



The English as a Second Language/Noncredit (ESL/N) 601 & 602 instructors at Crafton Hills College (CHC) administered the ESL/N End of Term Survey to the students in both the Beginning Level 1 and 2 courses. The survey was anonymous and was administered through Qualtrics, an online survey platform. The purpose of the survey was to learn about students’ thoughts regarding what worked and what did not work for them in the courses. This report illustrates results from the Spring 2022 End of Term survey. A total of 18 valid online surveys were received and analyzed. Please note the number of responses offered ranged from 3-18 as each question was optional to answer.

Table 1 identifies the number of respondents in each of the ESL/N courses. There was a total of 18 students who responded to the survey. Twelve respondents (67%) were enrolled in ESL/N 602 while 6 respondents (33%) were enrolled in ESL/N 601.

Table 1. Self-reported ESL/N course.

Select the course you're currently enrolled in:	#	%
ESL/N 601 ESL Beginning Level 1	6	33.3
ESL/N 602 ESL Beginning Level 2	12	66.7
Total	18	100.0

Table 2 identifies the number of other courses that each respondent was enrolled in while taking either ESL/N 601 or ESL/N 602. The majority of respondents (94%) took one or two other courses in combination with the ESL/N course. One respondent (6%) was taking 5 or more other courses.

Table 2. Self-reported number of other courses.

How many other courses are you currently enrolled in?	#	%
1	14	87.5
2	1	6.3
3	0	0.0
4	0	0.0
5 or more	1	6.3
Total	16	100.0

Table 3 includes all open-ended comments provided by respondents regarding the most helpful lessons they learned while taking the specified course as well as how those lessons were helpful to them.

Table 3. Open-ended comments by respondents regarding helpfulness of specified course.

What have been the most helpful lessons you have learned in this class? How were they helpful to you? (N=18)
All lessons help me to improve my self
Conversations about topics were very helpful for me. English in a minute too and others videos. Podcasts were excellent too. I could improve my listening (my weakness)
Every single lesson was so helpful especially the lesson about what does ESL mean.
Everything (2)
For me all of the lessons very important interesting I really appreciate how hard the professor works, they were very helpful because I have learned a lot of new vocabulary
For me the most help is: listen and understand people, also reading has been a lost of help for me
How to study English. Mind, listening etc...

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I can't talk about one specific lesson because for me the whole course was a long and continuous lesson, we've been building this collective knowledge that has been pushing us since the first day to this day, and I think that's where the teacher is so fundamental, he's been helping us a lot in every single aspect of the class.
I learn about mindfulness, it is very important to practice with ours self if we want to grow because most the time we don't have patient learning a second language and this can be a barrier. This help me to be more kind with other and practice my listening to different cultures.
Make paragraphs
The most helpful lesson for me was when we talked about the transition words, they are helping me a lot, now I am learning how to connect two sentences
The most helpful lesson I learned is vocabulary, English in a minute and grammar. All these lessons help me in my writing as a consequence my writing and vocabulary improve.
The most helpful lessons is writing and reading. I understand how to connecting the idea to writing the story. It make me more confident in writing. I think as the steps so that make me feel easier to writing and take time in writing shorter before I take his class. For reading lessen, I got the technique for reading which could help me can read and more understand the article on the magazine or on the website.
The samet
The self esteem
The two semesters were helpful, no one more than another.
Writing paragraph, emails Professor [Name] teach us how to add more writing to our paragraphs

Table 4 includes all open-ended comments provided by respondents regarding how they have been able to apply their learning from this course on campus.

Table 4. Open-ended comments by respondents regarding application of learning on campus.

How have you been able to apply what you have learned from this class on campus? (N=18)
I apply when I do the writing homework and In class I can share the any idea in class which I can practice the conversation and listening.
I have been able to apply well I UNDERTAND MORE AND I CAN SPEAK WHITH ANOTHER STUDENT.
I learning some technical stuff, but I feel not yet
Improve my writing
In the activities of the class, like conversation groups, reading, writing, in the way I pronounce some tricky words in different contexts (the teacher speaks so clear and it's so patient that I can understand everything he tries to explain to me) and overall, using the tools and the resources that the teacher has been sharing with the class
In the class like to applied it when I write two sentences
I submit all my homework on canvas, also I felt free to talk with the administrator
It has helped me a lot because my ear is learning to listen to the language. Reading, writing.
I will have more confident to start a dialogue with my classmate
My communications became better with my classmates and teacher.
Sending emails was so much easier
Talking someone, reading document.
Talking to the people
This class means a lot to me. Thanks to this class I'm honing my English skills.
Yes (2)
Yes, I am already applying on campus what I learned in class. For instance, I applied the new words I learned when I write essays for my different class.
Yes of course all the time it's been a pleasure to have taken this course.

Table 5 includes all open-ended comments provided by respondents regarding how they have been able to apply their learning from this course off campus.

Table 5. Open-ended comments by respondents regarding application of learning off campus.

How have you been able to apply what you have learned from this class off campus? (N=17)
At work its so much easier to write notes emails also communicate witj confident
Communicating at work in the store or wherever I am
I always try to use it when i talk
I been able to have a better understanding and speaking on my daily life.
I been applying all vocabulary anywhere I go.
I have been able to apply what I learned in this class better and better. when out shopping, in restaurants, dentist appointment or doctor.
I learned to believe in myself and not give up on achieving my personal and professional goals. I'm still growing in my workplace thanks to this class.
In my speaking at every single place I have the chance to use it, in my way of write and how can I make use of the tools the teacher has taught me and identifying certain contexts where I can use those tools and where cannot
I used most of the new vocabulary in my conversations out side the campus
My communication in my trips, with people in grocery stores, in my church is so much better.
Now wherever I'm going , I can communicate.
On campus my Professor help me, and support slot an I'm learning more
Talking to my son's teacher. Make a document. It was useful for everything in my American life.
Using technology
Yes (2)
Yes, I applied what I learned from this class at home. especially when my husband was taking his brother. they used some words I learned English in a minute. Now I am able to understand more the content of their conversation when they used idioms.

Table 6 identifies whether respondents felt more comfortable using technology for learning because of this course. All 18 respondents (100%) felt more comfortable using technology for learning as a result of taking this course.

Table 6. Comfortability with technology after course.

As a result of this class, do you feel more comfortable with using technology for learning?	#	%
Yes	18	100.0
No	0	0.0
Total	18	100.0

Table 7 includes all open-ended comments and suggestions by respondents regarding the technology skills they would have liked to learn from this course to assist with their education.

Table 7. Open-ended comments and suggestions by respondents regarding other technology skills.

What technology skills would you have liked to learn to help with your education (e.g., Canvas, Google docs, etc.)? (N=18)
Canvas (4)
Canvas, Google doc.
Computer skills
Everything
Google
Google docs (2)

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I'm familiar with Canvas, Google docs, and some other programs.
I would like to learn more about Google docs.
Learn how to do slide show
MORE ABOUT CANVAS
No idea.
PowerPoint
Well I learned how to go on canvas on web advisor.
Vocabulary

Table 8 identifies respondents' level of agreement relating to the difficulty of the specified course. The majority of respondents (78%) disagreed or strongly disagreed while 4 respondents (22%) agreed that the course was too difficult.

Table 8. Level of agreement regarding course difficulty.

Please rate your level of agreement with the following statement: This course is too difficult.	#	%
Strongly Agree	0	0.0
Agree	4	22.2
Disagree	7	38.9
Strongly Disagree	7	38.9
Total	18	100.0

Table 9 includes all open-ended responses regarding course difficulty. This question was only prompted if they agreed that the course is too difficult.

Table 9. Open-ended comments by respondents regarding course difficulty.

What made this course difficult? (N=3)
For writing
My rairig
TO WRITE FOR ME

Table 10 includes all open-ended responses regarding the kinds of topics that they would have liked to have spent more time on during the course.

Table 10. Open-ended comments and suggestions by respondents regarding topic coverage in class.

What topics would you have liked to spend more time on in class? (N=17)
Any topics is interesting to learn.
Conversation.
Conversation and listening.
Conversation groups, creative writing.
I would like to spend more time typing in computers
I would say grammar
On reading
Reading
Reading and writing and more grammar
READ MORE AND WRITE
Read, write

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Read vocabulary pronunciation listings.
Speak and read
The topics about food and culture. I loved that.
To discuss relevant themes, like news. Write more using modals, and try to write my first long essay.
What I would like is for this class to be 3 time a week.
The human relations

Table 11 includes all open-ended responses regarding different kinds of course materials that would have helped in their learning throughout the course.

Table 11. Open-ended comments and suggestions by respondents regarding course materials.

What kinds of course materials would have helped with your learning in this course (e.g., handouts, videos, etc.)? (N=18)
All the materials the Teacher provided to the class were interesting. Podcast, Reading articles...
Book, videos
Handouts, videos
Handouts, videos etc
Handout, video, module, and website.
Handouts, videos vocabulary
I think just by focusing in conversation groups with a little of help of some subject of what to talk about (video, lecture) would be enough
Make a document home work. country introduce.
PADCAST, READ BOOKS
Podscast
The materials help me in my English 602 is videos, audio, handouts.
Videos (2)
Videos and handouts
Videos and podcast.
Videos, notes.
Yes
You tube videos, listening to music, watching tv

Table 12 includes all open-ended responses regarding which student services, if any, would have been helpful towards learning in the course.

Table 12. Open-ended comments by respondents regarding student services.

What student services would you have found helpful with your learning in this course (e.g., tutoring, assistance with technology, academic advising, etc.)? (N=16)
Academic advising (2)
Academic advising and consulting.
Academic, advising, technology
Academy advisory a lot of help from the profesor
All of the above mentioned.
Assistance with technology (3)
I found very helpful the Writing Center because my writing tutoring helps me to understand my assignments as a consequence, I am able to succeed and all my classes.
I hope I can choice take lessons even with Zoom class.
The learning center or writing center

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Technology (2)
Tutoring, helpfully for me
Work in teams, do projects,

Table 13 includes all open-ended responses regarding respondents' educational goals as well as how this course helped them work towards those goals.

Table 13. Open-ended comments by respondents regarding educational goals.

What are your educational goals? How did this class help you work towards your educational goals? (N=17)
Feel comfortable to help my kids with their homework
Fount a veret work
Get my degree
Get my degree in Associates and art
Getting better speak English. smooth conversation.
I want to improve my communication and this class helped me a lot with this.
I would like to take a certification,
Learn as much as I can. The teacher of this class really have the gift of teaching and that's helping me a lot to reach my educational goal.
Me goals is ... get the High School Diploma and take a career
My degree in Arts
My goals are to get my Business management certificate
My education goals is to improve my English on speaking and writing. This class helped me to improve by being able to comprehend and write a paragraph.
My educational goals are to develop my writing skills and reading skills.
My educational goal is to understand reading, talking, and listening in English
Speak English fluently
Trying to pass my English 101
Yes

Table 14 includes all open-ended responses regarding respondents' professional goals as well as how this course helped them work towards those goals.

Table 14. Open-ended comments by respondents regarding professional goals.

What are your professional goals? How did this class help you work towards your professional goals? (N=17)
By helping me to improve my English skills.
Childhood development
Child Development, Yes, I feel more comfortable speaking the language
Improve my English
Improve my skills to made better in class
I'm working on my English skills to get a Teacher Permit from CTC and enroll in a Teacher Credential Program.
I want to be better because I am a teacher.
I would like to obtain my GED
My professional goal is learn new skill and star my onw business
My professional goals is to be able to pass my phlebotomy license. This class helped me to be more comfortable to accomplish it.

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My professional goal is to get my teaching certification for preschool.
My professional goal to get the better job. This class help me more confident to writing and present my job experience.
Muchas veret rearding
Nothing now
Speak more English band write more
The professor really motivate us to continue with a career
Very helpful this class.

Table 15 includes all open-ended responses regarding respondents' personal goals as well as how this course helped them work towards those goals.

Table 15. Open-ended comments by respondents regarding personal goals.

What are your personal goals? How did this class help you work towards your personal goals? (N=18)
Alat
Communication and understanding English are my personal, professional, and educational goals.
Getting a job.
Have a better job and thus be able to contribute more to my home, They help me a lot to communicate whit people around me
Improve my English and finish college.
Improve my language
I'm so happy that my personal goals are so close to reaching because of this class.
Introduce me whith another people
I personal goals is understand the routine conversation and can read the article. This course help me understand more.
More Lear English
My personal goal is communicated with others in English. This class help me because I am learning more words that way I can understand more what people talk to me.
My personal goals Will be Such as bilingual person . When I was in ESL 60I I didn't no how to use internet and find resources to help me in class. Now I feel more confident and able to navigate the computer and internet.
My personal is to get better in my writing skills which improved compared last year, but I need to continue practicing.
Speak English so fluency
To be fluent in English
To learn to manage my own business
This class is helping me a lot to make me understand better
To be able to communicate my ideas.

Table 16 identifies the age group of each respondent. The majority of respondents (83%) were in the 35 or older age groups while 3 respondents (17%) were in the 34 or younger age groups.

Table 16. Self-reported age.

What is your age range?	#	%
19 or younger	1	5.6
20-24	0	0.0
25-29	1	5.6
30-34	1	5.6
35-39	3	16.7
40-49	9	50.0
50 or older	3	16.7
Total	18	100.0

Table 17 identifies the gender of each respondent. The majority of respondents (82%) reported as female while only three respondents (18%) reported as male.

Table 17. Self-reported gender.

What is your gender?	#	%
Male	3	17.6
Female	14	82.4
Transgender	0	0.0
Non-binary/non-conforming	0	0.0
Decline to state	0	0.0
Total	17	100.0

Table 18 identifies the race/ethnicity of each respondent. The majority of respondents (77%) reported Hispanic/Latino(a)/Chicano(a) as their race/ethnicity.

Table 18. Self-reported race/ethnicity.

Please select your race/ethnicity	#	%
African American/Black	0	0.0
American Indian/Alaska Native	0	0.0
Asian	2	11.8
Caucasian/White	1	5.9
Hispanic/Latino(a)/Chicano(a)	13	76.5
Middle Eastern	1	5.9
Native Hawaiian/Pacific Islander	0	0.0
Other	0	0.0
Decline to state	0	0.0
Total	17	100.0

Summary of Findings

Areas of strength for ESL/N 601 & 602:

There was a considerable amount of positive feedback regarding the overall courses. Respondents collectively found the courses to be helpful with writing. Respondents from both courses were able to apply what they have learned throughout the course, on and off campus, by utilizing conversation and writing skills. All respondents felt more comfortable using technology for learning as a result of these courses. According to the respondents, the courses helped them in reaching their educational, professional, and personal goals by improving their communication and writing skills. Respondents also felt that their English skills (reading, writing, and speaking) improved by taking this course.

Opportunities for improvement:

Although there was a considerable amount of positive feedback regarding this course, there are opportunities for improvement. Respondents from both courses have suggested the inclusion of technology skills such as Canvas and Google Docs. Respondents also suggested spending more time on topics such as reading, writing, and having conversations/discussions. Course materials that the respondents from both courses would like to see in the classroom include handouts and videos. The student services that respondents from both courses would have found helpful with their learning in these courses include academic advising and assistance with technology.