

Questionnaire 2020 – Results

Response Rate

The Language Resource Centre’s annual questionnaire was carried out during May 2020 at a time when the University Campus was closed and the UK was on lockdown due to the COVID-19 pandemic. This uncertain and unusual situation may have contributed to the relatively low response rate to the questionnaire this year.

A total of 33 responses were received, via an online form which was sent out to LRC members via Blackboard.

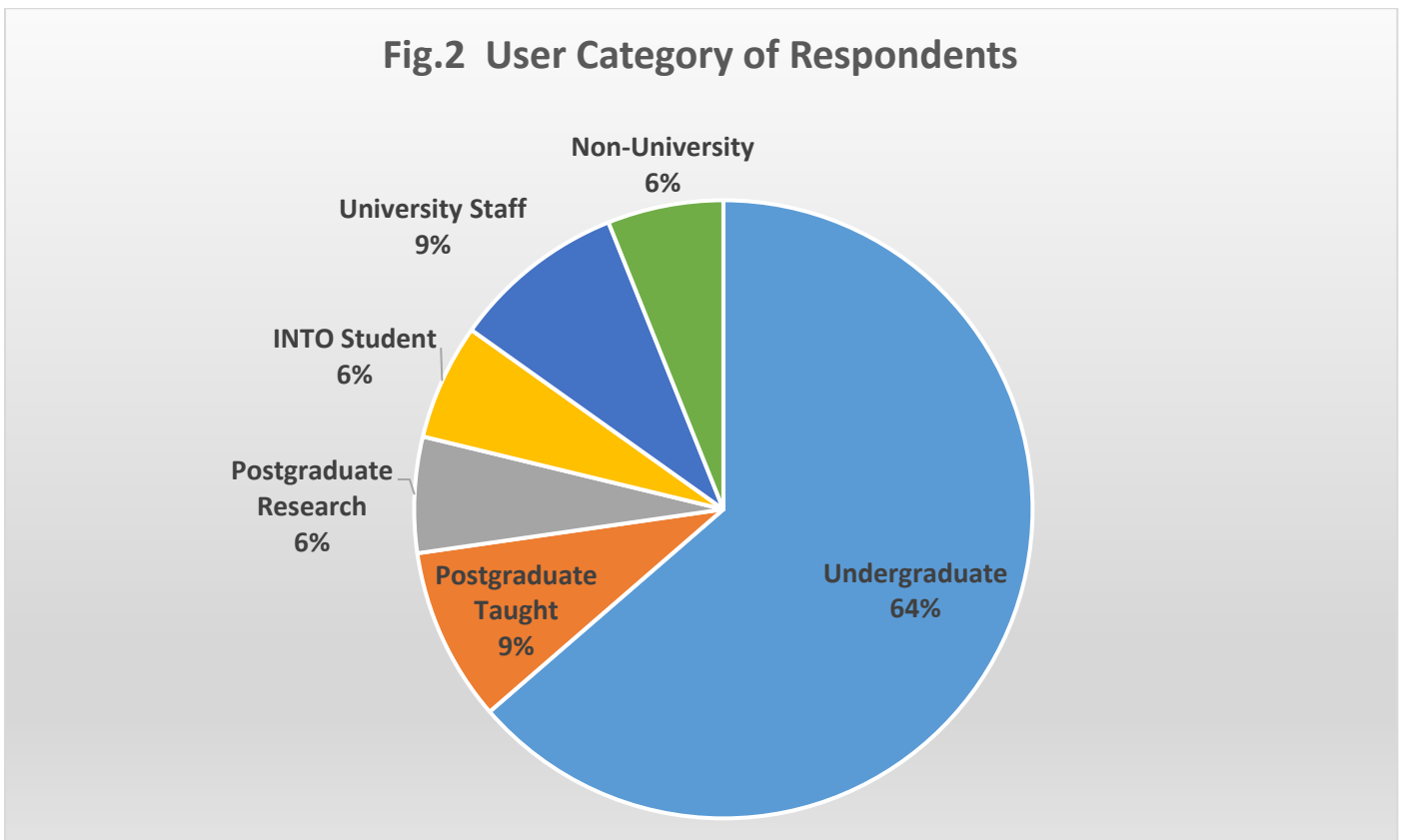
Figure 1. shows that whilst most respondents were from the Faculty of Humanities and Social Sciences, importantly for representativeness, there were responses from each section of membership: each University faculty; Professional Services; INTO and Non-University.

Fig.1 Respondents and their Faculty

Faculty	Number of Respondents
Humanities and Social Sciences	20
Science, Agriculture & Engineering	5
Medical Sciences	3
INTO	2
Non-University	2
Professional Services	1

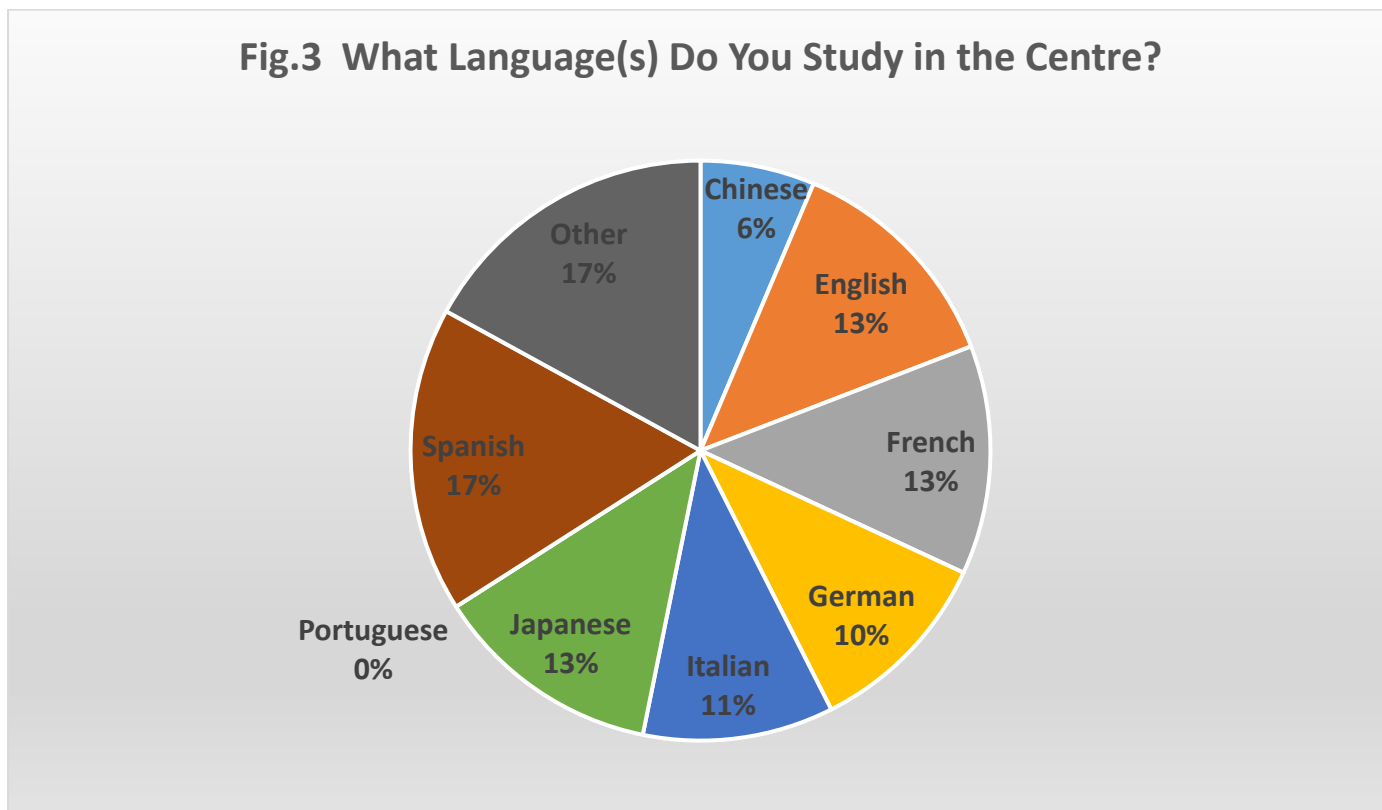
User Category of Respondents (Fig.2)

Undergraduates made up the large majority of respondents, though there were respondents representing other categories of user including Postgraduates, INTO students, University Staff and Non-university.



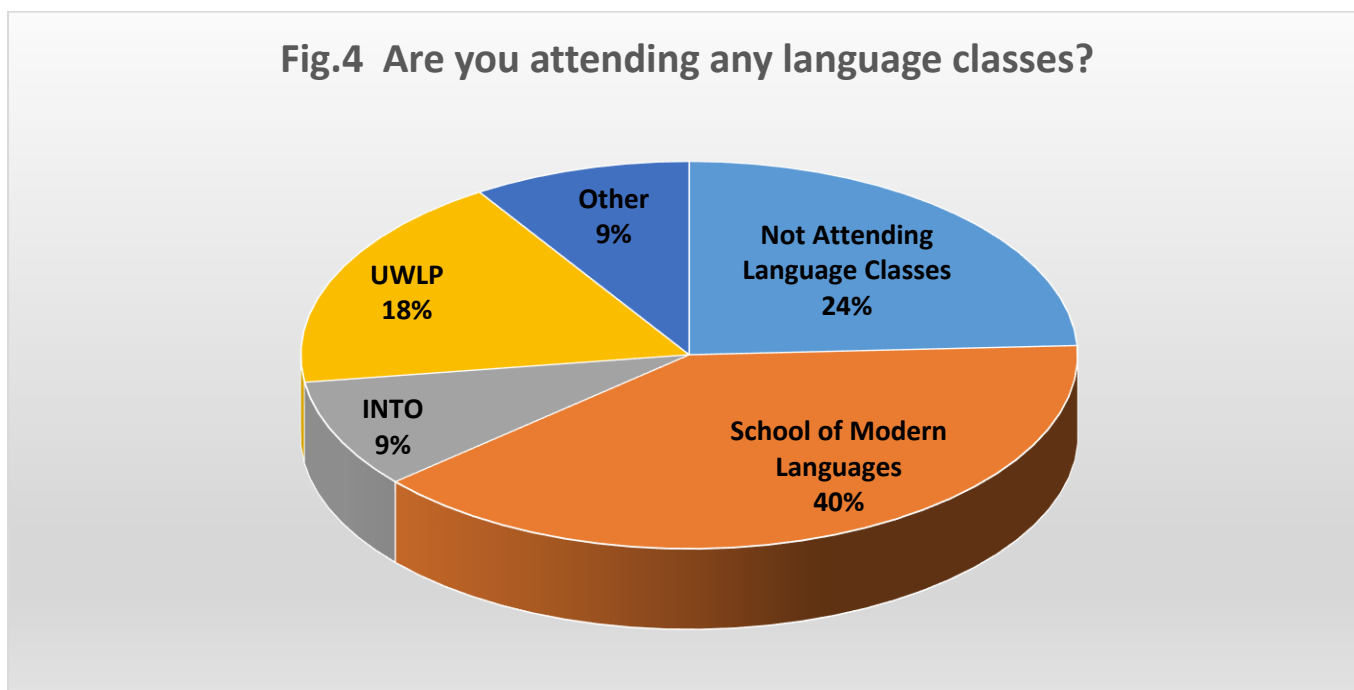
Languages Studied (Fig.3)

Amongst the respondents, Spanish was the most commonly studied language, followed by French, Japanese and English. Other languages included a variety including Arabic, Bangla, Catalan, Korean, Russian, Swedish and Turkish.



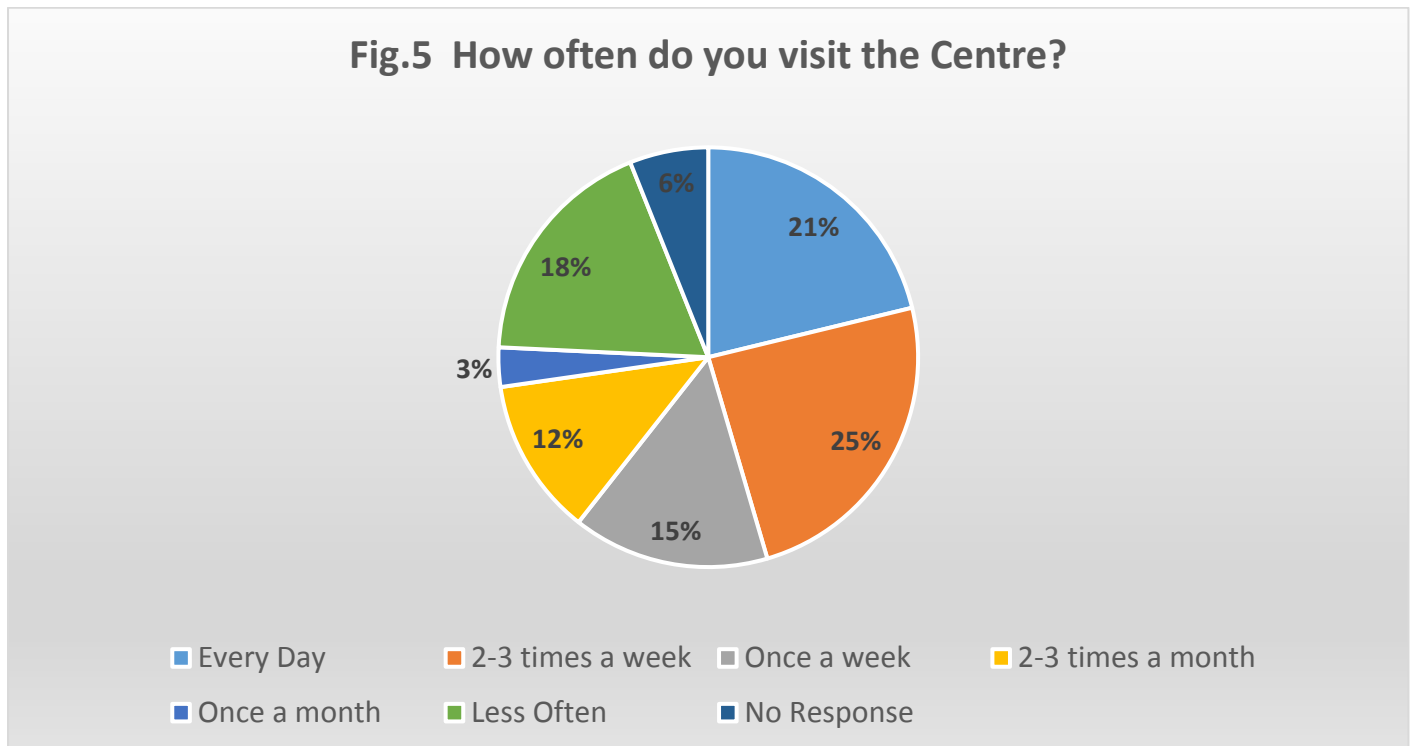
Language Class Attendance (Fig.4)

The majority of respondents were attending some kind of language class (Fig. 4) only 24 % of respondents were not attending languages classes of any sort. A large proportion of the respondents (40%) were attending classes with the School of Modern Languages.



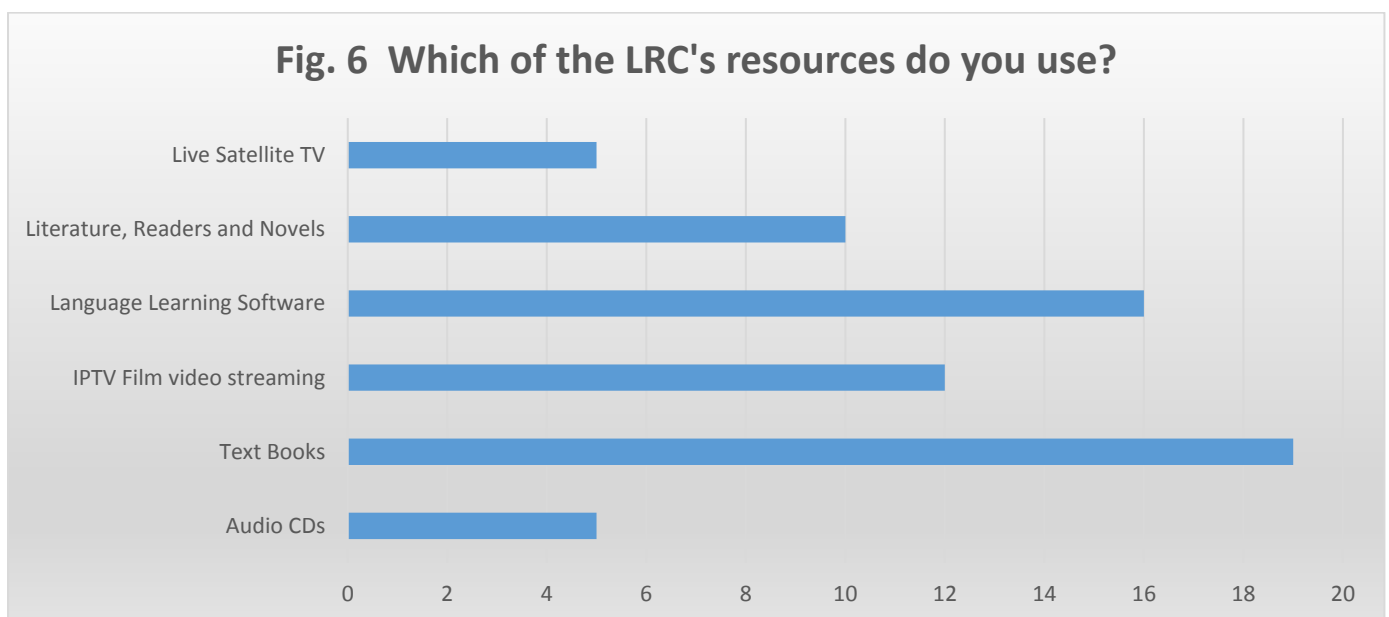
Frequency of visits (Fig.5)

A large proportion of respondents were regular visitors to the Centre, with a total of 61% of respondents visiting at least once a week or more frequently. Importantly, for representativeness, the results included responses from less frequent users of the Centre.



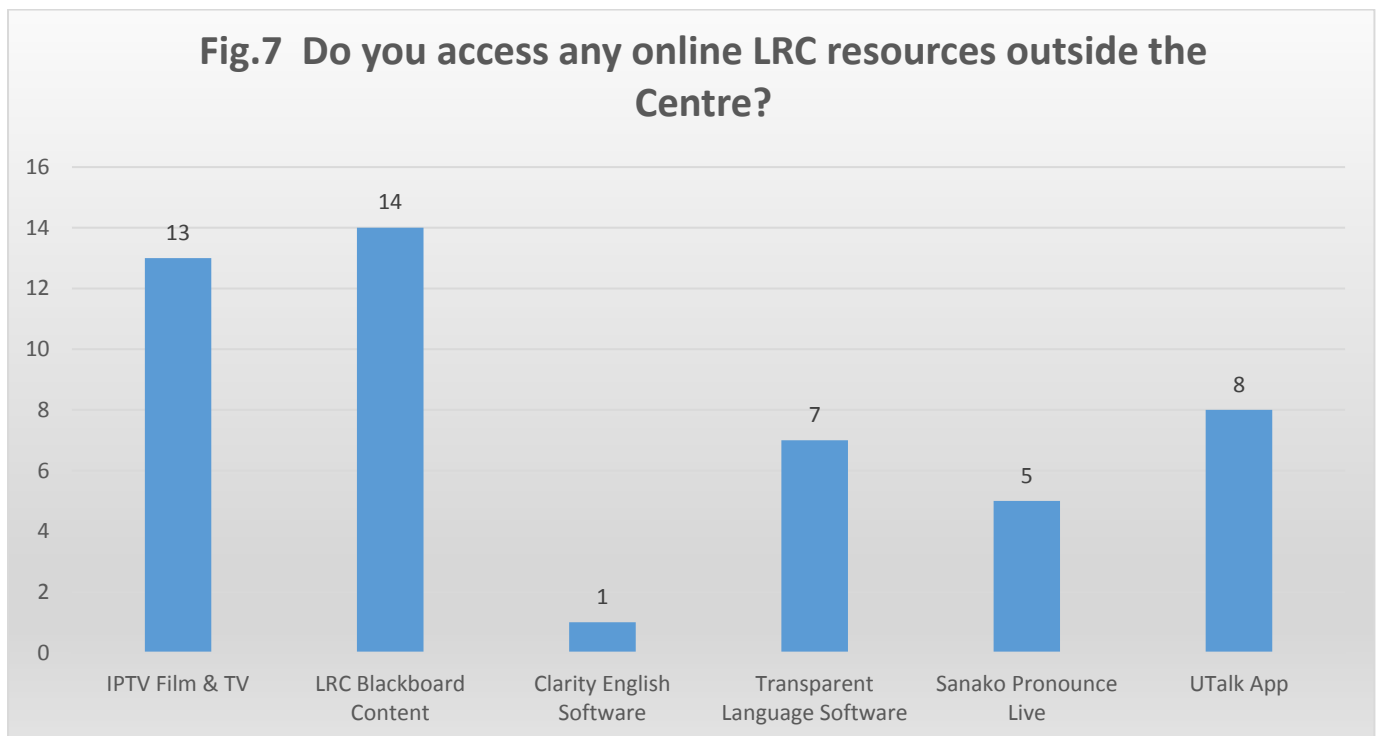
Use of LRC Resources (Fig.6)

Text books were rated as the most commonly used LRC resource by the respondents, with 19 out of 33 people stating they use them. 16 respondents reported using the language learning software. Only 5 respondents reported using Audio CDs and the Satellite TV.



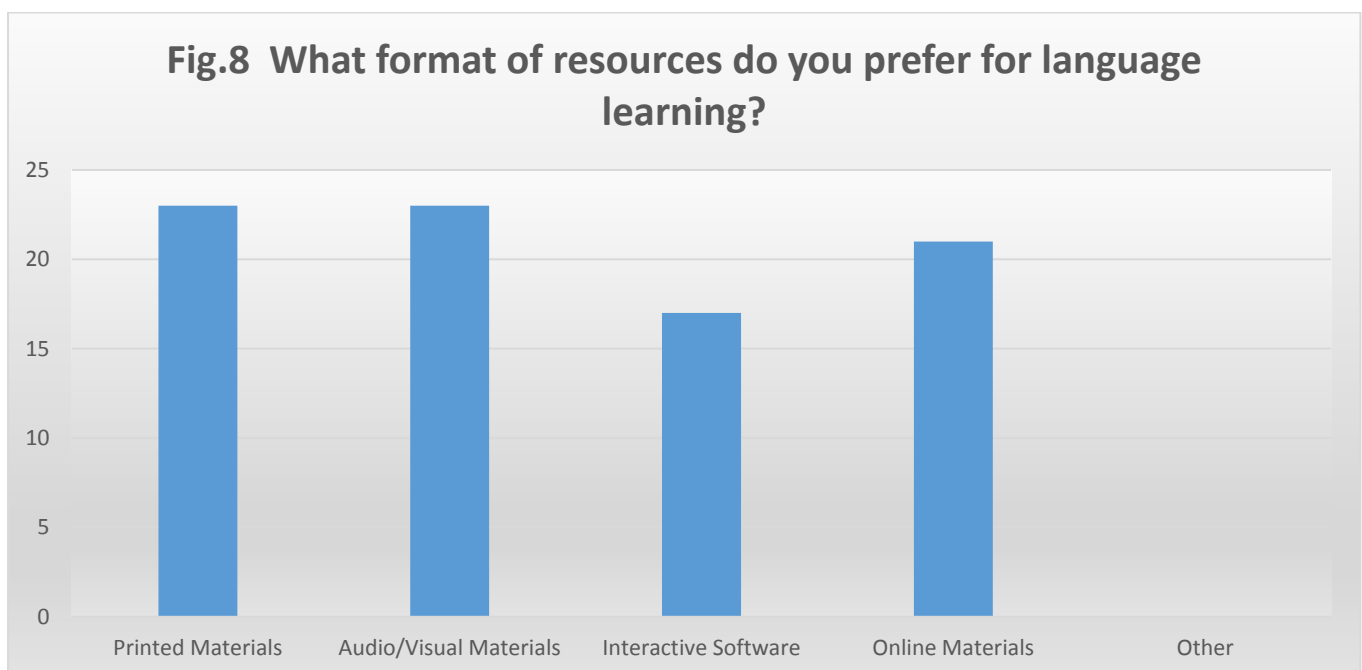
Accessing On-line Resources (Fig.7)

LRC Blackboard content (14) and IPTV (13) were the most commonly accessed online LRC resources outside of the Centre.



Preferred Formats of Resources (Fig.8)

Respondents were asked about their preferences of format for language learning resources. The results showed a slightly higher preference rate for Printed and Audio/Visual materials than for online resources and interactive software.



LRC Equipment Ratings and Usage (Fig.9)

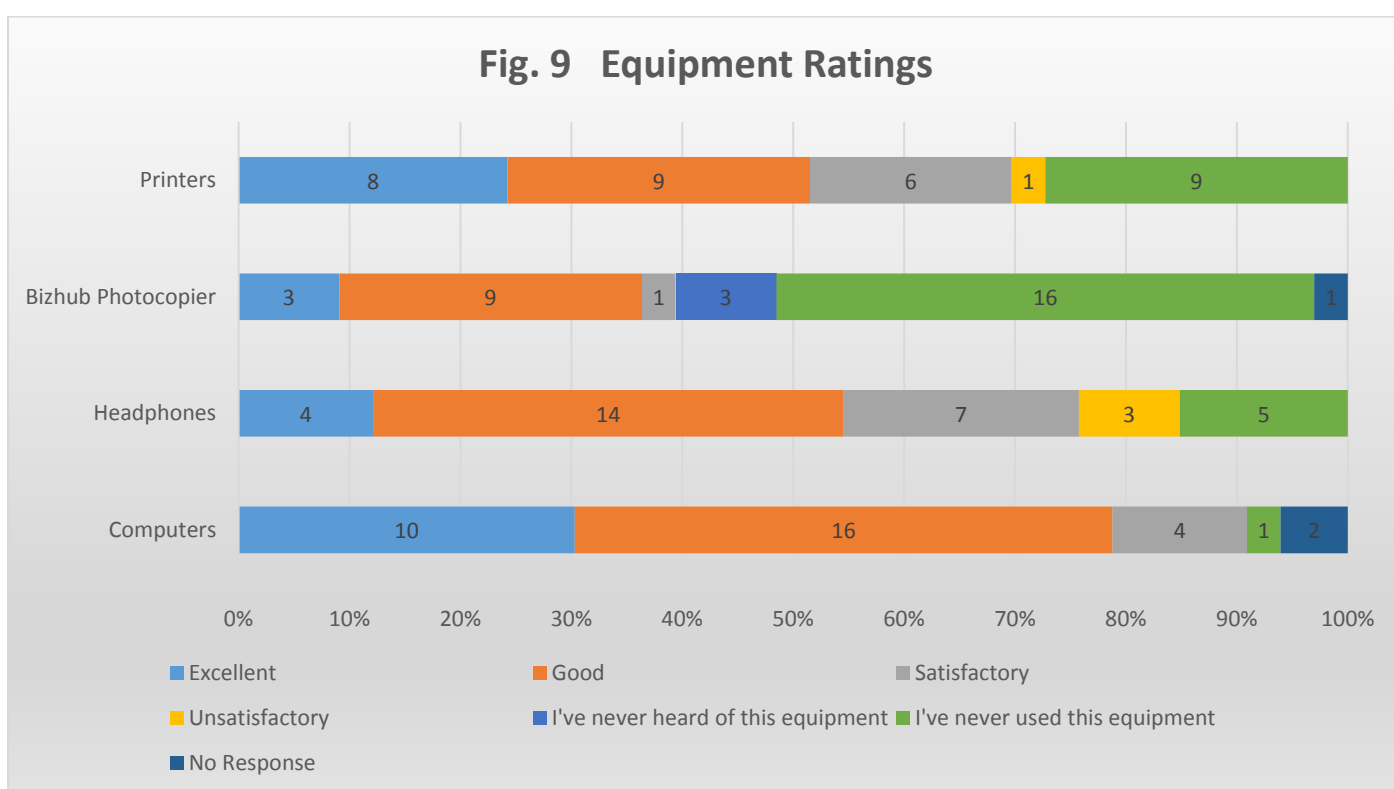
Respondents were asked to rate the equipment provided by the LRC. If respondents rated anything 'unsatisfactory' they were invited to explain their viewpoint in order to better understand any issues.

Computers received the most 'excellent' and 'good' ratings. A large number of respondents (16) reported never having used the photocopier.

3 respondents rated the headphones 'unsatisfactory'. The additional comments reveal that respondents felt headphones were old and uncomfortable.

"many of the headsets are tatty and in need of replacement. many are unplugged and it is sometimes difficult to know where to plug them in"

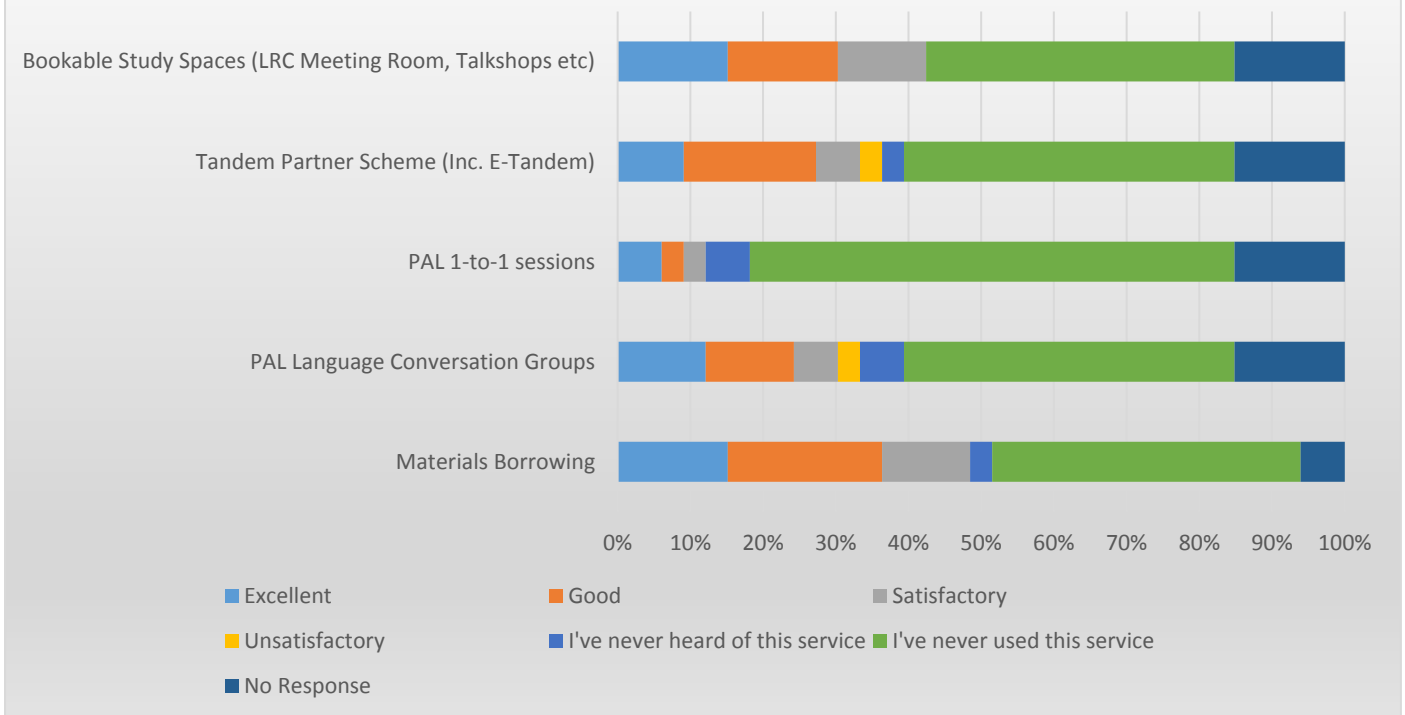
"Most headphones are quite old and uncomfortable."



Language Service Ratings (Fig.10)

Each of the LRC language services listed in this question had a large number of respondents who had not used the service, and apart from the room bookings each service had a very small number of respondents who had never heard of the service.

Fig.10 LRC Service Ratings



How far do you agree...? (Fig. 11)

Respondents were asked to state how far they agreed with a set of statements about the Language Resource Centre and their experience of it. If they disagreed with any of the statements they were asked to explain their reasons.

Overall the responses were very positive, the large majority of respondents either agreed or strongly agreed with all statements. The statement with the highest rate of agreement was *g) the LRC staff are approachable and helpful*. 31 out of the 33 respondents either strongly agreed or agreed with this statement. The other 2 questionnaire respondents did not respond to this question.

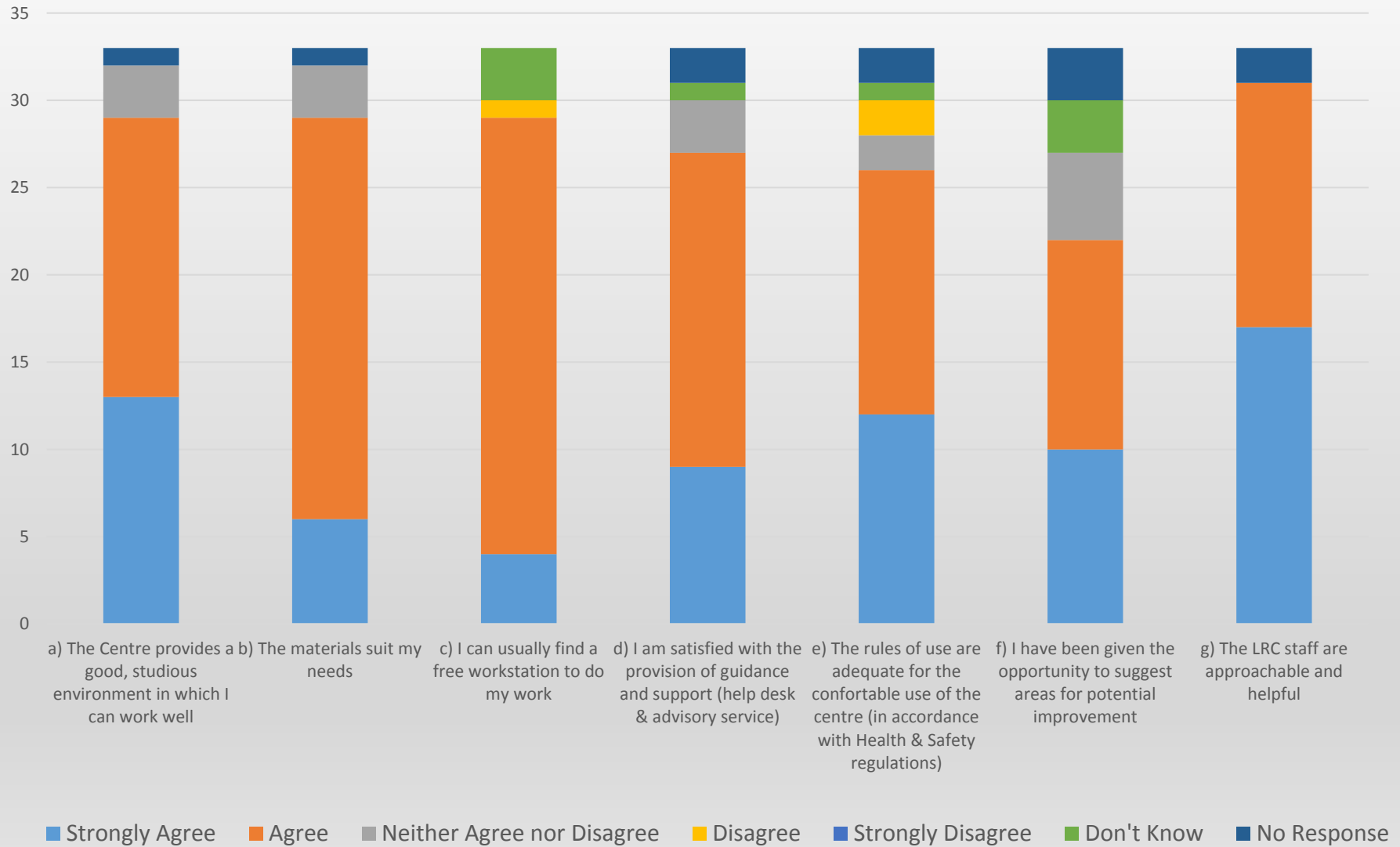
There were 2 respondents that disagreed with the statement *e) The rules of use are adequate for the comfortable use of the centre (in accordance with Health & Safety regulations)*

The comments left by those disagreeing reveal that this related to the rules on food and drink in the Centre, one suggesting the rules on food and drink were too strict, whilst another indicating a dislike that rules aren't always adhered to and enforced.

“Rules of use can seem overly strict (i.e. food and drink)”

“people eat smelly food even though it's not allowed :(“

Fig. 11 How far do you agree with the following statements?



Likes and Dislikes (Fig.12)

Respondents were asked what they liked and disliked about the Centre. These were open questions designed to encourage totally free responses.

The responses revealed many common likes and dislikes which have been summarised and listed in the tables below. 'No Response' is where the question has been left blank by the respondent.

Fig. 12 Likes and Dislikes

What do you like about the Centre?	
Likes	Number of respondents
Atmosphere/Environment (Relaxed, Comfortable, Friendly)	11
Range of Resources/Materials	11
Conducive to work/study	9
Building, Room, Aesthetics	7
Staff	6
Specifically for Language learning	3
Layout	3
Language Learning Software	3
Computers Available	2
International/multicultural environment	2
Spacious	2
Specific resources	2
Equipment	2
Quiet/Level of noise	1
Location	1
Not too busy/crowded	1
Tandem Scheme	1
No response	9

What do you dislike about the Centre?	
Dislikes	Number of respondents
Rule breaking/Rules not enforced	4
Opening times	3
Temperature (too hot/cold)	3
Noise Levels	2
Lack of specific materials	2
Headphones	2
Too small	2
Nothing	2
Food (not allowed)	1
Lack of desks without computers	1
Lack of guidance about using centre	1
No drinking water provision	1
Disruption from visiting groups/schools	1
Limited bookable study space	1
No Printing (for external members)	1
No self-service checkout	1
Computers - lack of availability	1
Insufficient borrowing	1
Difficulty accessing online resources outside the centre	1
No Response	11

Likes

One of the most commonly stated 'likes' was the **atmosphere and environment** of the Centre, which 11 respondents mentioned.

"Friendly, comfortable atmosphere..."

"The friendly and hard-working atmosphere."

"It's a lovely environment"

The LRC's **resources and materials** were also one of the most commonly highlighted likes (11)

"It provides quality materials, which are useful when learning on your own."

"It is a very nice study space with good facilities and a good amount of materials for learning..."

"Access to books, films, etc. from a wide range of languages (and it's in a beautiful room), as well as access to Transparent Languages software."

9 respondents liked that the LRC's atmosphere is **conducive to study**

"It has a good working atmosphere"

"Enjoyable environment for quiet study"

"The centre feels like a proper place to study"

A further 7 people mentioned liking the aesthetics of the **building** and **room** that the LRC is based in.

"It's really nice design. The OLB is just amazing"

"Beautiful building and atmosphere"

"...it's in a beautiful room..."

"Very aesthetic library"

6 respondents mentioned the friendliness and helpfulness of the **LRC staff**:

"staff were super helpful in getting me started"

"...the staff are very friendly"

"the desk staff are very helpful"

Dislikes

A third of all respondents (11) left no response to this question.

The dislikes raised by respondents were particularly diverse with no single issue being identified by more than 4 people.

The most common dislike was users of the centre **breaking the rules** and/or staff not enforcing the rules. More specifically all these comments highlighted the dislike of users breaking the 'no food' rule:

"Sometimes not everyone follow the rules i.e. the don't eat food in the building, and aren't told not do so by the staff"

"People ignore the rules and eat their food and leave litter around"

"the rules about food are clear but they aren't enforced"

"people often... eat smelly food even though food is not permitted at all"

The second most common dislikes were the centre's **opening times**, and the **temperature** of the room.

All 3 respondents who stated they disliked the opening hours felt the centre should be open for longer:

"Opening hours should be improved, 16:45 isn't really late enough and too often it's closed early anyway for other reasons. The restrictive opening hours often put me off working there which is annoying as I need the resources the centre provides."

"The opening hours are a bit short (6pm) which means that sometimes I can't go and study there due to my other classes finishing late."

3 respondents said they disliked the **temperature** in the Centre:

“It is way too cold, some better heating is definitely needed, I sit in my coat most of the time in winter”

There were a range of other dislikes (listed in the fig.12) raised by just 1 or 2 respondents including noise levels being too high, headphones being uncomfortable, lack of specific materials, lack of drinking water provision.

Ratings out of 10 (Fig.13)

The majority of respondents rated the Centre at 8 or 9 out of 10. The lowest rating from respondents was 7, and 6 of the 33 respondents rated the centre 10 out of 10.

