



Language Centre

User Satisfaction Survey (2013-2014)

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1. Preamble and Overall Satisfaction

This is the eighth 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 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 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 did were invited to respond to the survey for each type of service they received. Emails were sent out on 31, January 2014 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invited included everyone who had signed up for a course or service³ including those who, for whatever reason, had withdrawn and not completed or were no longer attending.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 23:59 on 13, February 2014.

A total of **141** complete responses were received. This is smaller than normal but still consistent with previous 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 return⁴. The actual number of responses received is included in the tables.

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

¹ The survey includes courses run over the last calendar year. This includes LN903 EAP Foundation Course (2012-13) and the 2013 EAP Preessional Programme.

² This includes services such as 1-2-1 tuition, private group tuition, proofreading, translation services etc. from 1 February 2013 onwards.

³ This includes services such as 1-2-1 tuition, private group tuition, proofreading, translation services etc. from 1 February 2013 onwards.

⁴ Any section that returned no quantitative data is, however, omitted from this report.

All Language Centre Programmes and Services

Unsatisfactory	Satisfactory	Good	Very good	Excellent	Totals	Number of responses
3.5%	16.3%	20.6%	32.6%	27.0%	100.00%	141

The next sections (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’ 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	17.0%
LSE taught Masters student	51.1%
LSE research student (Phd/MPhil/MRes)	3.5%
LSE staff member (Academic/Teaching/Research)	2.1%
LSE staff member (Support/Administrative)	4.3%
LSE alumni	7.1%
University of London student	3.5%
University of London staff	0.0%
University of London alumni	2.1%
Other	9.3%

From a friend or colleague	13.5%
From induction literature my LSE	10.6%
At my Departmental Induction	16.3%
From ‘Student News’ at the start of the	2.1%
From my LSE offer letter and information	3.5%
Via the LSE Training web site	1.4%
Via the LSE Language Centre web site	17.0%
Via links on the LSE web site	14.9%
Via the Orientation 2013 street fair	5.0%
Via LSE for You messages	1.4%
Via an internet search	8.5%
Other	5.8%

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2. Overall Registration Process

Registration/Service Process

Unsatisfactory	Satisfactory	Good	Very good	Excellent	Totals	Number of Responses
5.0%	17.0%	23.4%	31.9%	22.7%	100.00%	141

3. LN901-LN903 EAP Foundation Programme⁵

Overall

Unsatisfactory	Satisfactory	Good	Very good	Excellent	Totals	Number of Responses
0.00%	33.33%	0.00%	33.33%	33.33%	100.00%	3

Registration/Service Process

Unsatisfactory	Satisfactory	Good	Very good	Excellent	Totals	Number of Responses
0.00%	0.00%	0.00%	66.67%	33.33%	100.00%	3

4. LN905-LN907 EAP Pre-sessional Programme⁶

Overall

Unsatisfactory	Satisfactory	Good	Very good	Excellent	Totals	Number of Responses
0.00%	0.00%	33.33%	33.33%	33.33%	100.00%	3

Registration/Service Process

Unsatisfactory	Satisfactory	Good	Very good	Excellent	Totals	Number of Responses
0.00%	0.00%	33.33%	33.33%	33.33%	100.00%	3

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

⁶ This programme is also looked at in a separate, more detailed, survey.

5. LN701-LN811 Modern Foreign Language Certificate Course Programme

Overall

	Unsatisfactory	Satisfactory	Good	Very good	Excellent	Totals	Number of responses
Arabic	0.00%	21.43%	50.00%	14.29%	14.29%	100.00%	14
French	0.00%	19.05%	19.05%	38.10%	23.81%	100.00%	21
German	0.00%	0.00%	50.00%	30.00%	20.00%	100.00%	10
Italian	0.00%	0.00%	0.00%	50.00%	50.00%	100.00%	2
Japanese	25.00%	0.00%	0.00%	0.00%	75.00%	100.00%	4
Korean	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	1
Mandarin	17.65%	17.65%	11.76%	29.41%	23.53%	100.00%	17
Portuguese	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0
Russian	0.00%	25.00%	75.00%	0.00%	0.00%	100.00%	4
Spanish	0.00%	35.29%	11.76%	47.06%	5.88%	100.00%	17
ALL	4.44%	18.89%	25.56%	30.00%	21.11%	100.00%	90

Registration/Service Process

	Unsatisfactory	Satisfactory	Good	Very good	Excellent	Totals	Number of responses
Arabic	0.00%	14.29%	35.71%	28.57%	21.43%	100.00%	14
French	4.76%	14.29%	23.81%	33.33%	23.81%	100.00%	21
German	10.00%	20.00%	20.00%	30.00%	20.00%	100.00%	10
Italian	0.00%	0.00%	50.00%	0.00%	50.00%	100.00%	2
Japanese	0.00%	25.00%	25.00%	0.00%	50.00%	100.00%	4
Korean	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	1
Mandarin	0.00%	17.65%	35.29%	29.41%	17.65%	100.00%	17
Portuguese	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0
Russian	25.00%	25.00%	50.00%	0.00%	0.00%	100.00%	4
Spanish	17.65%	35.29%	5.88%	41.18%	0.00%	100.00%	17
ALL	6.67%	20.00%	25.56%	28.89%	18.89%	100.00%	90

6. EAP In-session Support⁷

Overall (LN961-LN967, LN969)

Unsatisfactory	Satisfactory	Good	Very good	Excellent	Totals	Number of Responses
0.00%	60.00%	0.00%	40.00%	0.00%	100.00%	5

Registration/Service Process (LN961-LN967, LN969)

Unsatisfactory	Satisfactory	Good	Very good	Excellent	Totals	Number of Responses
0.00%	40.00%	0.00%	20.00%	40.00%	100.00%	5

Overall (LN991-LN997, LN999)

Unsatisfactory	Satisfactory	Good	Very good	Excellent	Totals	Number of Responses
0.00%	8.33%	12.50%	54.17%	25.00%	100.00%	24

Registration/Service Process (LN991-LN997, LN999)

Unsatisfactory	Satisfactory	Good	Very good	Excellent	Totals	Number of Responses
0.00%	20.83%	29.17%	29.17%	20.83%	100.00%	24

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⁷ This programme is also looked at in a separate, more detailed, survey. This includes LN988, LN989 and LN900.

7. Other Scheduled Courses

Summer Languages

Unsatisfactory	Satisfactory	Good	Very good	Excellent	Totals	Number of Responses
0.00%	0.00%	0.00%	12.5%	87.5%	100.00%	8

Registration/Service Process

Unsatisfactory	Satisfactory	Good	Very good	Excellent	Totals	Number of Responses
0.00%	0.00%	0.00%	62.5%	37.5%	100.00%	8

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

Overall

Unsatisfactory	Satisfactory	Good	Very good	Excellent	Totals	Number of Responses
8.3%	0.0%	20.83%	12.5%	58.37%	100.00%	8

Registration/Service Process

Unsatisfactory	Satisfactory	Good	Very good	Excellent	Totals	Number of Responses
20.00%	20.00%	20.00%	20.00%	20.00%	100.00%	5

9. Learning Support and Administration

Overall

Unsatisfactory	Satisfactory	Good	Very good	Excellent	Totals	Number of Responses
0.71%	19.86%	32.62%	28.37%	18.44%	100.00%	141

Tandem Learning Programme

Unsatisfactory	Satisfactory	Good	Very good	Excellent	Totals	Number of Responses
10.6%	28.6%	28.6%	17.9%	14.3%	100.00%	28

Gateway

Unsatisfactory	Satisfactory	Good	Very good	Excellent	Totals	Number of Responses
3.1%	21.9%	35.9%	25.0%	14.1%	100.00%	64

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10. General Comments and shared Reception

This year we also asked the question...

'Many of you will have sought out the services of both the Teaching and Learning Centre (TLC) and the Language Centre this year. Do you think you have benefitted from a shared Reception for these two Centres as well as shared resource and study areas?'

Yes	No	Number of Responses
33.3%	66.7%	141

We followed up the response to this question with two further questions. These responses are included in the free text answers and will be passed on to Co-ordinators and the Director of the Language Centre.

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 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 Language Centre Enquiries and Study Area.

These comments, along with the general ones, have been passed onto 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
Thursday, 13 February 2014