

Survey 2005-2006

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1. Preamble

This is the first year this particular survey has run. In future years it will run once per calendar year at the same time, that is during weeks 4, 5 and 6 of the School Lent Term. It will consist of the same structure and questions to allow year by year comparisons.

The survey is a web based survey constructed using Select Survey ASP Advanced provided by LSE IT Services. The full survey results are also available online to Co-ordinators and/or teachers of the programmes.

A mixture of qualitative and quantitative responses were sought and people who took part had the option of completing the survey anonymously.

All of the 'satisfaction' scores are based on a scale of 1-9 (where 9 is excellent, 5 is satisfactory and 1 is highly unsatisfactory). To obtain a 'satisfaction score', the survey asked 'how did you rate' a certain service, programme or process and the 'score' is the average response.

Comments on individual courses or programme are mentioned in this survey but the detailed information is only made available to the Co-ordinators and/or teachers of the programmes. The total number of comments received for each programme is given in brackets at the end of the sentence in which they are mentioned. The total number of comments for the MFL Certificate Courses are given per language. Any follow up on those comments that warrant it will be carried out by Co-ordinators, as long as the comments were not anonymous.

With the exception of undergraduate degree courses, which are surveyed by the LSE Teaching Quality Assurance and Review Office (TQARO), all scheduled courses¹ are included in this survey as are Additional Services and Executive Languages.

Many people do receive more than one type of service so the survey was designed to be as much, 'catch all', as possible.

Emails were sent out between 1-3 February 2006 inviting people to take part in the survey. Those invited included everyone who had signed up for a course or service² including those who, for whatever reason, had withdrawn and not completed or were no longer attending.

A total of **412** responses were received.

¹ The survey includes courses running during the current academic session. This includes the EAP Pre-sessional Programme over the summer period.

² This includes services such as 1-2-1 tuition, private group tuition, proofreading, translation services etc. from 1 August onwards.

These two tables are included as background to the survey.

It is always difficult for us to determine the spread of 'users' of the Language Centre, but based on the survey responses received an indication is:

LSE undergraduate student	23%
LSE graduate student	55%
LSE staff member	10%
LSE alumni	4%
University of London student	3%
University of London staff	1%
Other	4%

It is also interesting to note the response to the question. 'How did you initially find out about the LSE Language Centre and the services we provide?'

LSE application literature	11%
My LSE offer letter	3%
LSE website	49%
My Departmental induction	23%
A friend told me about your services	9%
Internet search	3%
An advertisement	1%
British Council	0%
From another University or College	1%

2. LN901-LN903 EAP Foundation Programme

All those who registered for LN903 (2004-2005), LN901 (2005-2006) LN902 (2005-2006) were emailed with a link to the survey and invited to tell us what they thought of their chosen programme of study. In total 42 people.

The Overall Score for the programme was **6.3**.

The Enrolment process scored 6.7. Teaching scored 6.8 and the Social programme 5.6. Library provision was seen as sufficient by 80% and Office Hour provision sufficient by 81%.

There were also a small number of mixed comments (5).

3. LN904-LN907 EAP Presessional Course

All those who registered for the 2005 programme were emailed with a link to the survey and invited to tell us what they thought of their chosen course. In total 90 people.

The Overall Score for the programme was **6.9**.

The Enrolment process scored 7.4. Teaching scored 6.9 and the Social programme 6.0. Library provision was seen as sufficient by only 58% although Office Hour provision was deemed sufficient by 83%.

There were also a small number of good comments on the programme (4).

4. LN701-LN799 Modern Foreign Language Certificate Courses

All those who registered for the 2005-2006 programme were emailed with a link to the survey and invited to tell us what they thought of their chosen course. In total there were 1675 registrations.

The Overall Score for the programme was **6.8**.

The Enrolment process scored 6.9. Library provision was seen as sufficient by 79% and Office Hour provision as sufficient by 86%.

What follows are the satisfaction with teaching scores for each language. It must be stressed that these scores should be viewed with caution due to the low number of responses for some languages.

Nevertheless, they do provide an indication of satisfaction, especially when viewed in conjunction with the comments received.

There are a very large number of responses in total and respective Co-ordinators will find them very useful. The table gives the total number of comments received per language.

Satisfaction Scores by Language

Arabic	Russian
6.5	6.6
Chinese	Spanish
7.6	7.4
French	Portuguese
6.5	7.2
German	Turkish
7.8	8.0
Italian	Greek
7.8	7.4
Japanese	
6.9	

Total Comments received by Language

Arabic	Russian
12	8
Chinese	Spanish
16	23
French	Portuguese
46	2
German	Turkish
12	2
Italian	Greek
6	3
Japanese	
5	

5. LN981-LN998 EAP Insessional Support Classes

All those who registered during the 2005-2006 academic session were emailed with a link to the survey and invited to tell us what they thought of the support they received. In total there were 1151 registrations..

The Overall Score for the programme was **7.2**.

The Enrolment process scored 6.6 and Teaching scored 7.8. Library provision was seen as sufficient by 72% and Office Hour provision as sufficient by 81%.

A large proportion, 61%, of those who took classes said that they have benefited their studies at LSE 'significantly'. A further 16% said they had benefited their studies at LSE 'very significantly'. Only 4% said they had helped, 'not much' or 'not much at all'.

There were a sizeable number of mixed comments ranging from praise for teachers, issues about oversubscribed courses and suggestions on changes to course content. But overall they were mostly favourable (32).

6. SS101-SS113 Study Skills Support Classes

All those who registered during the 2005-2006 academic session were emailed with a link to the survey and invited to tell us what they thought of their chosen course. In total there were 78 registrations.

The Overall Score for the programme was **6.8**.

The Enrolment process scored 6.4 and Teaching scored 6.9.

A large proportion, 40%, of those who took classes said that they had found them 'useful'. A further 30% said they had found them 'very useful'.

There were a small number of mixed comments (4).

7. Additional Services and Executive Languages

Everyone who had received any of the services we offer was sent an email asking their opinion on these activities.

Of those who answered the survey, 88% said they would be 'very likely' or 'likely' to recommend our Additional Services/Executive Languages to a friend or colleague.

The overall satisfaction score with these services was **7.3**.

There were a very small number of comments (2), both of which were excellent.

8. Reception and General Comments

The satisfaction score for the service received at the Language Centre Reception was **7.0**.

A large number of general comments on the Language Centre were received (88). Some naturally refer back to earlier sections of the survey so it is advisable for everyone to read these.

John Heyworth
Friday, 17 February 2006