



**Language Learning in Partnership,
University of Bedfordshire**

Final Report

Acknowledgements

We would like to thank the Department of Children, Schools and Families (DCSF) and the Higher Education Funding Council for England (HEFCE) for the funding that has enabled this project.

We would also like to thank our Routes into Languages East Consortium partners who are Anglia Ruskin University, the University of Cambridge and the Open University.

Finally we would like to thank all of the business employees and students that have taken part in the various courses over the past three years.

This report is available in electronic format from:

University of Bedfordshire
Knowledge Hub,
Putteridge Bury Campus
Hitchin Road,
Luton LU2 8LE

or from Knowledge@beds.ac.uk

Report prepared by Nicholas Gardner at University of Bedfordshire with assistance from Rita Mascia and Mary Lovett



Contents

Executive Summary	Page 4
1. Introduction	Page 5
2. Project Aims	Page 5
3. Project Objectives	Page 5
4. Dates of the Project	Page 5
5. The Project	Page 5
a. Project Outputs	Page 6
b. Project Outcomes	Page 7
c. Project Case Study	Page 8
d. The Long Term Benefits	Page 8
e. Lesson Learnt	Page 8
6. Feedback from Participants	Page 9
a. LLP Year 1 Mid-Term Feedback	Page 9
b. LLP Year 1 Final Feedback	Page 19
c. LLP Year 2 Final Feedback	Page 33
d. LLP Year 3 Mid-Term Feedback	Page 42
e. LLP Year 3 Final Feedback	Page 49
7. Appendices	Page 57
a. LLP Year 1 Mid-Term Feedback Form (Students)	Page 58
b. LLP Year 1 Mid-Term Feedback Form (Employees)	Page 62
c. LLP Year 1 Final Feedback Form (Students)	Page 66
d. LLP Year 1 Final Feedback Form (Employees)	Page 70
e. LLP Year 2 Final Feedback Form	Page 74
f. LLP Year 3 Mid-Term Feedback Form	Page 76
g. LLP Year 3 Final Feedback Form	Page 79
8. Photographs	Page 82

Executive Summary

The following report details the aims, objectives and outcomes of the Language Learning in Partnership (LLP) project over its three years. The report is divided into sections and covers the project from its start to its ending and beyond.

The first part of the report details the aims and objectives of the project, covering the aims of the Routes into Languages programme, which was to increase the participation in languages, and the objectives of LLP, getting participants to participate in language courses.

The report then moves to cover the LLP project itself, detailing what the project consisted of, how it was structured over the three years and anything related to the running of the project. Following this, it then goes on to discuss project outputs, and the number of people that actually participated in the project each year. The section Project Outcomes then looks at the results of the project and the overall feedback of the participants. A brief case study is also included about a participant who used his language learning to enable him to go to China and partake in a study programme. Finally the report goes on to look at the long term benefits of the project and what has lead out of it, along with any lessons learnt.

The next section of the report covers participant feedback from all three years. Each year a mid course and end of course survey was conducted to assess the course and its impact on the participants. The results were then analysed and a report written to present the results. These reports are included here. The reports are chronological starting from Year One mid course survey and ending with the end of course survey in Year Three. Following on from the reports are the actual feedback forms used in the survey, again listed by year.

The final section is made up of photographs which show a couple of the classes, as well as the banners that were created to promote the project and courses.

1. Introduction

Language Learning in Partnership (LLP) is a University of Bedfordshire (UoB) project, delivered as part of the activities of the **Routes into Languages East Consortium** formed by Anglia Ruskin University, the UoB, the University of Cambridge and the Open University.

The Routes into Languages (RiL) programme was originally funded by the Department of Children, Schools and Families (DCSF), with additional funding from the Higher Education Funding Council for England (HEFCE).

The LLP 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 intermediate level and teaching participant's key business and culture skills. The project offered a language programme for local employees who could act as role models for the undergraduate students participating in the programme.

2. Project Aims

The general aim of the RiL project was to enable and promote innovation, sustainability and widening participation in language learning, with a view to making a lasting impact within the school sector and the wider community. The specific aim of the RiL programme was to increase take up of languages and promote more positive attitudes towards them.

The RiL programme also aimed to '*support the national role of HE languages as a motor of economic and civic regeneration*'¹ by targeting the local business community to become champions for enhancing the status of languages as an important tool for work.

3. Project Objectives

The first objective of LLP was to recruit and train 90 individuals over three years. Individuals would be from one of two groups, business employees or UoB students. Each year we aimed to recruit 15 employees and 15 students, though there was some flexibility to allow for demand for each language and the number of individuals recruited.

The second objective of the project was that 75% of the 90 individuals recruited would be expected to be entered for accreditation.

The final objective was to develop a new module, Language and enterprise, which would be a intermediate level used in the second year of the project.

4. Dates of the Project

The RiL programme ran between January 2008 and March 2011. The LLP delivery started February 2008, with the last intake completing May 2010.

5. The project

The LLP project consisted of three years of teaching in which it covered beginner's courses in Spanish and Mandarin Chinese, as well as intermediate courses in Spanish and Mandarin Chinese. The dates for each intake were:

- Two beginners intensive courses: February 2008 to June 2008
- Two intermediate courses: October 2008 to May 2009
- Two beginners courses: October 2009 to May 2010

¹ Routes into Languages call, p1

The recruitment team used various methods to promote the courses to as wide an area as possible. Student recruitment consisted of poster campaigns around each of the University campuses. Slides were displayed on the LCD screens, also around each campus and in faculty offices, especially the Business School. A screensaver with details of the courses was added to all of the PCs in the Learning Resource Centre and announcements placed on the online learning resource site, BREO. We also offered taster sessions in Mandarin, which lasted an hour during a lunch period. Face to face promotion also took place and consisted of attending Freshers' Fairs, as well as presentations to undergraduates during specific seminars. Web pages were also created which provided information about the RiL programme and LLP project.

To recruit business delegates we used a series of mail outs, from our own database and specially-created lists, followed up with telephone marketing. Articles were produced for our internal and external ezines, promoting the project and courses. Information was made available at conferences that were attended by project staff, along with networking events, where we promoted the courses face to face. Banners were created to promote the LLP project at such events. Announcements were also made at networking events, such as the Knowledge Network, which regularly attracted an average of 60 business people. PR and press related activities were also arranged along with a selection of marketing material.

The courses were designed to run within the University's Semester structure, and were then adapted when the University changed to a Term based structure. The first year's course fitted within one Semester (15 weeks) with an intensive format, while the two subsequent years were made up of three Terms (27 weeks).

During the first year, classes ran on a Wednesday evening between 4pm and 7pm, with the following two years running on Wednesday's 5pm – 7pm. The reason for the change in time was to make it easier for participants to attend and not have classes clash with other business or lecture commitments. All classes took place at the University's Vicarage Street campus in Luton.

For each year an additional non-compulsory 'surgery hour' was available an hour before class and this was facilitated 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. Additional support was provided via the University's online learning site called BREO. All participants were given access to BREO, where information concerning the courses were kept – course handbook, assessment procedure - along with any additional material the tutors wished to provide. Announcements were also posted regularly informing students of additional content as it was added, as well as extra curricular activities that may have been of interest to participants.

Over the three years the project recruited 100 participants on to the courses, 28 during the first year, 34 during the second and 38 in its final year. Of these, only 15 participants withdrew from the courses after starting them, meaning that the project managed to retain 85% of participants. The average weekly attendance for each course was as follows;

- LLP Year 1 Mandarin Chinese: 9 participants (78%)
- LLP Year 1 Spanish: 12 participants (79%)
- LLP Year 2 Mandarin Chinese: 10 participants (74%)
- LLP Year 2 Spanish: 14 participants (73%)
- LLP Year 3 Mandarin Chinese: 7 participants (72%)
- LLP Year 3 Spanish: 13 participants (70%)

5.a Project Outputs

During the project first year, 28 participants started two courses. 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 that started, 26 completed the course.

In its second year the project recruited 34 participants, over two courses. The Mandarin Chinese class was made up of 14 participants, eight business employees and six students, while the Spanish class

contained 20 participants, 11 business employees and nine students. Of the 34 participants seven students and three business employees returned from the previous year's beginner's class to continue their studies. Of the 34 that started, 33 participants completed the course.

In the final year 38 participants once again started over two language courses. The Mandarin Chinese class was made up of 17 participants, six business employees and 11 students, while the Spanish class contained 21 participants, 12 business employees and nine students. Of the 38 participants that started the course 26 completed.

In total 85 participants submitted assignments and attended examinations, of these 82 completed and passed the assessments, providing a 96% pass rate.

5.b Project Outcomes

At the end of each year feedback was collected from all remaining participants to assess the courses and the benefits of language learning to them. The questions asked varied slightly, following continued improvement each year, but core questions were asked which would provide an overview of trends over the three years - all following percentages are given as a total over the three years.

Starting by looking at the students and their reason for attending, we see two main reasons. The first was to improve their employability by having a second language as an additional skill, with 71% of students expressing this. The second reason was general language learning, with students looking to improve their conversational skills and general understanding of the language. 76% of students expressed this as a reason for attending. It is not surprising that these two reasons are top of the list, students are obviously thinking about how having a language will be of benefit to them after they complete their studies. The second reason is self explanatory, as improving language skills are what the courses are all about.

Business employees responded with similar results, with 95% attending for language reasons, either improving conversational skills or acquiring a better understanding of it. The other main reason for attending was to increase the number of business opportunities, by expanding on or establishing new markets, with 60% stating this was a reason. We would have expected more statements like the latter, as this was a business language course. But what we discovered was that for many business people learning a language was just as important on a personal level. Below are some key statistics from the questionnaires:

Students:

- 88% of students responded that their needs, expectations had been met.
- 100% of students responded that there had been an improvement/change in their understanding of the language,
- 92% said there had been an improvement in their understanding of the culture of their chosen language, while
- 85% felt more self confident when speaking in the language.
- 92% of students were satisfied or very satisfied with the courses.

Delegates:

- 85% of business employees responded that their needs, expectations had been met.
- 100% of employees had seen an improvement in their understanding of the language
- 88% who found an improvement in their understanding of the culture and 94% who felt more self confident speaking the language.
- 90% of employees were satisfied or very satisfied with the course, which is a similar percentage to that of the students.

When asked about the funding that had made the courses possible 93% of students responded that the funding had made it possible for them to access language courses. 46% said that they would continue language studies in some form while 23% said they would continue if more funding was available.

For employees we found that the funding helped 100% access language courses. The reason for this being so high could be that if they are self employed then financially they might not have been able to

pay for a full commercial course and so the funding helped meet financial constraints. As for continuing their language studies 60% of employees said they would, while 40% said they would if there were more funding available.

Finally when asked if they would attend further courses at the University 100% of students said they would, along with 90% of employees.

5.c Project Case Study

During the course of the project one student used his language learning to apply for and be accepted on a study programme in China. Razvan Cotosman, who studied beginners' Mandarin Chinese during the project final year, applied for the Study China programme, which is a government-funded 17-day study programme in China. The programme offers participants the opportunity to learn about China, its language and its culture. Having started to learn mandarin through the LLP course Razvan applied for the programme with the support of the Mandarin tutor Qian Zhang. His experience on the course and the reference from the tutor were enough to secure a place, with Razvan then going to HangZhou and attending ZheJiang University, one of the top university's in China.

5.d The Long Term Benefits

From the success of the LLP project and its prominence around the University over the three years, several other activities came out of it.

The first of these was the scheduling of a commercial higher intermediate class, which enabled those that had completed the LLP intermediate Mandarin Chinese class to continue. This class ran from October 2009 till April 2010 and consisted of seven business employees and two students. For the majority this was three years of consecutive study of languages at the University and there are plans for this to continue next year.

The second activity to evolve as a result of the LLP project was the creation of 18 bursaries, which were used to enable students from the UoB Business School to attend commercial language courses. Two classes were run, Spanish which had 21 UoB students and one member of the public, and French with 13 UoB students, one member of the public and two business delegates.

The third activity that has come from the LLP project is the potential of future commercial classes, to be held at the Bedford Polhill Campus, one that has not hosted languages before. This interest has come about due the Faculty of Sport, Leisure and Education looking at the Internationalism of staff and students. Again this was a direct result of the publicity created by the RiL programme as staff contacted the LLP team to ask whether there could be more languages courses on offer for trainee teachers and other students.

A further development which can be linked indirectly to the interest created by the RiL programme is the decision by the Department of Strategy & Human Resource Management to include business language and culture modules in the syllabus for their global MBA programme.

5.e Lesson Learnt

From the three years of the project some key lessons were learnt which were either built in year on year or have been used for future delivery of language courses.

The first of these was the use of taster sessions for students. This was something that we only implemented in the final year of LLP, however the interest it created in the languages was immense, with the majority of students that attended the session going on to register for the full course. Following the success of this we have used the same method for other courses, again with great success.

Leading on from this we found that the methods we were using to promote and recruit for languages to be very successful. Each year we saw an increase in the numbers of people starting course.

The final point is that the practices we put into place to monitor attendance and to assist participants that needed help, worked very well. The ability to offer a 'surgery hour' helped to enable participants to have more focused time with the tutor, if required, and the opportunity to catch up on any missed work. Close monitoring of attendance also enabled us to quickly act if a student or business employee started to miss several classes in a row. This extra care given to the participants lead to the high retention rates mentioned previously.

6 Feedback from Participants

The following section provides all of the feedback from the participants that completed mid-term and final feedback surveys. The feedback is arranged by year, with mid-term feedback followed by final year feedback. Please note, there is no mid-term feedback for year two as this was not conducted.

LLP Year 1 Mid-Term Feedback

Student Results

1. General Course Content

	Poor	Average	Good	Very Good
Course Content	0	0	4	12
Standard of Teaching	0	0	3	13
Pace/intensity of the Course	0	2	4	10
Relevance to your Individual needs	0	1	7	8
Class Schedule	1	2	5	8
The Premises	0	1	5	10
Admin Support	0	0	6	10
Learning Support	0	0	2	14
Dynamics within the Group	0	1	5	10
Continuous Assessment	1	0	4	11

(i) Course content

100% of the students felt that the course content was 'good' or 'very good'.

(ii) Standard of teaching

100% of the students commented that the standard of teaching was 'good' or 'very good'.

(iii) Pace/ intensity of the course

87% of the students thought that the pace and intensity of the course was 'very good' or 'good', while 13% felt it was 'average'.

(iv) Relevance to your individuals needs

94% rated the relevance to their needs as 'good' or 'very good', while 6% rated it as 'average'.

(v) Class schedule

81% felt that the class schedule was 'good' or 'very good', while 13% felt it was 'average' and 6% 'poor'.

(vi) The Premises

94% rated the premises as 'good' or 'very good'. 6% felt they were 'average'

(vii) Administrative support

100% felt the administrative support was 'good' or 'very good'.

(viii) Learning Support

100% of students felt that the learning support was 'good' or 'very good'.

(ix) Dynamics with in the Group

94% rated the group dynamics as 'good' or 'very good', with 6% deeming it to be 'average'.

(x) Continuous Assessment

94% felt the assessments were 'good' or 'very good', while 6% felt they were 'poor'.

2. In your opinion, what is/are the most attractive element(s) of LLP?

	Irrelevant	Not so important	Important	Very important
Value for Money	0	1	6	9
Convenient Location	0	1	4	11
Business-related nature of the courses	2	5	6	3
Delivery Format	0	0	4	12
Language Offered	0	0	3	13
The Accreditation offered	1	1	9	5
Quality of teaching	0	0	1	15
Quality of materials	0	0	3	13

(i) Value for Money

56% of the students felt that this was 'very important'

(ii) Convenient Location

69% of the students commented that this was 'very important'.

(iii) Business-related nature of the course

37% of the students found this 'important'.

(iv) Delivery Format

75% rated this as 'very important'.

(v) Language offered

81% felt that the language offered was 'very important'.

(vi) Accreditation offered

56% rated this as 'important'.

(vii) Quality of teaching

94% felt that this was 'very important'.

(viii) Quality of materials

81% of students found this to be 'very important'.

Over 75% of the students felt that the structure of the course (Language, Format, Teaching, Materials) were attractive elements of the LLP courses, with only just over a third of students thinking the business related nature of the courses as attractive.

3. I am attending the LLP programme to improve...

	Disagree	Neither agree nor disagree	Agree
My communication skills in Business Chinese/Spanish	0	1	15
My understanding of Chinese/Spanish business culture	0	3	13
My knowledge of China or Spain	0	4	12

My employability/my CV as I will be able to speak another language	0	1	15
---	---	---	----

(i) My communication skills in Business Chinese/Spanish
94% 'agreed with this statement', while 6% 'neither agree or disagree'.

(ii) My understanding of Chinese/Spanish business culture
81% 'agreed with this statement', while 19% 'neither agree or disagree'.

(iii) My knowledge of China or Spain
75% 'agreed with this statement', while 25% 'neither agree or disagree'.

(iv) My employability/my CV as I will be able to speak another language
94% 'agreed with this statement', while 6% 'neither agree or disagree'.

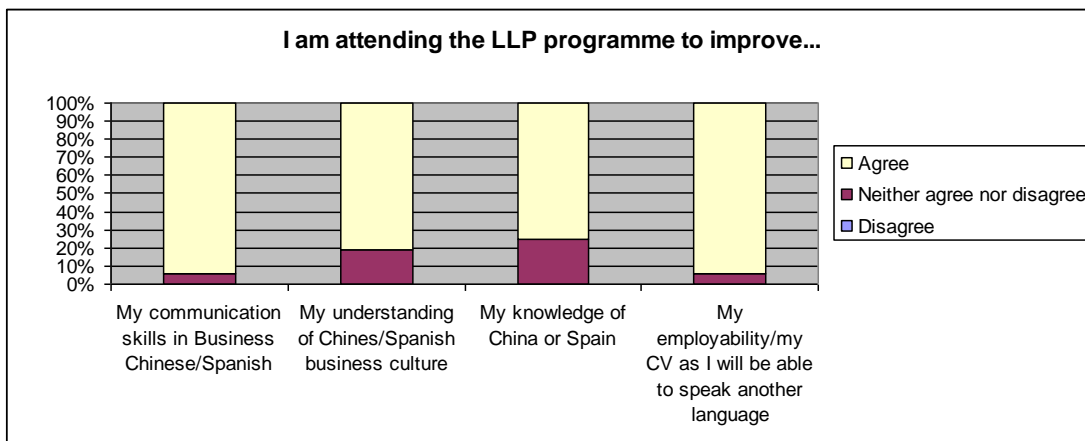
Additional comments made for attending the LLP courses were:

"For leisure and Interest"

"My knowledge in Spanish"

"Myself as a person"

"I want to live in China"



4. I am attending the LLP course to use language skills

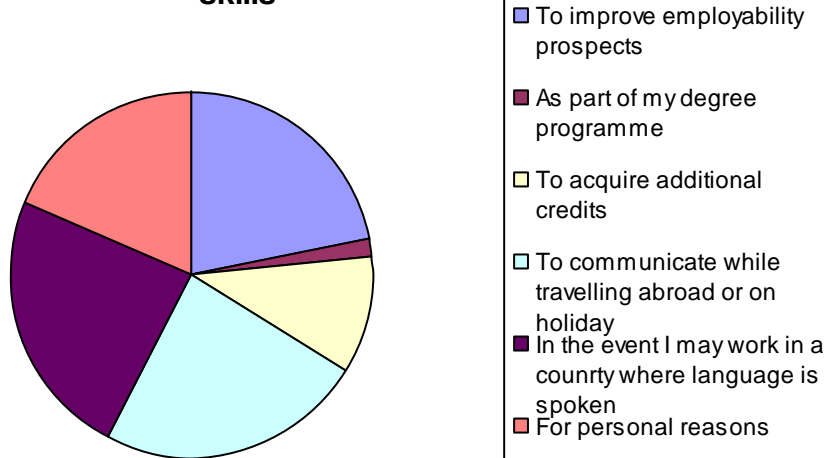
	/16	%
To improve employability prospects	13	81
As part of my degree programme	1	6
To acquire additional credits	6	38
To communicate while travelling abroad or on holiday	14	87
In the event I may work in a country where language is spoken	14	87
For personal reasons	11	69

Additional reasons given were:

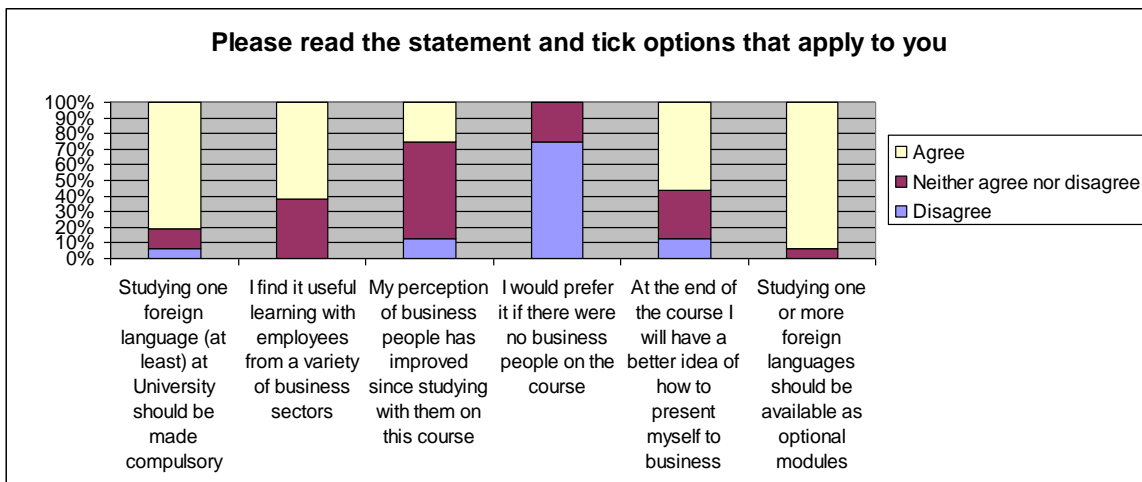
"To improve myself as an educated person"

"Want to know more about Spanish culture, Spain in general"

I am attending the LLP course to use language skills



5. Please read the statement and tick the options that apply to you



Students indicated strongly that languages should be made available at university in one form or another. 81% said that *Studying one foreign language (at least) at University should be made compulsory for all students*, while 94% thought *Studying one or more foreign languages should be available as optional modules*. Students also rated highly the fact that there were business people on the courses, with 75% of students indicating they preferred having business delegates attending.

6. Expectations of the course

5 out of 16 (31%) of the students replied 'just as I expected' to the question "*The course has been....?*" The remaining 11 students (69%) said that it was 'better than expected'.

When asked for their reasons students replied in the following ways:

"The teaching is very intense, which is good, and am amazed at the progress I have made"

"Classes with different topics and are taught from simple to difficult levels"

"I expected these topic areas to be covered"

"Extra classes and flexibility"

“Good materials, easy to follow”

“I went to one course before and it ran very similarly to this one”

“In everything, very good teacher”

“We were given a lot of very useful materials, the teacher was very professional and enthusiastic”

“I thought that I will find it hard to learn Chinese language, but our teacher is just great and makes you just understand everything!”

“I am a language teacher and I am aware of various teaching styles. I like the communicative methods that Qian integrates in the class and feel I have learnt and can remember lot which proves the style is successful. ”

“In the standards of learning and the pace of classroom”

“I can gain some knowledge from business studies”

7. Other Languages Spoken

15 out of 16 (94%) students responded ‘yes’ when asked “Do you speak any other language in addition to English and the language you are currently studying?”. Only 1 (6%) student did not speak any other languages.

8. Additional Comments

“The course is really useful and help me to get started with this new language even I am not in business field. But it would be good to interview students and separate into different levels of classes.”

“The course runs smoothly and I believe that we formed a quite a nice group of people and I enjoy working with them.”

“The language course should become compulsory to all students. There should be more video content during the course.”

“I love the idea, I love my teacher, I’m very happy with materials provided. The course is very cheap. And you feel just very good being here. Everything is just positive! Thank you very much!”

“Perhaps 2 x 1 and half hour classes each week which start later would help sustain attendance. 4pm might be too early for some and a block period of 3 hours may be too heavy for others. I am 100% happy with the course and attend every week. The time isn’t a problem for me.”

“Imp very satisfied with the course and the style of teaching used and ill be pleased if there were more opportunities to learn foreign languages at the university e.g. Ill be interested in studying Arabic language, however there are no courses available.”

Company Results

1. General Course Content

	Poor	Average	Good	Very Good	N/A
Course Content	0	0	3	8	0
Standard of Teaching	0	0	1	10	0
Pace/intensity of the Course	0	0	5	6	0
Relevance to your Individual needs	0	0	4	7	0

Relevance to the needs of your company	0	0	6	4	1
Class Schedule	1	0	7	3	0
The Premises	0	3	5	3	0
Admin Support	0	0	6	5	0
Learning Support	0	0	7	4	0
Dynamics within the Group	0	0	7	3	1
Continuous Assessment	0	0	6	4	1

(i) Course content

100% of the company delegates felt that the course content was 'good' or 'very good'.

(ii) Standard of teaching

100% of the company delegates commented that the standard of teaching was 'good' or 'very good'.

(iii) Pace/ intensity of the course

55% of the company delegates thought the pace and intensity of the course was 'very good', while 45% felt it was 'good'.

(iv) Relevance to your individuals needs

100% rated the relevance to their needs as 'good' or 'very good'.

(v) Relevance to the needs of your company

36 % of company delegates thought that the relevance was 'very good', while 55% saw it as 'good'. 9% of companies did not express an opinion.

(vi) Class schedule

91% felt that the class schedule was 'good' or 'very good', while 9% felt it was 'poor'.

(vii) The Premises

27% rated the premises as 'very good' while 46% rated them as 'good'. 27% felt they were 'average'

(viii) Administrative support

100% felt the administrative support was 'good' or 'very good'.

(ix) Learning Support

100% of company delegates felt that the learning support was 'good' or 'very good'.

(x) Dynamics with in the Group

27% rated the group dynamics as 'very good', with 64% deeming it to be 'good'. 9% of company delegates did not express an opinion.

(xi) Continuous Assessment

36% felt the assessments were 'very good', while 55% felt they were 'good'. 9% of company delegates did not respond.

2. In your opinion, what is/are the most attractive element(s) of LLP?

	Irrelevant	Not so important	Important	Very important	N/A
Value for Money	1	1	6	2	1
Convenient Location	0	1	6	3	1
Business-related nature of the courses	0	4	3	3	1
Delivery Format	0	0	7	3	1
Language Offered	0	1	2	8	0

The Accreditation offered	1	4	3	2	1
Quality of teaching	0	0	2	9	0
Quality of materials	0	0	3	8	0

(i) Value for Money

55% of the companies felt that this was 'important'

(ii) Convenient Location

55% of the delegates commented that this was 'important'.

(iii) Business-related nature of the course

27% of the companies found this 'very important' with 27% finding it 'important', while 37% deemed it 'not so important'.

(iv) Delivery Format

64% rated this as 'important'.

(v) Language offered

73% felt that the language offered was 'very important'.

(vi) Accreditation offered

37% rated this as 'not so important'.

(vii) Quality of teaching

82% felt that this was 'very important'.

(viii) Quality of materials

73% of delegates found this to be 'very important'.

One delegate made an additional comment of:

"Very Important - Size of Group"

Like the students company delegates also felt that the structure of the course (Language, Format, Teaching, Materials) were attractive elements of the LLP courses, with just over half of them thinking the business related nature of the courses as attractive.

3. I am attending the LLP programme to improve...

	Disagree	Neither agree nor disagree	Agree	N/A
My communication skills in Business Chinese/Spanish	0	2	8	1
My understanding of Chinese/Spanish business culture	0	2	9	0
My knowledge of China or Spain	2	0	8	1
My employability/my CV as I will be able to speak another language	4	2	4	1

(i) My communication skills in Business Chinese/Spanish

73% 'agreed with this statement', while 18% 'neither agree or disagree'. 9% did not respond.

(ii) My understanding of Chinese/Spanish business culture

82% 'agreed with this statement', while 18% 'neither agree or disagree'.

(iii) My knowledge of China or Spain

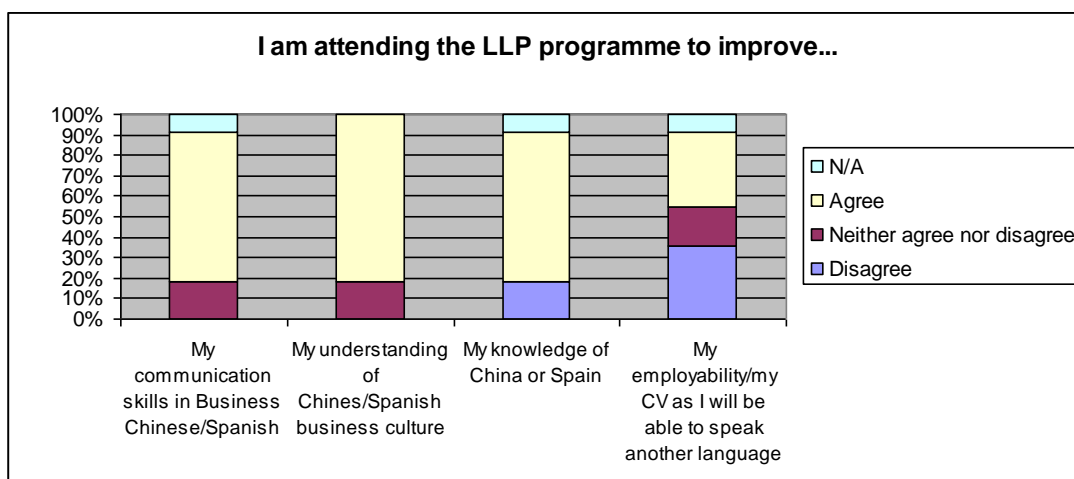
73% 'agreed with this statement', while 18% 'disagree'. 9% did not respond.

(iv) My employability/my CV as I will be able to speak another language
 36% 'agreed with this statement', while 19% 'neither agree or disagree' and 36% 'disagree'

Additional comments made by delegates for attending the courses were:

"My understanding of Chinese language"

"I like learning new languages"



4. I am attending the LLP course to use language skills

	/11	%
Arrange appointments with clients or suppliers	3	27
Carry out telephone conversations	5	45
Read or write faxes/emails/letters/web pages	3	27
To communicate while travelling abroad	11	100
Browse through foreign papers/web pages	4	36
Do basic translations from/into a foreign language	5	45
Attend/arrange exhibitions or trade fairs where Chinese or Spanish is spoken	4	36
Negotiate with clients or suppliers in their native language	5	45

Additional reasons given were:

"To open dialogues at most basic level which show respect to native speakers"

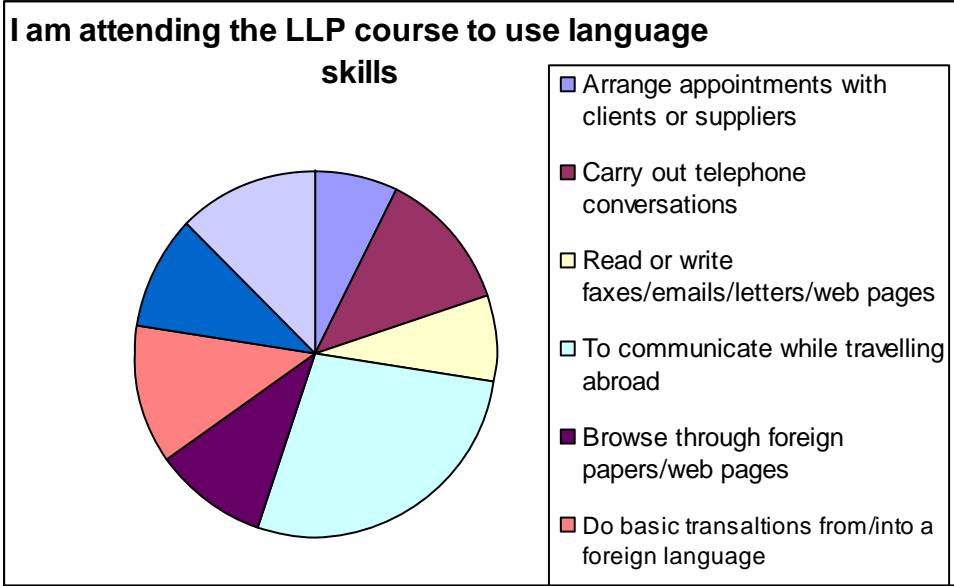
"Learn to teach Yoga in Chinese"

"Acquire a better understanding of cultural influence on business practices"

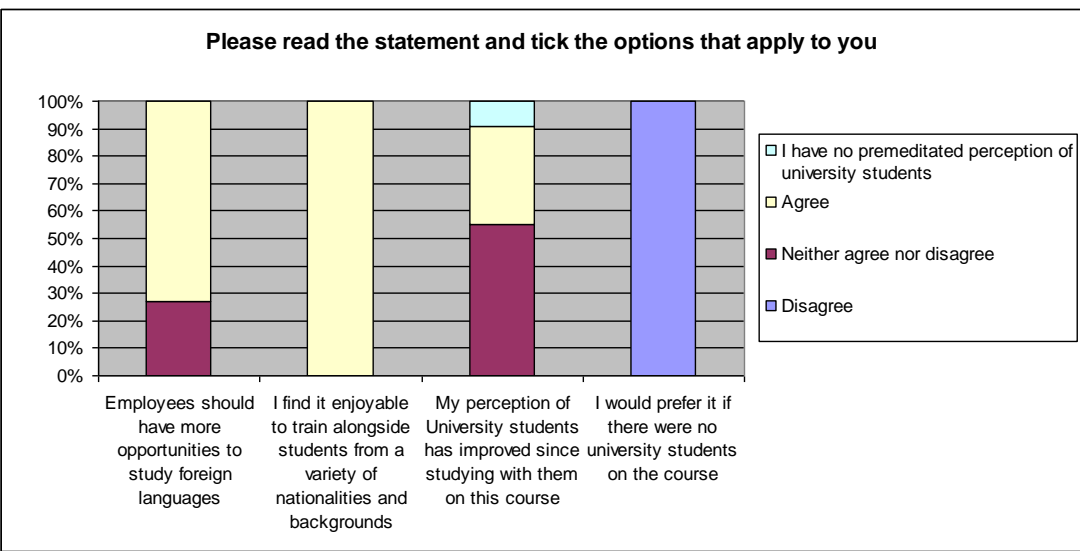
"Converse with Chinese Nationals"

"Communicate (in a basic way) with Chinese friends and colleagues"

"Talk to Chinese students and academics"



5. Please read the statement and tick the options that apply to you



Just as the students indicated that language courses should be more available at university, the company delegates also viewed that there should be more opportunities to study a language (73%). Also the delegates were unanimous in their view on having students attending the courses with 100% saying they enjoyed training alongside students.

6. Expectations of the course

9 out of 11 (82%) of the companies replied 'better than expected' to the question "The course has been....?" The remaining 2 students (18%) said that it was 'just as I expected'.

Reasons given for these expectations were:

"I was expecting the course to be more advanced and I was worried, before it started, that I would be left behind"

"Good Teacher, patience to work at appropriate speed to group circumstances. Very flexible with variety of students subject to different time/work pressures"

“The quality of teaching”

“Very good teacher”

“Materials are excellent and the teacher is excellent. I have studied Chinese in Beijing and teaching here is far better”

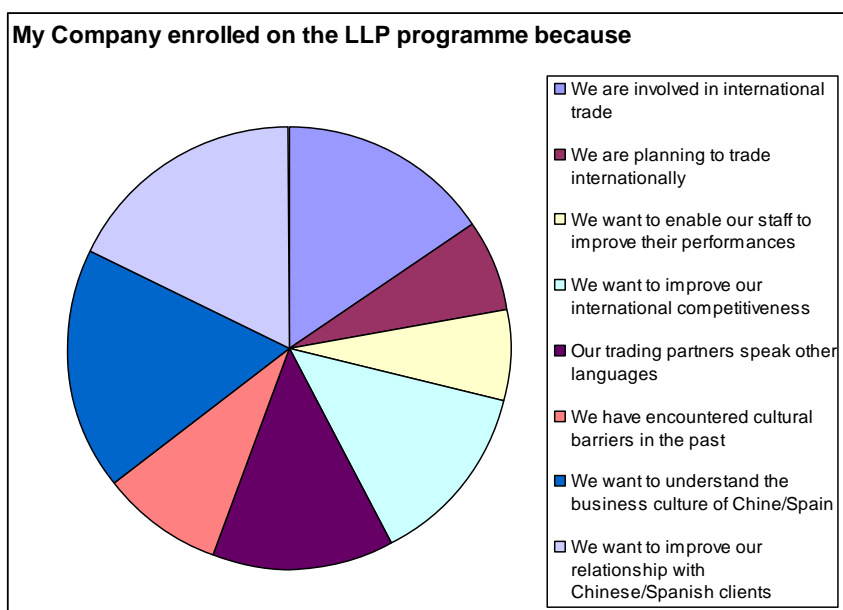
“Good teacher, small group, steady pace, good materials”

“Lively, good pace, thought provoking and very enjoyable”

“It is a very approachable introduction to a very difficult language”

7. My Company enrolled on the LLP programme because....

	/11	%
We are involved in international trade	7	64
We are planning to trade internationally	3	27
We want to enable our staff to improve their performances	3	27
We want to improve our international competitiveness	6	55
Our trading partners speak other languages	6	55
We have encountered cultural barriers in the past	4	36
We want to understand the business culture of Chine/Spain	8	73
We want to improve our relationship with Chinese/Spanish clients	8	73



8. Other Languages Spoken

8 out of 11 (73%) company delegates responded ‘yes’ when asked *“Do you speak any other language in addition to English and the language you are currently studying?”*. Only 2 (18%) delegates did not speak any other languages, while 1 (9%) did not respond.

Additional Comments

“It’s a good project and I am keen to learn simple Mandarin for personal and professional reasons”

“Glad that there is continuous homework and reviews as this keeps me on my toes!! And helps the learning process.”

6.a LLP Year 1 Final Feedback

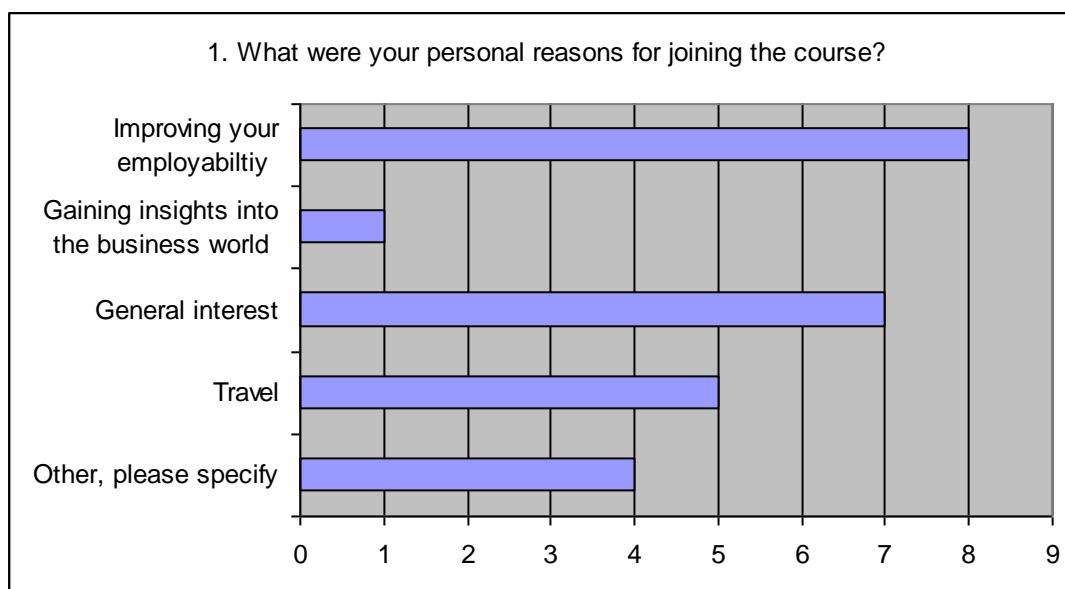
Student Feedback

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 reasons 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”

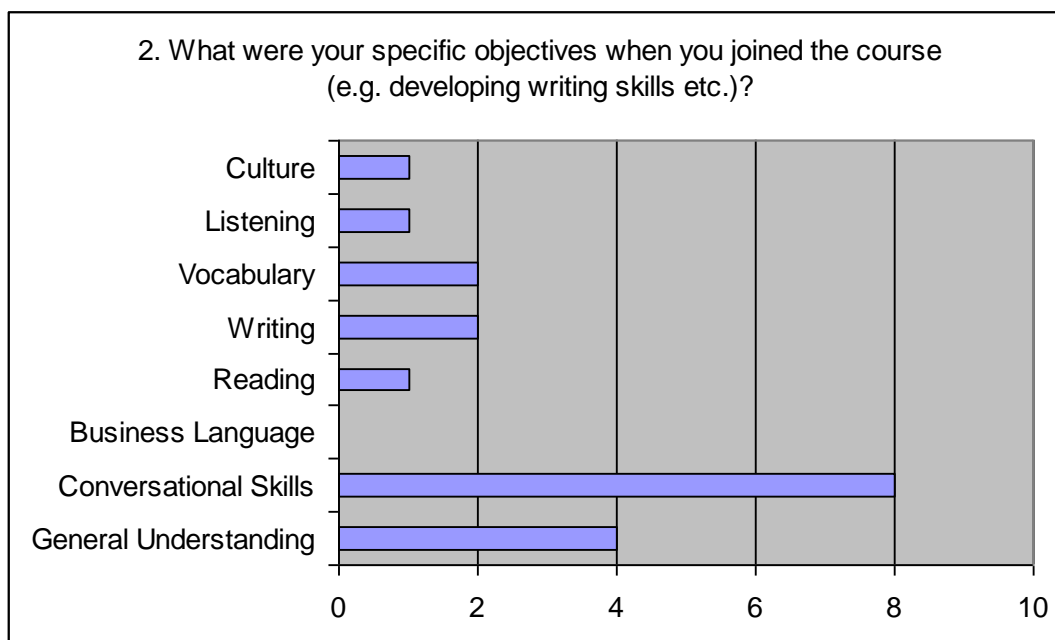
“To learn Chinese and more about the Chinese culture. To practice the Chinese I had previously learnt and because I miss living in China”

“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"

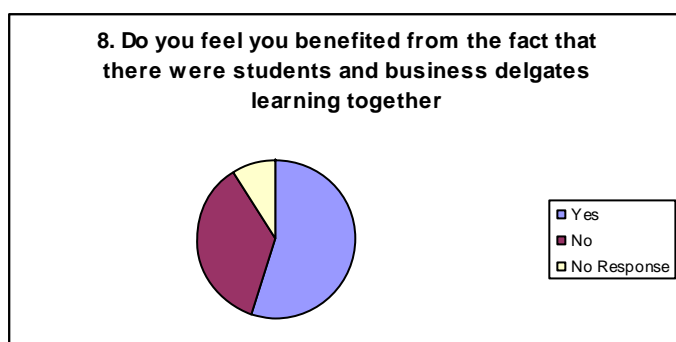
"Yes, it's a good idea, business people give different insights to what's needed and expected at the workplace"

"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"

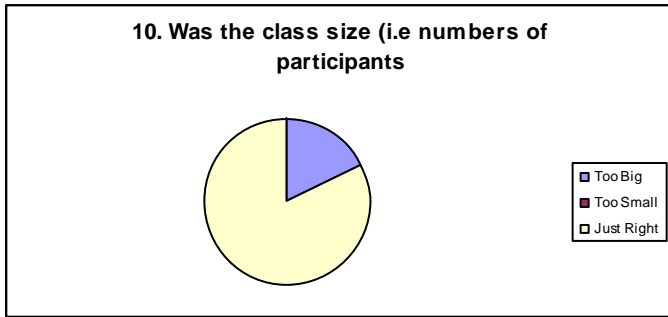
"No difference really"

(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 too long while one (9%) student thought 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?

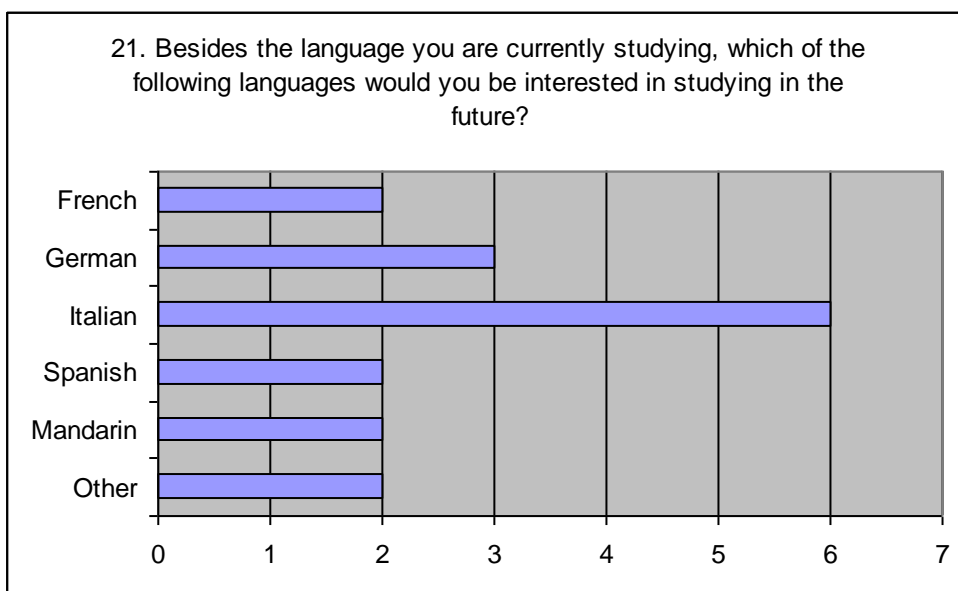
All 11 (100%) students responded that they would be interested in attending another language course by the University.

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”

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%.

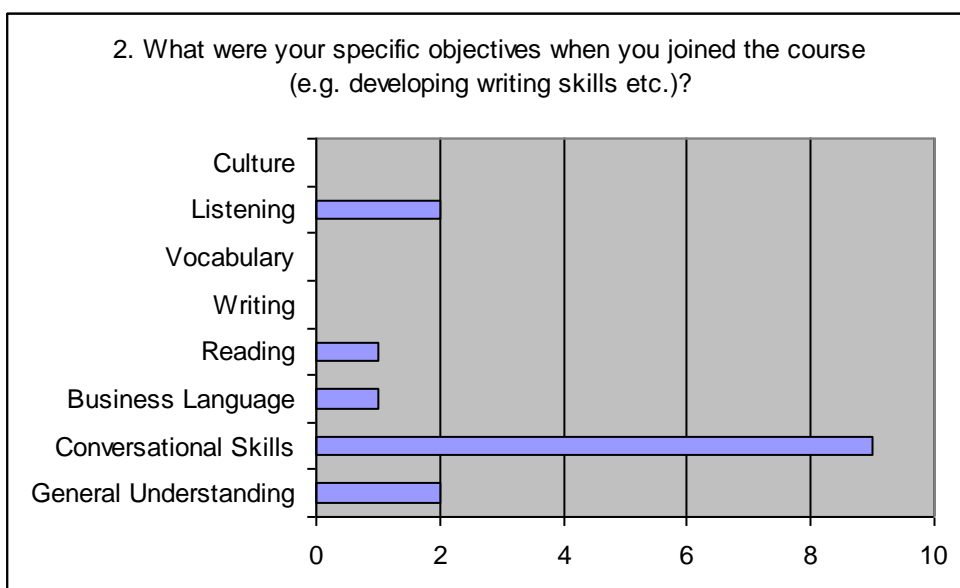


(i) Other, please specify

“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"

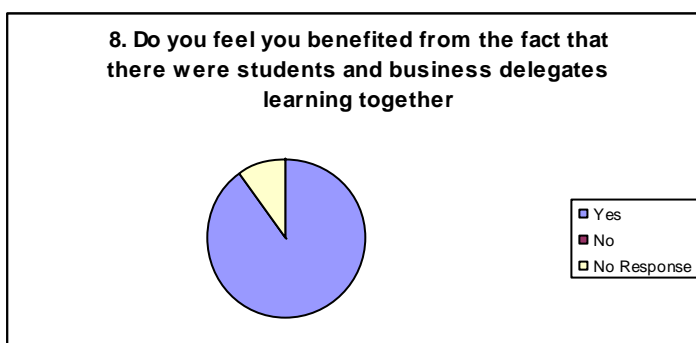
"Really enjoyed mixing with the students. They were all very clever"

"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 from 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"

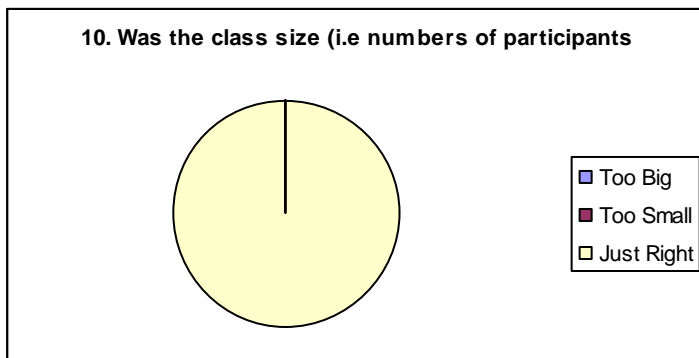
“Definitely. Students were helpful and fun”

“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"

(i) Just Right

"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?

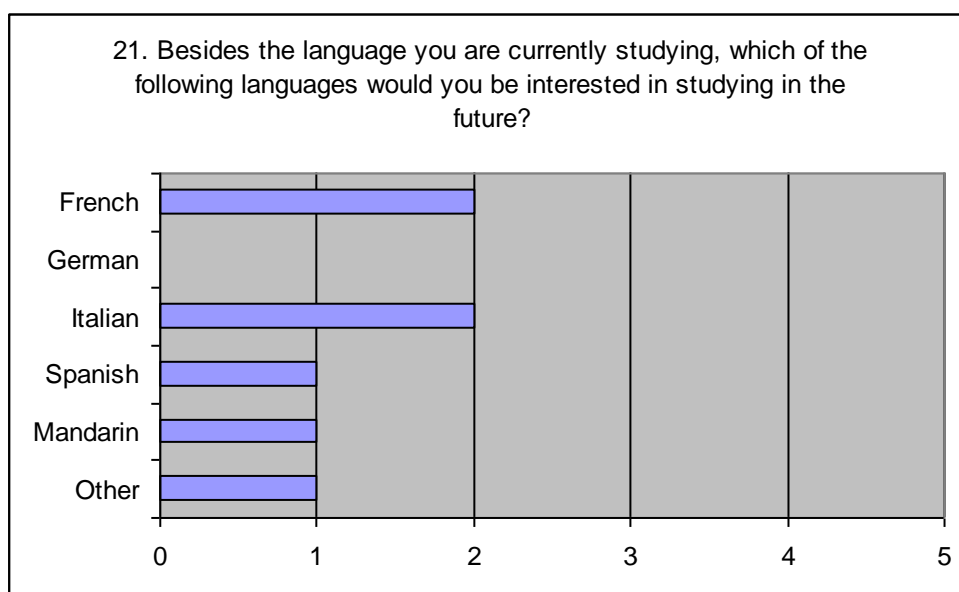
Nine (90%) of the business delegates indicated that they would attend another course run by the University, only one (10%) said they would not.

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!”

6.c LLP Year 2 Final Feedback

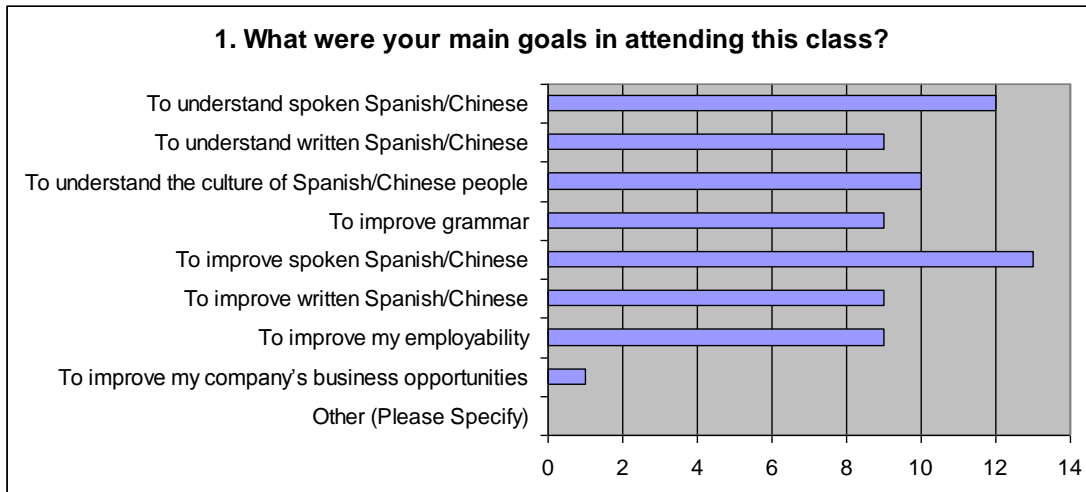
Student Feedback

A final questionnaire was given to students on the course. There were a total of 13 responses from the students, while two did not respond. The students that responded were from a variety of undergraduate degree courses. Of the students who responded seven were studying International Tourism Management, two Business Studies, one Interior Design, one Marketing & Advertising Communication, one Accounting, one Business Administration and one Travel & Tourism.

1. What were your main goals in attending this class?

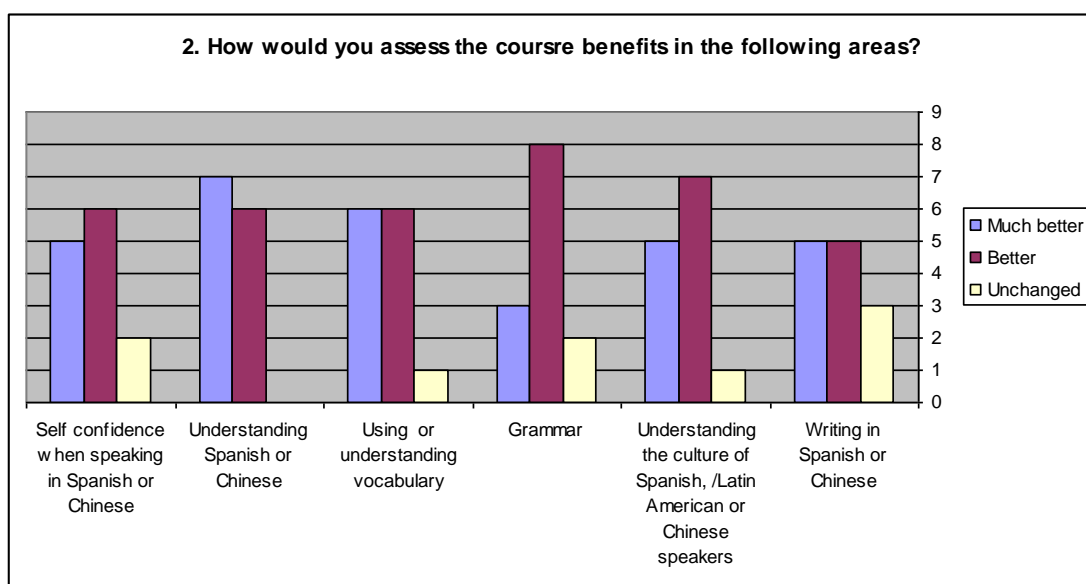
Students were asked to indicate what their goals were from attending the class and could choose as many as applied to them from a set of given goals. The results show that for 100% of students' the goal was to improve their spoken language of choice, followed closely by 92% wanting to improve their understanding of the language. Understanding of the culture of that language was the goal for 77% of the students, while 69% expressed improving employability, and writing skills.

It appears that students main goals for attending the course can be grouped into three main areas 1) to improve spoken Spanish/Chinese 2) to improve understanding of spoken Spanish /Chinese and the culture and finally 3) to improve understanding of written Spanish/Chinese and employability.



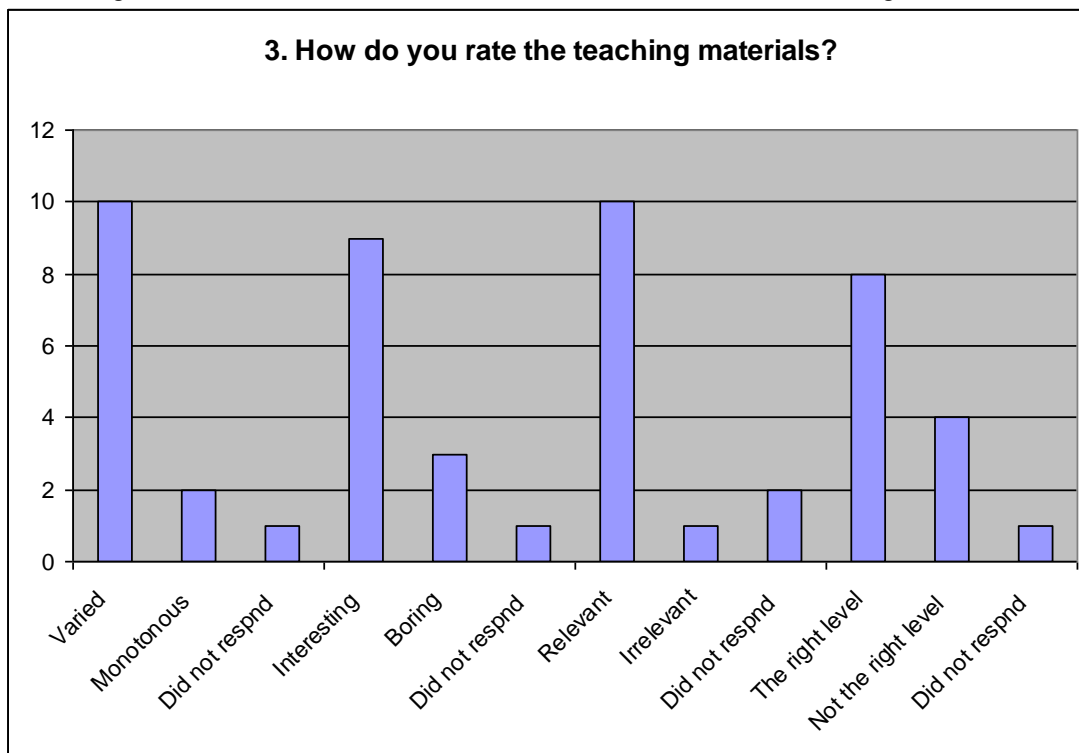
2. How would you assess the course benefits in the following areas?

When asked how the course has benefited them in certain areas, all the students responded and we find an overwhelming positive response. The best area for benefiting the students was in understanding the language studied, where 54% were much better at understanding while 46% were better. The area where there was not as much of a benefit to students was writing in the language, where 23% said that this had remained unchanged.



3. How do you rate the teaching materials? (Please tick one only of each pair below)

Students were asked to rate the material used throughout the course and were given four pairs and asked to choose one response from each pair that best suited their feelings. The pairs were Varied/Monotonous, Interesting/Boring, Relevant/Irrelevant and The right level/ Not the right level. Some students didn't respond but this was only a small percentage, however - on the whole – students gave positive feedback to the materials. Of those that responded 83% said they were varied, 75% thought they were interesting and 91% thought them relevant. However, when we look at the level of the material we see that, of those that responded, 67% thought it was the right level while 33% thought it wasn't. So almost a third of students didn't think it was the right level.



(i) Other comments

“The materials had good grammar tips but the exercises and reading materials could be more complex.”

“I didn't like the way these materials are set up. There is no system in it. It would make much more sense if at the beginning of each chapter there would be grammar and vocabulary which one in the chapter, followed by the actual articles, exercises and activities. Plus the contents went on and on about the same things.”

“I think the book that we use is not right for us. It doesn't give us enough opportunity to practice grammar and some exercises are not relevant at all. I have a feeling that sometimes we are wasting time on not so important stuff.”

“There could be a little bit more grammar, such as verb classes.”

4. Was the pace of the course:

When asked about the pace of the course 92% of the students said that it was just right while only 8% said it was too fast. All students responded to this question.

(i) Other comments

“But it would be great to have few classes in a week, more intensive.”

“Although at times it was a bit slow as other students were on different levels, so I felt a bit ahead of others.”

5. What is your satisfaction with the customer service for this course? (i.e. administration; enrolment etc)

All students responded to this question with 77% being Very Satisfied and 23% Satisfied.

6. Please indicate below anything about the course which you feel was particularly good and/or anything which you feel could be improved

This open question gave the students the opportunity to say what they felt about the course as a whole.

“The group exercises are motivational and helpful but we could prepare ahead for the activities to run smoother.”

“Very good - teaching style, course materials.”

“The teaching materials and course materials make this module easier to understand and Qian in particular has been very helpful and always explained things clearly.”

“I have only good comments. The teacher was great, managed to deliver the materials very effectively. Thank you.”

“Teacher - amazing, Rooms - pleasant, Group - just a (sic) right size.”

“Materials as explained in question 3 should be improved. Even though I realise this is a business module, more real life situations should be included, ? Only company presentations all over again. Business people need to know how to handle real life situations too!!”

“I liked everything especially the teacher.”

“As mentioned before it would be great if you could improve our book that we use.”

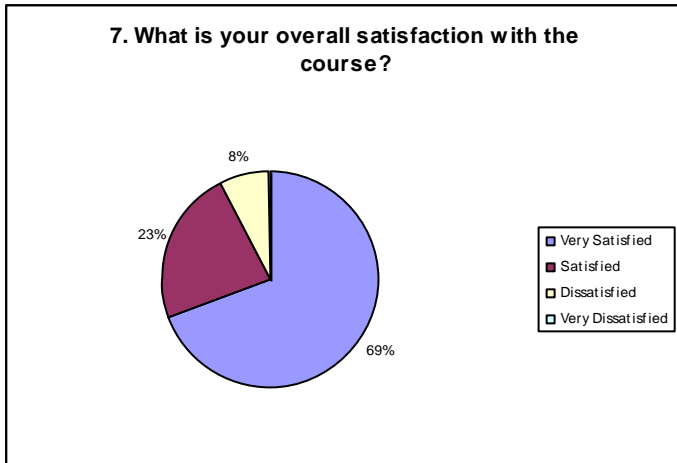
“As I said, maybe a little more grammar. Carmen is a great teacher.”

“Everything is just right.”

“More Spanish conversations during the classes or only Spanish conversation.”

7. What is your overall satisfaction with the course?

All the students responded to this question with 92% students being ‘satisfied’ or ‘very satisfied’ with the course, and with the remaining 8% dissatisfied.



7a. Please explain why

“The real life approach with lots of useful phrases at the expense of grammar and writing.”

“The course was interesting and at the same time challenging.”

“I have built up my vocabulary list and improved my understanding in both written and spoken Chinese. I think this is a good opportunity to learn another language at a higher level standard at University of Bedfordshire.”

“My language skills have improved a lot. Having exams, tests and presentations actually forced us to study and meet deadlines.”

“The course was great. It’s just my fault I didn’t have more time to spend learning Chinese.”

“The course has progressively improved my Spanish, I am now very confident in using it in any situation, not just business.”

“I am happy with Carmen, who’s been great but I must complain again about the materials.”

“I enjoyed it because I love the Spanish language and couldn’t have had a better teacher.”

“Teacher is great, materials are fantastic, the class (other students) are great as well. I had a lot of fun and learned a lot here.”

“It’s a personal mistake not the tutors. Personally I have no interest in business Spanish (vocabulary) and that’s _____? didn’t improve.”

“Good teacher, good materials.”

“I’m able to write and speak Spanish more than before.”

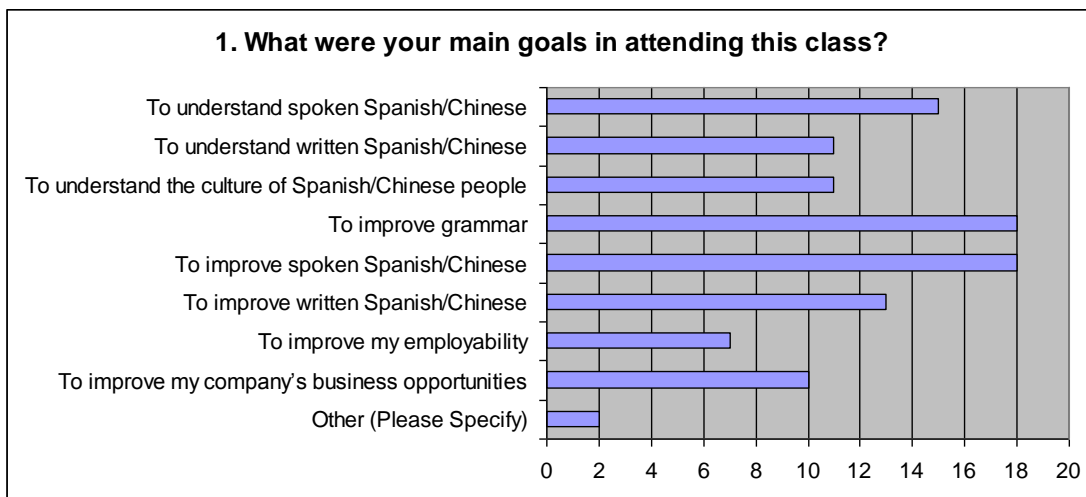
Business Delegates’ Feedback

A final questionnaire was given to all the business delegates on the course. There were a total of 18 responses from the business delegates. The group that responded included two Directors and then one each of the following professions: Assistant, Associate Director, Business Development Support Co-ordinator, Communications Officer, Company Secretary, Data Manager, Lecturer, Sales Administrator, Secretary General, Sole Trader, Tutor.

1. What were your main goals in attending this class?

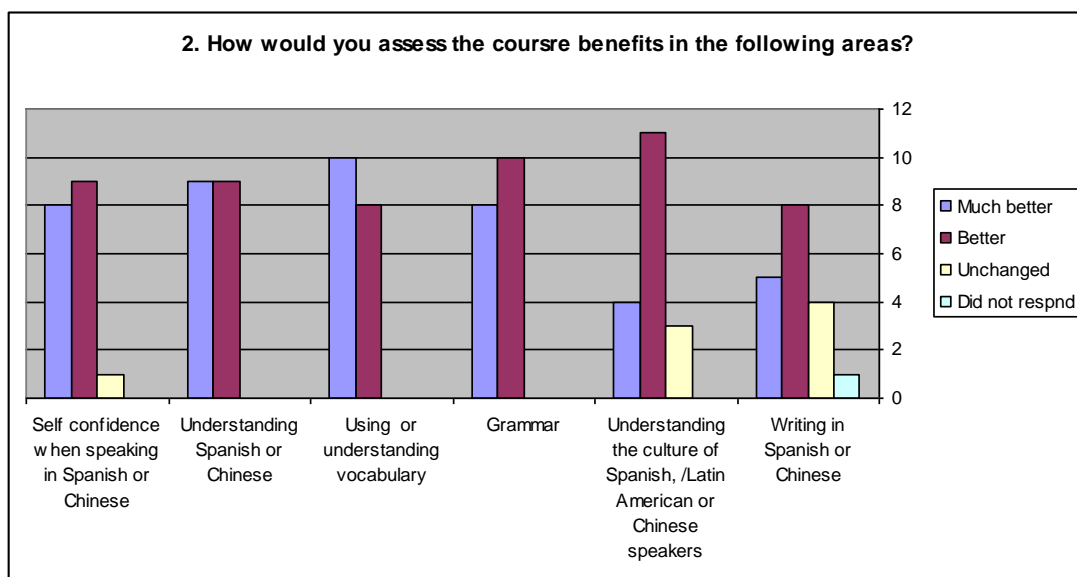
Employees were asked to indicate what their goals were from attending the class and could choose as many as applied to them from a set of given goals. Unlike the student results, the employees were more varied in their goals. The results show that 100% of employee's goals were to improve their spoken language of choice as well as grammar. This is then followed by 83% of employees whose goal was to understand the spoken language better, followed by 72% looking to improve their written language.

It is interesting to note that only 56% of employees stated that a goal was to improve their company's business opportunities. This means that just under half of the employees attended the course for other reasons other than business.



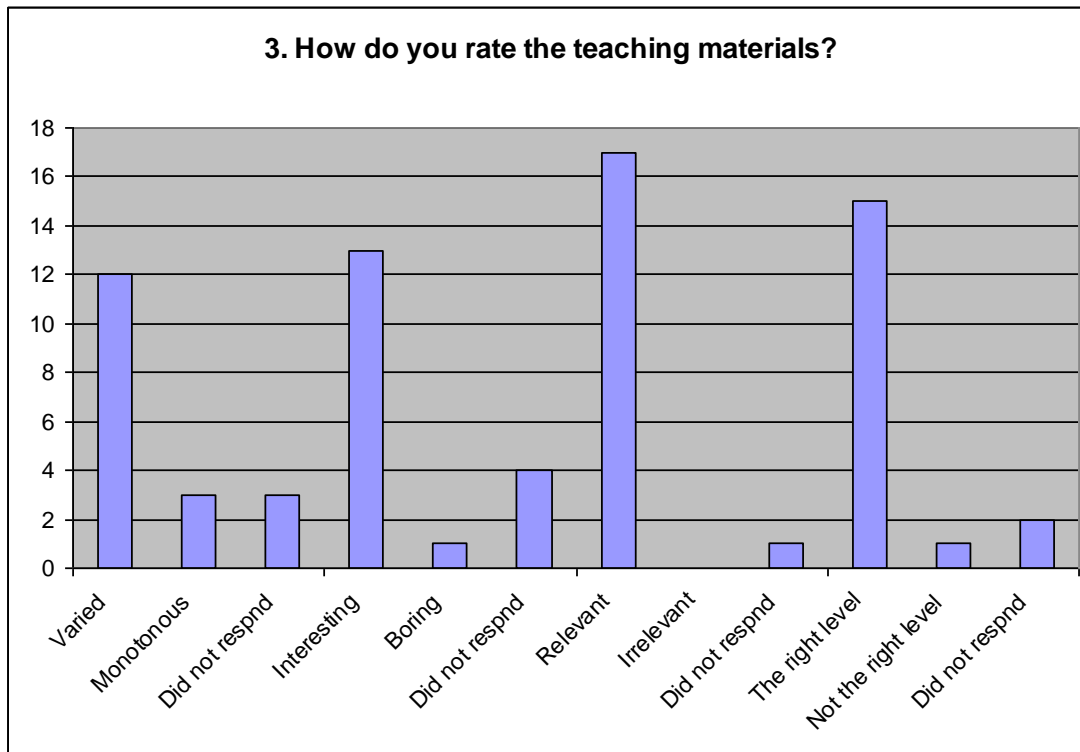
2. How would you assess the course benefits in the following areas?

When asked how the course has benefited them in certain areas, the employees responded positively just as the students did. The three main areas in which employees saw a benefit were in understanding the language, vocabulary and grammar, where every employee saw a benefit. The one area of the course that didn't show as great a benefit to the employees was in writing, where 24% said this had remained unchanged. This is a similar response to that of the students.



3. How do you rate the teaching materials? (Please tick one only of each pair below)

Employees were asked to rate the material used throughout the course and were given four pairs and asked to choose one response from each pair that best suited their feelings. The pairs were Varied/Monotonous, Interesting/Boring, Relevant/Irrelevant and The right level/ Not the right level. We find that some participants did not respond but - as with the students - this was only a small percentage. We find from the employees that they rate the materials more favourably than the students. Of those who responded we see that 80% thought they were varied, 93% thought they were interesting while 100% thought they were relevant. Unlike the students 94% of the employees thought that the materials were at the right level.



(i) Other comments

"Advanced Business Chinese Book maybe could be improved."

"I did not consider the Advanced Business Chinese very interesting."

"Sometimes the materials are a bit too difficult."

"Both apply, given variety of materials used, some too advanced."

"CD not as good or varied as the Stage One CD but ok."

"I would like to have more grammar interspersed throughout the course. Sometimes I think we concentrated too much on the topics."

"They were not properly structured, designed and the homework (self-portfolio) was done even worse. It didn't help me to practice on examples and fill gaps or something else to practice properly."

"Sometimes I find that the topics we have to write dialogues about are, for me, too far out of my experience, so that I spend too much time deciding what to say instead of how to say it in Spanish."

"It was clear that the materials were written by a Spanish person as some phrases were not very easily translated into English as we know it. Some parts a little old fashioned."

4. Was the pace of the course:

When asked about the pace of the course 89% of the employees said that it was just right while 11% said it was too fast. This is in keeping with what the students expressed.

(i) Other comments

"I have however not been able to do as much homework as I had planned."

"If I had attended most of the lessons the pace would have been fine!"

"Could have benefited from more systematic recap of previous weeks materials."

"About right."

"We were still running - I don't like that style of learning. Though I liked the business content and vocabulary."

"Sometimes we wait a little too long between class exercises."

"Some recordings were a little too fast."

"I would have liked it if all of us students could have created a culture of only speaking in Spanish."

5. What is your satisfaction with the customer service for this course? (i.e. administration; enrolment etc)

When asked about their satisfaction at the customer service they received the employees were again almost exactly the same as the students in how they responded. All the business delegates were either 'satisfied' (22%) or 'very satisfied' (78%) with the customer service provided .

6. Please indicate below anything about the course which you feel was particularly good and/or anything which you feel could be improved

This open question gave the employees the opportunity to say what they felt about the course as a whole.

"Qian's enthusiasm and encouraging approach was fantastic, head and shoulders above many other courses I have attended!"

"Group work and conversations."

"Our tutor is a native speaker and gave us the opportunity to speak a lot of Mandarin."

"Teacher [was] very good."

"Tutor was lively and enthusiastic, so a pleasure to learn."

"A clearer plan at the start of the year would be helpful, showing learning aims and the content each week."

"I thought the facilities were very good. Carmen was a patient and good teacher. Sometimes the classes are a little muddled and confusing. I would also like to have other visual materials re. films/ television in Spanish."

“BREO² was good for use during the holidays.”

“I like Carmen, we could speak to her in proper Spanish and she was helpful. I didn’t like the book - not a good material to practice properly.”

“I would like a slower course with more conversation.”

“The length of the class could be longer so we could get through more.”

“More listening and follow up questions (only did this once but was very helpful).”

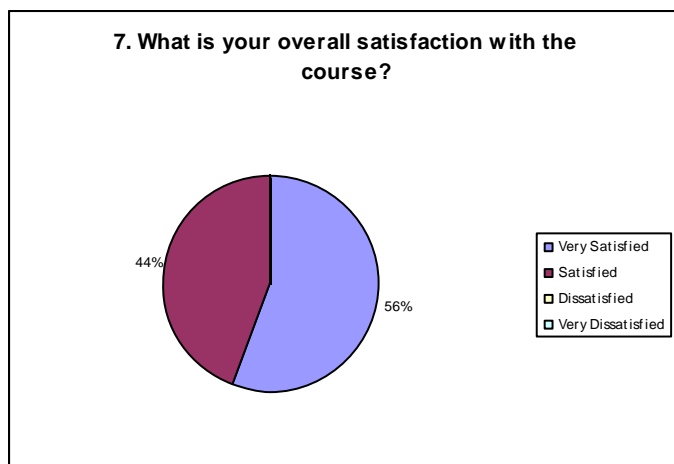
“Our teacher, Carmen, has been most helpful and supportive. All was great. Peer support is also important which I found difficult to establish at first.”

“Some updating of materials. Excellent venue - easy to get to. Quality teaching - thanks to Carmen.”

“The course has given me a better insight on how to conduct a telephone call i.e. ordering materials, making reservations and writing a letter. Sometimes I felt the class was a little erratic, on the the whole a good experience though!”

7. What is your overall satisfaction with the course?

When asked about their overall satisfaction with the course all business delegates were satisfied or very satisfied with the course. Just over half of the employees, 56%, said they were very satisfied while 44% were satisfied. Unlike the student responded there were not employees that were dissatisfied with the course.



7a. Please explain why

“Qian creates a very positive learning environment.”

“Although my progress appears to have been very slow this has not been due to the teaching.”

“Because it has increased my business awareness of China and improved my business vocabulary.”

“Because it met my objectives. NB: I have no need for qualifications - therefore am not motivated by tests - and would rather have not had them.”

“I learnt a lot.”

² BREO is the virtual learning platform used at the University of Bedfordshire

"Essential classroom discipline but a lot of fun too."

"In all it achieved what I set out to do."

"Met all the business subjects that I was hoping for."

"Good intro to business language & help at all stages."

"Would have preferred more grammar exercises."

"Great materials and resources. Good teaching and help."

"A good balance of companies and students, plus varying age groups. A committed and passionate teacher who displays great enthusiasm in helping us. She is also very flexible in her support and understands when there are outside influences that can hinder personal progress."

6.d LLP Year 3 Mid-Term Feedback

Student Feedback

1. What were your expectations before you started this course? E.g. to gain a new qualification, to learn new skills, to learn something new.....etc...

From looking at the comments provided by the students we can group them into three main categories of response. Of the responses received nine (60%) can be grouped as language expectation, i.e. to learn the basics of the language and be able to speak it. Five responses (33%) can be grouped together as wanting to learn new skills, with most students thinking about how it would be a useful skill for future employment. Only one response (7%) had an expectation of networking and meeting new people.

"To learn a new language. To experience something different"

"To learn the basic of Mandarin"

"To learn a new language, new culture and new friends"

"I was expecting to meet a lot of new interesting people and gain a certificate of course"

"To learn Mandarin and be able to hold a basic conversation"

"To learn new skills"

"To learn something new and to travel to Spain as well"

"To learn a new language, understand its everyday use and application"

"To learn the language"

"To get basic knowledge, how to speak and write in Spanish language"

"To learn something new that can be an asset"

"To learn something new and to gain a new skill"

"To learn skills that will enhance my career"

"To learn new language, to gain basic knowledge of Spanish"

"Being a journalism student it is very important to speak as many languages as possible. "

2. Why are you enrolled on this course? What is your main motivation for completing this course?

The responses to this question were almost evenly split for why students enrolled on to the course, with the responses being grouped into two categories. Eight of the students responses (53%) can be grouped together under language and culture, in that they enrolled wanting to learn the language, speak it and understand more about the culture of that language. The remaining seven responses (47%) can be grouped as work and skills related reasons, so that students enrolled are already thinking about their future and how the language could benefit them in it.

"A new qualification, adventure"

"To learn the basics of Mandarin"

"To speak Mandarin Chinese and to add that to my CV"

"Chinese language is very useful for business student like me. My aim is to learn as many languages as I can"

"To learn Mandarin and be able to hold a basic conversation"

"To learn and improve my language skills"

"To get a [?] skill on my CV"

"To improve my employment prospects"

"To be able to learn another language"

"Because it is good to know more than one foreign language nowadays"

"To be able to handle a basic conversation with a native Spanish speaker"

"I want to learn about a different culture and the first step to fully understand it is to learn the language"

"Get a good job in [?] for a better future"

"To learn the basics of Spanish because I hope to get a summer job in [a] Spanish speaking country"

"I intend to do my masters in Barcelona, therefore my Spanish needs to be as polished as possible. It is also a skill that I can embed in my future career"

3. What are you getting out of the course so far?

The overwhelming response to this question from 12 students (80%) can be grouped together as language and culture. The other responses were more about the individual's experiences on the course, with two (13%) saying they were getting enjoyment from the course while one (7%) said they were getting a new experience and meeting new people.

"A lot of fun but also effective learning & knowledge"

"What I expected"

"Exciting and wonderful"

"Communication, Knowledge, [?] atmosphere, lovely people"

"Good basic skills in Mandarin"

"Chinese Culture, a bit of understanding. To speak a bit of Mandarin"

"Better language skills"

"Gaining valuable language skills, its application to everyday life and business"

"Improvement on what I've already known and learning new information"

"Have learnt how to tell basic personal info about myself and my job environment"

"Basic conversation skills in Spanish"

"New experience, meeting new people"

"Conversational skills"

"So far I know how to communicate on basic level in Spanish"

"A wider variety of Spanish vocabulary, which will help me to succeed in my career if I ever decide to work in Spain as a journalist"

4. Are you already applying some of the learning acquired in this course? If yes, what or how specifically?

The vast majority of students responded that they had not already applied what they had learnt, with nine students responding (60%) in this way. Only four students (27%) said that they had already applied some of their learning while the remaining two students (13%) said that they would be doing so soon.

5. What would you like more of or less of?

The response to this question can be grouped into four categories. Six of the students responses (50%) were to do with the lessons, either wanting more time to study the language, or more specific exercises to help improve their language i.e. detailed explanations or interactive exercises. Three students responses (25%) indicated that they would not change anything about the classes, while two (17%) would like changes to the material, both audio and written. The final student (8%) would like to see a continuation of the classes to the next level.

"Nothing. I think it's great"

"More lessons a week"

"More time/ duration"

"more printed material (handouts) "

"I would like to continue as it is, everything, the process [?]"

"An improved audio CD with English language explanation of the dialogue"

"More interactive exercises' and teaching"

"I am satisfied how this course runs"

"More classes and more audio"

"I like [?] It'd be great if there is a second year for Spanish"

"More communication in Spanish, maybe more communication in couples or face to face with Spanish speakers"

"There should be greater explanation in terms of use of certain verbs in specific sentences etc. Plus a more detailed explanation of how to pronounce more complicated words"

6. How do you find networking with other participants?

The overall majority of students expressed a positive response to this question, with 13 students responses (87%) being grouped together as positive. Only two students (13%) stating it was a negative experience.

"Learning in such a small group is beneficial"

"Very good"

"Not really as easy or fast as I expected"

"We are very close and learning Chinese is even funnier in group"

"Good overall"

"Everybody is very friendly"

"It's cool but not good for people to practice spoken language"

"Good"

"Helpful in practicing in class the exercises"

"I have not any problems in this case"

"Very well"

"Good and helpful at times"

"Great"

"It is really easy, people in the group in our group are very nice and eager to learn so it is easy to cooperate with them"

"Everyone in class is very friendly, including the teacher, which makes it very easy to network with them, without the fear of feeling embarrassed to ask for help etc. "

7. Your overall experience so far has been?

All the students said that the overall experience had been good or excellent. Nine students (64%) stated that the overall experience has been excellent while five (36%) said that it was good.

Business Delegates' Feedback

1. What were your expectations before you started this course? E.g. to gain a new qualification, to learn new skills, to learn something new.....etc...

For the business delegates the main expectation was learning the language to a basic level in order to have basic conversations. 11 delegate responses (85%) came within this category, while two delegates' expectations (15%) were to work towards and receive a qualification from the course.

"To Learn basic Chinese Mandarin [and] to talk to Chinese people"

"I always wanted to learn Chinese, so I could talk with my friends. I believe it can also help me with business"

"To get another qualification and add another language to my skill set"

"To improve in my language skills"

"To Learn basic Spanish"

"To gain some knowledge of a 'working' Spanish vocabulary rather than just 'tourist' Spanish"

"To reach a level at which I am confident enough to engage in simple conversations"

"Be able to communicate and order by phone [?] in Spanish"

"Beginners Spanish. To expand on my basic Spanish. To converse as much as possible so as to gain confidence in speaking"

"To learn how to understand and speak the basics of Spanish"

"I love Spanish, so I wanted to learn how to speak it properly on my trips to Spain, Mexico etc. New skills always look great on your CV too! "

"Qualification. Help with the limited Spanish I have. To help create sentences. Possible business/pleasure use"

"To learn basic Spanish language skills. To use on holiday etc. General Knowledge"

2. Why are you enrolled on this course? What is your main motivation for completing this course?

The responses to this question can be placed into two groups for why business delegates enrolled, which are language learning and work. Seven delegates responses (54%) were about learning the language while a further six responses (46%) were about using what they will learn for work purposes, either because they need to or will need to.

"As in (1) plus I want to speak a little bit of Mandarin. Also because the price you need to pay is not expensive . It is good in itself"

"Speaking Mandarin and communicating with Chinese students"

"To learn Chinese"

"To improve in my language skills"

"To be able to understand usual conversations so I have a basis to expand my knowledge"

"In order to gain some Spanish for my work"

" (1) We have received enquiries from potential customers in Spain (2) Have always had a latent desire to learn Spanish"

"I want to speak Spanish because I need it at work"

"To enable me to take part in simple conversations on business trips"

"To learn a new language"

"To learn new skills to stand me in good stead when traveling or when looking for a new job"

"Enjoy the language, have an apartment in Tenerife and want to use the language more"

"As Above. Basic conversation knowledge of Spanish"

3. What are you getting out of the course so far?

The vast majority of business delegates, 12 responses (92%), stated that they were getting language skills from the course. While one delegates response (8%) was about their enjoyment on the course

"A good conversation in Chinese mandarin. I think I can speak Chinese now (basic one) but prefer to listen. I understand more when I listen to Chinese people"

"Very useful words, phrases and also information about Chinese history"

"Great tea, cultural discussion and fast paced Chinese education"

"I think it is very good. It is encouraging and a pleasant atmosphere"

"To be able to understand usual conversations so I have a basis to expand my knowledge"

"An idea of Spanish communication within a work environment to be able to speak on the telephone to a limited extent"

"Learning a new Language in a relaxed atmosphere, in which we also have some fun"

"Useful things to apply at work, especially conversation with suppliers"

"Some grammar, some structure, new vocabulary - not enough chance to use Spanish in class"

"I have learnt a lot of the Spanish language at a basic level, that will be beneficial to me in the future"

"It is impressive how much I'm learning without even realizing. Plus now I have the confidence to speak Spanish to my Spanish friends"

"Great enjoyment, good class, some good subject matter supported well with CDs and reading matter"

"A lot more than expected! "

4. Are you already applying some of the learning acquired in this course? If yes, what or how specifically?

Unlike the students, we deduct from the delegates' responses that the majority are already applying their language learning with just over two thirds, nine (69%), saying they already are and only four (31%) saying they hadn't yet.

5. What would you like more of or less of?

The responses to this question could be placed together into three groups. Six delegates (46%) thought that there was nothing that needs changing within the course. Six delegates (46%) thought that there needed to be more lessons and time for the course, which is similar to how the students responded, while one delegate (8%) thought there should be more continuation after the course.

"I think it is good as it is. Maybe social event might be good to add"

"I think [it] is good as it is"

"More reviews - revisiting what we did the previous week"

"To continue as at present but it would be good if there is a further course to continue improving"

"More time to repeat and practice what we learn"

"More vocabulary"

"The content, speed and balance of the course is about right, in my view"

"More grammar"

"Much more opportunity to talk and use vocabulary, more conversation in class - less talking by tutor. More directed reading out loud by the group to practice accent. "

"More group activities"

"Everything is just right! "

"Good balanced course but possibly more on every conjunction"

"Excellent as it is"

6. How do you find networking with other participants?

The majority of delegates thought that networking with others in the classes was a positive experience, 11 delegates (85%) responded in this way, while only two delegates (15%) gave mixed responses.

"They are a group of awesome people. It makes the class not too boring"

"I find the class to be very friendly"

“Brilliant – everyone else on the course is really nice”

“I am pleasantly surprised. The others are much younger but the experience is up building and encouraging”

“The group is varied, some are quite slow, others quite advanced already”

“It helps when one can try to talk to others in Spanish all at the same level”

“We are a relaxed group but I cannot claim to be doing any networking”

“Interesting, especially with some”

“Some use in practice when allowed, need more time to exchange in Spanish and practice”

“Excellent but it would be good to be paired with Spanish students at the University”

“Lots of fun and I have met a lot of interesting people (plus it makes good competition) “

“Fab group, all get on well and participate”

“Good”

7. Your overall experience so far has been?

Overall just over two thirds of the business delegates, nine delegates (69%) found their overall experience to be excellent, while three (23%) found it to be good and only one (8%) said it was satisfactory

6.e LLP Year 3 Final Feedback

Student Feedback

A final questionnaire was given to students on the course. There were a total of 13 responses from the students, while two did not respond. The students that responded were from a variety of undergraduate degree courses. Of the students who responded four studied BSc Business Decision Management, while the others each studied BA Marketing and Advertising Communication, BA Accounting, BA Business Studies, BA English Language Studies with TEFL, BA Hons Travel and Tourism, BSc Business Computer Science & Software Engineering, Msc International Finance and Banking, one not stated.

1. Please tick which statement you agree with or provide your own...

The funding has enabled me to learn a business language that I would not have been able to afford without the partial support of the RiL programme - 7 responses (54%)

The funding has helped me to make up my mind about learning a language but I would have paid the full price anyway – 1 response (8%)

Without the funding, the course would have been too expensive and I wouldn't have been able to participate and learn a language – 7 responses (54%)

As some students responded by ticking multiple choices, the total figures don't amount to 100%

1.1 Your Own Statement

"I am happy that I was able to attend this course for the price I paid, otherwise I might consider to attend this course but if it would be more expensive, I probably wouldn't sign my-self for the Spanish course"

"Nonetheless, I enjoyed the course despite paying for it myself"

2. Please tick which statement you agree with or provide your own...

Having learned Spanish/Chinese (please delete as appropriate) this year, I am looking forward to continuing to study this language – 9 responses (69%)

Having learned Spanish/Chinese this year, I am looking forward to learning other languages next – 3 responses (23%)

Having learned Spanish/Chinese this year, I am looking forward to continuing studying this language should there be further funding available - 3 responses (23%)

As before, because of multiple choices ticked, the figures don't amount to 100%

2.1 Your Own Statement

"I chose (the) Spanish course partly because I couldn't find any available French course in Luton and I'm very keen on foreign languages so I decided to take (the) Spanish course instead. But still I'm looking forward to learning both languages in the future"

"Made me gain some cultural awareness"

3. If the funding is not renewed, would you still want to continue to learn languages and would you be prepared to pay?

Yes – 6 responses (46%)

No – 6 responses (46%)

Did not respond - 1 (8%)

3.1 If Yes, maximum amount?

£125 – 1 response

£150 – 3 responses

£200 – 1 response

4. Please tick as many of the following statements which apply to you...

The Routes into Languages programme:

- Has helped my understanding of cultural barriers – 10 responses (77%)
- Has made me feel more confident when speaking Spanish – 8 responses (62%)

- Has made travelling abroad easier when speaking Spanish – 8 responses (62%)
- Has made me feel more confident exploring job and business opportunities abroad – 7 responses (54%)
- Has enhanced my CV/employability as a result of speaking another language -10 responses (72%)

5. On completion of the course, do you feel that your learning objectives were met?

Yes – 11 responses (84%)

No – 1 responses (8%)

Did not respond - 1 (8%)

5.1 Please elaborate

"I was fully satisfied with the course. I do not have anything to complain about"

"I've learnt the basics of the Spanish language and when travelling to Spain I hope I won't be so bad as I were before taking this course"

"But next year I'd like to continue with Chinese classes"

"Not only I feel I have learnt a lot about Chinese culture and history and language itself, but I also had a lot of fun and managed to socialize with the group."

"My learning objectives were met as I feel that I can go to China and be able to cope with cultural differences. I can travel to China as I know I'm able to speak. Also having studied Chinese is a great asset on my CV"

"

Not yet. Will like to further it next academic year"

6. Please tell us how you are using your language skills

"I do not have any real opportunity to use my Spanish language skills yet."

"At the moment I'm not using my language skills, but I hope in the near future I will do"

"I haven't used my language skills yet but I plan to find summer jobs located in a Spanish speaking country."

"I want to develop my language more and then go to a country that speak it"

"Practicing with friends"

"As they are still very basic, I will continue to learn Chinese building on the basic knowledge I gained during this course"

"By now impressing my friends and family, In future I'd use it at work."

"At my course about fifty percent of students are Chinese so sometimes I communicate with them in Chinese. I would love to go to China soon."

"I'm using my language skills when I'm travelling abroad"

"To enhance my communication, to learn more from Chinese culture, to enhance my CV/employability"

7. Which of the following languages would you be interested in studying in the future?

French – 9 responses (69%)

German – 0 responses

Italian – 1 response (8%)

7.1 Other, please specify

Advanced Spanish - 2 responses

Spanish Intermediate – 1 response

Polish – 1 response

Spanish – 1 response

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

Yes – 13 responses (100%)

10. Please use the space below to make any additional comments about the Routes into Languages project

"Very friendly atmosphere, I'm pleased to be in this room with an excellent tutor and wonderful students. Great!"

"There should be some more language courses. I know a lot of students that should be interested in studying some foreign languages such as: French, Italian, and Portuguese."

"Studying Chinese has been very helpful for me as I had the opportunity to visit China during Easter holiday and I discovered that what I've studied on the course helped me a lot in China. I was able to make myself understood and understand others."

"It is a great project and I recommend it to continue. It's been fun learning a second language and the tutor has been very helpful."

11. Please provide a quote that can be used for publicity purposes

"All over the World by language"

"The course is very interactive and provides useful language knowledge and also cultural awareness, including my adaptability when I visit Spain"

"The course has really given me an insight into languages as a special option. Also practical and very helpful".

"han hao! Want some more Chinese and French please!"

"I have learnt a lot, not only languages but also about Chinese culture and history. I also had a lot of fun socialising with the group."

"Learning Chinese as a foreign language has been a rewarding experience for me. We had great fun in the class especially pronouncing the words. I will certainly recommend it to all students."

Extra Comments

I would also like to say Thank you" for everyone who makes/arranges this course and also make it smooth like this. I can speak some Chinese today thanks to my teacher Qian and to Nick. Thanks".

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, with one not responding. The group that responded included the following job roles Buyer, Company Secretary, Director, International Project Director, Managing Director, Marketing Assistant, Quality Manager, Reputation Manager, Software developer, one not stated.

1. Please tick which statement you agree with or provide your own...

The funding has enabled me to learn a business language that I would not have been able to afford without the partial support of the RiL programme - 7 responses (70%)

The funding has helped me to make up my mind about learning a language but I would have paid the full price anyway – 0 responses (0%)

Without the funding, the course would have been too expensive and I wouldn't have been able to participate and learn a language – 4 responses (40%)

The figures are off as some responded by ticking multiple choices, hence they don't make 100%

1.1 Your Own Statement

"Enjoyed adding to my small knowledge of Spanish"

"I'm considering that for this eight month course it is reasonable with the subsidy."

2. Please tick which statement you agree with or provide your own...

Having learned Spanish/Chinese (please delete as appropriate) this year, I am looking forward to continuing to study this language – 5 responses (50%)

Having learned Spanish/Chinese this year, I am looking forward to learning other languages next – 0 responses (0%)

Having learned Spanish/Chinese this year, I am looking forward to continuing studying this language should there be further funding available - 6 responses (60%)

The figures are off as some responded by ticking multiple choices, hence they don't make 100%

2.1 Your Own Statement

"I look forward to details of more courses"

"However, I intend to continue learning and improving my Spanish using learning aids away from the classroom. Being in business the commitment to a set time each week has been a big challenge, with its own pressures"

"I think that continuing to study this language is important"

"I am definitely interested in visiting China"

"Really want to continue"

3. If the funding is not renewed, would you still want to continue to learn languages and would you be prepared to pay?

Yes – 7 responses (70%)

No – 2 responses (20%)

Did not respond - 1 (10%)

3.1 If Yes, maximum amount?

£150 – 2 responses

£200 – 3 responses

£300 – 1 response

4. Please tick as many of the following statements which apply to you...

Has helped my understanding of cultural barriers – 8 responses (80%)

Has made me feel more confident when speaking Spanish – 9 responses (90%)

Has made travelling abroad easier when speaking Spanish – 8 responses (80%)

Has made me feel more confident exploring job and business opportunities abroad – 3 responses (30%)

Has enhanced my CV/employability as a result of speaking another language -5 responses (50%)

5. On completion of the course, do you feel that your learning objectives were met?

Yes – 9 responses (90%)

No – 1 responses (10%)

5.1 Please elaborate

"1) My own poor attendance 2) Minimum speaking opportunities in class 3) Work books too complex and fragmented"

"Really enjoyed, good teacher, fun, good class and materials very good"

"I can now speak basic Spanish, and understand an impressive amount of written Spanish. Understanding spoken Spanish remains a challenge"

"I really enjoyed studying Mandarin. I have learned lots of new words and phrases. It also allowed me to find out more about Chinese culture."

"A very good class, well structured, interesting and informative"

"I have a basic knowledge of Chinese language and writing and have gained confidence"

"From eight units in the book although I'm not fluently speaking but I can understand most of it. Thanks to teacher Qian for a good and well prepared teaching."

6. Please tell us how you are using your language skills

"Translating enquiries from Spanish speaking countries, understanding written information in Spanish"

"I speak from time to time at work because I buy products from Spain and I have some friends from Spain"

"I'm now confidently speaking Spanish when travelling to Spain/Mexico/Latin America, and also conversing with Spanish students and friends"

"As International Project Director for my company I use my languages often"

"Mainly in travelling as I have an apartment in Tenerife"

"We had a potential Spanish speaking customer in Ecuador. This did not materialise, but I was able to exchange emails in Spanish"

"Talking to other people and also travelling"

"There are many Chinese students in my village; it helps communication although I feel it important to have my own studies"

Bartering at my local Chinese supermarket mostly. I plan to visit China for several months soon. I talk to a few people I see in Bedford in Mandarin - I've made a couple of great friendships."

"Normally I'm using the language with my father-in-law because he can't speak English. I also try to listen to Mandarin from movies which is awesome."

7. Which of the following languages would you be interested in studying in the future?

French – 2 responses (20%)

German – 3 responses (30%)

Italian – 2 responses (20%)

7.1 Other, please specify

Advanced Spanish - 2 responses

Mandarin Chinese – 2 responses

Japanese – 1 response

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

Yes – 9 responses (90%)

No – 1 response (10%)

10. Please use the space below to make any additional comments about the Routes into Languages project

"Course needs to kept simple Teaching methods must be more student oriented"

"Excellent -What more can I say!"

"It would be grea, if we could organise a trip, for example to China, to practice language in real life situations"

"A very worthwhile project which has a number of advantages including meeting others, and learning different cultures. It lowers misconceptions of others"

"Extremely helpful"

"I really think that this program has given me many things such as language, friends and also nice to know the teacher"

11. Please provide a quote that can be used for publicity purposes

"Taking the course has been very useful and I'm now confident in my speaking Spanish when travelling and I love the language. Thank you for this fantastic course!"

"Learn a Language-See the world-Broaden your horizons it's a global Village-Speak the local Language"

"Great materials, fun class and a good teacher, well worth two hours every Wednesday"

"The Routes into Language project gave me the opportunity to begin to learn both Mandarin and Spanish. Without it, it is doubtful I would have embarked on this adventure"

"Studying Chinese has made travelling abroad easier and also enhanced my employability"

"For me to study with young people has been a most enjoyable experience, learning an unusual language has been rewarding in a number ways"

"The teacher was fabulous, my classmates were focused and I love the language! It was lots of fun- I learned so much! Not just about China! But also about the nature of people and business worldwide."

"I recommend anyone who hesitates to join the program 'Routes into Languages' to not be scared to join, you will get language, friends and new society it's awesome."

Extra Comments

I would also like to say Thank you" for everyone who makes/arranges this course and also make it smooth like this. I can speak some Chinese today Thanks to Qian teacher and Nick. Thanks"

Appendices

LANGUAGE LEARNING IN PARTNERSHIP (LLP)

STUDENT FEEDBACK FORM

OFFICE USE ONLY: QUESTIONNAIRE No _____

Date received: ----- Language -----

1. *Your Name*³:
2. *Your Degree course and year (e.g. 1st year BA Law or MSc Sport Science)*

.....

SECTION I: LANGUAGE COURSE

3. *Please rate the following criteria regarding the delivery of the course SO FAR by ticking the relevant box:*

	CRITERIA	<i>Very good</i>	<i>Good</i>	<i>Average</i>	<i>Poor</i>
a)	Course content (e.g. topics usefulness)				
b)	Standard of teaching				
c)	Pace/intensity of the course				
d)	Relevance to your individual needs				
e)	Class schedule (e.g. day of the week, time etc.)				
f)	The premises (e.g. facilities, parking etc.)				
g)	The administrative support				
h)	The learning support				
i)	The dynamics within the group				
j)	The continuous assessment				

³ 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

4. In your opinion, what is/are the most attractive element(s) of the LLP course? (please tick all options that apply)

	<i>Criteria</i>	<i>Very important</i>	<i>Important</i>	<i>Not so important</i>	<i>Irrelevant</i>
<i>a</i>	Value for money				
<i>b</i>	Convenient location				
<i>c</i>	Business-related nature of the course				
<i>d</i>	Delivery format (e.g. intensive, timing, etc.)				
<i>e</i>	The language offered (e.g. Chinese, Spanish, etc)				
<i>f</i>	The accreditation offered				
<i>g</i>	The quality of teaching				
<i>h</i>	The quality of the materials				
<i>i</i>	Other (please specify below) -----				

5. Please complete the sentence on the following table by ticking the applicable options and/or adding your own:

	<i>I am attending the LLP programme to improve ...</i>	<i>I agree</i>	<i>Neither agree nor disagree</i>	<i>I disagree</i>
a)	"...my communication skills in Business Chinese or in Business Spanish"			
b)	"...my understanding of Chinese or Spanish business culture"			
c)	"...my knowledge of China or Spain"			
d)	"...my employability/my CV as I will be able to speak another language"			
e)	"...other...(PLEASE SPECIFY)			

6. Please complete the following statement by ticking all options that apply:
 "I am attending the LLP course to use language skills ..."

- a) to improve my employability prospects
- b) as part of my degree programme
- c) to acquire additional credits
- d) to communicate while travelling abroad or on holiday
- e) in the event I may work in a country where Spanish or Chinese is spoken
- f) for personal reasons
- g) other (please specify)

.....

7. Please read the statement on the following table and tick the options that apply to you:

		<i>I agree</i>	<i>Neither agree nor disagree</i>	<i>I disagree</i>
a)	Studying one foreign language (at least) at university should be made compulsory for all students			
b)	I find it useful learning with employees from a variety of business sectors			
c)	My perception of business people has improved since studying with them on this course			
d)	I would prefer if there were no business people on the course			
e)	At the end of the course I will have a better idea of how to present myself to business people			
f)	Studying one or more foreign languages at university should be available as optional modules			
g)	other...(PLEASE SPECIFY)			

8. Please read the following statement and tick the option that applies to you:

The course has been...

- a) Better than I expected
- b) Just as I expected
- c) Worse than I expected

9. Please specify in what way

.....

LANGUAGE LEARNING IN PARTNERSHIP (LLP)

COMPANY DELEGATE FEEDBACK FORM

OFFICE USE ONLY: QUESTIONNAIRE No _____

Date received: ----- Language -----

1. *Company Name*⁴:

2. *Your Name*:

3. *Your Job Title*:

SECTION I: LANGUAGE COURSE

4. *Please rate the following criteria regarding the delivery of the course SO FAR by ticking the relevant box:*

	CRITERIA	<i>Very good</i>	<i>Good</i>	<i>Average</i>	<i>Poor</i>
a)	Course content (e.g. topics usefulness)				
b)	Standard of teaching				
c)	Pace/intensity of the course				
d)1	Relevance to your individual needs				
d)2	Relevance to the needs of your company				
e)	Class schedule (e.g. day of the week, time etc.)				
f)	The premises (e.g. facilities, parking etc.)				
g)	The administrative support				
h)	The learning support				
i)	The dynamics within the group				

⁴ 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.

j)	The continuous assessment				

5. *In your opinion, what is/are the most attractive element(s) of the LLP course? Please tick ALL options that apply and rate them according to importance*

	Criteria	Very important	Important	Not so important	Irrelevant
<i>a</i>	Value for money				
<i>b</i>	Convenient location				
<i>c</i>	Business-related nature of the course				
<i>d</i>	Delivery format (e.g. intensive, timing, etc.)				
<i>e</i>	The language offered (e.g. Chinese, Spanish, etc)				
<i>f</i>	The accreditation offered				
<i>g</i>	The quality of teaching				
<i>h</i>	The quality of the materials				
<i>i</i>	Other (please specify below) -----				

6. *Please complete the sentence on the following table by ticking the applicable options and/or adding your own:*

	<i>I am attending the LLP programme to improve ...</i>	<i>I agree</i>	<i>Neither agree nor disagree</i>	<i>I disagree</i>
a)	"...my communication skills in Business Chinese or in Business Spanish"			
b)	"...my understanding of Chinese or Spanish business culture"			
c)	"...my knowledge of China or Spain"			
d)	"...my employability/my CV as I will be able to speak another language"			
e)	"...other...(PLEASE SPECIFY)"			

--	--	--	--	--

7. Please complete the following statement by ticking all options that apply:
"I am attending the LLP course to use language skills to..."

- a) arrange appointments with clients or suppliers
- b) carry out telephone conversations
- c) read or write faxes / emails / letters / web pages
- d) communicate while travelling abroad
- e) browse through foreign papers / web pages
- f) do basic translations from / into a foreign language
- g) attend / arrange exhibitions or trade fairs where Chinese or Spanish is spoken
- h) negotiate with clients or suppliers in their native language
- i) other (please specify)

.....

.....

8. Please read the statement on the following table and tick the options that apply to you:

		<i>I agree</i>	<i>Neither agree nor disagree</i>	<i>I disagree</i>
a)	Employees should have more opportunities to study foreign languages			
b)	I find it enjoyable to train alongside students from a variety of nationalities and backgrounds			
c)	My perception of university students has improved since studying with them on this course			
d)	I would prefer if there were no university students on the course			

9. Please read the following statement and tick the option that applies to you:

The course has been...

- a) Better than I expected b) Just as I expected c) Worse than I expected

10. Please specify in what way

.....

.....

.....

SECTION III: COMPANY INFORMATION

11. Please complete the following sentence by ticking all applicable statements:
"My company enrolled on the LLP programme because..."

- a) we are involved in international trade
- b) we are planning to trade internationally
- c) we want to enable our staff to improve their performance
- d) we want to improve our international competitiveness
- e) our trading partners speak other languages
- f) we have encountered cultural barriers in the past
- g) we want to understand the business culture of China or Spain
- h) we want to improve our relationship with Chinese or Spanish clients
- i) Other (please specify)

12. What kind of support would you like to receive to improve your business?

.....
.....

13. Do you speak any other language in addition to English and the language you are currently studying?

- a) No
- b) Yes (if yes, please specify below)

.....

14. Please use the space below to make any additional comments about the LLP project.

.....
.....
.....

15. We would be very grateful if we could have permission to use your comments in this survey to promote our programmes. Would you agree to your comments being used for publicity and dissemination purposes?

- a) Yes, I agree
- b) No, I disagree

THANK YOU VERY MUCH FOR TAKING PART IN THE SURVEY.



LANGUAGE LEARNING IN PARTNERSHIP (LLP)

STUDENT FEEDBACK FORM – FINAL SURVEY

OFFICE USE ONLY: QUESTIONNAIRE No _____

Date received: ----- Language -----

1. *Your Name*⁵:

3. *Your Degree course and year (e.g. 1st year BA Law or MSc Sport Science)*

.....

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

- a) Improving your employability
- b) Gaining insights into the business world
- c) General interest
- d) Travel
- e) 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.

⁵ 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

6. Please elaborate.

.....
.....
.....

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?

.....
.....
.....

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

- a) Yes b) No

9. Please elaborate.

.....
.....
.....

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

- a) too big? b) too small? c) just right?

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

.....

12. Were the individual class sessions of three hours -

- a) too long? b) too short? c) just right?

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

.....

14. Did the language materials help the learning process?

a) Yes b) No

15. Please elaborate.

.....

.....

.....

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

.....

.....

.....

.....

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

.....

.....

.....

.....

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.)

.....

.....

.....

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

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

- a) Yes b) No c) Undecided

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

- a) French
- b) German
- c) Italian
- d) Spanish
- e) Mandarin Chinese
- f) Other (please specify which languages)

.....

22. If you would like to refer other students that could benefit from similar training initiatives, please provide their details below.

.....

.....

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

.....

.....

.....

We would be very grateful if we could have permission to use your comments in this survey to promote our programmes. Would you agree to your comments being used for publicity and dissemination purposes?

- a) Yes, I agree b) No, I don't agree

THANK YOU VERY MUCH FOR TAKING PART IN THE SURVEY



LANGUAGE LEARNING IN PARTNERSHIP (LLP)

COMPANY DELEGATE FEEDBACK FORM – FINAL SURVEY

OFFICE USE ONLY: QUESTIONNAIRE No _____

Date received: ----- Language -----

Company Name⁶:

Your Name:

Your 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):

.....

.....

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.

.....

.....

⁶ 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

6. Please elaborate.

.....

.....

.....

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 business people only?

.....

.....

.....

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

- a) Yes b) No

9. Please elaborate.

.....

.....

.....

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

- a) too big? b) too small? c) just right?

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

.....

12. Were the individual class sessions of three hours -

- a) too long? b) too short? c) just right?

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

.....

14. Did the language materials help the learning process?

- a) Yes b) No

15. Please elaborate.

.....

.....

.....

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

.....

.....

.....

.....

.....

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

.....

.....

.....

.....

.....

18. Please tell us how your company has benefited from you attending this course (if applicable) or how it may benefit in the future. Please give specific examples if you can (e.g. "We are planning to visit Chinese suppliers etc".)

.....

.....

.....

.....

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

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

- a) Yes b) No c) Undecided

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

- a) French
- b) German
- c) Italian
- d) Spanish
- e) Mandarin Chinese
- f) Other (please specify which languages)

.....

22. If you would like to refer other companies that could benefit from similar training initiatives, please provide their details below.

.....
.....
.....

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

.....
.....
.....
.....

We would be very grateful if we could have permission to use your comments in this survey to promote our programmes. Would you agree to your comments being used for publicity and dissemination purposes?

- a) Yes, I agree b) No, I don't agree

THANK YOU VERY MUCH FOR TAKING PART IN THE SURVEY

NAME:

LANGUAGE:

DEGREE or BUSINESS NAME:

1. What were your main goals in attending this class? Tick all that apply

- To understand spoken Spanish/Chinese
- To understand written Spanish/Chinese
- To understand the culture of Spanish/Chinese people
- To improve grammar
- To improve spoken Spanish/Chinese
- To improve written Spanish/Chinese
- To improve my employability
- To improve my company's business opportunities
- Other (Please Specify)

2. How would you assess the course benefits in the following areas? (Please place a tick in the columns that apply)

	Much better	Better	Unchanged
Self confidence when speaking in Spanish or Chinese			
Understanding Spanish or Chinese			
Using or understanding vocabulary			
Grammar			
Understanding the culture of Spanish, /Latin American or Chinese speakers			
Writing in Spanish or Chinese			

3. How do you rate the teaching materials? (Please tick one only of each pair below)

- a) Varied Monotonous
- b) Interesting Boring
- c) Relevant Irrelevant
- d) The right level Not the right level

Other comments

4. Was the pace of the course:

- Too fast Too slow Just right

Other comments

5. What is your satisfaction with the enrolment etc):

- Very Satisfied Satisfied Very Dissatisfied



Other comments

6. Please indicate below anything about the course which you feel was particularly good and/or anything which you feel could be improved

7. What is your overall satisfaction with the course?

- Very Satisfied Satisfied Dissatisfied Very Dissatisfied

7a. Please explain why

8. Would you be prepared to be a Student Ambassador or a Business Champion and go into schools to talk to children about the benefits of learning another language?

If you tick yes, without any obligations to you, we will send you details of our Student Ambassador and Business Champion scheme and you can decide if you are interested in participating.

- I would like to receive further information on how to become a Student Ambassador
 I would like to receive further information on how to become a Business Champion

9. From time to time, we may use feedback comments made by our participants in these forms to promote the programme. Would you agree to be quoted?

- I am happy to be quoted
 I am happy to be quoted, but please use only my first name and my surname initial.
 I prefer NOT to be quoted

10. Occasionally, we prepare case studies of participants who have benefited from our programme and these are often used in press releases and for dissemination purposes. Would you be prepared to talk to us about your experience (either by telephone or in person)?

- I am happy to be interviewed for a case study and to be photographed
 I am happy to be interviewed for a case study but NOT to be photographed
 I am not interested to be interviewed for a case study

Many thanks for taking the time to fill in this questionnaire. Your feedback is important to us.



Language Learning in Partnership

Beginners Feedback Form

We would be grateful if you could let us know about your experience on the course at this stage in the programme.

Name:
Delegates - Company Name:
Students – Degree Course:

1.	What were your expectations before you started this course? E.g. to gain a new qualification, to learn new skills, to learn something new.....etc...	
2.	Why are you enrolled on this course? What is your main motivation for completing this course?	

3.	What are you getting out of the course so far?											
4.	Are you already applying some of the learning acquired in this course? If yes, what or how specifically?											
5.	What would you like more of or less of?											
6.	How do you find networking with other participants?											
7.	Your overall experience so far has been?	<table border="0" style="width: 100%; text-align: center;"> <tr> <td>5</td> <td>4</td> <td>3</td> <td>2</td> <td>1</td> </tr> <tr> <td>Excellent</td> <td></td> <td>OK</td> <td></td> <td>Poor</td> </tr> </table>	5	4	3	2	1	Excellent		OK		Poor
5	4	3	2	1								
Excellent		OK		Poor								

Signature:	Date:
------------	-------

--	--

From time to time, we may use your feedback comments to promote the programme. Would you agree to be quoted?

- I am happy for you to use my first name, surname and company name next to my quote
- I am happy for you to use my first name, and surname next to my quote
- I am happy for you to use my first name, and surname initial next to my quote
- I am happy for you to use my company name next to my quote
- I am happy for you to use my quote anonymously
- Please do not use my quote

MANY THANKS!

NAME:

LANGUAGE:

DEGREE or BUSINESS NAME:.....

The language course you are currently participating in, the Routes into Languages Programme, has been partly subsidized by the Department of Children, Schools and Families and the Higher Education Funding Council for England.

The University of Bedfordshire is keen to demonstrate the impact that the funding has had on the participants. The funders are considering extending the funding for this programme subject to sufficient evidence that the funding provided has resulted in participants being more motivated to study languages and encouraging others to do so as well.

We would like your help to demonstrate the impact that this course has had on you.

Please tick which statement you agree with or provide your own statement

1.

- The funding has enabled me to learn a business language that I would not have been able to afford without the partial support of the RiL programme
- The funding has helped me to make up my mind about learning a language but I would have paid the full price anyway
- Without the funding, the course would have been too expensive and I wouldn't have been able to participate and learn a language

Your own statement

.....

.....

.....

.....

.....

Please tick which statement you agree with or provide your own statement

2.

- Having learned Spanish/Chinese (please delete as appropriate) this year, I am looking forward to continuing to study this language
- Having learned Spanish/Chinese this year, I am looking forward to learning other languages next
- Having learned Spanish/Chinese this year, I am looking forward to continuing studying this language should there be further funding available
- Having learned Spanish/Chinese this year,..(please write you own statement here)

Your own statement

.....

.....

.....

.....

.....

3.

If the funding is not renewed, would you still want to continue to learn languages and would you be prepared to pay?

- Yes No

If yes, please state the maximum amount you would be prepared to pay £.....

4. Please tick as many of the following statements which apply to you

Learning Spanish/Chinese:

- 4.1 Has helped my understanding of cultural barriers
- 4.2 Has made me feel more confident when speaking Spanish/Chinese
- 4.3 Has made travelling abroad easier when speaking Spanish/Chinese
- 4.4 Has made me feel more confident exploring job and business opportunities abroad
- 4.5 Has enhanced my CV/employability as a result of speaking another language.

5. On completion of the course, do you feel that your learning objectives were met?

- Yes No

Please elaborate

6. Please tell us how you are using your language skills

7. Which of the following languages would you be interested in studying in the future?

- French German Italian Other, please specify.....

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

- Yes No

9. If you know of any delegate/student that could benefit from future courses, please provide details below

10. Please use the space below to make any additional comments about the Routes into Languages project

11. Please provide a quote that can be used for publicity purposes

12. Occasionally, we prepare case studies of participants who have benefited from our programme and these are often used in press releases and for dissemination purposes. Would you be prepared to talk to us about your experience (either by telephone or in person)?

- I am happy to be interviewed for a case study and to be photographed
- I am happy to be interviewed for a case study but NOT to be photographed
- I am not interested to be interviewed for a case study

Many thanks

Photographs



LLP Year 3 Mandarin Chinese participants



LLP Year 3 Mandarin Chinese participants



LLP Year 3 Spanish participants



LLP Year 3 Spanish participants



LLP Staff with Mandarin banner



LLP Staff with Spanish banner