



Language Centre

User Satisfaction Survey (2015-2016)

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1. Preamble and Overall Satisfaction

This is the tenth year this particular survey has run. Again the survey is web based and we continue with the platform 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/1-2-1 and private group tuition².

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 from Learning Support and Administration.

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 on to 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 them. 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.

This exercise serves as an indication of how the services we provide have been received. Constant feedback is received via teachers, Co-ordinators Office hours, the Centre Reception and our online Instant Feedback Form. The survey will also provide a springboard for further, more qualitative, investigation of specific areas should it be deemed necessary.

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 received more than one type of service were invited to respond to the survey for each type of service they received. Emails were sent out on 28, January 2016 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invited included everyone who had signed up for a course or service³ including those who, for whatever reason, had withdrawn and not completed or were no longer attending.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 00:01 on 12, February 2016.

A total of **314** complete responses were received. This is more than has been usual over the past few years and given the size of our services a very healthy sample size.

As always, when looking at the data for individual courses or aspects of our activities, please bear in mind the actual 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 return. The actual number of responses received is included in the tables.

¹ The survey includes courses run over the last calendar year. This includes LN903 EAP Foundation Course (2014-15) and the 2015 EAP Pre-session Programme.

² This includes services such as 1-2-1 tuition, private group tuition, proofreading, translation services etc. from 1 February 2015 onwards.

³ This includes services such as 1-2-1 tuition, private group tuition, proofreading, translation services etc. from 1 February 2015 onwards.

Below is the overall rating given for all Language Centre activities.

All Language Centre Programmes and Services

Unsatisfactory	Satisfactory	Good	Very good	Excellent	Totals	Number of responses
5.7%	13.1%	14.0%	33.4%	33.8%	100%	314

The next section (2) gives an overall rating for the registration process. Subsequent sections give breakdowns for specific programmes and their respective registration process (3-8). The MFL Certificate Course programme is also presented language by language.

Before we move on to the full results and breakdowns, the following tables are included as background to the survey. The table on the left shows the 'category' of those who took part to the survey. When measured against an analysis of what we know about 'where people came from' it compares favourably. Therefore, we can be confident that the survey is a representative sample of users of the Language Centre. 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?' The table on the right shows this result.

LSE undergraduate student	22.0%
LSE taught Masters student	51.6%
LSE research student (Phd/MPhil/MRes)	6.4%
LSE staff member (Academic/Teaching/Research)	1.3%
LSE staff member (Support/Administrative)	2.5%
LSE alumni	4.5%
University of London student	2.2%
University of London staff	0.6%
University of London alumni	1.3%
Other	7.6%

From a friend or colleague	18.8%
From induction literature my LSE Department sent to me	8.3%
At my Departmental Induction	16.6%
From 'Student News' at the start of the academic year	1.0%
From my LSE offer letter and information	6.7%
Via the LSE Training web site	1.3%
Via the LSE Language Centre web site	17.8%
Via links on the LSE web site	12.7%
Via the Welcome Week and/or Open House	7.0%
Via LSE for You messages	1.3%
Via an internet search	5.4%
Other	3.1%

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2. Overall Registration Process

Registration/Service Process

Unsatisfactory	Satisfactory	Good	Very good	Excellent	Totals	Number of Responses
5.1%	17.5%	21.7%	32.2%	23.5%	100%	314

3. LN901-LN903 EAP Foundation Programme⁴

Overall

Unsatisfactory	Satisfactory	Good	Very good	Excellent	Totals	Number of Responses
0.0%	0.0%	0.0%	40.0%	60.0%	100.0%	5

Registration/Service Process

Unsatisfactory	Satisfactory	Good	Very good	Excellent	Totals	Number of Responses
0.0%	20.0%	0.0%	20.0%	60.0%	100.0%	5

4. LN905-LN909 EAP Pre-sessional Programme⁵

Overall

Unsatisfactory	Satisfactory	Good	Very good	Excellent	Totals	Number of Responses
0.0%	57.1%	14.3%	14.3	14.3%	0.0%	7

Registration/Service Process

Unsatisfactory	Satisfactory	Good	Very good	Excellent	Totals	Number of Responses
0.0%	28.6%	28.6%	14.3%	28.6%	0.0%	7

⁴ This programme is also looked at in a separate, more detailed, survey.

⁵ This programme is also looked at in a separate, more detailed, survey.

5. LN701-LN823 Modern Foreign Language Certificate Course Programme

Overall

	Unsatisfactory	Satisfactory	Good	Very good	Excellent	Totals	Number of responses
Arabic	10.0%	30.0%	0.0%	30.0%	30.0%	100.0%	10
Catalan	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%	1
French	12.2%	19.5%	26.8%	22.0%	19.5%	100.0%	41
German	5.6%	11.1%	33.3%	16.7%	33.3%	100.0%	18
Italian	0.0%	0.0%	50.0%	25.0%	25.0%	100.0%	4
Japanese	8.3%	16.7%	25.0%	41.7%	8.3%	100.0%	12
Korean	0.0%	28.6%	14.3%	28.6%	28.6%	100.0%	7
Mandarin	6.8%	10.2%	11.9%	35.6%	35.6%	100.0%	59
Portuguese	0.0%	0.0%	0.0%	80.0%	20.0%	100.0%	5
Russian	12.5%	0.0%	12.5%	37.5%	37.5%	100.0%	8
Spanish	6.3%	9.4%	6.3%	43.8%	34.4%	100.0%	32
ALL	7.6%	13.2%	16.8%	33.5%	28.9%	100.0%	197

Registration/Service Process

	Unsatisfactory	Satisfactory	Good	Very good	Excellent	Totals	Number of responses
Arabic	20.0%	10.0%	20.0%	50.0%	0.0%	100.0%	10
Catalan	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%	1
French	9.8%	22.0%	29.3%	31.7%	7.3%	100.0%	41
German	11.1%	27.8%	0.0%	33.3%	27.8%	100.0%	18
Italian	0.0%	50.0%	50.0%	0.0%	0.0%	100.0%	4
Japanese	0.0%	25.0%	16.7%	50.0%	8.3%	100.0%	12
Korean	14.3%	14.3%	14.3%	42.9%	14.3%	100.0%	7
Mandarin	8.5%	18.6%	23.7%	27.1%	22.0%	100.0%	59
Portuguese	20.0%	0.0%	20.0%	60.0%	0.0%	100.0%	5
Russian	0.0%	12.5%	25.0%	37.5%	25.0%	100.0%	8
Spanish	0.0%	21.9%	28.1%	37.5%	12.5%	100.0%	32
ALL	7.6%	20.3%	22.8%	34.0%	15.2%	100.0%	197

6. EAP In-session Support⁶

Overall (LN961-LN999)

Unsatisfactory	Satisfactory	Good	Very good	Excellent	Totals	Number of Responses
1.4%	11.1%	11.1%	41.7%	34.7%	100.0%	72

Registration/Service Process (LN961-LN999)

Unsatisfactory	Satisfactory	Good	Very good	Excellent	Totals	Number of Responses
0.0%	13.9%	19.4%	33.3%	33.4%	100.0%	72

7. Other Scheduled Courses

Summer Languages

Unsatisfactory	Satisfactory	Good	Very good	Excellent	Totals	Number of Responses
20.0%	0.0%	20.0%	20.0%	40.0%	100.0%	5

Registration/Service Process

Unsatisfactory	Satisfactory	Good	Very good	Excellent	Totals	Number of Responses
0.0%	20.0%	40.0%	40.0%	0.0%	100.0%	5

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⁶ This programme is also looked at in a separate, more detailed, survey. This includes LN988 and LN989.

8. Additional Services and 1-2-1 private and group tuition

Overall

Unsatisfactory	Satisfactory	Good	Very good	Excellent	Totals	Number of Responses
4.8%	14.3%	4.8%	19.0%	57.1%	100.0%	21

Registration/Service Process

Unsatisfactory	Satisfactory	Good	Very good	Excellent	Totals	Number of Responses
4.8%	4.8%	23.8%	19.0%	47.6%	100.0%	21

9. Learning Support and Administration

Overall

Unsatisfactory	Satisfactory	Good	Very good	Excellent	Totals	Number of Responses
1.9%	14.6%	33.4%	32.5%	17.5%	100.0%	314

Language Events

Unsatisfactory	Satisfactory	Good	Very good	Excellent	Totals	Number of Responses
4.4%	13.3%	20.0%	35.6%	26.7%	100.0%	45

Online Resources

Unsatisfactory	Satisfactory	Good	Very good	Excellent	Totals	Number of Responses
0.7%	15.4%	30.9%	41.6%	11.4%	100.0%	149

10. General Comments

Finally, at the end of the survey an open response was invited for any general (positive or otherwise) comments about the Language Centre.

Throughout the survey for any question that provoked 'unsatisfactory' as a response, a follow up question was then asked to ascertain why a service was deemed to be so. The questions where this was a possibility were concerning 'how people found the course/service they received', 'how people found the registration process' and finally 'how people found the service they received from the Learning Support and Administration.

These comments, along with the general ones, have been passed on to Co-ordinators and the Director of the Language Centre. If the respondent gave contact details then the relevant 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; in such cases any such contact would be made by the Director of the Language Centre.

Further analysis and filtering of results is also possible for individual language sections on request from Co-ordinators along with the usual information that can sometimes be useful in the planning and preparation of courses such as student origin, language backgrounds and what LSE programme a student is following.

John Heyworth
Monday, 15 February 2016