

De Anza College Office of Institutional Research and Planning

To: Kanako Suda

From: Ola Sabawi, Research Analyst

Date: 7/6/2020

Subject: Listening and Speaking Center Feedback, 2019-20

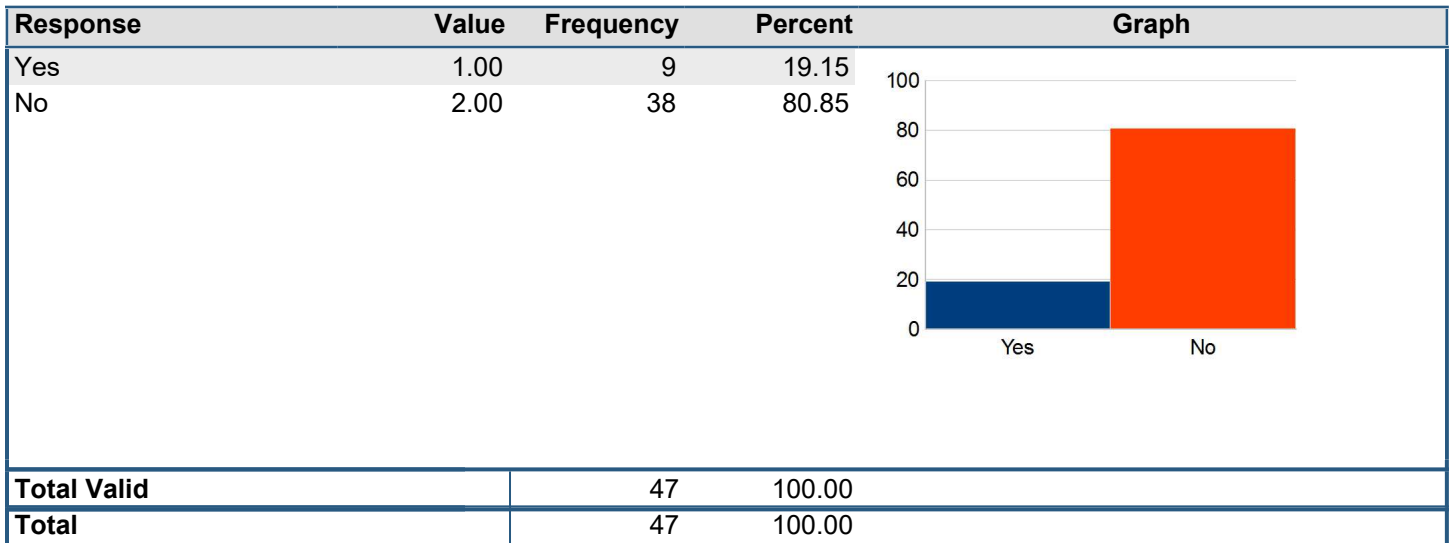
The survey of the Listening and Speaking Center was conducted during the fall and spring quarters of the 2019-20 academic year. It resulted in 47 valid responses.

Important Highlights

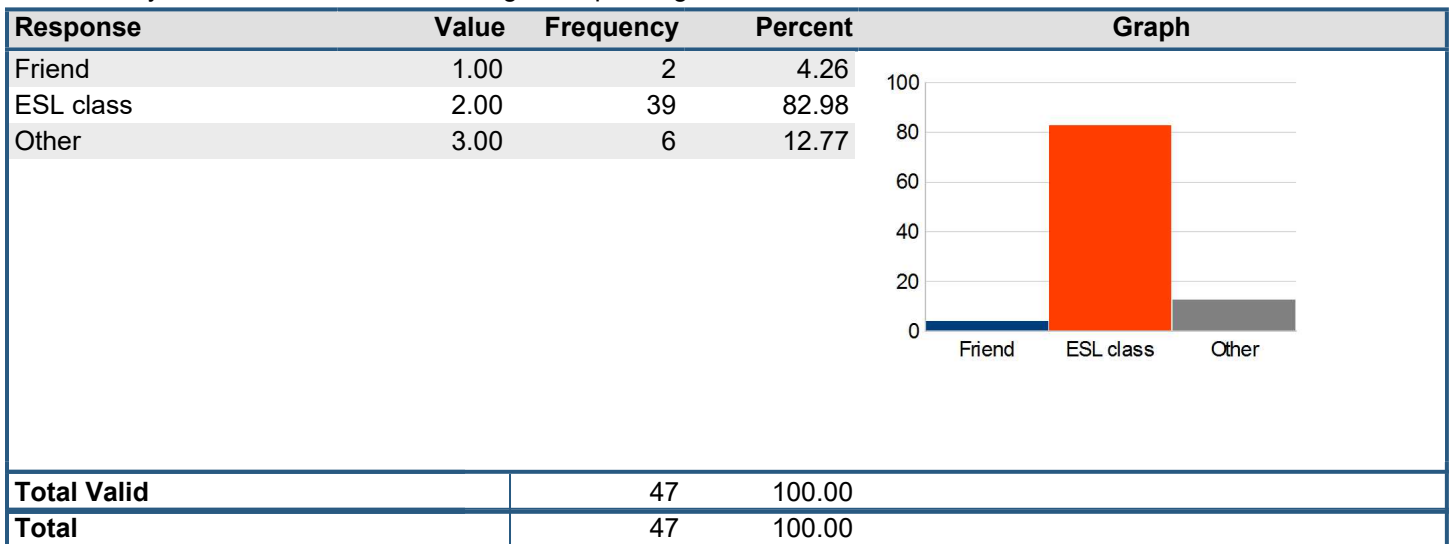
- 83% (39) of respondents found out about the Listening and Speaking Center from their instructor.
- 74% (35) of respondents participate in weekly workshops (conversation, idioms, vocabulary, etc.) in the Listening and Speaking Center this quarter.
- 62% (29) of respondents “agree” or “strongly agree” that the ESL 251 Support Workshops helped them improve their study habits.
- 62% (29) 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).
- 89% (42) of respondents “agree” or “strongly agree” that it was easy to register for different activities in the LSC (workshop, tutoring, and/or Language Exchange).
- 96% (45) of respondents “agree” or “strongly agree” that the staff was friendly and helpful.
- 87% (41) of respondents “agree” or “strongly agree” that the workshop leader/tutor was willing to listen to their questions and concerns.
- 87% (41) of respondents “agree” or “strongly agree” that the workshop leader/tutor was patient.
- 85% (40) of respondents “agree” or “strongly agree” that the workshop leader/tutor explained concepts clearly.
- 85% (40) of respondents indicated they were ESL students.
- 77% (36) of respondents “agree” or “strongly agree” that they have more confidence in using English.

2019-20 Listening and Speaking Survey

1. Are you an international student? *



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



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

Response	Value	Frequency	Percent	Graph
Yes	1.00	35	74.47	
No	2.00	12	25.53	
Total Valid		47	100.00	
Total		47	100.00	

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

Response	Value	Frequency	Percent	Graph
Yes	1.00	25	53.19	
No	2.00	22	46.81	
Total Valid		47	100.00	
Total		47	100.00	

a. It helped me improve my study habits.

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	17	36.17	
Agree	2.00	12	25.53	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	2	4.26	
Total Valid		31	65.96	
Invalid Response		16	34.04	
Total		47	100.00	

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

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	15	31.91	
Agree	2.00	6	12.77	
Disagree	3.00	1	2.13	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	7	14.89	
Total Valid		29	61.70	
Invalid Response		18	38.30	
Total		47	100.00	

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

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	15	31.91	
Agree	2.00	7	14.89	
Disagree	3.00	2	4.26	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	7	14.89	
Total Valid		31	65.96	
Invalid Response		16	34.04	
Total		47	100.00	

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

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	14	29.79	
Agree	2.00	10	21.28	
Disagree	3.00	2	4.26	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	3	6.38	
Total Valid		29	61.70	
Invalid Response		18	38.30	
Total		47	100.00	

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

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	23	48.94	
Agree	2.00	6	12.77	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	2	4.26	
Total Valid		31	65.96	
Invalid Response		16	34.04	
Total		47	100.00	

f. Overall, I was pleased with the workshop.

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	21	44.68	
Agree	2.00	7	14.89	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	2	4.26	
Total Valid		30	63.83	
Invalid Response		17	36.17	
Total		47	100.00	

10. 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	Value	Frequency	Percent	Graph
Yes	1.00	15	31.91	
No	2.00	32	68.09	
Total Valid		47	100.00	
Total		47	100.00	

a. It helped me improve my study habits.

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	10	21.28	
Agree	2.00	5	10.64	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	2	4.26	
Total Valid		17	36.17	
Invalid Response		30	63.83	
Total		47	100.00	

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

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	10	21.28	
Agree	2.00	3	6.38	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	3	6.38	
Total Valid		16	34.04	
Invalid Response		31	65.96	
Total		47	100.00	

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

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	10	21.28	
Agree	2.00	3	6.38	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	3	6.38	
Total Valid		16	34.04	
Invalid Response		31	65.96	
Total		47	100.00	

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

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	10	21.28	
Agree	2.00	4	8.51	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	1	2.13	
Total Valid		15	31.91	
Invalid Response		32	68.09	
Total		47	100.00	

e. It helped me improve my English grammar.

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	10	21.28	
Agree	2.00	4	8.51	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	1	2.13	
Total Valid		15	31.91	
Invalid Response		32	68.09	
Total		47	100.00	

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

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	10	21.28	
Agree	2.00	4	8.51	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	1	2.13	
Total Valid		15	31.91	
Invalid Response		32	68.09	
Total		47	100.00	

g. Overall, I was pleased with the workshop.

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	12	25.53	
Agree	2.00	2	4.26	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	1	2.13	
Total Valid		15	31.91	
Invalid Response		32	68.09	
Total		47	100.00	

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

Response	Value	Frequency	Percent	Graph
Yes	1.00	3	6.38	
No	2.00	44	93.62	
Total Valid		47	100.00	
Total		47	100.00	

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

Response	Value	Frequency	Percent	Graph
Yes	1.00	12	25.53	
No	0.00	32	68.09	
Total Valid		44	93.62	
Invalid Response		3	6.38	
Total		47	100.00	

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

Response	Value	Frequency	Percent	Graph
Yes	1.00	1	2.13	
No	0.00	41	87.23	
Total Valid		42	89.36	
Invalid Response		5	10.64	
Total		47	100.00	

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

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	33	70.21	
Agree	2.00	9	19.15	
Disagree	3.00	1	2.13	
Strongly disagree	4.00	1	2.13	
N/A Dont know	5.00	3	6.38	
Total Valid		47	100.00	
Total		47	100.00	

b. The staff was friendly and helpful.

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	34	72.34	
Agree	2.00	11	23.40	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	2	4.26	
Total Valid		47	100.00	
Total		47	100.00	

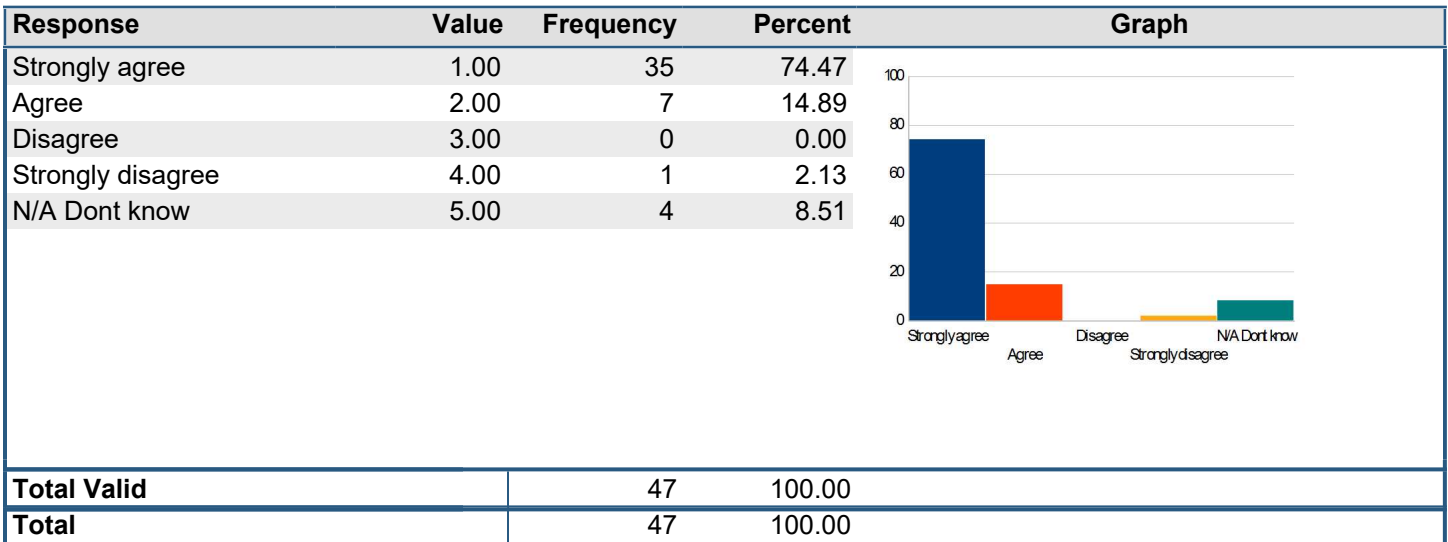
c. The staff took the time to explain the services offered in the LSC.

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	34	72.34	
Agree	2.00	8	17.02	
Disagree	3.00	1	2.13	
Strongly disagree	4.00	1	2.13	
N/A Dont know	5.00	3	6.38	
Total Valid		47	100.00	
Total		47	100.00	

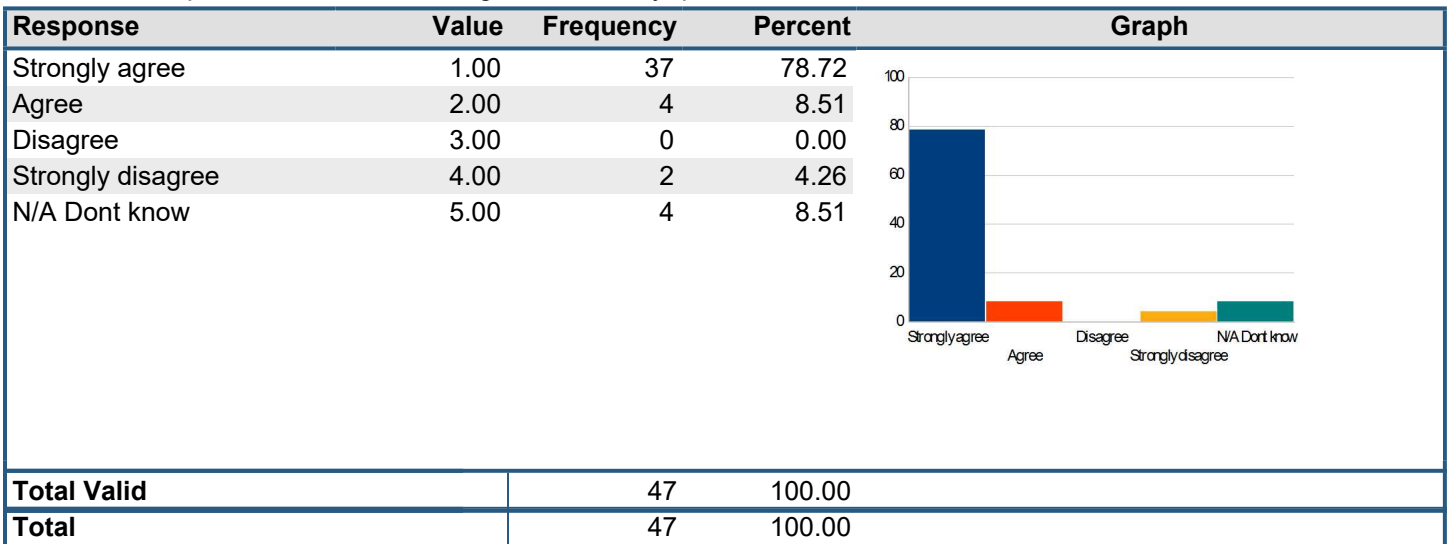
d. The staff explained the policies and procedures for using other Student Success Center services (Skills workshop, writing and reading tutoring, etc).

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	28	59.57	
Agree	2.00	10	21.28	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	3	6.38	
N/A Dont know	5.00	6	12.77	
Total Valid		47	100.00	
Total		47	100.00	

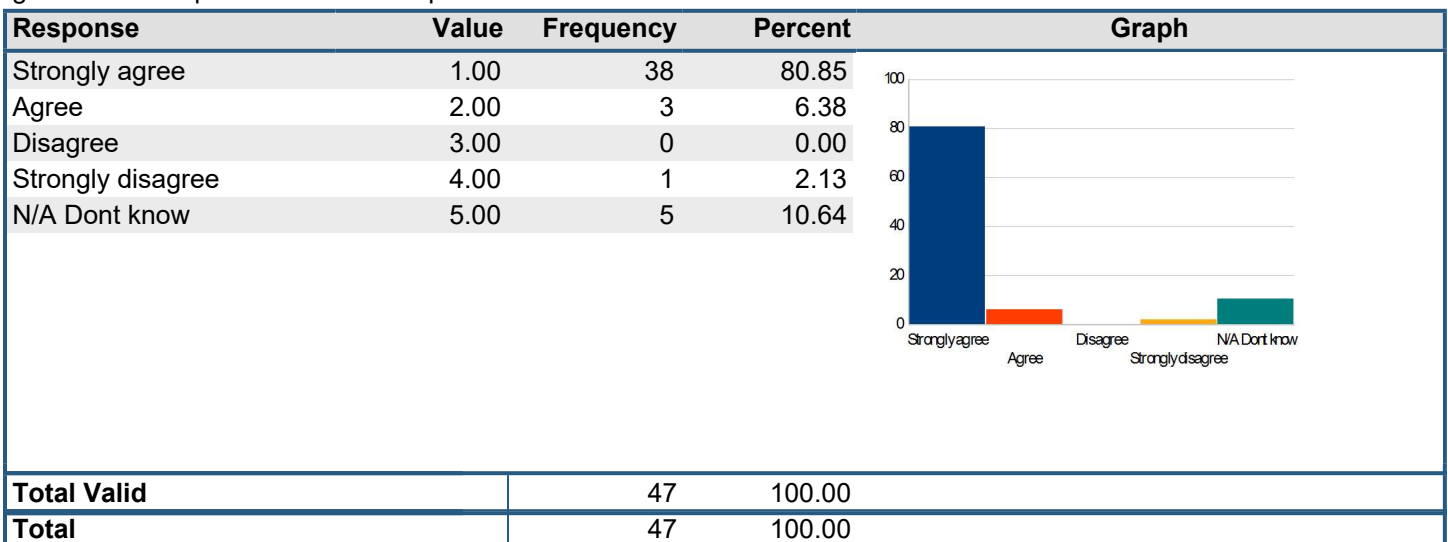
e. The workshop leader / tutor was on time.



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.

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	31	65.96	
Agree	2.00	7	14.89	
Disagree	3.00	1	2.13	
Strongly disagree	4.00	2	4.26	
N/A Dont know	5.00	6	12.77	
Total Valid		47	100.00	
Total		47	100.00	

i. The workshop leader / tutor explained concepts clearly.

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	33	70.21	
Agree	2.00	7	14.89	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	2	4.26	
N/A Dont know	5.00	5	10.64	
Total Valid		47	100.00	
Total		47	100.00	

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

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	31	65.96	
Agree	2.00	5	10.64	
Disagree	3.00	1	2.13	
Strongly disagree	4.00	2	4.26	
N/A Dont know	5.00	8	17.02	
Total Valid		47	100.00	
Total		47	100.00	

25. Which of the following best describes you? *

Response	Value	Frequency	Percent	Graph
ESL Student	1.00	40	85.11	
World Language Student	2.00	3	6.38	
None of the above	3.00	4	8.51	
Total Valid		47	100.00	
Total		47	100.00	

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

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	18	38.30	
Agree	2.00	20	42.55	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	1	2.13	
N/A Dont know	5.00	3	6.38	
Total Valid		42	89.36	
Invalid Response		5	10.64	
Total		47	100.00	

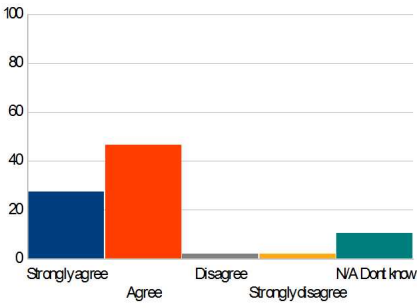
b. I know more ways to improve my English skills (online resources, LSC programs, other De Anza resources, etc).

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	17	36.17	
Agree	2.00	21	44.68	
Disagree	3.00	2	4.26	
Strongly disagree	4.00	0	0.00	
N/A Dont know	5.00	2	4.26	
Total Valid		42	89.36	
Invalid Response		5	10.64	
Total		47	100.00	

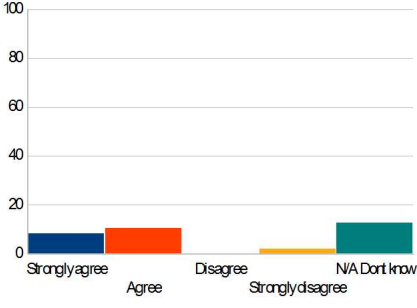
c. I have more confidence in using English.

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	14	29.79	
Agree	2.00	22	46.81	
Disagree	3.00	2	4.26	
Strongly disagree	4.00	1	2.13	
N/A Dont know	5.00	3	6.38	
Total Valid		42	89.36	
Invalid Response		5	10.64	
Total		47	100.00	

d. My grades in my classes have improved.

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	13	27.66	
Agree	2.00	22	46.81	
Disagree	3.00	1	2.13	
Strongly disagree	4.00	1	2.13	
N/A Dont know	5.00	5	10.64	
Total Valid		42	89.36	
Invalid Response		5	10.64	
Total		47	100.00	

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

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	4	8.51	
Agree	2.00	5	10.64	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	1	2.13	
N/A Dont know	5.00	6	12.77	
Total Valid		16	34.04	
Invalid Response		31	65.96	
Total		47	100.00	

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

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	5	10.64	
Agree	2.00	1	2.13	
Disagree	3.00	1	2.13	
Strongly disagree	4.00	1	2.13	
N/A Dont know	5.00	5	10.64	
Total Valid		13	27.66	
Invalid Response		34	72.34	
Total		47	100.00	

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

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	4	8.51	
Agree	2.00	2	4.26	
Disagree	3.00	1	2.13	
Strongly disagree	4.00	1	2.13	
N/A Dont know	5.00	5	10.64	
Total Valid		13	27.66	
Invalid Response		34	72.34	
Total		47	100.00	

d. My grades in my classes have improved.

Response	Value	Frequency	Percent	Graph
Strongly agree	1.00	5	10.64	
Agree	2.00	1	2.13	
Disagree	3.00	0	0.00	
Strongly disagree	4.00	2	4.26	
N/A Dont know	5.00	5	10.64	
Total Valid		13	27.66	
Invalid Response		34	72.34	
Total		47	100.00	

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

Response	Value	Frequency	Percent	Graph
Math Science and Technology Resource Center S43	1.00	1	2.13	
Writing and Reading Center AT309	2.00	18	38.30	
General Subjects Tutoring AT304	3.00	3	6.38	
Academic Skills Center AT302	4.00	1	2.13	
None	5.00	24	51.06	
Total Valid		47	100.00	
Total		47	100.00	