



LANGUAGE LEARNING IN PARTNERSHIP (LLP)

LLP is a University of Bedfordshire project, delivered as part of the activities of the **Routes into Languages East Consortium** formed by Anglia Ruskin University, the University of Bedfordshire, the University of Cambridge and the Open University.

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PARTICIPANTS' FEEDBACK REPORT







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1 Introduction

The Language Learning in Partnership programme offered local business employees and University of Bedfordshire students the chance to study an international business language in either Spanish or Mandarin Chinese. Both languages were set at a beginner's level and taught participants key business and culture skills.

One course of Spanish and one course of Mandarin Chinese were taught from February 2008 to June 2008 and fitted around the University timetable. Each course was made up of 15 classes, with all classes running on a Wednesday between 4pm and 7pm at the Vicarage Street Campus, Luton. An additional non-compulsory 'surgery hour' was available between 3pm and 4pm and was taken by the tutor. This was available to anyone wishing to catch up on work, have any questions answered and generally to receive help and support.

Two additional 'revision' classes were also put on for each course. These were run during the breaks in the University timetable when no regular teaching took place. These classes offered participants the opportunity to consolidate any learning and to keep them active during the break.

The Mandarin Chinese class was made up of 12 participants, eight business employees and five students, while the Spanish class contained 16 participants, three business employees and 13 students. Of the 28 participants only two withdrew from the courses during their duration, one business delegates from Mandarin Chinese and one student from Spanish. Both withdrew from the courses as they were starting to clash with their own work commitments and so could not devote their time to both.

2. Student Feedback

A final questionnaire was given to students on the course. There were a total of 11 responses from the students, while 5 did not respond. The students that responded were from a variety of undergraduate degree courses. Of the students who responded three were studying Travel & Tourism, two Business Studies, two International Tourism Management, one Advertising & Marketing Communications, one Software Engineering, one Interior Architecture and one Extended Business degree.

A copy of the questionnaire that was circulated to students can be found in Appendix A. Please find below the responses to the questionnaire.

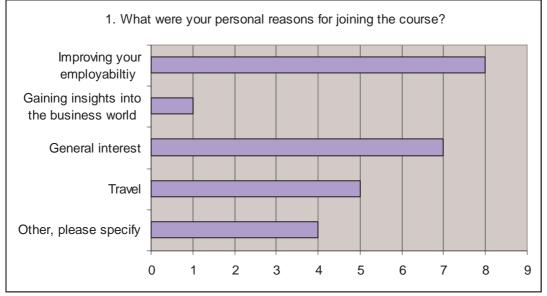
1. What were your personal reasons for joining the course?

Students were given a set of reason why they joined the course and asked to indicate all of which that applied to them. The results show that 73% joined for improving their employability, closely followed by 63% who joined because they had a general interest in learning the language. Only 9% joined to gain an insight into the business world which implies that students are not particularly concerned about the business nature of the course and of studying alongside delegates.









"I like to try new things in life; also I think that there is some 'magic' about Chinese culture and language"

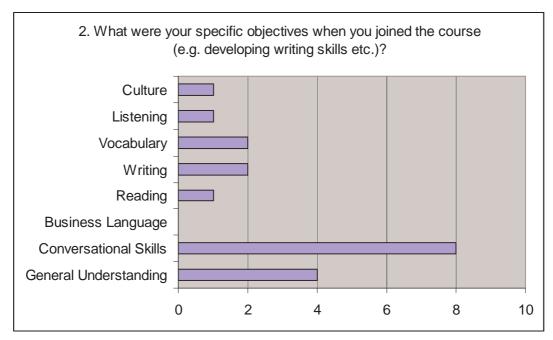
"To learn Chinese and more about the Chinese culture. To practice the Chinese I had previously learnt and because I miss living in China"

"Enjoy learning a new language"

"Learn about the Spanish culture, language"

2. What were your specific objectives when you joined the course (e.g. developing writing skills etc.)?

Students were asked a multiple choice question to determine their specific objectives with their answers being broken up and grouped into eight categories. We see that conversational skills and general understanding are key objectives for students, while the business nature of the course does not seem important at all. General understanding skills came second.









3. Were your objectives met?

10 (91%) students indicated that their needs had been met, with only one (9 %) saying that they hadn't been. It is interesting to note that the one who did not meet their objectives further qualified their response by adding "I am very lazy and languages require regular work in (my) own time".

Below are additional comments made by the students in relation to this question.

4(i) Yes

"Thanks to our teacher I found all information that I needed and I learnt all about that I wanted to learn"

"The course involved all of the above skills and was very communicative, which is important for remembering what has been taught"

"I am able to read and understand in Spanish and say some phrases"

"I can now have a conversation with what I have learnt."

"I have learnt the basics of conversations and grammar, so I am very satisfied with the course"

"I can check into the hotel, have a phone conversation and ask for directions"

"All my objectives were met and even more"

"Should still do some work and exercises but overall I have an overview of the language"

(ii) No

"I am very lazy and languages require regular work in (my) own time"

5. Was the content of the course what you expected?

10 (91%) students indicated that the course content was as they expected, with only one student (9%) saying that it wasn't. Below are the additional comments provided by the students.

6(i) Yes

"Interesting and motivating. Could use more visual aids though"

"The information that was given to me before the course started covered everything that was on the course. Course covered all subjects and it was quite a lot of areas"

"It was brief and interesting"

"The material was simple and easy to understand"

"Materials provided are useful, but the business conversations were dominant, therefore I (would) appreciate to have more everyday life conversations"

"Grammar followed by vocabulary and conversation"

"Even more, not only about language but now I know something about the culture as well, like CVs, food"







"At first wanted to study general communication language but this (business language) is very useful for the future"

(ii) No Response

"I didn't know what to expect - perhaps a pre-arrival welcome pack would be useful"

7. How do you feel about students and business people learning together in class e.g. did you like the mix or would you have preferred to learn with students only?

The comments given to this open ended question show that on the whole the students liked the mix of students and business people learning together. Three positive points emerged which were the exchange of experiences, learning from each other and the variety of knowledge each group had. The only negative aspects that students found were the pace of the business delegates being slower than that of the students and that the business delegates and students had different aims.

"The positive is you get more motivation and it makes it more interesting. The negative is that mature business people have a slower learning pace"

"Yes, I like my schoolmates very much. I must admit that it was very interesting to study next to the business people at the lectures"

"I really liked this idea as we could exchange our experience, learn from each other and it gave me the feeling that this is not another University class where are two sides: Students, Teachers"

"I think that it is not ideal as business students and students have different aims but I didn't mind learning along side 'business people'"

"In my opinion students were able to pick up stuff more easily"

"It is a good way of learning"

"I liked learning with business delegates as they added variety and knowledge to the group"

"I think it is all right. I don't think there is any problem with learning together with business people"

"Yes, it's a good idea, business people give different insights to what's needed and expected at the workplace"

"Very good, very useful, because business people know exactly what they need, what is important in (the) business world"

"I don't have anything against the mix"

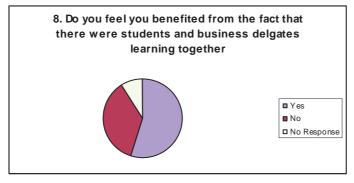
8. Do you feel you benefited from the fact that there were students and business delegates learning together?

Six (55%) students agreed that they had benefited from learning with business delegates, while four (36%) thought there was no benefit. It is interesting to note that the reasons given for not seeing a benefit are not for any specific reason but just that they could see no advantage or disadvantage. One student did not respond to the question. Below are the additional comments provided by the students.









9(i) Yes

"I like this idea. After all week studying with students it is good to study with someone else who is not. It is giving us an opportunity to learn differently. To learn a subject from a different angle"

"It was easy to work and interesting"

"With business delegates I was given an insight into real business scenarios involving languages"

(ii) No

"I do not think it has any advantages neither disadvantages"

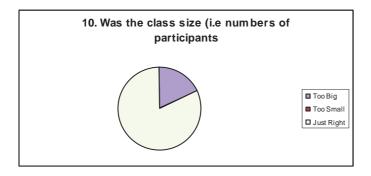
"No difference really"

(iii) No Response

"I met some nice people"

10. Was the class size (i.e. no of participants in class) too big, too small or just right?

Nine (82%) of the students deemed the class size to be just right with only two (18%) thinking it was too big.



11. If you answered a) or b) please tell us what you would consider the ideal size.

(i) Too Big "5-6 people"

"up to 15 people"

(ii) Just Right

"6-16 in my opinion"

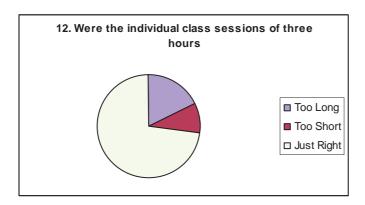
12. Were the individual class sessions of three hours too long, too short or just right?







Eight (73%) of the student thought that the class sessions of three hours were just right, two (18%) students thought it was two long while one (9%) student though it was too short. When asked what they thought would be an ideal duration (Question 13 below) there was no common ideal duration given. What was a common factor from the students was the idea of having multiple sessions per week.



13. If you answered a) too long or b) too short please tell us what you would consider the ideal duration

(i) Too Long

"1.5 - 2 hours"

"Maybe 2 times a week and 2 hours per lesson"

(ii) Too Short

"2 x 2 hours"

(iii) Just Right

"3 hours spread of 2 days or 3 hours with two 10 minute breaks"

14. Did the language materials help the learning process?

All 11 (100%) students agreed that the materials provided helped the learning process.

Below are additional comments made by the students in relation to the question in 14.

15(i) Yes

"Good combination of handouts, textbooks and audio materials"

"The language materials were very useful"

"Materials were great. We didn't need to run around bookshops and look for other books. Materials given covered everything"

"They were well structured and themed"

"They were brief and presented in an easy and interesting way"

"They were easy to use, simple to understand and with plenty of room to make notes"

"Materials were very useful, because we do not need (to) write notes"

"It was nicely divided into the useful topics e.g. the telephone conversation, travel, directions"

"Very useful portfolio and CDs to improve listening skills"

"Useful vocabulary even though more translations in English would be better"







16. Please tell us how you have used your language skills

This open question produced answers from respondents that can be broken down into several main areas. From the responses it appears that students have been using their new language skills for travelling, searching for and understanding information, recreational purposes such as talking to friends and also for work purposes.

"I am just planning to use my Chinese language skills when visiting China in the future"

"I didn't have a chance to use (them). It is just for my personal experience. I tried learning without any precision that I have to reach some level. Just relax and (have) fun and I know that one day I will try more"

"Everywhere I go I try to use my language skills - Chinese restaurant, Chinatown, with Chinese students at the University of Bedfordshire, to teach my friends and family"

"I was able to communicate with my Spanish friends"

"In reading, looking for information in Spanish websites"

"I have used my Spanish in the restaurant at work with Spanish customers. Mainly explaining the menu and general chit-chat"

"I went to Barcelona for (a) trip and used some sentences I've learned when speaking to Spanish people"

"Working at the reception and travelling"

"Searching for info in websites, greeting people on the phone, reading signs in Barcelona"

"Only opportunity so far has been talking to my Spanish friends"

17. If you haven't used your language skills yet, please tell us when or how you intend to use them

Those who had not used their language skills yet were asked how they intend to use them in the future. The two main areas that were mentioned by the students were for travelling and for future employability.

"Hopefully I will travel to China"

"I hope that one day I could attend this kind of class again and spend more time at home studying. I would love to speak Chinese, I think it would help me find a better job"

"I am planning to go to Spain after finishing University to stay longer, therefore I want (to) speak good Spanish"

"In my future employment and travels"

18. Please tell us how you have benefited from attending this course (if applicable) or how it may benefit you in the future. Please give specific examples if you can (e.g "I am planning to apply for jobs where language skills are required" etc.)

When asked how they had benefited, or will benefit, from the course, students' responses again can be grouped together into two main areas, travelling and employability.

"In Poland foreign language knowledge is a sign of intellect and good education"







"I might be interested to work in China and possibly to travel in China in the future"

"Well, I know what it is like now. I know that Chinese is not complicated. The teacher (taught) us how great it is the Chinese culture and I like her passion with which she teaches us. I have to say that a good teacher means a lot!!!"

"My teacher is my only Chinese friend in Luton"

"No specific plans yet - you never know"

"It will help on my travels abroad"

"I enjoy languages and believe that they will improve my employability and I like the fact that it adds towards my degree"

"I would like to stay in Spain for sometime and work there"

"I am planning another trip to Spain, to talk in Spanish"

"I am a Travel and Tourism student and therefore, I believe that I can use it in the future and it will be an advantage for me to speak more languages while applying for a job"

19. Would you consider attending another language course organised by the University of Bedfordshire?

All 11 (100%) students responded that they would be interested in attending another language course by the University.

20. If you answered 'yes', do you intend to enrol onto the next follow up course running from October 2008 to May 2009?

When asked if they would attend the follow up course students were greatly undecided with eight (73%) saying so. Only two (18%) students responded that they wish to continue with their studies. One (9%) student did not respond.

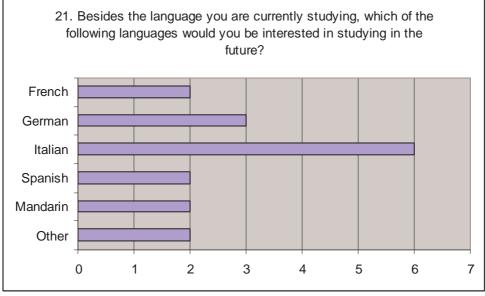
21. Besides the language you are currently studying, which of the following languages would you be interested in studying in the future?

The language that came top of the list was Italian followed by German. All the other languages mentioned received equal preferences (French, Spanish, Mandarin and others).









23. Please use the space below to make any additional comments about your course.

"The course was very interesting and I need to highlight the positive and professional approach used by our lecturer who was making the course enjoyable and exciting"

"I really, really like it!. I enjoy it and I am really pleased with it. The way how our teacher approached us it is just amazing! I got only good things to say about her and the course. Thank you for the opportunity given to us!"

"I have been teaching languages for nearly 2 years and feel that Qian is an excellent teacher, I have had Chinese classes before which were quite frankly terrible but I truly feel that this course is excellent"

"Separate notes on grammar and vocabulary would be useful"

3. Business Delegates' Feedback

A final questionnaire was given to all the business delegates on the course. There were a total of 10 responses from the business delegates. The group that responded included three Directors, two Managing Directors, a Yoga & Alternative Therapist, a Lecturer, an Export Sales Manager, a Project Co-ordinator and a Warehouse Manager.

A copy of the delegates' questionnaire is found in Appendix B.

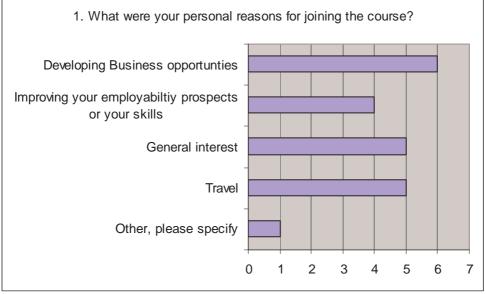
1. What were your personal reasons for joining the course?

Business delegates were asked to indicate why they joined the course from a list of reasons, and being allowed to choose multiple reasons. The spread of responses is fairly even, with 60% indicating that developing business opportunities was their main reason. General interest and travel both got 50% responses, while improving their employability or skills got 40%.







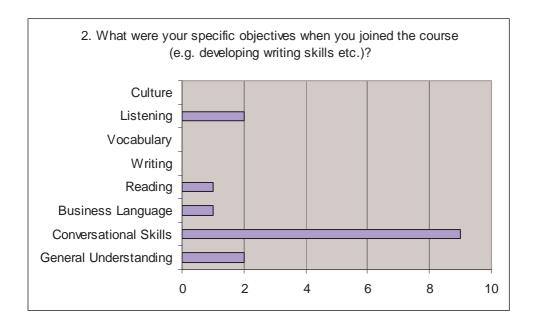


(i) Other, please specify

"Be able to talk to Chinese friends in the table tennis club"

2. What were your specific objectives when you joined the course (e.g. developing writing skills etc.)?

Business delegates were asked a multiple choice question about their specific objectives and their answers were broken up and grouped into eight main areas. The main objective for joining the course was for conversational skills, with 90% of delegates indicating this. What is interesting from the results is that business language was not a main objective for business delegates either, with only 10% saying it was.



3. Were your objectives met?

Eight (80%) business delegates stated that their objectives had been met, with only one (10%) delegate saying that they had not been. There was also one delegate that did not respond.





Below are additional comments made by the business delegates in relation to this question.

4(i) Yes

"I can make some sentences in different tenses and have a general idea how to structure a sentence"

"I am now able to introduce myself, ask simple questions (directions, prices etc.) and understand some possible answers"

"I can read fairly well at this level, can speak a bit (short phrases) and listen better than when I started the course!"

"Developed enough grounding to develop skills"

"Very enjoyable, informative classes"

"I can read and understand much better now, but will have to practice to be able to hold a conversation. However the course has given me plenty of knowledge to start"

(ii) No

"Confidence is good, Qian is a great teacher, two problems are the group dynamic (Qian has to go at various speeds without losing anybody) and work pressure - really needs to be attended in full and time allowed between sessions for homework"

(iii) No Response

"Remains to be seen"

5. Was the content of the course what you expected?

For eight (80%) delegates the content of the course was as they had expected, with only one (10%) delegate saying it wasn't. There was also one (10%) who did not respond. From looking at the comments made we see that even for the people who answered no or did not respond, their comments are positive. See comment 6(ii) and 6(iii) below.

Below are the additional comments provided by the delegates.

6(i) Yes

"Actually it was better than I expected. I have learned a lot also about the culture"

"An excellent well paced course, appropriate to a difficult language"

"The content of the course was well matched to the basic get around communication tasks"

"There is a good balance of vocabulary and language structure"

"It was fairly simple to follow"

"Good introduction to business side as well as getting directions, hotels, restaurants and simple personal details, as well as good grounding on the numbers, weather, grammatical difference (e.g. word construction)"

(ii) No

"I was expecting to struggle to keep up as I thought the course would be for more advanced speakers, I was pleasantly surprised to soon realise that it was for beginners and I was going to fit in ok"

(iii) No Response

"The course has been reasonable thorough and covered a bit more than I might have expected"







7. How do you feel about students and business people learning together in class e.g. did you like the mix or would you have preferred to learn with delegates only?

From responses given by business delegates to this question we see that all of the delegates thought that the mix between students and delegates worked well. All the comments made were positive.

"I liked the mix a lot. I found it beneficial"

"Good idea"

"The mix was good because the students were very switched on and attended frequently. This gave the class a sort of core"

"Mix was fine"

"The mix is good. More business learners would be ideal but the combination of business learners and students is beneficial"

"The mix is fine - better than I expected"

"The mix was good. I think that the presence of students increased the pace of learning"

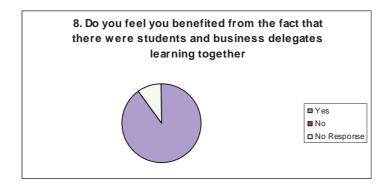
"Really enjoyed mixing with the students. They were all very clever"

"It didn't bother me with it being mixed, I thought it was better"

"Good mix"

8. Do you feel you benefited from the fact that there were students and business delegates learning together?

Nine (90%) business delegates responded to this and agreed that they had benefited form learning with students.



"Students bring the energy of studying as they do it 'professionally'"

"Nice to have a wide range of abilities, makes me feel less of a fool"

"Having students on the course raised the level of learning"

"A small mixed group of up to 10 is great!"

"The students presence accelerated learning and challenged me as a business delegate"

"Definitely. Students were helpful and fun"





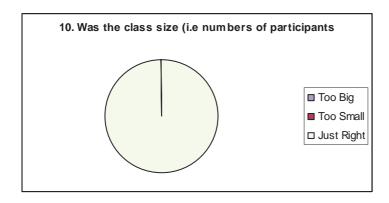


"It made the classes more interesting as the different backgrounds were varied"

"The students that were in it had a better overall understanding of the construction of the language and of the general communication requirements, the business delegates were more focused on their particular circumstances"

10. Was the class size (i.e. number of participants in class)

All 10 (100%) of delegates thought that the class size was just right.



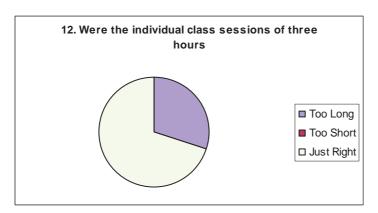
11. If you answered a) or b) please tell us what you would consider the ideal size

(i) Just Right

"In practice c) because not everyone came each week"

12. Were the individual class sessions of three hours too long, too short or just right?

Seven (70%) business delegates thought that the class length was just right, while three (30%) thought it was too long. All three delegates who said that the class lengths were too long thought that the ideal length would be two hours, see 13(i) below.



13. If you answered a) or b) please tell us what you would consider the ideal duration

(i) Too Long

"A little too long. 2 or 2.5 hours would be ideal"

"A little too long because late in the day (and I was usually a bit tired) I think 2 hours is enough with only a short break - would need more weeks of course!"

"One session of two hours with no break"







"The lessons are hard and demanding which is appropriate"

14. Did the language materials help the learning process?

Nine (90%) business delegates indicated that the language materials helped their learning process. Only 1 (10%) delegate thought that the materials did not help their learning, though their comment, see 14(i) below, indicates it was just the speed of the conversations on the CD that was a problem.

Below are additional comments made by the business delegates in relation to the question in 14.

15(i) Yes

"Especially the CDs. I mainly listened to them"

"Yes, but need to have a better playback device than I have"

"The University of Bedfordshire own material was very good and appropriate. The supporting book and CDs were fine"

"Notes were good to go through and use as reference material"

"Materials were very useful, necessary and well presented"

"Need materials to work from"

"Need as much info to practice between sessions, understand the patterns of word layout, construction of numbers, time, etc"

(ii) No

"I found it difficult sometimes to keep up with the people speaking on the CD, to understand what they were saying, they were speaking a bit too fast at times, however if I was reading it then it helped with the pronunciation"

16. Please tell us how you have used your language skills

The business delegates were asked an open question and their responses fall into two main areas. The first area deals with using the language in a social environment talking to friends, while the other area deals with work and the translation of documents and dealing with agents and customers.

"Talking to customers on the phone/ Talking to suppliers on the phone/ Talking to friends personally/ Starting emails with Chinese greetings etc"

"Talking to my good Chinese friends"

"Used in reading and translating emails and papers received and in reviewing publications by distributors and agents"

"Conversation with a Spanish friend who has a business exporting goods"

"I haven't been able to use them in work just yet, however I was able to direct a Spanish driver delivering to the units opposite us and I am hoping to visit Spain more in the future for pleasure though, not business"

"On several occasions in Chinese restaurants (fantastic reaction!) and about to spend two weeks in Malaysia"







17. If you haven't used your language skills yet, please tell us when or how you intend to use them

Once again business delegates were asked how they would use their language skills, if they hadn't done so already and once again work was a main area for future use. Another area was for travelling, either social or work related.

"I intend to travel and hopefully take a course on teaching English as a foreign language and go to China and teach"

"Travelling"

"I will use these skills in business in communicating with customers, suppliers and 'sister' company of our group in China"

"I travel to China three or four times a year. I will start to try to converse with suppliers next trip"

"In both professional and social context at the earliest opportunity"

"Intend to try to use when next in China on business"

"I have been using (them) and will continue to extend their use"

"Hopefully I will get a chance to teach English in Spain at some point later in my career"

"I will be trying hard to practice in between to keep it fresh in my mind"

18. Please tell us how you have benefited from attending this course (if applicable) or how it may benefit you in the future. Please give specific examples if you can (e.g. "I am planning to apply for jobs where language skills are required".

All of the responses that were given by business delegates indicated that they will benefit from the course most at work, with partners and customers

"I am planning to visit Chinese and Malaysian customers in July. We also have Chinese visitors to our company"

"My employer should benefit in the future from this skill, in relationship with partners in China"

"My company will benefit by my joining in a little more when in China and hopefully impressing!"

"The course is supporting our export exercise in Latin America and Spain"

"I might help with liaising with our Spanish customers in the future or if we were to expand into central / south America more"

19. Would you consider attending another course organised by the University of Bedfordshire?

Nine (90%) of the business delegates indicated that they would attend another course run by the University, only one (10%) said they would not.

20. If you answered 'yes', do you intend to enrol onto the next follow up course running from October 2008 to May 2009?



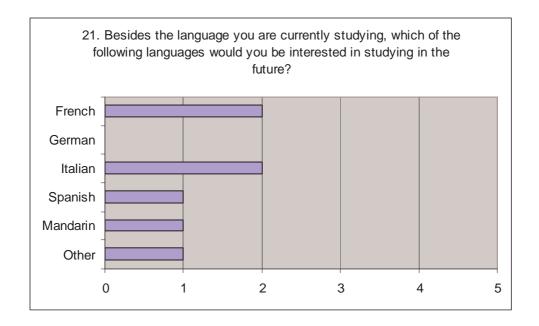




Of the nine delegates that said they would attend another course at the university only 4 would attend the follow up course, while two delegates would not. The remaining three delegates were undecided.

21. Besides the language you are currently studying, which of the following languages would you be interested in studying in the future?

As with the students' responses, Italian came top of the list again followed by French, unlike German which, this time, was not mentioned at all.



23. Please use the space below to make any additional comments about your course.

"Excellent teaching"

"Very good teacher. Good class. Very good course. Thank you very much, xie xie!!"

"Well taught effective and very enjoyable programme"

"The course has worked really well so far, with two sessions to go; the instructor has been excellent, there has been a good spirit among the group and the whole thing has been really enjoyable!"







4. Conclusion

From looking at the feed back provided by participants we can see that both business delegates and students rated the courses in a similar way, with a few differences between them.

We see from their initial answers that both business employees and students joined the courses out of general interest and for travel purposes, with over half of the participants stating that these were key reasons for joining. One difference between the groups was that 73% of students joined the course to improve their employability while this was true of only 40% of business delegates. This could be down to students thinking about the future after University while business employees perhaps are already firmly established in their positions and not looking to change employment.

Another interesting similarity between the two groups is their specific objectives when they joined the courses. Both groups said that conversational skills and general understanding were key objectives. It is also interesting to note that the business language and culture aspect of the courses was not a key objective for participants. No students thought that the business language was an objective while only one employee thought it was. While no employees had learning about culture as an objective, only one student did. The majority of both groups, 91% of students and 80% of employees, however did express that their individual objectives had been met. Again the same percentage of students and employees thought the course content was as they had expected.

When both groups were questioned about the two groups learning together their responses were again very similar. Both groups were very positive about this type of learning experience, finding it beneficial for both groups. Business employees had nothing negative to say about this while the only downside that the students had was that the employees were slightly slower at learning and had different aims. When asked if they had benefited from learning together 90% of employees stated that they had, along with 55% of students. This might seem a big difference until one looks at the comments made by the students who said they had not benefited. From the comments there are no specific reasons only that they had not seen any benefit either way, yet.

When it came to the actual classes both groups' responses were very similar. 100% of employees though the class sizes were just right while 82% of students also thought this. The remaining 12% of students thought the classes were too big, interestingly one student thought the classes should be up to 15 people, while the class they attended had 16 people in it. Almost the same percentage of employees and students thought the class length of 3 hours was just right, 70% for employees and 73% for students. The remaining participants thought they were either too long or too short. One factor that was different between the two groups was the ideal length the classes should be, from those participants who did not think they were just right. All of the employees who thought they were too long or too short thought they should be 2 hours in length. However, students who thought their classes were too long or too short did not agree on duration for the classes but felt having two sessions a week would be better. Nearly ever participant thought the materials helped their learning process, with only one employee saying they did not mentioning the speed of the conversations on the CDs as problematic, but the conversation could be followed using the written material.

The final area of interest is how participants have used their language skills and again we see that there are similarities between the two groups. Bothe groups have used the language for recreational purposes, such as travelling and socialising with friends. But interestingly both groups have also used the language for work purposes. This would come as no surprise for the business employees but it is interesting to see students using it for work, such as in a restaurant and at a reception, typical part-time occupations for students during term time breaks. Those participants who had not used their language skills they said they would do in very much the same way as those that already had, namely travelling, working and socialising. The same applies to both employees and students.







Overall both groups have had similar experiences on the courses and share similar views. There are no major or surprising differences between them. The main things to note are that both groups appeared not to be too concerned about the business and culture nature of the course, and they were just looking for a general understanding in the language. Students appear to have undertaken the course to improve their employability and also for their own social experiences. Employees were more focused on using it for work but also were using it for social purposes. Both groups felt that learning together was a positive aspect and that they benefited from each other learning together. Employees were very complimentary towards the students. Employees and students again had similar views when it came to the class duration and materials used, with the majority agreeing. Finally, both groups have been using their language skills in the same way since undertaking the courses, using them for work and social occasions.







APPENDIX A - Students' questionnaire







LANGUAGE LEARNING IN PARTNERSHIP (LLP)

STUDENT FEEDBACK FORM - FINAL SURVEY

OFFICE USE ONLY: QUESTIONNAIRE No			
Date	Date received: Language		
1.	Your Name ¹ :		
2.	Your Degree course and year (e.g. 1 st year BA Law or MSc Sport Science)		
	What were your personal reasons for joining the course?		
b) G c) G d) T	improving your employability faining insights into the business world feneral interest fravel other (please specify below):		
••••	ther (pieuse speerly sets w).		
2. W	What were your specific objectives when you joined the course (e.g. developing ing skills etc.)?		
 3. W a) Y	Vere your objectives met? Tes b) No		
	lease elaborate.		

¹ Any personal data supplied will be used by the University of Bedfordshire for the purpose of evaluating the LLP programme and will be processed in accordance with the Data Protection Act 1998





5. Was the content of the course what you expected? a) Yes b) No

a)	Y	es
u_j		<u> </u>

6. Please elabora	ate.	
e.g. did you like only?	eel about students and business people learning the mix or would you have preferred to learn	with students
8. Do you feel yo delegates learning	ou benefited from the fact that there were studing together?	dents and business
a) Yes	b) No	
	g sign (i.e. nymbou of nouticinants in class)	
	s size (i.e. number of participants in class) - b) too small?	c) just right?
ideal size.	ered a) or b) above please tell us what you wo	
	lividual class sessions of three hours - b) too short?	c) just right?
13. If you answe	ered a) or b) to the previous question please te	ell us what you

would consider the ideal duration.







4. Did the language materials help the learning process?) Yes b) No
5. Please elaborate.
6. Please tell us how you have used your language skills.
7. If you haven't used your language skills yet, please tell us when or how you ntend to use them.
mena to use them.
8. Please tell us how you have benefited from attending this course (if pplicable) or how it may benefit you in the future. Please give specific example f you can (e.g. "I am planning to apply for jobs where language skills are equired" etc.)







19. Would you consider attending another course organised by the University of Bedfordshire?

a) Yes - go to question	on 20 b) No	- go to question 2	21	
20. If you answered running from Octoa) Yes			nto the next follow up co	ourse
21. Beside the languages would yo	~	• • •	s, which of the following he future?	
a) Frenchb) Germanc) Italiand) Spanishe) Mandarin Chinesef) Other (please special		ages)		
				•••••
22. If you would lik training initiatives,			ould benefit from similar ow.	r
23. Please use the spourse.	pace below to n	nake any additio	nal comments about you	ur
	ur programmes.	Would you agree	on to use your comments to your comments being	

THANK YOU VERY MUCH FOR TAKING PART IN THE SURVEY

a) Yes, I agree



b) No, I don't agree





APPENDIX B – Business Delegates' questionnaire







LANGUAGE LEARNING IN PARTNERSHIP (LLP)

COMPANY DELEGATE FEEDBACK FORM – FINAL SURVEY

OFFICE LICE ONLY OLIEGTICANALDE N
OFFICE USE ONLY: QUESTIONNAIRE No
Date received: Language
2
Company Name ² :
Your Name:
Your Job Title:
Tour Job Title.
1. What were your personal reasons for joining the course?
a) Developing business opportunities
b) Improving your employability prospects or your skills
c) General interest
d) Travel g) Other (please specify below):
g) Other (please specify below).
2. What were your specific objectives when you joined the course (e.g. developing
writing skills etc.)?
3. Were your objectives met?
a) Yes b) No
4. Please elaborate.
4. I lease elaborate.
5 Was the content of the course what you arrested?
5. Was the content of the course what you expected? a) Yes b) No
a) 100 0) 110

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7. How do you feel about students and business people learning tog e.g. did you like the mix or would you have preferred to learn with people only?	business
	••••••
8. Do you feel you benefited from the fact that there were students delegates learning together? a) Yes b) No	and business
9. Please elaborate.	
10. Was the class size (i.e. number of participants in class) - a) too big? b) too small? right?	c) just
11. If you answered a) or b) above please tell us what you would co ideal size.	
12.Were the individual class sessions of three hours - a) too long? b) too short? right?	c) just
13. If you answered a) or b) to the previous question please tell us would consider the ideal duration.	what you







14.Did the language a) Yes	materials help the learning process? b) No
15. Please elaborate.	•
16. Please tell us how	v you have used your language skills.
17. If you haven't us intend to use them.	sed your language skills yet, please tell us when or how you
•••••	
(if applicable) or how if you can (e.g. "We	w your company has benefited from you attending this course it may benefit in the future. Please give specific examples are planning to visit Chinese suppliers etc".)
19. Would you consi	der attending another course organised by the University of

19. Would you consider attending another course organised by the University of Bedfordshire?

a) Yes - go to question 20

b) No - go to question 21

