

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

From: Mallory Newell, De Anza Research
Stefan Trandafirescu, Student Assistant

Date: 04/1/2015

Subject: Listening and Speaking Center (LSC) survey, Winter 2015

A survey of Listening and Speaking Center (LSC) survey was conducted at the end of the Winter quarter in 2015. This resulted in 55 valid respondents.

Important Highlights Include:

- 98% of respondents who participated in ESL 253 Support Workshops "agree" or "strongly agree" that the workshops helped them improve their grade and English grammar in ESL 253 and were overall pleased with the workshop (12b, 12e, and 12g).
- 95% of respondents believed the staff at the LSC was friendly and helpful (25b).
- 97% of respondents "agree" or "strongly agree" that listening and speaking skills are necessary to achieve their academic or career goals after using the LSC programs and resources (27c).
- 94% of respondents who participated in ESL 251 "agree" or "strongly agree" that they were pleased with the workshop (9f).
- 89% of respondents who participated in ESL 251 "agree" or "strongly agree" that the workshops helped improve their study habits, helped improve their grade in ESL 251, and helped improve the skills they were hoping to improve (9a, 9b, and 9e).
- 86% of respondents "agree" or "strongly agree" that their English skills have improved, they know more ways to improve their English skills, and they have more confidence in using English after using LSC programs and resources (28a, 28b, and 26c).
- 76% of respondents "agree" or "strongly agree" that the staff took the time to explain the services offered in the LSC (25c).
- 86% of respondents "agree" or "strongly 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).

LinC Skills Survey Winter 2015

1. Are you an international student? *

Mean: 1.8

Response	Value	Frequency	Valid Percent	Graph
Yes	1.0	14	25.0	
No	2.0	42	75.0	
Total Valid		56	100.0	

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

Mean: 2.0

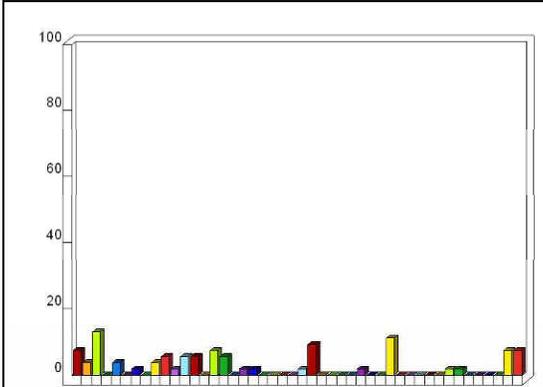
Response	Value	Frequency	Valid Percent	Graph
Friend	1.0	6	10.7	
Instructor	2.0	45	80.4	
Other	3.0	5	8.9	
Total Valid		56	100.0	

LinC Skills Survey Winter 2015

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

Mean: -

Response	Value	Frequency	Valid Percent	Graph
EWRT/READ/LART instructor	1.0	4	8.7	
Speech instructor	2.0	2	4.3	
World language class instructor	3.0	7	15.2	
Anderson Elaine	4.0	0	0.0	
Betlach Marcy	5.0	2	4.3	
Boerner Karen	6.0	0	0.0	
Carobus Patricia	7.0	1	2.2	
Chacko Achamma	8.0	0	0.0	
Chai Christine	9.0	2	4.3	
Cooper Susan	10.0	3	6.5	
Culver Matthew	11.0	1	2.2	
Dodd Elizabeth	12.0	3	6.5	
Dubarry Michele	13.0	3	6.5	
Dunlap Kathleen	14.0	0	0.0	
Flores Kathy	15.0	4	8.7	
Goodwin Mary Ellen	16.0	3	6.5	
Gray Zena	17.0	0	0.0	
Hamilton Webster	18.0	1	2.2	
Heistein Gloria	19.0	1	2.2	
Himes Gretchen	20.0	0	0.0	
Ifft MaryAnne	21.0	0	0.0	
Kohnhorst Lisa	22.0	0	0.0	
Lam Clara	23.0	0	0.0	
Lee Charles	24.0	1	2.2	
Lee Andrea	25.0	5	10.9	
Leung Kai-Cheon	26.0	0	0.0	
Madigan Julie	27.0	0	0.0	
Marchiano Michelle	28.0	0	0.0	
Marianetti Noel	29.0	0	0.0	
Marin Maria	30.0	1	2.2	
Molino-Torres Alejandro	31.0	0	0.0	
Newman Cheri	32.0	0	0.0	
Norman Craig	33.0	6	13.0	
Oman Andrew	34.0	0	0.0	
Ormeno Valerie	35.0	0	0.0	
Pekkain Janell	36.0	0	0.0	
Peng Cynthia	37.0	0	0.0	
Poggi Claudine	38.0	0	0.0	
Ruumet Marika	39.0	1	2.2	
Sklyar Angelina	40.0	1	2.2	
Thistlethwaite Ann	41.0	0	0.0	
Thot-Johnson Iris	42.0	0	0.0	
Topalovic Jasmina	43.0	0	0.0	



LinC Skills Survey Winter 2015

Tracey Iva	44.0	0	0.0
Wong Letty	45.0	4	8.7
Yee Linda	46.0	4	8.7

Total Valid	46	100.0
Missing	10	
Total	56	

4. Did you participate in weekly workshops (conversation, idioms, vocabulary, etc) in the Listening and Speaking Center this quarter? * Mean: 1.6

Response	Value	Frequency	Valid Percent	Graph
Yes	1.0	20	35.7	
No	2.0	36	64.3	
Total Valid		56	100.0	

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: 1.8

Response	Value	Frequency	Valid Percent	Graph
Yes	1.0	13	23.2	
No	2.0	43	76.8	
Total Valid		56	100.0	

LinC Skills Survey Winter 2015

9a. It helped me improve my study habits.

Mean: 1.9

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	7	43.8	
Agree	2.0	7	43.8	
Disagree	3.0	0	0.0	
Strongly disagree	4.0	0	0.0	
N/A Dont know	5.0	2	12.5	
Total Valid		16	100.0	
Missing		40		
Total		56		

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

Mean: 2.1

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	4	26.7	
Agree	2.0	9	60.0	
Disagree	3.0	0	0.0	
Strongly disagree	4.0	0	0.0	
N/A Dont know	5.0	2	13.3	
Total Valid		15	100.0	
Missing		41		
Total		56		

LinC Skills Survey Winter 2015

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

Mean: 2.0

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	5	33.3	
Agree	2.0	7	46.7	
Disagree	3.0	2	13.3	
Strongly disagree	4.0	0	0.0	
N/A Dont know	5.0	1	6.7	
Total Valid		15	100.0	
Missing		41		
Total		56		

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

Mean: 2.1

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	4	26.7	
Agree	2.0	9	60.0	
Disagree	3.0	0	0.0	
Strongly disagree	4.0	0	0.0	
N/A Dont know	5.0	2	13.3	
Total Valid		15	100.0	
Missing		41		
Total		56		

LinC Skills Survey Winter 2015

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

Mean: 1.8

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	7	46.7	
Agree	2.0	6	40.0	
Disagree	3.0	1	6.7	
Strongly disagree	4.0	0	0.0	
N/A Dont know	5.0	1	6.7	
Total Valid		15	100.0	
Missing		41		
Total		56		

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

Mean: 1.6

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	9	60.0	
Agree	2.0	5	33.3	
Disagree	3.0	0	0.0	
Strongly disagree	4.0	0	0.0	
N/A Dont know	5.0	1	6.7	
Total Valid		15	100.0	
Missing		41		
Total		56		

LinC Skills Survey Winter 2015

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: 1.8

Response	Value	Frequency	Valid Percent	Graph
Yes	1.0	13	23.2	
No	2.0	43	76.8	
Total Valid		56	100.0	

12a. It helped me improve my study habits. Mean: 1.6

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	9	64.3	
Agree	2.0	3	21.4	
Disagree	3.0	1	7.1	
Strongly disagree	4.0	0	0.0	
N/A Dont know	5.0	1	7.1	
Total Valid		14	100.0	
Missing		42		
Total		56		

LinC Skills Survey Winter 2015

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

Mean: 1.6

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	8	61.5	
Agree	2.0	4	30.8	
Disagree	3.0	0	0.0	
Strongly disagree	4.0	0	0.0	
N/A Dont know	5.0	1	7.7	
Total Valid		13	100.0	
Missing		43		
Total		56		

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

Mean: 1.9

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	5	38.5	
Agree	2.0	6	46.2	
Disagree	3.0	1	7.7	
Strongly disagree	4.0	0	0.0	
N/A Dont know	5.0	1	7.7	
Total Valid		13	100.0	
Missing		43		
Total		56		

LinC Skills Survey Winter 2015

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

Mean: 1.8

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	6	46.2	
Agree	2.0	5	38.5	
Disagree	3.0	1	7.7	
Strongly disagree	4.0	0	0.0	
N/A Dont know	5.0	1	7.7	
Total Valid		13	100.0	
Missing		43		
Total		56		

12e. It helped me improve my English grammar.

Mean: 1.3

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	9	69.2	
Agree	2.0	4	30.8	
Disagree	3.0	0	0.0	
Strongly disagree	4.0	0	0.0	
N/A Dont know	5.0	0	0.0	
Total Valid		13	100.0	
Missing		43		
Total		56		

LinC Skills Survey Winter 2015

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

Mean: 1.4

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	8	61.5	
Agree	2.0	5	38.5	
Disagree	3.0	0	0.0	
Strongly disagree	4.0	0	0.0	
N/A Dont know	5.0	0	0.0	
Total Valid		13	100.0	
Missing		43		
Total		56		

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

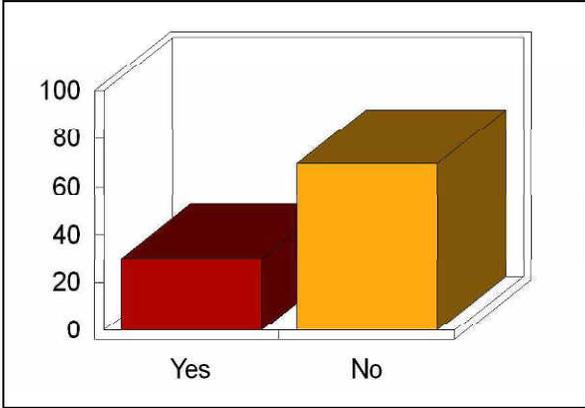
Mean: 1.4

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	8	61.5	
Agree	2.0	5	38.5	
Disagree	3.0	0	0.0	
Strongly disagree	4.0	0	0.0	
N/A Dont know	5.0	0	0.0	
Total Valid		13	100.0	
Missing		43		
Total		56		

LinC Skills Survey Winter 2015

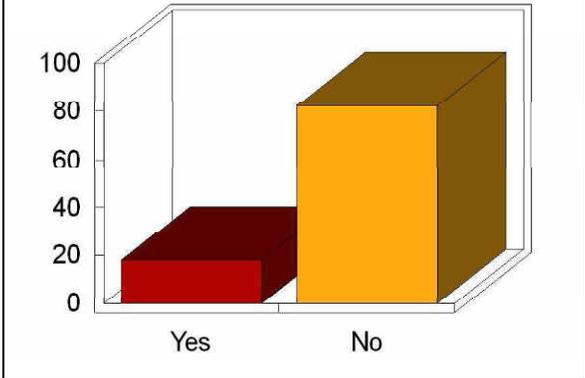
14. Did you participate in ESL tutoring in the Listening and Speaking Center this quarter? *

Mean: 1.7

Response	Value	Frequency	Valid Percent	Graph
Yes	1.0	17	30.4	
No	2.0	39	69.6	
Total Valid		56	100.0	

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

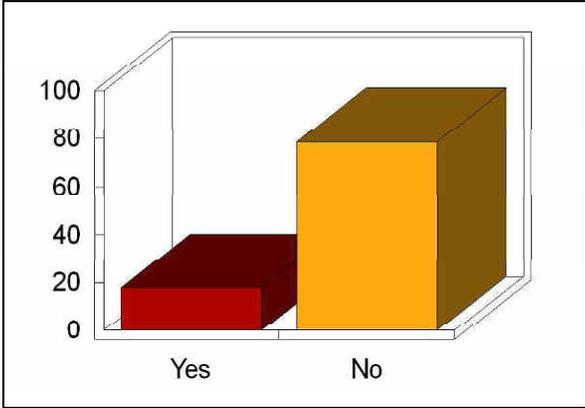
Mean: 1.8

Response	Value	Frequency	Valid Percent	Graph
Yes	1.0	10	17.9	
No	2.0	46	82.1	
Total Valid		56	100.0	

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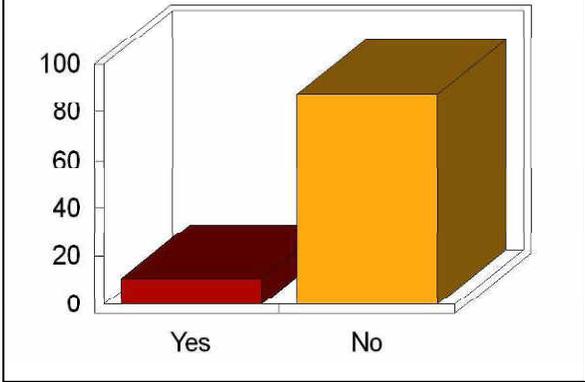
19. Did you use ESL software in the Listening and Speaking Center this quarter? *

Mean: 0.2

Response	Value	Frequency	Valid Percent	Graph
Yes	1.0	10	18.5	
No	0.0	44	81.5	
Total Valid		54	100.0	
Missing		2		
Total		56		

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

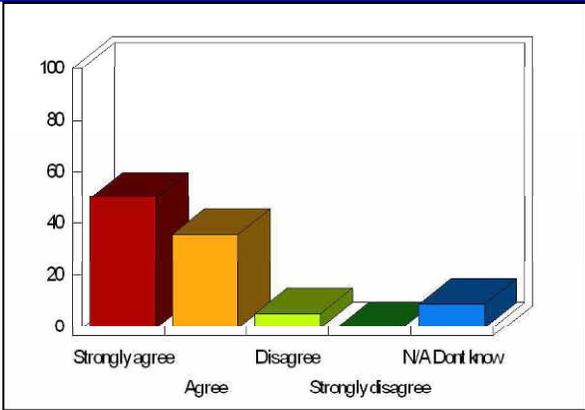
Mean: 0.1

Response	Value	Frequency	Valid Percent	Graph
Yes	1.0	6	10.9	
No	0.0	49	89.1	
Total Valid		55	100.0	
Missing		1		
Total		56		

LinC Skills Survey Winter 2015

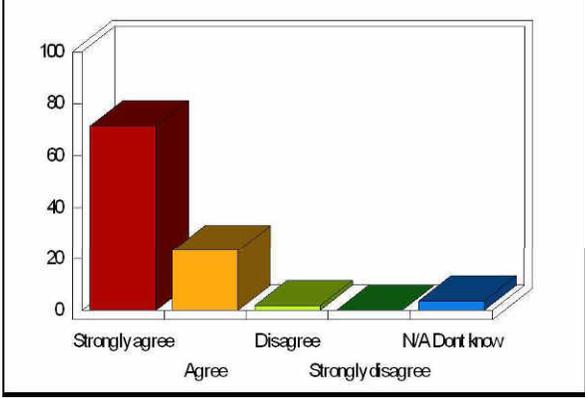
25a. It was easy to register for different activities in the LSC (workshop, tutoring, and/or Language Exchange).

Mean: 1.8

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	28	50.0	
Agree	2.0	20	35.7	
Disagree	3.0	3	5.4	
Strongly disagree	4.0	0	0.0	
N/A Dont know	5.0	5	8.9	
Total Valid		56	100.0	

25b. The staff was friendly and helpful.

Mean: 1.4

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	40	71.4	
Agree	2.0	13	23.2	
Disagree	3.0	1	1.8	
Strongly disagree	4.0	0	0.0	
N/A Dont know	5.0	2	3.6	
Total Valid		56	100.0	

LinC Skills Survey Winter 2015

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

Mean: 2.1

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	24	42.9	
Agree	2.0	19	33.9	
Disagree	3.0	5	8.9	
Strongly disagree	4.0	0	0.0	
N/A Dont know	5.0	8	14.3	
Total Valid		56	100.0	

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

Mean: 2.1

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	22	39.3	
Agree	2.0	21	37.5	
Disagree	3.0	4	7.1	
Strongly disagree	4.0	1	1.8	
N/A Dont know	5.0	8	14.3	
Total Valid		56	100.0	

LinC Skills Survey Winter 2015

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

Mean: 2.2

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	25	44.6	
Agree	2.0	18	32.1	
Disagree	3.0	2	3.6	
Strongly disagree	4.0	0	0.0	
N/A Dont know	5.0	11	19.6	
Total Valid		56	100.0	

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

Mean: 1.8

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	32	57.1	
Agree	2.0	18	32.1	
Disagree	3.0	0	0.0	
Strongly disagree	4.0	0	0.0	
N/A Dont know	5.0	6	10.7	
Total Valid		56	100.0	

LinC Skills Survey Winter 2015

25g. The workshop leader / tutor was patient.

Mean: 1.8

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	34	60.7	
Agree	2.0	14	25.0	
Disagree	3.0	1	1.8	
Strongly disagree	4.0	0	0.0	
N/A Dont know	5.0	7	12.5	
Total Valid		56	100.0	

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

Mean: 2.0

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	30	53.6	
Agree	2.0	13	23.2	
Disagree	3.0	3	5.4	
Strongly disagree	4.0	1	1.8	
N/A Dont know	5.0	9	16.1	
Total Valid		56	100.0	

LinC Skills Survey Winter 2015

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

Mean: 1.9

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	32	57.1	
Agree	2.0	14	25.0	
Disagree	3.0	3	5.4	
Strongly disagree	4.0	0	0.0	
N/A Dont know	5.0	7	12.5	
Total Valid		56	100.0	

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

Mean: 2.1

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	27	48.2	
Agree	2.0	14	25.0	
Disagree	3.0	6	10.7	
Strongly disagree	4.0	0	0.0	
N/A Dont know	5.0	9	16.1	
Total Valid		56	100.0	

LinC Skills Survey Winter 2015

26. Which of the following best describes you? *

Mean: 1.5

Response	Value	Frequency	Valid Percent	Graph
ESL Student	1.0	36	64.3	
World Language Student	2.0	11	19.6	
None of the above	3.0	9	16.1	
Total Valid		56	100.0	

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

Mean: 2.2

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	11	29.7	
Agree	2.0	14	37.8	
Disagree	3.0	7	18.9	
Strongly disagree	4.0	3	8.1	
N/A Dont know	5.0	2	5.4	
Total Valid		37	100.0	
Missing		19		
Total		56		

LinC Skills Survey Winter 2015

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

Mean: 2.0

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	15	40.5	
Agree	2.0	12	32.4	
Disagree	3.0	7	18.9	
Strongly disagree	4.0	1	2.7	
N/A Dont know	5.0	2	5.4	
Total Valid		37	100.0	
Missing		19		
Total		56		

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

Mean: 1.4

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	25	69.4	
Agree	2.0	10	27.8	
Disagree	3.0	0	0.0	
Strongly disagree	4.0	0	0.0	
N/A Dont know	5.0	1	2.8	
Total Valid		36	100.0	
Missing		20		
Total		56		

LinC Skills Survey Winter 2015

27d. The LSC provides important opportunities for me to practice oral communication skills in English. Mean: 1.7

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	19	52.8	
Agree	2.0	12	33.3	
Disagree	3.0	3	8.3	
Strongly disagree	4.0	0	0.0	
N/A Dont know	5.0	2	5.6	
Total Valid		36	100.0	
Missing		20		
Total		56		

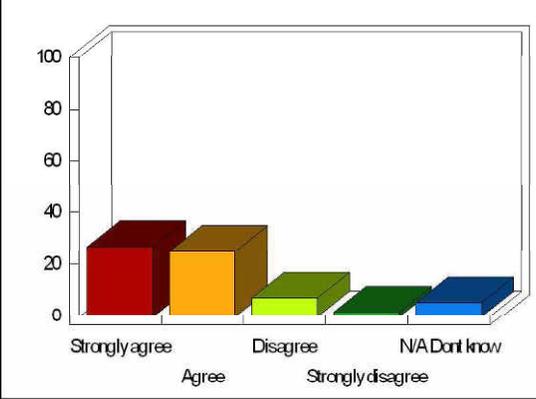
28a. My English skills (listening, speaking, grammar, writing, and/or reading) have improved. Mean: 1.8

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	15	40.5	
Agree	2.0	19	51.4	
Disagree	3.0	0	0.0	
Strongly disagree	4.0	0	0.0	
N/A Dont know	5.0	3	8.1	
Total Valid		37	100.0	
Missing		19		
Total		56		

LinC Skills Survey Winter 2015

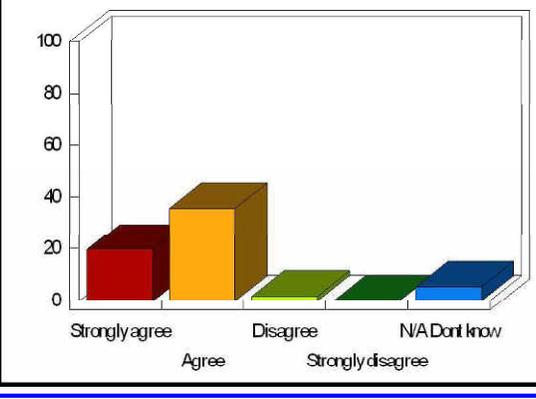
28b. I know more ways to improve my English skills (online resources, LSC programs, other De Anza resources, etc).

Mean: 2.0

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	15	40.5	
Agree	2.0	14	37.8	
Disagree	3.0	4	10.8	
Strongly disagree	4.0	1	2.7	
N/A Dont know	5.0	3	8.1	
Total Valid		37	100.0	
Missing		19		
Total		56		

28c. I have more confidence in using English.

Mean: 2.0

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	11	31.4	
Agree	2.0	20	57.1	
Disagree	3.0	1	2.9	
Strongly disagree	4.0	0	0.0	
N/A Dont know	5.0	3	8.6	
Total Valid		35	100.0	
Missing		21		
Total		56		

LinC Skills Survey Winter 2015

28d. My grades in my classes have improved.

Mean: 2.1

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	11	31.4	
Agree	2.0	18	51.4	
Disagree	3.0	1	2.9	
Strongly disagree	4.0	0	0.0	
N/A Dont know	5.0	5	14.3	
Total Valid		35	100.0	
Missing		21		
Total		56		

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

Mean: 2.3

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	9	37.5	
Agree	2.0	9	37.5	
Disagree	3.0	0	0.0	
Strongly disagree	4.0	1	4.2	
N/A Dont know	5.0	5	20.8	
Total Valid		24	100.0	
Missing		32		
Total		56		

LinC Skills Survey Winter 2015

29b. I know more ways to improve my target language (online resources, other De Anza resources, etc). Mean: 2.5

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	7	30.4	
Agree	2.0	8	34.8	
Disagree	3.0	3	13.0	
Strongly disagree	4.0	0	0.0	
N/A Dont know	5.0	5	21.7	
Total Valid		23	100.0	
Missing		33		
Total		56		

29c. I have more confidence in using my target language. Mean: 2.5

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	8	36.4	
Agree	2.0	7	31.8	
Disagree	3.0	1	4.5	
Strongly disagree	4.0	1	4.5	
N/A Dont know	5.0	5	22.7	
Total Valid		22	100.0	
Missing		34		
Total		56		

LinC Skills Survey Winter 2015

29d. My grades in my classes have improved.

Mean: 2.5

Response	Value	Frequency	Valid Percent	Graph
Strongly agree	1.0	8	36.4	
Agree	2.0	7	31.8	
Disagree	3.0	1	4.5	
Strongly disagree	4.0	0	0.0	
N/A Dont know	5.0	6	27.3	
Total Valid		22	100.0	
Missing		34		
Total		56		

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

Mean: -

Response	Value	Frequency	Valid Percent	Graph
Math Science and Technology Resource Center S43	1.0	5	8.9	
Writing and Reading Center AT309	2.0	19	33.9	
General Subjects Tutoring AT304	3.0	6	10.7	
Academic Skills Center AT302	4.0	2	3.6	
None	5.0	30	53.6	
Total Valid		56	100.0	



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

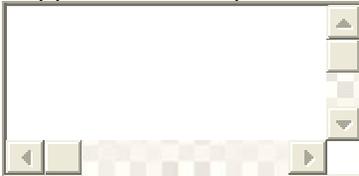
Yes -> Go to Questions 9 and 10

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

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
a. It helped me improve my study habits.	<input type="checkbox"/>				
b. It helped me improve my grade in ESL 253.	<input type="checkbox"/>				
c. It helped me improve my grades in other classes.	<input type="checkbox"/>				
d. It helped me understand the class materials (lecture, textbook, and assignments) in ESL 253.	<input type="checkbox"/>				
e. It helped me improve my English grammar.	<input type="checkbox"/>				
f. It helped me improve my writing skills in English.	<input type="checkbox"/>				
g. Overall, I was pleased with the workshop.	<input type="checkbox"/>				

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?

16. Why did you not participate in tutoring?

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?

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?

21. Why did you not use ESL software?

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?

24. Why did you not participate in Language Exchange?

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

a. It was easy to register for different activities in the LSC (workshop).	<input type="checkbox"/>				
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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? *

- 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
a. Listening and speaking are more difficult than writing and reading.	<input type="checkbox"/>				
b. Listening and speaking affect my self-confidence more than writing and	<input type="checkbox"/>				

reading.

- | | | | | | |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| c. Listening and speaking skills are necessary to achieve my academic or career goal. | <input type="radio"/> |
| d. The LSC provides important opportunities for me to practice oral communication skills in English. | <input type="radio"/> |

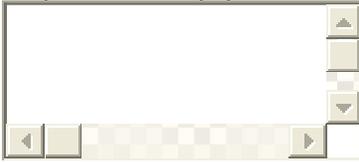
28. Overall, how did the LSC programs and/or resources (workshops, tutoring, ESL software, and Language Exchange) help or not help you? After using the LSC programs and resources:

- | | Strongly agree | Agree | Disagree | Strongly disagree | N/A, Don't know |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| a. My English skills (listening, speaking, grammar, writing, and/or reading) have improved. | <input type="radio"/> |
| b. I know more ways to improve my English skills (online resources, LSC programs, other De Anza resources, etc). | <input type="radio"/> |
| c. I have more confidence in using English. | <input type="radio"/> |
| d. My grades in my classes have improved. | <input type="radio"/> |

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 |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| a. My target language skills (listening, speaking, grammar, writing, and/or reading) have improved. | <input type="radio"/> |
| b. I know more ways to improve my target language (online resources, other De Anza resources, etc). | <input type="radio"/> |
| c. I have more confidence in using my target language. | <input type="radio"/> |
| d. My grades in my classes have improved. | <input type="radio"/> |

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



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



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