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1. Preamble and Overall Satisfaction

This is the second year this particular survey has run. Again the survey is web based but this year a new platform has been used that of Bristol Online Surveys (BOS). 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/Executive Languages².

People who took the survey were asked which service they received or course they took and how they found it. Additionally we asked how they found the registration or service process and any services received at the Language Centre Reception.

Anybody who rated a service as unsatisfactory was given the opportunity to follow up this rating with a free text answer. These comments will be passed onto the relevant Co-ordinator for investigation. If the respondent gave contact details then the Co-ordinator will also have the option to contact the individual who made then. This also applies to the final question where general comments were invited via a free text response. Here respondents were able to expand on issues within the survey or to comment on something that was not covered by the survey.

Many people do receive more than one type of service so the survey was designed to be as much, 'catch all', as possible. Those who did were invited to respond to the survey for each type of service they received. Emails were sent out between 1-2 February 2007 inviting people to take part. Those invited included everyone who had signed up for a course or service³ including those who, for whatever reason, had withdrawn and not completed or were no longer attending. The survey closed at midnight on 15 February 2007.

A total of **351** complete responses were received. As always, when looking at the data for individual courses or aspects of our activities, please bear in mind the number of responses received. All data returned has been included here. There is no cut-off for sections of the survey that received a low return⁴. The actual number of responses received is included in the tables.

Below is the overall rating given for all Language Centre activities. Subsequent sections give breakdowns for specific programmes and their respective registration process. The MFL Certificate Course programme is also presented language by language.

All Language Centre Programmes and Services					
Unsatisfactory	Satisfactory	Good	Very Good	Excellent	Number of Responses
7.7%	16.8%	24.8%	29.3%	21.4%	351

¹ The survey includes courses run during the current academic session. This includes the EAP Preessional 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 2006 onwards.

³ This includes services such as 1-2-1 tuition, private group tuition, proofreading, translation services etc. from 1 August 2006 onwards.

⁴ Any section that returned no data is, of course, not included.

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 graduate student	51.0%
LSE undergraduate student	26.2%
LSE member of staff	7.1%
LSE research student	6.0%
University of London student	3.1%
Other student	2.8%
Alumni	2.0%
Other	1.5%
University of London staff	0.3%

It is also interesting to note the response to the question. 'Please tell us how you found out about the Language Centre and the services we provide?'

from the LSE web site	47.9%
from information sent by my LSE Department	24.5%
from a friend or colleague	8.8%
from my offer letter	6.0%
via an internet search	3.4%
LSE induction sessions, start of year email, new arrivals help desk	3.1%
from my own university	2.8%
Other	2.6%
from my place of work	0.9%

2. LN901-LN903 EAP Foundation Programme

Overall					
Unsatisfactory	Satisfactory	Good	Very Good	Excellent	Number of Responses
0.0%	14.3%	42.9%	28.6%	14.3%	7

Registration/Service Process					
Unsatisfactory	Satisfactory	Good	Very Good	Excellent	Number of Responses
0.0%	0.0%	28.6%	57.1%	14.3%	7

3. LN904-LN907 EAP Preessional Programme

Overall					
Unsatisfactory	Satisfactory	Good	Very Good	Excellent	Number of Responses
0.0%	11.1%	33.3%	33.3%	22.2%	9

Registration/Service Process					
Unsatisfactory	Satisfactory	Good	Very Good	Excellent	Number of Responses
0.0%	11.1%	22.2%	33.3%	33.3%	9

4. LN701-LN803 Modern Foreign Language Certificate Course Programme

Overall						
	Unsatisfactory	Satisfactory	Good	Very Good	Excellent	Reponses
Arabic	10.0%	10.0%	10.0%	45.0%	25.0%	20
Chinese	20.8%	12.5%	29.2%	29.2%	8.3%	24
French	9.6%	21.9%	19.2%	28.8%	20.5%	73
German	6.7%	30.0%	26.7%	30.0%	6.7%	30
Italian	5.9%	17.6%	17.6%	23.5%	35.3%	17
Japanese	14.3%	0.0%	14.3%	42.9%	28.6%	7
Portuguese	0.0%	0.0%	25.0%	75.0%	0.0%	4
Russian	6.7%	6.7%	40.0%	26.7%	20.0%	15
Spanish	7.3%	16.4%	25.5%	30.9%	20.0%	55
ALL	9.4%	17.6%	22.9%	31.4%	18.8%	245

Registration/Service Process						
	Unsatisfactory	Satisfactory	Good	Very Good	Excellent	Reponses
Arabic	0.0%	10.0%	45.0%	35.0%	10.0%	20
Chinese	12.5%	12.5%	33.3%	33.3%	8.3%	24
French	9.6%	16.4%	37.0%	28.8%	8.2%	73
German	6.7%	6.7%	43.3%	33.3%	10.0%	30
Italian	0.0%	0.0%	52.9%	23.5%	23.5%	17
Japanese	14.3%	14.3%	14.3%	57.1%	0.0%	7
Portuguese	25.0%	25.0%	25.0%	0.0%	25.5%	4
Russian	0.0%	20.0%	20.0%	40.0%	20.0%	15
Spanish	1.8%	27.3%	29.1%	23.6%	18.2%	55
ALL	6.1%	15.9%	35.5%	29.8%	12.7%	245

5. LN980-LN990 EAP Workshop Programme

Overall					
Unsatisfactory	Satisfactory	Good	Very Good	Excellent	Number of Responses
7.3%	26.8%	31.7%	17.1%	17.1%	41

Registration/Service Process					
Unsatisfactory	Satisfactory	Good	Very Good	Excellent	Number of Responses
17.1%	19.5%	24.4%	22.0%	17.1%	41

6. LN991-LN997 EAP Departmental Programme

Overall					
Unsatisfactory	Satisfactory	Good	Very Good	Excellent	Number of Responses
0.0%	4.7%	23.3%	30.2%	41.9%	43

Registration/Service Process					
Unsatisfactory	Satisfactory	Good	Very Good	Excellent	Number of Responses
9.3%	11.6%	41.9%	20.9%	16.3%	43

7. SS101-SS113 Study Skills Programme

Overall					
Unsatisfactory	Satisfactory	Good	Very Good	Excellent	Number of Responses
50.0%	0.0%	0.0%	50.0%	0.0%	2

Registration/Service Process					
Unsatisfactory	Satisfactory	Good	Very Good	Excellent	Number of Responses
50.0%	0.0%	0.0%	50.0%	0.0%	2

8. Additional Services and Executive Languages

Overall					
Unsatisfactory	Satisfactory	Good	Very Good	Excellent	Number of Responses
0.0%	25.0%	50.0%	0.0%	25.0%	4

Registration/Service Process					
Unsatisfactory	Satisfactory	Good	Very Good	Excellent	Number of Responses
0.0%	0.0%	25.0%	25.0%	50.0%	4

9. Reception and General Comments

Overall					
Unsatisfactory	Satisfactory	Good	Very Good	Excellent	Number of Responses
2.8%	17.9%	31.3%	32.2%	15.7%	351

As with these general comments all questions where 'unsatisfactory' was received as a response a follow up question was then asked to ascertain why a service was deemed to be so. These comments, along with the general ones, have been passed onto Co-ordinators. If the respondent gave contact details then the Co-ordinator will also have the option to contact the individual who made them. This also applies to the final question where more general comments were invited.

John Heyworth
Friday, 16 February 2007