

De Anza College Office of Institutional Research and Planning

To: Donna Stasio, Instructor
From: Mallory Newell, De Anza Researcher
Kristina Wong, Student Assistant
Date: 4/21/2016
Subject: Listening Habits Post-Survey- Fall 2015/ Winter 2016

The Listening Habits survey was administered at the end of the course in Fall 2015 and Winter 2016. This resulted in 182 valid responses.

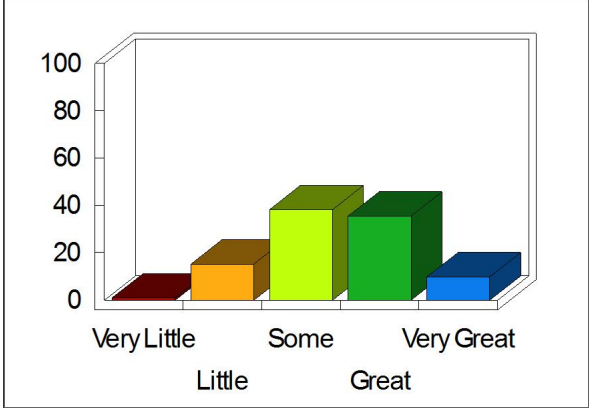
Important highlights include:

- 39% of the respondents in the post-survey described they were “great” in maintaining eye contact while the other person is speaking (Question 4).
- 42% of the respondents in the post-survey described they were “great” in encouraging dialogue by sending signals to show genuine interest (Question 5).
- 15% of the respondents in the post-survey described the extent to which they kept the discussion focused on the speaker until he/she finished speaking as “little” (Question 8).
- 45% of the respondents in the post-survey described they were “great” in avoiding being distracted while someone is talking (Question 10).
- 41% of the respondents in the post-survey described they were “great” in periodically checking their understanding by restating what was said in their own words (Question 14).
- In a similar survey conducted in Fall 2012, 76% of respondents in the post-survey were “very great” or “great” in maintaining eye contact while the other person is speaking. Meanwhile in Fall 2015 and Winter 2016, the post-survey received 38% “great” responses in maintaining eye contact (Question 4).

Listening Habits Post-Survey Report

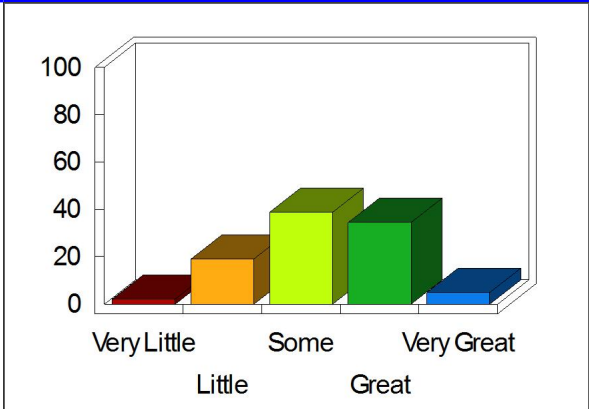
1. Use open-ended questions to initiate and expand the discussion?

Mean: 3.38

Response	Value	Frequency	Percent	Graph
Very Little	1.00	2	1.09	
Little	2.00	28	15.30	
Some	3.00	70	38.25	
Great	4.00	65	35.52	
Very Great	5.00	18	9.84	
Total Valid		183	100.00	

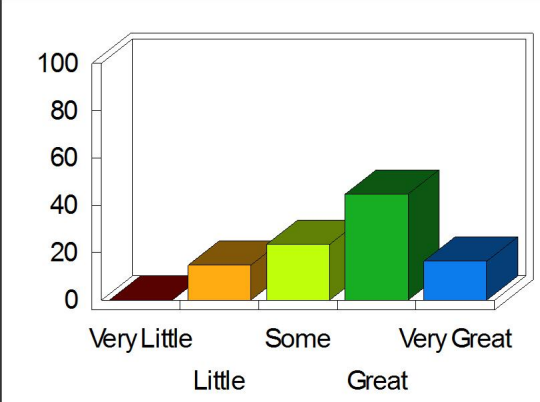
2. Use closed-ended questions to find out specifics?

Mean: 3.21

Response	Value	Frequency	Percent	Graph
Very Little	1.00	4	2.19	
Little	2.00	35	19.13	
Some	3.00	71	38.80	
Great	4.00	63	34.43	
Very Great	5.00	9	4.92	
Total Valid		182	99.45	
Missing		1	0.55	
Total		183	100.00	

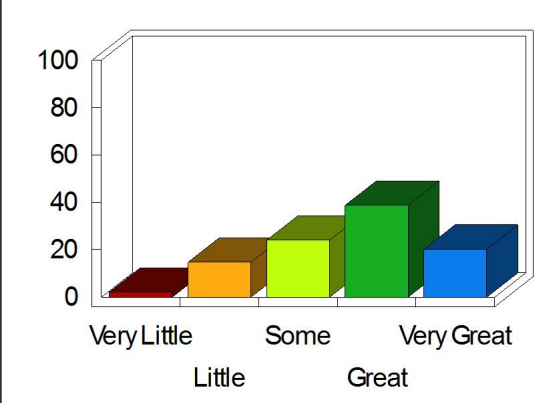
3. Avoid interrupting, except to clarify and encourage more sharing of information?

Mean: 3.63

Response	Value	Frequency	Percent	Graph
Very Little	1.00	0	0.00	
Little	2.00	27	14.75	
Some	3.00	43	23.50	
Great	4.00	82	44.81	
Very Great	5.00	30	16.39	
Total Valid		182	99.45	
Missing		1	0.55	
Total		183	100.00	

4. Maintain eye contact while the other person is speaking?

Mean: 3.60

Response	Value	Frequency	Percent	Graph
Very Little	1.00	4	2.19	
Little	2.00	27	14.75	
Some	3.00	44	24.04	
Great	4.00	71	38.80	
Very Great	5.00	37	20.22	
Total Valid		183	100.00	

5. Encourage dialogue by sending signals that show you are genuinely interested in what the other person is saying? Mean: 3.66

Response	Value	Frequency	Percent	Graph
Very Little	1.00	0	0.00	
Little	2.00	26	14.21	
Some	3.00	43	23.50	
Great	4.00	77	42.08	
Very Great	5.00	34	18.58	
Total Valid		180	98.36	
Missing		3	1.64	
Total		183	100.00	

6. Avoid turning the conversation away from the speaker onto yourself? Mean: 3.32

Response	Value	Frequency	Percent	Graph
Very Little	1.00	4	2.19	
Little	2.00	34	18.58	
Some	3.00	57	31.15	
Great	4.00	72	39.34	
Very Great	5.00	14	7.65	
Total Valid		181	98.91	
Missing		2	1.09	
Total		183	100.00	

7. Mentally review what the speaker is saying as he or she talks?

Mean: 3.36

Response	Value	Frequency	Percent	Graph
Very Little	1.00	2	1.09	
Little	2.00	24	13.11	
Some	3.00	75	40.98	
Great	4.00	65	35.52	
Very Great	5.00	14	7.65	
Total Valid		180	98.36	
Missing		3	1.64	
Total		183	100.00	

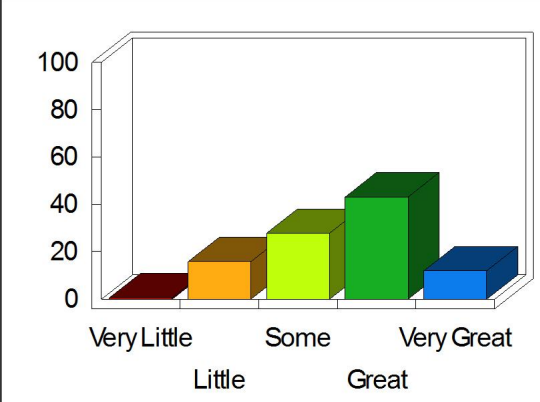
8. Keep the discussion focused on the speaker until he or she is finished speaking?

Mean: 3.56

Response	Value	Frequency	Percent	Graph
Very Little	1.00	1	0.55	
Little	2.00	28	15.30	
Some	3.00	47	25.68	
Great	4.00	82	44.81	
Very Great	5.00	25	13.66	
Total Valid		183	100.00	

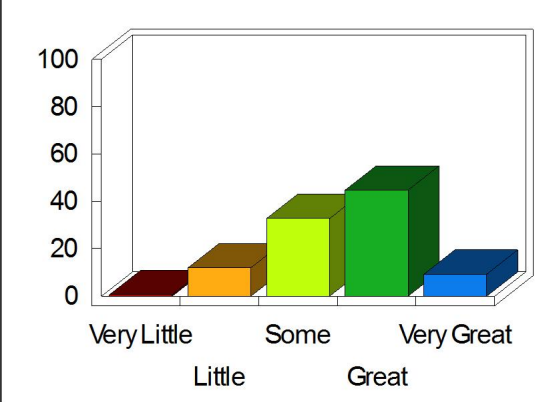
9. Encourage and listen to suggestions, even when you do not agree with the speaker?

Mean: 3.51

Response	Value	Frequency	Percent	Graph
Very Little	1.00	1	0.55	
Little	2.00	29	15.85	
Some	3.00	51	27.87	
Great	4.00	79	43.17	
Very Great	5.00	22	12.02	
Total Valid		182	99.45	
Missing		1	0.55	
Total		183	100.00	

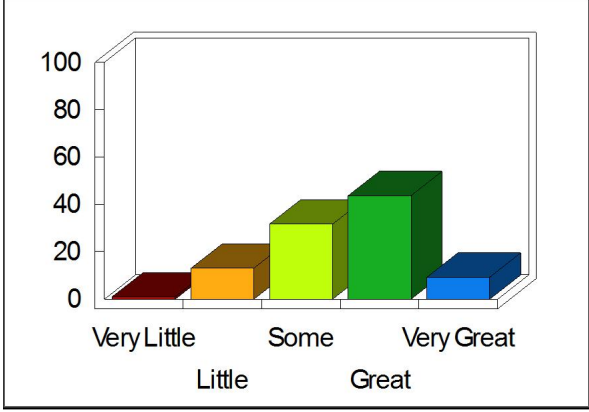
10. Avoid being distracted while someone is talking?

Mean: 3.51

Response	Value	Frequency	Percent	Graph
Very Little	1.00	1	0.55	
Little	2.00	22	12.02	
Some	3.00	60	32.79	
Great	4.00	82	44.81	
Very Great	5.00	17	9.29	
Total Valid		182	99.45	
Missing		1	0.55	
Total		183	100.00	

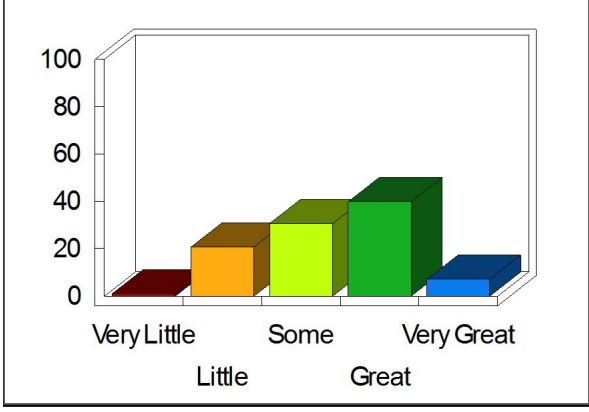
11. Probe for a deeper understanding of the person's comments?

Mean: 3.48

Response	Value	Frequency	Percent	Graph
Very Little	1.00	2	1.09	
Little	2.00	24	13.11	
Some	3.00	58	31.69	
Great	4.00	80	43.72	
Very Great	5.00	17	9.29	
Total Valid		181	98.91	
Missing		2	1.09	
Total		183	100.00	

12. Listen for the underlying tone or feeling as well as the facts?

Mean: 3.31

Response	Value	Frequency	Percent	Graph
Very Little	1.00	2	1.09	
Little	2.00	38	20.77	
Some	3.00	56	30.60	
Great	4.00	73	39.89	
Very Great	5.00	13	7.10	
Total Valid		182	99.45	
Missing		1	0.55	
Total		183	100.00	

13. Listen, regardless of your personal feelings about the person or topic?

Mean: 3.44

Response	Value	Frequency	Percent	Graph
Very Little	1.00	4	2.19	
Little	2.00	22	12.02	
Some	3.00	60	32.79	
Great	4.00	80	43.72	
Very Great	5.00	15	8.20	
Total Valid		181	98.91	
Missing		2	1.09	
Total		183	100.00	

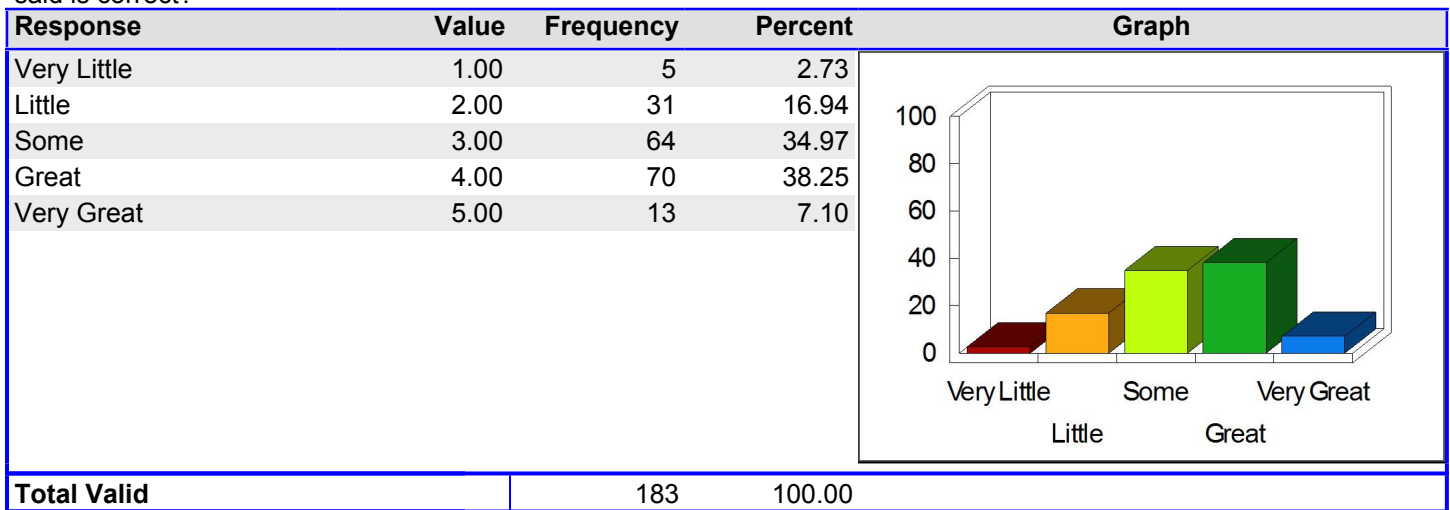
14. Periodically check your understanding by restating in your own words what was said?

Mean: 3.29

Response	Value	Frequency	Percent	Graph
Very Little	1.00	7	3.83	
Little	2.00	30	16.39	
Some	3.00	59	32.24	
Great	4.00	75	40.98	
Very Great	5.00	11	6.01	
Total Valid		182	99.45	
Missing		1	0.55	
Total		183	100.00	

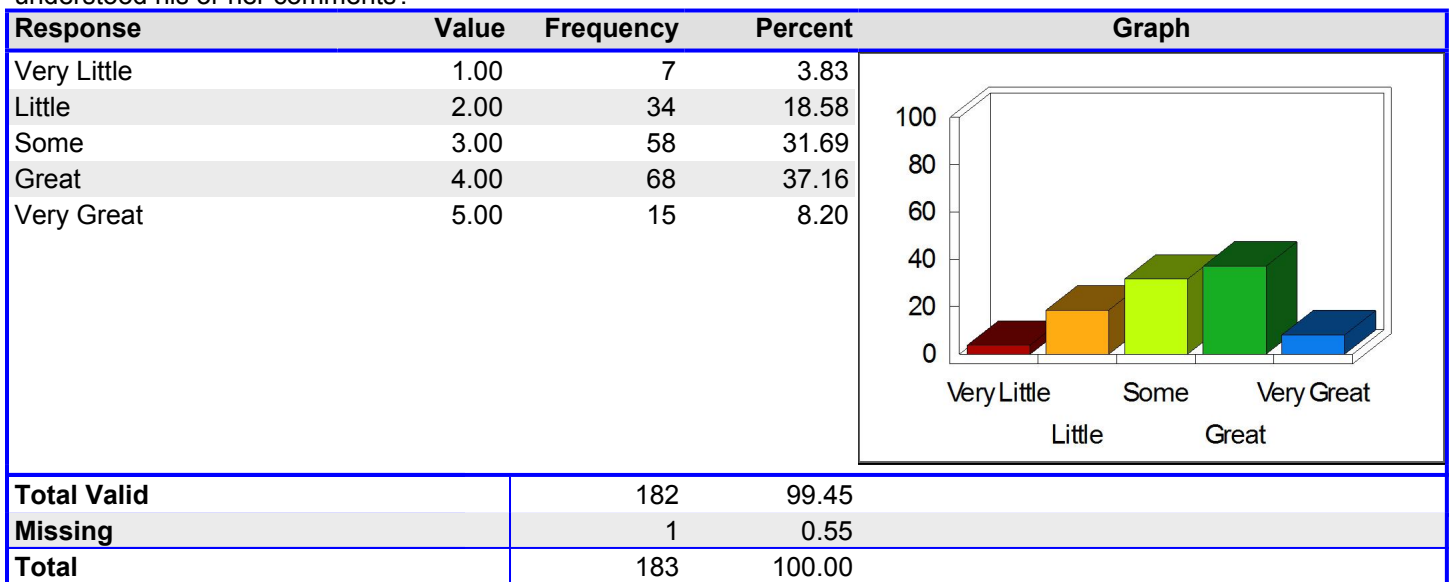
15. Continue checking your understanding until the speaker agrees that your summary of what he or she said is correct?

Mean: 3.30



16. Summarize and close the conversation so the other person feels that you have appreciated and understood his or her comments?

Mean: 3.27



Question 17. What activities / assignments etc. during this quarter helped you to improve as a listener?

A few assignments that helped me improve as a listener were the current event's that everyone has had to do. It helps my listen to other peoples perspective on certain subjects and also gets me to insert my own input.

Acting by groups in front of classmates

active listening

Active Listening Assignment

Active listening discussions and activities, listening to other people's speeches and working in group projects

Active Listening Report.

activities in class when we made our speech outlines. We listened to our class mates and improved our listening skills

Activities such as writing feedback to my fellow peers after their speech as helped me pay close attention to others.

all the group discussions we had in Speech 1 class

All the speeches

All the speeches and feedback giving during presentations.

All the speeches and giving feedback helped me out this quarter.

as simple as it is, listening to the speeches. just being able to hear everyone helped. also clapping after and not trying to start argument. helped me think more about topic and be more considerate.

As the audience I was asked to give a feedback, which initiated me to pay closer attention to the speech than only listening.

Basically all of the speeches really, because i had no choice but to listen to what the speaker was saying.

Being an audience during the presentations.

By being able involved in class discussions which gave everyone an opportunity to speak. This allowed for listening to one another without interrupting the speaker.

Class discussion especially the group work.

Completing a peer review for the individual presentation helped focus on the content. Getting to class early and talking with classmates also helped improve listening.

Definitely giving feedback to people after the speeches encouraged me to listen better. Doing response papers also helped me improve as a listener, because I had to comment on my peers speaking.

Discuss with other team members about my speech topic or speech outline.

doing activities that encourage discussions between people

Essay three

evaluate someone else's speech

Explanation of lessons from professor Assignments/Homework given Speech delivery from peers

Eye contact, nodding, asking questions, and genuinely being interested in the conversation.

For writing a feedback, I have to listen to every speeches carefully.

giving feedback to other students' speeches

group discussion

Group discussion

Group discussion when we gather around and ice breakers

group discussion, presentations

group discussions

Group discussions

Group presentation. Because I need to listen from other people. Also, some people did not speak prefect English, it is hard for me.

Group project
Group projects
group speeches
group work feedback
Having group discussions helped me improve as a listener.
Having random conversations with the person sitting next to us
Having to do reflections/critiques for other speakers made me more attentative to their speeches.
Having to do the activend listening report.
having to give feedback on the speeches
Having to listen to other people's speech with the expectation of listening and evaluating them helped me a lot.
Having to write feedback helped improve myself as a listener.
Hearing other people give feedback on my speech outlines and listening to other people's speeches.
I like Professional interview which help me to listen someone more carefully and be open-minded.
I noticed that the instructor always let me finish my talking. So I've learned that being patient is important when you are a listener.
I think listening to my classmates speech has helped me to become a better listener.
I think the activity when we have to confront each other in the beginning of the class.
I think the current events assignment really helped me improve as a listener since I had to facilitate a discussion in the classroom. I really had to focus on what every was saying when they rose their hand to participate, and afterwards I sort of added on to what they said or summarized what they had said to clarify it more for the class. Eye contact, listening skills, and respecting everyone's opinions were really crucial to this assignment and I think overall, it really has helped me as a listener. :)
I think the small collabing we did when talking about or speeches, as well as the improv which really helped everyone's ideas to be heard.
I think writing feedback for all the speakers helped with my listening skills because I really had to focus on what they were trying to say to their audience, and try to connect when in a group setting.
I'm not exactly sure of any specific activities in this class that improved me as an listener; I have always felt that I was decent at that. However, the class in general has helped me in such communication.
I'm not sure if it was an activity, but the environment that you(Russell) created helped. We sat in groups of 5 or 6 and for the
In all the speeches giving feedback to speakers helped me improve as a listener as I took better notes and listened carefully for key facts and the message they were trying to convey.
informative speech
interesting information.
Involving in a group activities and the lecture from our instructor on how to be a good listener helped me in many ways to be a good listener.
Just by interacting and participate in discussions and brainstorming has helped me improve as a listener.
just listening and grading/giving comments on speeches
Learning about the impact of body language has greatly helped me improve my listening skills. By showing and verbally conveying my interest, my social interactions have improved.
Learning to not participate all the time in discussions so other people can get a chance to talk
listen more, and try to paraphrase other ideas
Listen to classmates

Listening to everyone's speech helped me improve my listening.
listening to speeches
listening to speeches
Listening to speeches
Listening to the speeches and peer review
Listening to to others present their facilitation presentations as well as the workshops.
making eye contact
Most improv games.
Most of the activities that included working as a group such as brainstorming ideas for the speeches. It let me take in account information that could be used in the speeches.
Mostly experience from conversations and listening to others' presentations.
observing the speaker's nonverbal communication.
One of the activities where we use responding skills to the talker.
Our group assignments!
Paraphrasing, ADD, asking questions, eye contact, bullet points
peer review outline giving feedback to each speaker at the end of their speech
Peer reviews and the actual speeches
Reading the book and listening to speeches and evaluating them at time, evaluating my peers
realizing how important and how much it helps the speaker made me a better listener. I learned this through being a speaker myself. I felt so much better when people would listen to me. I made sure I gave the same respect back.
relationship interview
sit at different sit everyday.
Slip feedback writing
Small activities such as listening to someone practicing their speech.
Some partner activities that we did throughout the quarter really helped me.
Speaking one on one with and individual partner, like the 10 questions activity each of our time was devoted to listening and nothing else, to the other person.
Speeches
Spending time on listening skills
taking speech class
Talking to other people in groups has helped me greatly become a better listener because I actually got a chance to sit down and just hear someone else talk and it was a great help.
teacher lectures
that awkward stare we had with our partner, especially the opposite gender!
The "Would you rather" exercise.
The activity in which we had to act out what our partner described truly helped my listening skills because it allowed me to think on the spot and absorb every piece of information that was left at my disposal
The activity that help me become a better listener is listening to other classmates speeches.
the facilitations because it was super engaging I had to listen to follow directions
The first day of class we ha to sit in a circle and asked our classmates questions, the we had to share the answers back to them.
The group project really helped my to improve as a listener
The group work and the fact we had to ask others for opinions about the topics we had chosen made it easier to listen

<p>The group work where we all had to listen to each other's topics and really get down to picking the right one</p>
<p>The listening activity really taught me how much I interrupt other people when they are speaking and now I try to be aware of this and avoid it as much as possible.</p>
<p>The numerous discussions we had in class helped me improve as a listener. My professor would teach us the concepts in class and give us time to discuss with our classmate and utilize the concepts we just learned. This experience help us understand the concept and pick it up much more quickly.</p>
<p>The question thing we had to do for our persuasive speech. We had to repeat their question then answer it and finally ask if we answered them correctly.</p>
<p>The reflection papers really helped me remember and listen better when listening to classmates speeches.</p>
<p>The set up of the room during speeches helped. Getting feedback and comments on my outlines for my speeches helped.</p>
<p>The suggestions we had to give at the end of every speech helped me be a better listener because I would need to give feedback, and I didn't want to give any artificial advice to the classmates.</p>
<p>We did a lot of peer review and group discussions.</p>
<p>We had an assignment were students told stories to others in two scenarios. The first we tried to be the worst listener possible, and the second we tried applying what we learned and tried being the best listener. It showed us the importance of listening and showed us how much better one feels with a good listener.</p>
<p>We learned about listening in class discussion/lecture as well as practiced during our professional interview assignment.</p>
<p>When I presented, I understood what kind of listeners I would appreciate. Therefore I learned and started doing the same.</p>
<p>When we played the open/ended question game. It was fun and interesting. The "I like/ I need" is a good way to get students to pay attention!</p>
<p>Writing and giving feedback to speaker after they are done with their speech</p>
<p>Writing back feedback on their speeches along with being able to ask questions to them.</p>
<p>Writing improvement comments after speech.</p>

Listening Habits

This survey is used for research purposes only. All responses will remain confidential. You may choose not to answer any of the questions. Thank you for your time and feedback.

Please select the response that most accurately describes your listening habits.

In conversations with others, to what extent do you:

1. Use open-ended questions to initiate and expand the discussion?

- Very Little
- Little
- Some
- Great
- Very Great

2. Use closed-ended questions to find out specifics?

- Very Little
- Little
- Some
- Great
- Very Great

3. Avoid interrupting, except to clarify and encourage more sharing of information?

- Very Little
- Little
- Some
- Great
- Very Great

4. Maintain eye contact while the other person is speaking?

- Very Little
- Little
- Some
- Great
- Very Great

5. Encourage dialogue by sending signals that show you are genuinely interested in what the other person is saying?

- Very Little
- Little
- Some
- Great
- Very Great

6. Avoid turning the conversation away from the speaker onto yourself?

- Very Little
- Little
- Some
- Great
- Very Great

7. Mentally review what the speaker is saying as he or she talks?

- Very Little
- Little
- Some
- Great
- Very Great

8. Keep the discussion focused on the speaker until he or she is finished speaking?

- Very Little
- Little
- Some
- Great
- Very Great

9. Encourage and listen to suggestions, even when you do not agree with the speaker?

- Very Little
- Little
- Some
- Great
- Very Great

10. Avoid being distracted while someone is talking?

- Very Little
- Little
- Some
- Great
- Very Great

11. Probe for a deeper understanding of the person's comments?

- Very Little
- Little
- Some
- Great
- Very Great

12. Listen for the underlying tone or feeling as well as the facts?

- Very Little
- Little
- Some
- Great
- Very Great

13. Listen, regardless of your personal feelings about the person or topic?

- Very Little
- Little
- Some
- Great
- Very Great

14. Periodically check your understanding by restating in your own words what was said?

- Very Little
- Little
- Some
- Great
- Very Great

15. Continue checking your understanding until the speaker agrees that your summary of what he or she said is correct?

- Very Little
- Little
- Some
- Great
- Very Great

16. Summarize and close the conversation so the other person feels that you have appreciated and understood his or her comments?

- Very Little
- Little
- Some
- Great
- Very Great

17. What activities/assignments etc. during this quarter helped you to improve as a listener?

Source: The Facilitator Excellence Handbook. Second Edition.
Copyright 2005 by John Wiley & Sons, Inc.

Submit