



*We meet
all your language needs*

SUMMARY OF EVALUATION FORM OF SLS STUDENTS 2010-2011

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2011 STUDENT SURVEY REPORT

Sydney Language Solutions has carried out a survey of all students who studied at the school during 2011. There were 179 students surveyed across seven languages groups which included: Cantonese, Indonesian, Japanese, Korean, Mandarin, Thai, and Vietnamese. Students participating in the International English Language Testing System (IETLS) and the Occupational English Test (OET) were also included in the survey.

SLS is proud of the professionalism and compassion shown by its tutors. We also recognise that by keeping class sizes small, we allow for greater tutor-student interaction. All of these points were reiterated by students in an overwhelmingly positive light. Following is just a small sample of the comments made by students that highlight these great qualities:

- “ the tutor created a comfortable atmosphere*
- “ small class sizes allowed for more interaction with the tutor*
- “ the tutor kept the class interesting and was very patient*
- “ small groups allowed focus on each student*
- “ the group dynamics was good*
- “ there was a great range of topics covered*
- “ the best part of the course was the teaching method and topics taught*
- “ our enthusiastic tutor was well prepared*

On the down side, many students reported that the classroom was too hot, too small and often stuffy.

The situation is now being rectified with classes being moved to a whole new level in December 2011. It is hoped that this move will improve the room quality and therefore, studying conditions for students, making them more comfortable in their surrounds.

Some of the key findings across all courses in general are given below:

“ **94%** of students agreed or strongly agreed that the course objectives were clearly stated from the outcome of their studies.

“ **90.5%** of students reported that they achieved their course outcomes.

“ **96%** of students agreed or strongly agreed that the course was value for money.

“ **84%** of students agreed that the equipment and resources were suitable for the course.

“ Our tutors ranked very highly with their professionalism and support. When asked to score tutors, students reported:

- **97%** agreed that the tutor was on time and well-prepared for each session.

- **96%** agreed that the tutor used a variety of learning activities.

- An overwhelming **98%** agreed that the tutor gave them sufficient attention.

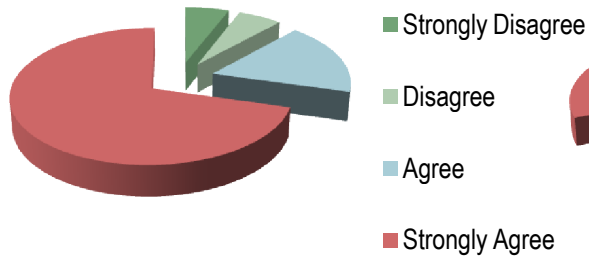
“ Only 80% of students reported that the room was suitable for the course. This factor was one of the lowest ranking in all questions asked and the situation is now being rectified with classes being moved to a whole new level in December 2011.

“ It is hoped that this move will improve the room quality and therefore, studying conditions for students, making them more comfortable in their surrounds.

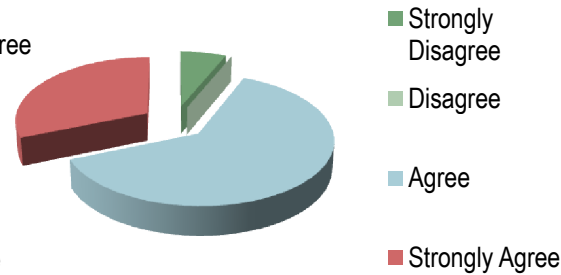
The breakdown of student numbers in each language and study area is as follows:

Cantonese – 17; Indonesian – 8; Japanese – 32; Korean – 74; Mandarin – 23; Thai – 4; Vietnamese – 13 IELTS – 6 and OET – 2.

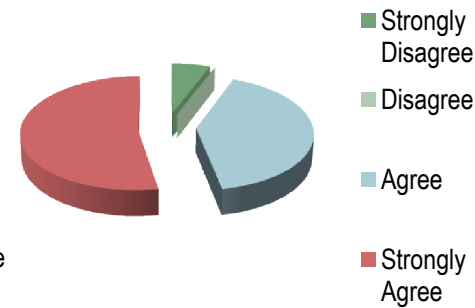
1. The course objectives were clearly stated



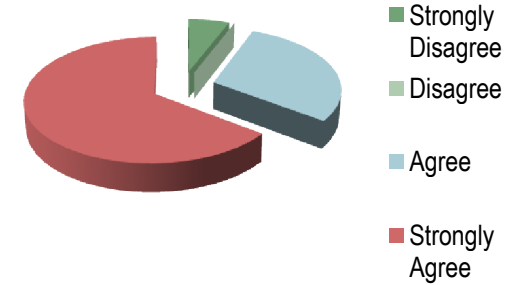
2. I achieved the course objectives



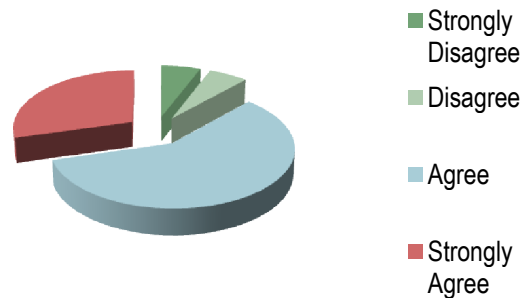
3. The course was value for money



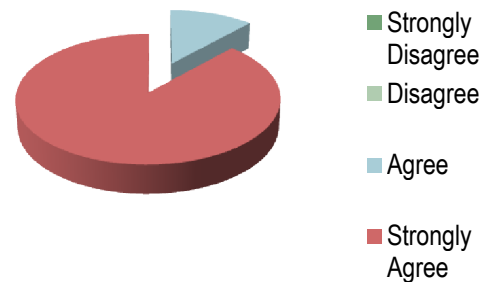
4. The room was suitable for the course



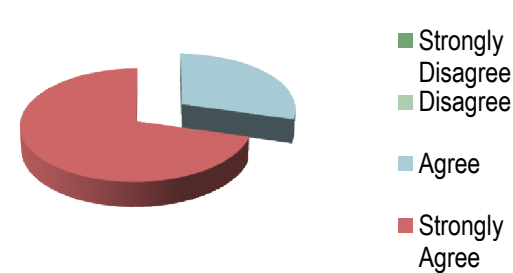
5. The equipment and resources were suitable for the course



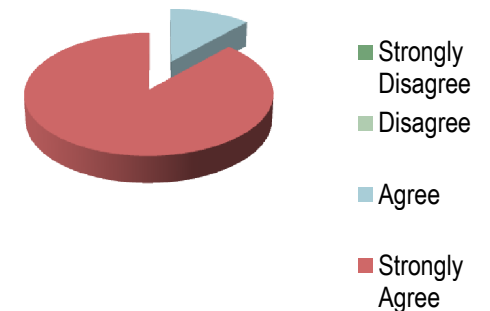
6. The tutor was on time and well prepared for each session



7. The tutor used a variety of learning activities



8. The tutor gave me sufficient attention



Question 9: The following topics could be added to this course in the future

Casual conversation

Cooking

Video showing some culture aspects

More listening aid

Question 10: The following topics could be deleted from this course in the future

Going to the bank/post office (old fashioned)

Booking a flight

Relatives (extended family)

all relevant

Question 11: Overall, what I liked most about the course was

Teacher was good, very helpful & open to suggestions

Small class, very personalized, fun & interactive

Learn from the basic but improve fast

Question 12 : Are there any courses not at our school which you would especially like us to program in the future

Casual conversation with friends/family

Japanese proficiency test prep

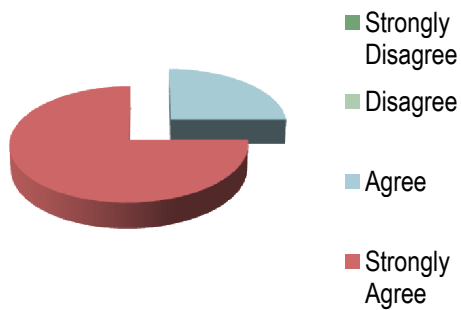
Question 13: Other comments

Overall I am very happy with the course and wish to enrol in other courses

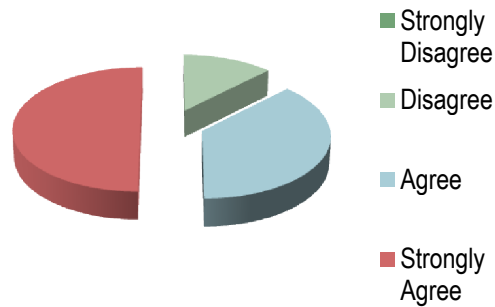
Nice to be in the class with a local knowledgeable tutor who wasn't hesitant in explaining

Could improve quality of audio recordings, have central glossary of terms learned, have more conversational situations

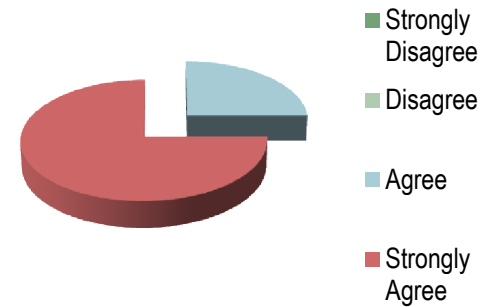
1. The course objectives were clearly stated



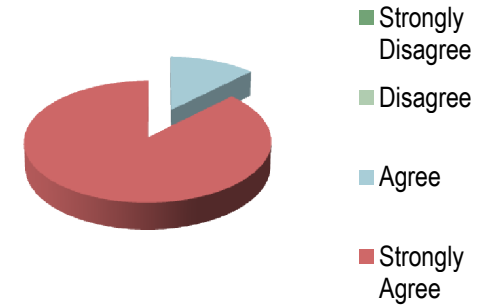
2. I achieved the course objectives



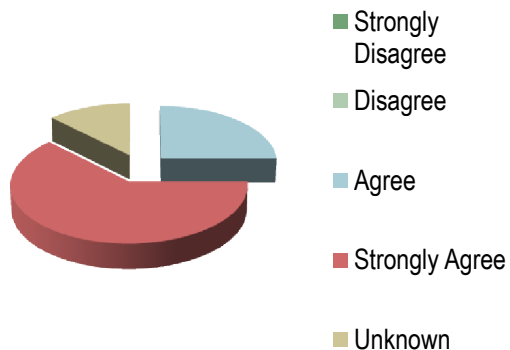
3. The course was value for money



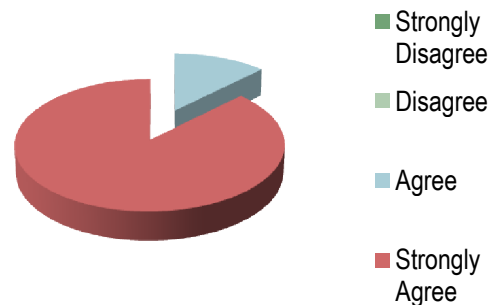
4. The room was suitable for the course



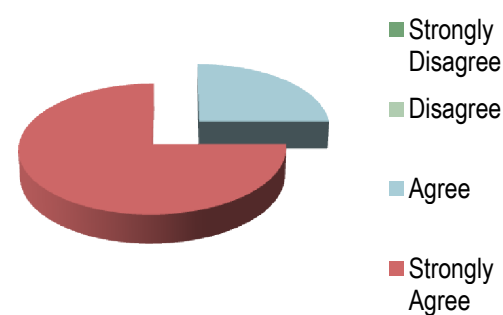
5. The equipment and resources were suitable for the course



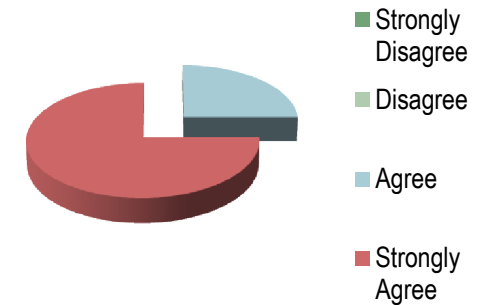
6. The tutor was on time and well prepared for each session



7. The tutor used a variety of learning activities



8. The tutor gave me sufficient attention



Question 9: The following topics could be added to this course in the future

More practice

Emergency, e.g. calling police, etc

Question 10: The following topics could be deleted from this course in the future

family

all animals

Videos

Question 11: Overall, what I liked most about the course was

Interactive, discussion, points

The teacher and classmates with a comforting atmosphere

Small class size

Question 12: Are there any courses not at our school which you would especially like us to program in the future

Less to learn, less English/more Indonesian

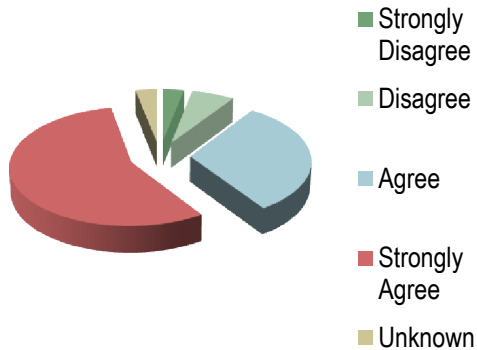
TOEFL

Question 13: Other comments

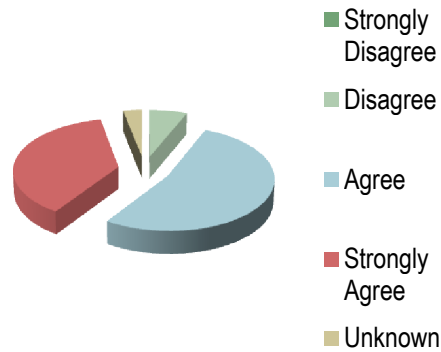
Great value. Recorded material for mp3/ipod

I enjoyed the classes

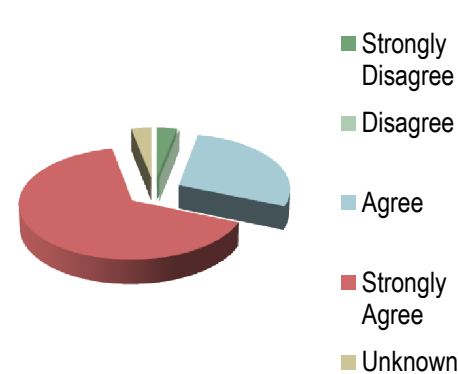
1. The course objectives were clearly stated



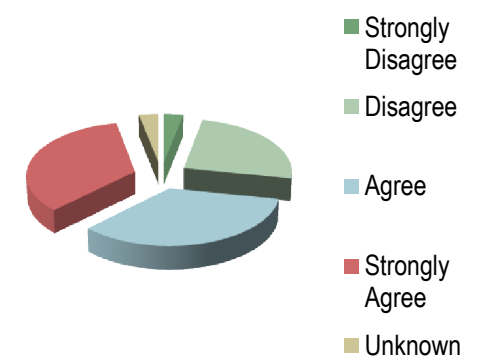
2. I achieved the course objectives



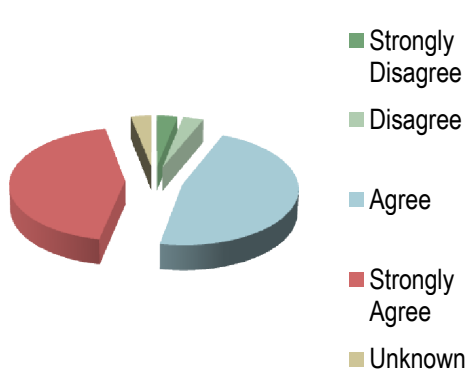
3. The course was value for money



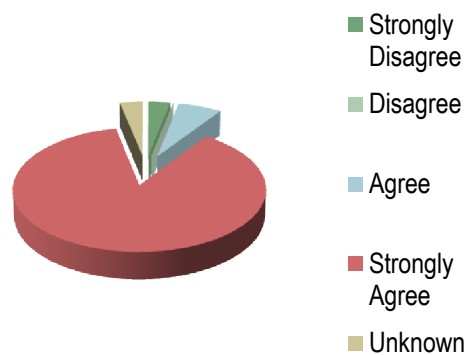
4. The room was suitable for the course



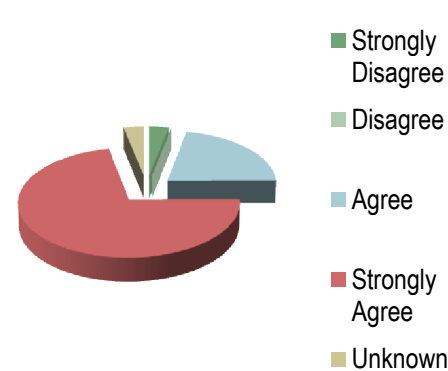
5. The equipment and resources were suitable for the course



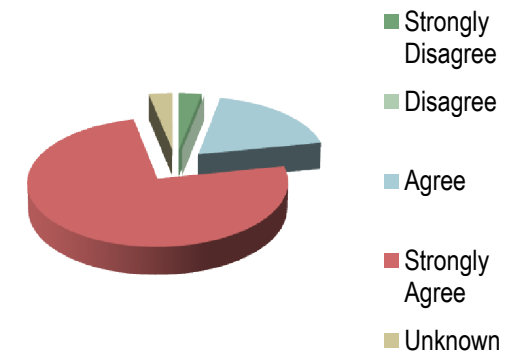
6. The tutor was on time and well prepared for each session



7. The tutor used a variety of learning activities



8. The tutor gave me sufficient attention



Question 9: The following topics could be added to this course in the future

Introductions to kanji

More Hiragana and Katakana

Buying stuff

Talking about hobbies

Maths

More conversation and listening comprehension

Building long sentences

More reading material

None - I found it a good balance of topics

Question 10: The following topics could be deleted from this course in the future

Common expressions of the eyes

None - all topics were good

Question 11: Overall, what I liked most about the course was

Teacher was great

Small class/ Good focus/good group dynamic

Learning some simple songs

Course material

Question 12: Are there any courses not at our school which you would especially like us to program in the future

Russian

Japanese writing

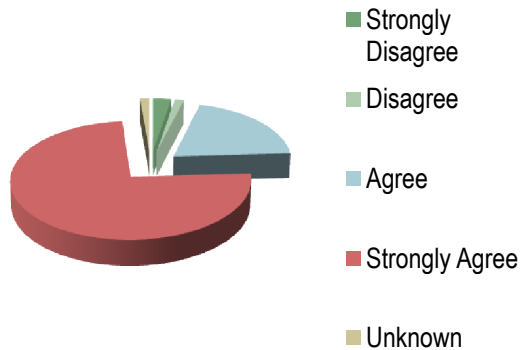
Question 13: Other comments

Good teacher

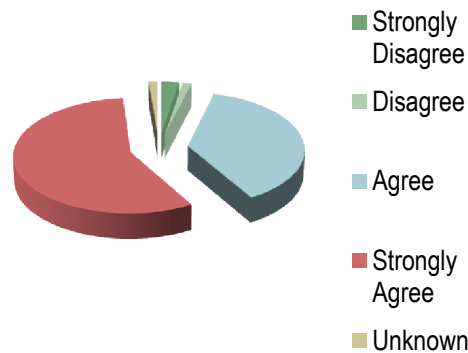
Excellent course

The room gets really hot sometimes

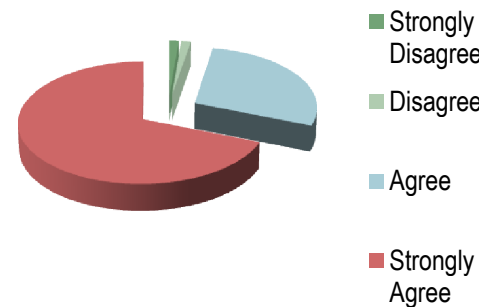
1. The course objectives were clearly stated



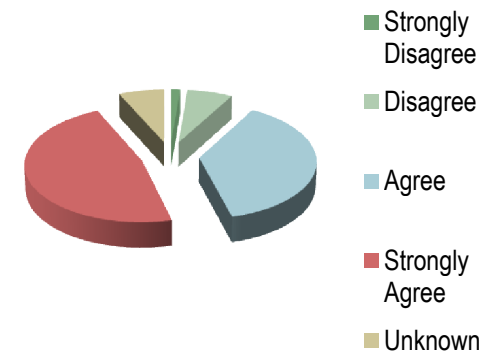
2. I achieved the course objectives



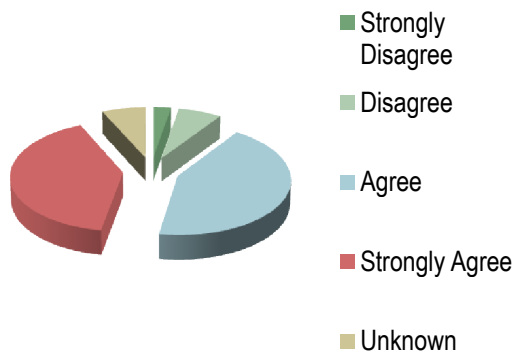
3. The course was value for money



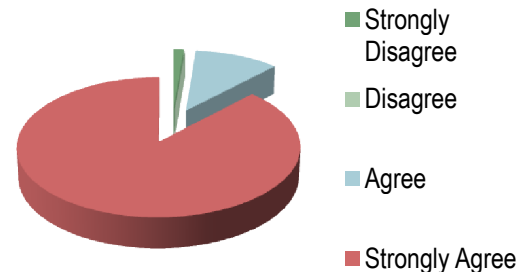
4. The room was suitable for the course



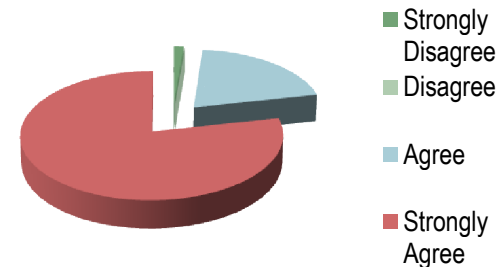
5. The equipment and resources were suitable for the course



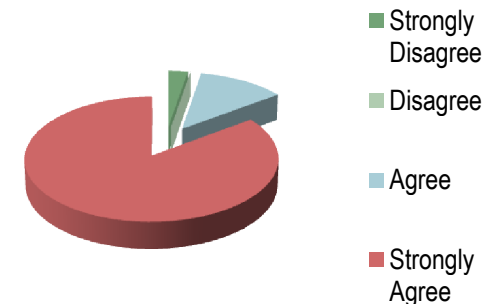
6. The tutor was on time and well prepared for each session



7. The tutor used a variety of learning activities



8. The tutor gave me sufficient attention



Question 9: The following topics could be added to this course in the future

Vocabulary & Grammar

Asking for directions

More conversation

Bring tickets for public transportation

Self introduction / Making friends

Feelings

More greetings

Colours + adjectives

Outdoor activities

Summary for each class

More listening & writing practice

Question 10: The following topics could be deleted from this course in the future

No idea

Question 11: Overall, what I liked most about the course was

Teacher was great

Small class/ Good focus/good group dynamic

Course material

Question 12: Are there any courses not at our school which you would especially like us to program in the future

French class

There is a wide variety already

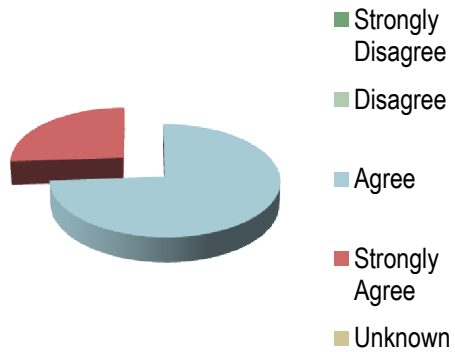
Question 13: Other comments

Good teacher

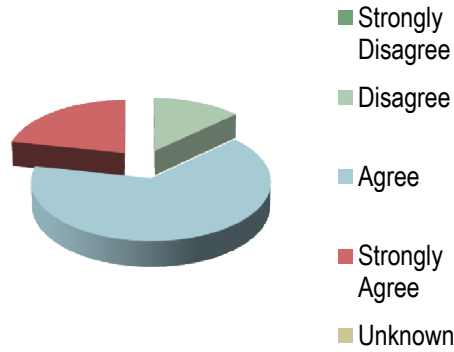
Excellent course

The textbook should be changed

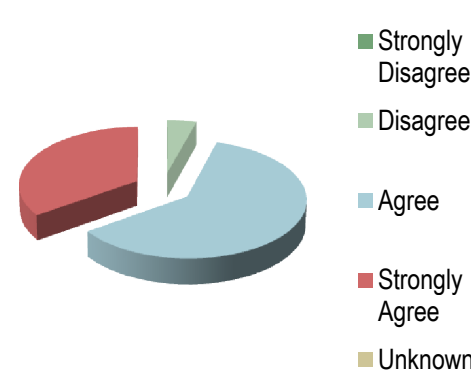
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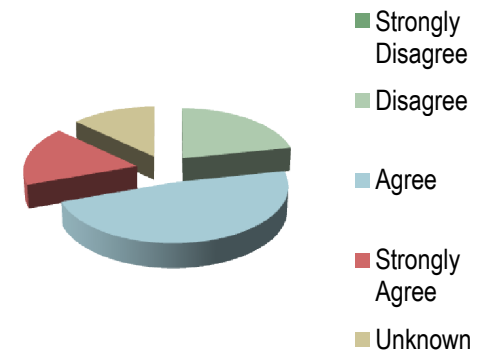
2. I achieved the course objectives



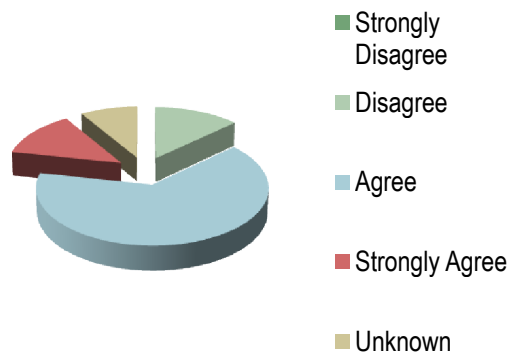
3. The course was value for money



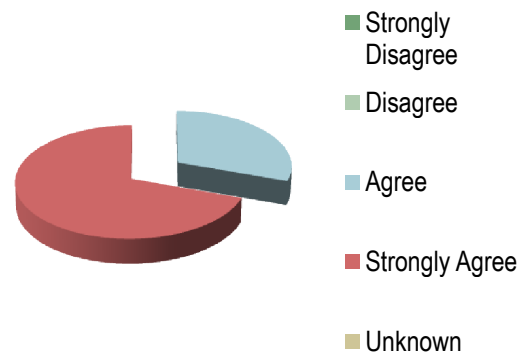
4. The room was suitable for the course



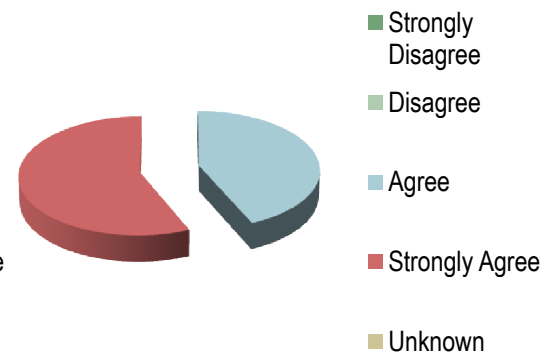
5. The equipment and resources were suitable for the course



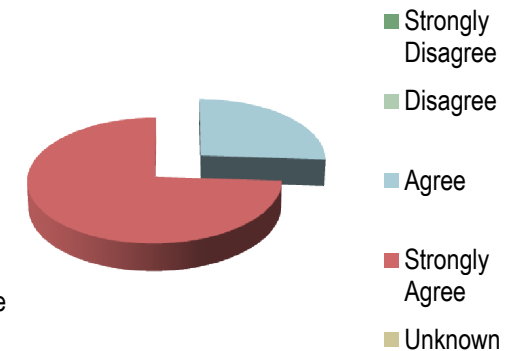
6. The tutor was on time and well prepared for each session



7. The tutor used a variety of learning activities



8. The tutor gave me sufficient attention



Question 9: The following topics could be added to this course in the future

More day to day conversation

More pinyin learning

More useful phrases

More countings & Time

More business use language

Asking for directions

Writing exercises (more)

Question 10: The following topics could be deleted from this course in the future

Singing

learning about sport, etc

Learning characters

Question 11: Overall, what I liked most about the course was

Great teachers!

Small class/ Student participation

Course material

Speaking practice, topics are relevant

Question 12: Are there any courses not at our school which you would especially like us to program in the future

Burmese, Chinese (speaking)

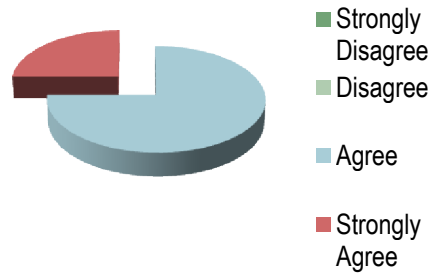
The next Mandarin + Korean course

Question 13: Other comments

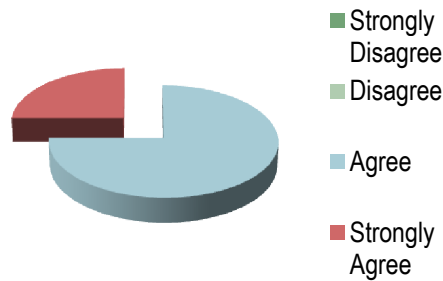
Overall a good course, but it would be good to get CD, podcasts, etc to also have as listening material after class.

amazing and attentive teacher

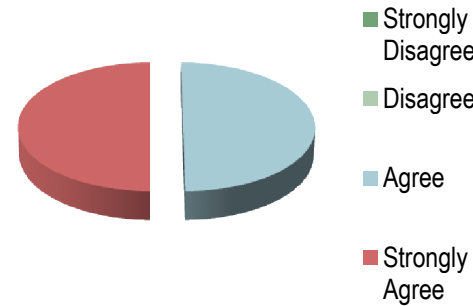
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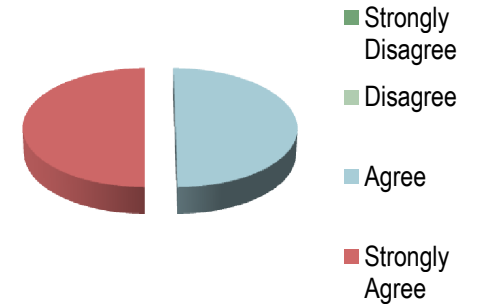
2. I achieved the course objectives



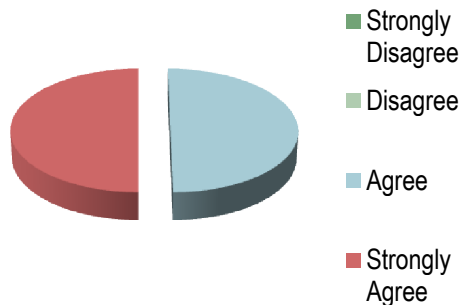
3. The course was value for money



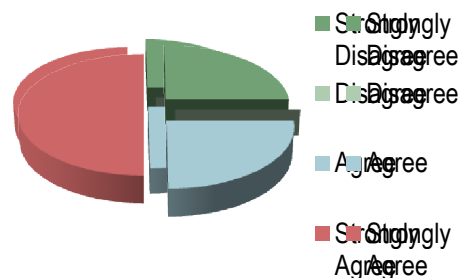
4. The room was suitable for the course



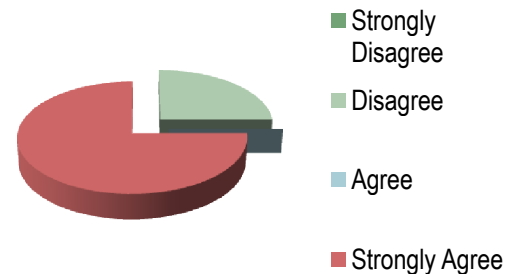
5. The equipment and resources were suitable for the course



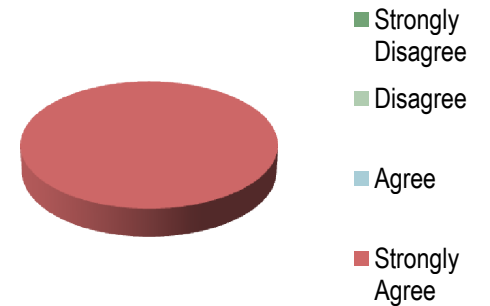
6. The tutor was on time and well prepared for each session



7. The tutor used a variety of learning activities



8. The tutor gave me sufficient attention



Question 9: The following topics could be added to this course in the future

N/A

Question 12: Are there any courses not at our school which you would especially like us to program in the future

N/A

Question 10: The following topics could be deleted from this course in the future

N/A

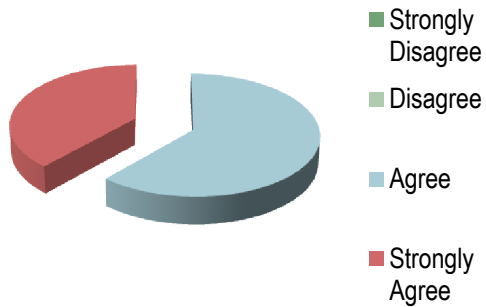
Question 13: Other comments

N/A

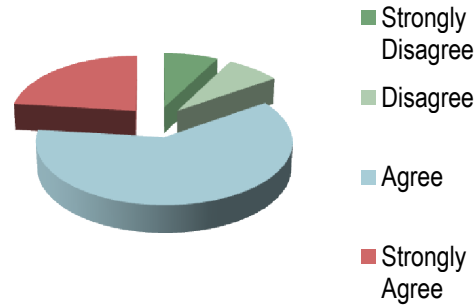
Question 11: Overall, what I liked most about the course was

Great teachers!

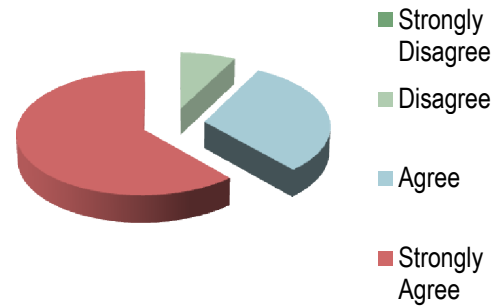
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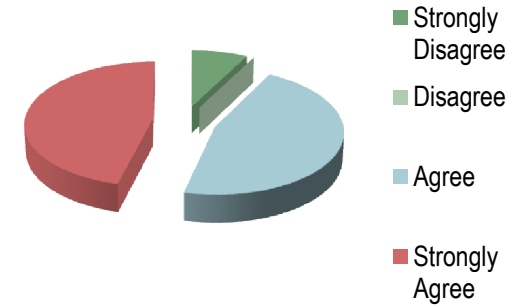
2. I achieved the course objectives



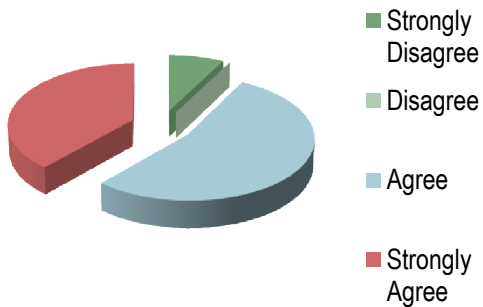
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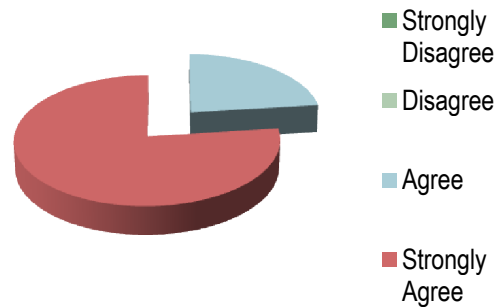
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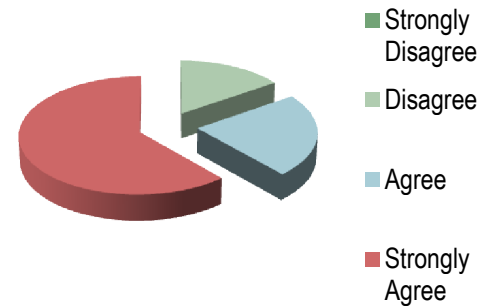
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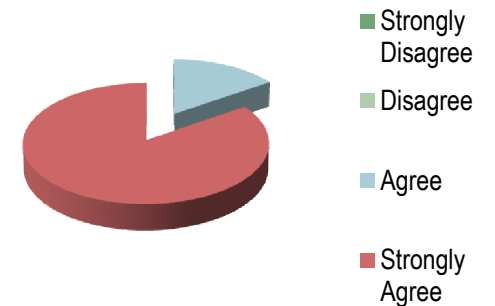
6. The tutor was on time and well prepared for each session



7. The tutor used a variety of learning activities



8. The tutor gave me sufficient attention



Question 9: The following topics could be added to this course in the future

Vowel drills & drills

Cutting out words to make sentences

More speaking practice

Question 10: The following topics could be deleted from this course in the future

Northern Vietnamese terminology

Question 11: Overall, what I liked most about the course was

Great teachers!

Small class/ Student participation

Learning colloquial Vietnamese

Question 12: Are there any courses not at our school which you would especially like us to program in the future

N/A

Question 13: Other comments

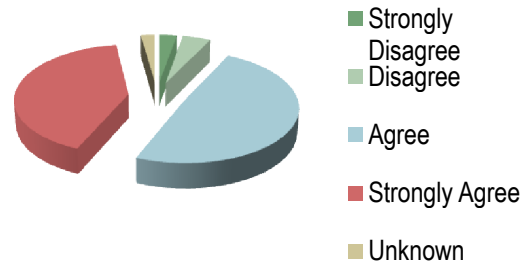
Thoroughly enjoyed the course & looking forward to the next level.

stuffy & photocopies not clear

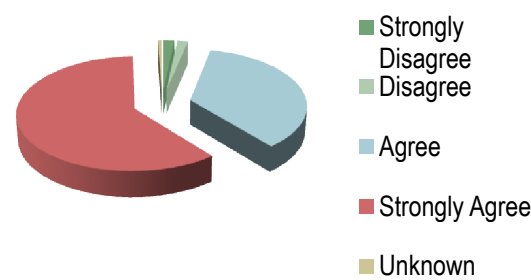
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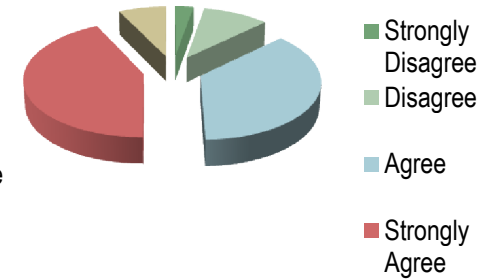
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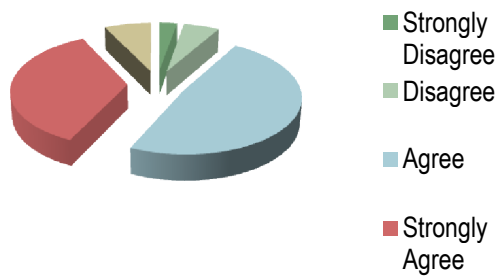
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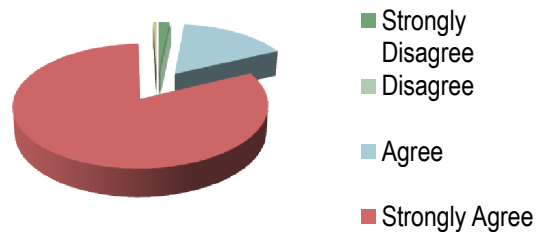
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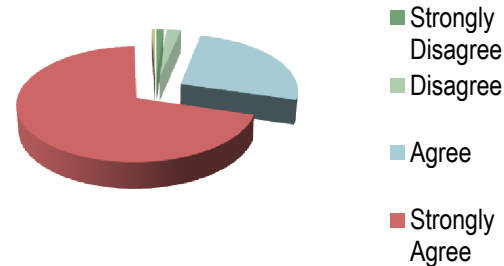
5. The equipment and resources were suitable for the course



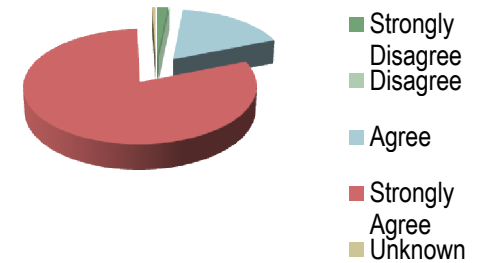
6. The tutor was on time and well prepared for each session



7. The tutor used a variety of learning activities



8. The tutor gave me sufficient attention



Question 9: Overall, what I liked most about the course was

Teacher was good, very helpful & open to suggestions

Small class, very personalized, fun & interactive

Course material

Question 10: Are there any courses not at our school which you would especially like us to program in the future

Casual conversation with friends/family

Russian

Japanese writing

Japanese proficiency test preparation

French class

Chinese (speaking)

The next Mandarin + Korean course

Question 11: Other comments

Overall I am very happy with the course and wish to enrol in other courses

Nice to be in the class with a local knowledgeable tutor who wasn't hesitant in explaining

Could improve quality of audio recordings, textbooks rather than individual handouts