

De Anza College Office of Institutional Research and Planning

To: Kanako Suda
From: Mallory Newell, De Anza College Institutional Research
Jerrick Gemena, Student Assistant
Date: 5/4/2018
Subject: Listening and Speaking Center Feedback, Winter 2018

A survey of Listening and Speaking Center (LSC) survey was conducted at the end of the Winter quarter in 2018. This resulted in 76 valid respondents.

Important Highlights Include:

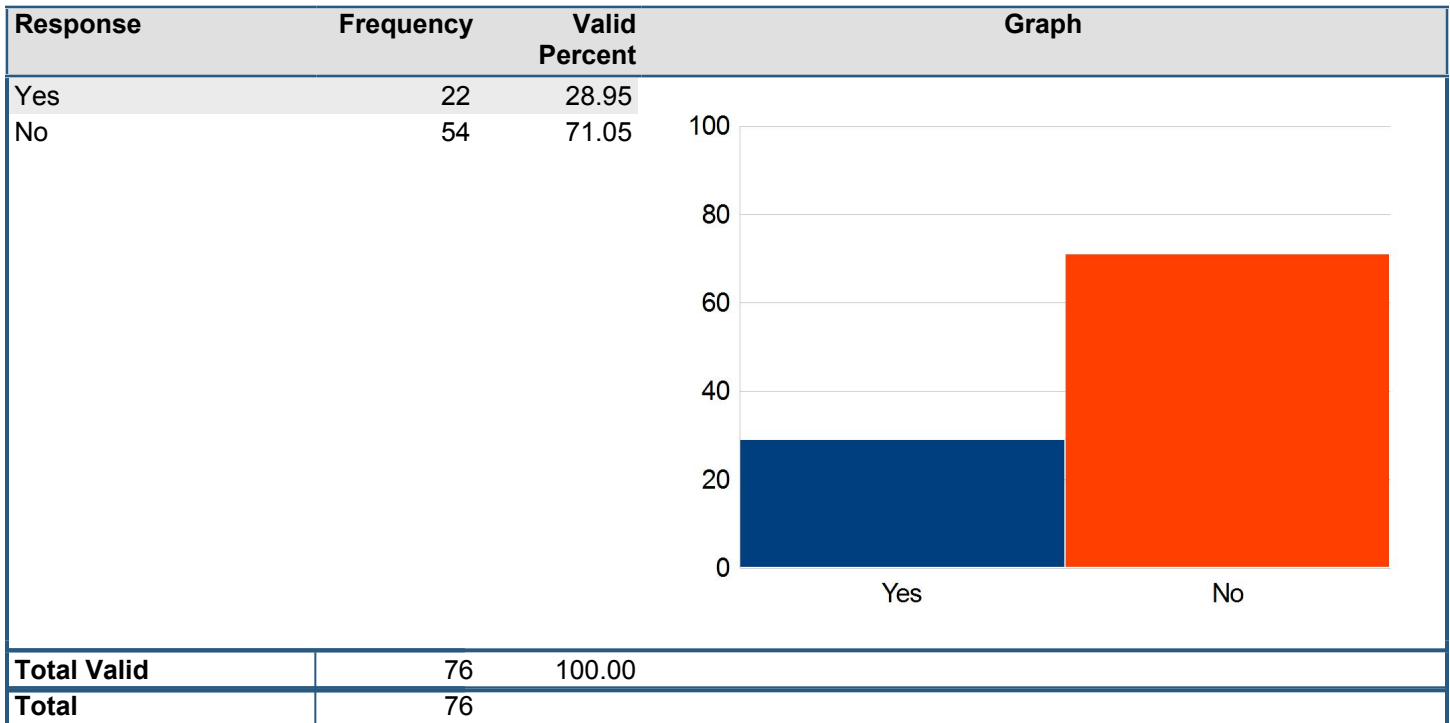
- 88% (67) of respondents found out about the Listening and Speaking Center through an instructor. (Question 2)
- 89% (68) of respondents did not participate in World Language Tutoring. (Question 17)
- 89% (63) of respondents did not participate in Language Exchange. (Question 22)
- 93% (71) of respondents 'agree' or 'strongly agree' that the staff helped make registering for different activities in the LSC (workshop, tutoring, and/or Language Exchange) easy and that the staff was friendly and helpful (Question 25a,b)
- 87% (66) of respondents 'agree' or 'strongly agree' that the workshop leader/tutor was on time. (Question 25e)
- 93% (71) of respondents 'agree' or 'strongly agree' that the workshop leader/tutor was willing to listen to questions and concerns and was patient. (Question 25f,g)
- 89% of respondents 'agree' or 'strongly agree' that the workshop leader/tutor helped them develop more effective study strategies. (Question 25j)
- 87% (55) of respondents who describe themselves as ESL students 'agree' or 'strongly agree' that listening and speaking affect their self-confidence more than writing and reading. (Question 27b)

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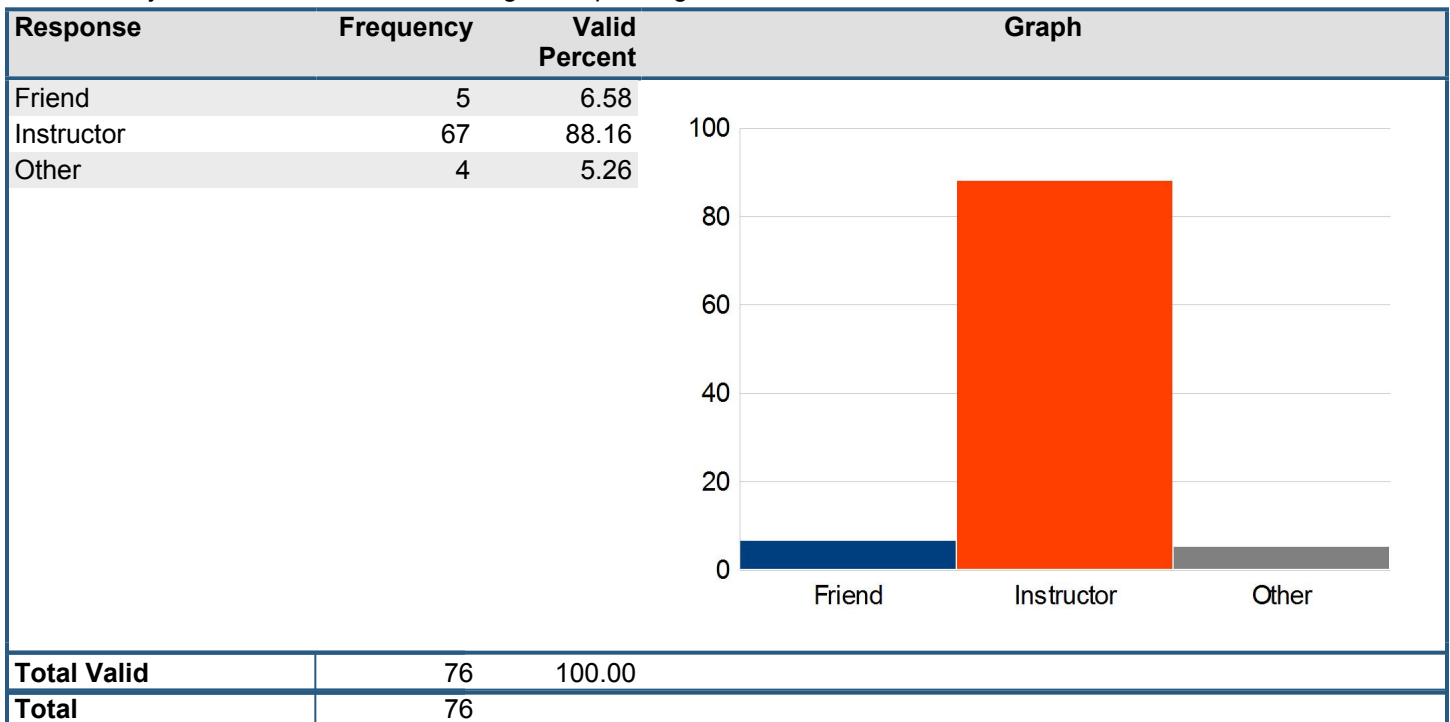
- 98% (62) of respondents who describe themselves as ESL students ‘agree’ or ‘strongly agree’ that listening and speaking skills are necessary to achieve their academic or career goals. (Question 27c)
- 90% (55) of respondents who describe themselves as ESL students ‘agree’ or ‘strongly agree’ that the LSC provides important opportunities for them to practice oral communication skills in English. (Question 27d)
- 88% (53) of respondents who describe themselves as ESL students ‘agree’ or ‘strongly agree’ that the LSC helped improve their English skills (listening, speaking, grammar, writing, and/or reading). (Question 28a)
- 97% (57) of respondents who describe themselves as ESL students ‘agree’ or ‘strongly agree’ that the LSC gave them more ways to improve their English skills (online resources, LSC programs, other De Anza resources, etc). (Question 28b)
- 85% (51) of respondents who describe themselves as ESL students ‘agree’ or ‘strongly agree’ that the LSC helped them feel more confident in using English. (Question 28c)

Winter 2018 Listening Speaking Feedback

1. Are you an international student? *



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



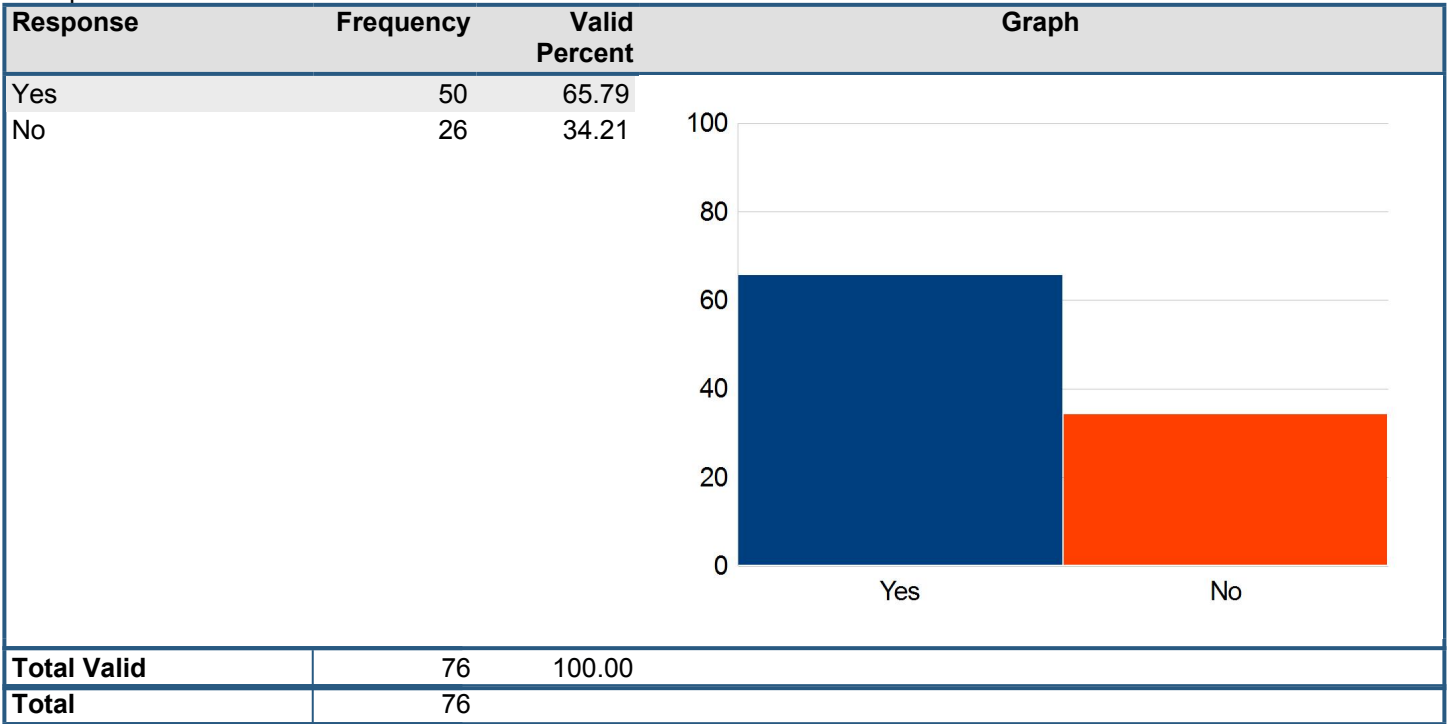
3. Which instructor(s)? Check all that apply.

Response	Frequency	Valid Percent	Graph
EWRT/READ/LART instructor	7	10.61	
Speech instructor	5	7.58	
World language class instructor	4	6.06	
Anderson Elaine	0	0.00	
Bankston Christopher	4	6.06	
Barasch-Kane Nancy	1	1.52	
Betlach Marcy	2	3.03	
Boerner Karen	4	6.06	
Boyd Cristin	1	1.52	
Carobus Patricia	3	4.55	
Carrell Tanya	4	6.06	
Chai Christine	3	4.55	
Cooper Susan	1	1.52	
Culver Matthew	0	0.00	
Dodd Elizabeth	1	1.52	
Dubarry Michele	5	7.58	
Flores Kathy	4	6.06	
Goodwin Mary Ellen	1	1.52	
Goksel-Demir Ebru	0	0.00	
Hamilton Webster	8	12.12	
Haven Kathy	2	3.03	
Heistein Gloria	0	0.00	
Himes Gretchen	1	1.52	
Ifft MaryAnne	0	0.00	
Kohnhorst Lisa	1	1.52	
Lam Clara	1	1.52	
Lee Charles	7	10.61	
Lee Andrea	2	3.03	
Leung Kai-Cheon	0	0.00	
Marchiano Michelle	0	0.00	
Marianetti Noel	0	0.00	
Marin Maria	4	6.06	
Molino-Torres Alejandro	0	0.00	
Newman Cheri	2	3.03	
Norman Craig	31	46.97	
Nguyen Lynh	1	1.52	
Ormeno Valerie	0	0.00	
Ouyang Caroline	0	0.00	
Rivera Meegan	0	0.00	
Ruumet Marika	0	0.00	
Stranahan Sharon	6	9.09	
Sklyar Angelina	2	3.03	
Thistlethwaite Ann	1	1.52	
Thot-Johnson Iris	0	0.00	
Topalovic Jasmina	0	0.00	

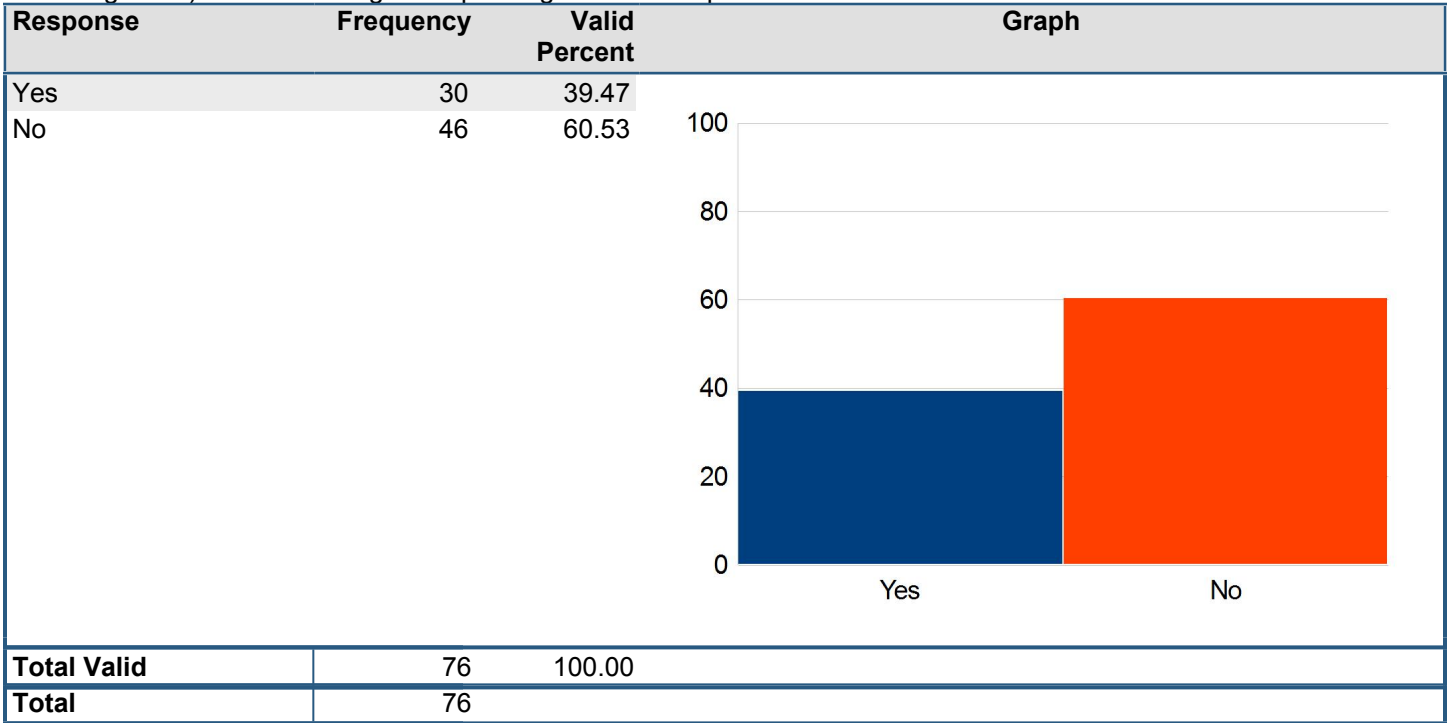
Tracey Iva	2	3.03
Tung Daniel	1	1.52
Wong Letty	3	4.55
Yee Linda	3	4.55

Total Valid	66	100.00
Invalid Response	10	
Total	76	

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

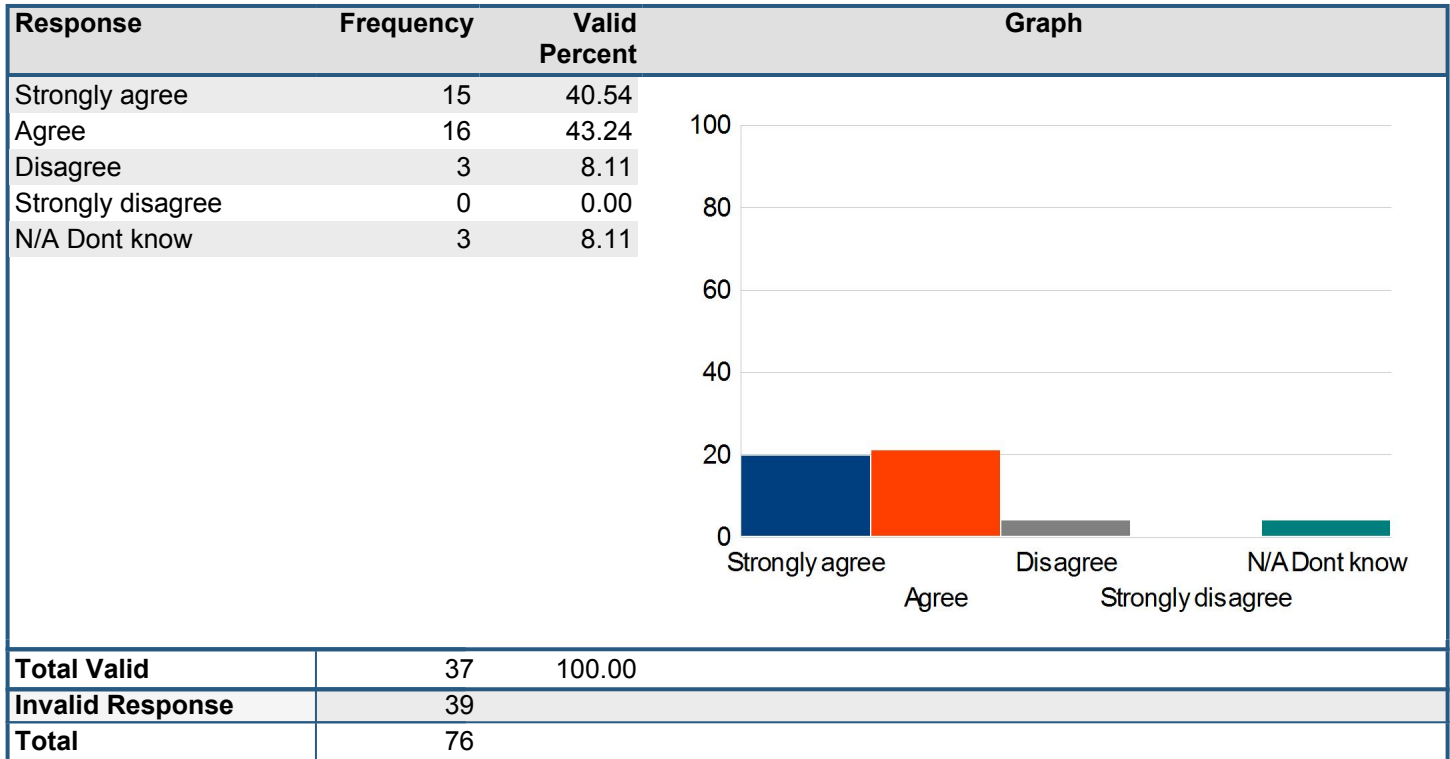


8. Did you participate in any of the ESL 251 Support Workshops (Pronunciation Skills, Presentation Skills, and/or Listening Skills) in the Listening and Speaking Center this quarter? *

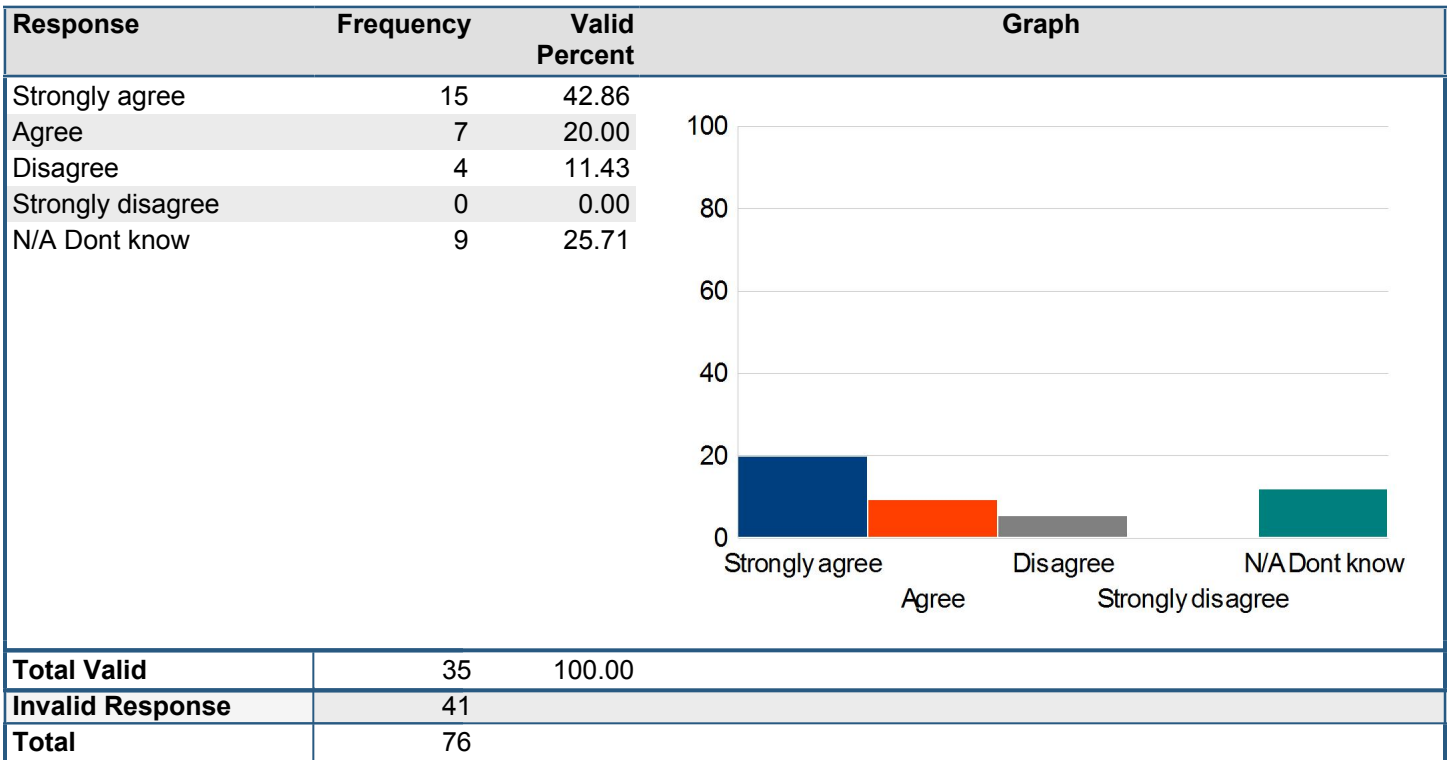


9. How did the workshop help or not help you?

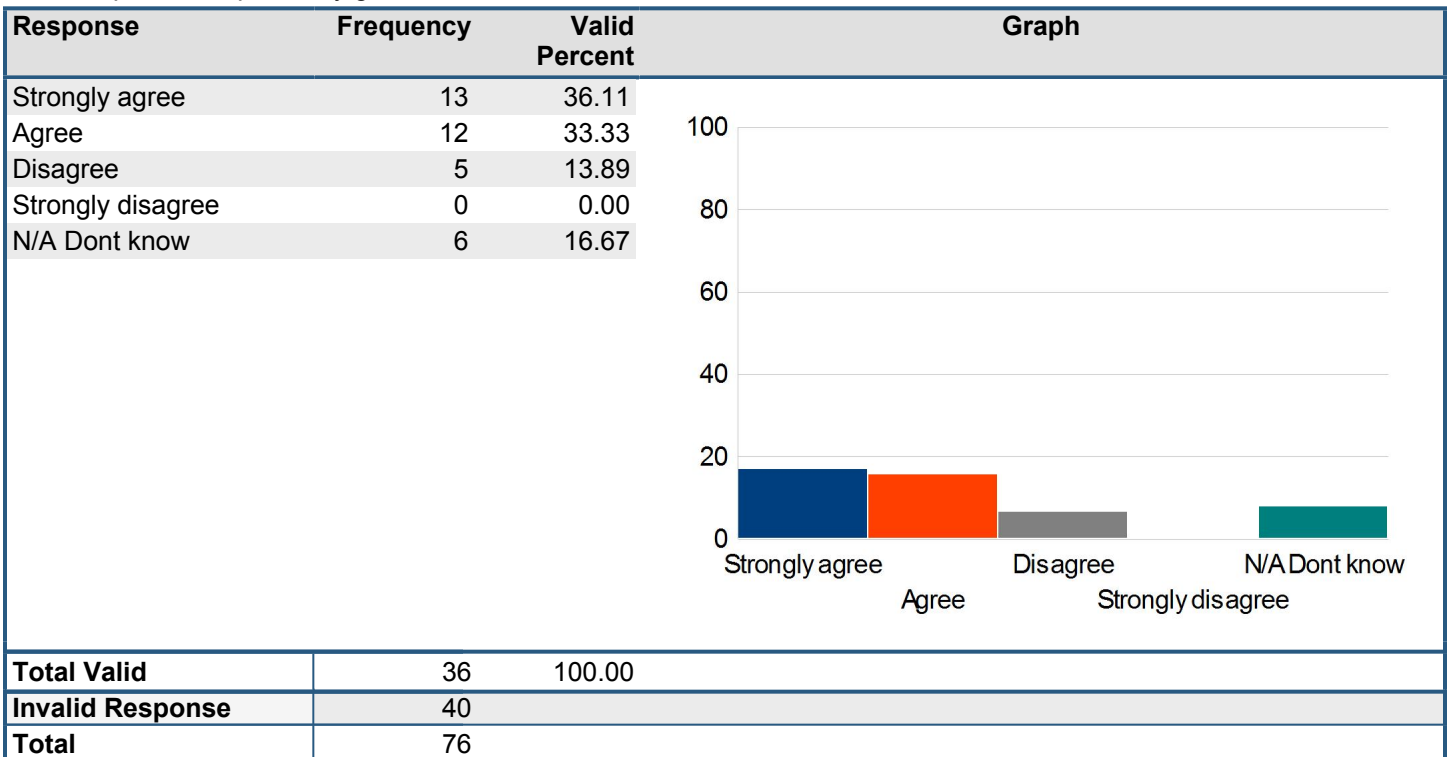
9a. It helped me improve my study habits.



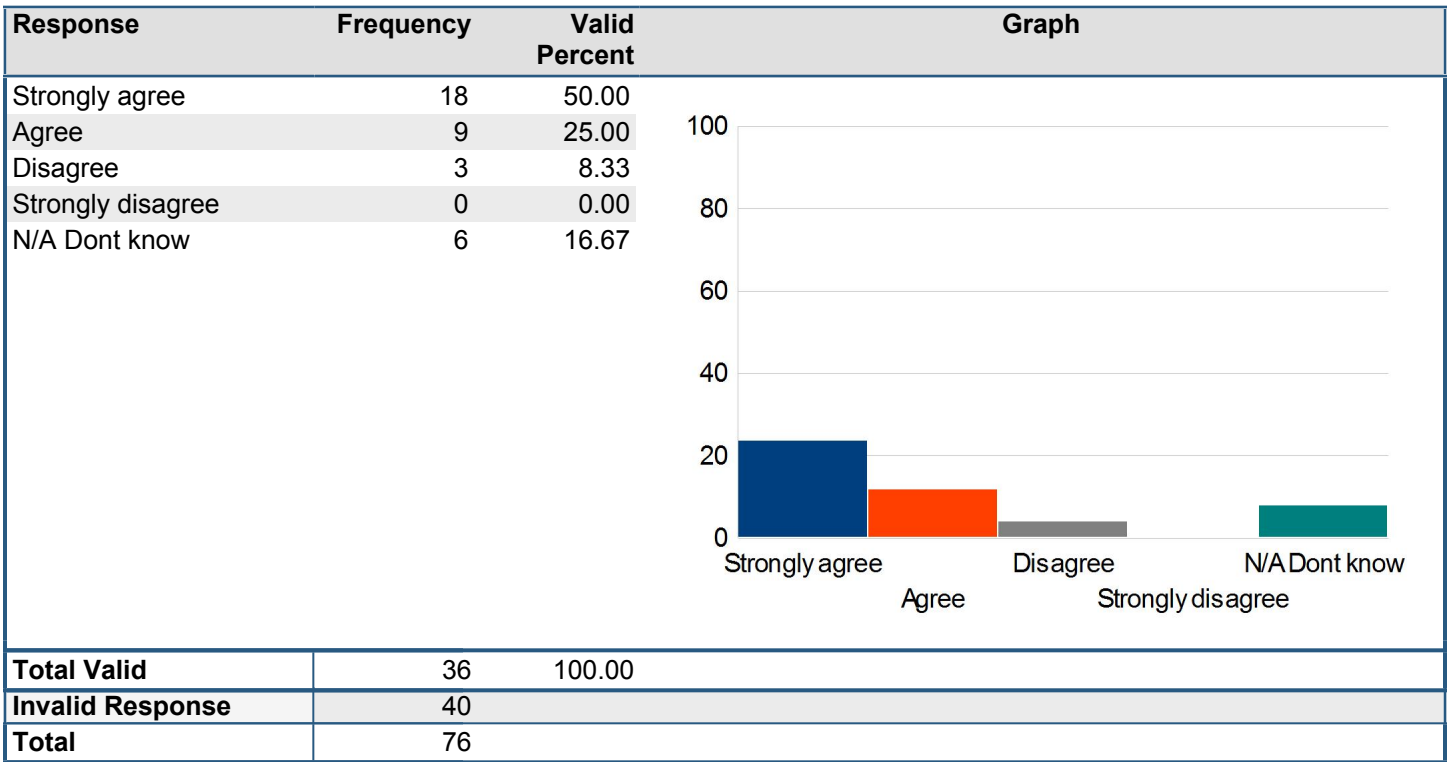
9b. It helped me improve my grade in ESL 251.



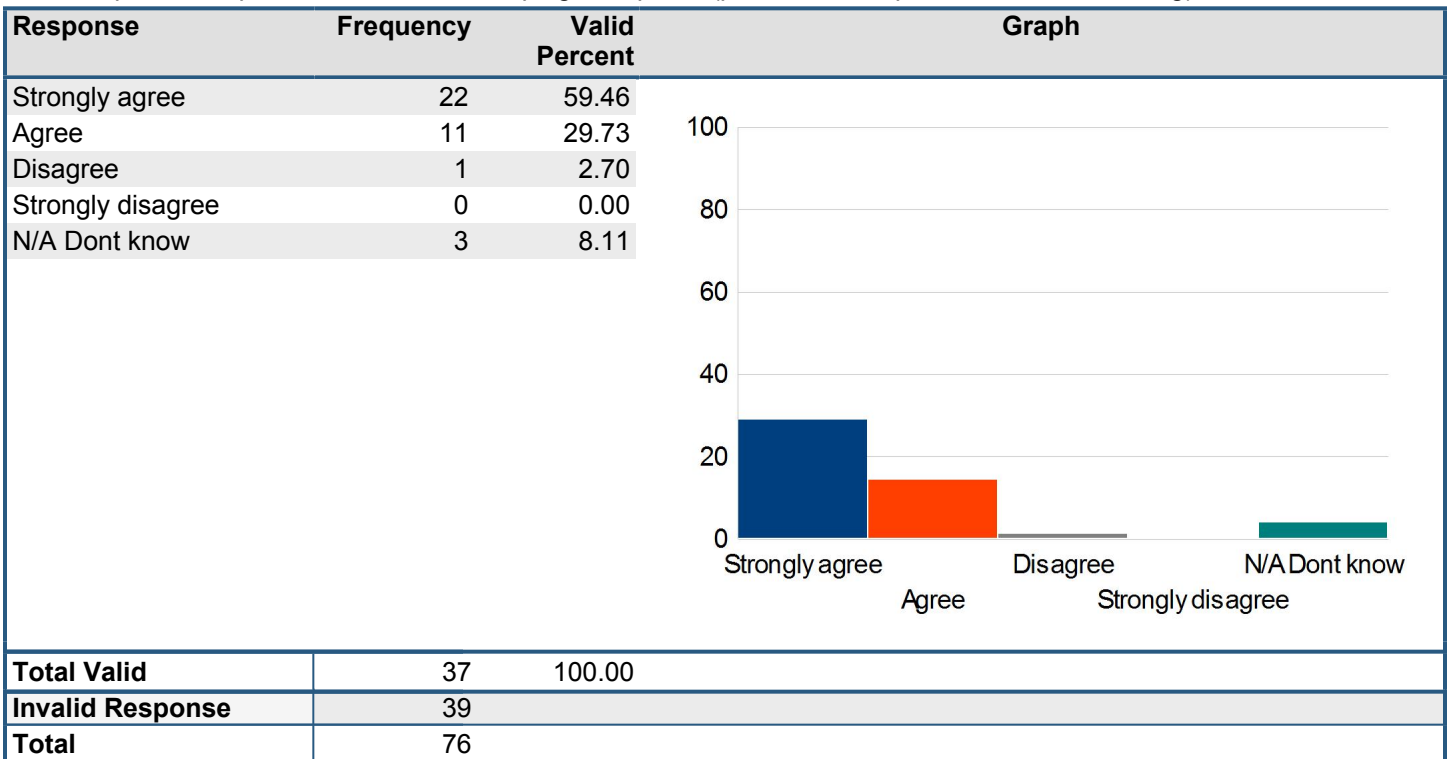
9c. It helped me improve my grades in other classes.



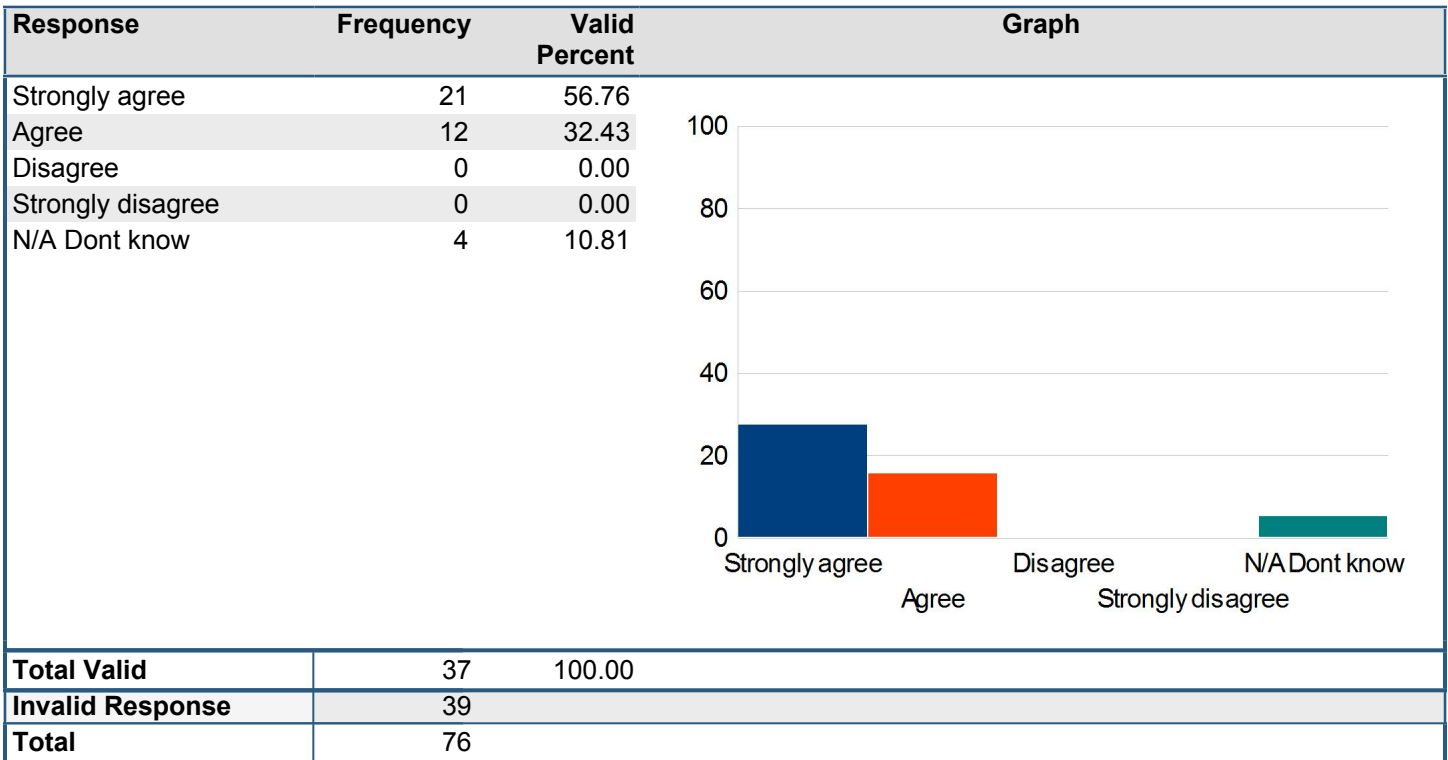
9d. It helped me understand the class materials (lecture, textbook, and assignments) in ESL 251.



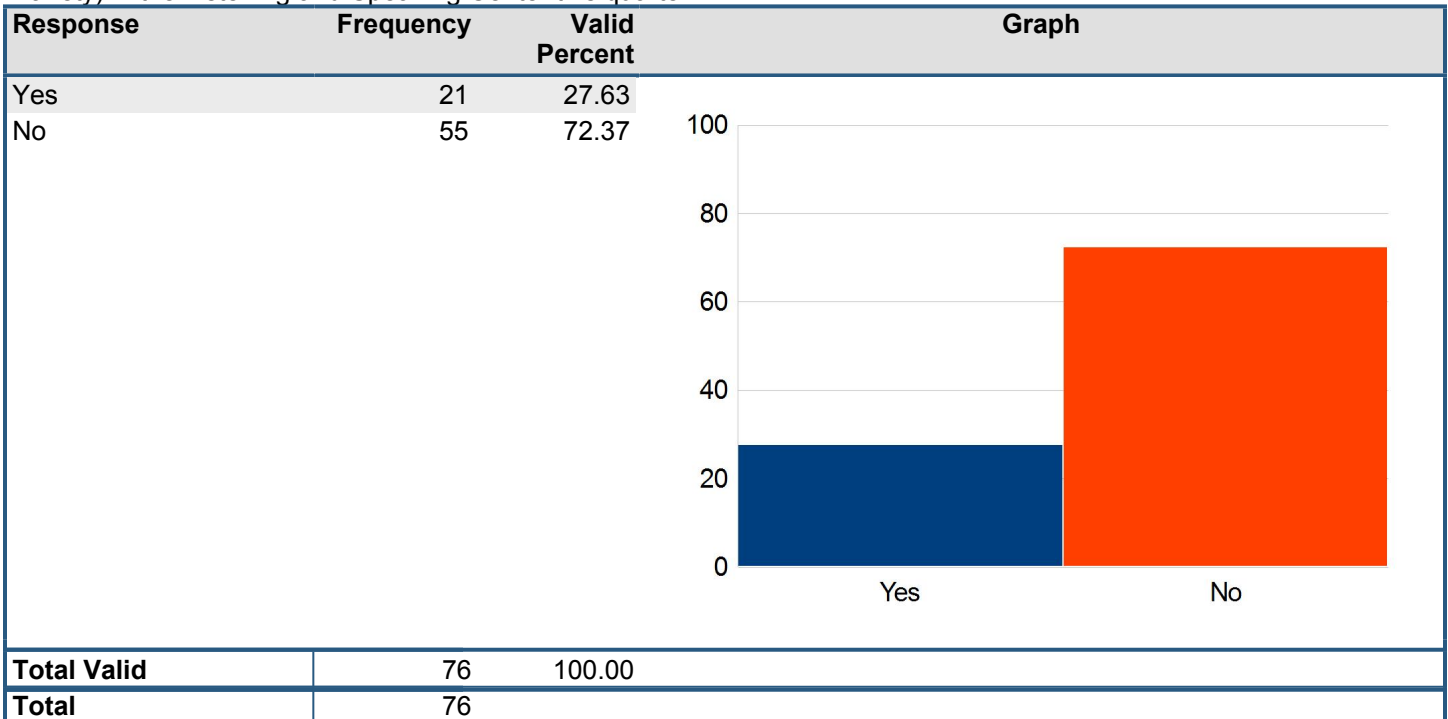
9e. It helped me improve the skills I was hoping to improve (pronunciation, presentation, or listening).



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

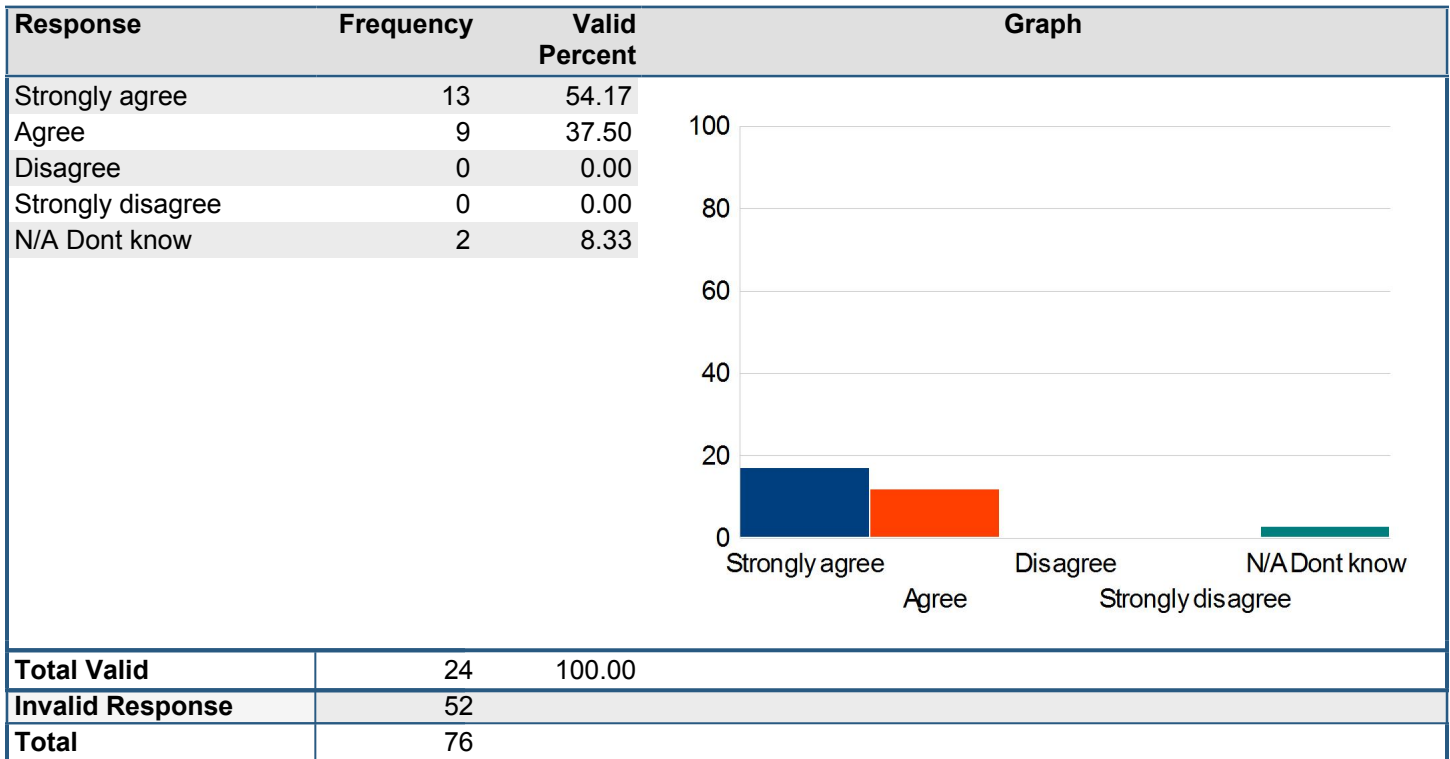


11. Did you participate in any of the ESL 253 Support Workshops (Perfect Tense, Adjective Clause, and/or Sentence Variety) in the Listening and Speaking Center this quarter? *

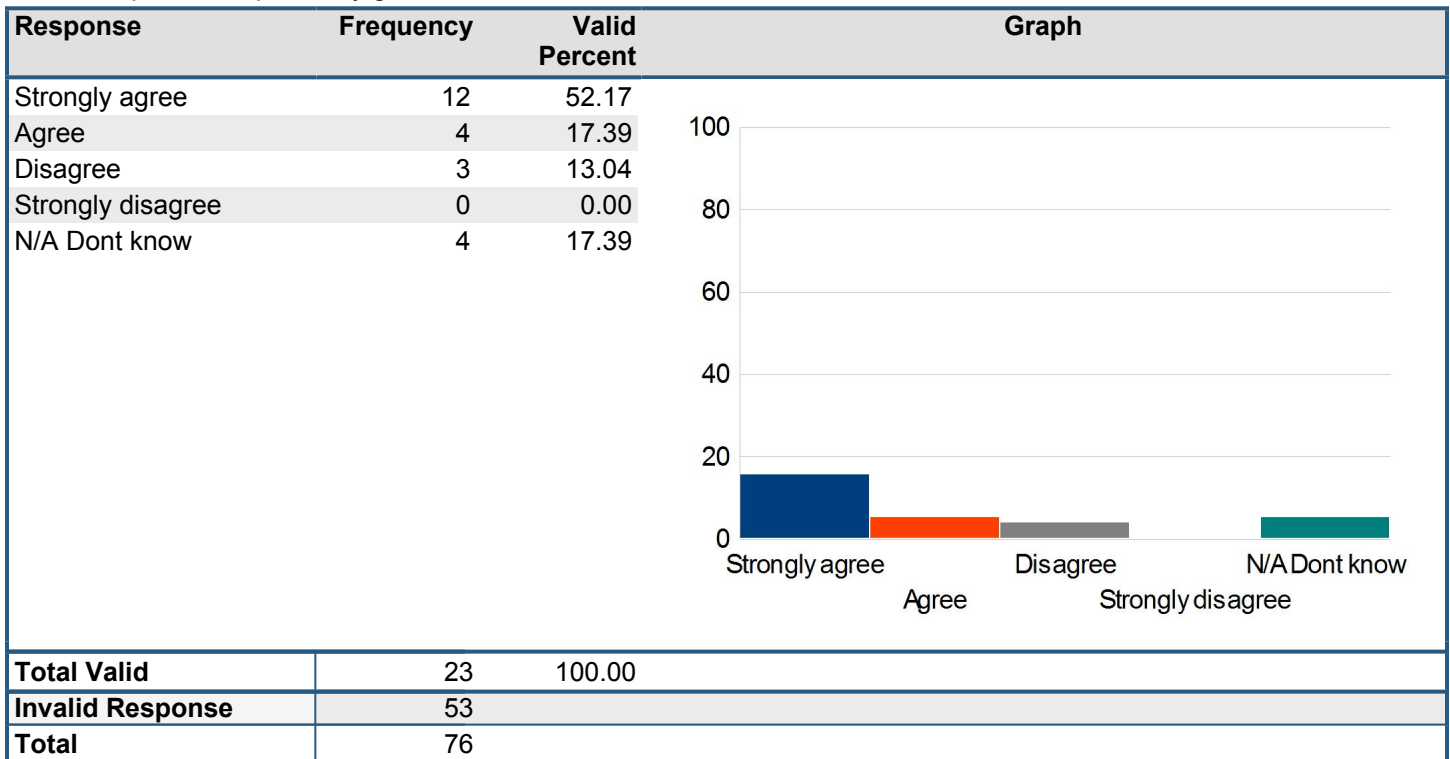


12. How did the workshop help or not help you?

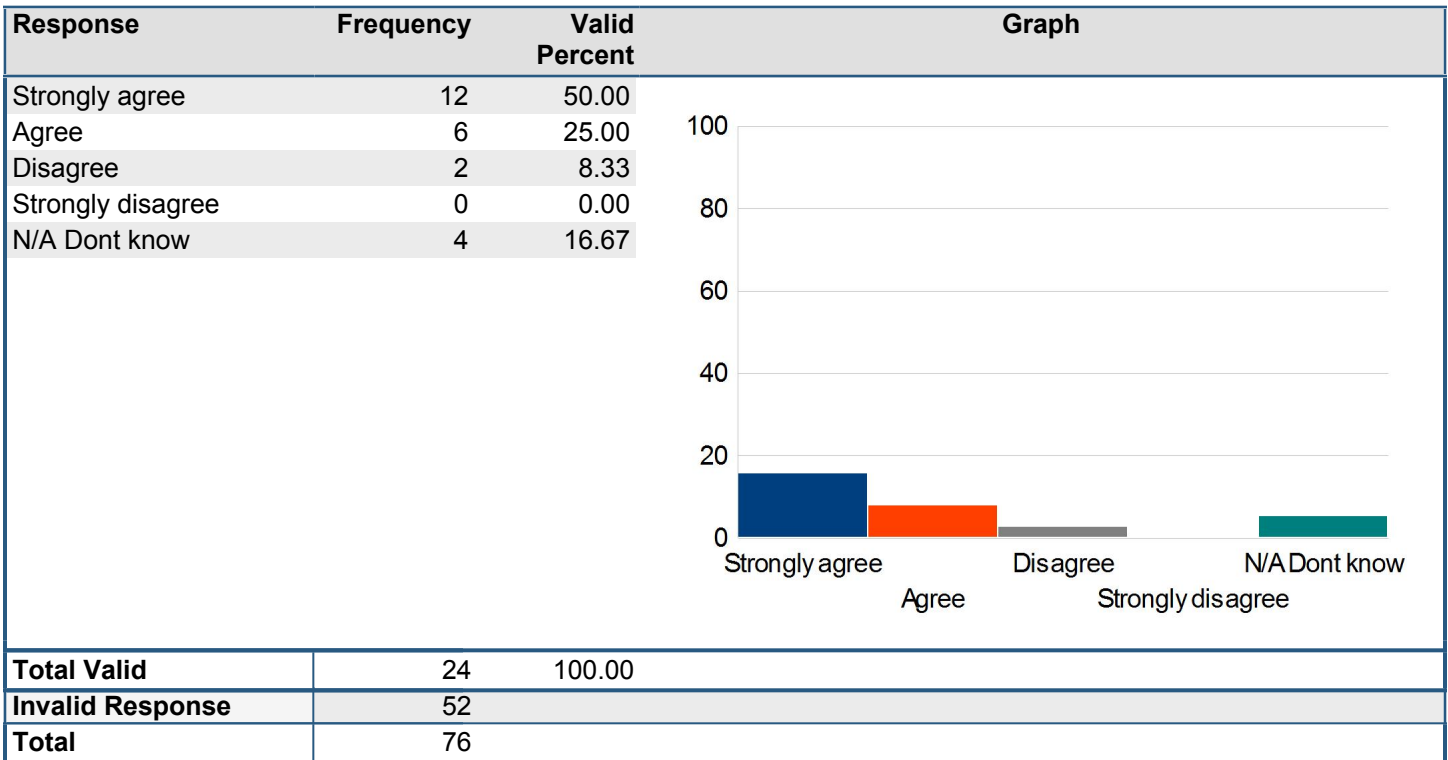
12a. It helped me improve my study habits.



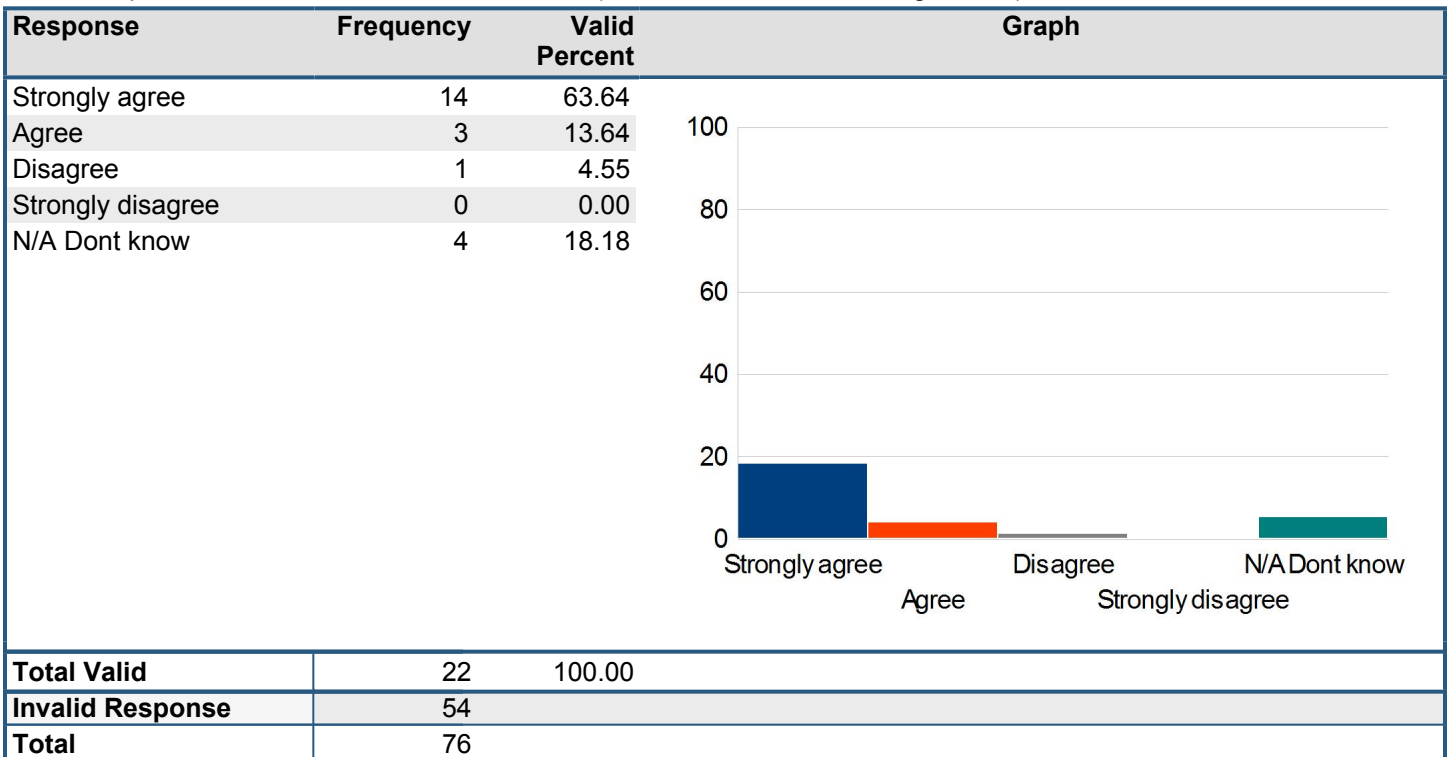
12b. It helped me improve my grade in ESL 253.



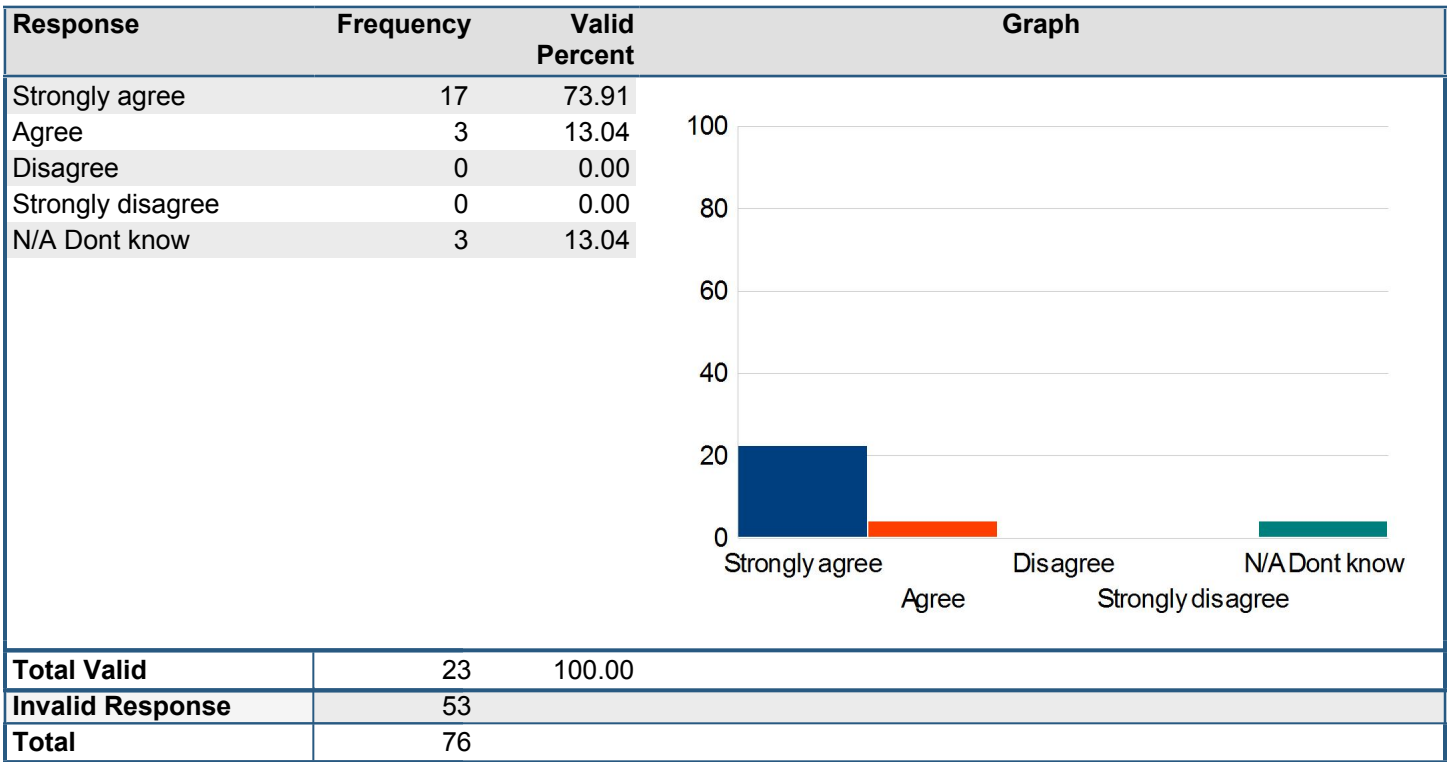
12c. It helped me improve my grades in other classes.



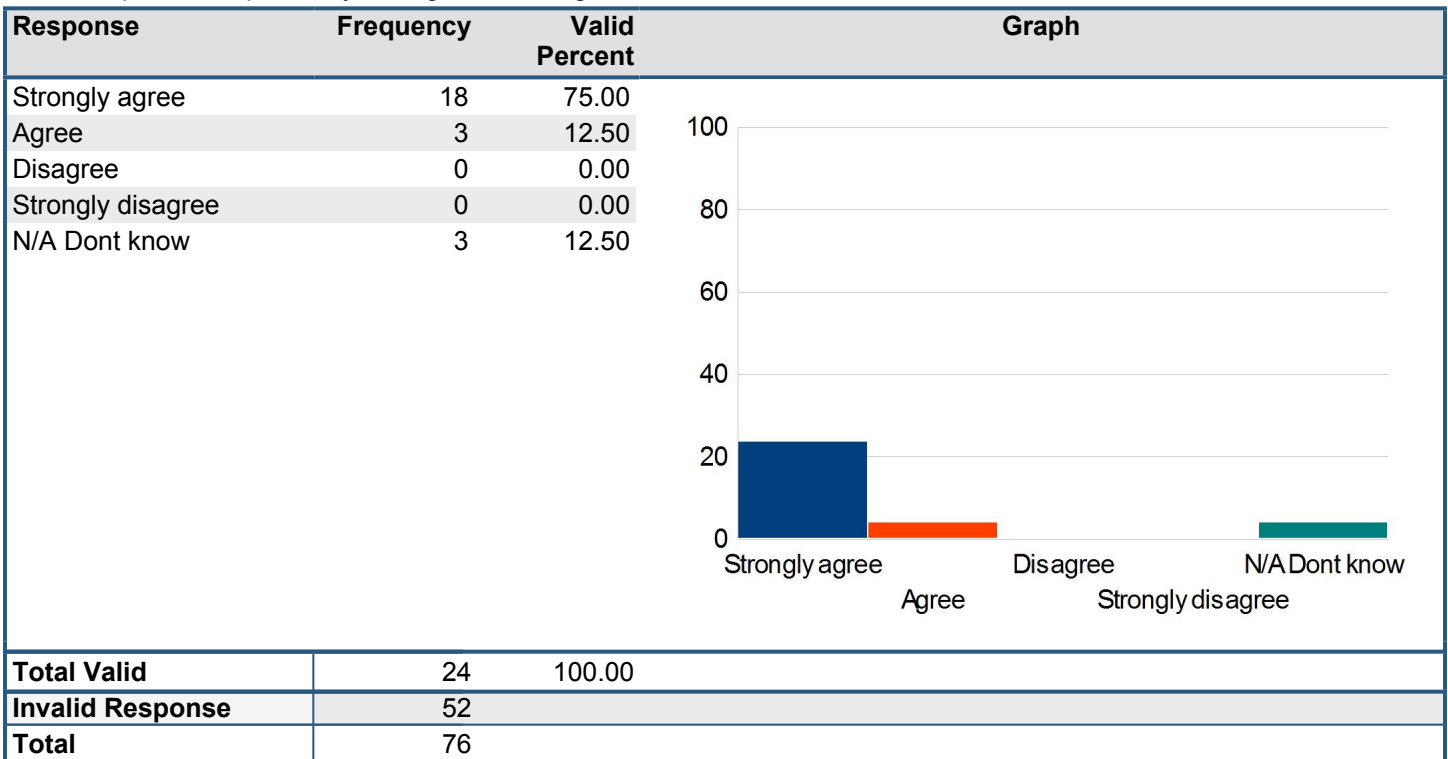
12d. It helped me understand the class materials (lecture, textbook, and assignments) in ESL 253.



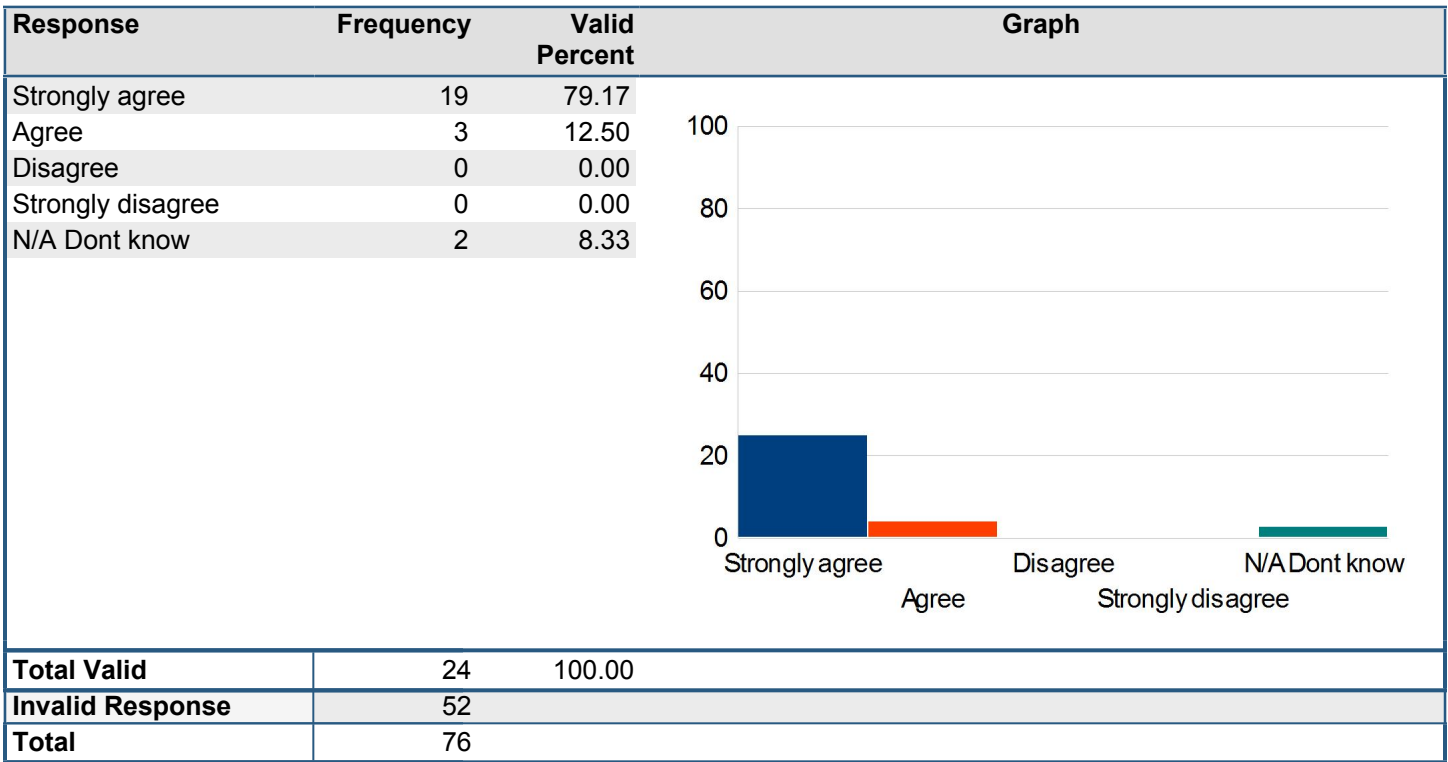
12e. It helped me improve my English grammar.



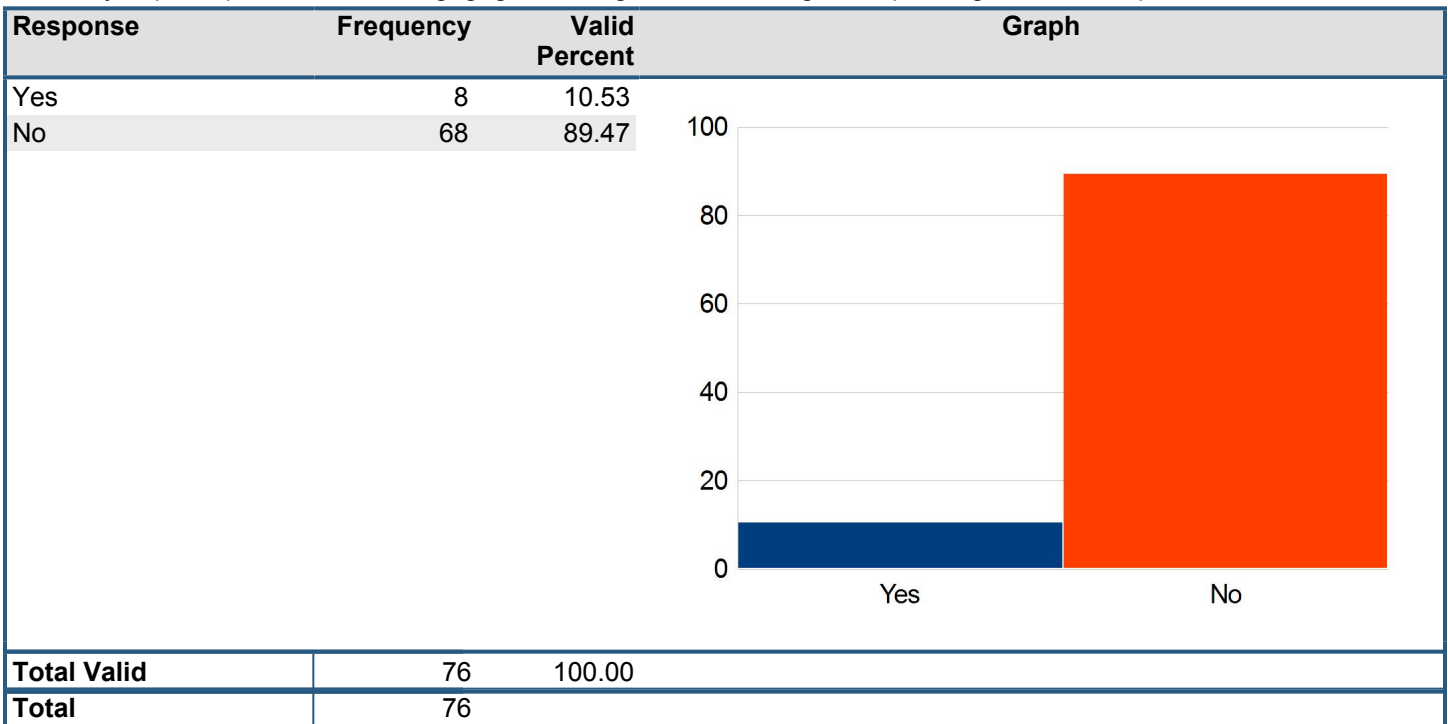
12f. It helped me improve my writing skills in English.



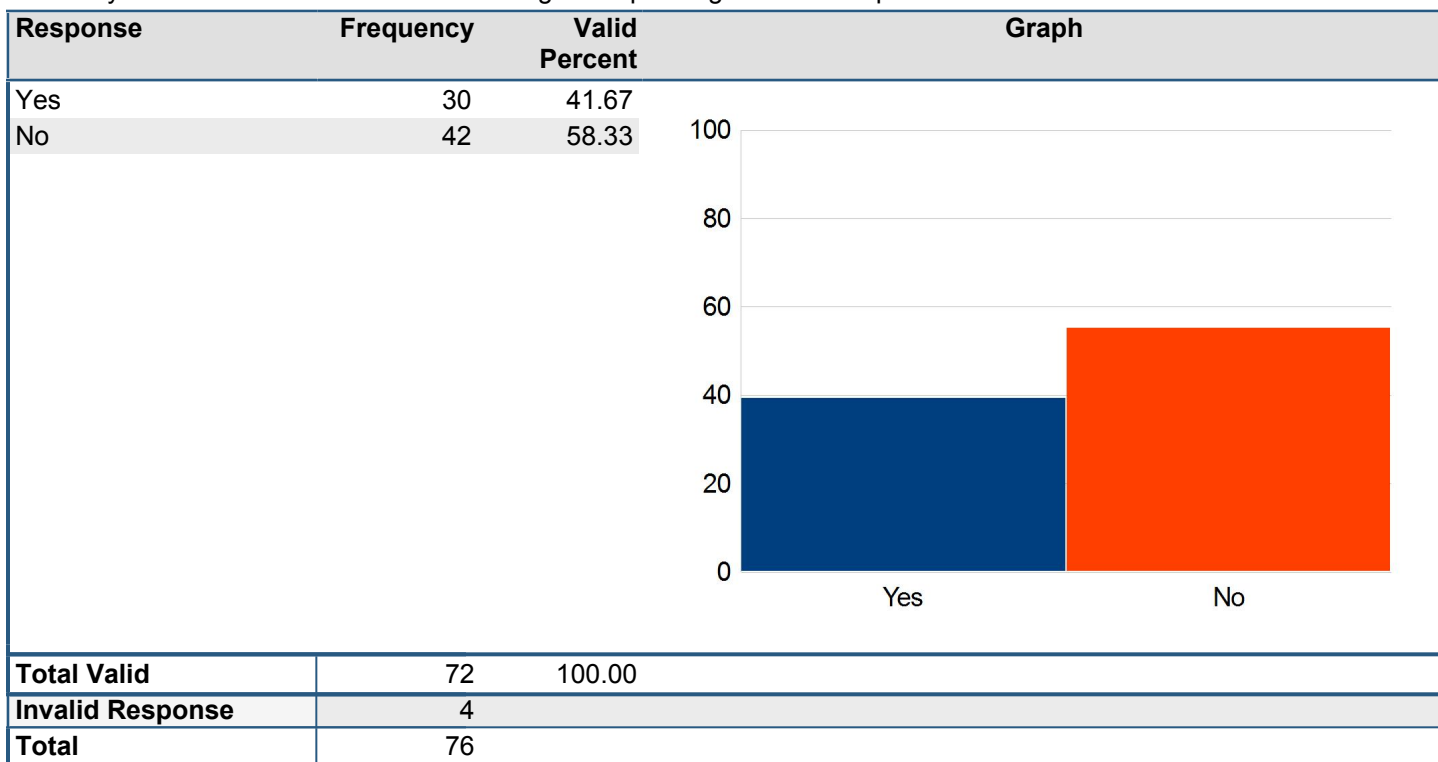
12g. Overall, I was pleased with the workshop.



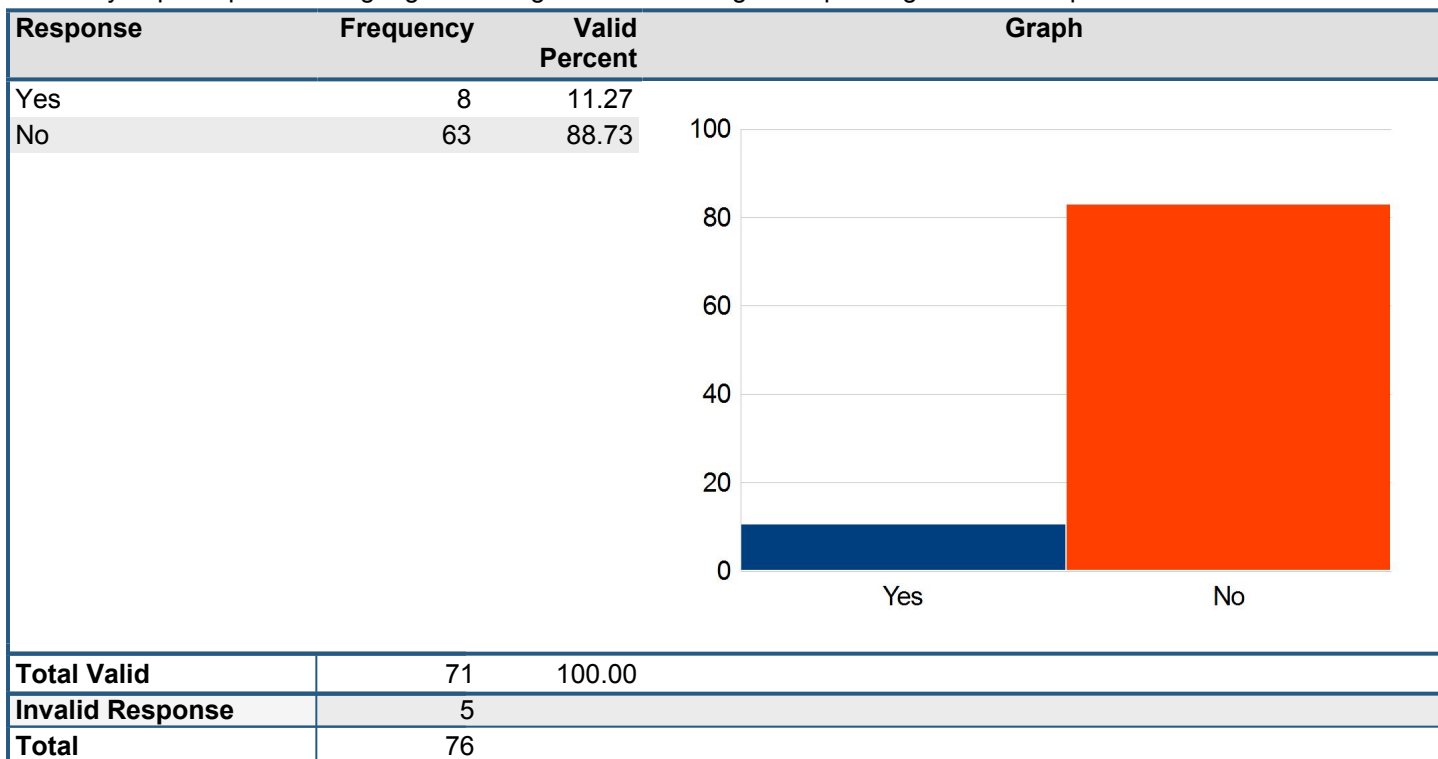
17. Did you participate in World Language Tutoring in the Listening and Speaking Center this quarter? *



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

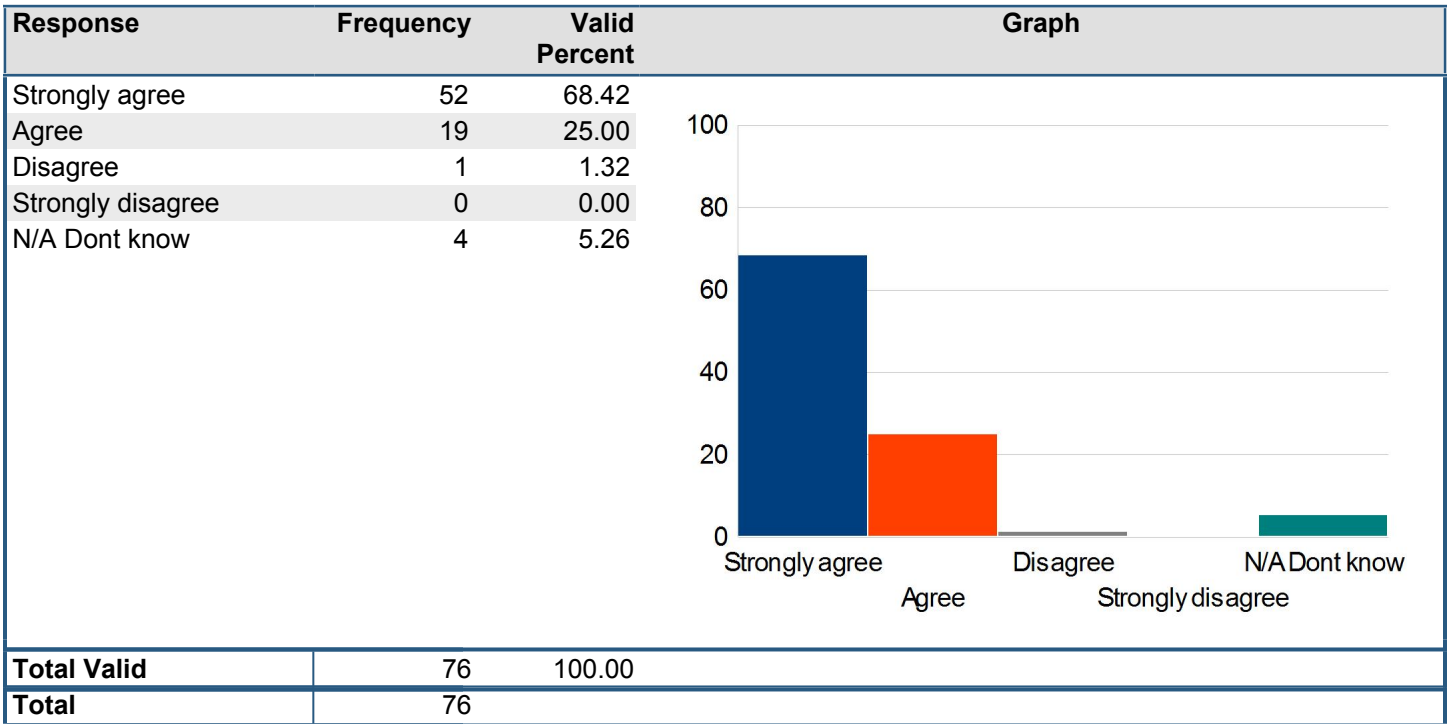


22. Did you participate in Language Exchange in the Listening and Speaking Center this quarter? *

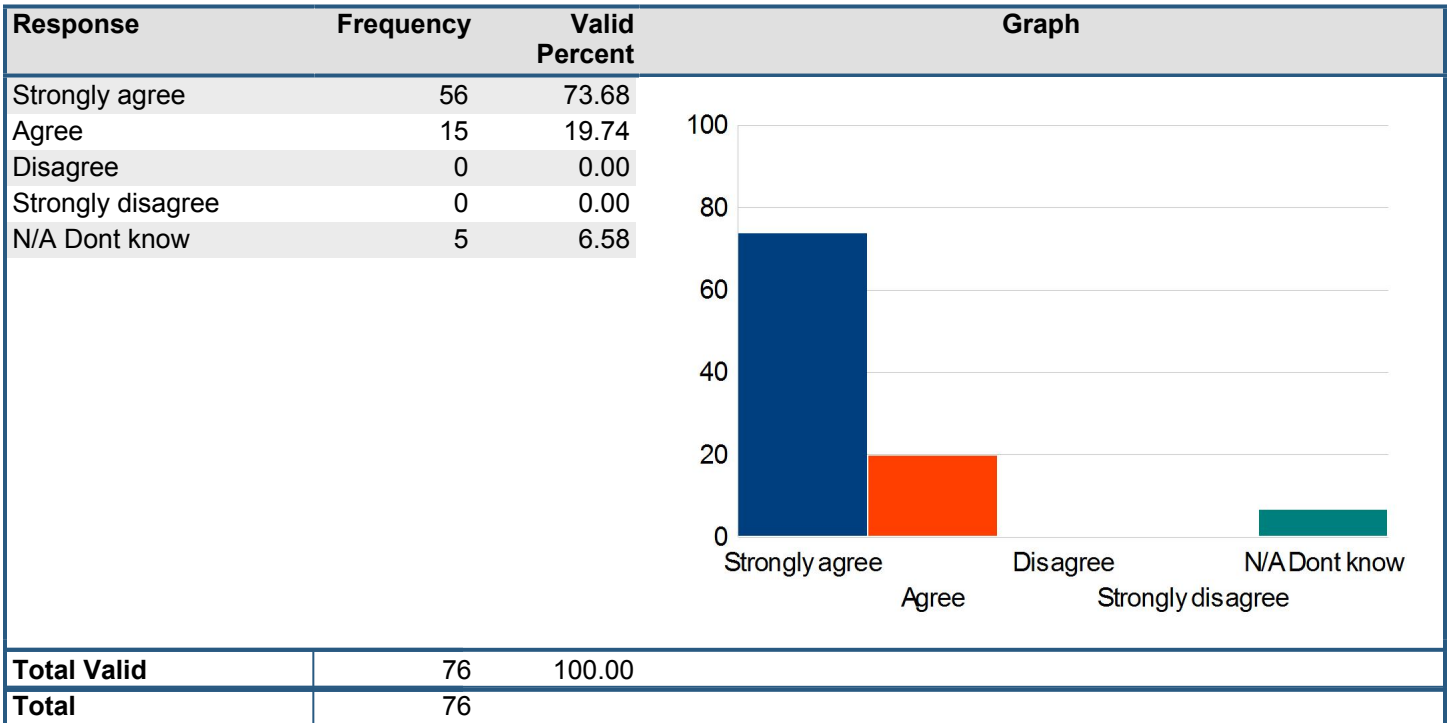


25. How did our staff help or not help you?

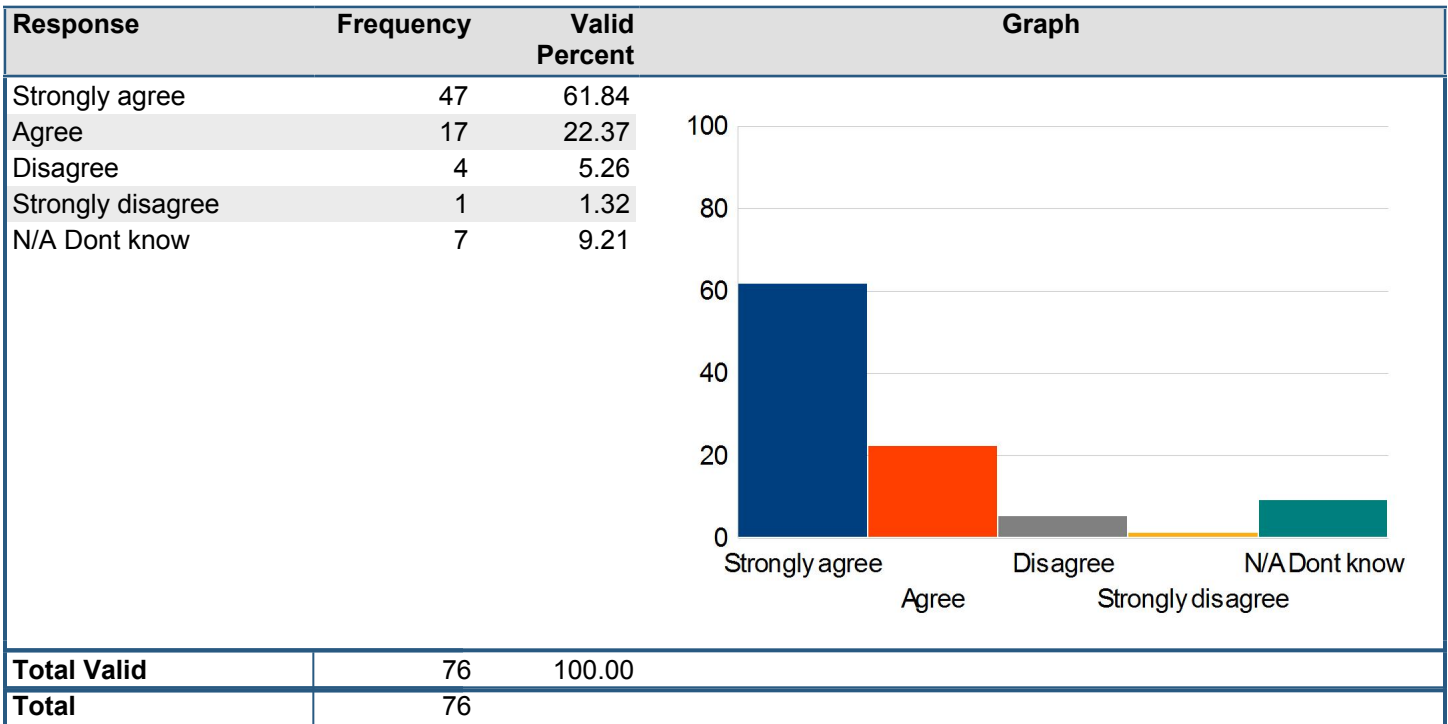
25a. It was easy to register for different activities in the LSC (workshop, tutoring, and/or Language Exchange).



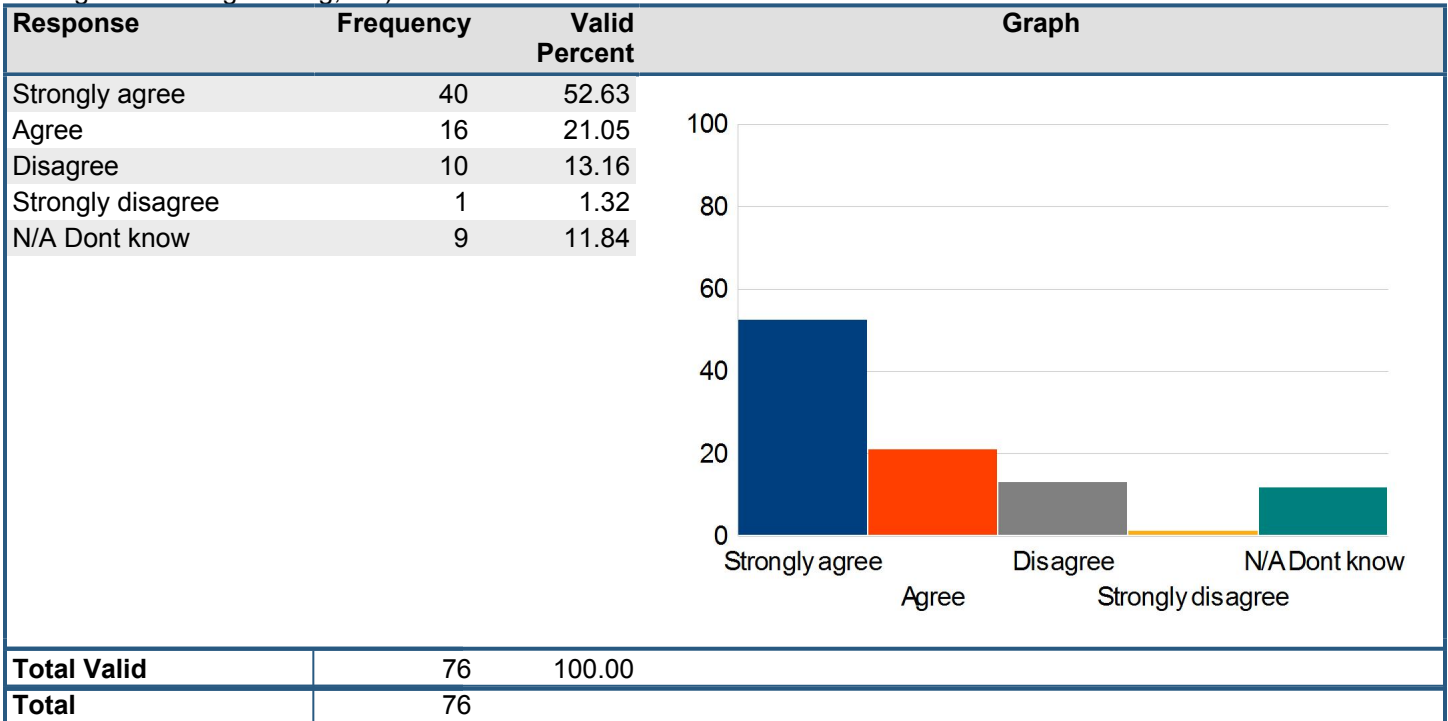
25b. The staff was friendly and helpful.



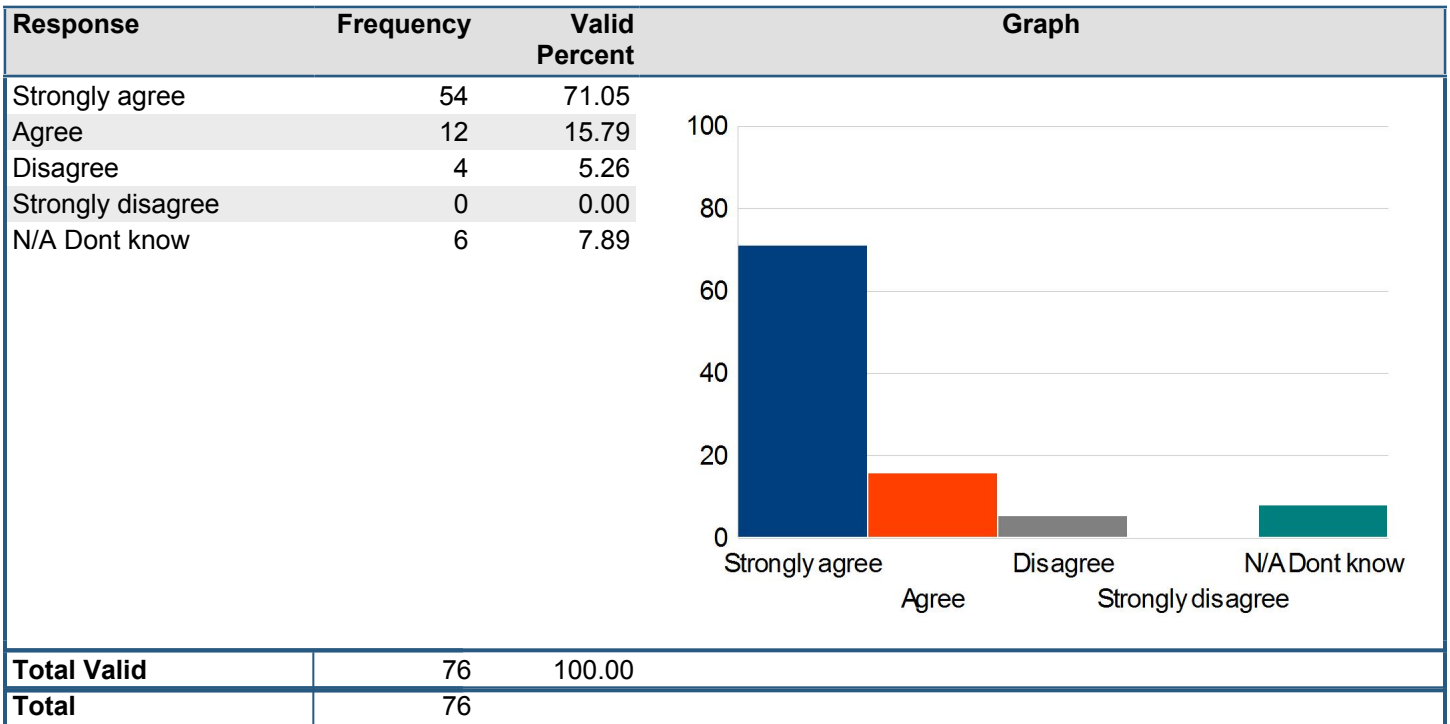
25c. The staff took the time to explain the services offered in the LSC.



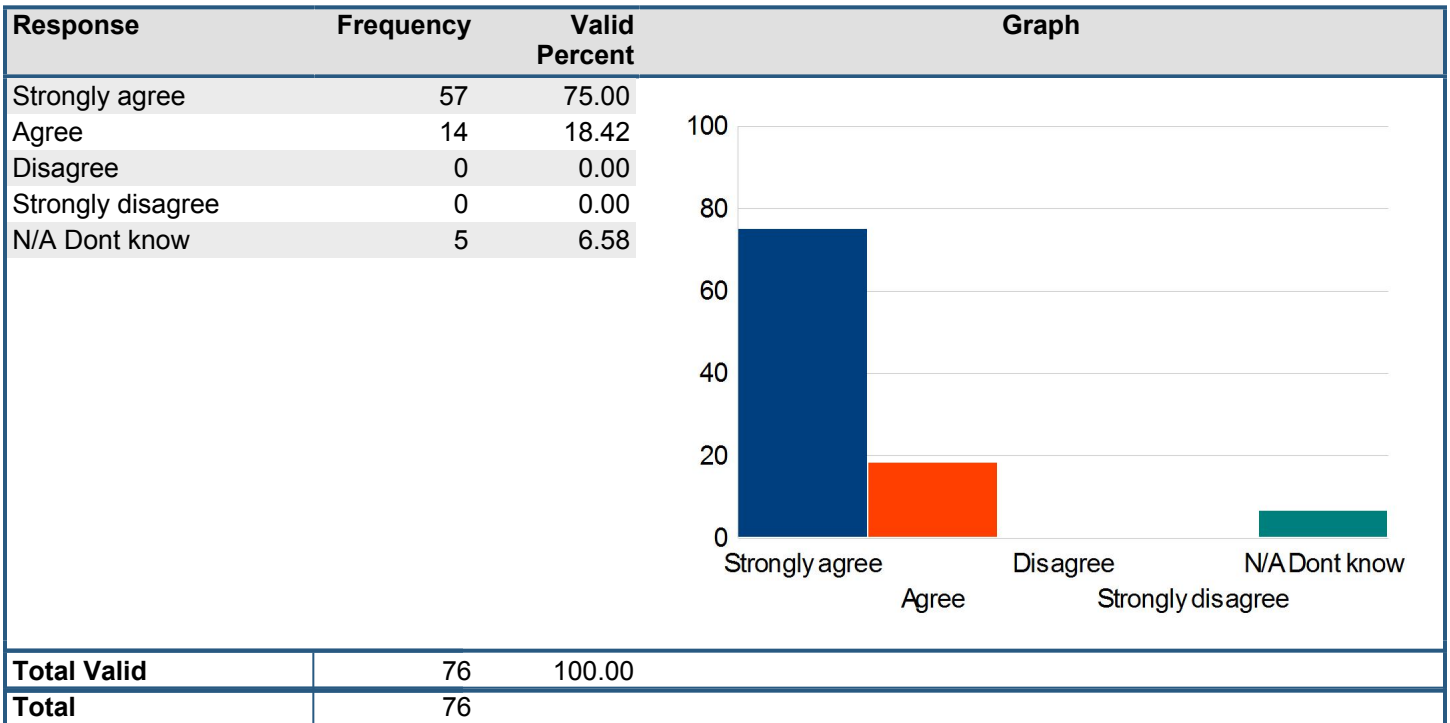
25d. The staff explained the policies and procedures for using other Student Success Center services (Skills workshop, writing and reading tutoring, etc).



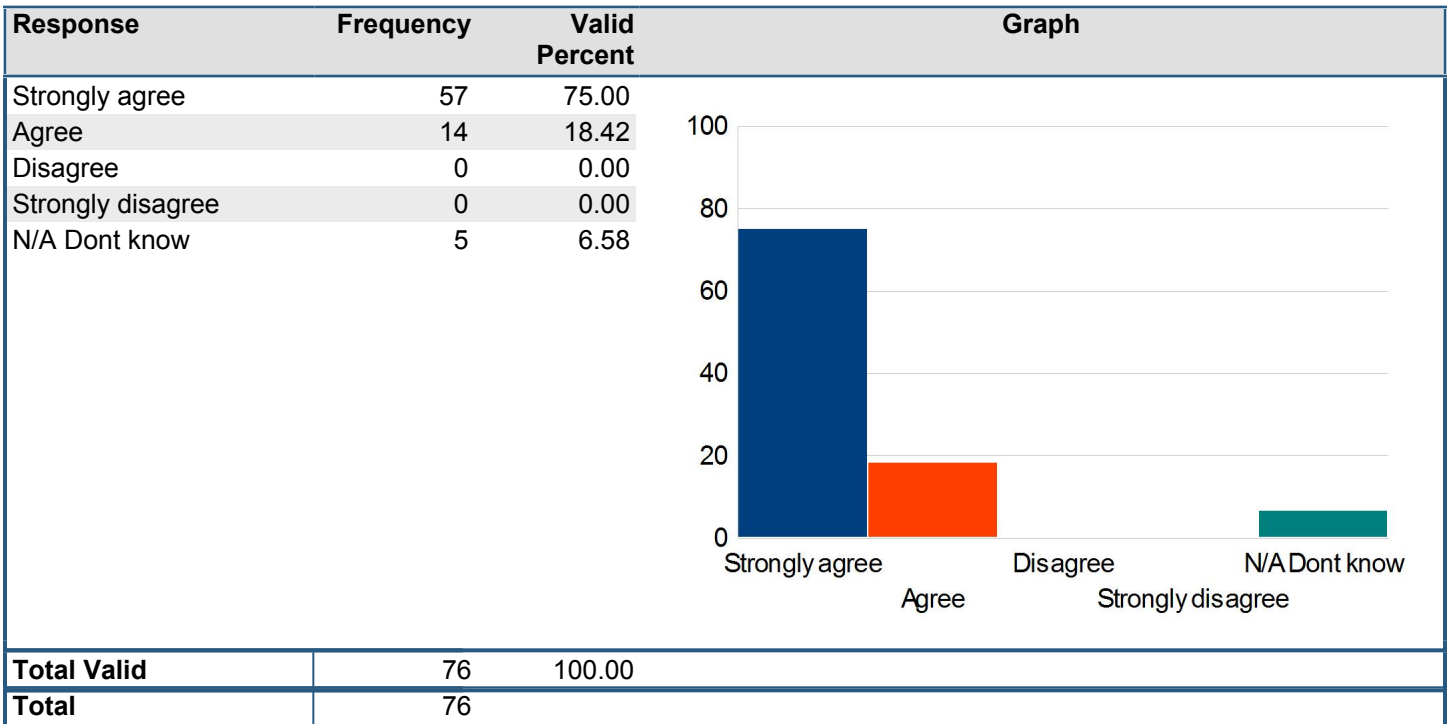
25e. The workshop leader / tutor was on time.



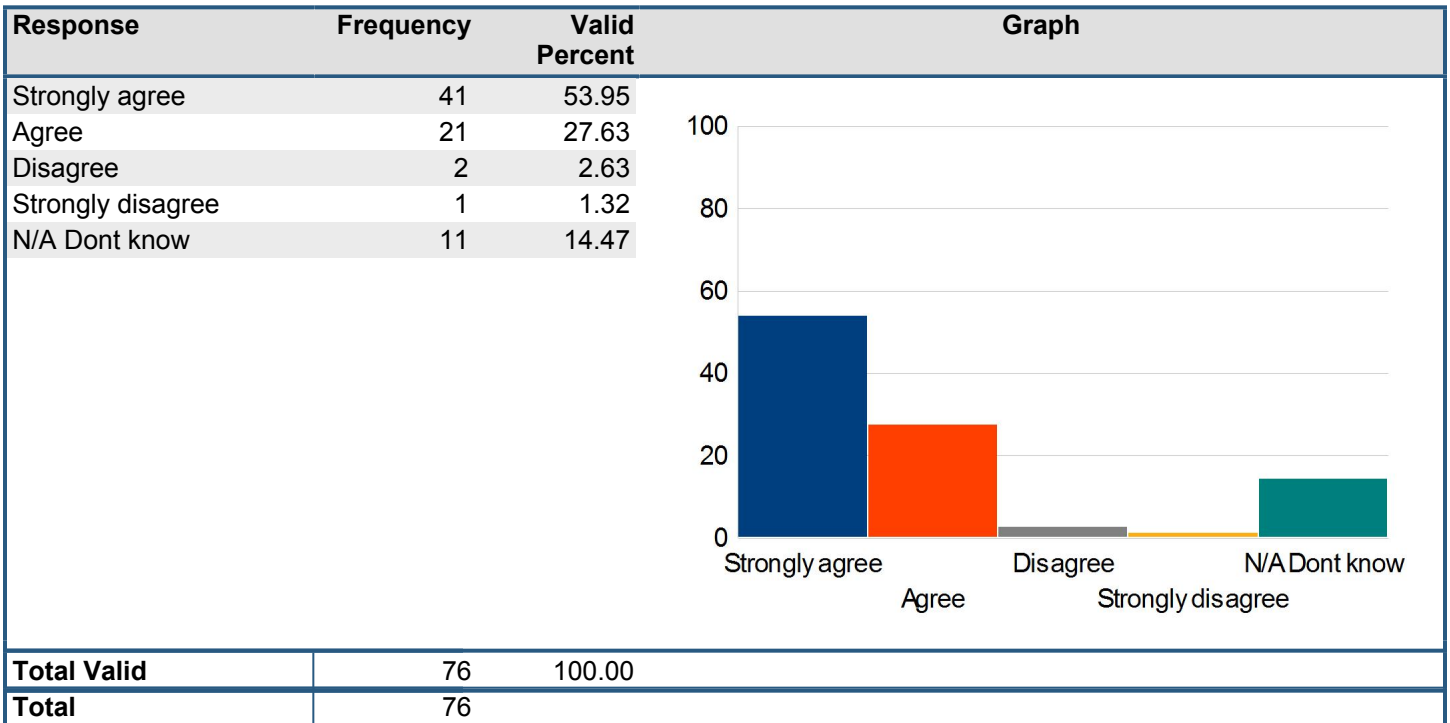
25f. The workshop leader / tutor was willing to listen to my questions and concerns.



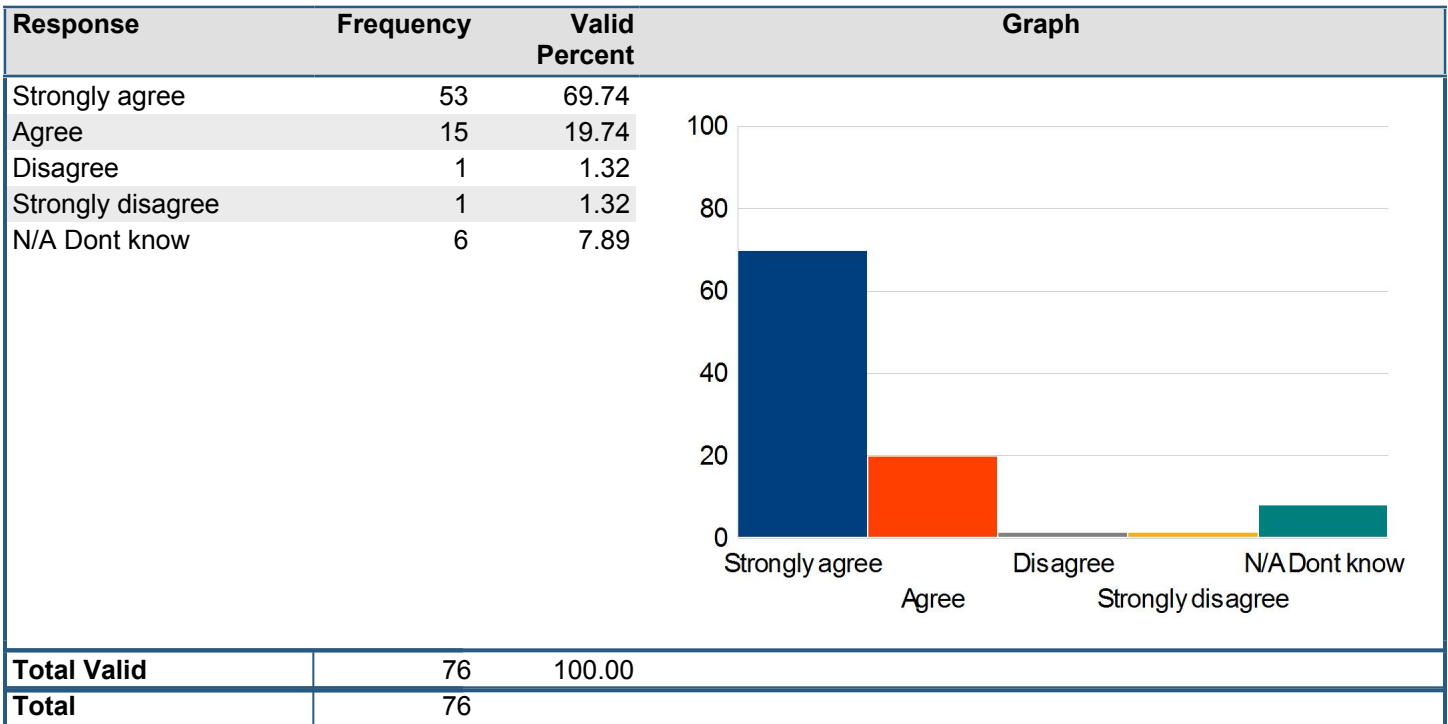
25g. The workshop leader / tutor was patient.



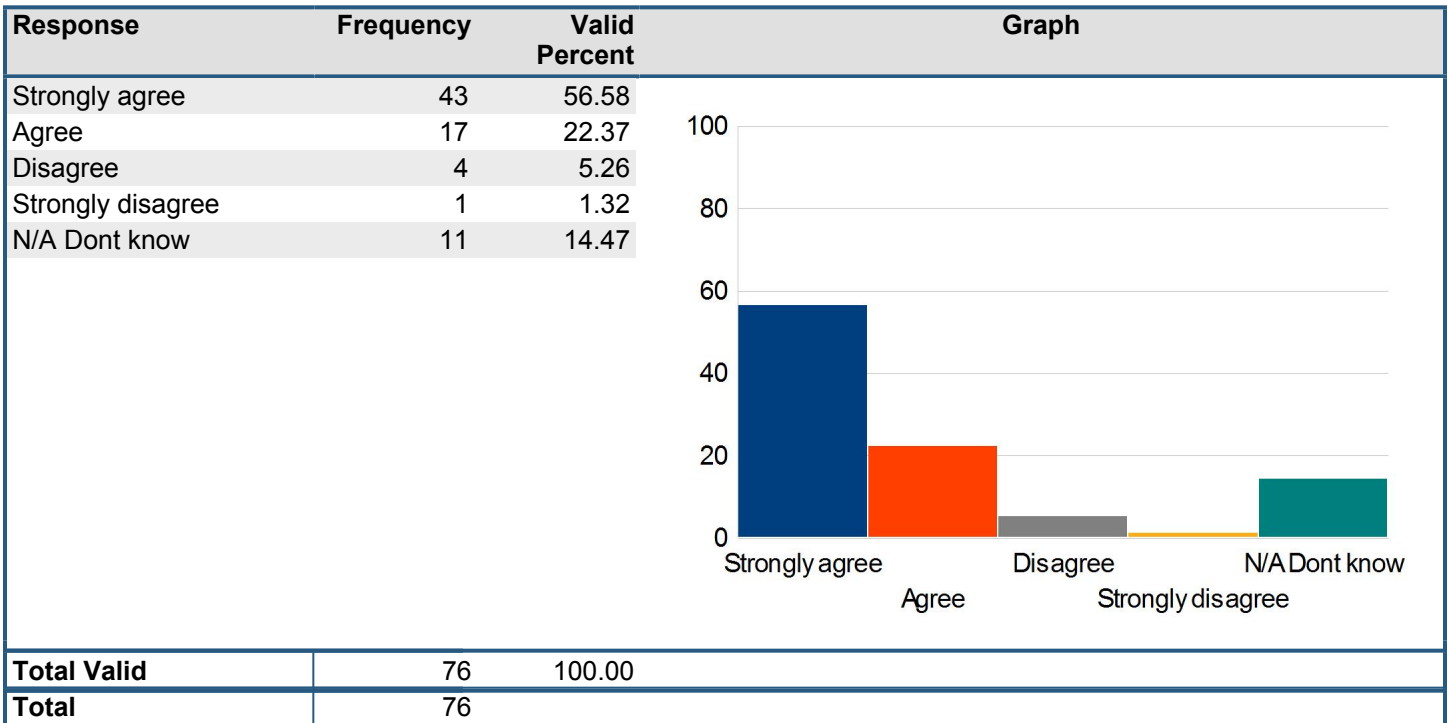
25h. The workshop leader / tutor helped me to identify my problem area.



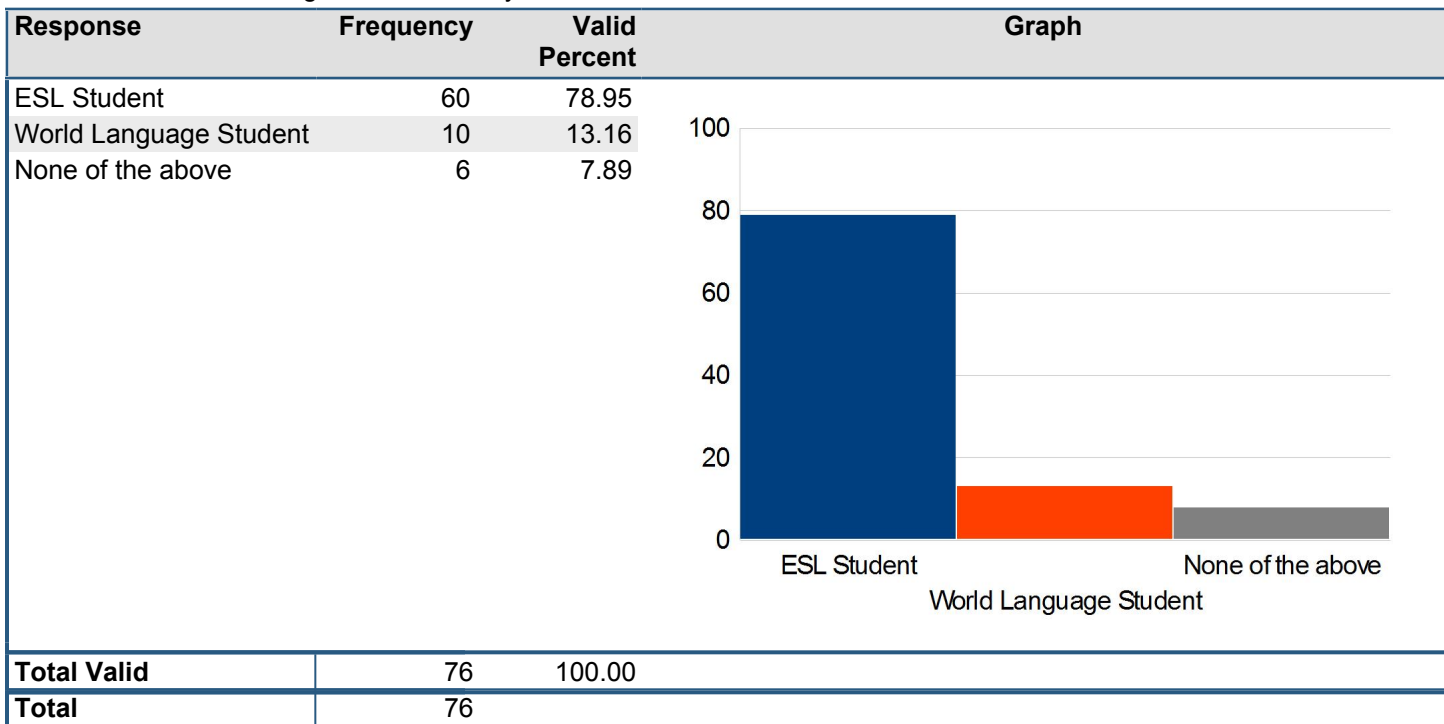
25i. The workshop leader / tutor explained concepts clearly.



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

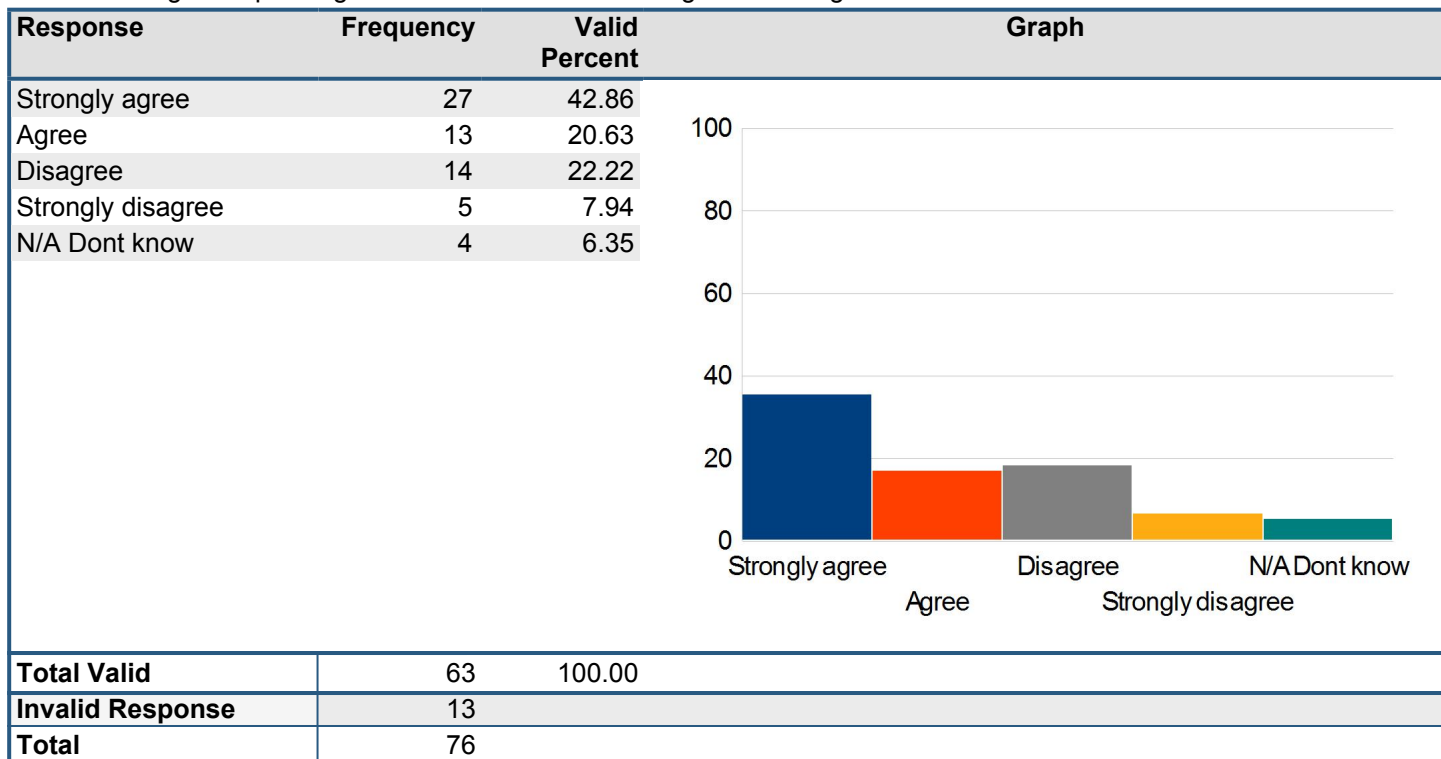


26. Which of the following best describes you? *

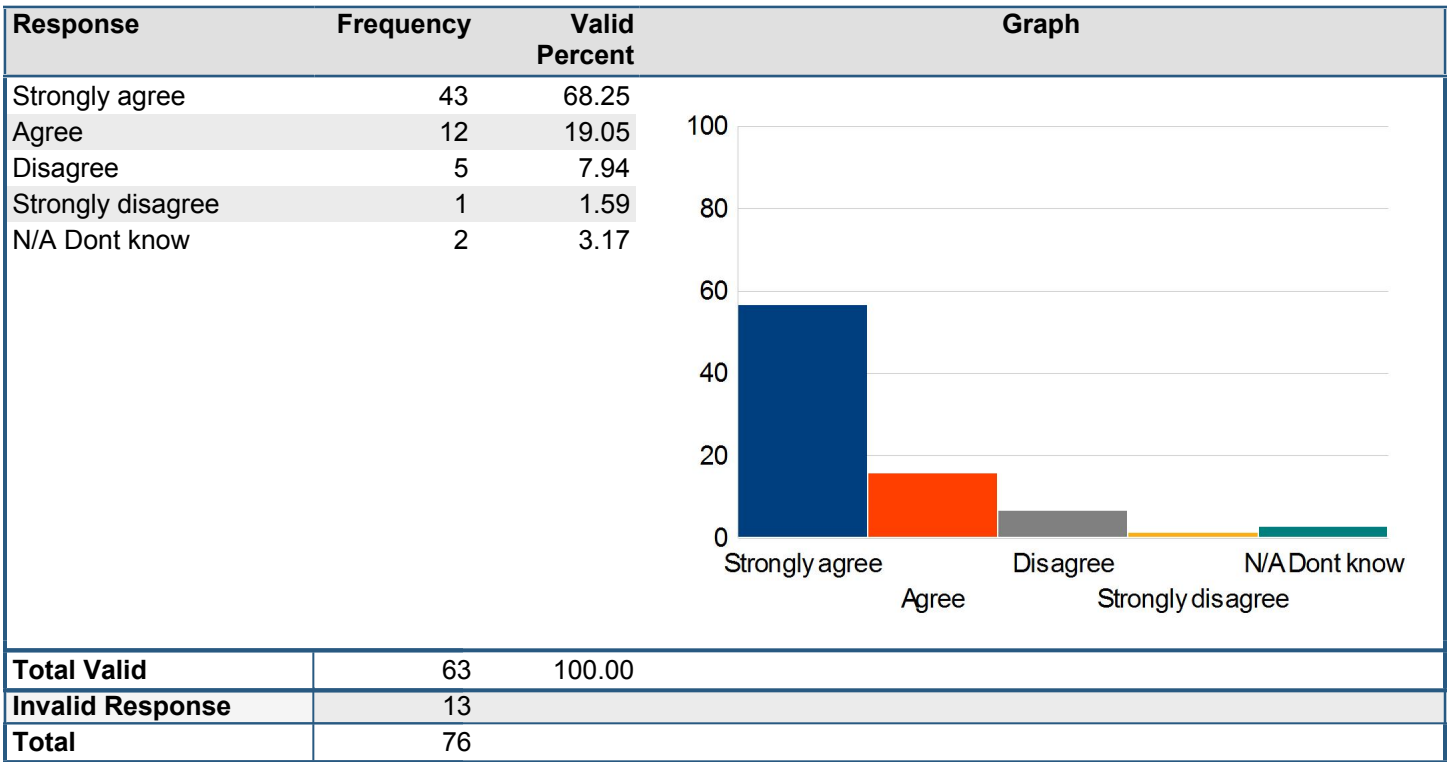


27. Do you agree or disagree with the following statements?

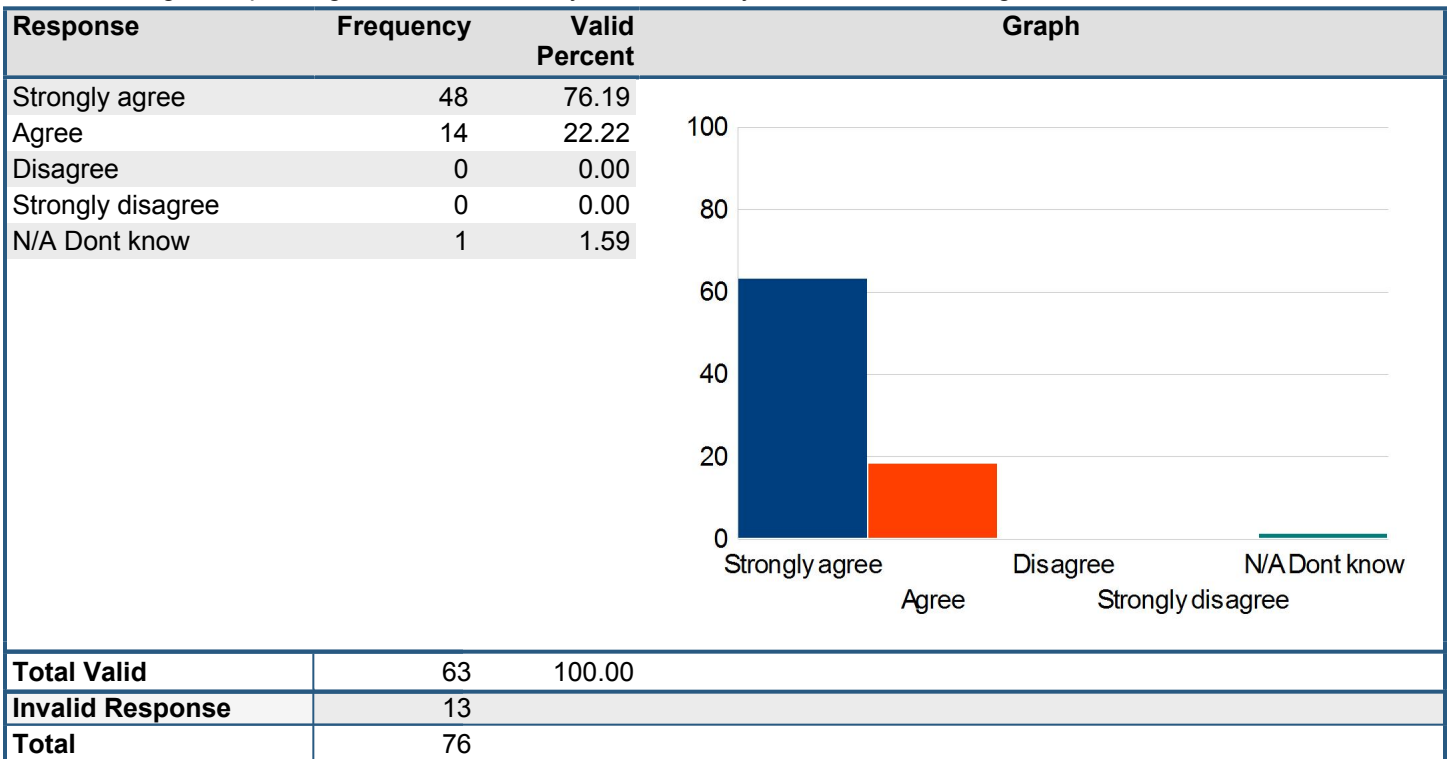
27a. Listening and speaking are more difficult than writing and reading.



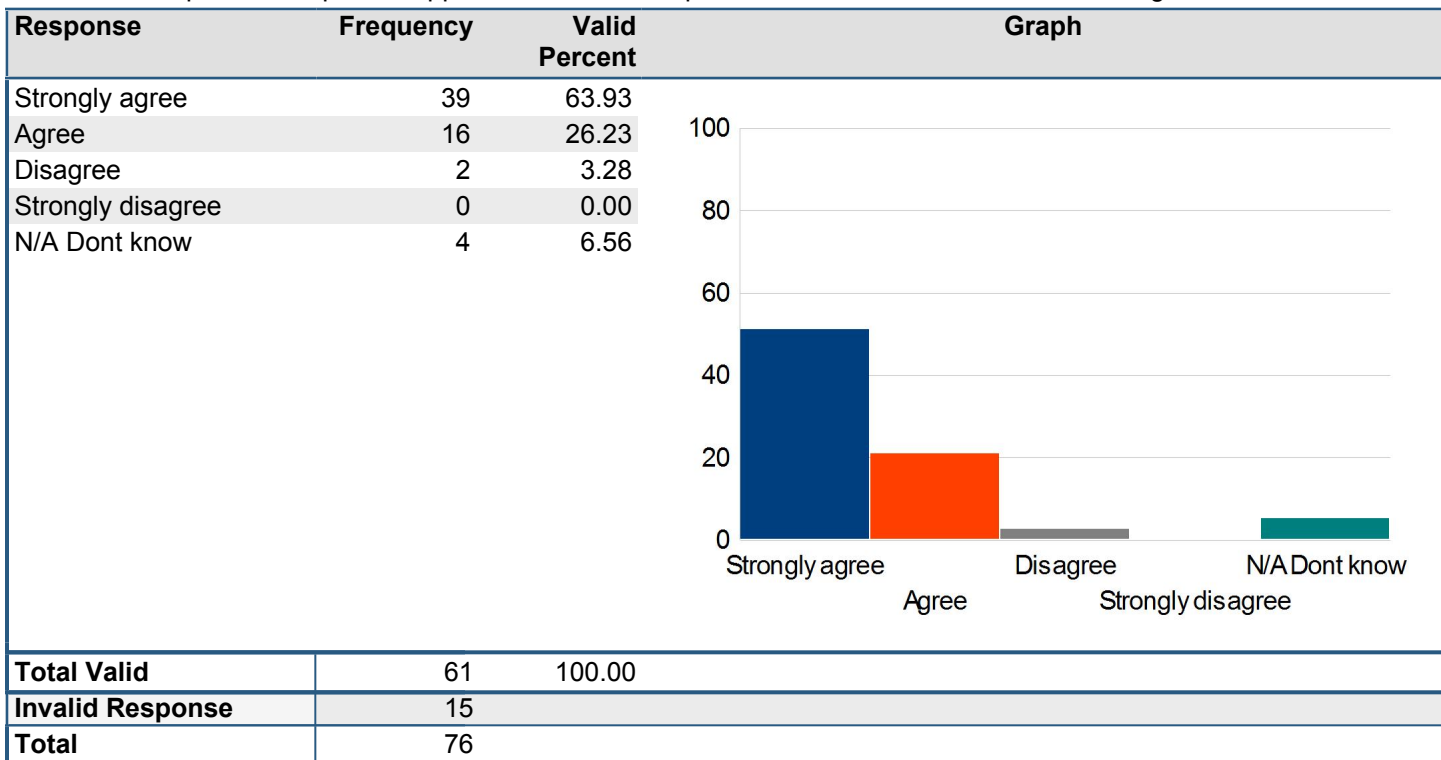
27b. Listening and speaking affect my self-confidence more than writing and reading.



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

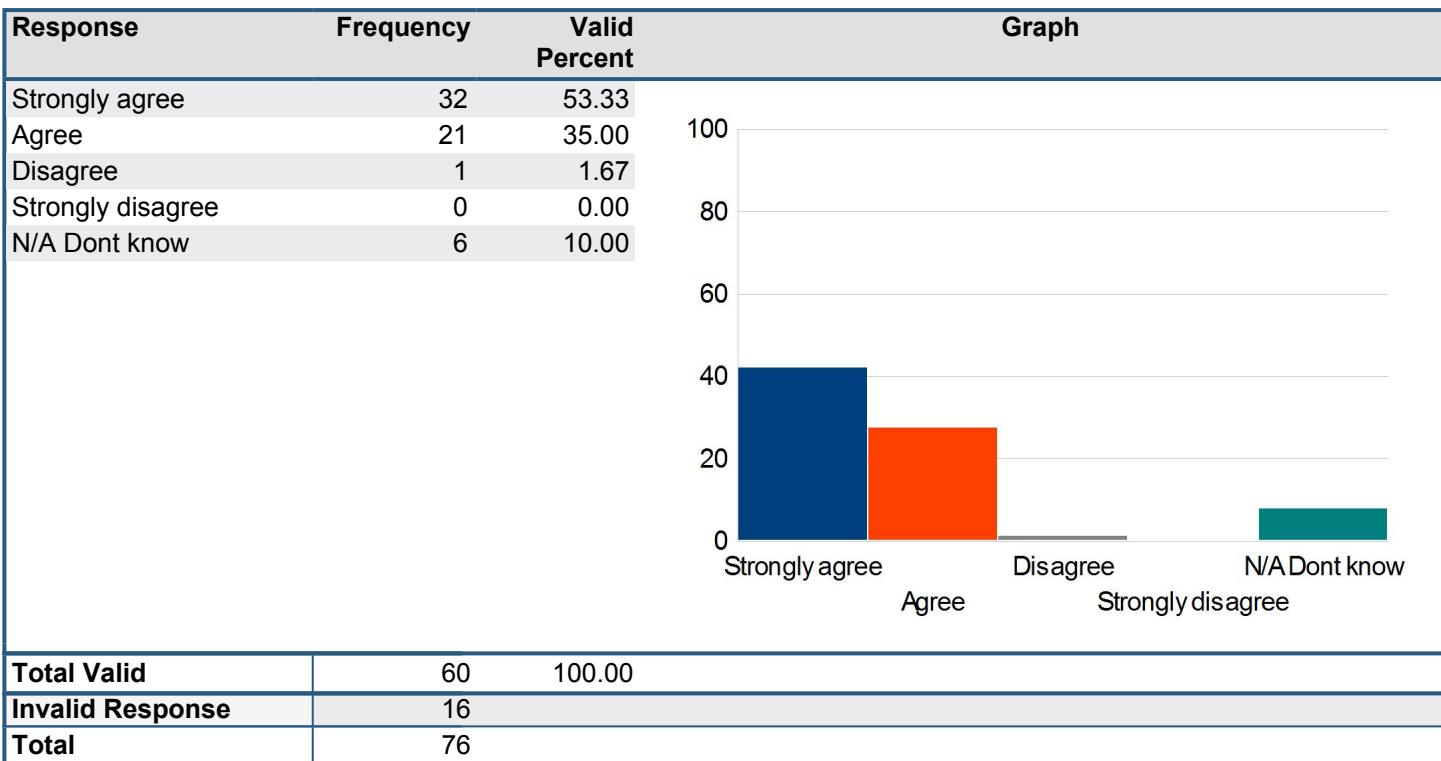


27d. The LSC provides important opportunities for me to practice oral communication skills in English.

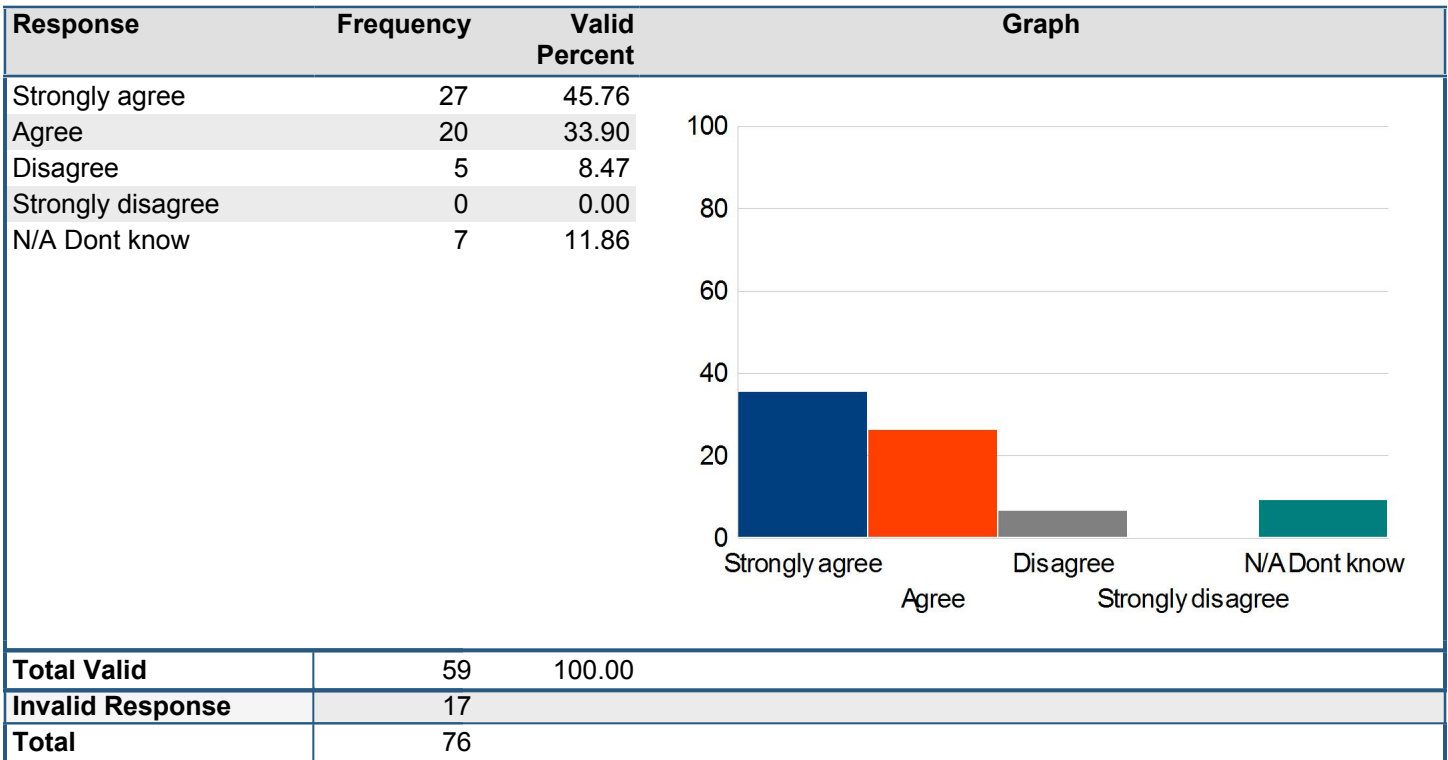


28. Overall, how did the LSC programs and/or resources (workshops, tutoring, ESL software, and Language Exchange) help or not help you? After using the LSC programs and resources:

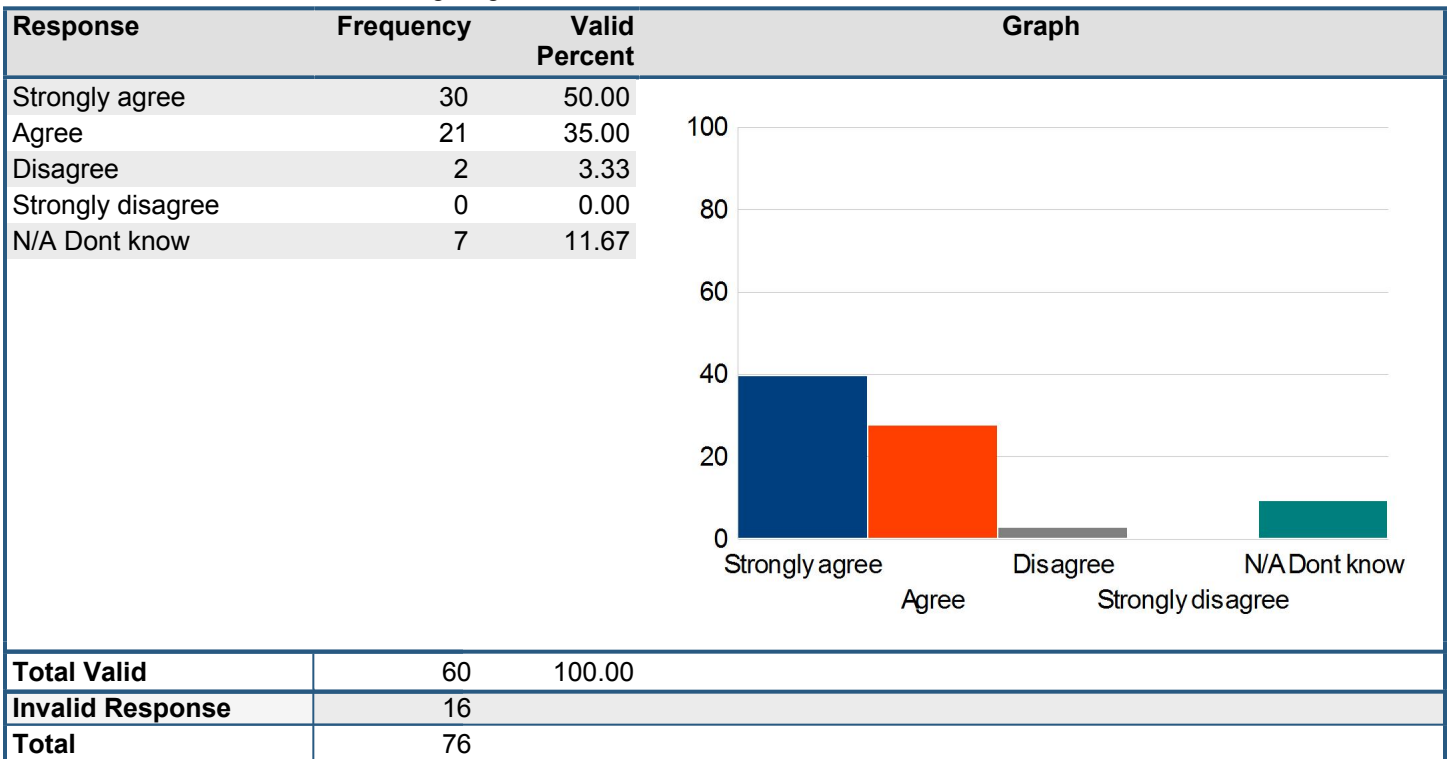
28a. My English skills (listening, speaking, grammar, writing, and/or reading) have improved.



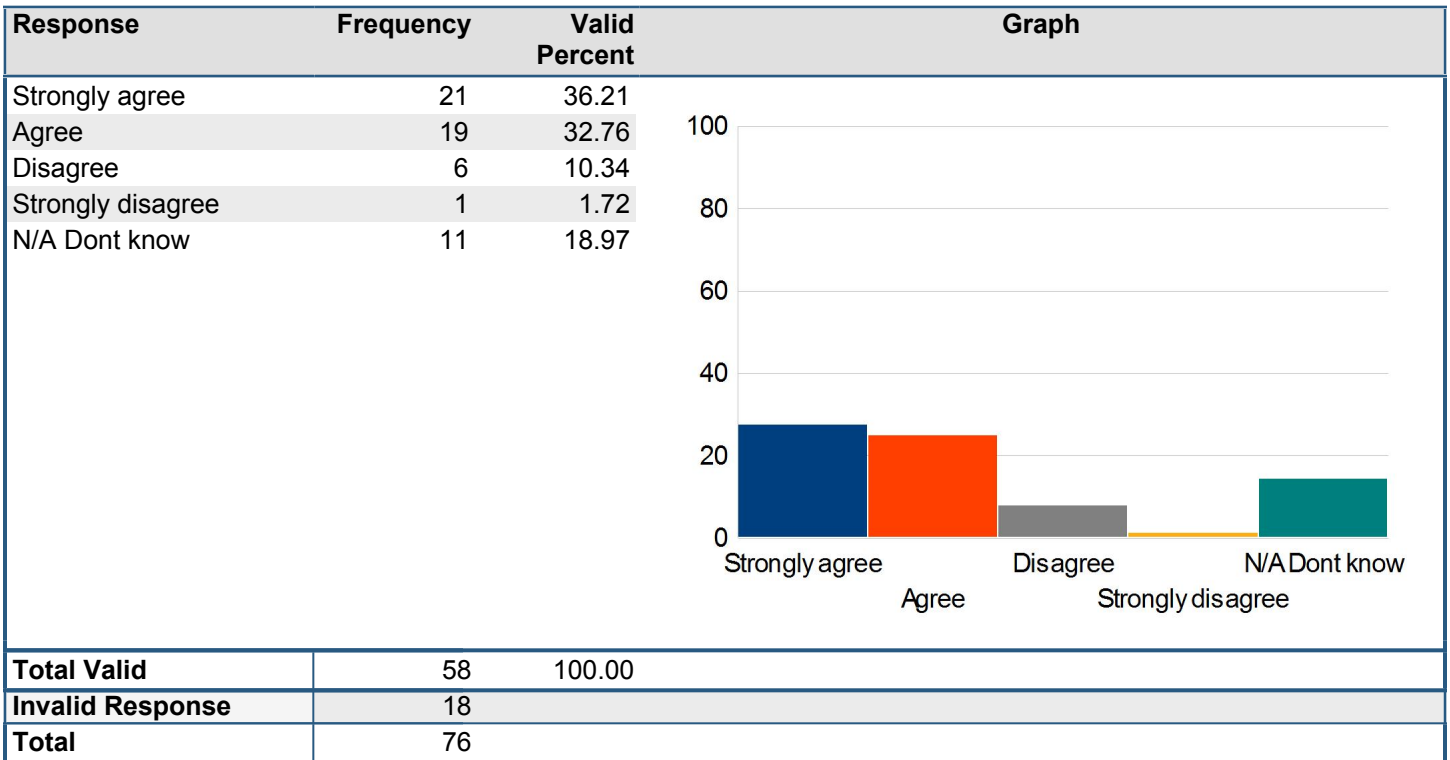
28b. I know more ways to improve my English skills (online resources, LSC programs, other De Anza resources, etc).



28c. I have more confidence in using English.

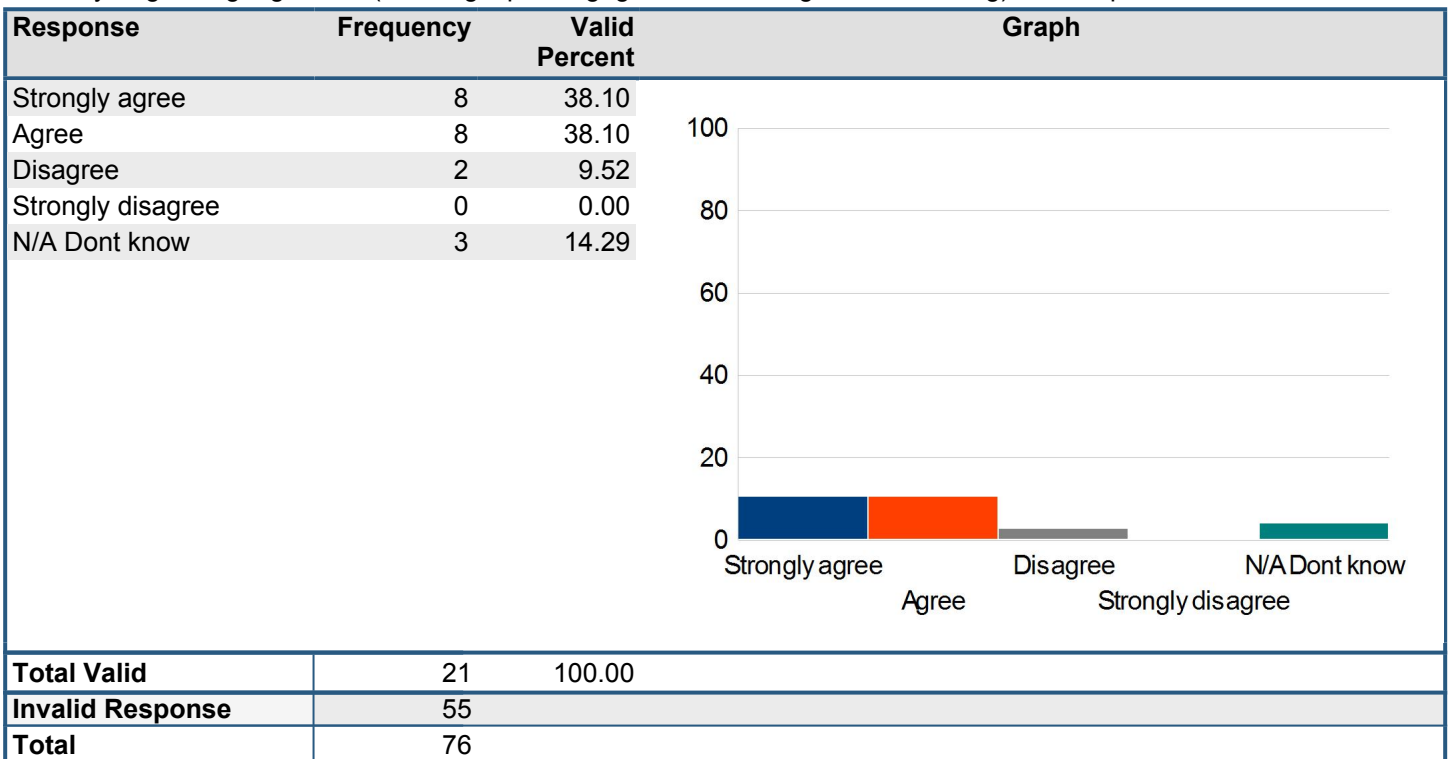


28d. My grades in my classes have improved.

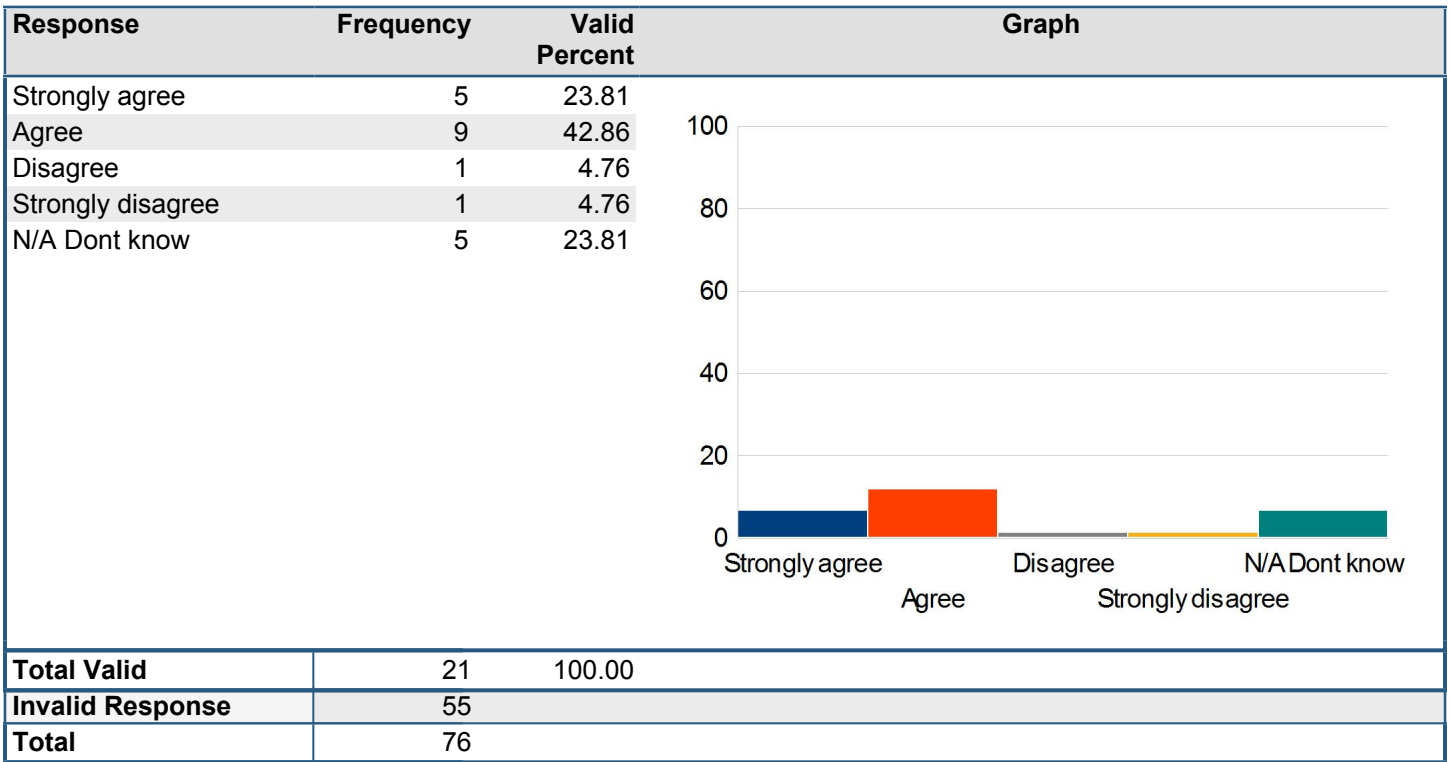


29. Overall, how did the world language (French, Spanish, Japanese, Russian, etc.) tutoring help or not help you? After using the world language tutoring:

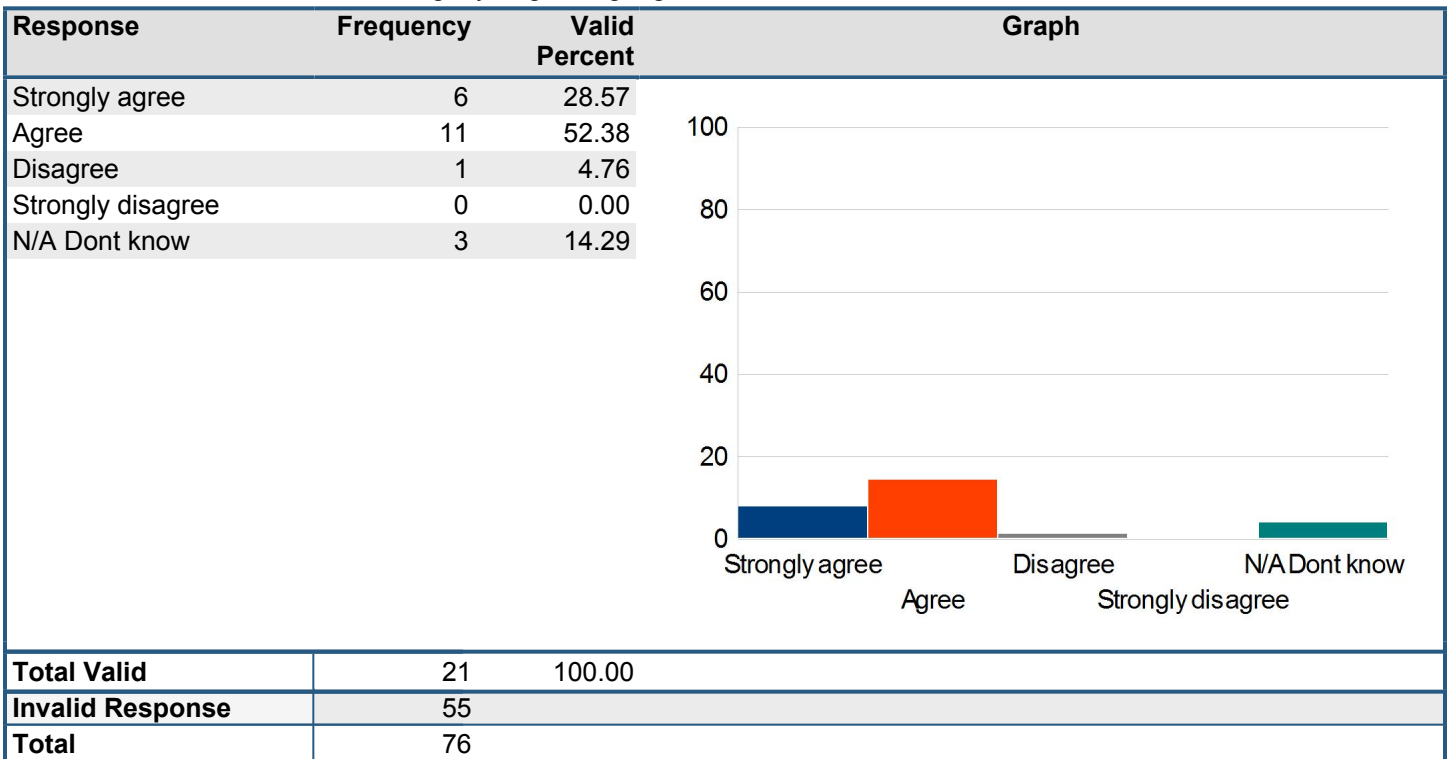
29a. My target language skills (listening, speaking, grammar, writing, and/or reading) have improved.



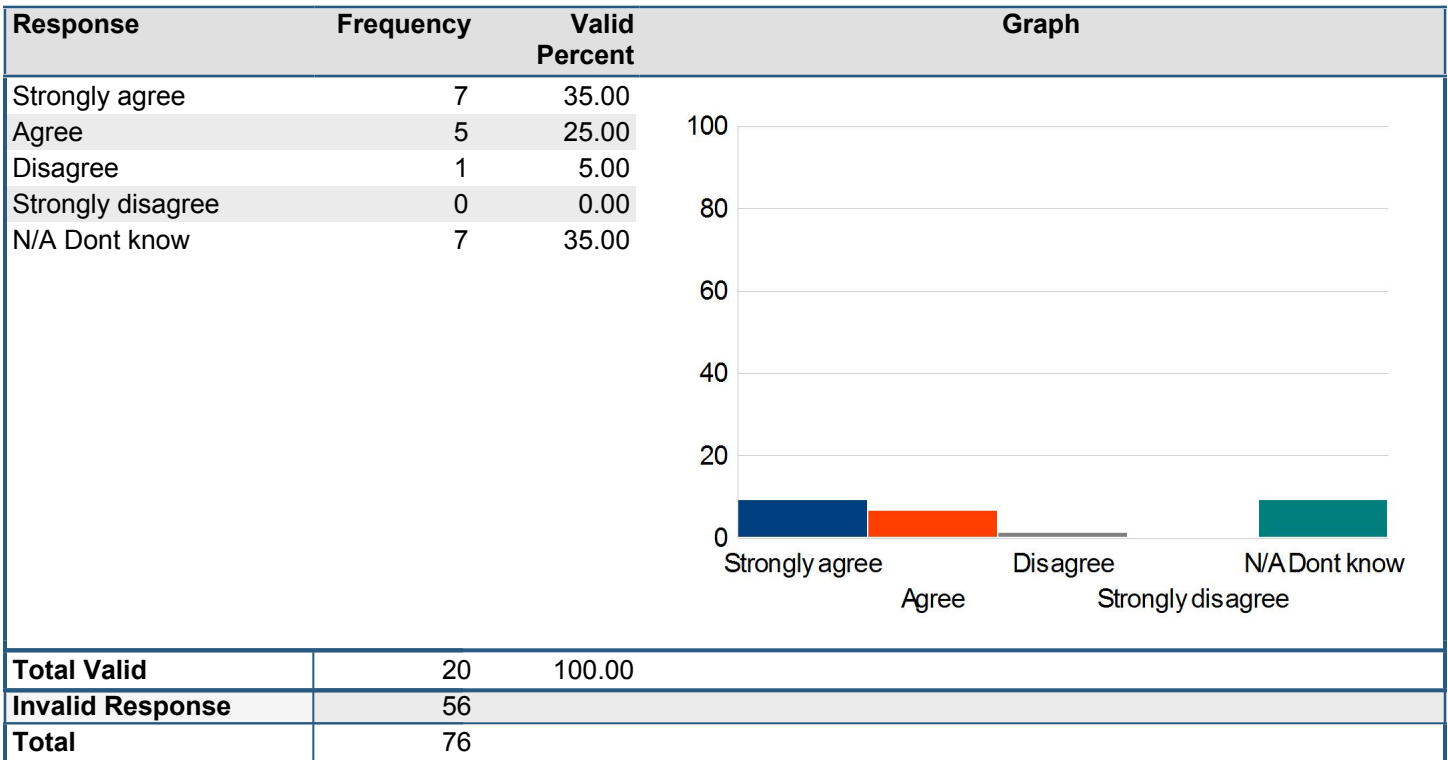
29b. I know more ways to improve my target language (online resources, other De Anza resources, etc).



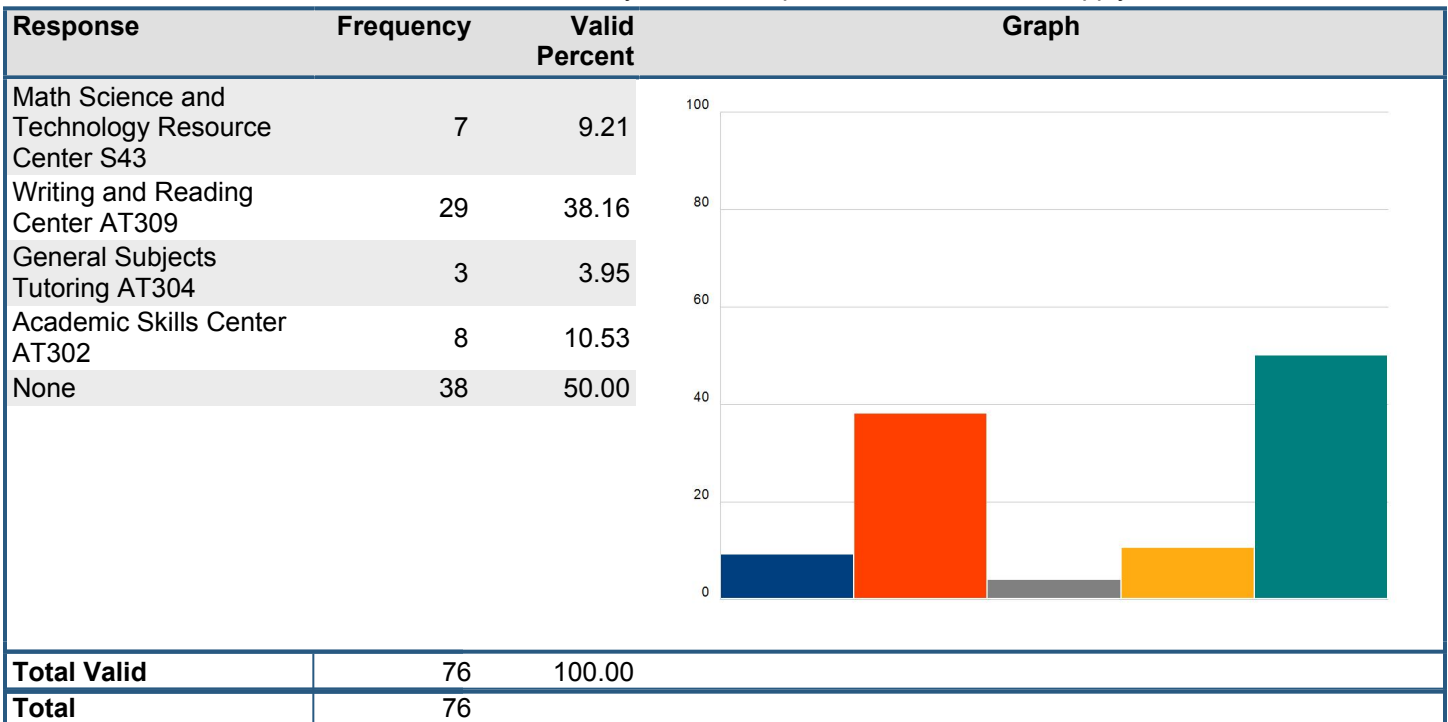
29c. I have more confidence in using my target language.



29d. My grades in my classes have improved.



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



Winter 2018 Listening Speaking Feedback

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

Respondent	Response
4	leaflet
30	another student in the class
67	WEBSITE
68	School website

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

Respondent	Response
2	I can practice my speaking skill.
4	I liked that I had an opportunity to speak.
6	I like that.
8	I want newer and more handfull content
10	I like it.
12	I love this center because Kanako and all instructors help me a lot. Four months ago I couldn't communicate . Right know I find a job and I feel more confident with my English Thank for you support.
13	L like listening practice, useful English, and pronunciation.
14	listening practice, confidence building, reading practice, perfect tenses, addictive clause, accent modification through singing
15	Fun activities
16	I like fun discussion and pronunciation preview
17	I like weekly workshops alot, it's been designed appropriately for every kind of levels. I join every workshop when I have time.
18	I like workshops because I've got many chances to practice giving speeches.
19	It was friendly and subjects was usefull
21	I like all the workshops. The only thing I dislike is I don't have too much times to participate more workshop.
22	friendly atmosphere
25	I dislike someone 's Conversation ,the teacher always ask private question, more and more, can we have some topic can prtctice , not ask everyone, name work , salary, what's ur husband do? How many children? R u get married? Do u want to go home? Why u can not stay US?how old r u?why ur parents give ur this name? Taiwan is not belong to China, it is not the same govment? Hongkang is not China, who told u is not belong to China? What's ur visa? What is ur job? What is u do in ur job? Some people do not want to share, and ask everyone's name just use 30mins, so boring ,sigh, and when student said , I do not know' the teacher had better to say, we can learn , encourage them, it is not able to say, u should do more? Why u do not know? Because we r student , if we know everything,we r not sit here, it is no respect, teacher have to respect everyone, and then teach student how to respect people, right ?
26	I like these workshops very much because they gave me opportunities to learn and practice English daily with others. I really appreciate the works of instructors and tutors. Thank you!
28	I have very positive experience of workshops. Your instructors very kind, helpful and patient.
29	Amazing teachers!
30	It was conveniently close to the classroom. The space was well situated with tables and chairs.

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

Respondent	Response
32	Conversations
35	I totally like weekly workshops. They help me improve my English speaking skills very well.
36	I like everuthing!
39	It's that workshops give me opportunities to use English.
45	I like that I could see same guys if I go same time.
49	I liked fun conversation
50	I like the interesting topics, they're close to daily life so very helpful for us to practice oral English. And it's fun to share with others and listen to others sharing. While Sometimes too many students, no enough time to further discuss, maybe could consider adding workshops at popular hours like around noon.
51	I participated only for one class and teacher was not native so understading her language was not easy.
54	I like all of them. Very helpful!?(????'????')?
55	Small group and friendly atmosphere
57	There are very helpful to study ESL 251 and ESL 253.
60	I love the movie workshop and presentation skills.
62	Some workshops had big group and participation in conversations was minimum.
63	They are extremely helpful. I would recommend anybody who ants to learn English to attend them. Only after these workshops I started to speak, and now I feel confident when I speak. Thank you very much all teachers of LCS, you are doing great job!
65	The weekly workshops help me a lot to practice English conversation. That let me feel more comfortable using English. That also very interesting. I am so happy have weekly workshops at De Anza. That is main reason I take classes at De Anza.
67	more detail information and more practices
69	I like the topics.
70	Like Full discussion ,tutoring
73	I really enjoyed talking to Kanako, Ken ,and Victoria. Thay taught us a lot of new vocabularies. I also made some friends and it was very nice to talk to them.
74	Lots of new useful information. Small groups. Detailed explanations. Not boring.))) I found many new friends.

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

Respondent	Response
9	Not fit schedule
13	No
20	Because I was there for tutoring only.
23	I prefer practice by software
24	They did not match with my schedule
27	Schedule conflict

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

Respondent	Response
31	I had been there half years ago, and went to there almost everyday and I found that not everyone is eager to talk lot. After that, I was doing part-time job, volunteering and also took lots of classes, I didn't have time to participate workshop.
35	my schedule doesn't fit the workshop's schedule.
38	For the speaking, I should register first. But every time when I be there, and every time I forgot.
44	I did not know that we can participate every week
46	When I check it, it's already full.
47	Didnt need to
49	I didn't participate workshops about idioms, vocabulary.
51	I don't have enoughvtime.
52	Do not have time
59	Purpose was to study in there
61	Don't have time
62	Because it was necessary, interesting and useful for me.
64	no time
70	I attend what I like.
72	Time conflict. Time is not fit for my schedule because whenever I try to participate in any interesting workshops, the time for that workshop will be the same as my class time.

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

Respondent	Response
4	Not now.
5	The LSC is a great program to help ESL students to improve our English. Thanks millions!
6	I hope can add more grammar or writing workshop.
10	Douno
12	I think we need more grammar workshops
13	I think the center needs more retired ESL English teachers to be tutor.
16	Sorry not now
18	I don't have one now, but I'll let you know if I got a new idea about that.
21	No.
22	students can speak more than instructure's workshop.
25	Plz no private questions or about country questions or age ,
26	Maybe LSC could separate different groups according to differen speaking level. Some students above 250 level still need practice speaking. Another suggestion is that sometimes combining "grammar "with "conversation" maybe a good way for learning in a interesting way.
29	Phone call workshop
31	Maybe each instructor should let everyone talk
34	CREATE TOPIC CONVERSATION ACCORDING SITUATION: WHEN SHOPPING, AT CAFETERIA, IN CLASS
35	I think each weekly workshop will show one video clip or short movie, and then everyone share their idea and speak about their reaction.
36	no

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

Respondent	Response
41	No
47	No
49	No. All are good!
51	I think teachers have to be native.
52	Other languages workshop
54	No, I don't.
55	I'd like to know more detail subject each work shop.
57	I am going to expect to grammar relevant ESL 261 and ESL 263.
59	Not really..
60	so far so good
61	N/A
62	I suppose it would be better to repeat the same workshops in a different time because not everyone had an opportunity to come at that exact time.
63	Maybe some introduction to cultural features. I mean what topics are allowed to bring up in conversations, some unwritten rules, differences between language styles and what words to choose for casual conversations and so on.
65	No.
66	no
67	no
69	I would love to participate in workshops who helps us with the everyday duties. Like a doctor appointment, going to the bank, etc.
70	Now it's fine
72	I don't know because the main problem for me is time conflict.

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

Respondent	Response
3	Sometimes the topics are boring
12	I didn't have an idea how I make a speech then Kanako workshop made my tasks easier and successfully. The program in the computer is excellent too.
16	n/a
18	I hope there will be more support workshops, and last longer so that we can have more time to practice.
21	I like the workshop.
23	They are so friendly, nice and helpful
25	This was super good.
26	They helped me Clarify many grammar questions and give me opportunities to practice them.
28	I really like them.
29	I liked the very easy going atmosphere. The instructors are very helpful.
35	I have no idea because everything is good.
54	Very helpful! ?(???'????')?
57	Especially, pronunciation is very helpful for me. I realize me the wrong pronunciation and practice repeatedly.
60	so far so good
67	it helps me a lot, especially in pronunciation and tutor parts.
70	Helpful

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

Respondent	Response
73	I improved my listening and speaking skills from weekly lecture. Sometimes, I did some study earlier than ESL 251, so it was easy to understand in class.

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

Respondent	Response
14	Studying the perfect tenses helps me to get good grades in my ESL 253 exams, and studying the adjective clause helps me to write the paragraphs better.
21	I like that.
26	These workshops are very useful and helpful for my grammar learning and practicing.
29	Very helpful!
35	I have no idea because everything is good.
54	Very helpful! ?(???'????')?
57	If I don't understand the class well, I can realize those through the workshops. We can ask more detail to the instructors because the workshop is a small group.
62	it was useful and could have more meetings (workshop classes).
73	I improved my English skills from weekly lecture. Sometimes, I did some study earlier than ESL 253, so it was easy to understand in class.

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

Respondent	Response
3	Henry yu is awesome
4	I had quite a lot of chances to talk in English. It was good. Most of all tutors are considerate, but one thing I didn't like was one tutor talked too much and didn't give me a time to express my opinion.
12	I think we need more time with the tutor
13	Conversation and pronunciation.
14	ken
15	Have opportunity to practice speaking
16	I like Ken's section. He is really good tutor
17	Variant topics for every week, it encourages to join it.
21	I like to talk with tutor. They are so nice persons.
26	I like the tutors for conversation and giving many advices of learning English. They are nice and patient. Thanks.
27	Like Flexible schedule
29	The best tutors!
31	Nothing
41	free conversation is the best
44	It helped me to evaluate how am I good at speaking and listening skills. I would be more pleased if there are more available tutors.
46	I liked talking with an instructor and getting new ideas.
50	More time to practice speaking, it's a good substitute for workshops.
51	The teacheswas not native

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

Respondent	Response
54	I like tutoring because it can help me to keep speaking English 30mins. Very helpful to improve speaking English! I dislike that it's so hard to sign up tutoring! So popular! If my finger works slowly, it always show me no more options!?!_?
55	It was very helpful to improve my assignment
57	Tutoring is a good chance for me to speak English.
60	It help and improve me a lot even though I have to push myself to participate every time .I learnt how to continue the conversation in the chatting.
62	Unfortunately, some tutors couldn't ask my questions (didn't help me).
63	They are great. Tutors are very helpful to improve conversation skills.
65	I like LSC tutors. They are very patient and nice. They help me a lot.
67	correct errors in my pronunciation and grammar rules.
70	Like that tutor Henry teaches flexible and alive
75	I very like tutor Ju Young!

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

Respondent	Response
5	Because I have to focus my reading and writing skills this quarter.
6	I don't really know about the tutoring.
11	Because I take French 1 this quarter
16	n/a
18	It's so hard to sign up a tutoring, it's too popular.
19	I didn't have enough time to use it.
20	Because English is my first language and I didn't need tutoring.
22	I didn't have time
23	If I have time I like to do that
28	I didn't have time for it this quarter.
30	I am not an ESL student. English is one of my first languages and I am, in fact, an English major. I am studying French as a second language.
31	Not so necessary
35	!
36	I don't know what can I discuss with a tutor
38	Next time I will participate.
43	I didn't find the time that convenient for me to attend the tutoring.
45	because i am busy
47	Didnt know there was tutoring
51	I don't have enough time.
59	Studied myself
61	Don't have time
69	Because I didn't know how tutoring works until the end of the quarter.
70	Improve pronunciation, speaking
72	I went to the writing center instead of listening and speaking enter because I need more help in writing an essay.
73	I like to study in group.
76	I had no time. Moreover, the quarter was not only busy, but my schedule was hard to combine with LSC center.

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

Respondent	Response
11	I like that tutor helps me correct the pronunciation
20	I liked my tutor Ryusei Tanaka because he made me feel comfortable and I felt like I was capable of grasping the Japanese language better than with any other person because of his helpful comments, his teaching style and his positive encouragement. I also liked the schedule of my tutor sessions.
27	Chinese tutor's Chinese language level wasn't high at all, he can NOT answer/explain question, pronunciation was off ~ better just ask my Chinese friends
30	It was conveniently close to the classroom. The space was well situated with tables and chairs.
54	I don't know about the world language. I can study Japanese, Korean or other languages? I'd love to try it next quarter!(((o(*???)o)))
58	It was helpful to get me back into German after Winter break as I had forgotten so much Ting my tutor was very nice.
68	I liked my tutoring sessions with Akane. She was very helpful with speaking and listening to Japanese as well as helping tutor me with home work.

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

Respondent	Response
7	I liked the listening and vocabulary part, not the grammar.
12	I improved my listening skills and critical thinking
14	Module A
16	Good software
18	I love the ESL software, it helps me a lot, especially good for preparing quizzes.
19	I used the software lots of time. They are very useful.
21	I like it and I use it at home.
22	many exercises
23	It's useful and user friendly
25	Good
46	I liked the story and how it asked me to answer.
50	Well organized material, it is a good substitute for workshop, just a little boring compared to group discussion.
51	I like it overall.
52	There are enough computer in the LSC
54	I like study on computer lab. I can repeat so many times to practice my listening skill. Very useful! d(^_^o)
57	Helping for ESL 251, ESL 253
60	More listening materials to train skills is better,
62	It was very helpful but had not some pronunciation rules which our teacher asked us at the class (and midterm, final exam).
64	i like the grammar practice
67	the vowel sounds
69	I really enjoyed the ELS software because I learned a lot of new vocabulary and it helps me to improve my pronunciation.
70	Like
72	Easy to follow along, and easy to understand how to work on it.
75	I liked Pearson English Interactive 3.

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

Respondent	Response
4	I didn't have a time to try it.
6	I don't have the code, and I don't really know that.
8	I think youtube is more helpful
11	No French learning software
13	No time.
15	I don't have enough time in school
16	n/a
25	My English lab
28	I don't need it.
30	I didn't there was any.
31	Till now, ESL classes are easy for me. Moreover, I have my own laptop that included some English learning softwares.
32	I'm not sure what I can try to do there
35	I have laptop.
36	I have no time to use it.
47	Didnt need to
55	I couldn't make a time to use it.
59	Studied myself
61	No necessary
65	I would like to use ESL software, but I did not have enough time. Maybe next quarter.
66	I don't have time
73	The textbook doesn't have one.

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

Respondent	Response
1	Yes, I enjoyed it so much and ended up getting new friends!
12	I learned about other cultures and customs
25	Good
32	Got good language exchange friend
33	I liked it. Helping each other encouraged us to make a commitment to study harder.
34	more time to practice together
54	I don't know about Language Exchange! What's that?(;?0?)
68	I really enjoyed language exchange with Yuko.

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

Respondent	Response
4	Because I didn't have confidence if I could explain anything about my language.
6	I don't really know that.
7	I didn't know about it.
8	I want to learn spanish but they told me i had to take classes
11	Do not have time
15	I don't have enough time in school
18	I don't have time to do that this quarter. I'll participate it next quarter.

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

Respondent	Response
20	Because I didn't have time to register and I didn't know where I could fit in time for that along with my 2 jobs and tutoring session.
22	I don't know about it
23	I didn't know about that
25	Time
27	Forgot to apply
28	I didn't know about this program.
30	Also, didn't know anything about this.
31	Don't have time
36	Have no time.
43	I was too busy with 15 units.
44	I don't know what language exchange is.
46	I didn't know about it well.
47	Didn't know that existed
50	I was told it's hard for mandarin speakers to get paired.
52	Didn't know we have this option
55	I couldn't make a time to do that.
59	Doing homework
61	Don't have time
62	Because I don't know who it works.
63	I just don't have enough time
65	I would like to participate, but I am not confident enough.
66	I don't know about that
67	have not enough time
68	To improve my Japanese and help improve someones English.
69	Because you didn't find me a partner.
72	I don't even know that you guys have this program
73	I didn't know about this program.
74	I'm focused on learning English
76	There are no person who wants to learn my language.

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

Respondent	Response
4	My speaking skills have improved.
5	It's pretty help me.
12	I use the computer a lot
15	Give me opportunity to practice English speaking and to build my confidence.
20	They helped me practice the language I was learning. This helped me to feel more confident about myself.
22	absolutely helps
23	Always practice helps Makes confidence More comfortable You're not worry about grade
27	Didn't apply language exchange this quarter ~ but it provided more speaking opportunities and made new friends before

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

Respondent	Response
28	I improved my pronunciation, listening skills. I reached more self-confidence in my speaking and listening abilities than I had before. Every time I was coming in the center I was surprised the tutors glad to see me there. They are always in good mood so I am. Thanks to them for changing my mind in positive way.
30	It helped me developed my speaking and comprehension.
31	I used them rarely
32	Conversation skill
36	/
47	Used it as a meeting place
58	There was nothing for German, and I really wish we had access to some kind of additional language programs in the center for world languages
61	I participated some workshops last year or even earlier, some of them were really helped me, such as how to do presentation, idioms.
62	I started to feel more confident in speaking. I used Software and it helped me in listening.
67	language exchange

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

Respondent	Response
2	It opens to people who want to prepare presentation.
4	Friendly atmosphere.
6	I like.
9	Like to concept to help students succeed and Provide learnign resources
10	I like it.
12	I think we need is licke a family they support us
13	More workshops
14	I very like LSC. If I have more time, I can go there to study.
15	I like the variety of schedules, and the variety of activites.
18	I have more chances to practice speaking skill, so that I feel more confident now.
20	I like the greeters at the front desk, they gave me a positive vibe every time I went. Also, I like the community that the tutors have with their students.
21	I really like the center.
23	Friendly environment Helpful Clean and organized
26	I like the center difinitly and spend a lot of time at there.All the programs did help me to improve my speaking and listening skills. It is a safe and happy circumstance to learn English communication.
27	Prefer native speaker as my tutor, if not, then please improve tutor's skill or make sure they know what they are doing because mine was clearly not. (this, last, and last spring quarter)
30	I wish I had known about those other resources.
31	Everything in the center is fine. I like idiom workshop best
32	To support to improve my conversation skills
36	/
47	It was quiet when no workshops were happening
49	I liked workshops just with Henry.

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

Respondent	Response
50	I like the group discussions most. Overall it's a very good resource center, helpful and well organized. Thank you!
54	I love all the study activities. Very good for ESL students to improve English speaking!
56	My tutor last quarter, she was always on time, sent email to inform me every week, and had an patience for my bad.
58	I really liked being able to work with my tutor, she was very encouraging and made me feel much more confident.
61	I still like the center very much even though I don't have time to go. Working staff and tutor there are very nice.
62	I liked some tutors who helped me, the staff of the LSC is very friendly. But not all workshops are very useful because participants were too much. And some workshops (or tutors) I couldn't take because they were only one time at not an appropriate time for me.
63	The LCS is extremely helpful for learning English. I highly appreciate all the efforts of staff. Thank you very much!
65	I believe what I learned from LSC is more than from ESL classes, because It is more opportunities to practice listening and speaking which I need to improve.
66	close soon
67	yes, i like it
70	Can practice without being shy
72	The staff in here very friendly, and the room is quiet so I can work on the ESL software easy. What I dislike about the center is sometime the room is too cold. I'm feeling like I frozen in there.
73	I really enjoyed listening speaking center.
74	Everything was wonderful. Thank you!