

## De Anza College Office of Institutional Research and Planning

**To:** Kanako Suda  
**From:** Mallory Newell, De Anza Research  
So Yeon Kwon, Student Assistant  
**Date:** 2/04/2019  
**Subject:** Listening and Speaking Center Feedback, Fall 2018

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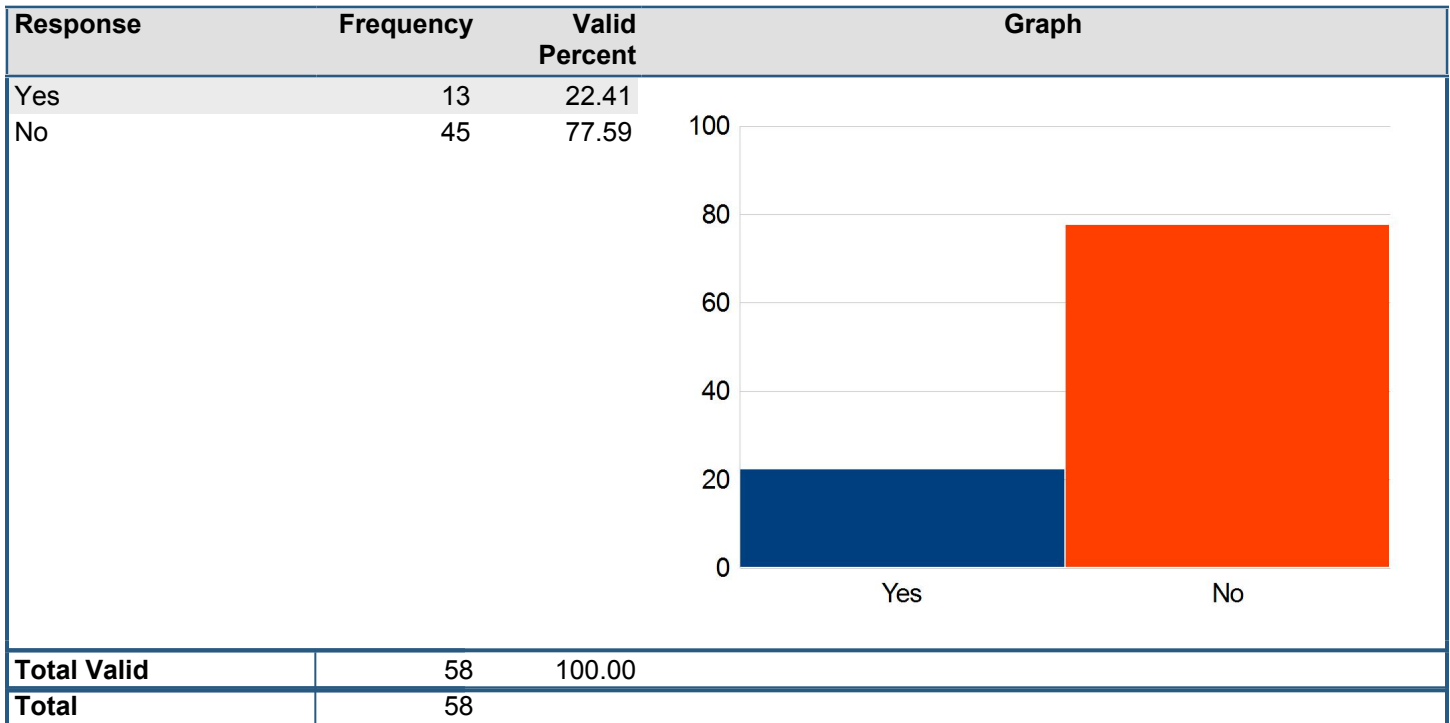
The survey of the Listening and Speaking Center was conducted at the end of the Fall quarter in 2018. It resulted in 58 valid respondents.

### Important Highlights Include:

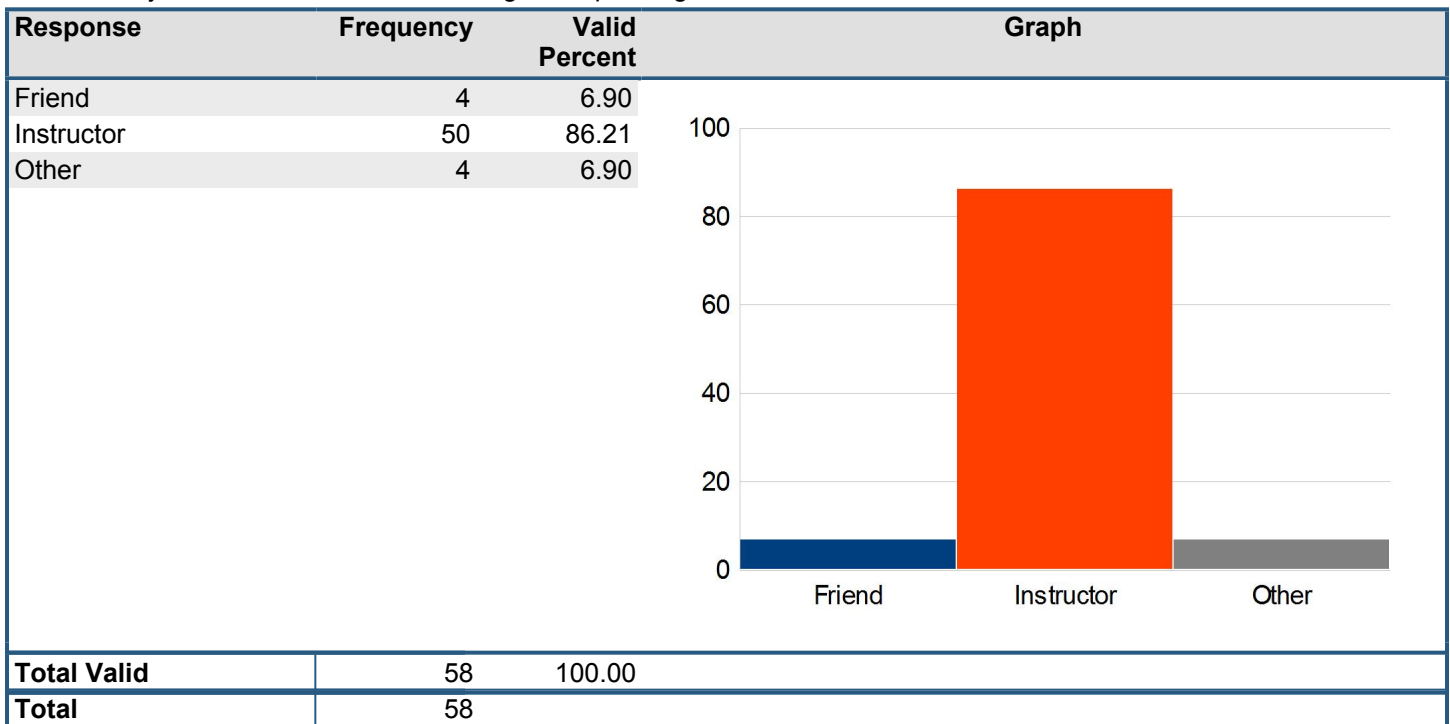
- 86% (50) responded that they found out about the Listening and Speaking center through their instructors. (Question 2)
- 70% (41) responded “yes” to participating in weekly workshops. (Question 4)
- 72% (19) of respondents “strongly agree” or “agree” the program helped improve grades in other classes. (Question 8c)
- 95% (26) of respondents “strongly agree” or “agree” that they were pleased with the workshop overall. (Question 8F)
- 95% (19) of respondents “strongly agree” or “agree” the program helped improve study habits. (Question 11a)
- 86% (50) respondents describe themselves as “ESL Student” (Question 26)
- 89% (43) respondents “strongly agree” or “agree” that listening and speaking affect self-confidence more than writing and reading. (Question 26b)
- 92% (44) respondents “strongly agree” or “agree” that listening and speaking skills are necessary to achieve academic of career goal.

# Fall 2018 Speaking and Listening Feedback

1. Are you an international student? \*



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



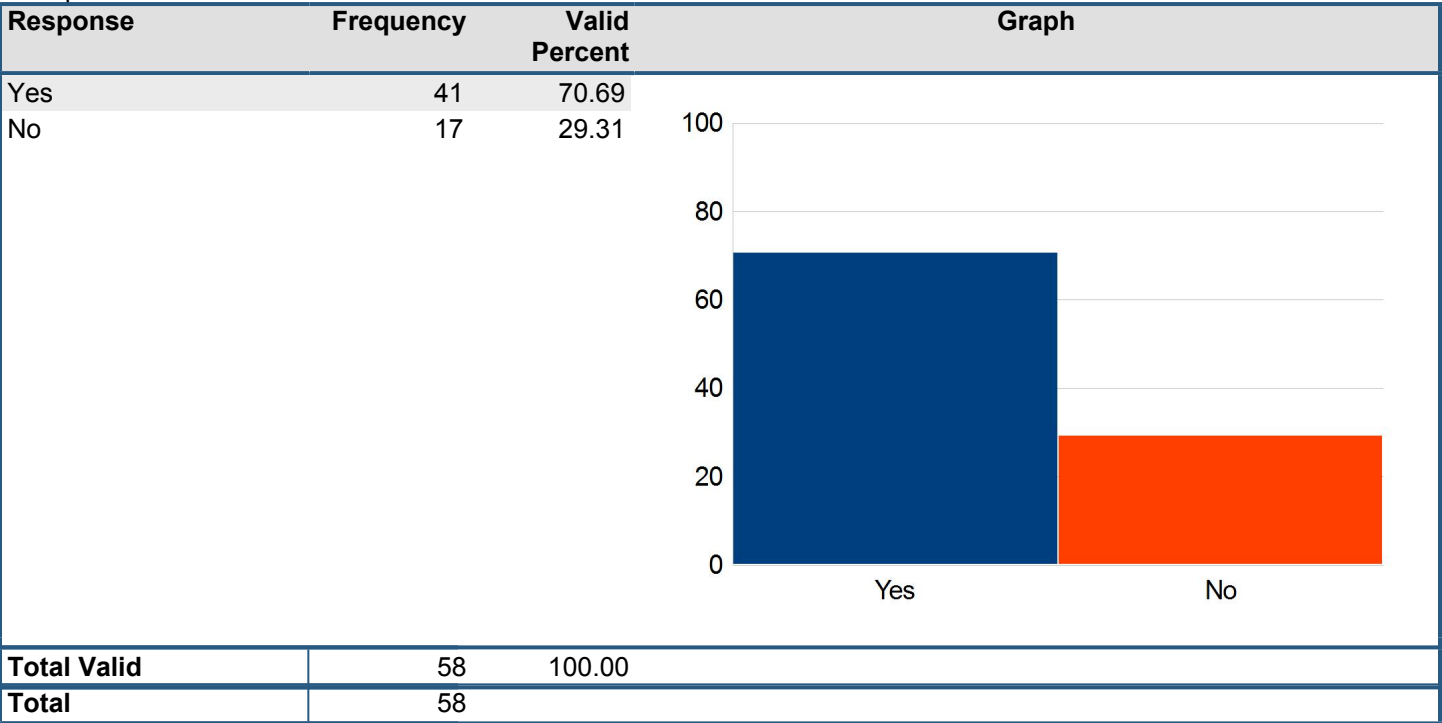
3. Which instructor(s)? Check all that apply.

Response	Frequency	Valid Percent	Graph
EWRT/READ/LART instructor	2	3.85	
Speech instructor	4	7.69	
World language class instructor	3	5.77	
Anderson Elaine	0	0.00	
Bankston Christopher	2	3.85	
Barasch-Kane Nancy	0	0.00	
Betlach Marcy	0	0.00	
Boerner Karen	1	1.92	
Boyd Cristin	3	5.77	
Carobus Patricia	4	7.69	
Carrell Tanya	3	5.77	
Chai Christine	3	5.77	
Cooper Susan	0	0.00	
Culver Matthew	1	1.92	
Dodd Elizabeth	0	0.00	
Dubarry Michele	11	21.15	
Flores Kathy	0	0.00	
Goodwin Mary Ellen	0	0.00	
Goksel-Demir Ebru	0	0.00	
Hamilton Webster	3	5.77	
Haven Kathy	0	0.00	
Heistein Gloria	0	0.00	
Himes Gretchen	3	5.77	
Ifft MaryAnne	0	0.00	
Kohnhorst Lisa	1	1.92	
Lam Clara	0	0.00	
Lee Charles	0	0.00	
Lee Andrea	0	0.00	
Leung Kai-Cheon	0	0.00	
Marchiano Michelle	0	0.00	
Marianetti Noel	0	0.00	
Marin Maria	5	9.62	
Molino-Torres Alejandro	1	1.92	
Newman Cheri	1	1.92	
Norman Craig	15	28.85	
Nguyen Lynh	2	3.85	
Ormeno Valerie	1	1.92	
Ouyang Caroline	1	1.92	
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	1.92	

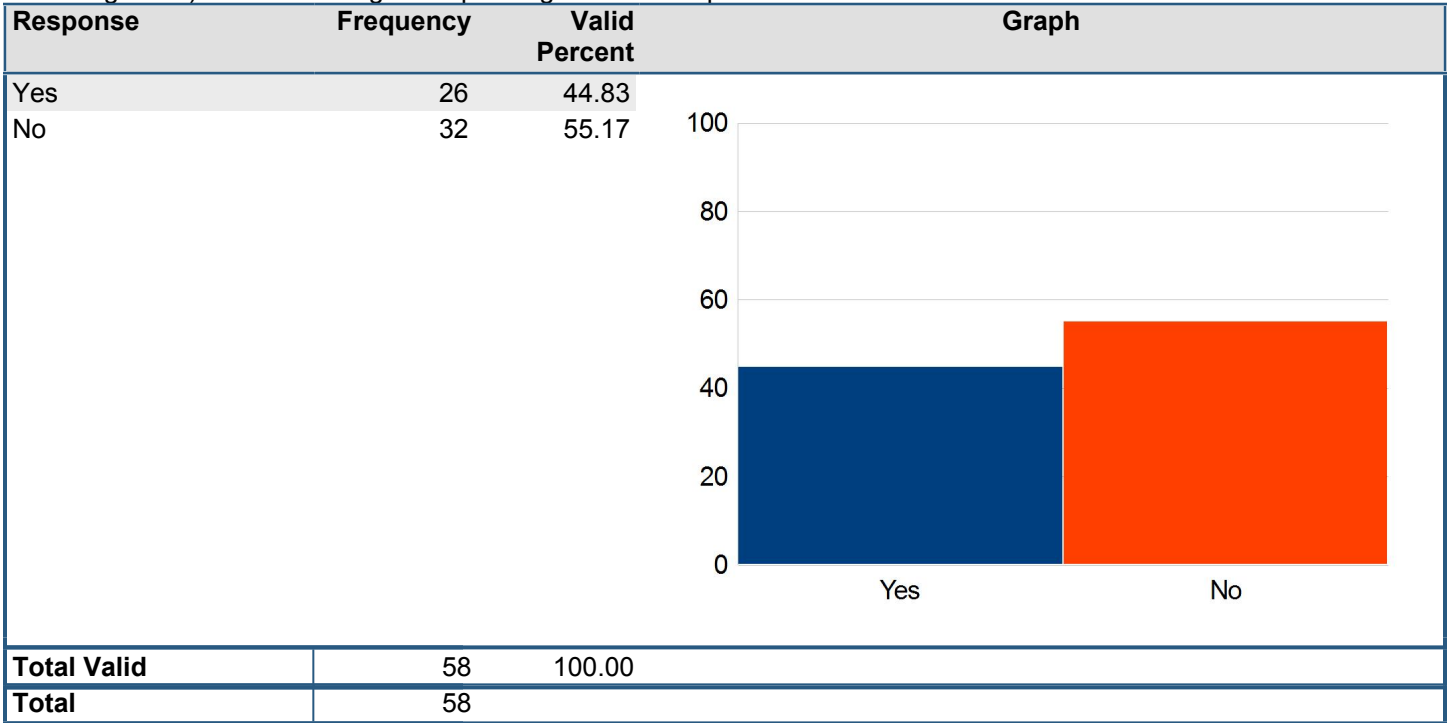
Tracey Iva	6	11.54
Tung Daniel	0	0.00
Wong Letty	1	1.92
Yee Linda	3	5.77

<b>Total Valid</b>	52	100.00
<b>Invalid Response</b>	6	
<b>Total</b>	58	

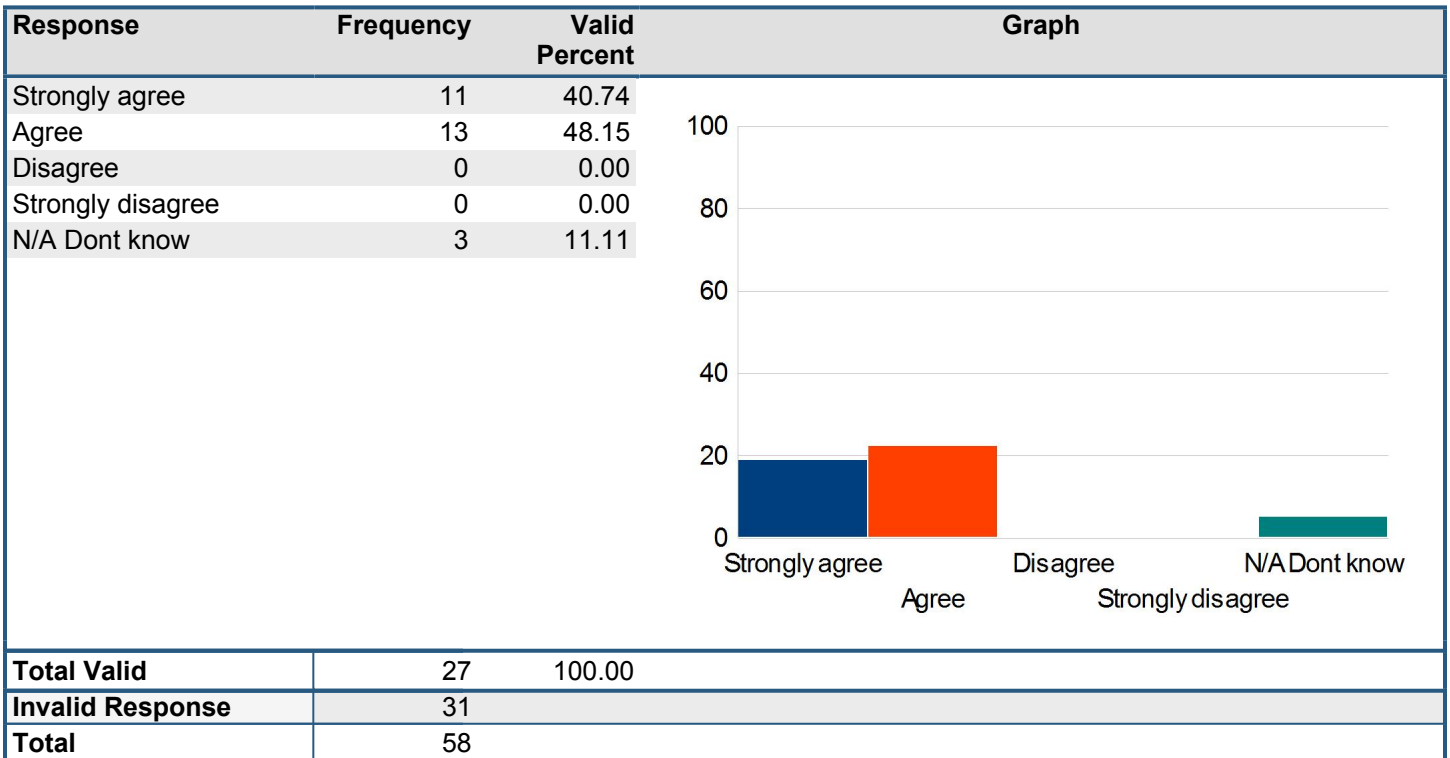
4. Did you participate in weekly workshops (conversation, idioms, vocabulary, etc) in the Listening and Speaking Center this quarter? \*



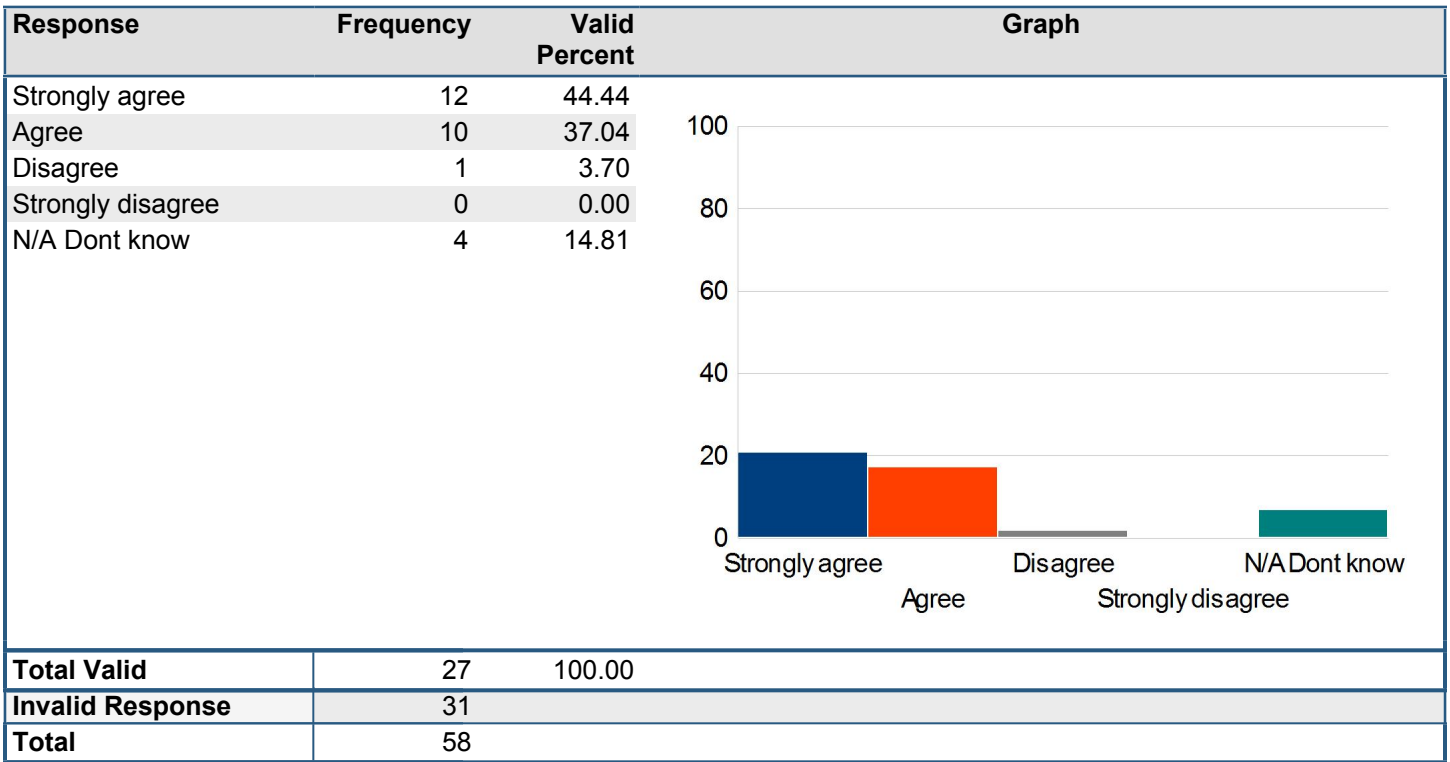
8. Did you participate in any of the ESL 251 Support Workshops (Pronunciation Skills, Presentation Skills, and/or Listening Skills) in the Listening and Speaking Center this quarter? \*



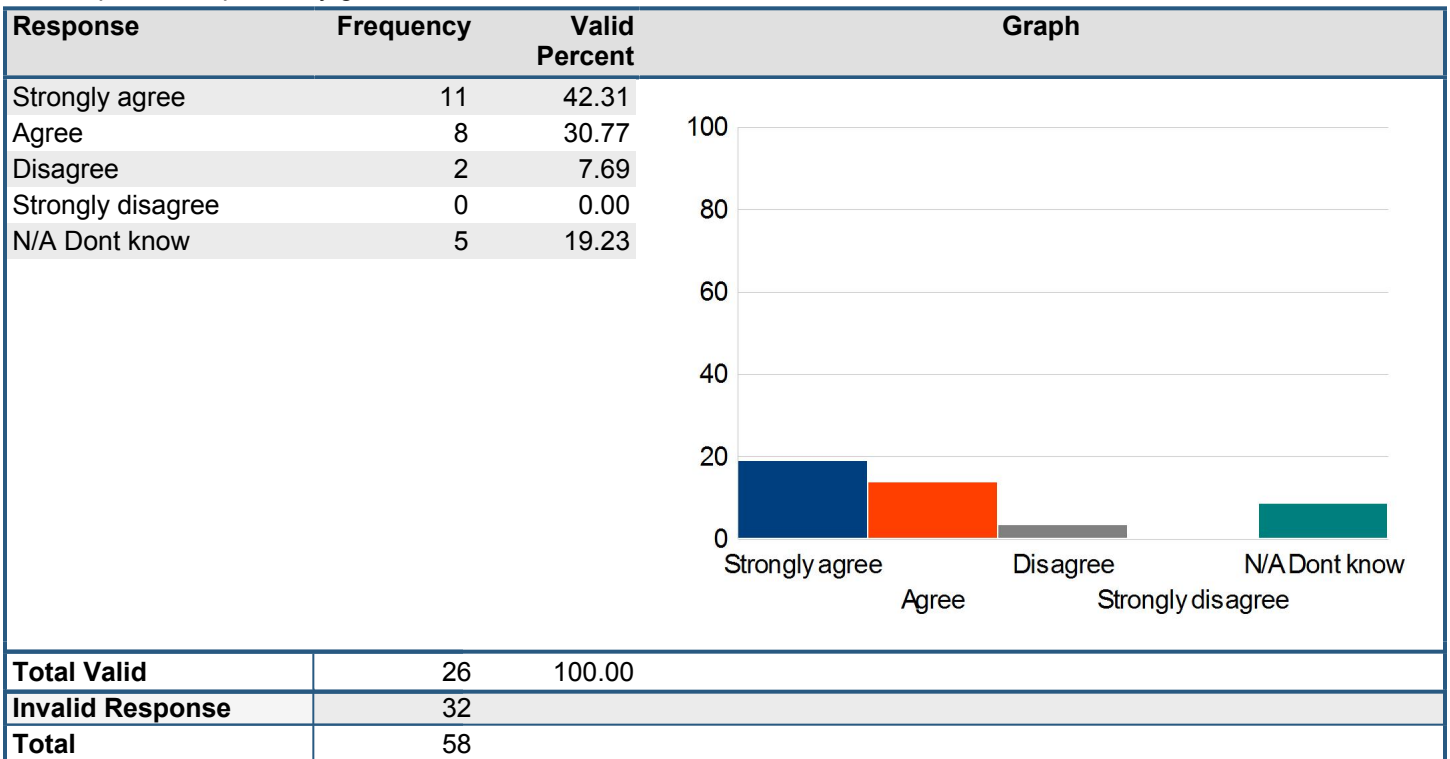
a. It helped me improve my study habits.



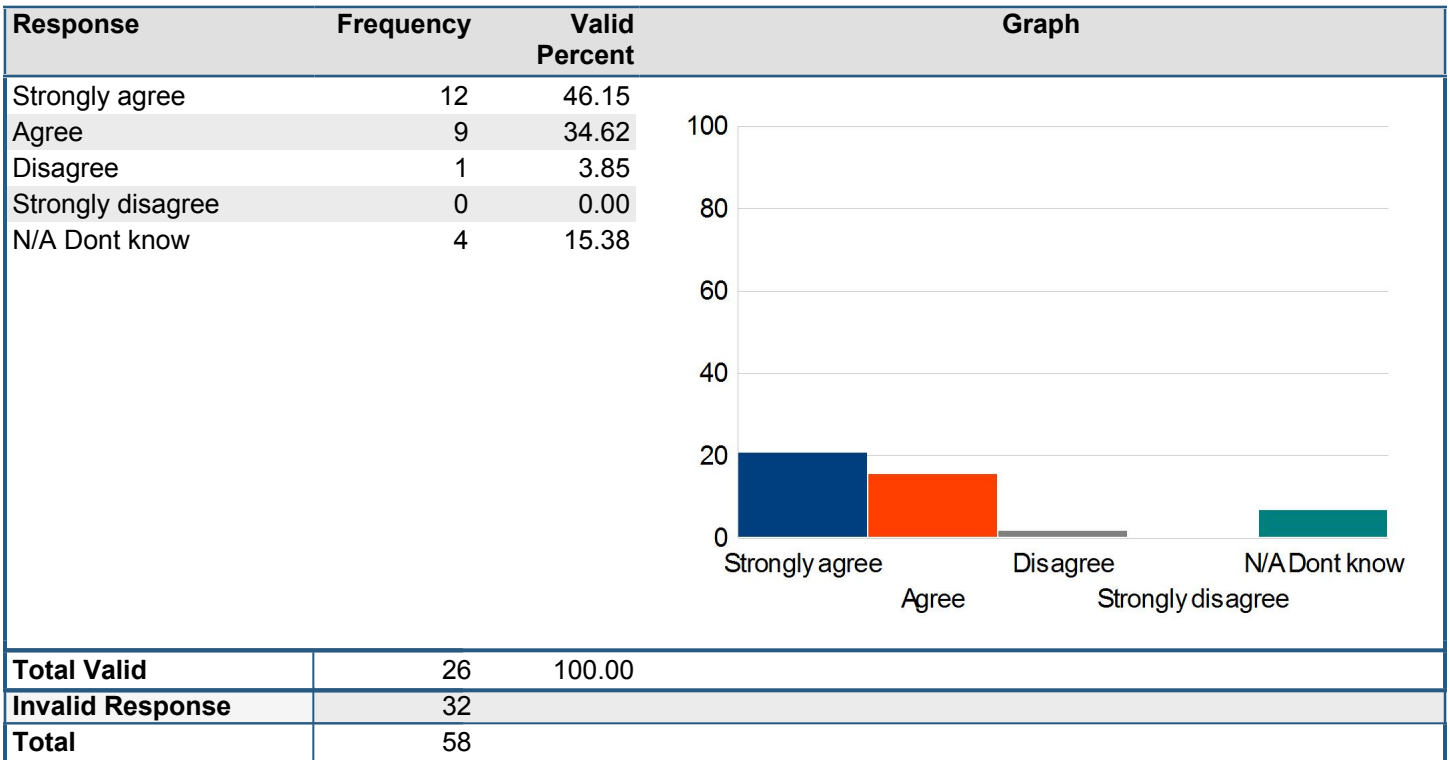
b. It helped me improve my grade in ESL 251.



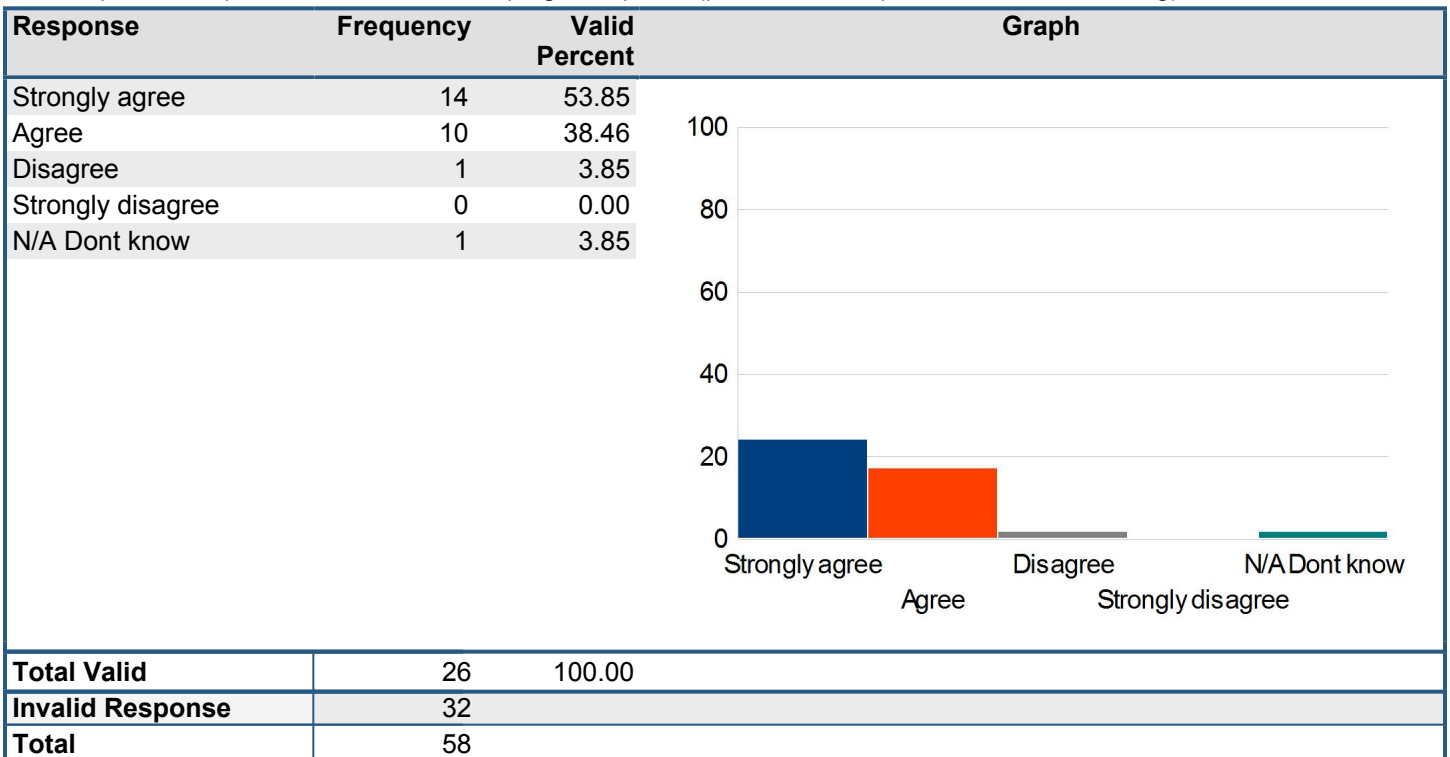
c. It helped me improve my grades in other classes.



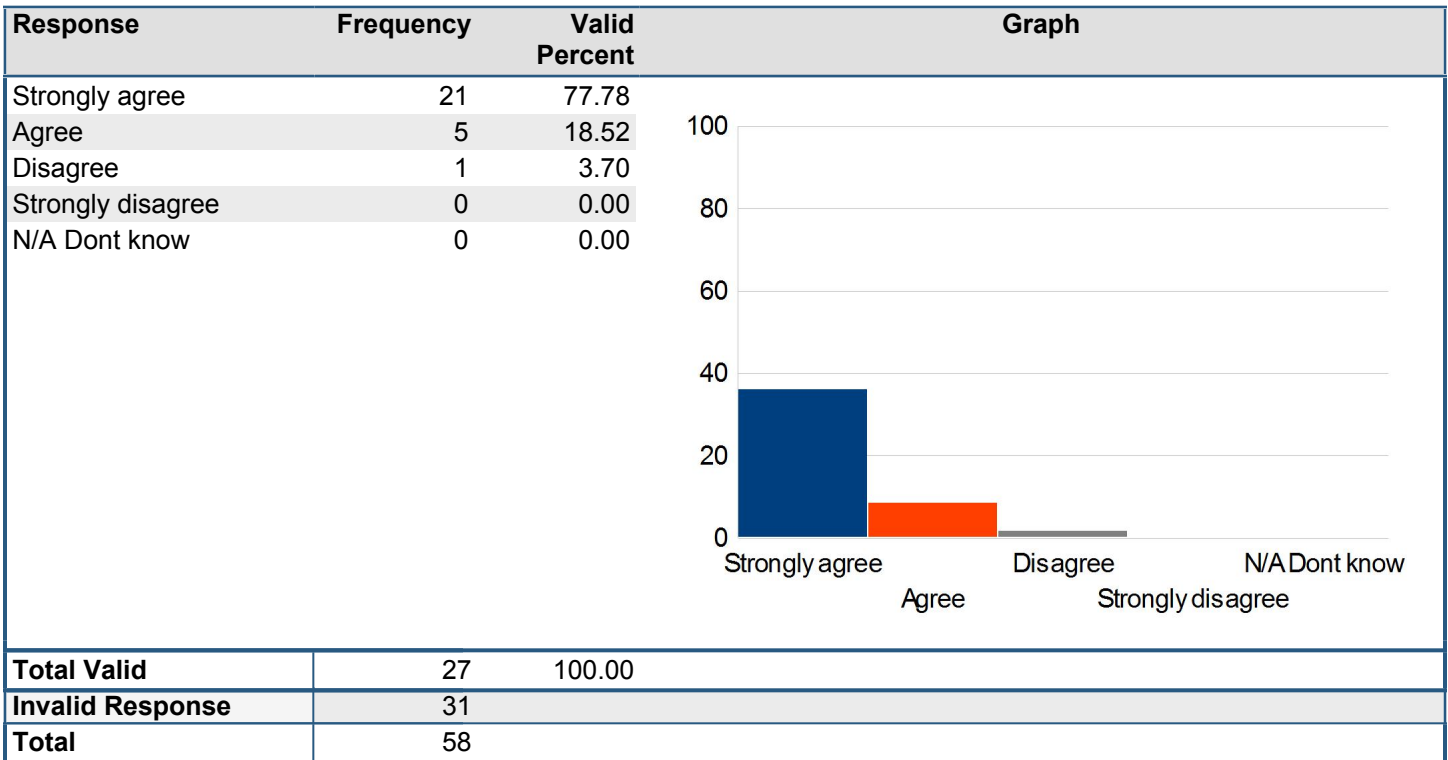
d. It helped me understand the class materials (lecture, textbook, and assignments) in ESL 251.



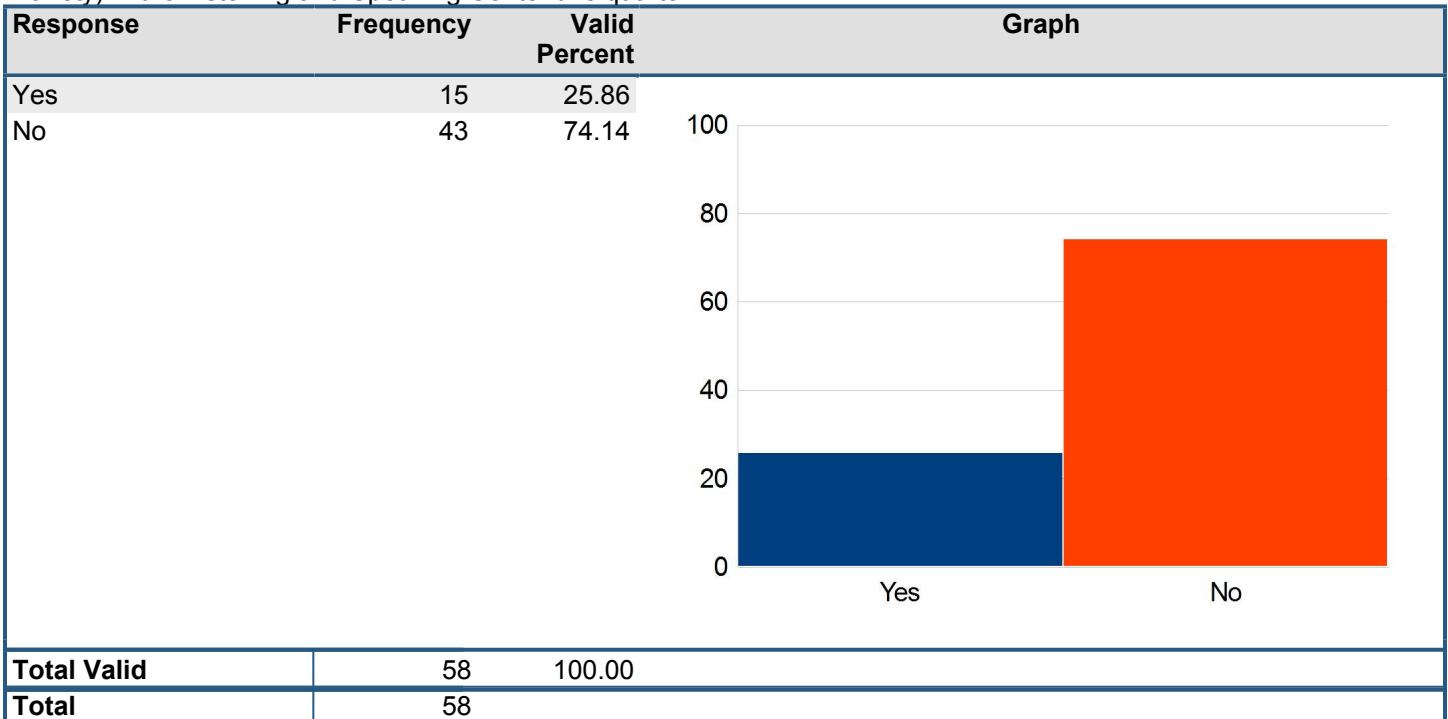
e. It helped me improve the skills I was hoping to improve (pronunciation, presentation, or listening).



F. Overall, I was pleased with the workshop.

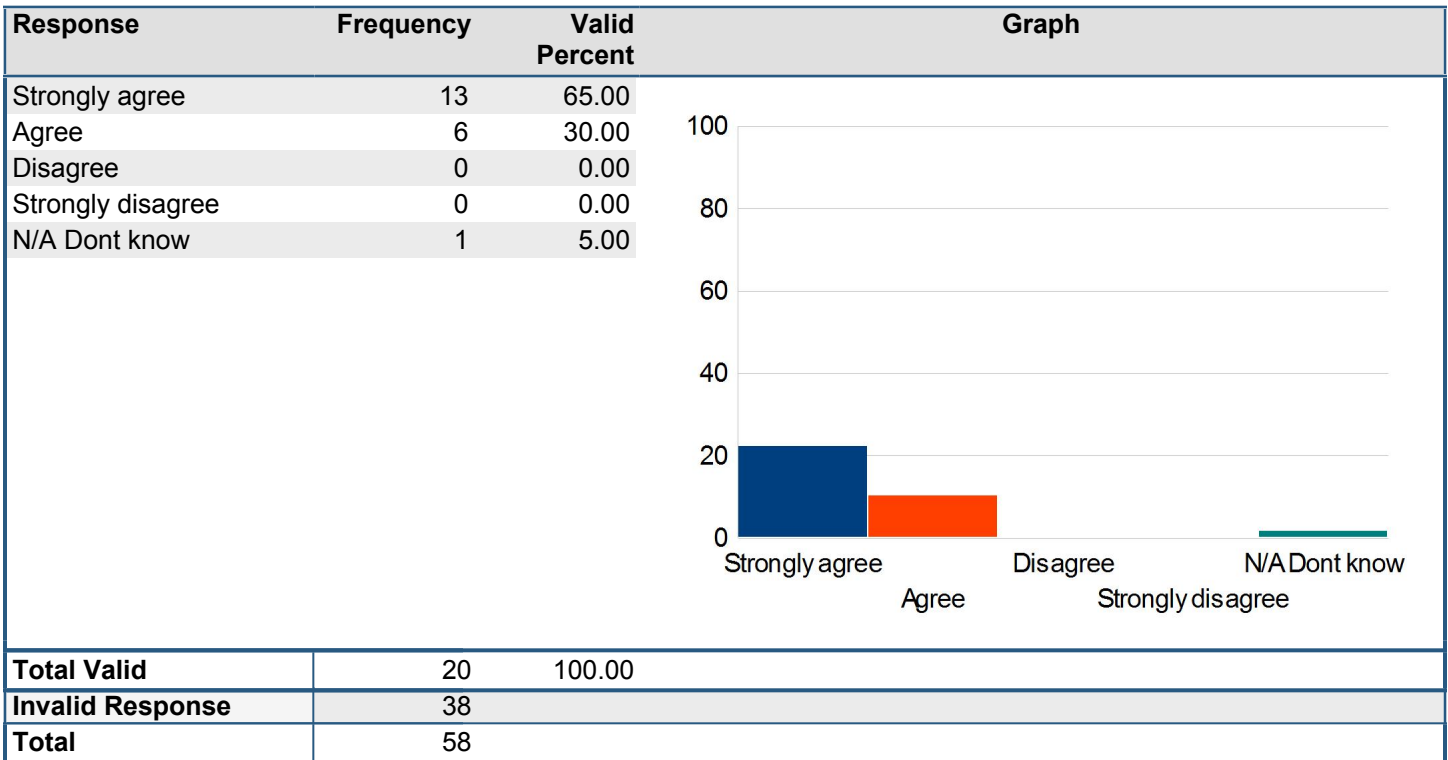


11. Did you participate in any of the ESL 253 Support Workshops (Perfect Tense, Adjective Clause, and/or Sentence Variety) in the Listening and Speaking Center this quarter? \*

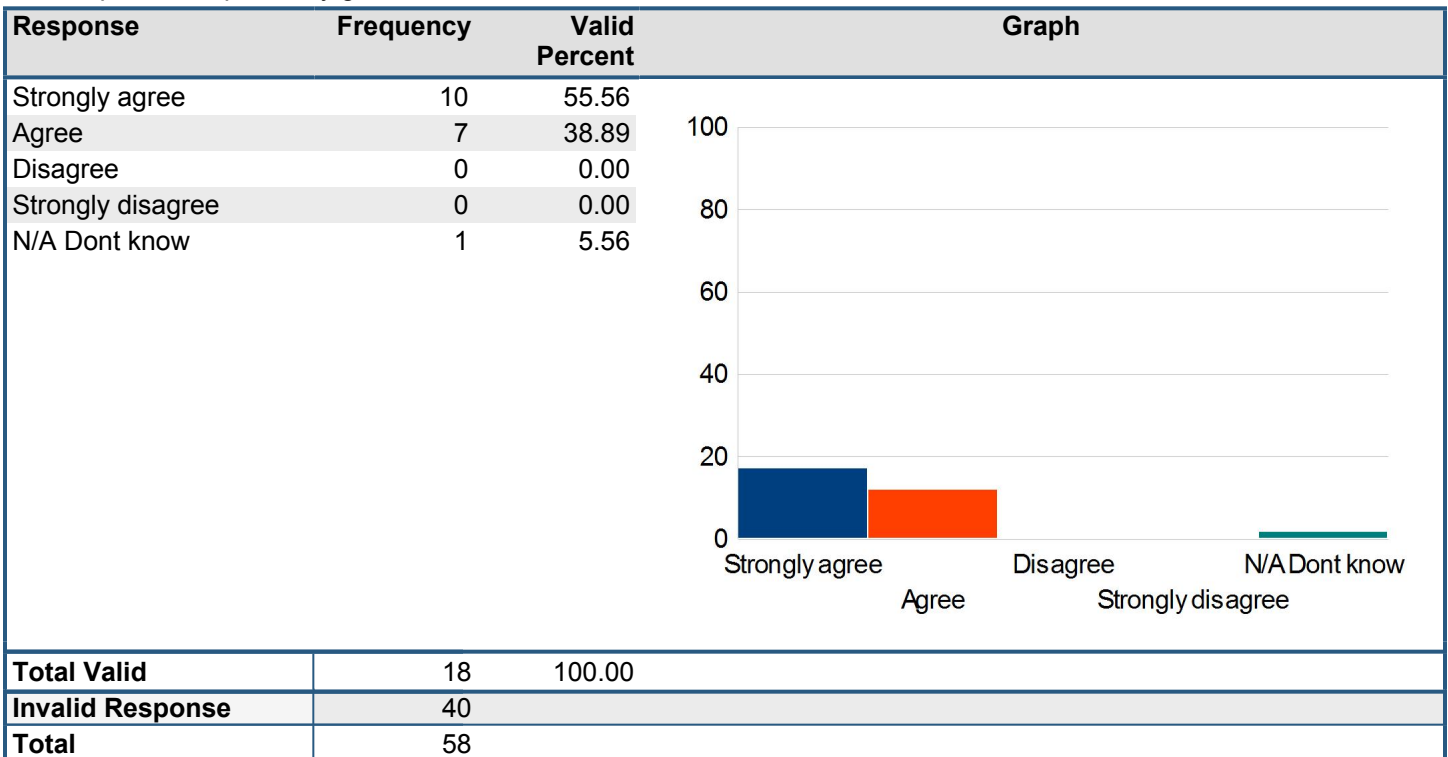




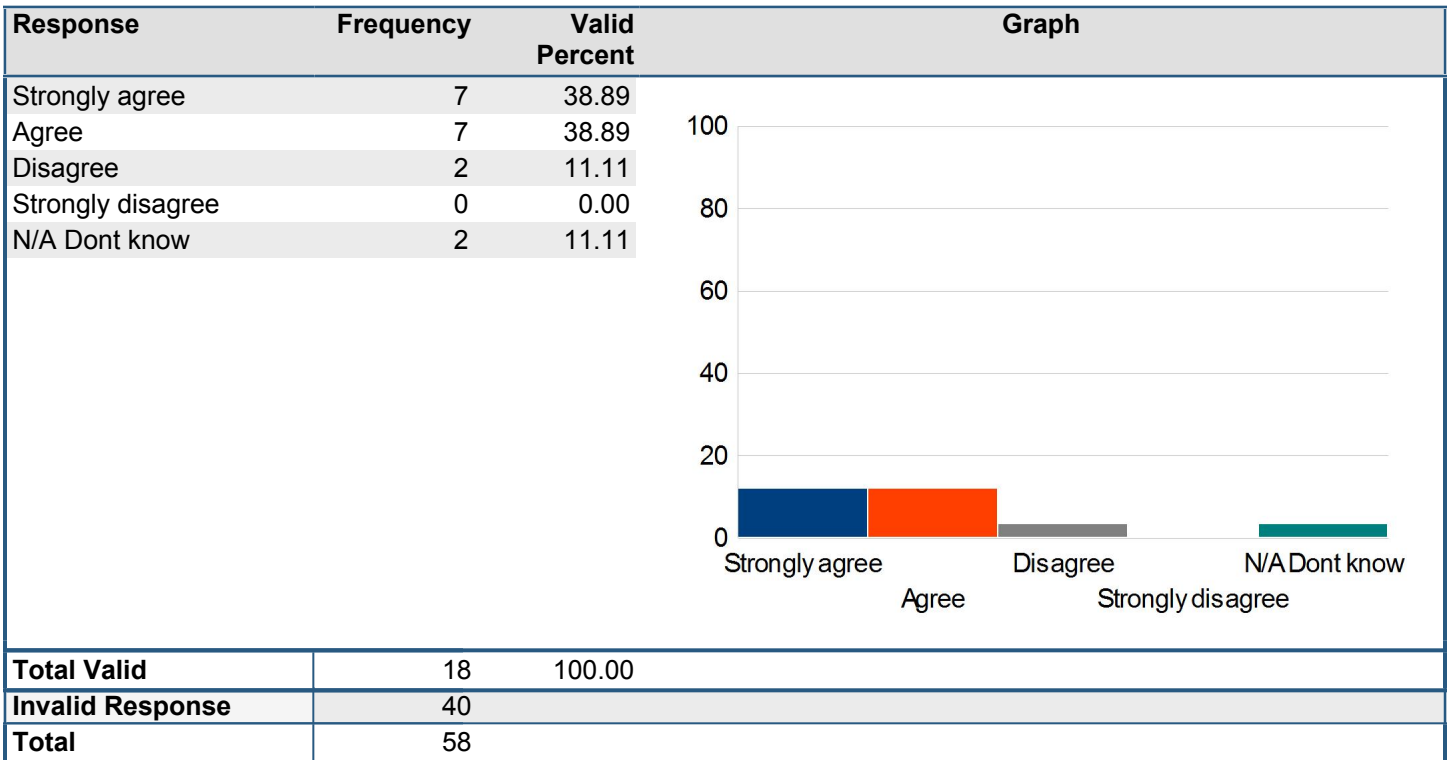
a. It helped me improve my study habits.



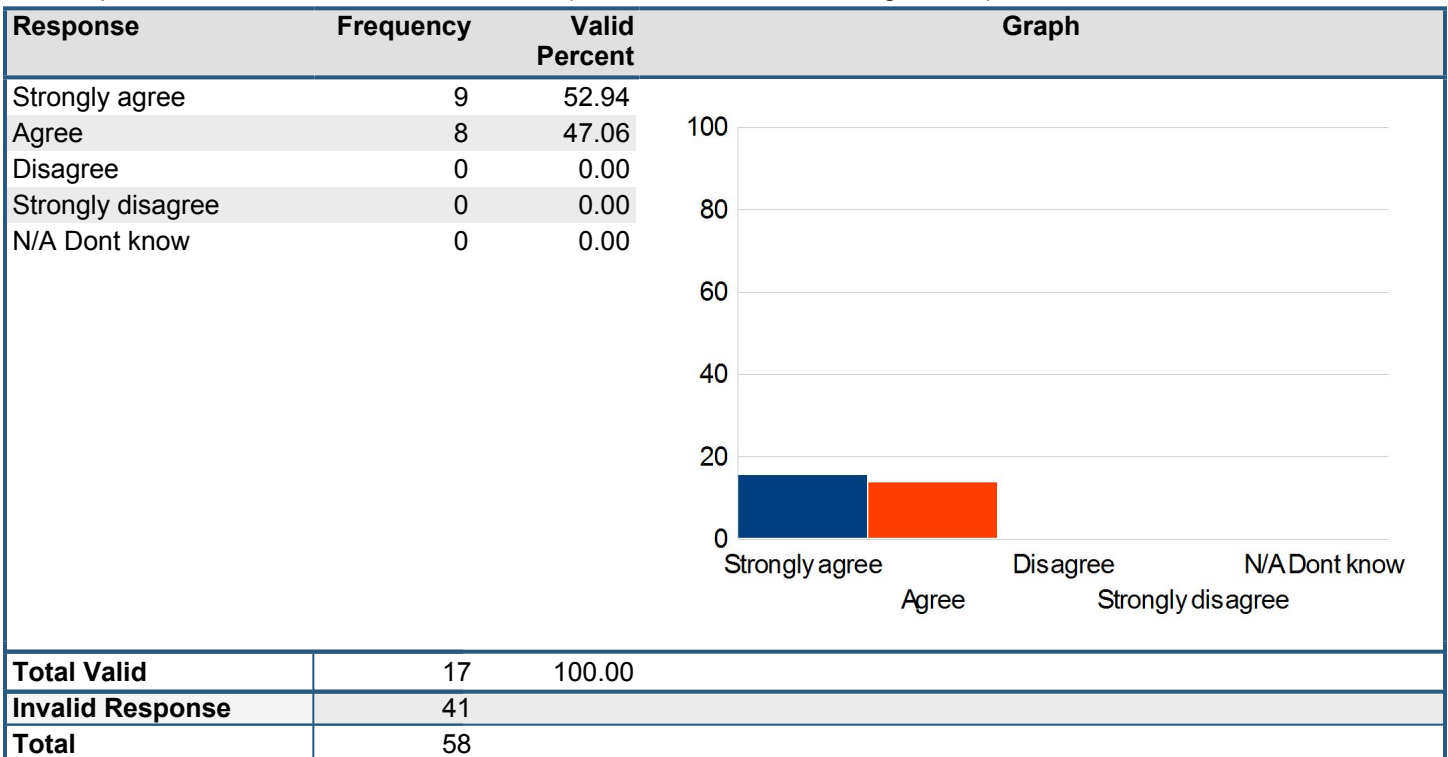
b. It helped me improve my grade in ESL 253.



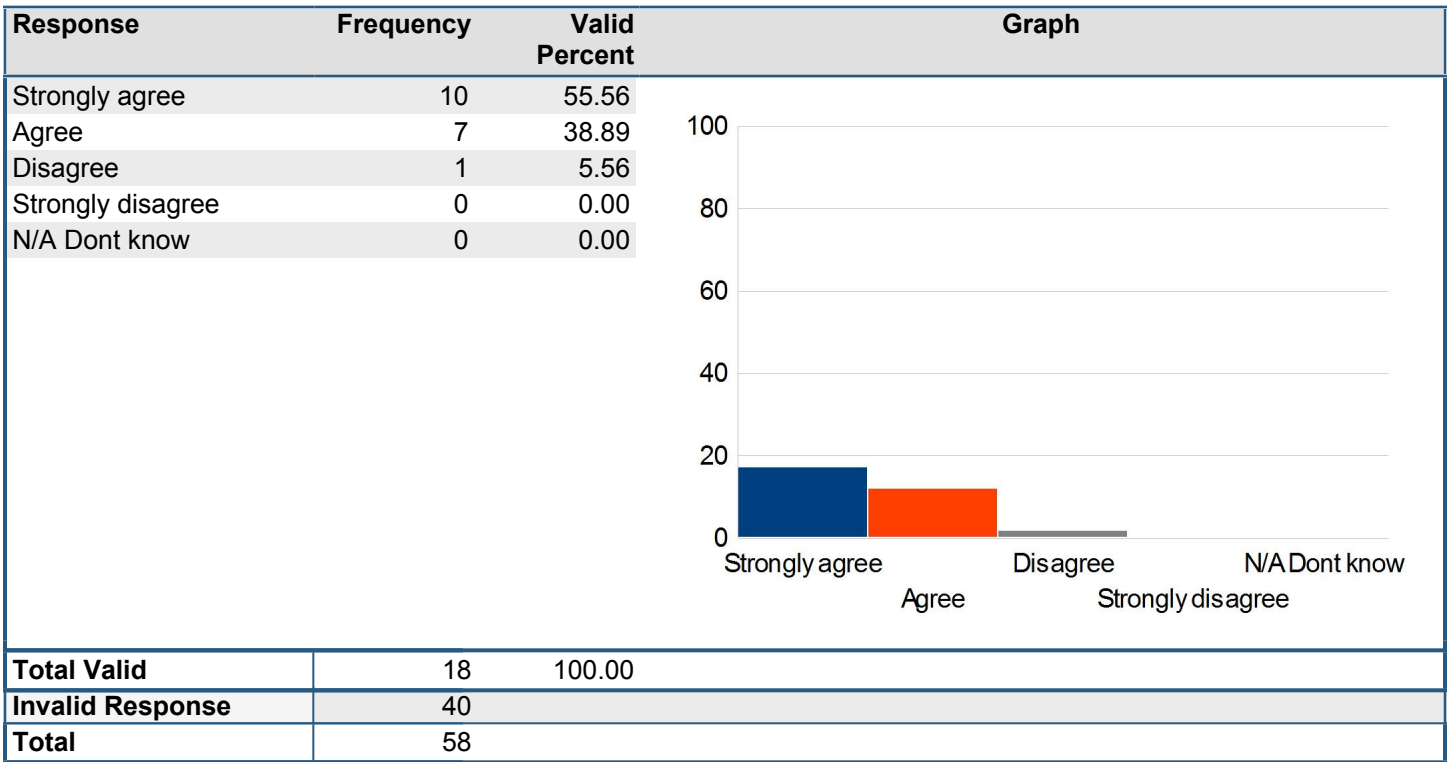
c. It helped me improve my grades in other classes.



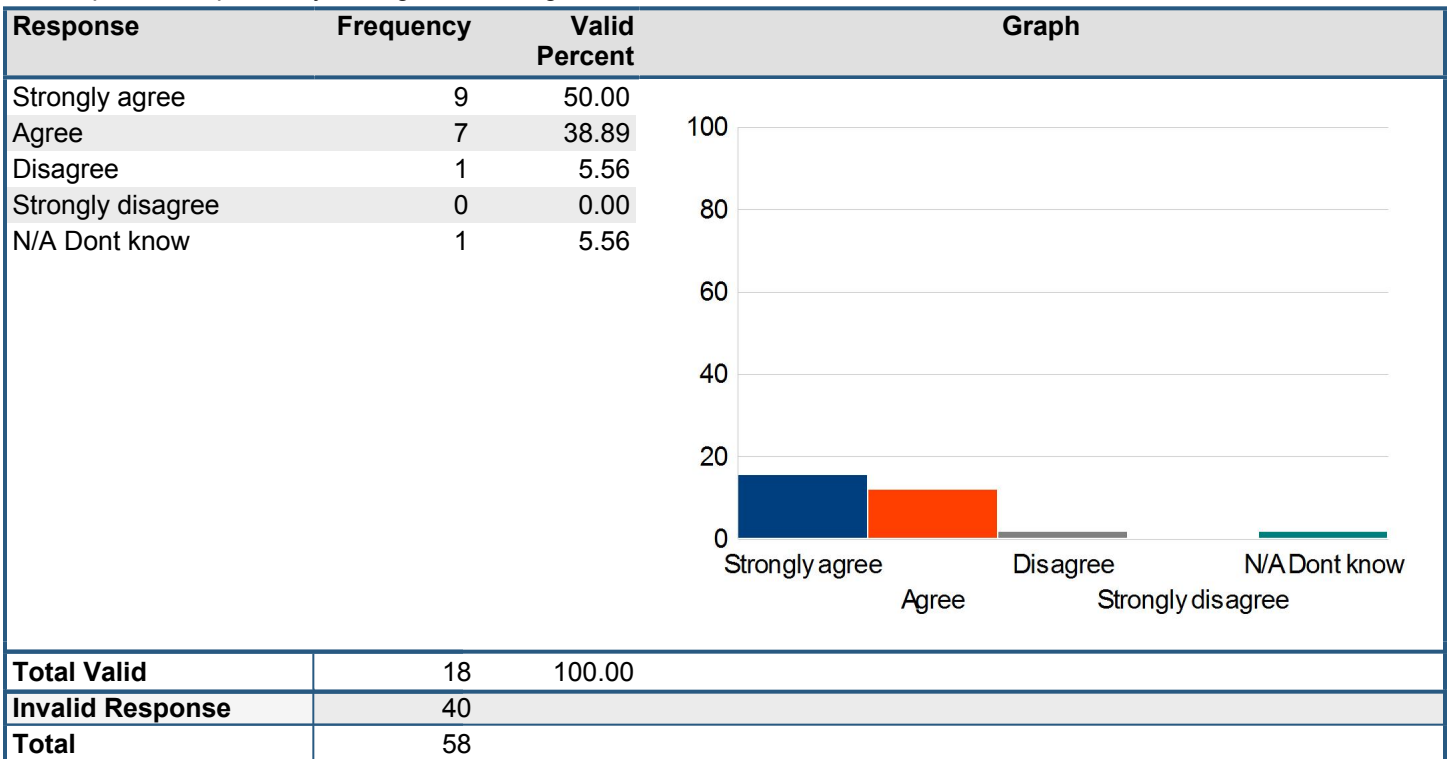
d. It helped me understand the class materials (lecture, textbook, and assignments) in ESL 253.



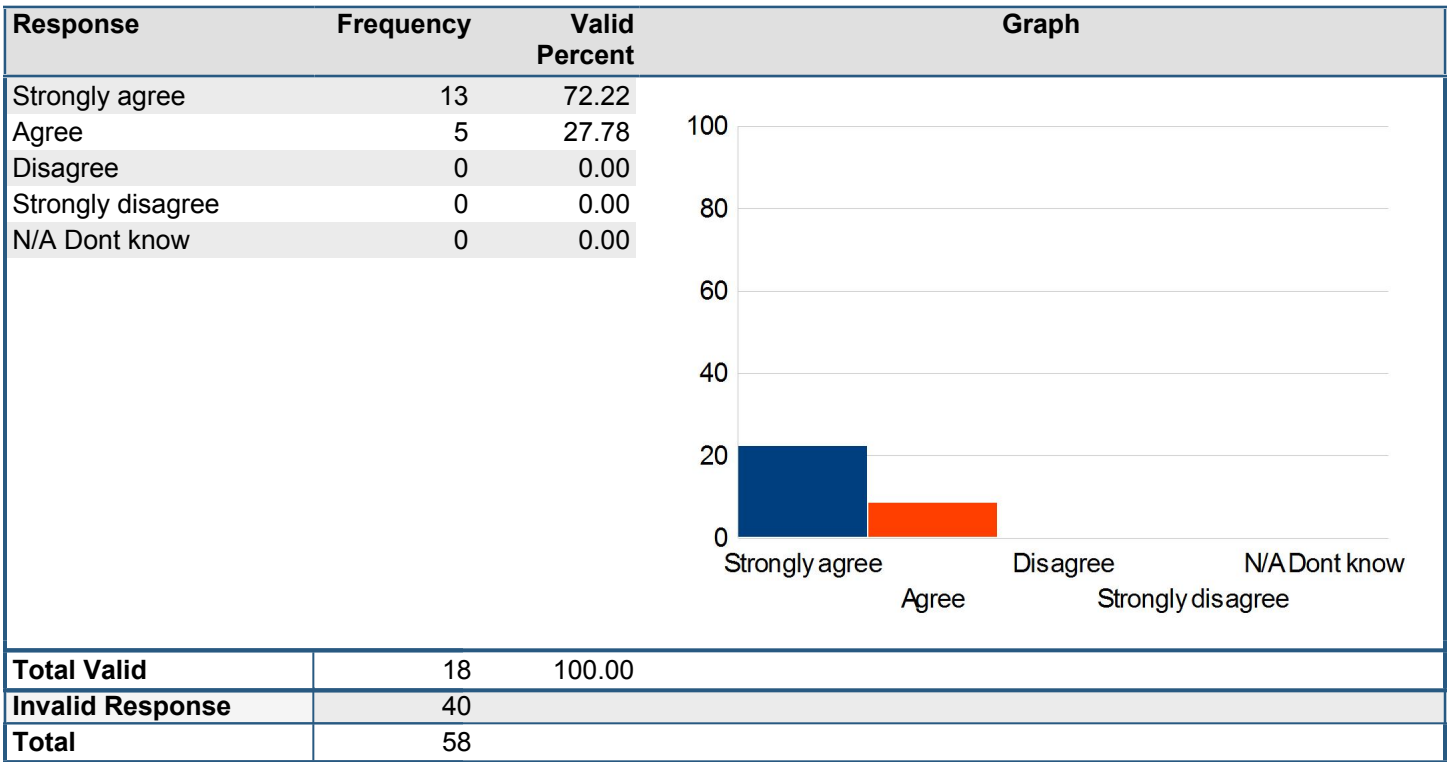
e. It helped me improve my English grammar.



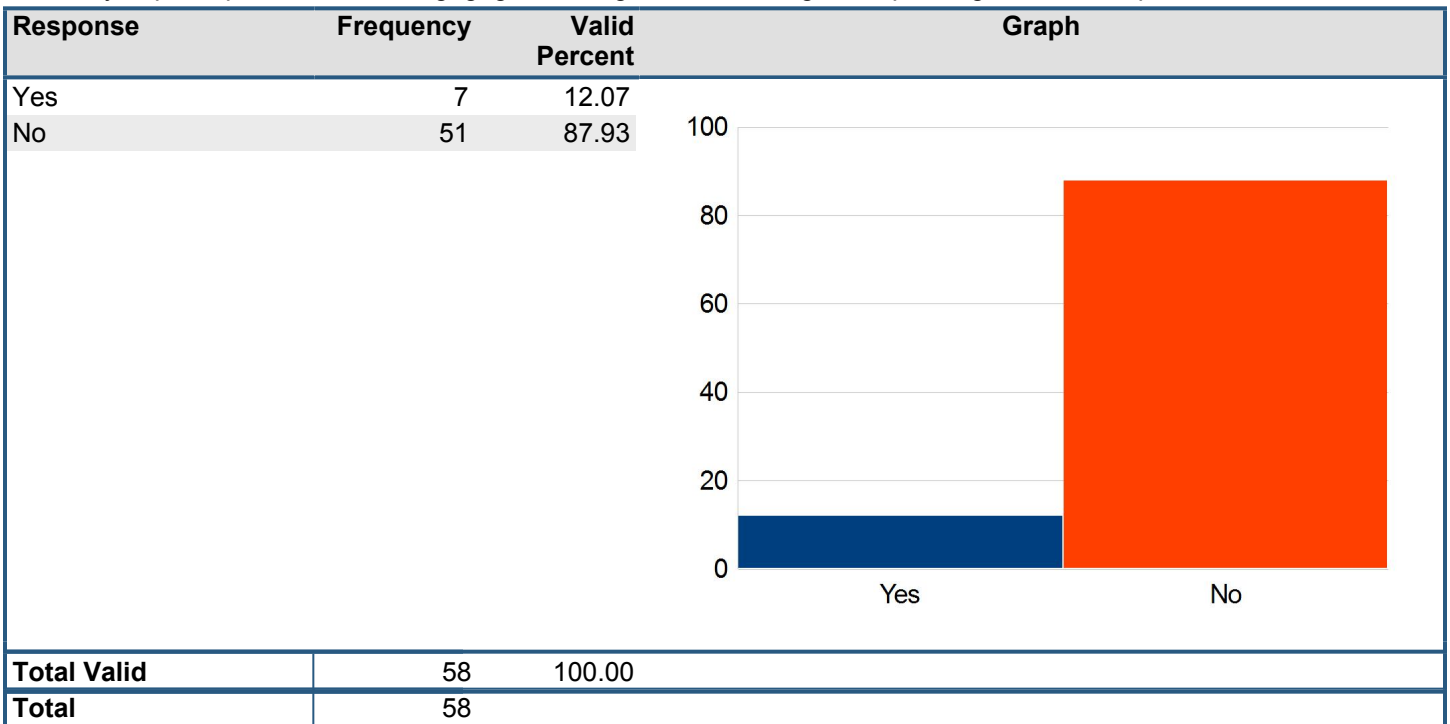
f. It helped me improve my writing skills in English.



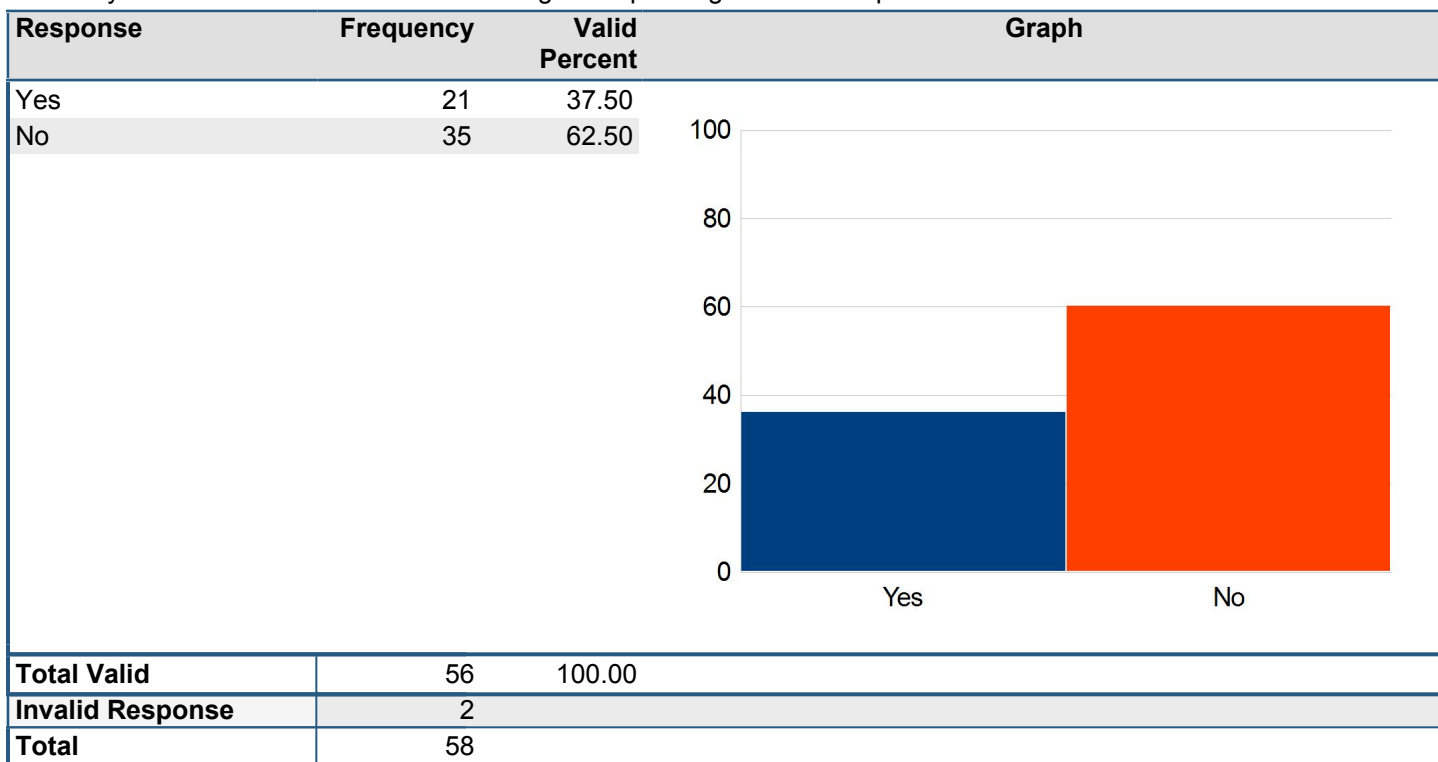
g. Overall, I was pleased with the workshop.



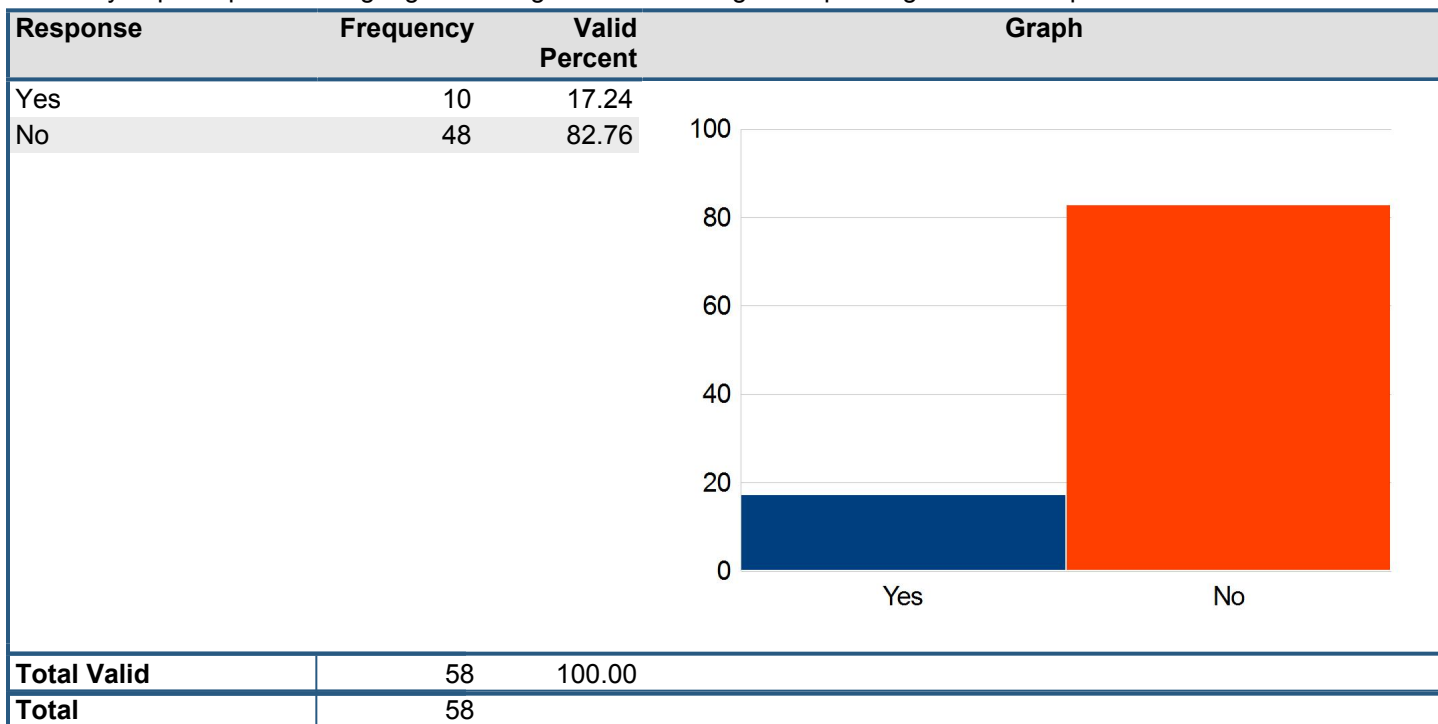
17. Did you participate in World Language Tutoring in the Listening and Speaking Center this quarter? \*



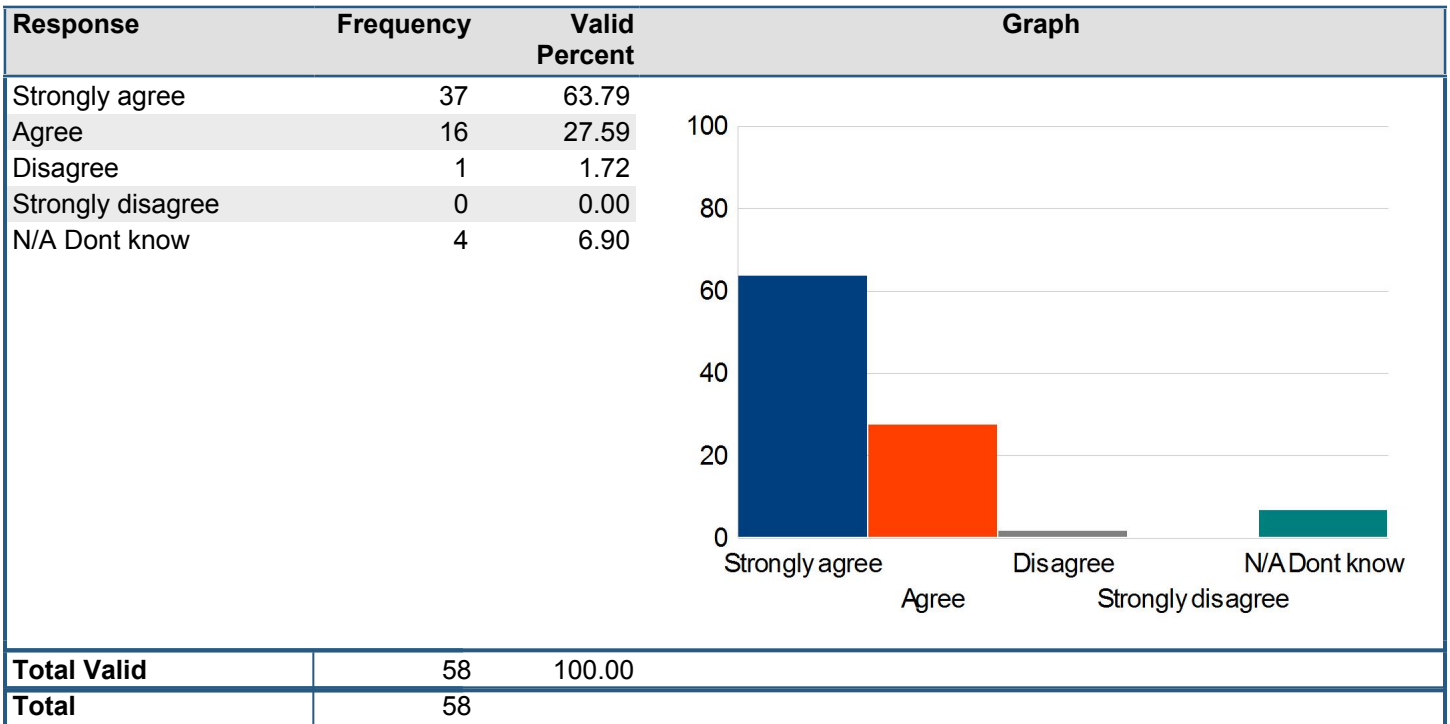
19. Did you use ESL software in the Listening and Speaking Center this quarter? \*



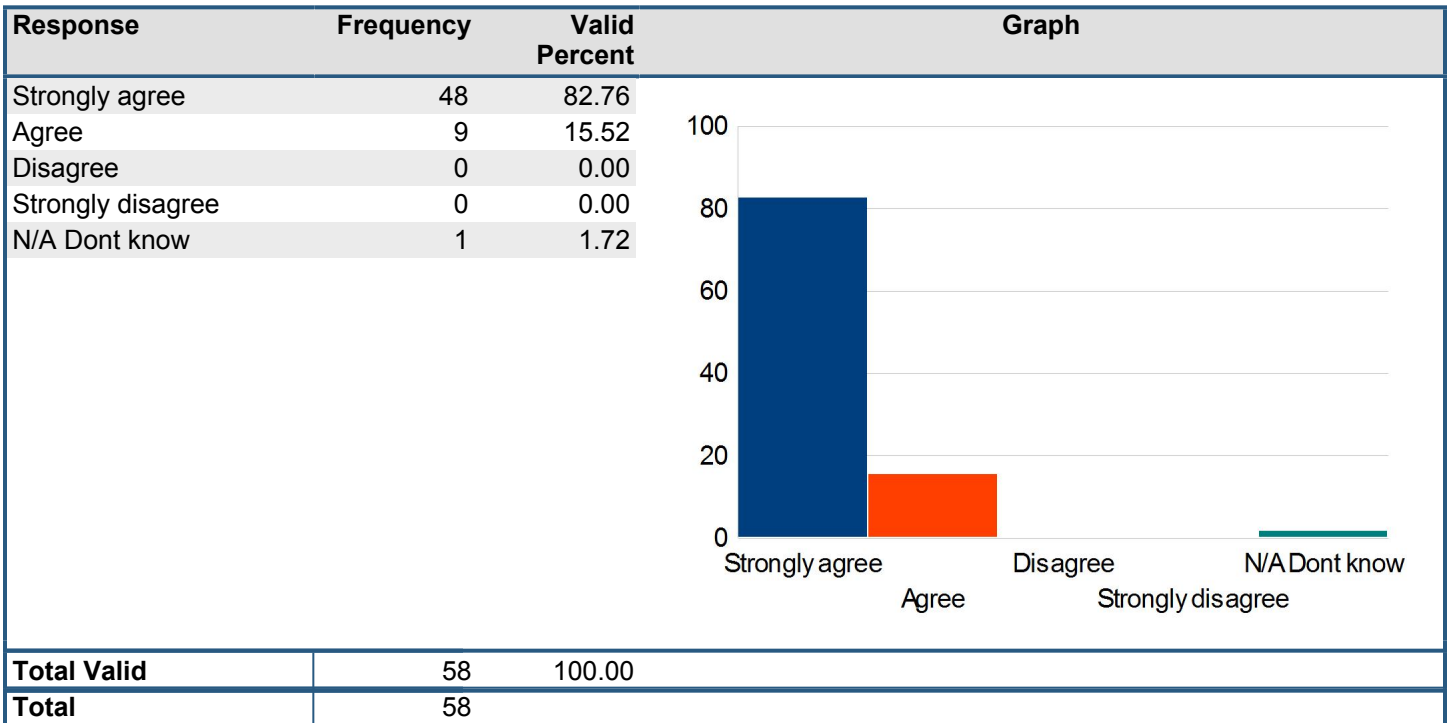
22. Did you participate in Language Exchange in the Listening and Speaking Center this quarter? \*



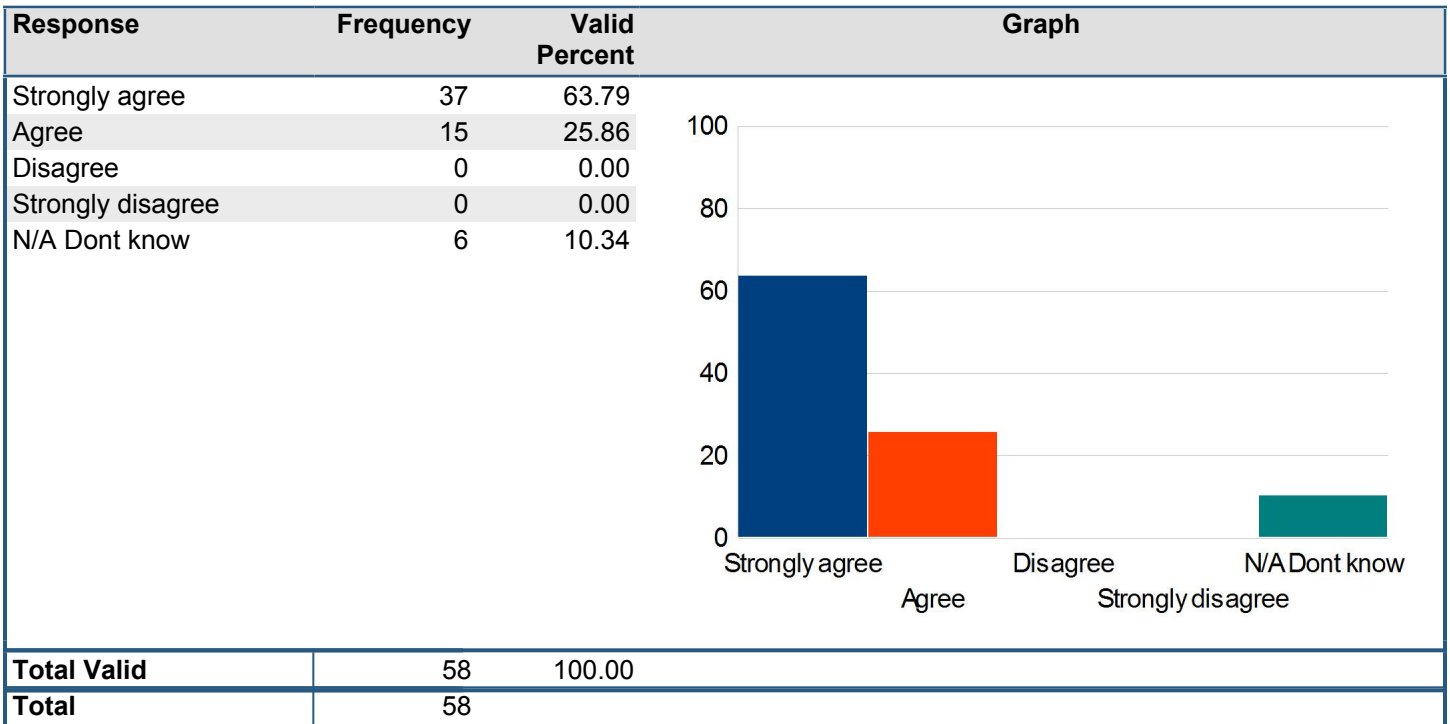
a. It was easy to register for different activities in the LSC (workshop, tutoring, and/or Language Exchange).



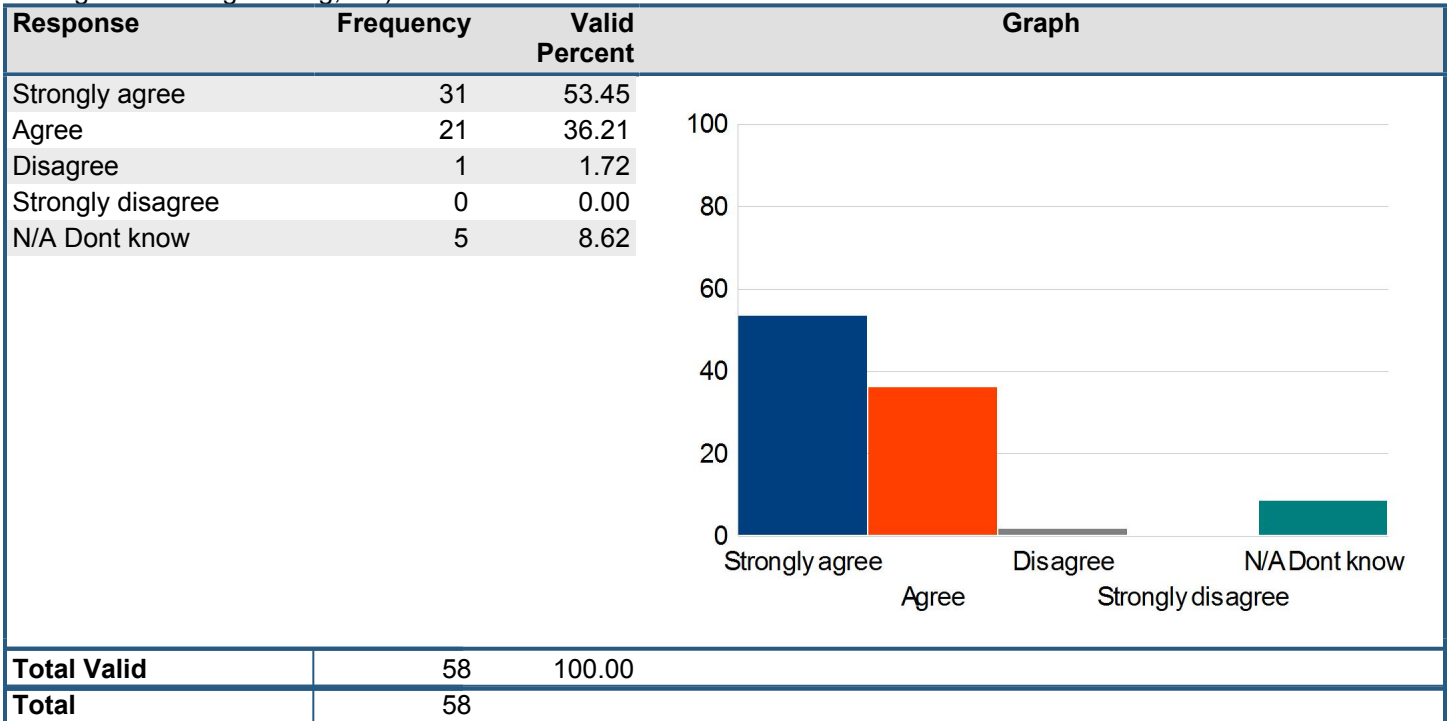
b. The staff was friendly and helpful.



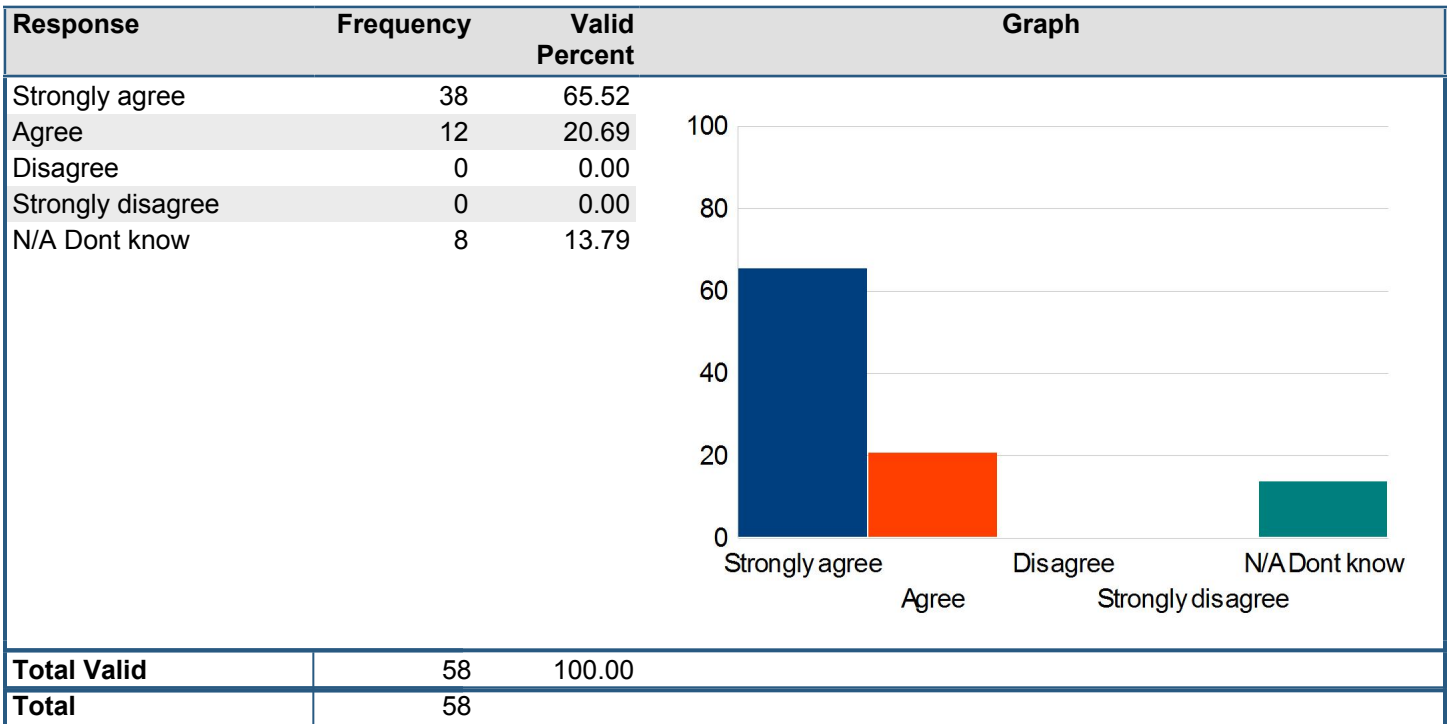
c. The staff took the time to explain the services offered in the LSC.



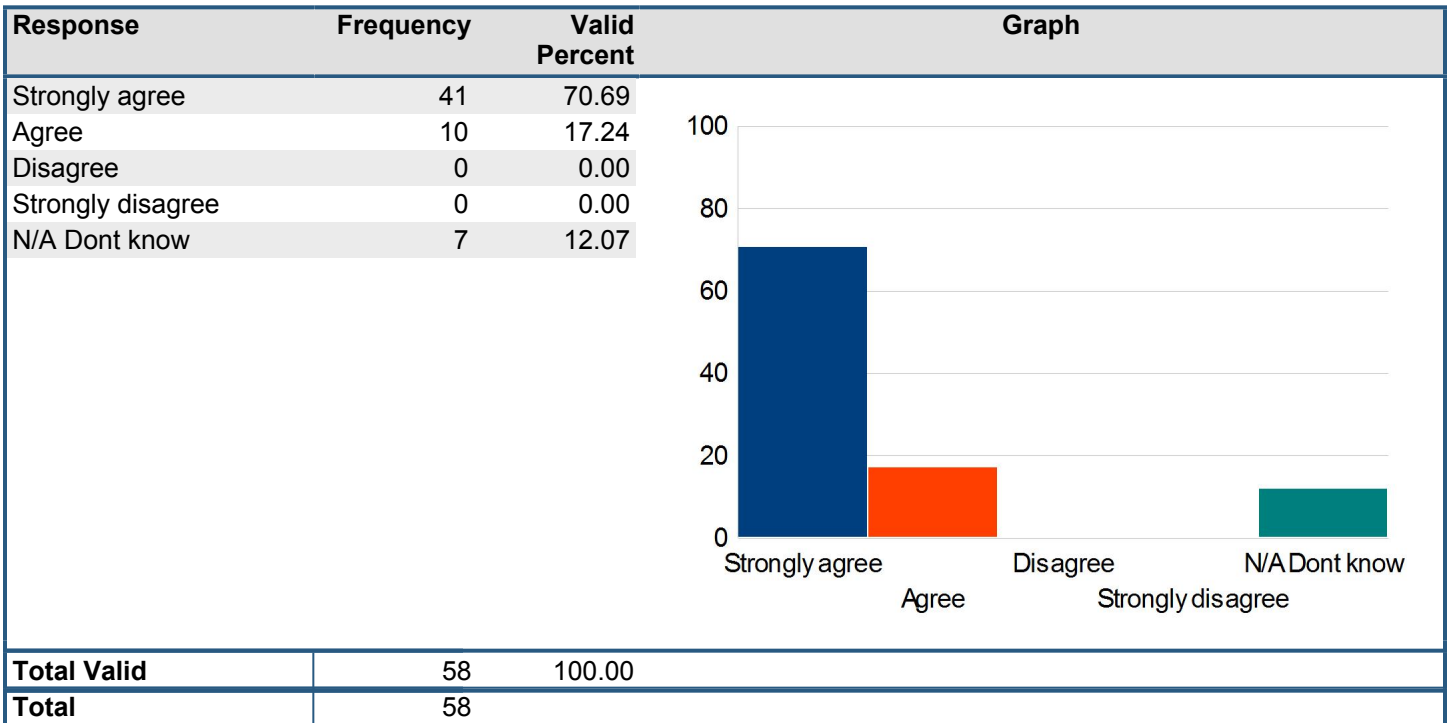
d. The staff explained the policies and procedures for using other Student Success Center services (Skills workshop, writing and reading tutoring, etc).



e. The workshop leader / tutor was on time.

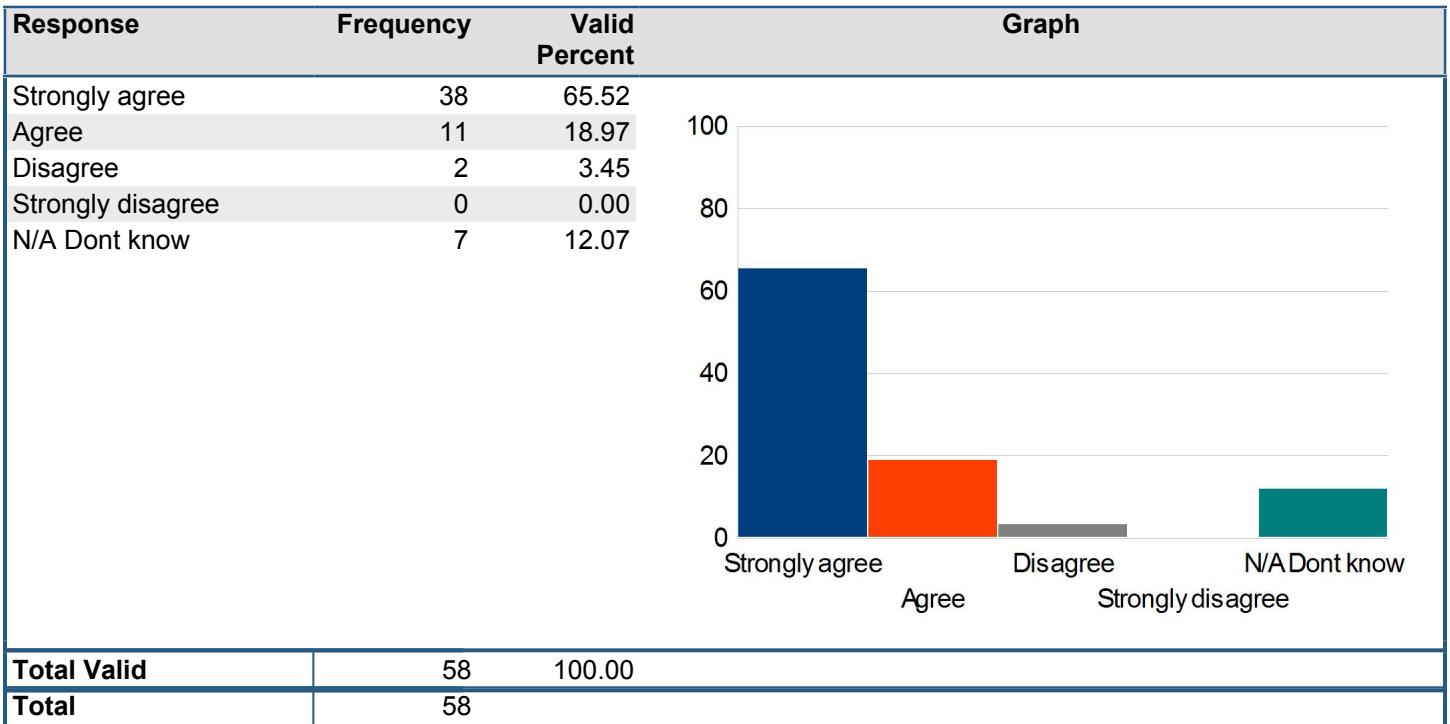


f. The workshop leader / tutor was willing to listen to my questions and concerns.

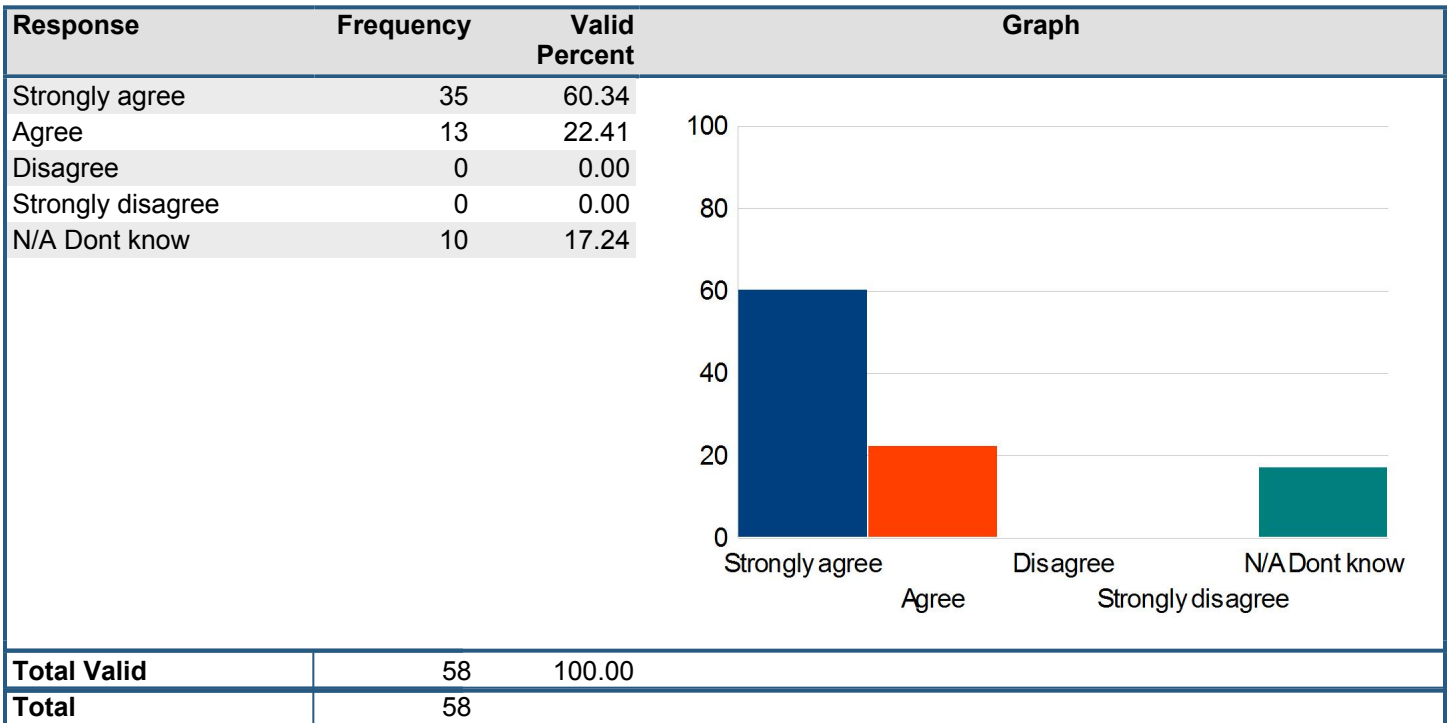




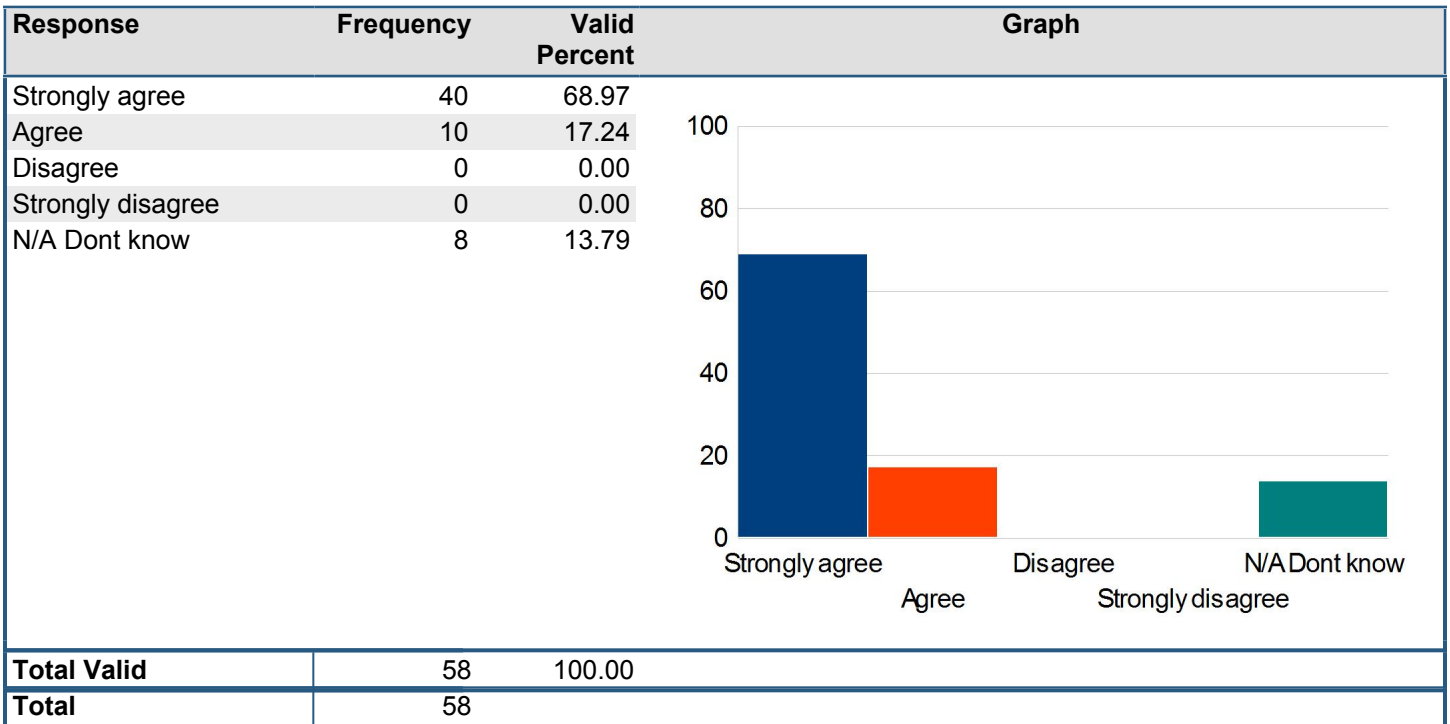
g. The workshop leader / tutor was patient.



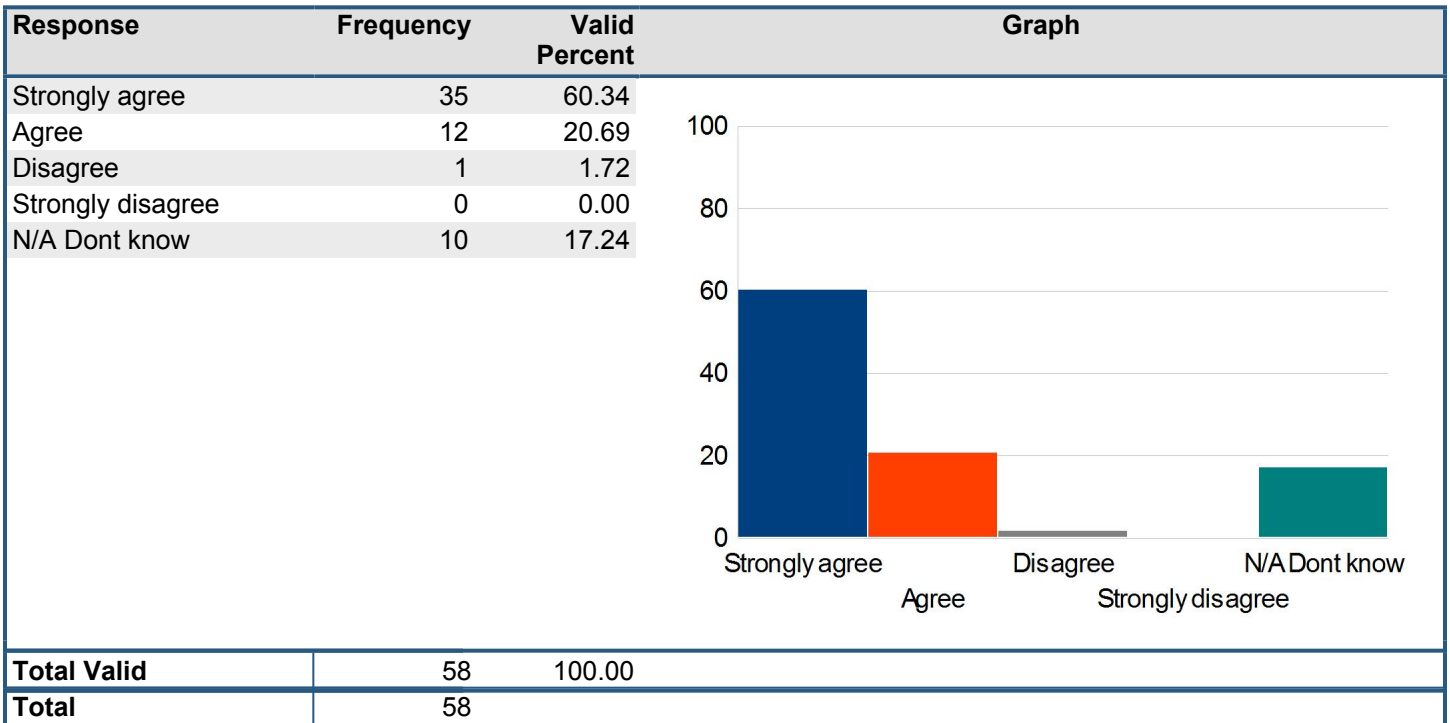
h. The workshop leader / tutor helped me to identify my problem area.



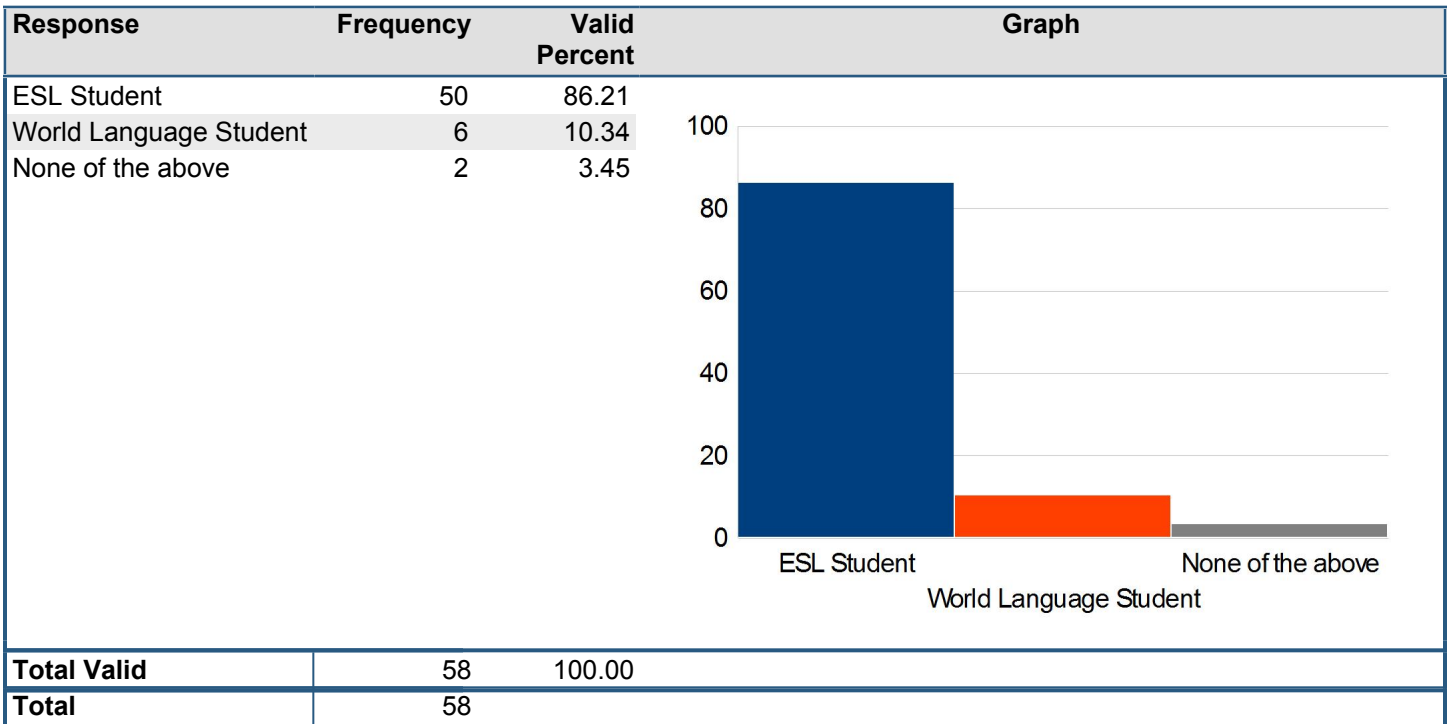
i. The workshop leader / tutor explained concepts clearly.



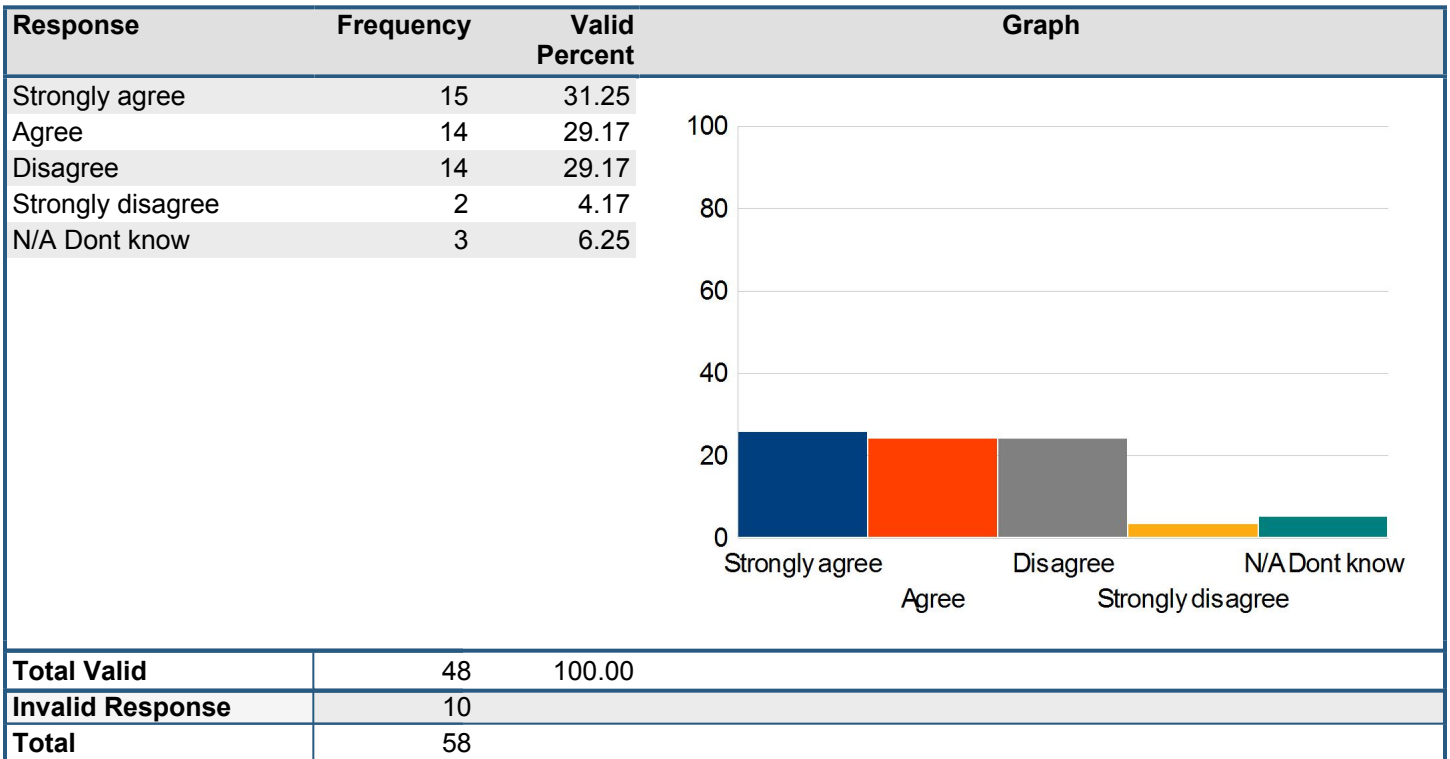
j. The workshop leader / tutor helped me develop more effective study strategies.



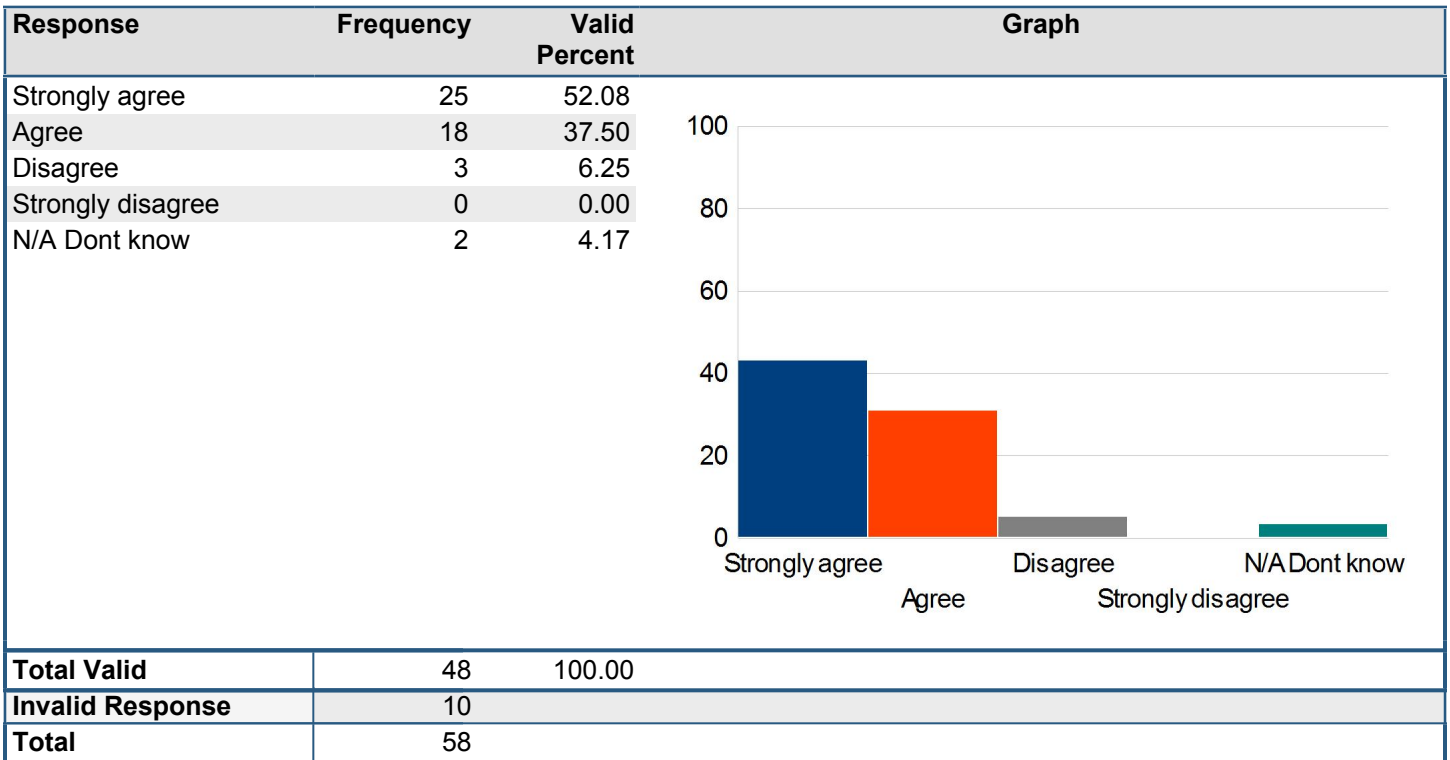
26. Which of the following best describes you? \*



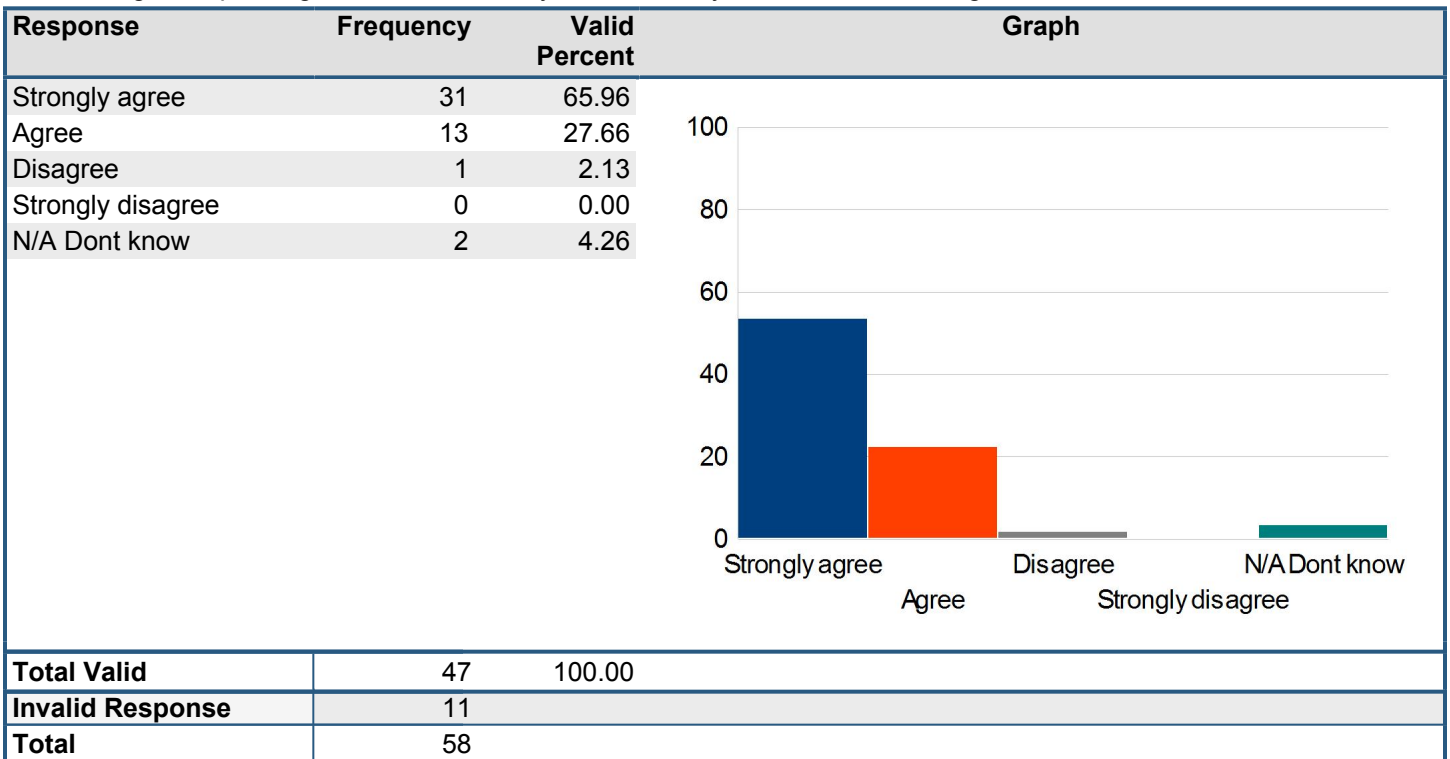
a. Listening and speaking are more difficult than writing and reading.



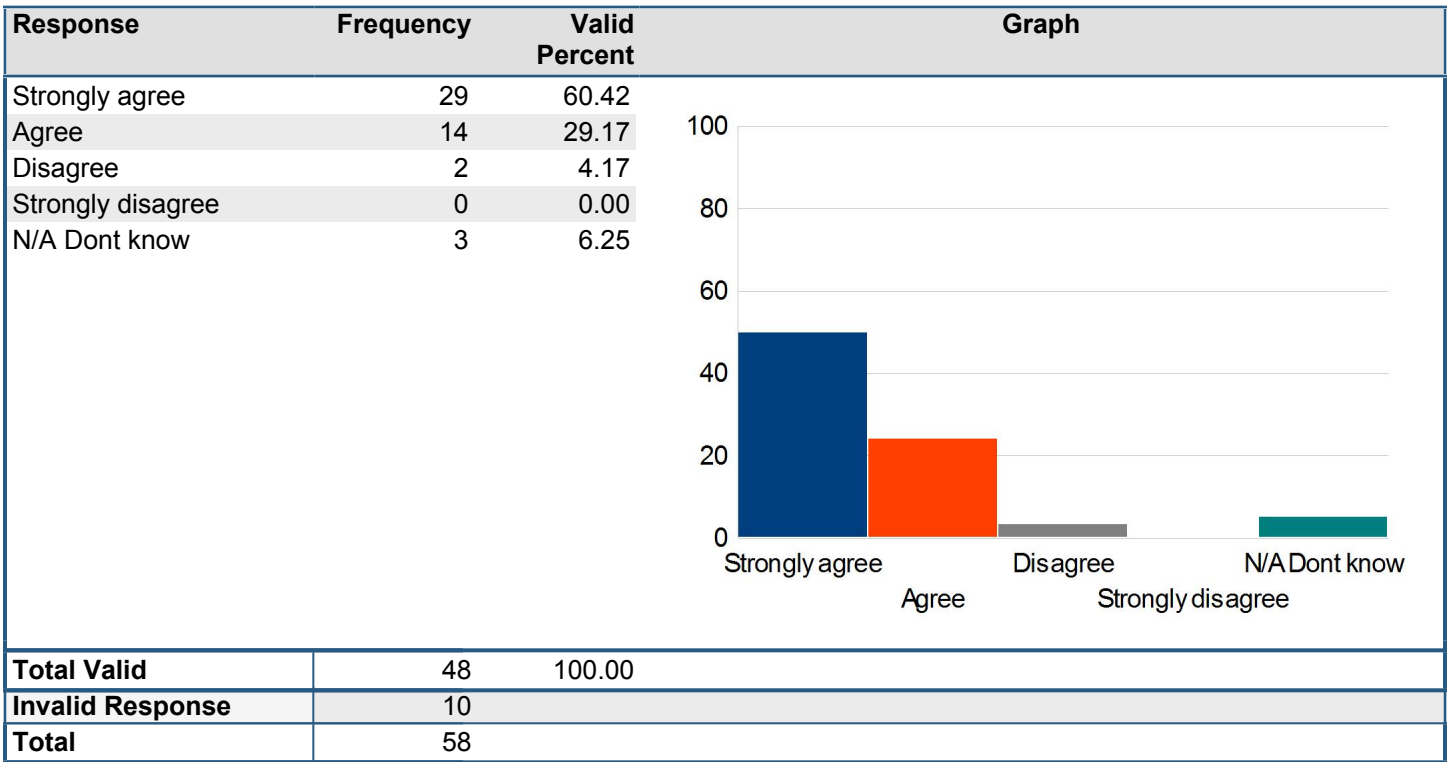
b. Listening and speaking affect my self-confidence more than writing and reading.



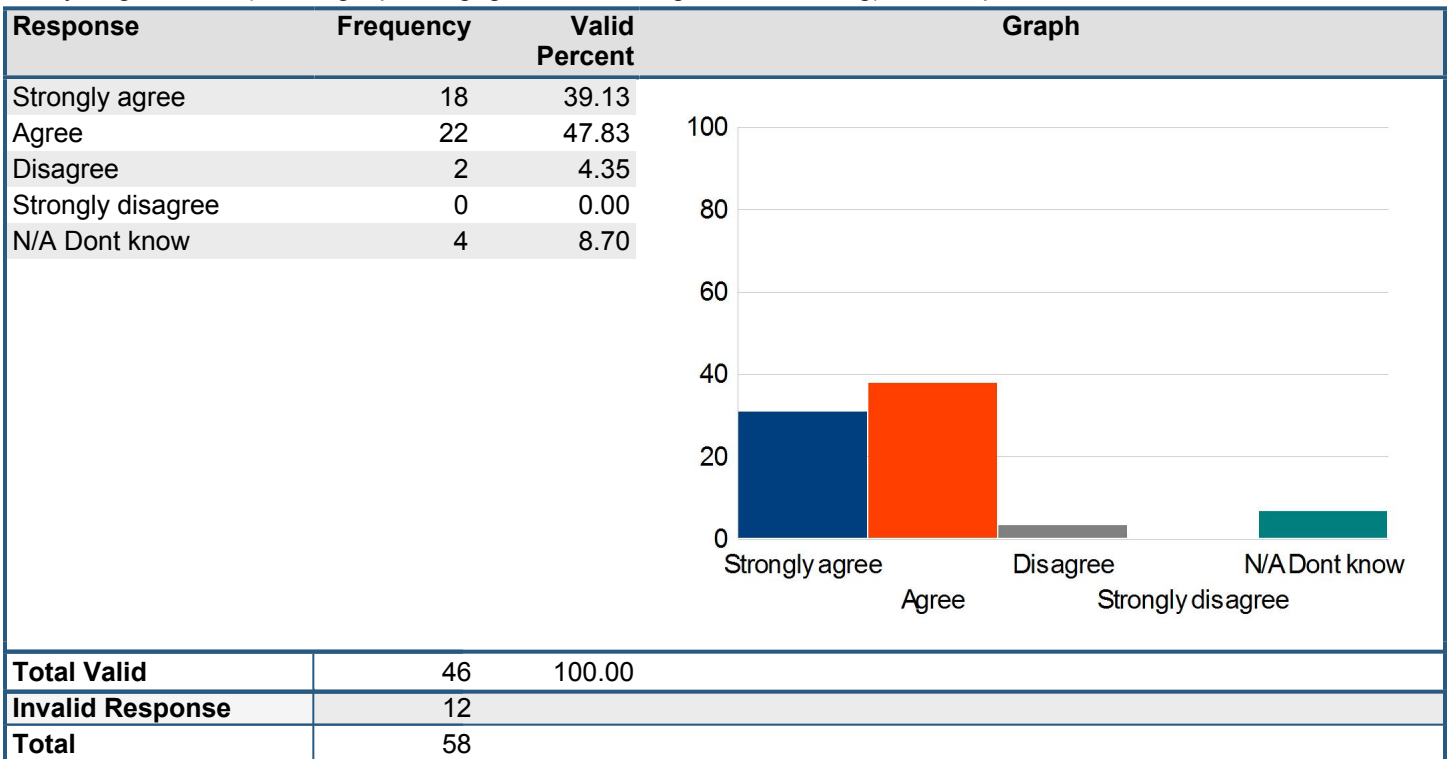
c. Listening and speaking skills are necessary to achieve my academic or career goal.



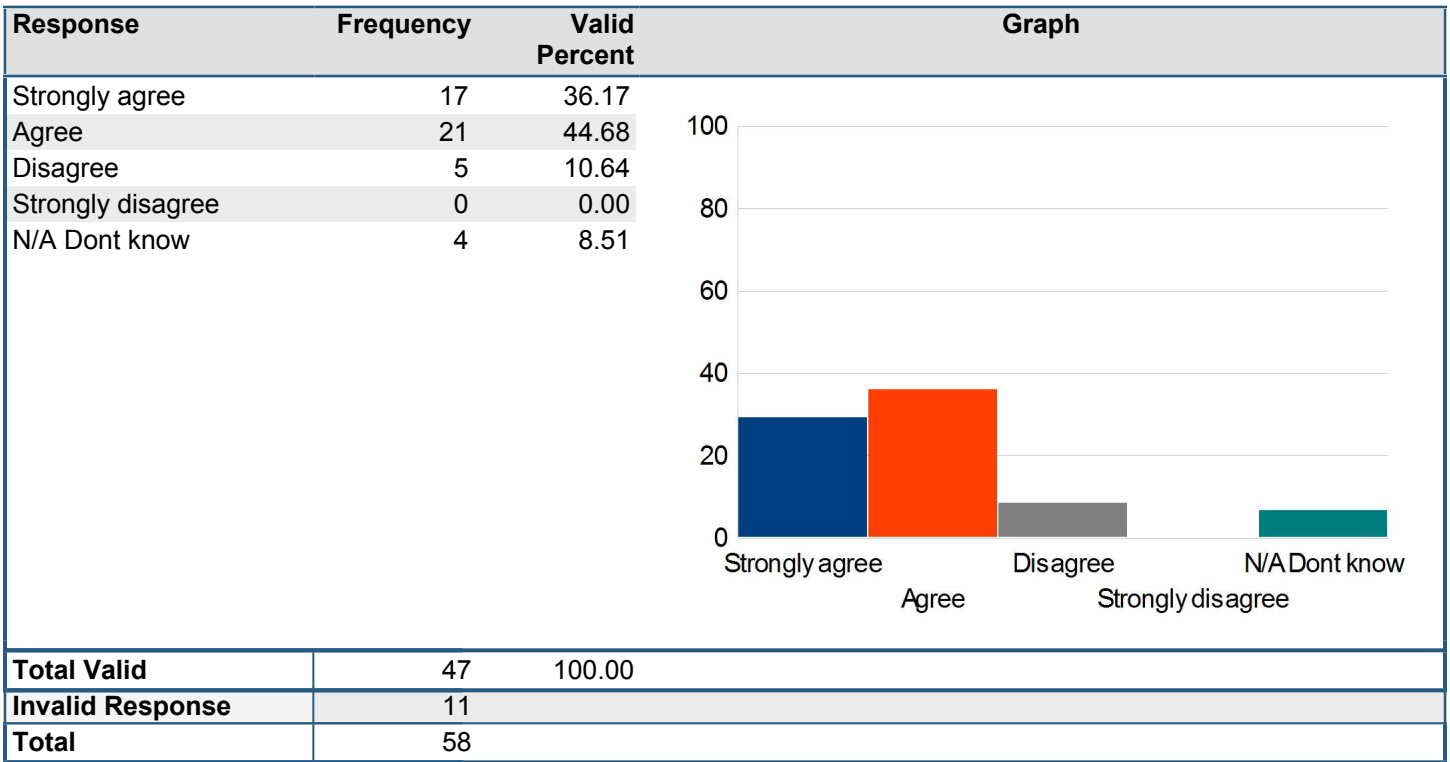
d. The LSC provides important opportunities for me to practice oral communication skills in English.



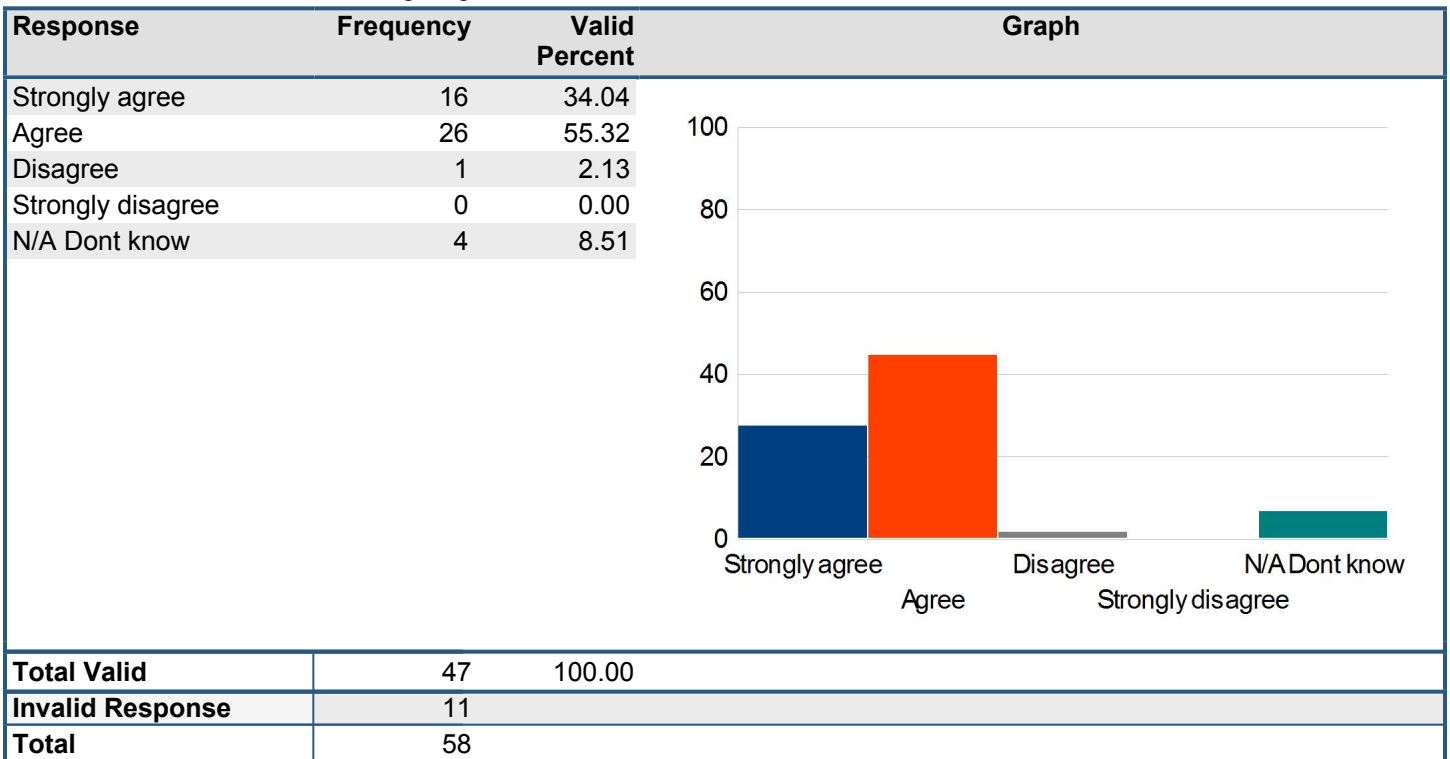
a. My English skills (listening, speaking, grammar, writing, and/or reading) have improved.



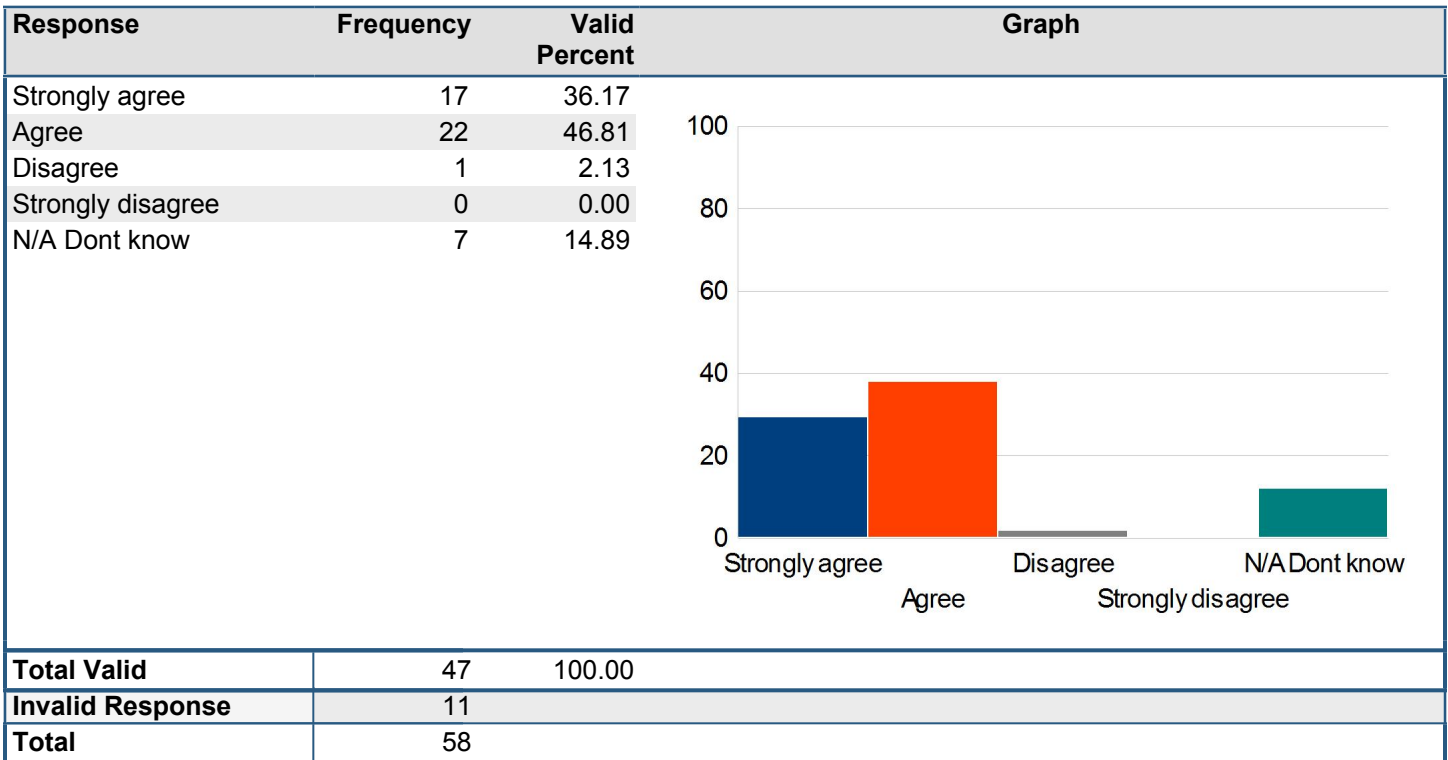
b. I know more ways to improve my English skills (online resources, LSC programs, other De Anza resources, etc).



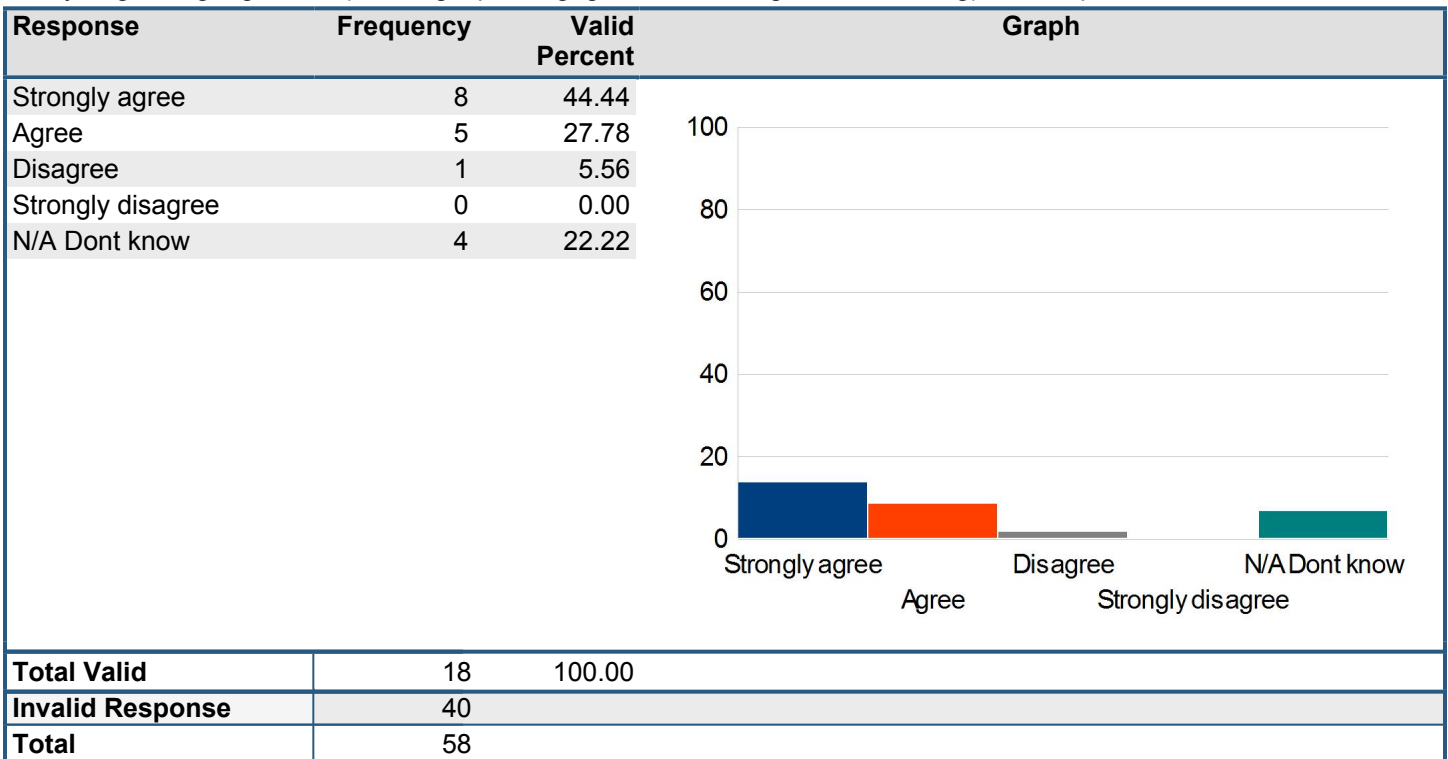
c. I have more confidence in using English.



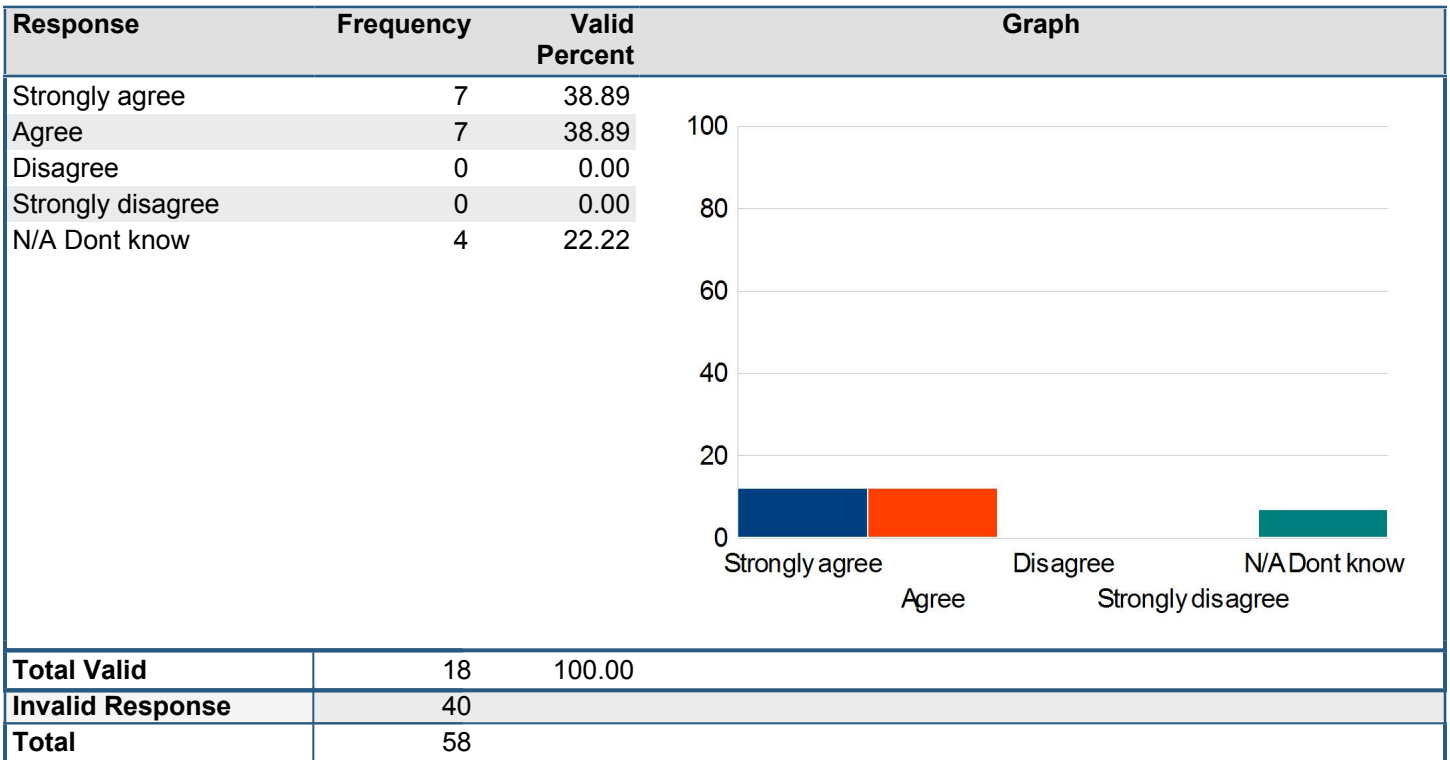
d. My grades in my classes have improved.



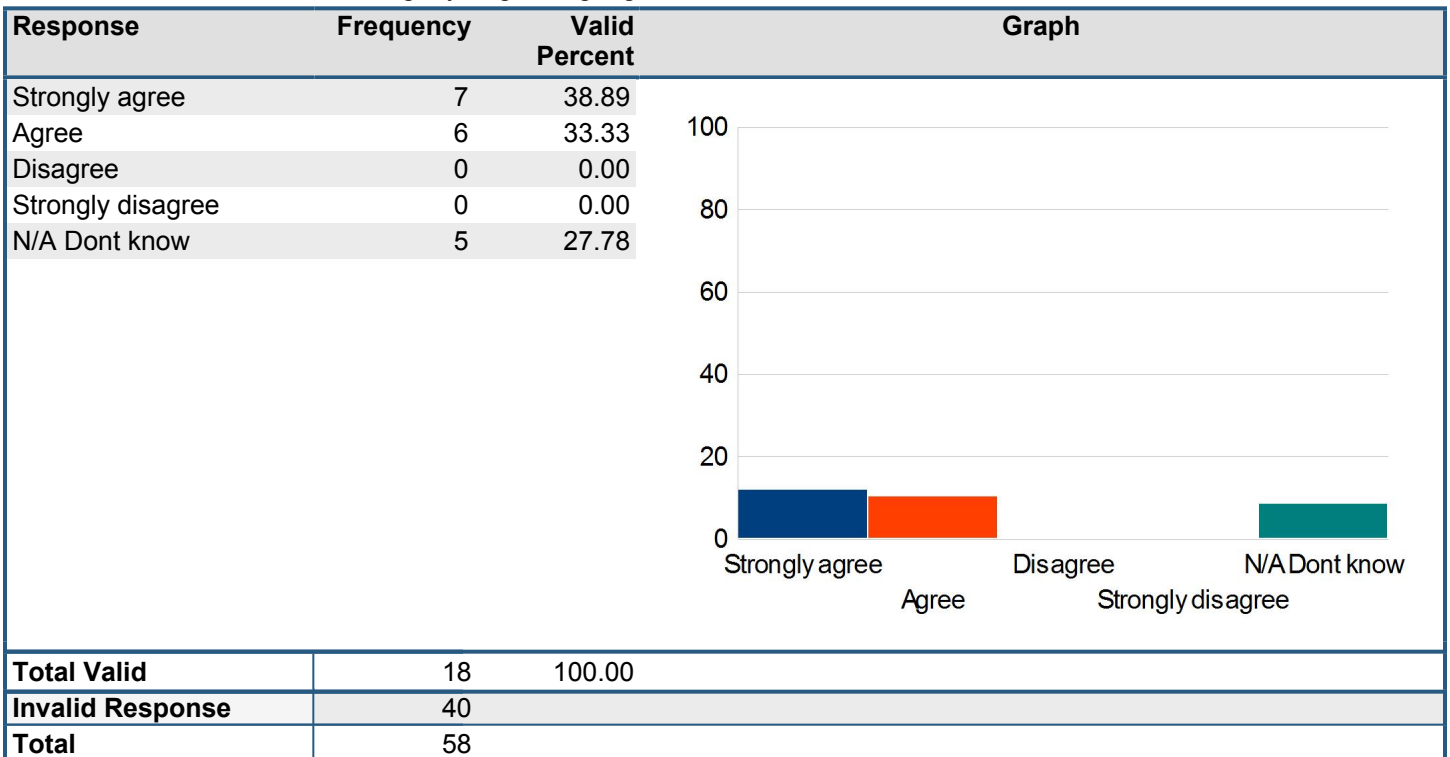
a. My target language skills (listening, speaking, grammar, writing, and/or reading) have improved.



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

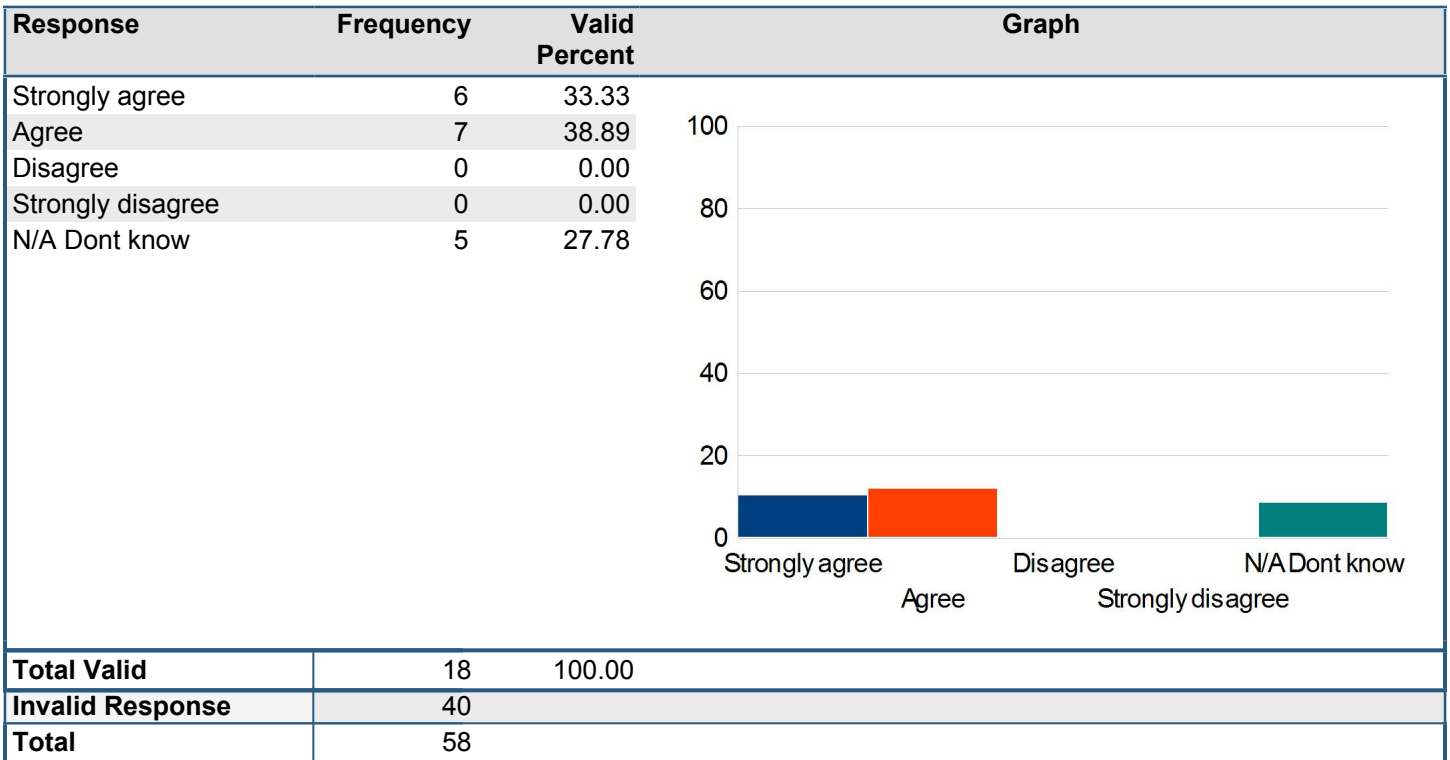


c. I have more confidence in using my target language.

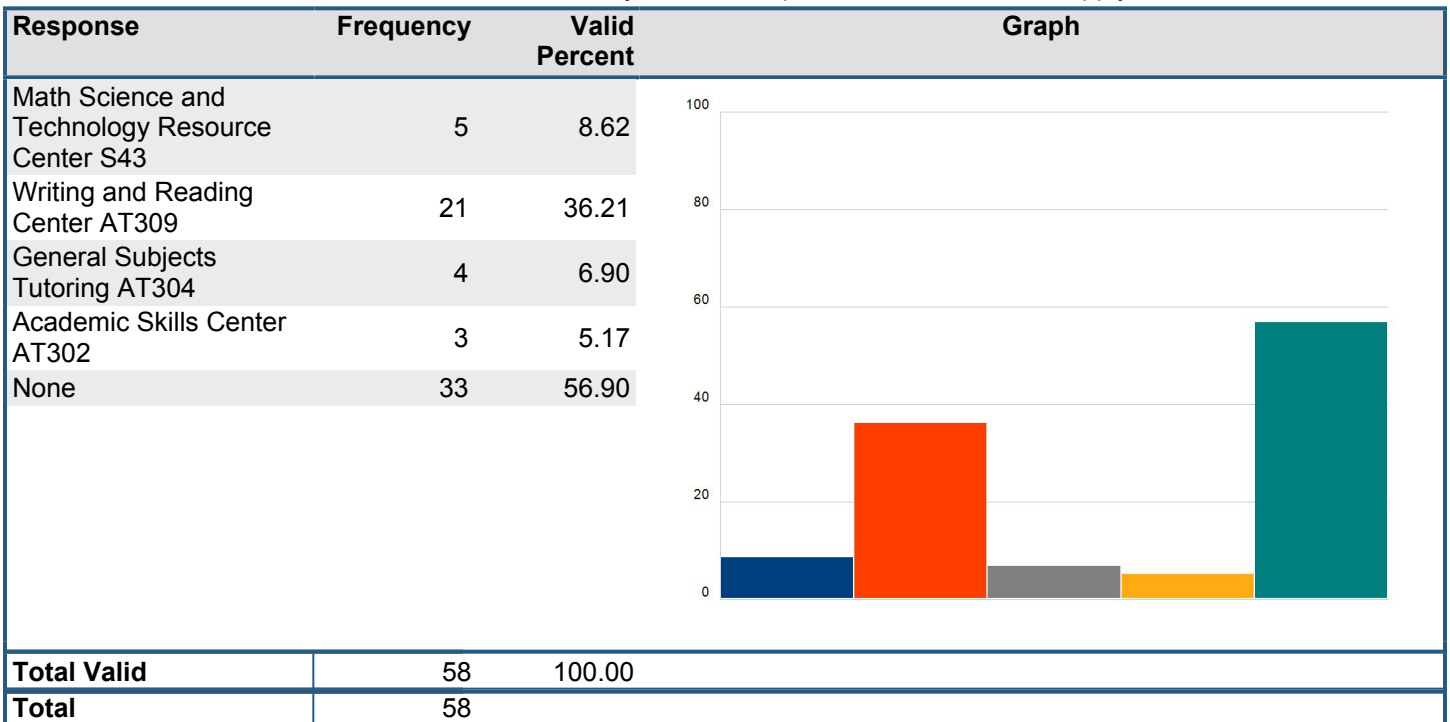




d. My grades in my classes have improved.



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



## Fall 2018 Listening and Speaking Feedback

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

Respondent	Response
21	School website
30	website
40	Welcome day
45	Kanako introduced it to each class

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

Respondent	Response
1	We have too many people for a very short time, so there is not enough time to practice
2	The workshop teaches me American culture that sometime I do not learn in class.
3	Learning about pronunciation and Idiom was very helpful because I couldn't learn in class time
5	I like pronunciation workshops
8	We can learn more information.
11	I got lots of information about United State. I practiced my speaking and listening skills in there. Instructors very kind and knowledgeable. Importantly, I got a lot of new vocabularies which we used in daily life.
13	Workshop was not usefull
14	Like: Pronunciation and reading practice Dislike: idiom schedule doesn't work for me So I could not take any of it
16	I like conversations because of my English speaking is poor, I need to do much more speaking.
17	I like Kanako workshop such as presents perfect tense and adjective clause. I always thank you for her.
19	I really love it!
22	I like the American culture workshop, which makes me learn more about America. I like listening workshop, where I can practice listening. I like conversation workshop, where I need to say something I didn't prepare before.
24	I like pronunciation and grammar classes.
25	Pronunciation, grammar, reading, American cultures and so on.
26	I like because help me a lot improve my pronunciation.
27	By taking Miki's Singing-Based Accent Modification, I become familiar with the rules of linking & reduction. It's really helpful for my ESL 260 class, so I highly recommend her workshop to ESL 260 students. For Kanako's Conversation workshop, it does not only help me to improve my communication skills, but also gives me a lot of fun. That will be great if she can hold more conversation sections.
29	Everything was great.
30	a little crowd
31	interesting topics
32	Useful workshop, one of them ia conversation workoshop. It makes me more confident to speak in front of people.
35	speaking and grammar section
36	Different topics and different schedules
37	Conversation

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

<b>Respondent</b>	<b>Response</b>
38	I practiced my speaking and listening and corrected my pronunciation. My favorite workshop is pronunciation skills by Kanako.
39	Very interactive
41	I like most of the workshops, they are helpful for improving speaking and listening skills. However, there are too many students, everyone has few opportunities to speak out.
42	I liked conversation.
44	All workshops were helpful, and I really like them.
45	Listening practices and presentation practices
46	I can practice my listening and speaking in LSC. The staffs are enthusiastic to help me.
47	I really like workshops about pronunciation, listening, presentation.
48	I do like pronunciation session.
50	I liked workshops at LSC. I could learn and practice there. The speed and atmosphere were friendly.
52	i can learn a lots from workshops but some workshops are so boring.
53	It gives me a lot opportunity and idea to practice the conversation. All of instructor and staff are friendly to make a very comfortable learning environment for us. I really appreciate the effort and service they provided so I could gain more experience and solve my difficulties. I really love there.
55	Like the workshop for presentation skill and grammar
56	Everything
57	I liked workshops of Victory (Sentences Variety)
58	I like conversation

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

<b>Respondent</b>	<b>Response</b>
7	No information
15	Because I want to practice a English-speaking with someone.
20	busy.
21	I did not know much about it
23	I'm a domestic student, I didn't have a need to go to English-based workshops
26	Because I want to be better English speaking.
28	Time wasn't convenient
33	I tried to but my schedule was very tight. I may consider to join to workshop next quarter
34	No time
43	Dont have time
49	Work full time so Just attended the required workshop ,
54	I only knew about ESL workshops but I am not an ESL student. I didn't know about these workshops.

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

<b>Respondent</b>	<b>Response</b>
1	I'd like to have a workshop with more talking time
2	No.

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

<b>Respondent</b>	<b>Response</b>
7	Nah
11	It is my first quarter at Deanza and Listening Speaking Center as well. Pretty good!
13	Learn and practice 10 sentences each
14	Role playing at different situations
16	We can know what the conversation topic is about a week in advance and get ready to do it again.
17	Writing class. I want to fix my sentence.
19	Bigger room , more workshops. Small group better than bigger group.
23	Workshops for learning other languages? If there aren't already
25	I hope the LSC can provide some workshops about clause
26	May be more workshop in vowel and consonant stress.
29	Needed more pronunciation workshops
32	Suggest some workshops are related students life in campus! Pros and cons in it! By that time, the topics cultivate students engage more into the topics.
33	Workshops which teach how to speak like native speakers; for example, we discuss about how to pronunciation precisely and smoothly, and how to use the simple but effective words to create fast and effective sentences during conversation. Besides, we should have more workshops that teach student how to speak confidently. In addition, workshops which deeply discover into American cultures definitely bring the useful tip for student in communication. For instance, what people usually talk about in one's warming house party or in the reunion party, etc...
35	no
37	Slang.
38	Introduce more American culture up to date
41	I am sorry I have no idea.
43	No
44	I think, It would be more helpful if tutors focus on our speech and correct our mistakes.
48	I want to study English by using song lyrics.
49	Not related to ESL but might help the students, Workshop about college and universities in USA
50	I cannot think right now. But if the LSC put the paper right beside the workshop place, students can write what they need about workshop immediately, without forgetting.
51	no
53	Get even more interesting thing or joke to attract more students to participate.
54	Are there workshops for students in language classes to work in a group and have an instructor like the ESL group workshops?
56	No
58	sorry!! have no idea.

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

<b>Respondent</b>	<b>Response</b>
11	Feel confidence. Got new vocabulary
16	For me, because there is very little time to listen to English at home, so it gives me a lot of time to learn English with you.

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

Respondent	Response
17	I am not strong reading part. So I really want to take this workshop. But when I attend reading workshop I don't understand new vocabulary. So I don't interpreter what does sentence meaning. Please, before starting reading workshop she should prepare for vocabulary definition papers, please.
19	I like it all to be honestly! Instructors are really patience and helpful. They always well done prepared for all of the things we need such as topic, group discussion. They are helping us to practice our speaking skills with group members . I love the topic too I also really love to hear some opinions which was given by the group members. I really appreciate that hope there is more workshops. Specially my teacher Maria is really best teacher to helping me and other students to always come to worship. That's really good!
24	I appreciated you offer classes to help me improve my English.
25	Some conversation workshops are a little bit boring.
26	Is a very good support.
44	Thanks a lot, it was very good.
48	nothing.
49	N/A
53	The instructor is super kind, generous and knowledgeable. She answered all the questions clearly and patiently no matter in or out range of the workshops. I appropriate her effort and attitude to help all of us.
58	Excellent

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

Respondent	Response
5	I hope we can have more workshops like that
16	It have helped me a lot, especially in the tense explanation of "present perfect tense ".
17	Kanako is perfect teacher
25	I wish there will be some writing skill workshops.
44	Thank you so much, the workshops were great.
46	I can improve my listening and speaking skill.
48	nothing.
53	The instructors are super kind, generous and knowledgeable. She answered all the questions clearly and patiently no matter in or out range of the workshops. I appropriate their effort and attitude to help all of us.
57	Workshops Sentences Variety were very interesting and information.
58	great

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

Respondent	Response
3	I can improve my English skills even though I just talk with tutor.
15	I cannot get a class. There are a few time available.
16	I like teacher ken's serious, and Austin 's smiling. They're very patient.
17	Very short time. 30 minutes.
19	I really liked it. The topic was cool and I had learned a lot new things. And became more brave to talk to people.
26	I like, but sometimes is difficult to found some body able.

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

<b>Respondent</b>	<b>Response</b>
29	Everything was great. Thank you for tutoring.
35	the food
37	Personal focus very important
38	The tutor is so nice and help me to solve my problem.
39	I really liked my tutor David Lin, he was patient and had good experience with speaking Spanish
40	I like the tutors in LSC because they are patient and I've got a lot of advice from them for speeches practices.
42	I liked tutoring because the tutors listened very carefully.
44	It was very helpful for listening, speaking and writing. I could improve my writing knowledge.
45	I registered many times in Marryanna's tutoring, she is very nice and helped me a lot, especially in presentation suggestions.
47	These tutors are really motivated and patient. Especially, I like the way Mrs. Kanako tutors best.

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

<b>Respondent</b>	<b>Response</b>
2	I do not have time.
5	I like attend workshop than tutoring
8	My schedule is all set, maybe next term
11	I went to writing center
17	It is overlapping our class. Or I have to do a lot of homework
21	English is not my second language
23	I didn't need it
24	I didn't know what I could talk.
25	I didn't have time to take part it.
27	ESL 260 has its own TA, & she is more clear about what we learn in class. That's why I don't need to participate in LSC Tutoring.
28	Times weren't convenient or there weren't any available
33	I registered late, and there is no available tutor at that time
34	No time
41	I don't need tutoring.
43	I don't have time
50	I participated in WRC tutoring.
51	I don't have time.
53	I didn't have enough time to do that.
54	I am not an ESL student.
56	Not decided
58	I feel that 30 minutes is too short.

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

Respondent	Response
6	I have no complaints about the tutoring! Both Kou and Minyeong were wonderful in meeting my needs and helping to answer all of my questions. The setting is comfortable and quiet enough to work, the people are always friendly, and as far as I can tell things seem well organized. I'm seriously so grateful!
19	It's good .
21	I liked the one on one help that was given
26	I could be very good for me but I didn't participate because my hours in my job.
36	Is Good but it depends of tutor. Some tutors are more dedicate and patient. The time or schedule should be more early in the morning.
44	I do not know what these workshops are?

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

Respondent	Response
2	All is good.
4	Good for improving pronunciation
5	It's easy to sign in but some websites is too old and not work
14	Like:It help me to improve listening skills Dislike: on grammer part, it doesn't not explain enough for me to understand, this program has only one set answer that is pops up to explain when answer is wrong. So the explanation is sometimes does not guide me correctly
19	It really helps me !
22	I used the pronunciation software, which is helpful.
25	The pronunciation software. Is there any grammar software?
26	For me was very helpful.
28	Can be used in any time. Interesting content
34	No
36	It's very Good, a Lot of exercises and different is really Good.
38	I like to use the software. I just advise to add more courses for ESL 251.
44	All softwares are helpful.
46	I can study some listening and speaking skills by ESI software
47	Sometimes, headphone doesn't work.
55	the ESL software was really useful.
57	I liked software"Focus on Grammar 4"

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

Respondent	Response
3	I didn't know that
7	Dont go to the LSC very often
8	I don't know anything about this software
11	I am not available every day in weekdays. Only available in weekends .
15	I didn't know about that software.
16	I take my own computer everyday.
17	I don't know how to use
21	I didn't need it
23	I didn't need it

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

Respondent	Response
24	I don't know about it.
29	I don't know what is it.
39	Not needed for me
41	It's a little late that I knew the software.
42	I don't know what it is.
43	I didnt know about it
45	I don't have time to do it.
49	Didn't have time to go to lsc center
50	I wanted to do it, but I was busy for other priorities.
51	I didn't hear about it
53	I didn't have enough time to do that.
54	I'm not in an ESL class and I bring my own laptop.
56	I don't know
58	I prefer workshop

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

Respondent	Response
2	I don't know what to learn from this program.
6	Same as with the tutoring, I don't really have complaints. I do wish I could sign up for multiple language exchange partners but even so I'm still very happy. I love my partner and am thrilled this is offered at all.
9	I like it. I learn.
14	Like : help someone to learn my mother language Dislike: sometimes the session is bored
16	I like it very much . I made friends with my CCP partners "Patricia ".
22	Thank LSC for finding a language partner for me. We talk to each other to learn more about the native speakers, their behavior, idea, and culture.
23	Being partnered up with someone who actually spoke the language I was learning really helped me gain confidence and comfortability in speaking and pronunciation.
30	it's fun
50	I wanted to meet my partner, but we never met once. I think there's no force to carry out this program is the reason students easily ignore it even though they applied for it.
54	I liked that I could learn something new and interesting but my partner's schedule does not always match up with mine so we stopped meeting.

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

Respondent	Response
3	I didn't have time
5	I don't know about that
7	No information
8	I don't know much about it
11	I work two days a week and have class four days a week. I am not available.
14	To help other to learn my mother language
17	I don't know how to participate



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

Respondent	Response
19	I didn't know we have it
25	I didn't have time.
26	Because I didn't have time for my job.
29	I don't know about it.
33	I register late and no one available during my registration
34	No time
38	I really want to participate, but I have no time.
39	Lack of time
41	I don't have enough time.
42	I didn't know about that.
43	I dont know
44	I participated in many workshops, and I did not have enough time to this workshop.
49	No time
51	I couldn't find any partner.
53	I didn't have enough time to do that.
56	I don't know
58	I don't know about language exchange.

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

Respondent	Response
6	Having someone to help guide me in my studies has greatly increased both my comfort and confidence in each of the three languages I'm taking. I also very much appreciate that my tutors even took the time to explain cultural impacts on words or phrases as it helped me get a stronger idea of the meaning or use.
7	Not much help as I rarely go to the LSC
11	Helped me
12	N/A.
16	They helped me improved my English listening and speaking skills.
19	For reading words
21	We didn't really us the computers
23	n/a
30	give opportunity to communicate
39	Very helpful
45	I love these workshops, they can improve my English and make more new friends. Individual tutoring is also my favorite,I have more time to ask more spicific questions.
46	I can improve my listening and speaking skill
54	Since I was being taught by a student whose native language was the language I was learning, I could learn a lot more from them, and my partner provided me good websites and sources to learn from.
56	Good

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

<b>Respondent</b>	<b>Response</b>
6	Still no complaints! I love that the center is available and actively providing services, it definitely has helped me and I'm certain it's helped others as well.
7	No dislike to be honest
8	Good. It provides us with many learning opportunities.
11	Good instructors
12	I love it.
14	Candies they provide
16	Yes, I like it very much.
19	I just love it all
21	I liked how easy things were and how nice everyone is. I also liked the sessions of tutoring and how flexible to your schedule they are.
23	I enjoyed the friendly environment
26	I like a lot.
27	During Week 11, the choice of workshops is not enough, but I think Week 2 to Week 10 is OK.
30	it's fun
39	Helpful staff, good tutor, easy check in.
41	I like LSC, I will join workshops.
44	Most of workshops were very helpful specially conversation workshops, thank you so much.
45	Everything here is my favorite part in De Anza.
49	N/A
50	I really love LSC and the staffs there.
51	The tutors were very kind and patient. I have no complaint about the center.
53	It gives me a lot opportunity and idea to practice the conversation. All of instructor and staff are friendly to make a very comfortable learning environment for us. I really appreciate the effort and service they provided so I could gain more experience and solve my difficulties. I really love there.
54	I liked the friendly environment and everyone was very kind and patient.
56	No
58	I like this center.