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1. About the Center

The Language Learning Center (LLC) is located on the third floor of the Batten Arts and Letters Building, between 43rd and 45th Streets off Hampton Boulevard. Both the physical and virtual space of the LLC offer many resources to students and faculty. http://al.odu.edu/llc

1.1 Mission

It is the goal of the Language Learning Center to serve the needs of faculty, students and the Hampton Roads community in promoting the study of foreign languages offered at Old Dominion University through the use of technology enhanced methods and materials. The Center has been an integral part of the Foreign Languages and Literatures Department in the College of Arts and Letters since its inception in 1992. Serving over 2,800 annually, the Center is committed to instructional technology for foreign language learning and quality instruction.

1.2 Goals

At the Language Learning Center, we offer a variety of resources to enhance students’ language preparation and appreciation of other cultures. Students actively participate in the language learning process and a shared Community of Learning. Our aim is to improve oral, listening, reading, and writing skills and how technologies can best support this effort; enrich traditional classroom and online learning environments; and actively contribute to students’ language experience to become global citizens.
**Director, Betty Rose Facer** has 19 years of experience in managing language resource centers which incorporate technology into the foreign language classroom, as well as teaching. She is the past President of the Mid-Atlantic Association for Language Learning Technology and was elected to serve as IALLT’s (International Association for Language Learning Technology) and CALICO’s (Computer Assisted Language Instruction Consortium) Official Delegate to the Joint National Committee for Languages (JNCL) in Washington, D.C. to identify national needs and to plan national language policies. For the past nineteen years, Ms. Facer has collaborated with ODU faculty and students to develop a variety of pedagogical innovations for language teaching and learning. Her research interests focus on technology in second language acquisition, computer-mediated communication, online learning, and mobile-assisted language learning. She has presented papers at IALLT, ACTFL, CALICO, and MFLA and her publications appear in ReCALL, IALLT, Computers & Education, and the International Journal of Distance Education Technologies.

**Hyeshin Yoon, LLC Assistant (2014-present)**

“My name is Hyeshin Yoon. I am majoring in performance music at ODU. I have been playing flute since I was in middle school and art high school in South Korea. I decided to go to the United States. I was attending university in South Korea, but I wanted to experience a different world. I wanted to have more opportunities to learn about the music field. I believe that the happiest person in the world is the person who enjoys what they do for themselves in their life. I am eternally grateful to have music in my life. I have always felt comfortable and cheerful whenever I deal with music. My final goal is to be a flute teacher and perform in an orchestra.”

**Jin Hyuk Kim, LLC Assistant (2012-2014)**

Jin Hyuk Kim is from Seoul, South Korea. He studies mechanical engineering and hopes to graduate in December, 2013. He hopes to build turbo jet engines for an airplane. His favorite sports are bowling, Kendo, and tennis. He likes to work at LLC because he can help many students; he can meet many new friends, and improve his English conversation skills.
Khiem Huynh, LLC Assistant (2012-present)

“Hello, my name is Khiem Huynh. I originally come from Ho Chi Minh City, Vietnam. I’m in the class of 2015. I hope to become an Electrical Engineer. To briefly introduce myself, I like playing computer games in my free time. I love to learn other languages besides Vietnamese and English. I enjoy working in the Language Learning Center (LLC) because I will have a lot of opportunities to meet a lot of people that speak different languages.”

Vasiliki Merkouri, LLC Assistant (2013-2015)

“Hello, my name is Vasiliki Merkouri, and I am currently in the process of completing my Bachelor of Arts degree for French and my minor in Secondary Education here at Old Dominion University. I worked as a tutor through the Peer Educator program and tutoring students has been my past time favorite, I love being able to help students understand foreign languages better. I am a native speaker of Modern Greek, and I recently completed my study abroad in Tours, France.”

Ronaville Gutierrez, LLC Assistant (2015)

Born and raised in the Philippines, Ronaville moved to Hawaii in 2007 with her family before settling in Virginia in 2008. She graduated from Bayside High School in 2011 and continued her collegiate studies at Old Dominion University during the fall of the same year. She was initially undecided before declaring a major in Finance during her sophomore year. She expects to graduate in the fall of 2015.

Brigette Faula A. Labastida, LLC Assistant (2015-present)

“Hi! My name is Brigette Faula A. Labastida. I was born and raised in the Philippines, until I was 16, and came to the US in the year 2011. I’m currently a freshman student (Class of 2018) at Old Dominion University and I will be a Communication Major in fall 2015. Aside from fluently speaking Filipino and English, I am also learning Japanese at the moment. I aim to one day move to Japan and be able to work there as a voice actress for animated shows/animes. I enjoy meeting new people and making new friends. As I start working as a Language Learning Center Assistant, I look forward in encountering people and to improve my interaction and communication skills.”
Kevin D. Martínez Rivera, LLC Assistant (2015 – present)

“My name is Kevin D. Martínez Rivera. I was born and raised in Puerto Rico. The languages I speak are Spanish, English, and French. I am a transfer student from the University of Puerto Rico, Río Piedras Campus. My majors are in French and Accounting. I volunteered in the English Conversation Partner Program in previous semesters, and I hope to use my knowledge and past volunteer experiences to help any student that enters the LLC.”

Vilgelm Kalantaryan, LLC Assistant (2014)

“My name is Vilgelm Kalantaryan; however, I go by William. I am transfer student form Saratov State University in Russia and I am majoring in Modeling Simulation and Visualization Engineering. I came to ODU in fall 2012 and I remember that time in the ELC when I was just studying English. Currently I am Junior. I really love LLC because when I came here I had a lot of conversation partners from Language Learning Center. I am really happy to see them on campus and help others to learn different languages. It is also my pleasure to work at Language Learning Center because even though I am an engineer I love studying languages.”

1.4 Facility/Equipment

The LLC is open five days a week for a total of 42 hours, Including: Monday and Tuesday from 9-7, Wednesday and Thursday 9-5 and Friday from 9-3. The LLC continues hours of operation throughout the summer sessions 1 and 2 for a total of 16 hours each week. The LLC supports classroom learning and instruction environment as well as a collaborative resource center. Our “IALLT Showcase Award Winning Video” (2011) is accessible at http://al.odu.edu/lang/video1.php

- **Resource Center:**
  - 13 - Dell Optiplex 390 Computers with Sanako Tandberg Educational headsets and microphones, and Logitech webcams
  - 1 - Student work station with Dell Optiplex 390 Computer with Sanako Tandberg Educational headset and microphone, and Logitech webcam
- **Classroom Center:**
  - 15 - Dell Optiplex 390 Computers with Sanako Tandberg Educational headsets and microphones, and Logitech webcams
  - 1 – Instructor work station with Dell Optiplex 390 Computer with Sanako Tandberg Educational headset and microphone, and Logitech webcam
  - PP-50 Overhead
1.5 Professional Memberships

The LLC Director continues to share memberships in national and international organizations specializing in foreign language education and technology: International Association for Language Learning and Technology (IALLT), Mid Atlantic Association for Language Learning Technology (MAALLT), Computer Assisted Language Instruction Consortium (CALICO), the American Council on the Teaching of Foreign languages (ACTFL), Foreign Language Association of Virginia (FLAVA), the Maryland Foreign Language Association (MFLA), and the Joint National Committee for Languages (JNCL).

2. Achievements

2.1 Language in Motion – ODU Outreach Program

(Old Dominion University Alumni Association Academic Special Project Grant 2015)

The “Language in Motion – ODU” outreach program promotes both current ODU study-abroad student “returnees” and ODU Alumni professionals teaching foreign languages in the Hampton Roads area. In cooperation with the established Visiting Alumni Lecture Series (VALS), the Language in Motion (LiM) program is an effort to join experienced Alumni teachers with current ODU students in the elementary, middle school, high school and community college classrooms in order to promote world languages and cultures. The basic components of the VALS-LiM are to (1) share the world with K-16 students, (2) provide professional development opportunities for Alumni teachers and ODU students, and (3) develop networks across the country that contribute to the database of resource materials.

LiM at ODU now joins prestigious leaders of the program, including: Juniata College (Founder), Pennsylvania; Bryn Mawr College, Pennsylvania; Dartmouth College, New Hampshire; Drew University, New Jersey; Iowa State University, Iowa; Lebanon Valley College, Pennsylvania; Lewis & Clark College, Oregon; Linfield College, Oregon; Loras College, Iowa; Middlebury College, Vermont; Pacific University, Oregon; Vassar College, New York; Westminster College, Pennsylvania; and Willamette University, Oregon.
2.2 Japan Foundation Grant

(日本文部科学省2014-2015年度日本語教材購入支援金）

New resource materials will leverage mobile platforms in order to expand students’ exposure to Japanese language instruction, to increase their opportunities to build vocabulary, and to improve their oral/aural and writing skill. It is expected that these resource materials will assist (1) Professor Minori Marken’s course on writing, (2) promote innovative technologies with participation in the current grant-funded iPad initiative, (3) increase interest in Japanese language and culture, student enrollments and possibly study abroad opportunities to Japan, and (4) promote Japanese studies at ODU as a leading Center for Japanese in the community and the region.

2.3 Telecollaborative Exchange

(オールド Dominion大学教員開発資金賞2014年度, "The Creation of a French Telecollaborative Exchange (Norfolk-Nice): Developing Students’ Communicative and Intercultural Competencies")

This project intends to create a telecollaborative exchange (TE) for beginning French students at ODU that will provide a rich and meaningful intercultural learning experience with students at the University of Nice, France. This project will build on the success of the beginning online and hybrid French courses I developed in 2008-2009. A TE component will apply “online communication tools in order to bring together classes of language learners in geographically distant locations to develop their foreign language skills and intercultural competence through collaborative tasks and project work” (O’Dowd, 2011).

2.4 SCOLA Spotlights

LLC – ODU Featured on the “SCOLA Spotlights” website (Betty Rose Facer, Dr. Peter Schulman, and Dr. Lee Slater)

For the past decade, Old Dominion University has been using SCOLA learning services to aid in teaching foreign languages. Access http://www.scola.org/Spotlightuni.aspx to read how SCOLA is helping Old Dominion University students become more fluent in foreign languages.
2.5 Awards

The Language Learning Center and the Department of Foreign Languages and Literatures is pleased to congratulate LLC Assistant, Jinhyuk Kim - 1st Runner Up Winner of the ODU 2014 Student Employee of the Year Award.
2.6 Language Advocacy

3. Center Initiatives

The Center researches innovative and effective technologies for world language learning and teaching. Some of our ongoing projects include:

- **The Visiting Alumni Lecture Series (VALS)** *(started in 2010 with grant funding)*
  VALS fosters partnerships with successful Old Dominion University Alumni and currently enrolled students studying any of the ten languages offered in the Department, including: Arabic, Chinese, French, German, Hebrew, Italian, Japanese, Latin, Russian, and Spanish. The VALS for foreign languages will highlight the real-life work experiences of Old Dominion University Alumni by providing a platform to discuss their expertise. These Alumni visits will:
  - generate interest in diverse career fields requiring foreign language skills, such as: teaching, translation, and business
  - provide networking possibilities and potential internships
  - provide an opportunity to meet native speakers from around the world visiting the Hampton Roads community
  - give current students a chance to practice their language skills with native speakers.
• **iComPADibility: The Business of Faculty Mentoring and International Language Education with iPads** *(started with a 2013 Faculty Innovator Grant)*

To address the concerns of foreign language enrollments, advanced-level language study, language proficiency, and career choices for foreign languages, this project proposes the iComPADibility Initiative to create and foster mentoring projects using the latest technology (iPad minis and iBooks Author app). This Initiative will create (1) the faculty mentor-student mentee relationship, (2) foster the student peer-peer mentorship and (3) create up-to-date faculty produced textbook materials for language business courses. The innovative technology and practical app features will hone undergraduate research projects and advanced language skills that give ODU students a competitive edge.

• **“Broadcast to Podcast, Video to Vodcast: Authentic Materials as Portable Foreign Language Content”** *(started with a 2009 Faculty Innovator Grant)*

This project provides authentic materials as portable language content for all ten languages offered in the Department of Foreign Languages and Literatures. It is available to the ODU community and foreign language educators in the Hampton Roads area. The latest developments in podcasting technology will enhance the study of foreign languages and provide a cost effective way to bring authentic materials to our students using MALL (Mobile Assisted Language Learning).

• **Academic Podcasting Technology: “The Impact of Academic Podcasting: Emerging Technologies for the Foreign Language Classroom”** *(started with a 2008 Faculty Innovator Grant, 2007 National Endowment for the Humanities-Digital Humanities Initiative Grant, 2007 Faculty Innovator Grant)*

The purpose of this project is to develop effective strategies for incorporating the use of podcasting – disseminating audio programming over the internet – to improve foreign language instruction. The academic use of podcasting allows for 24/7-accessibility and portability of the teaching and learning experience that expands the boundaries of the classroom. Podcasting permits restructuring valuable classroom time and converting the popular iPod and other MP3 players into a multi-purpose teaching and learning tool that can be used to reinforce class content, improve pronunciation and vocabulary, and improve oral and aural skills. The popularity and ready availability of iPods (many students own them) promotes the use of podcasting as
a pedagogical tool by college instructors, and its acceptance by students as a learning tool. Because podcasting does not require institutions to invest in expensive facilities, the instructional strategies developed by the project are likely to be widely adopted by college instructors, as well as instructors at the secondary level.

4. Research: Presentations & Publications

4.1 Presentations


On Friday, May 8, attendees met again at the Beacon Hotel for an engaging discussion on the intersection of the language industry and technology that featured panelists Dr. Lisa Frumkes of Rosetta Stone, Ms. Betty Rose Facer of IALLT/CALICO, Dr. Jacque Bott van Houten of ACTFL, Mr. Andrew Lawless of Rockant, Inc. and Ms. Babs Sekel of Agilent. The panel discussion was followed by working groups facilitated by Dr. Brecht that focused on k–20 education, heritage languages, and language in the workforce.
“iComPADibility: The Business of Faculty Mentoring and International Language Education with iPads,” Center for Learning and Teaching’s Annual TeachFAIR, Old Dominion University, October 28, 2014.
• “Policies, Priorities, and Our Profession: Advocacy and Your Impact,” Maryland Foreign Language Association 2014 Fall Conference, Notre Dame of Maryland University, Baltimore, Maryland, October 11, 2014.

4.2 Publications

Articles in Refereed Journals:


5. Professional Development & Workshops

The Language Learning Center is pleased to provide cutting-edge professional development opportunities and workshops to local K-12 foreign language teachers in the Hampton Roads community, faculty, and students.

5.1 FLAVA Professional Development Workshops

• Foreign Language Association of Virginia (FLAVA) Foreign Language Teachers Workshop Series (FLTWS) continues to expand across the Commonwealth in an effort to provide useful, professional development opportunities to as many Virginia foreign language educators as possible. The FLTWS is partnered with the Foreign Language Association of Virginia (FLAVA) through its Professional Development Network (PDN).
  
  o Workshop #1: All Things Considered: Language Classroom Edition (14 October 2014)
  o Workshop #2 – Skills-Centric Teaching (13 November 2014)
  o Workshop #3 – Score Big with Strong Language Goals (12 February 2015)
  o Workshop #4 – Setting and Monitoring Learning Targets: Getting Educators and Learners on the Same Page (19 March 2015)

5.2 Workshops

• WebEX for Foreign Languages & Online Teaching Workshop (3 April 2015)
• Study Abroad Québec Orientation
6. Services

6.1 Software Applications & Online Resources

The LLC offers a variety of resources to students and faculty. In addition to an extensive collection of dictionaries and textbook materials in print, the LLC also provides software applications and online resources, including:

- Auralog’s *Tell Me More* software for German (online version), French, Italian and Spanish
- Rosetta Stone for Arabic, Chinese and Japanese
- Bible Flash Cards for Hebrew
- Satellite Communications for Learning (SCOLA)

  o SCOLA is a nonprofit educational organization that receives and re-transmits television programming from around the world in native languages. These programs are available via the Internet or Videostream Service to all ODU students and faculty. SCOLA provides authentic programming from more than 100 countries and 100 languages, including:

<table>
<thead>
<tr>
<th>Channel</th>
<th>Broadcasts</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>European Broadcasts</td>
</tr>
<tr>
<td>2</td>
<td>Spanish and Portuguese Broadcasts</td>
</tr>
<tr>
<td>3</td>
<td>Mandarin Chinese (Confucius Institute)</td>
</tr>
<tr>
<td>4</td>
<td>Asian Broadcasts</td>
</tr>
<tr>
<td>5</td>
<td>African Broadcasts</td>
</tr>
<tr>
<td>6</td>
<td>Middle Eastern Broadcasts</td>
</tr>
<tr>
<td>7</td>
<td>Far East Broadcasts</td>
</tr>
<tr>
<td>8</td>
<td>Eurasian Broadcasts</td>
</tr>
</tbody>
</table>

  o SCOLA Insta-Class lessons provide transcriptions, translations, quizzes and vocabulary with accompanying video and audio clip playback for learners in 26 languages. SCOLA enhances language training through the use of current events and is suitable for use by an individual or a class to extend vocabulary, grammar, reading and comprehension skills.

6.2 Language Tutors

The Language Learning Center continues to provide tutoring services for languages offered in the Department of Foreign Languages and Literatures. International Student Assistants are hired with
language capabilities and are available to work with faculty in order to best help our foreign language students. This service is offered in addition to the Peer Educator Program in the Student Success Center of Perry Library.

### 6.3 Testing

- **ACTFL Assessments**
  - This test is administered in the Language Learning Center to students with concentrations in French, German and Spanish. Students must take this test before they graduate from the Department of Foreign Languages and Literatures. The intent of this testing program is to measure a student’s level of achievement upon graduating from the department. Each student is tested on [1] Listening proficiency, [2] Reading proficiency, and [3] Writing proficiency. Scores from this test are kept on file and used as part of the University Assessment.
  - The ACTFL Assessment will begin in 2016 for our Foreign Languages and Literatures students.

<table>
<thead>
<tr>
<th>Listening Proficiency Test (LPT)</th>
<th>Reading Proficiency Test (RPT)</th>
<th>Writing Proficiency Test (WPT)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Test Length: 50 minutes</td>
<td>• Test Length: 50 minutes</td>
<td>• Test Length: 90 minutes</td>
</tr>
<tr>
<td>• Test Format: The LPT consists of recorded passages at specific levels of proficiency. Each passage has three questions; each question has four multiple choice answers of which only one is correct. Questions and multiple choice answers at the intermediate level and below are in English; questions and multiple choice answers at the Advanced and Superior levels are in the target languages.</td>
<td>• Test Format: The RPT consists of recorded passages at specific levels of proficiency. Each passage has three questions; each question has four multiple choice answers of which only one is correct. Questions and multiple choice answers at the intermediate level and below are in English; questions and multiple choice answers at the Advanced and Superior levels are in the target languages.</td>
<td>• Test Format: The test taker constructs written responses demonstrating narrative, informative and persuasive writing. The test is administered via the Internet.</td>
</tr>
<tr>
<td>• Test Content: There is a range of informal and formal speech on general, social, and academic topics, such as daily interactions, reports, discussions and broadcasts.</td>
<td>• Test Content: Informal and formal texts on general, social, and academic and professional topics, such as correspondence, technical reports, news articles and editorials.</td>
<td>• Test Content: The WPT includes informal and formal writing tasks on practical, social, and professional topics.</td>
</tr>
<tr>
<td>• Rating: An ACTFL rating is assigned based on the number of correct responses and the version of the test administered.</td>
<td>• Rating: An ACTFL rating is assigned based on the number of correct responses and the version of the test taken.</td>
<td>• Rating: An ACTFL Certified Rater compares the writing sample to the writing criteria. One of ten possible ratings is assigned.</td>
</tr>
<tr>
<td>• Languages: French and Spanish</td>
<td>• Languages: French, German, Spanish</td>
<td>• Languages: Chinese, French, German, Japanese, Spanish</td>
</tr>
<tr>
<td>• Cost: $30.00</td>
<td>• Cost: $30.00</td>
<td>• Cost: $70.00</td>
</tr>
</tbody>
</table>
• Course Testing
  o Instructors are able to leave course exams/quizzes in the LLC for students to take in a proctored environment with time limitations and easy accessibility.

• HSK, HSKK, and YCT Chinese Proficiency testing.

6.4 Club Meetings

Student club meeting and activities take place in the LLC throughout the semester. French and German clubs meet weekly for administrative purposes, planning events, elections, movies, board games, and conversation. Meetings are generally held on Thursdays during activity hour.

6.5 Film Collection

The Language Learning Center houses an extensive collection of films in Chinese, English, French, German, Japanese, Russian and Spanish. Titles can be found online at: Http://al.odu.edu/llc. Films are available for any faculty member on campus to check out and students are able to watch films in the LLC at their convenience on any computer or projected onto the large screen for groups.
Faculty are encouraged to use the Language Learning Center for any number of interactive and collaborative activities. The Center also provides for a proctored testing environment. The LLC supports faculty classroom use of the Center and innovative uses of technology to enhance the learning/teaching experience, including:

- **Beginning French** Online – regular class meetings are held on Mondays and Wednesdays to practice and access online materials.

- **French Hybrid** students use *Talk Abroad* to partner with a native speaker in Québec, France, Tunisia, Senegal, and Ivory Coast. Students speak for 30 minutes on a predetermined assignment. Each discussion is recorded, reviewed, and assessed.

- **Japanese** 312 – Students converse with local teachers, experts in the community, and colleagues in Japan using WebEx.

- **Japanese** classes use iPads with specific Japanese Apps.

- **Japanese 111, German 101, and 102 classes** – Students arrive at their convenience for proctored testing in the LLC.

- **Spanish** 201 and 312 classes - Students arrive to the LLC for a workshop on telecollaborative language exchanges, SCOLA, and LLC resources.

- **Chinese** testing.

- **German** Topics class meets for small group discussions and internet research.

- **French 495 Film class** – Students arrive to the LLC for film screenings followed by class discussion and Skyping as a group to on the overhead projector to speak with guest speakers.

- **French 101** – Listening comprehension exercises using the Sanako headsets.

- **French 102** – Students are introduced to the LLC resources, including: SCOLA, demonstration on the use of telecollaborative exchanges for conversation and introduction to *Tell Me More* software.

- **Study Abroad Québec orientation**

- **Japanese 111** – Kanji class using the internet websites for resource materials.
8. LLC Total Usage Summary

8.1 Annual Usage 2014-2015

Language Learning Center Usage for 2014-2015

[Others include Croatian, English, Farsi, Korean, Swahili, Thai, and Turkish]
8.2 Usage Summary by Language & Year

Language Learning Center
Usage Summary by Language
Fall 2008-present

- French: 32%
- Japanese: 26%
- Spanish: 18%
- German: 12%
- Italian: 1%
- Inclusive Information*: 4%
- Other Languages**: 1%
- Arabic: 0%
- Chinese: 3%
- Russian: 2%
- Latin: 0%
- Inclusive Information includes use of technology only, workshops, and unspecified use
- Other Languages include Croatian, English, Farsi, Korean, Swahili, Thai, and Turkish
*Inclusive Information includes use of technology only, workshops, and unspecified use
**Other Languages include Croatian, English, Farsi, Korean, Swahili, Thai, and Turkish
9. Survey Results & Summary

9.1 Survey Results

How often do you use the Language Learning Center (LLC)

Answer Choices

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daily</td>
<td>17.00%</td>
</tr>
<tr>
<td>3-4 days each week</td>
<td>25.00%</td>
</tr>
<tr>
<td>1-2 days each week</td>
<td>31.00%</td>
</tr>
<tr>
<td>Occasionally</td>
<td>22.00%</td>
</tr>
<tr>
<td>Never</td>
<td>5.00%</td>
</tr>
<tr>
<td>Total</td>
<td></td>
</tr>
</tbody>
</table>
What do you use in the LLC? Check all that apply.

Answered: 92  Skipped: 8

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Software (Tell Me More, Rosetta Stone, etc.)</td>
<td>23.91% 22</td>
</tr>
<tr>
<td>Online Materials</td>
<td>47.83% 44</td>
</tr>
<tr>
<td>Films</td>
<td>15.22% 14</td>
</tr>
<tr>
<td>Audacity/Recording</td>
<td>20.85% 19</td>
</tr>
<tr>
<td>SCOLA</td>
<td>5.43% 5</td>
</tr>
<tr>
<td>Tutoring</td>
<td>47.83% 44</td>
</tr>
</tbody>
</table>

Total Respondents: 92
Please rate the STAFF on the following:

Answered: 99  Skipped: 1

<table>
<thead>
<tr>
<th></th>
<th>Poor</th>
<th>Satisfactory</th>
<th>Very Good</th>
<th>Excellent</th>
<th>Total</th>
<th>Weighted Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Helpful</td>
<td>0.00%</td>
<td>6.12%</td>
<td>24.49%</td>
<td>69.39%</td>
<td>98</td>
<td>3.63</td>
</tr>
<tr>
<td>Knowledgeable</td>
<td>0.00%</td>
<td>5.15%</td>
<td>29.90%</td>
<td>64.95%</td>
<td>97</td>
<td>3.60</td>
</tr>
<tr>
<td>Couteous</td>
<td>0.00%</td>
<td>5.21%</td>
<td>17.71%</td>
<td>77.08%</td>
<td>96</td>
<td>3.72</td>
</tr>
<tr>
<td>Professional</td>
<td>0.00%</td>
<td>7.29%</td>
<td>20.83%</td>
<td>71.88%</td>
<td>96</td>
<td>3.65</td>
</tr>
</tbody>
</table>
Please rate the LLC ENVIRONMENT on the following:

Answered: 98  Skipped: 2

<table>
<thead>
<tr>
<th></th>
<th>Poor</th>
<th>Satisfactory</th>
<th>Very Good</th>
<th>Excellent</th>
<th>Total</th>
<th>Weighted Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Study space (quiet, loud, etc)</td>
<td>3.06%</td>
<td>10.20%</td>
<td>29.59%</td>
<td>57.14%</td>
<td>98</td>
<td>3.41</td>
</tr>
<tr>
<td>Learning Community</td>
<td>1.02%</td>
<td>5.10%</td>
<td>30.61%</td>
<td>65.27%</td>
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<td>Equipment</td>
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<td>Cleanliness</td>
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<td>3.09%</td>
<td>22.68%</td>
<td>74.23%</td>
<td>97</td>
<td>3.71</td>
</tr>
</tbody>
</table>
Please check all "VIRTUAL" LLC ONLINE MATERIALS used:

Answered: 77   Skipped: 23

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audio/Video Materials</td>
<td>72.73%</td>
</tr>
<tr>
<td>Resource Links</td>
<td>45.45%</td>
</tr>
<tr>
<td>SCOLA</td>
<td>24.68%</td>
</tr>
<tr>
<td>Blog</td>
<td>9.09%</td>
</tr>
<tr>
<td>Contact Information</td>
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</tr>
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</table>

Total Respondents: 77
Please rate the LLC WEBSITE on the following:

Answered: 95   Skipped: 5

<table>
<thead>
<tr>
<th></th>
<th>Poor</th>
<th>Satisfactory</th>
<th>Very Good</th>
<th>Excellent</th>
<th>Total</th>
<th>Weighted Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ease of use</td>
<td>0.00%</td>
<td>10.53%</td>
<td>45.26%</td>
<td>44.21%</td>
<td>95</td>
<td>3.34</td>
</tr>
<tr>
<td>Content/Information</td>
<td>0.00%</td>
<td>10.53%</td>
<td>44.21%</td>
<td>45.26%</td>
<td>95</td>
<td>3.35</td>
</tr>
<tr>
<td>Helpfulness</td>
<td>0.00%</td>
<td>9.47%</td>
<td>43.16%</td>
<td>47.37%</td>
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<td>3.38</td>
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<tr>
<td>Links</td>
<td>0.00%</td>
<td>9.57%</td>
<td>41.48%</td>
<td>48.94%</td>
<td>94</td>
<td>3.39</td>
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</tbody>
</table>
Overall Satisfaction with:

Answered: 99  Skipped: 1

<table>
<thead>
<tr>
<th></th>
<th>Dissatisfied</th>
<th>Somewhat Satisfied</th>
<th>Satisfied</th>
<th>Very Satisfied</th>
<th>Total</th>
<th>Weighted Average</th>
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<tbody>
<tr>
<td>Language Learning Center (LLC)</td>
<td>0.00%</td>
<td>5.05%</td>
<td>22.22%</td>
<td>72.73%</td>
<td>99</td>
<td>3.68</td>
</tr>
<tr>
<td>Hours of Operation</td>
<td>3.03%</td>
<td>13.13%</td>
<td>33.33%</td>
<td>50.51%</td>
<td>99</td>
<td>3.31</td>
</tr>
<tr>
<td>Virtual LLC Online</td>
<td>0.00%</td>
<td>3.16%</td>
<td>40.00%</td>
<td>56.84%</td>
<td>95</td>
<td>3.54</td>
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</table>
9.2 Summary

The Language Learning Center continues to be a vital *community of learning* dedicated to the innovative approaches to language learning and teaching with technology. Our mission is aligned to the University, College of Arts and Letters and to the Department of Foreign Languages and Literatures – commitment to serving and enriching students, faculty, community partners, and beyond. The Center combines the traditional learning space with that of the cutting-edge, virtual space to play an integral role in language learning and culture. The Center remains committed to developing new initiatives and to providing technology-enhanced instructional support.

The Language Learning Center has expanded its current mission to focus on essential areas of professional development, online learning, service learning, social media, and language advocacy. To that end, special projects have been initiated to address these needs, including the overwhelmingly successful *Language in Motion* Outreach Program ([http://al.odu.edu/llc/LanguageinMotion.shtml](http://al.odu.edu/llc/LanguageinMotion.shtml)), FLAVA Foreign Language Teachers Workshop Series, CLT’s *TeachFair* presentation on social media, support from the Japan Foundation that encourages more innovative technologies and the move to an online course creation, and participation in the annual Language Advocacy Day in Washington, D.C.

During the past year, the LLC welcomed some 2,836 students, faculty, and community members. According to our annual survey, we are pleased to report that:

- 95% of our visitors were satisfied to very satisfied with the LLC
- 56% of the visitors used the LLC 1-4 days each week
- Most of the visitors are using the Online Materials

Our commitment to Old Dominion University and the Hampton Roads community remains the same – to provide leadership in the development, integration, evaluation and management of instructional technology for the teaching and learning of language, literature and culture based in pedagogically sounds research, best practices, and national standards.