

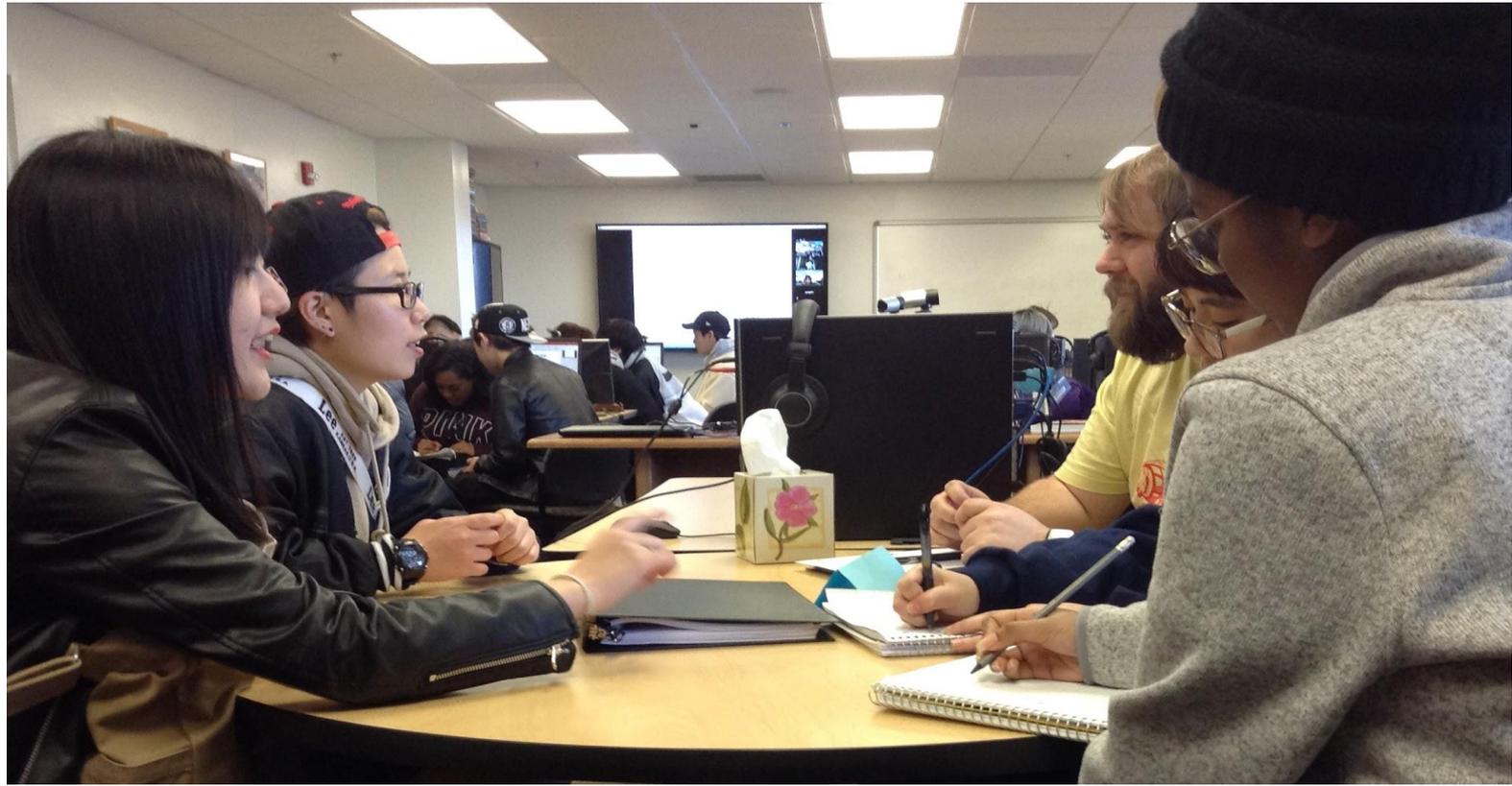


# LLC Annual Report 2019-2020

Department of World Languages and Cultures  
Old Dominion University

<https://www.odu.edu/languagelearningcenter>





# Table of Contents

- Message from the Director ..... Page 4
- Meet the New Staff ..... Page 7
- Highlights ..... Page 11
  - LLC Response to COVID-19
  - FAQ
  - LLChat Podcast
  - Remote Proctor
- Tutoring Services ..... Page 18
- Research ..... Page 26
- Special Recognition ..... Page 30
- LLC Survey Results ..... Page 31

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## A Year in Review: A Message from the LLC Director

The Language Learning Center (LLC) staff is pleased to report a 2019-2020 academic year of successes, including collaborative research projects, grant-funded studies, student and faculty workshops, community engagement, improved student services, and equipment upgrades. These accomplishments were made in the face of extreme challenges. We continue to share our Community of Learning space remotely and our effort to connect with our visitors is now facilitated by a host of exciting technologies.

Our team of committed participants completed the long-term **grant-funded research** on telecollaborative conversations using the TalkAbroad platform and integrative learning practices. Throughout the fall 2019 and spring 2020 semesters the study included 303 students, 10 faculty members, 17 courses, and 4 languages. Data analysis of the past two semesters will be added to the previous year as we compile our final report. We plan to prepare publication drafts and submit conference presentation proposals based on our findings. It should be noted that a proposal for the Maryland Foreign Language Association was accepted for March 28 in Newark, Maryland. A successful presentation on the study was presented at the nation's largest gathering of world language teachers (more than 7,400 attendees) as part of the ACTFL Conference and World Language Expo in Washington, DC in November 2019. It is a pleasure to work with TalkAbroad founder Todd Nichols and to share our research findings and receive feedback. In the future, we look to include alumni teaching professionals as partners from our regional secondary education institutions.

Our **tutoring services** were highly productive and students enjoyed the availability of the on-site walk-in sessions as well as the remote Zoom meetings. Over the course of the academic year, we offered tutoring in six languages from six tutors. Tutor.com provided additional 24/7 online tutoring in French, German, Italian, and Spanish. Respondents to our Tutoring Satisfaction Survey rated our tutoring services a 10/10 or excellent (85.2%) and 9/10 (14.8%). Our peer tutors are CRLA (College Reading and Learning Association) trained undergraduates with ODU's Student Success Center.

The LLC remains a truly dedicated space to learning and teaching world languages. This is echoed/confirmed in our online **Student Satisfaction Survey** where 70% of the students were very satisfied with the LLC and 30% were satisfied. Likewise, 85% of students were satisfied or very satisfied with the virtual LLC. 23.81% of the respondents rated the classroom space as superior and 52.38% as excellent. Most of the visitors to the LLC used online materials (44.44%), assessment/testing (27.78%), language-exchange/telecollaboration (33.33%), resource materials in print (22.22%), and tutoring (11.11%). Without a doubt, our virtual materials grew in popularity, including audio/visual (93.75%), resource links (50%), language exchange/telecollaboration (50%), podcast/recorded course content (43.75), and online tutoring (12.50%).

The **LLC response to the COVID-19** crisis was swift and efficient. All services and resources went virtual immediately to assist world language students and faculty. The same hours were covered remotely thanks to our team of dedicated and exceptional student assistants, including Heidi Burkard, Alex Gaggiotti, Wenzhen Guo, Kaidel Harris, and Kelsey Norton. An announcement on our website alerted visitors to our plans to continue remotely. Our first and foremost concern was for the safety of our student employees, students, and faculty visitors. We are grateful for the assistance from Ms. Marissa Jiminez, Director of Academic Resources and Coordinator of Center Operations in the Center for High Impact Practices, Instructional Technology Specialists from the Center for Learning and Teaching, and the team at ITS!

I want to thank our team of **student assistants** over the past year as the true shining stars of the LLC. Our survey respondents agree and have deservedly rated the staff as excellent for being helpful (73.68%), knowledgeable (73.68%), courteous (78.95%), and professional (78.95%). I would like to congratulate our graduating seniors of 2020, Wenzhen Guo and Kaidel Harris on their accomplishments at ODU and wish them every continued success!

Moving forward, our staff will continue to offer services remotely throughout the summer 2020 sessions with the help of Kelsey Norton (French) and Heidi Burkard (Japanese). We anticipate an active fall semester with more technology-enhanced possibilities to address world language learning and teaching.

A handwritten signature in black ink, appearing to read "Betty Rose Facer". The signature is fluid and cursive, with the first name "Betty" being the most prominent.

Betty Rose Facer  
LLC Director



# I. MEET THE NEW STAFF

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## Meet Wenzhen Guo

**Wenzhen Guo**, LLC Assistant (Beijing, China)

Wenzhen is double majoring in Maritime and Supply Chain Management with a concentration in Supply Chain Management and Business Analytics. She expects to graduate in 2020. She is a transfer student from Beijing, China. Wenzhen is interested in learning languages and she has learnt German and Korean so far. She Enjoys helping others to learn languages. Wenzhen tutors all levels of Chinese and German 101 and 102.



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## Meet Heidi Burkard

**Heidi Burkard**, LLC Assistant (Virginia, USA)

Heidi is a Sophomore majoring in Sound Recording Technologies within the School of Music, and minoring in Japanese. She was born in Tokyo and raised in Kanagawa and Okinawa, Japan, and moved to the United States after graduating high school. Heidi speaks fluent Japanese, and she believes learning a second language expands one's perspective of the world, and helps obtain knowledge and understanding of the international community. She is excited to be in a cross-cultural environment, and hopes to contribute to the success of many students. Heidi tutors all levels of Japanese.

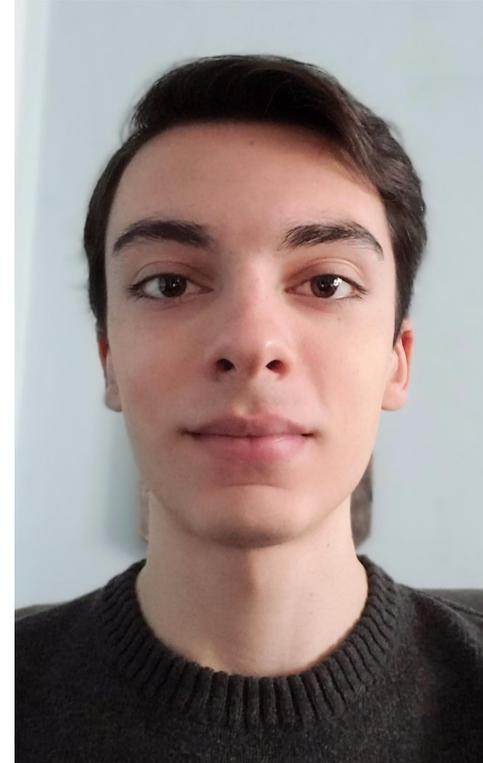


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## Meet Alex Gaggiotti

**Alex Gaggiotti**, LLC Assistant (Virginia Beach, Virginia).

Alex is a junior at Old Dominion University majoring in Computer Science and minoring in Cybersecurity and German. He is from Virginia Beach, Virginia and hopes to find a job where he can incorporate both Computer Science and his language skills. Alex believes language learning is important, as it allows for people to better understand the world around them and to form better relationships with people of different backgrounds. Because of this, he enjoys helping people through their language learning process. Alex tutors German 101, 102, 201, 202.





## II. Highlights



## LLC Response to COVID-19

- Transitioned quickly to all remote services
- Applied Office 365 Bookings for tutoring appointments in Chinese, French, German, and Japanese
- Increased Tutor.com course offerings in French, German, Italian, and Spanish
- Employed all LLC Student Assistants and offered bonus stipends to support them at ODU
- Arranged for 425 student telecollaborative conversations using TalkAbroad
- Supplied additional teaching and learning resources to our LLC website
- Added FAQ website: <https://www.odu.edu/languagelearningcenter/faq>
- Moved to remote proctoring for ACTFL-LTI Testing
- Provided remote ACTFL Proficiency Placement Testing
- Launched the LLChat Podcast: Navigating the Remote Learning Experience Series



The **LLC FAQ** was created to assist visitors to the myriad of services offered and to easily find information online, including:

hours of operation, access, tutoring services, assessment, satisfaction surveys and feedback, resources, professional development and workshops, community outreach, Language in Motion, and the Visiting Alumni Lecture Series.

The LLC staff plans to build on the FAQ in an effort to better serve visitors as more question categories arise.

<https://www.odu.edu/languagelearningcenter/faq>

# Frequently Asked Questions

- Home
- About Us
- Programs
- Tutoring
- Resource Solutions

Home > Language Learning Center > Frequently Asked Questions

## FAQ: Language Learning Center at Old Dominion University

### Hours of Operation & Access

- > Is the Language Learning Center open?
- > What are the Hours of the LLC?
- > Is the LLC open on weekends?
- > Do I need an appointment?
- > Is there someone to help me?
- > I am not a current student at ODU, may I still access the LLC?
- > How may I access the services and resources at the LLC?

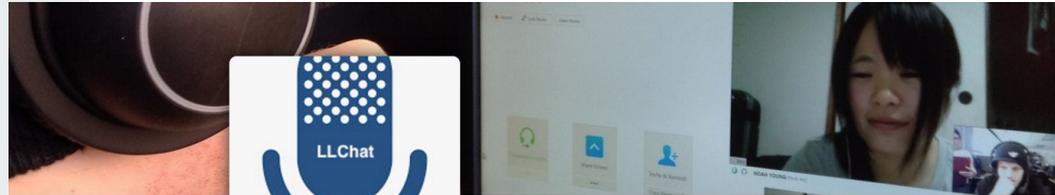
### Tutoring

- > Does the LLC offer tutoring
- > What are the Hours of the LLC?
- > How may I access remote tutoring at the LLC?
- > Is there a cost associated with LLC tutoring?
- > What languages are available for tutoring?
- > Are tutoring services one-on-one?
- > How long are tutoring sessions and how many times may I request tutoring?
- > Are tutors qualified?
- > May I provide feedback on my tutor and tutoring session?



## LLChat Podcast:

- A podcast dedicated to world languages and cultures from various perspectives
- Our host is Kelsey Norton, LLC Assistant and French major '21
- Guests include students, faculty, community members, secondary education teaching professionals, and experts in the field
- Music credits to Kishi Bashi
- Podcast website on Buzzsprout
- 68 downloads in 10 days!
- Podcast feed approved for iTunes



### LLChat

Betty

LLChat is the Language Learning Center's Podcast on issues related to world languages from the perspective of students, faculty, and community members. We come to you from the Department of World Languages and Cultures at Old Dominion University in Norfolk, Virginia. Music: "Marigolds" by Kishi Bashi. Permissions granted courtesy of Kaoru Ishibashi.



#### Recent Episodes

-  **Remote Learning | Faculty Experience with Dr. Peter Schulman**   
MAY 28, 2020
-  **Remote Learning | Student Experience with Gabrielle**   
MAY 28, 2020

**Podcast website URL:**

<https://www.buzzsprout.com/1122749>

# LLChat Podcast Statistics

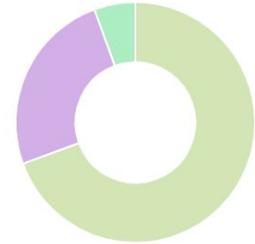
Ten episodes in the first season are a successful start to LLChat. The top episodes are from student Gabrielle (40 downloads) and Dr. Peter Schulman (23 downloads) on the on the remote learning experience followed my our interview on e-Portfolios with Dr. Megan Mize (21 downloads) from the Center for High Impact Practices.

Future episodes will explore music, language, and cultures; ODU alumni using their world language skills in their professions; and the Language Service industry.

LLChat was picked up by Apple Podcasts and Spotify.

## APPS

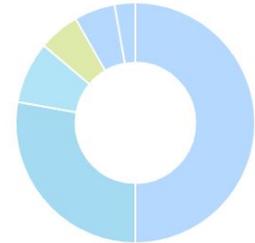
 Your Buzzsprout Site	69%	25
 Apple Podcasts	25%	9
 Spotify	5%	2



## DEVICES

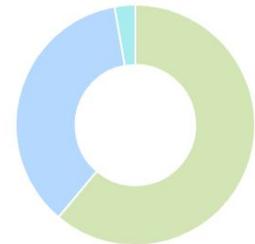
 Apple iPhone	50%	18
 Apple Computer	27%	10
 Windows Computer	8%	3
 Android Phone	5%	2
 Apple iPad	5%	2

[See all devices](#)



## CATEGORIES

 Mobile	61%	22
 Computer	36%	13
 Smart TV	2%	1



## Assessment

The LLC provides ACTFL-LTI proficiency and placement tests. We continue to offer this service with remote proctoring as a convenient option to our students. Remote proctoring emulates the role of an online proctor - confirming the identity of the test-taker and safeguarding the integrity of the exam - using an internet-delivered or phone-delivered assessment monitored by ACTFL-LTI offsite proctor. Internet-based, remotely proctored tests must be taken on a computer with a webcam and microphone.

In addition, we now offer ACTFL PPT (Proficiency Placement Test) for French that are non-proctored and computer-adaptive.

<https://www.odu.edu/languagelearningcenter/assessment>

# Introducing the ACTFL PROFICIENCY PLACEMENT TEST

*A better way to place your language students*

**THE ACTFL PROFICIENCY PLACEMENT TEST (APPT)** is a new, non-proctored, computer-adaptive, listening and reading proficiency test designed for college placement testing of incoming students of French and Spanish.

### FEATURES include:

- Reading and listening proficiency ratings obtained in 60 minutes or less, using computer adaptive testing to reduce time while still delivering standardized, reliable and valid scores.
- Content for the reading and listening tests utilize topics from everyday life, including business, politics, technology, science, education and culture.
- A web-based portal that allows the designated campus faculty and staff to quickly and easily track testing activity and results (past and present) in one location.

### ADVANTAGES of the ACTFL Proficiency Placement Test:

 <b>EFFICIENT</b> Scores are available immediately and are based on the ACTFL Proficiency Scale for Novice Mid through Advanced Low, with separate ratings for reading and listening.	 <b>SECURE REGISTRATION</b> Institutions set up an account at no cost with Language Testing International for access to a secure, web-based portal for ordering and scheduling tests, and accessing student results.	 <b>EASY TO ADMINISTER</b> The APPT is a non-proctored test and can be administered anywhere at any time, using a computer or tablet.	 <b>COST EFFECTIVE</b> The APPT costs as little as \$5*. The fee may be charged to the academic institution or paid directly by the student. There are no annual fees, no set-up charges, and no minimum quantity required.
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\*When paid by the institution, pricing follows a tiered structure ranging from \$5-\$10 per test, depending on testing volume. Alternatively, 16 students may make the purchase themselves, for \$15 via our website. Scores will be reported to their respective institution.

## LLC Professional Development & Workshops



- Spanish e-Portfolios and CHIPs, February 25, 2020
- Showcase e-Portfolios Using WordPress, February 13, 2020
- French Showcase e-Portfolios and Chips, January 29, 2020
- e-Portfolios for Spanish Majors and Minors, December 5, 2019
- Spanish e-Portfolios and CHIPs, November 26, 2019
- Spanish e-Portfolios and CHIPs, November 19, 2019
- FLAVA Workshop 1: Changing teaching styles to engage Generation Z students effectively, October 24, 2019

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## III. TUTORING SERVICES

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## Tutoring

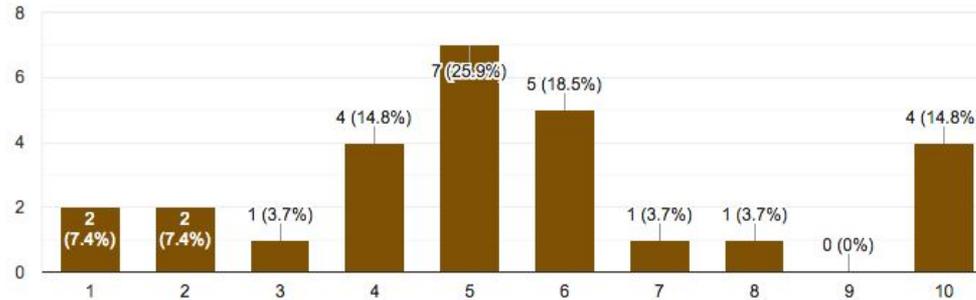
LLC tutoring remains a popular and necessary service to our world languages students. Convenient walk-in sessions cover multiple languages with certified tutors to provide students with reliable feedback. Throughout the fall 2019 and spring 2020 semesters, the LLC provided:

- **6 Tutors**
- **6 Languages:** Chinese, French, German, Japanese, Latin, and Spanish
- **40 hours each week** of tutoring sessions
- Open to students, campus, and community
- Faculty tailored sessions



Please rate your confidence level at the START of your tutoring session

27 responses

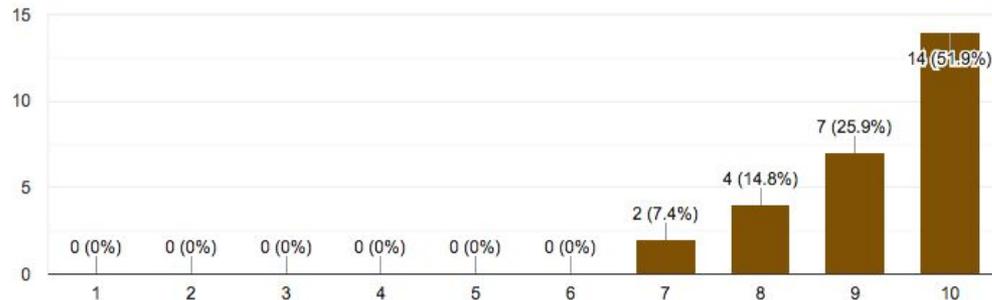


# Student Satisfaction Survey Results:

## Tutoring Services

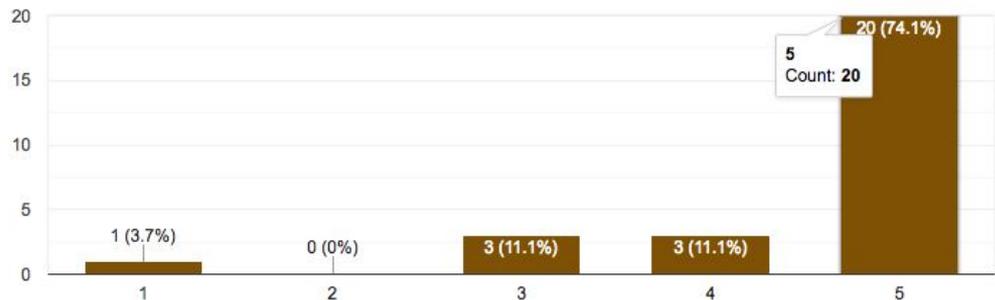
Please rate your confidence level at the END of your tutoring session

27 responses



I had a good idea of what to expect out of today's session

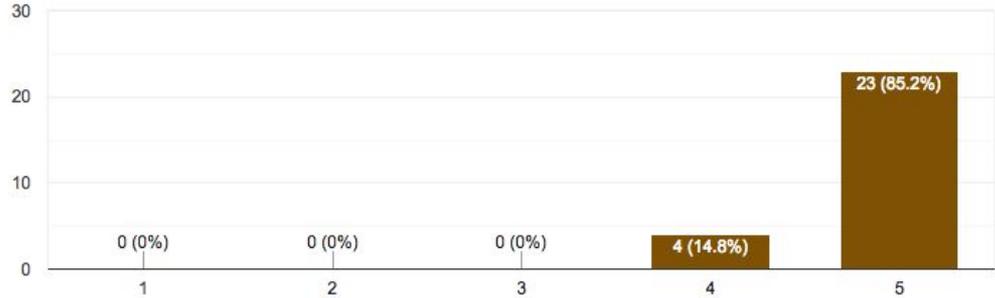
27 responses



# Tutoring Session Expectations

My tutor helped me to identify my needs related to today's session

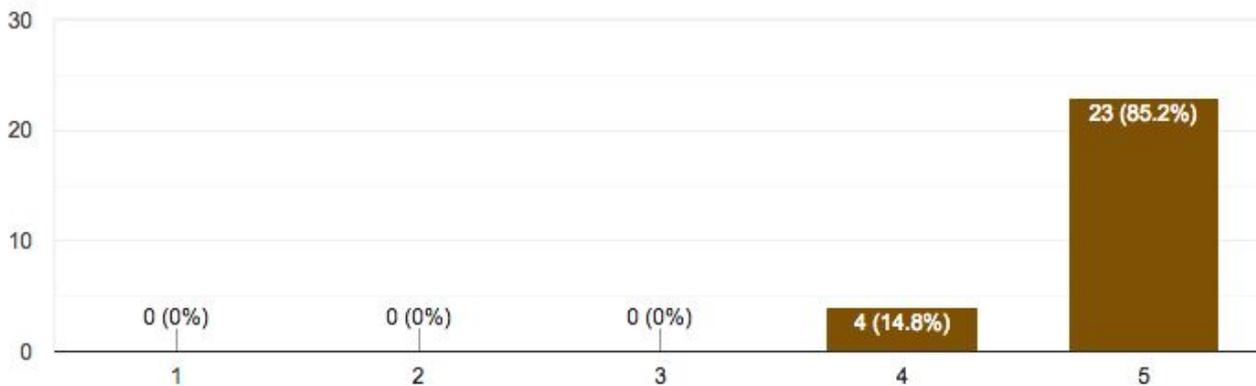
27 responses



I was able to summarize/apply what we discussed in today's session



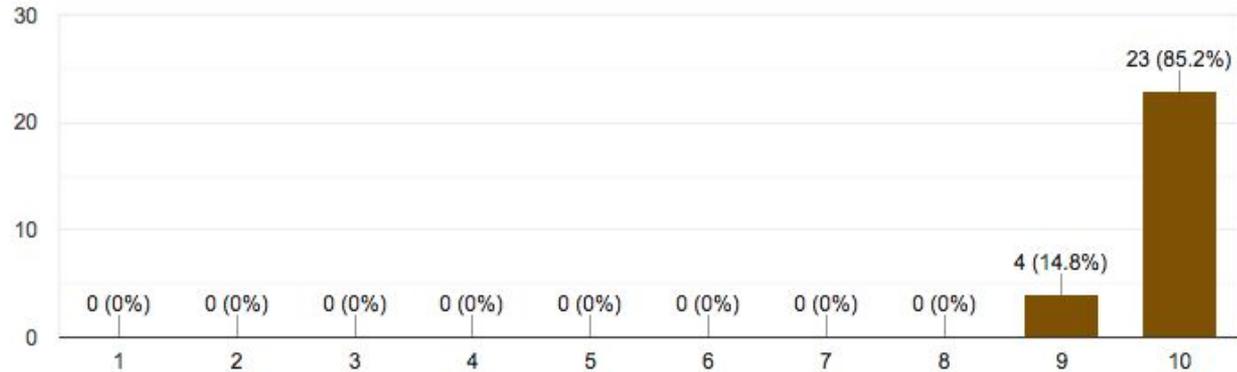
27 responses



## Overall Satisfaction

On a scale of 1-10, what is your overall satisfaction with the tutoring services you received today?

27 responses



Overall  
Satisfaction

Please provide additional comments you would like to share here:

8 responses

Wonderful tutor!

Amazing tutor!

Wenzhen helped me way beyond materials provided by the language lab itself . She provided me with ways with which I am enabled to continually improve my Chinese.  
I am very pleased.

Kelsey was very helpful

Keidel is very helpful, she always helps me understand a little better. I really like her teaching

Wenzhen is very kind and helpful. She did a wonderful job.

I've improved so much with Wenzhen's help.

## Student Comments

# TUTORING CENTRAL

[odu.edu/success/academic/tutoring](http://odu.edu/success/academic/tutoring)

## TUTORING CENTERS

<p><b>ePortfolio Studio</b> Appointment-based tutoring for ePortfolio &amp; digital assignments <a href="http://odu.edu/success/programs/eportfolios/resources">Learning Commons 1313</a> <a href="http://odu.edu/success/programs/eportfolios/resources">odu.edu/success/programs/eportfolios/resources</a></p>	<p><b>Language Learning Center</b> Free language tutoring &amp; language resources <a href="http://odu.edu/languagelearningcenter">Batten Arts &amp; Letters 3061</a> <a href="http://odu.edu/languagelearningcenter">odu.edu/languagelearningcenter</a></p>	<p><b>Writing Center</b> Appointment-based tutoring for writing assignments in all courses <a href="http://odu.edu/al/centers/writing-center">Learning Commons 1208</a> <a href="http://odu.edu/al/centers/writing-center">odu.edu/al/centers/writing-center</a></p>	<p><b>Writing Center (Virginia Beach)</b> Appointment-based tutoring for writing assignments in all courses <a href="http://odu.edu/vabeach/students/writingcenter">VB Higher Ed Center 146</a> <a href="http://odu.edu/vabeach/students/writingcenter">odu.edu/vabeach/students/writingcenter</a></p>
<p><b>Math Lab</b> Math sessions &amp; open lab for MATH 211, 212 &amp; 312 <a href="http://odu.edu/math/lab">Dragas 2114</a> <a href="http://odu.edu/math/lab">odu.edu/math/lab</a></p> <p><b>MATH/HELP</b> Math Course Help Directory of math and stat course tutoring resources <a href="http://odu.edu/math/help">odu.edu/math/help</a></p>	<p><b>Physics Learning Center</b> Drop-in tutoring &amp; collaboration space for Physics courses <a href="http://odu.edu/physics/students/learning-center">Physical Sciences Building - 2nd floor atrium</a> <a href="http://odu.edu/physics/students/learning-center">odu.edu/physics/students/learning-center</a></p>	<p><b>Math &amp; Science Resource Center - Chemistry (MSRC-Chem)</b> Open tutoring for CHEM 103-213 <a href="http://odu.edu/sci/msrc">Oceanography 146</a> <a href="http://odu.edu/sci/msrc">odu.edu/sci/msrc</a></p>	<p><b>Math &amp; Science Resource Center - Math (MSRC-Math)</b> Open tutoring for MATH 101-205; CS 150, 170, 250 &amp; 270; PSYC 317</p> <p>Online &amp; by appointment for MATH 302, 335; PSYC 317 <a href="http://odu.edu/sci/msrc">Learning Commons 1312</a> <a href="http://odu.edu/sci/msrc">odu.edu/sci/msrc</a></p>

## OTHER ACADEMIC SUPPORT RESOURCES

<p><b>Office of Educational Accessibility</b> Educational support for students who experience disabilities <a href="http://odu.edu/educationalaccessibility">Student Success Center 1021</a> <a href="http://odu.edu/educationalaccessibility">odu.edu/educationalaccessibility</a></p>	<p><b>Learning Center</b> Offers one-on-one academic coaching, mentoring for first-gen students, workshops, and a collection of self-paced academic resources. <a href="http://odu.edu/chip/learningcenter">Student Success Center, Suite 2016</a> <a href="http://odu.edu/chip/learningcenter">odu.edu/chip/learningcenter</a></p>	<p><b>University Libraries</b> Provides a variety of course guides, workshops, and other instructional materials to support the development of information literate students. <a href="http://odu.edu/library/services/instruction">Perry Library</a> <a href="http://odu.edu/library/services/instruction">odu.edu/library/services/instruction</a></p>	<p><b>TRiO: Student Support Services</b> Offers weekly one-on-one tutoring, academic coaching, mentoring, workshops, and financial literacy education for eligible students (first-gen, low income, and/or documented disability). <a href="http://odu.edu/ssc">Student Success Center, Suite 2000</a> <a href="http://odu.edu/ssc">odu.edu/ssc</a></p>
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## Tutor.com course offerings:

- French 101-202
- German 101-202
- Italian 101-202
- Spanish 101-202



## IV. RESEARCH

# Research

- **TalkAbroad Long Term Research Grant 2018-2020**
  - Engaging World Language Students with Telecollaborative Conversations and Integrative Learning Practices: A Longitudinal Study
- **ACTFL 2020 Research Grant**
  - Engaging World Language Students with Meaningful Telecollaborative Conversations and Integrative Learning Practices: A Case Study



The screenshot shows the TalkAbroad website homepage. The navigation bar at the top includes the TalkAbroad logo and links for Home, How it Works, For Educators, Resources, About Us, and Login. The main heading is "Conversation practice with native speakers" followed by a list of languages: Spanish, French, German, Italian, Portuguese, Arabic, and Japanese. Below this, three features are listed with checkmarks: Safe, Trained, and Recorded. A "Create Account" button is positioned below the list. On the right side, there is a laptop displaying a video call with a woman and a smaller inset of a man. Next to the laptop is a tablet displaying an email from TalkAbroad with instructions for users.



## Presentations

- Language in Motion (LiM), April 16-17, 2020 (virtual)
  - LiM - ODU Progress
- IALLT Summit, March 28-29, 2020 (virtual)
  - JNCL Affiliate Update
- Maryland Foreign Language Association, March 27 (Proposal accepted)
- JNCL, February 5-7, 2020, Washington, DC
  - Capitol Hill Senate and House Meetings
- ACTFL Convention and World Language Expo, November 22, 2019, Washington, DC
  - “Telecollaborative Conversations and e-Portfolios: A Longitudinal Study”
- Foreign Language Association of Virginia (FLAVA) , October 5, 2019
  - “The Current State of World Language Policy: JNCL, Action, and You”



**ACTFL 2019**

**WASHINGTON, DC**

**NOVEMBER 22-24**

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## V. Special Recognition

## Special Recognition: John and Kate Broderick Honors Opportunity Scholarship



Kelsey Norton is an undergraduate World Languages and Cultures major, with a concentration in French, and a philosophy minor. A Study Abroad experience is crucial to all World Language students, however, traditional Study Abroad is not an option for her as she is a mother to a young child. Upon the invitation to apply for the John and Kate Broderick Honors Opportunity Scholarship, she proposed an independent study-abroad experience in Paris, France. She will be entering an intensive week-long program with a focus on French culture and conversation at *France Langue*, which is an FLE and ACTFL accredited school.

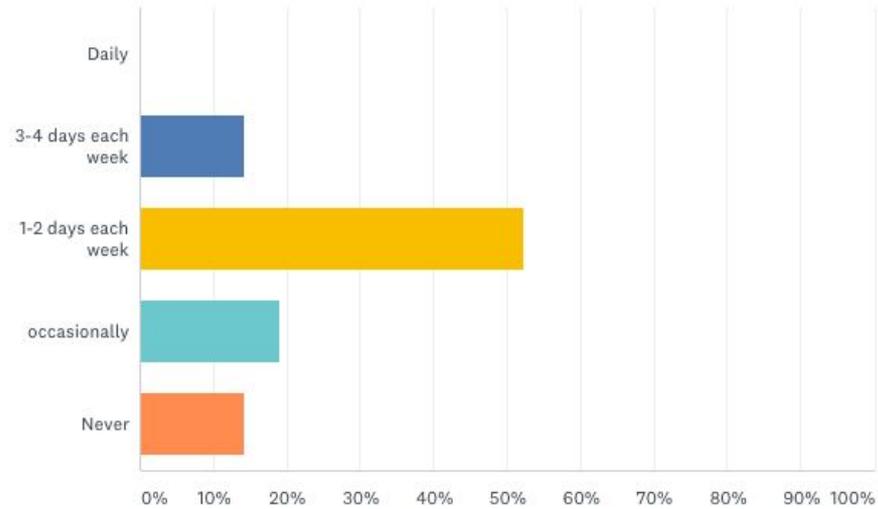
“During my studies at Old Dominion University, I have become interested in the French phenomenon of *flânerie* –city strolling and observation of urban life. This interest has blossomed into a running thesis idea on the philosophy of walking and creative expression in urban settings through *flânerie* and dandyism. My chosen program at *France Langue* operates on a morning-only class schedule, to allow city exploring in the afternoons. This is imperative because being in the birthplace of *flânerie* will allow me a better cultural understanding of my research interests. In addition to my studies at *France Langue*, I will be keeping a journal, taking photographs, and documenting my own urban observations as I navigate city strolling and attempt to experience Paris as a *flâneuse*.”

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## VI. LLC SURVEY RESULTS

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

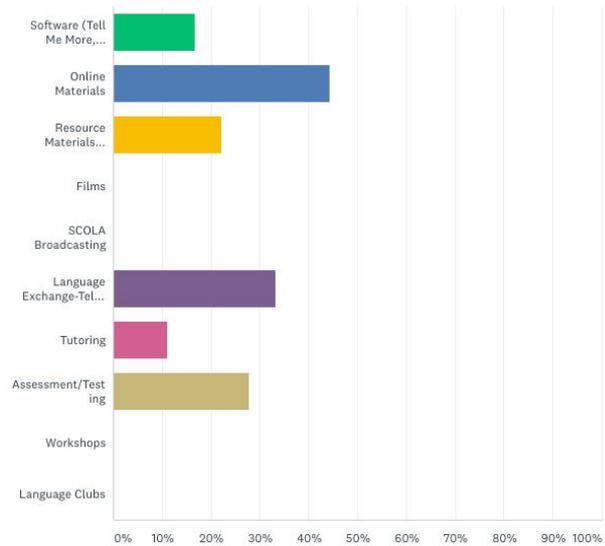
Answered: 21 Skipped: 0



ANSWER CHOICES	RESPONSES
▼ Daily	0.00% 0
▼ 3-4 days each week	14.29% 3
▼ 1-2 days each week	52.38% 11
▼ occasionally	19.05% 4
▼ Never	14.29% 3
<b>TOTAL</b>	<b>21</b>

## What do you use in the LLC? Check all that apply.

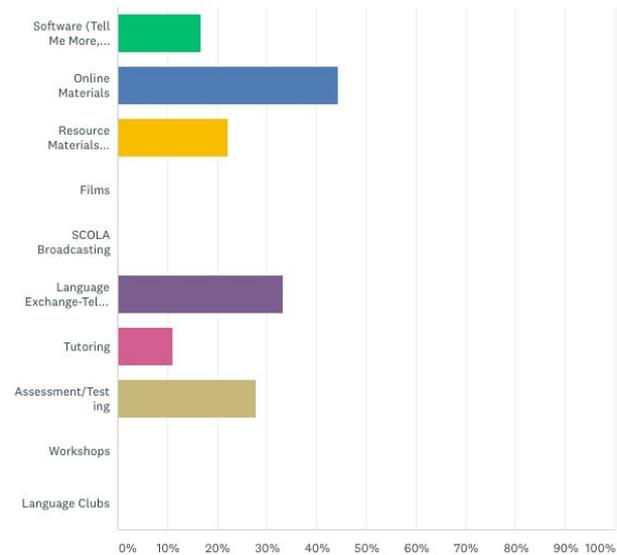
Answered: 18 Skipped: 3



ANSWER CHOICES	RESPONSES
▼ Software (Tell Me More, Rosetta Stone, Pronunciator, Audacity, etc.)	16.67% 3
▼ Online Materials	44.44% 8
▼ Resource Materials (print)	22.22% 4
▼ Films	0.00% 0
▼ SCOLA Broadcasting	0.00% 0
▼ Language Exchange-Telecollaboration	33.33% 6
▼ Tutoring	11.11% 2
▼ Assessment/Testing	27.78% 5
▼ Workshops	0.00% 0
▼ Language Clubs	0.00% 0
<b>Total Respondents: 18</b>	

## What do you use in the LLC? Check all that apply.

Answered: 18 Skipped: 3



ANSWER CHOICES	RESPONSES
▼ Software (Tell Me More, Rosetta Stone, Pronunciator, Audacity, etc.)	16.67% 3
▼ Online Materials	44.44% 8
▼ Resource Materials (print)	22.22% 4
▼ Films	0.00% 0
▼ SCOLA Broadcasting	0.00% 0
▼ Language Exchange-Telecollaboration	33.33% 6
▼ Tutoring	11.11% 2
▼ Assessment/Testing	27.78% 5
▼ Workshops	0.00% 0
▼ Language Clubs	0.00% 0
<b>Total Respondents: 18</b>	

## Please rate the STAFF on the following:

Answered: 19 Skipped: 2



	POOR	SATISFACTORY	VERY GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
Helpful	0.00% 0	0.00% 0	26.32% 5	73.68% 14	19	3.74
Knowledgeable	0.00% 0	0.00% 0	26.32% 5	73.68% 14	19	3.74
Courteous	0.00% 0	0.00% 0	21.05% 4	78.95% 15	19	3.79
Professional	0.00% 0	0.00% 0	21.05% 4	78.95% 15	19	3.79

# Please rate the LLC ENVIRONMENT on the following:

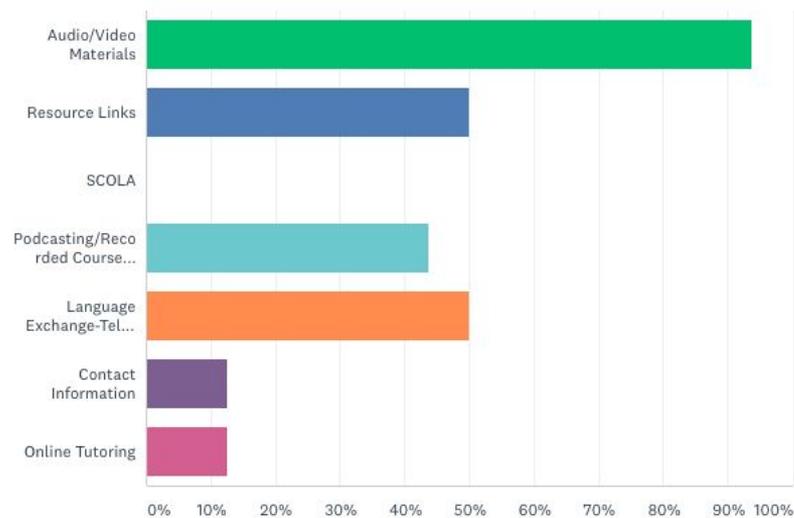
Answered: 20 Skipped: 1



	POOR	SATISFACTORY	VERY GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
Study space (quiet, loud, etc)	0.00% 0	25.00% 5	10.00% 2	65.00% 13	20	3.40
Learning Community	0.00% 0	0.00% 0	45.00% 9	55.00% 11	20	3.55
Equipment	5.00% 1	10.00% 2	20.00% 4	65.00% 13	20	3.45
Cleanliness	0.00% 0	5.00% 1	20.00% 4	75.00% 15	20	3.70

## Please check all "VIRTUAL" LLC ONLINE MATERIALS used:

Answered: 16 Skipped: 5



ANSWER CHOICES	RESPONSES
▼ Audio/Video Materials	93.75% 15
▼ Resource Links	50.00% 8
▼ SCOLA	0.00% 0
▼ Podcasting/Recorded Course Content	43.75% 7
▼ Language Exchange-Telecollaboration	50.00% 8
▼ Contact Information	12.50% 2
▼ Online Tutoring	12.50% 2
<b>Total Respondents: 16</b>	

# Please rate the LLC WEBSITE on the following:

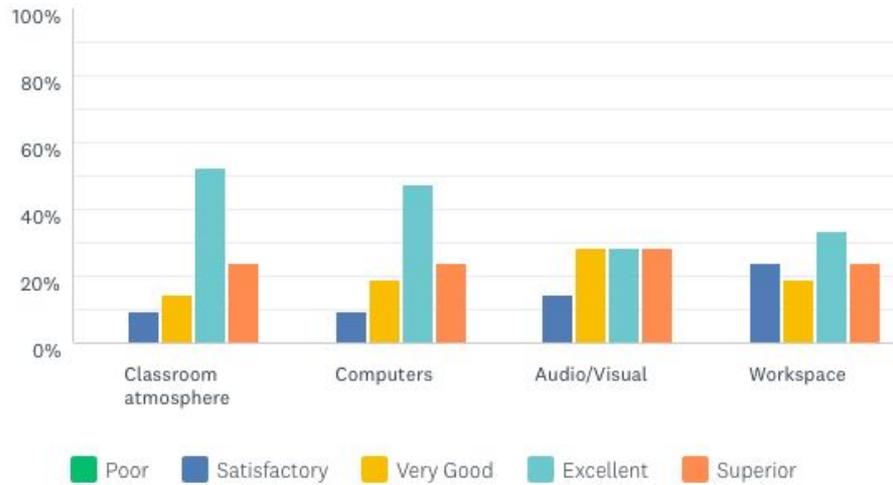
Answered: 19 Skipped: 2



	POOR	SATISFACTORY	VERY GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
▼ Ease of use	0.00% 0	5.26% 1	36.84% 7	57.89% 11	19	3.53
▼ Content/Information	0.00% 0	10.53% 2	26.32% 5	63.16% 12	19	3.53
▼ Helpfulness	0.00% 0	5.26% 1	31.58% 6	63.16% 12	19	3.58
▼ Links	0.00% 0	5.26% 1	26.32% 5	68.42% 13	19	3.63

# If you used the LLC CLASSROOM, please rate the following:

Answered: 21 Skipped: 0



	POOR	SATISFACTORY	VERY GOOD	EXCELLENT	SUPERIOR	TOTAL
Classroom atmosphere	0.00% 0	9.52% 2	14.29% 3	52.38% 11	23.81% 5	21
Computers	0.00% 0	9.52% 2	19.05% 4	47.62% 10	23.81% 5	21
Audio/Visual	0.00% 0	14.29% 3	28.57% 6	28.57% 6	28.57% 6	21
Workspace	0.00% 0	23.81% 5	19.05% 4	33.33% 7	23.81% 5	21

# Overall Satisfaction with:

Answered: 20 Skipped: 1



	DISSATISFIED	SOMEWHAT SATISFIED	SATISFIED	VERY SATISFIED	TOTAL	WEIGHTED AVERAGE
Language Learning Center (LLC)	0.00% 0	0.00% 0	30.00% 6	70.00% 14	20	3.70
Hours of Operation	0.00% 0	10.00% 2	30.00% 6	60.00% 12	20	3.50
Virtual LLC Online	5.00% 1	10.00% 2	35.00% 7	50.00% 10	20	3.30



**Q: What would you like to have available in the LLC for your language learning needs?**

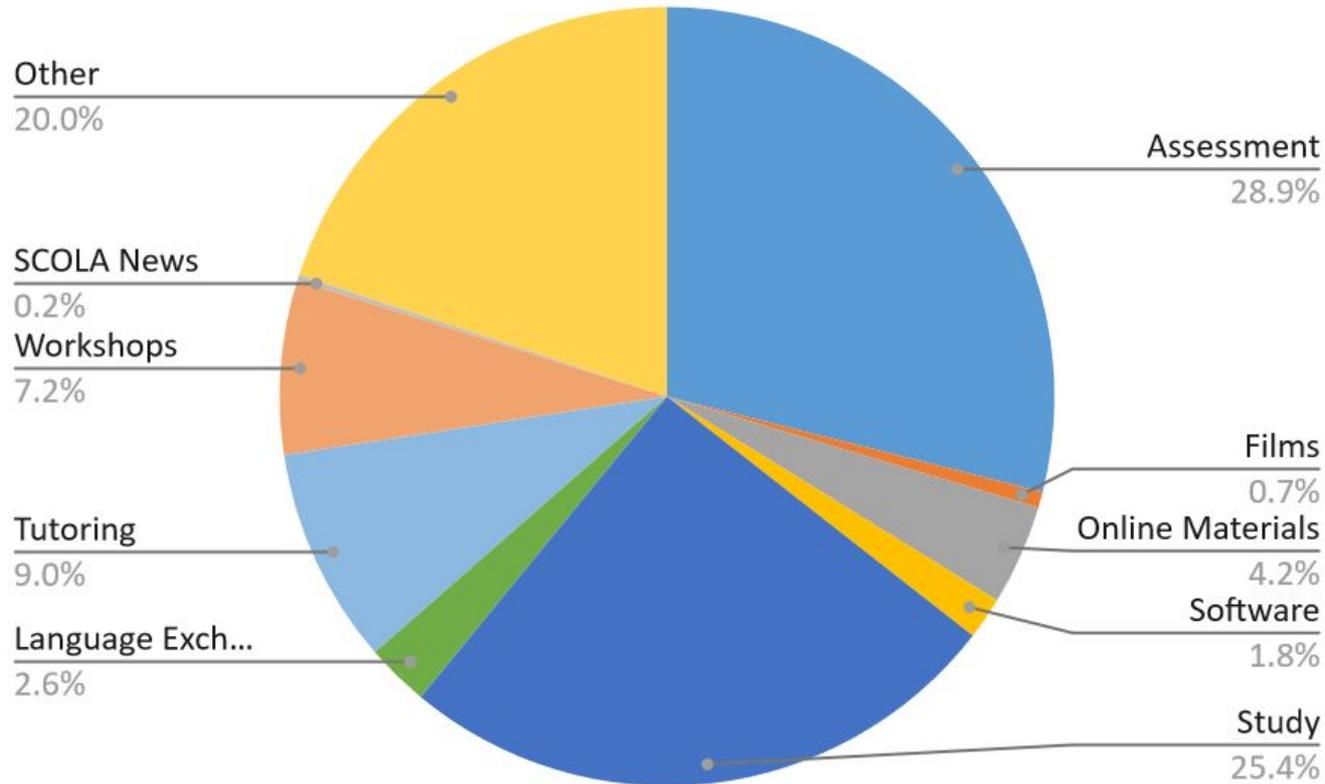
- more tutors with different hours
- Maybe more books in the languages that are offered for leisure reading.
- Group meetings with foreign exchange students once a week
- More tutors for other languages such as Japanese
- I have all materials available to me.



## **Q: What suggestions would you make to improve the LLC?**

- more tutors with different hours throughout the week
- Maybe have more people providing help at once.
- Make the room larger, to fit both classes and study groups/ tutoring.
- Nothing
- Make improve the quality of the computers and work space within the area.
- More available times

# LLC Usage: Fall 2019 & Spring 2020



\*Other - (community, clubs, space, recordings, etc.)

A photograph of a computer lab with several students. In the foreground, a group of four students is seated around a curved wooden table. On the left, a young woman with long dark hair, wearing a black leather jacket, is looking towards the right. Next to her is a young man wearing a black baseball cap and glasses, also looking right. On the right side of the table, a young woman with glasses and a black beanie is looking towards the center. Next to her is a young man with a beard wearing a yellow t-shirt, looking towards the center. They appear to be in a collaborative learning environment. The table has a tissue box with a pink flower, a green water bottle, and several notebooks. In the background, other students are seated at computer workstations with monitors and keyboards. The room has a drop ceiling with recessed lighting and a window on the right side.

# LLC Annual Report 2019-2020

Department of World Languages and Cultures  
Old Dominion University