

De Anza College Office of Institutional Research and Planning

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

The Listening Habits survey was administered at the beginning of the course in Fall 2015 and Winter 2016. This resulted in 347 valid responses.

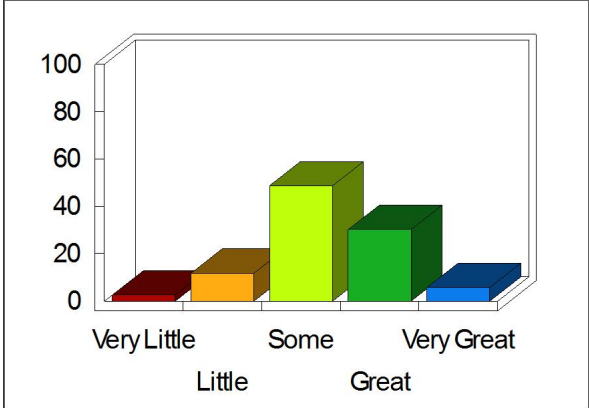
Important highlights include:

- 44% of the respondents in the pre-survey described they were “great” in maintaining eye contact while the other person is speaking (Question 4).
- 50% of the respondents in the pre-survey described they were “great” in encouraging dialogue by sending signals to show genuine interest (Question 5).
- 4% of the respondents in the pre-survey described the extent to which they kept the discussion focused on the speaker until he/she finished speaking as “little” (Question 8).
- 40% of the respondents in the pre-survey described they were “great” in avoiding being distracted while someone is talking (Question 10).
- 35% of the respondents in the pre-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, 70% of respondents in the pre-survey were “very great” or “great” in maintaining eye contact while the other person is speaking. Meanwhile in Fall 2015 and Winter 2016, the pre-survey received 44% “great” responses in maintaining eye contact (Question 4).

Listening Habits Pre-Survey Report

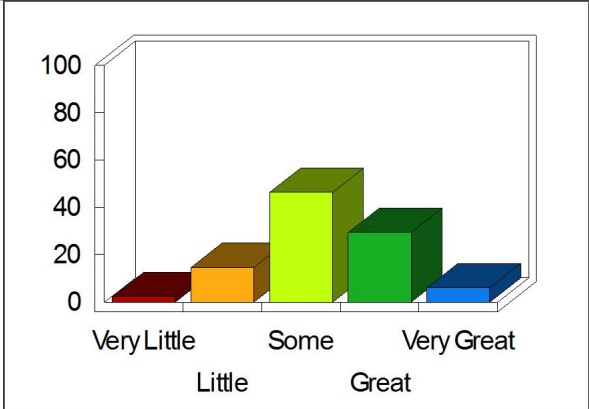
1. Use open-ended questions to initiate and expand the discussion?

Mean: 3.25

Response	Value	Frequency	Percent	Graph
Very Little	1.00	9	2.59	
Little	2.00	41	11.82	
Some	3.00	169	48.70	
Great	4.00	105	30.26	
Very Great	5.00	20	5.76	
Total Valid		344	99.14	
Missing		3	0.86	
Total		347	100.00	

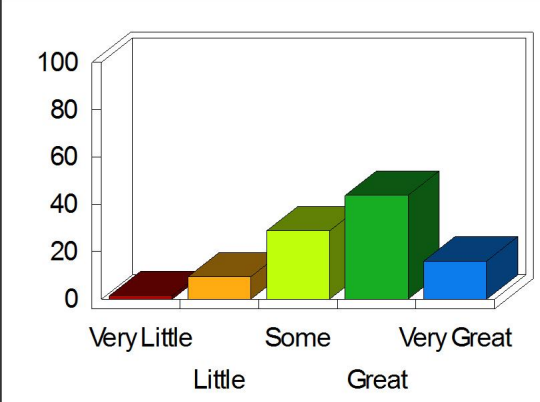
2. Use closed-ended questions to find out specifics?

Mean: 3.22

Response	Value	Frequency	Percent	Graph
Very Little	1.00	8	2.31	
Little	2.00	51	14.70	
Some	3.00	161	46.40	
Great	4.00	102	29.39	
Very Great	5.00	21	6.05	
Total Valid		343	98.85	
Missing		4	1.15	
Total		347	100.00	

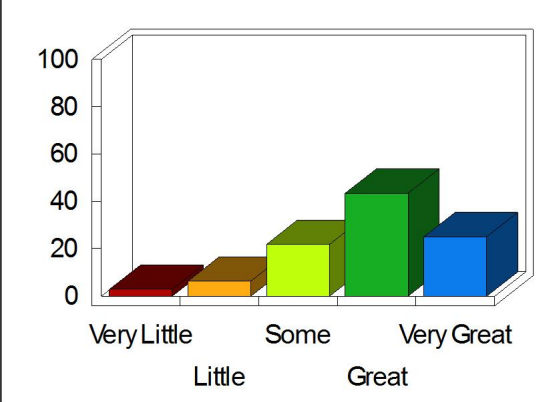
3. Avoid interrupting, except to clarify and encourage more sharing of information?

Mean: 3.64

Response	Value	Frequency	Percent	Graph
Very Little	1.00	5	1.44	
Little	2.00	33	9.51	
Some	3.00	100	28.82	
Great	4.00	152	43.80	
Very Great	5.00	56	16.14	
Total Valid		346	99.71	
Missing		1	0.29	
Total		347	100.00	

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

Mean: 3.82

Response	Value	Frequency	Percent	Graph
Very Little	1.00	10	2.88	
Little	2.00	22	6.34	
Some	3.00	76	21.90	
Great	4.00	151	43.52	
Very Great	5.00	87	25.07	
Total Valid		346	99.71	
Missing		1	0.29	
Total		347	100.00	

5. Encourage dialogue by sending signals that show you are genuinely interested in what the other person is saying? Mean: 3.82

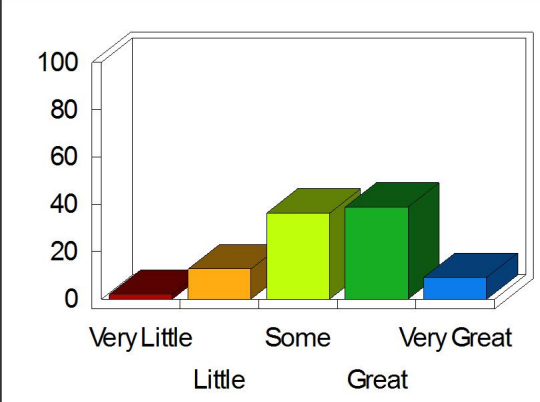
Response	Value	Frequency	Percent	Graph
Very Little	1.00	1	0.29	
Little	2.00	15	4.32	
Some	3.00	92	26.51	
Great	4.00	173	49.86	
Very Great	5.00	64	18.44	
Total Valid		345	99.42	
Missing		2	0.58	
Total		347	100.00	

6. Avoid turning the conversation away from the speaker onto yourself? Mean: 3.33

Response	Value	Frequency	Percent	Graph
Very Little	1.00	12	3.46	
Little	2.00	51	14.70	
Some	3.00	126	36.31	
Great	4.00	122	35.16	
Very Great	5.00	34	9.80	
Total Valid		345	99.42	
Missing		2	0.58	
Total		347	100.00	

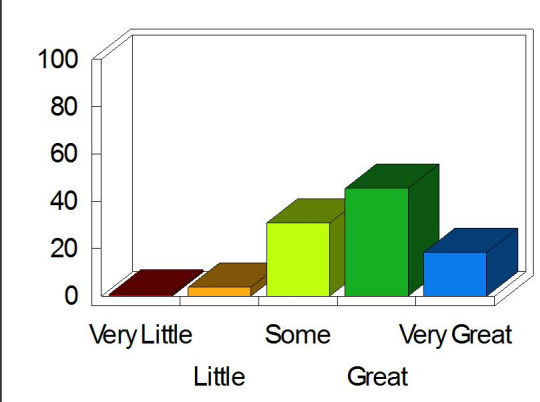
7. Mentally review what the speaker is saying as he or she talks?

Mean: 3.41

Response	Value	Frequency	Percent	Graph
Very Little	1.00	7	2.02	
Little	2.00	44	12.68	
Some	3.00	126	36.31	
Great	4.00	135	38.90	
Very Great	5.00	32	9.22	
Total Valid		344	99.14	
Missing		3	0.86	
Total		347	100.00	

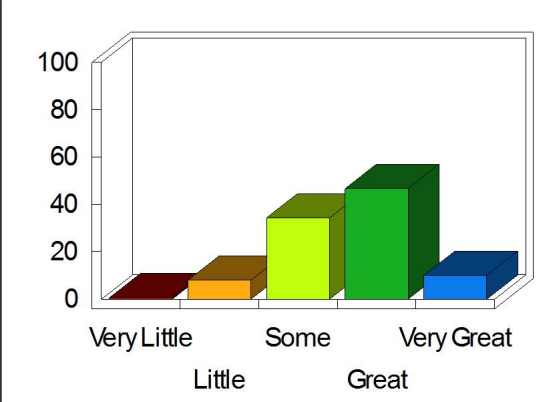
8. Keep the discussion focused on the speaker until he or she is finished speaking?

Mean: 3.77

Response	Value	Frequency	Percent	Graph
Very Little	1.00	3	0.86	
Little	2.00	13	3.75	
Some	3.00	107	30.84	
Great	4.00	158	45.53	
Very Great	5.00	64	18.44	
Total Valid		345	99.42	
Missing		2	0.58	
Total		347	100.00	

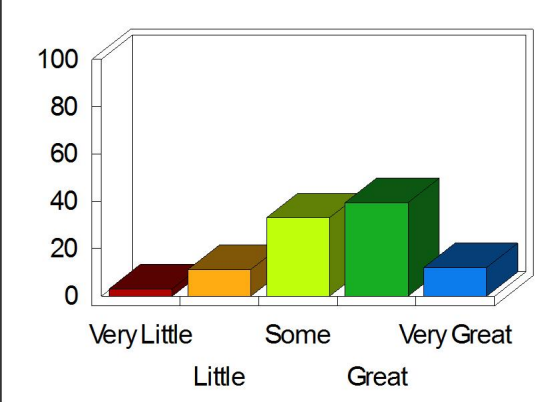
9. Encourage and listen to suggestions, even when you do not agree with the speaker?

Mean: 3.58

Response	Value	Frequency	Percent	Graph
Very Little	1.00	2	0.58	
Little	2.00	28	8.07	
Some	3.00	119	34.29	
Great	4.00	162	46.69	
Very Great	5.00	35	10.09	
Total Valid		346	99.71	
Missing		1	0.29	
Total		347	100.00	

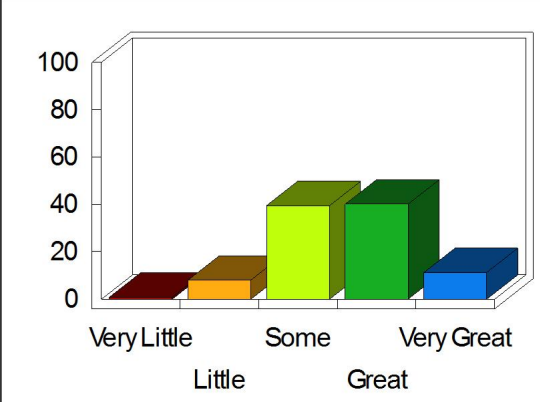
10. Avoid being distracted while someone is talking?

Mean: 3.47

Response	Value	Frequency	Percent	Graph
Very Little	1.00	11	3.17	
Little	2.00	39	11.24	
Some	3.00	115	33.14	
Great	4.00	137	39.48	
Very Great	5.00	42	12.10	
Total Valid		344	99.14	
Missing		3	0.86	
Total		347	100.00	

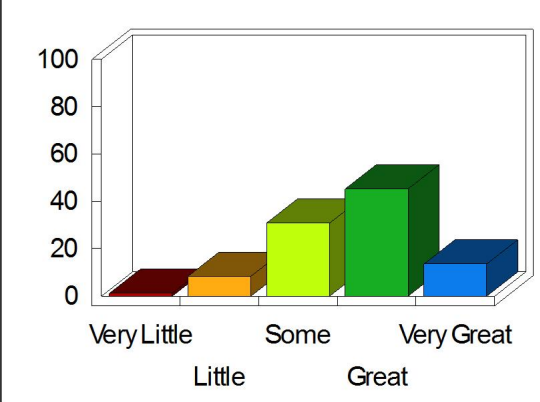
11. Probe for a deeper understanding of the person's comments?

Mean: 3.53

Response	Value	Frequency	Percent	Graph
Very Little	1.00	3	0.86	
Little	2.00	28	8.07	
Some	3.00	137	39.48	
Great	4.00	139	40.06	
Very Great	5.00	39	11.24	
Total Valid		346	99.71	
Missing		1	0.29	
Total		347	100.00	

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

Mean: 3.62

Response	Value	Frequency	Percent	Graph
Very Little	1.00	4	1.15	
Little	2.00	29	8.36	
Some	3.00	107	30.84	
Great	4.00	157	45.24	
Very Great	5.00	47	13.54	
Total Valid		344	99.14	
Missing		3	0.86	
Total		347	100.00	

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

Mean: 3.69

Response	Value	Frequency	Percent	Graph
Very Little	1.00	6	1.73	
Little	2.00	25	7.20	
Some	3.00	105	30.26	
Great	4.00	145	41.79	
Very Great	5.00	65	18.73	
Total Valid		346	99.71	
Missing		1	0.29	
Total		347	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	23	6.63	
Little	2.00	48	13.83	
Some	3.00	113	32.56	
Great	4.00	121	34.87	
Very Great	5.00	36	10.37	
Total Valid		341	98.27	
Missing		6	1.73	
Total		347	100.00	

15. Continue checking your understanding until the speaker agrees that your summary of what he or she said is correct? Mean: 3.22

Response	Value	Frequency	Percent	Graph
Very Little	1.00	24	6.92	
Little	2.00	53	15.27	
Some	3.00	116	33.43	
Great	4.00	122	35.16	
Very Great	5.00	27	7.78	
Total Valid		342	98.56	
Missing		5	1.44	
Total		347	100.00	

16. Summarize and close the conversation so the other person feels that you have appreciated and understood his or her comments? Mean: 3.39

Response	Value	Frequency	Percent	Graph
Very Little	1.00	13	3.75	
Little	2.00	45	12.97	
Some	3.00	125	36.02	
Great	4.00	119	34.29	
Very Great	5.00	43	12.39	
Total Valid		345	99.42	
Missing		2	0.58	
Total		347	100.00	

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

Source: The Facilitator Excellence Handbook. Second Edition.
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