

College of San Mateo Student Survey
Reading & ESL Center
2017-18
NARRATIVE

14. Which materials and/or people helped you in the Reading & ESL Center? (Please explain)

- Computer. I needed to do my Lab assignment. Instructors and staff. When I had questions or didn't understand something, they were very helpful.
- [name redacted] and student assisted
- The service are good
- [name redacted]
- books, computer
- Staffers
- Computer and reading materials
- [name redacted]
- CT2
- The instructors and workers all can help me for some questions. The materials can raise my listening, both are good.
- The stuff is very friendly and always ready to help
- Teachers and personal help me a lot
- [name redacted]
- [name redacted] was most helpful person I got for this semester and she able to help me to understand more about the words and better the sentence.
- Reading plus Assignments. [name redacted] is very helpful and she always encourages me to improve my skill in reading.
- [name redacted] always encouraged me. She always tells me that I can and she keeps track of my work.
- [name redacted] and [name redacted] help me lot
- Writing clearly and staffs at writing center. Conversation with an instructor and a volunteer at ESL center.
- [name redacted] has been helpful, supportive and patient for all the classes I had finished in this center since 2014.
- Assistant help
- [name redacted], [name redacted]
- The teacher in Lab with glasses and white hair helps me.
- CONTEMPORAN TOPIC
- [name redacted] helped me a lot
- Individual meeting are really helpful, it improved my speaking skill and helped me with my English skill.
- Listening unit2
- Everything computers, all information what we need,, the personal work there
- [name redacted]- very helpful person

- Contemporary topics
- Audio files helped me to improve listening
- [name redacted] helped mm always
- contemporary topic
- I really liked the materials that I used such as the book what a life, this was pretty interesting. I would like to say thank you for all people that helped, especially [name redacted], she is very patient and helped me a lot.
- Contemporary Topics 3
- All the resources are helpful but I didn't have much time for spending there.
- Every everybody
- The book was very helpful to improve my reading skills. Tutor [name redacted] is very nice.
- [name redacted] and [name redacted] were really helpful.
- Computer
- tutors
- [name redacted] is very helpful person.
- Instructions papers and instructors in the lab help me a lot to find some books or information what I need.
- [name redacted] [name redacted]
- [name redacted] was very kind and always helped me.
- the teacher of The Circle
- The teacher is very good, she helped me a lot in speaking and grammar.
- The teachers [name redacted] and [name redacted] are always nice to ask whether I need help, and they explain how to sign on the conversation circle sheet.
- Instructors, Workbooks, Course materials
- The reading plus was a great tool.
- ESL 827 Writing & Grammar [name redacted] and [name redacted]. They explained the grammars I did not understand and confirmed what I wrote.
- professor [name redacted] helps me in my sentences. [name redacted] helps me in my schedule and getting extra information about my ESL classes.
- Metacognition Log helped me with going more in depth of what I needed to learn.
- [name redacted], she is a good teacher and helped me figure out how to become a better reader to survive my classes. Reading Plus helped me practice better reading, comprehension, and some of metacognition.
- The materials that helped me were the book and the dictionary for the word parts. The instructor that helped me a lot was [name redacted] because she helped me build up my list of vocab words.
- The computers and internet... tables and quite place to study [name redacted] she is helpful and amazing
- partner conversation with teach [name redacted] or other conversation circle
- a map of the US and San Francisco
- Listening lab and [name redacted]
- [name redacted]
- Books

- [name redacted], tutors
- Nothing
- Instructors and using computers
- Receptionist
- [name redacted] and [name redacted] are always helpful and respond to my question patiently. All student assistants help me a lot, too.
- Individual meeting, Conversation circle, [name redacted]
- Individual meeting [name redacted] Conversation circle [name redacted]
- a map of San Francisco
- Conversation circle [name redacted] Student assistants [name redacted]
- [name redacted], [name redacted], [name redacted]
- [name redacted], [name redacted], Conversation Circle, Individual Meeting
- [name redacted], conversation Circle ,[name redacted] ,Individual meeting
- I like Conversation circle ,student assistants [name redacted] And also Individual meeting
- [name redacted]
- Contemporary
- all kinds of
- Everyone there helped me when I asked for help!
- American accent training, American speech sound, pronunciation power were quite helpful to practice English pronunciation. [name redacted] was always nice and helpful, and the Asian female staff (I don't remember her name) was also a nice person and helpful.
- I had a meeting with [name redacted] and [name redacted]. Also the students (I think they are students at the counter) are very helpful. I used the computers at the lab and also the American Accent Book.
- American Accent training was very helpful for me. The girl who attends the Saturdays is very helpful.
- Ms. [name redacted] helped me a lot with the assigned materials. She guided me throughout the process. I appreciate all the things she has done - gave extra information about the author, setting, etc. - to make sure that I understand the homework very well. Thank you so much for all the help! :)
- [name redacted] and student
- Pronunciation Power, American Speech sounds, and MERICAN ACCENT TRAINING. [name redacted]
- Every people that work at lab are very helpful. Every moment that I needed they helped me a lot.
- They helped me with any question I had. I'm an Old lady and I don't know how to use technology very well. I noticed that there were several people in my same situation. The laboratory staff was very patient with all the people who needed help.
- Reading plus and reading plus binder are very helpful.
- [name redacted] is very helpful.
- I feel like the book: Building Vocabulary Skills, 4/e has helped me learn a lot of new words even some I've haven't heard of, and working with Ms. [name redacted] has been fantastic. You can really learn a lot from her.

15. How can the Reading & ESL Center improve? (Please explain)

- Sorry! I don't have any idea.
- All the people are very nice and helpful
- good
- None
- work from 9 am
- printer available
- I am satisfied with the ESL center the way it is right now.
- It will opened earlier.
- If can divided into three parts, listening, speaking, and teaching will be good for each other students
- I would like to see all changes in the schedule and in any other issues in my email or online.
- More hours open to students
- Open it more early
- It would be helpful, for me, if the reading have more tutors available in the morning and early afternoons.
- stayed open later. To fully learn , repeat a course
- It is perfect
- Not at this moment
- I'm totally satisfied the service
- Everything perfect
- practice my reading with the book on the ESL CENTER
- I think ESL center is good enough now
- Maybe we need more time on lab and if there are more choose for individual meeting, it will be better
- Listening lectures
- I think everything is fine and very organized
- It has helped me with my vocabulary
- Everything is great right now
- It is very difficult to focus on topic when somebody have conversation with partner at the same time. It will be better to make 2 separate room for this tasks
- The air condition always turns on and it is a little cold.
- When I started there I was confusing about the due dates. I guess it could be explained more in class.
- Everything is valuable.
- Provide more training software

- I think Conversation circle and individual circle was very helpful for me. I consider myself very shy so the opportunity was kind of challenging to me but every students and tutors were so nice. I could enjoy the conversation.
 - Improved my communication skills. new idiom
 - Very good
-
- Sometimes there was too much noise because of partners conversations. May be will be better to have special time for it.
 - The air conditioner it's too loud.
 - When I need explain me and help me until understand u
 - New Technology should they be used in making an appointment.
 - If there are more conversation circle or individual schedule available, that will be great.
 - If center can be open full day on Saturday will be better.
 - More interactive tools
 - Can we get more peer-reading instructors? can we get peer-conversational instructors?
 - There is nothing really that needs to be improved on.
 - Providing tutoring for other classes like math, science, history, or any class with intense reading and so on.
 - It could improve by making the hours of the center longer for those who have work in the mornings.
 - Having programs to practice speaking and pronunciation
 - more flexible time to open will be good for the evening class students
 - I could have an opportunity to speak classmate.
 - No
 - More practice
 - Excellent
 - should be more strict about using earphones in pronunciation lab
 - If you put the direction for every teacher in every lecture and what we need to do
 - Opening at 8am weekdays same as Math Center building 18 first floor.
 - Add more ESL books. Thank you!
 - more time individual meeting
 - air conditioner
 - Headphones
 - be more stringent, stop student playing phone in the center.
 - The air conditioner too cool
 - Sometimes air conditioner too cool
 - More practices
 - I would like free cookies and coffee
 - No
 - I hope if i don't take a class at next semester. I still can use this center.

- Do not need to improve! Everyone there were working hard to help us!
- For me it worked well all the time
- IT WOULD BE GOOD TO INSTALL ON ALL COMPUTERS THE PROGRAMS WE NEED. NOT ALL COMPUTERS HAD PRONUNCIATION POWER AND AMERICAN SPEECHSOUNDS.
- I wish there's a separate room for tutors or other students that needs to discuss their homework. Sometimes, it's just annoying that they are too loud. I mean it's part of their work but they also have to understand that there are students who wants a quiet center to be able to concentrate 100% on what they are doing- especially with reading. I hope all the staff will be more strict about it.
- Just want you to keep vocabulary improving skills
- Maybe it could have a room separated to conversation because sometimes we need to concentrate to do some exercise and has other people talking around us.
- Most people work in the mornings and it is very difficult for them to go in the mornings . It would be very beneficial for people who work in the mornings that the center would be open later than its schedule is now.
- It would be nice to have an instructor available throughout the day.
- Open late at night.
- If a student requires help from one of the staff, don't be afraid to ask.

16. Please feel free to provide additional comments or suggestions about your learning experiences in the Reading & ESL Center?

- I don't have any suggestion, but I have an experience. The Air conditioner on the top of computers is not suitable, because it work very noisy although I used earphones to listening, but still be affected.
- really happy , always they help me .
- very good
- None
- It will be more convenient if it works from 8 or 9 am
- I feel learning is closer to me at this center
- Thanks
- I wish there is another class in this center that I can keep on studying English in my own pace. I do enjoy various English programs offered in this center.
- nothing to add
- Excellent
- Circle talk arrangements students hope at the same level.
- The air conditioner's driving sound is too noisy for me
- I just feel good about individual meeting. It is really helpful and lab work is really good for improve English skill
- In lab room teachers were very helpful, and computer programs were great.
- I had nice experiences working there ,, I found everything I need
- I feel that 16 hours is a lot for requirement
- Everything was fine
- It is really nice!

- I am very glad because I finished with every activities and I can see now how much I learned in this semester. Thank you everyone.
- All the staffs are helping me kindly and private tutor is helpful
- Open on weekends
- People here are very friendly and it's a nice place to study.
- Use computer and talked with [name redacted] [name redacted]
- The conversation circle time is 45 minutes that is not enough, as students don't have adequate time to discuss every question.
- If the center can keep quiet will better.
- The people who worked at the center were very kind and helpful.
- I really enjoyed the times I was here in the learning Center.
- I would to thank the perfect teachers especially [name redacted] and I want [name redacted] to know that he is amazing ... [name redacted] you are fantastic I appreciate your help
- No
- Good experience
- Friendly people Very good environment for learning.
- Air conditioning is too cold.
- Coffee
- Nothing
- No
- More conversions
- N/A
- Coffee
- No
- Was my first semester at the College and I was scared about Lab work.. but the people form there were really nice and helpful!!
- When I went there to practice my pronunciation in lab, there were some students who were in reading class, and it made me hesitate practicing pronunciation aloud so I gave up and left for the day. I cannot come up with any ideas for solution, but I wanted to share my experience here. It is not a big problem and is the only concern I had in ESL Center.
- N/A
- It would be good if the center is open for more hours on Saturdays.
- I enjoy it, especially [name redacted] was very helpful.
- Sometimes it is allowed to students without earphones to work (listen audio) in the room with recording equipment, and this prevents other students from working effectively with their listening and recording assignments.
- I know who to use a computer better.
- Overall experiences are very good. Reading plus program motivates me to read faster.

17. This survey was just completed for which class? Please enter your COURSE/DEPT, NUMBER, and SECTION (below):

- ESL 846 LISTENING AND SPEAKING II 83019 ESL 846 AA
- Listening and speaking 848

- 17 ESL 847AB
- ESL 848
- ESL 848
- ESL 847
- ESL 828, 848, 858
- ESL 848
- ESL 846
- ESL 847 ESL 857
- ESL 846 AA Listening and Speaking level II .
- ESL 846
- ESL 848 JA
- ESL 828
- READ 852
- REDING 412, CRN # 91015
- ESL 848 JA
- 895
- ESL 848
- ESL 400 and ESL 848
- Read 413
- [name redacted] ESL 848 AA
- ESL 848
- ESL847
- ESL 847 AB
- ESL 848Building 16
- ESL 847
- ESL 847AB
- [name redacted] ESL 848 AA
- ESL 847
- ESL 848 AA
- [name redacted] ESL848AA
- [name redacted] Del 848 AA
- ESL 847/Westfold
- [name redacted] ESL848AA
- #17 ESL 847 AB
- ESL 848 AA [name redacted]
- [name redacted] ESL 848AA
- ESL 847AB
- ESL 847 Listening and Speaking, ESL 827 Writing and Grammer, ESL 857 Reading
- ESL 848AA
- Listening class 847 AB
- [name redacted] ESL 848 AA
- ESL 848AA [name redacted]
- ESL 847AB ESL 857

- ESL 847 AB
- ESL 847AB
- [name redacted] ESL 848AA
- ESL 848JA
- ESL 848JA
- ESL 848
- Read 412
- ESL 827AB/ CRN #82348
- ESL 898 Reading 852
- Reading 412
- Read 413
- Read 853 spring 2018
- ESL 887 2018 spring
- ESL 847 writing class ESL 827 listening class
- ESL 848JA
- ESL 846
- ESL846 and ESL856
- 846, 856
- 827, 846
- ESL 400
- 887 Pronunciation English Consonants/Vowels
- Reading class
- ESL 827ESL 848
- ESL-400-AD-CRN42341
- ESL 846
- ESL846
- ESL 846
- ESL 846
- ESL 846
- ESL 846
- ESL 846
- Eel 846
- 846
- ESL 846
- ESL 846
- ESL 848
- ESL 847
- ESL 848 - Westfield - Spring 2018
- ESL 887
- ESL 887 - Pronunciation of English Consonants and Vowels
- ESL 887
- READ 412

- Improving vocabulary class, I did 15 chapters and would like to continue next semester, but I was told you are closing it, so I won't be able to finish it. Very upsetting, as the teachers were so helpful, that class meant a lot for me, as not a native speaker.
- ESL 887
- ESL 887-JA
- ESL 897
- ESL 828
- ESL 887
- READ 412
- READ 852