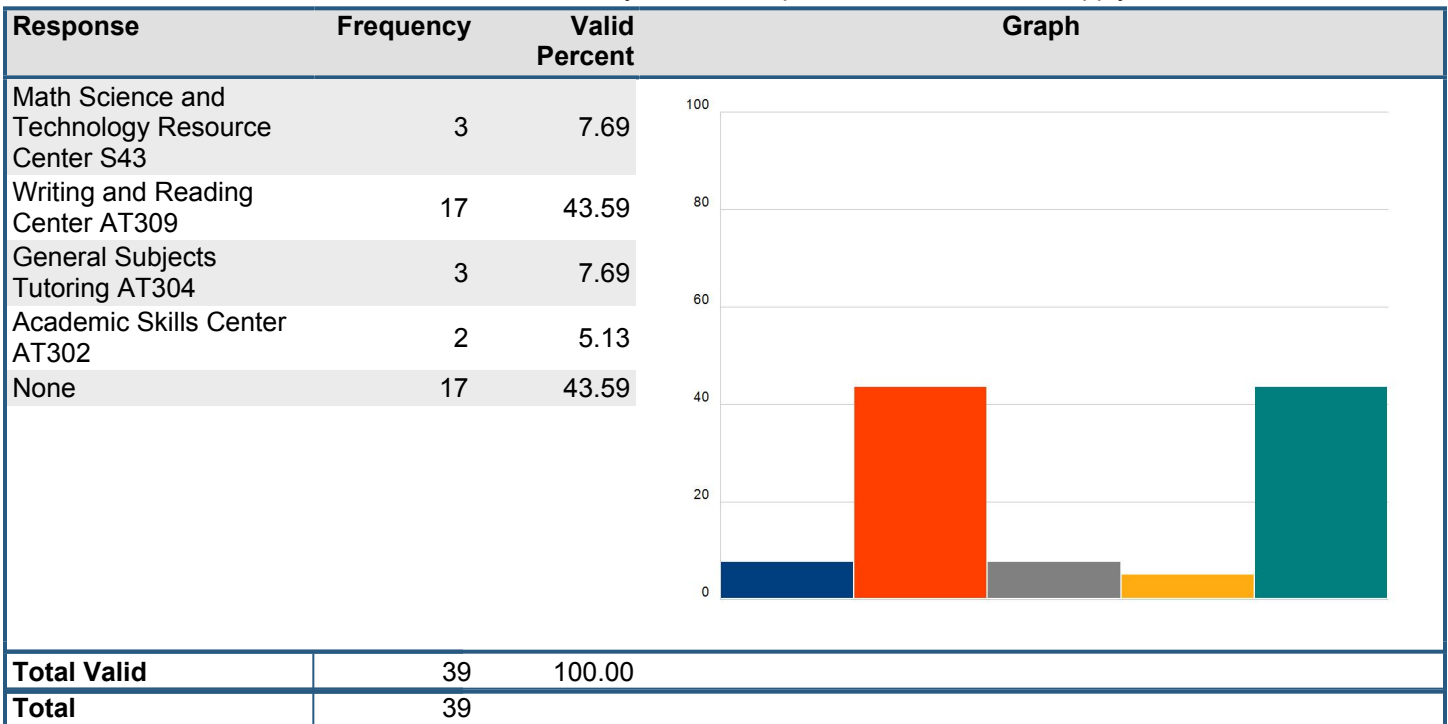
c. I have more confidence in using my target language.



d. My grades in my classes have improved.



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



Spring 2019 Listening and Speaking Free Response

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

Respondent	Response
12	campus websites
33	Orientation
34	Email

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

Respondent	Response
1	There are all helpful for improving my English skills, the great and friendly Staff ,the pedagogy of Kanako for teaching was a huge support to my challenge for learning English, also Victoria , I love LSL center
2	I like the workshops using dramas or songs.
5	I liked conversation, idioms, presentation, pronunciation, grammar
6	I really like weekly workshops because it relate to my class. I wonder if there will be more options.
7	I really like that they have a variety of topics
8	Pronunciation workshop by Dr. Bankston has a structure to follow. It has been very helpful. I receive rules and practice and correction about my pronunciation. I like the sequence and the handouts to help to understand. thanks.
9	I really love the workshop because it gives me extra practice time. I can really feel how all the LSC teacher is loving us and really wanna to help us. Thank you so much! I really appreciate all of you guys and all the helper.
10	I like conversation workshop, and that helped me speaking skill imp
11	I liked the review of the class like adjectives clauses and perfect tense. And also I liked conversation lesson and presentation lesson. It was helpful about improving my English.
12	The teacher is very nice, and the content of learning is helpful.
13	I think they are very helpful!
15	I really enjoyed the weekly workshops for LRNA 96.
16	The workshop are very helpful.
17	The instructor talked about him/herself to spend so much time.
19	some workshops don't fit my schedule.
20	I like them all
22	I liked listening and speaking and conversation.
24	All workshops are really helpful to improve our listening and speaking knowledge.
31	Friendly and interesting
33	I liked workshop because I talked a lot and met new friends in workshop
35	Like: Grammar, presentation
36	I like to talk with other students in the workshop. They were friendly. In addition, I feel comfortable to talk to them because they were a foreigner like me.
37	I like pronunciation and presentation workshops.
38	pronunciation America culture reading
39	Some instructor seem to practice his own public speech when he thought workshop with students. In my opinion, he should have leaded to speech from students. And please, take sit. He should have focused on eye contact with each student. Normally work shop is not your public speaking place. Don't do that please.

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

Respondent	Response
3	Didn't have the time to go out and participate. Would have liked to be a part of the group conversations.
14	No need to.
16	Some times the workshop are in my work time.
22	because I don't have time
25	I didn't feel a need to attend, nor didn't I have the time to
27	Because I didn't have time.
34	I did not get any information about the workshops.
37	At this quarter I hurry go home to pick up my kids,so I don't have time to going to workshop.

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

Respondent	Response
1	It is not idea but a hope : more grammar workshops
5	Add writing skills classes
6	Phrasal verb, coloration, vocabulary building (roots, prefixes, suffixes).
8	not for now
12	It's very good.
14	I'm not sure if it's doable or actually relevant, but I would love to see a World Language "Conversation" kind of workshop wherein several students taking a language class could meet to practice and learn better conversational habits in whatever language their studying. Like an upgraded tutoring session?
16	How improve the vocabulary and how use that because is difficult for me to remember the new words.
17	Let us talk
20	English vocabulary workshop for ESL students
22	No, I don't.
25	n/a
30	N/A
33	If there is a workshop 'how to say at this situation', I'll participate in. For example, when I have to call customer center, if I know what to say, it might make me feel more comfortable at that situation.
34	No
37	No, I don't have.
39	How to make a sentence from beginning to advance.

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

Respondent	Response
1	It is Pleasant and important support for improving English skills
5	Add more pronunciation classes
6	These Workshops give me confidence.
9	I really appreciate Kanako a lot !! really excited about every Thursday to attend her pronunciation workshops. Every time I go her workshop I really learned something from her .Thank you so much!
12	Thanks for these workshop teacher. They are patient and kind. They prepared a lot of learning materials.

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

Respondent	Response
20	None
31	I improve my pronunciation. Thanks so much

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

Respondent	Response
1	It was a huge support for understanding English grammar easier and Improving my grade
5	Add writing skills classes
12	it's good.
20	None
31	I understood grammar clearly
35	More grammar

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

Respondent	Response
1	It's individual support
2	Didn't feel the tutor's enthusiasm very much...
5	Helped me a lot
6	My tutor is very patient and nice.
7	I liked the availability and the feedbacks
8	I've been with two different tutors. Negin was so dedicated, helpful and nice person. another not so. In general it is a good resource to practice specific tasks or homework. Thanks.
10	I like them.
11	Since it was personal tutoring, I could more focus on the lesson and speaking and listening.
12	I participated in tutoring once, it was very helpful. My tutor was Austin. He's very nice. I hope students can have more tutors with American pronunciation.
13	I am appreciate that there are so many volunteers to do the tutoring. They really help me a lot to practice listening and speaking skill.
17	The instructor shows not liking me.
20	Some of the tutors are not fully educated and they do not know what they are doing.
22	nothing
24	I appreciate all LSC's tutors, they are the best tutors that I have ever seen.
27	They were hardworking, and they helped me with my presentations. I really appreciate them.
33	I talked a lot and asked tons of questions that I had. Honestly tutoring helps me a lot.
35	Help me correct my presentation
37	The tutor gave me advice and new idea for my presentation.
39	I could practice pronunciation and fix my sentence.

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

Respondent	Response
14	No need to.
16	Because the tutoring schedule are in my job schedule.
18	The class schedule is not matching.
19	I have too many homework to do.
20	NA
22	Because I don't have time.
25	I don't need ESL tutoring, I'm an American student.
37	I like, but I don't have much time.

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

Respondent	Response
14	This is my third quarter utilizing the world language tutoring option and I'm still so very, very grateful for all the help my tutors provided me. Still no complaints!
15	I really enjoyed the diverse backgrounds of our classmates, and enjoyed the course materials during the session.
20	NA
25	I liked that it was very nonchalant. There were no intense restrictions on timing or any other paperwork. I could just come when I wanted to and get helpful one-on-one attention for improving my foreign language skills.
30	N/A

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

Respondent	Response
1	I practiced more my listening and speaking English
5	Amenglish.com
10	I like the pronunciation part.
12	the software is very easy to use, and it has a lot of helpful information.
16	The software are very good.
19	It actually helped me so much
20	Na
24	I use pronunciation power application that is really useful.
35	Amenglish.com
38	word stress

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

Respondent	Response
2	I didn't know where it was.
6	I am not good at work with software,
7	I don't like
8	I didn't know about it.
11	I didn't know about this.
13	I don't like using app to practice my English.
14	No need to.
17	So old.

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

Respondent	Response
20	NA
21	I don't know about it
25	I didn't need it
27	Because I didn't need it; Mrs. Marcy had asked us to do a weekly listening lab at home that was really helpful.
33	I don't know much about it
37	I don't know it.
39	It's old software.

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

Respondent	Response
1	Once and I stopes because I didn't have time
3	I enjoyed getting to speak with someone that could help me improve in the language I'm learning. I would have preferred someone around my age (22), because it was difficult on talking about relatable topics.
4	I can get the opportunity to speak English. Also, I can help my partner to improve Japanese skills.
12	it's a mutual learning process.
20	NA
23	Very helpful to chat with someone in the language I am learning, but would have really maximized the time if the Language Exchange had provided structure for that time(such as exclusively one language at a time, splitting the time evenly). It seems obvious, but is not always easy to easy to ask your partner for, so having that structure pre-set would be helpful.
33	I helped my language exchange friend to learn Korean, I also got some help from the friend. We talked a lot in various topics.
34	I got a partner to work with but no interaction after first meeting.

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

Respondent	Response
2	I missed the chance to use it.
5	I have no free time
6	I am shy.
7	My language is not that popular. It's Portuguese by the way
8	i didn't know about it.
10	I don't have match partner.
11	I didn't know about this.
13	I don't have enough time. Maybe I will try next quarter.
14	Didn't have time this quarter.
16	Because my job schedule.
19	I have no time.
20	NA
21	I don't know about it
24	Actually, I am interested in this activity, but there are no student that wants to learn my language.

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

Respondent	Response
25	I already have international student friends who speak the languages I am studying that I can talk to
27	Because I didn't know that there is Language Exchange at LSC.
35	No more free time
37	I don't have time.

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

Respondent	Response
11	I liked when I was with other ESL students. It was fun and helpful to share common problems about speaking English. And I had free time between classes and it was very helpful to go between classes.
12	My pronunciation and speaking have improved.
13	Let me have more opportunities to practice conversations.
15	The LRNA 96 weekly meetings really helped me to develop my skills and characteristics as a tutor. Also, they gave me a wider perspective towards diversity (diverse skills, interests, and cultures).
16	Help me a lot.
20	NA
22	nothing
23	It's nice to have that resource and I think it would really help me, but I would need to provide more structure for the time with my partner, which is hard for me to do.
30	N/A
34	I couldn't get to use any.
38	I can practice my oral English

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

Respondent	Response
2	I like the workshops.
5	I liked it very much. Building a productive learning environment for students.
6	I like the center, and it's comfortable for me.
8	It is an amazing resource for students. So far, anything has been disliked to me. Thanks.
10	I like the center.
11	The people in the center were nice and kind and they were trying to help me.
12	I really like these teachers.
13	Very like. I hope it will keep going.
14	Everyone is so friendly from the front desk to the tutors working there, it just adds another element of enjoyment to the whole language learning experience. This is not a comment of dislike, just a reiteration of what I suggested above, I would love to see options for group sessions to focus on conversation practice. The tutors are great for that but it's still very paced and controlled, but to reach a certain level of comfort and potential fluency it could help to create an environment with a more natural paced conversation. If that makes any sense at all?
15	Overall, I really enjoyed my experience as a Korean/Japanese tutor, and is willing to continue for next quarter.

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

Respondent	Response
16	I like whole resource in the center.
17	Please add unsubscribe link in the all emails from anyone at the center. How can we unsubscribe?
19	Nothing to dislike
20	Some of the tutors are not fully educated and they do not know what they are doing.
22	nothing
23	The room we met in was comfortable and spacious.
25	nothing, you guys are really sweet <3
27	I like the center because they work as a team, and they never leave you alone with your problems that you have with your assignments; even if one of them doesn't have time to help you, then someone else will help you.
30	I like LSC.
33	I like this center because there are good resources, good vibe, and friendly staff. I'll use this center next quarter, too.
35	Workshops and environment
37	The staff are nice.