

De Anza College Office of Institutional Research and Planning

To: Donna Stasio, Instructor
From: Mallory Newell, College Researcher
John Pham, Student Assistant
Date: 4/26/2012
Subject: Listening Habits Survey, Winter 2012

The Listening Habits Survey was conducted in the winter quarter of 2012. A pre-survey was conducted at the beginning of the quarter and resulted in 506 valid responses. A post-survey was conducted at the end of the quarter which resulted in 307 valid responses.

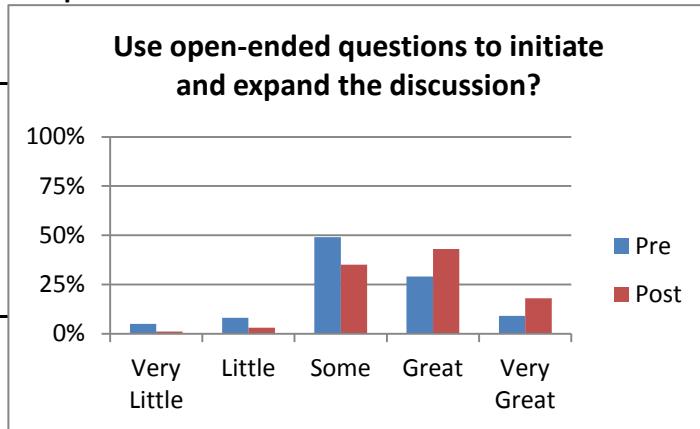
Important Highlights Include:

- 71% of respondents that took the pre-survey stated that they were “very great” or “great” at showing signals encouraging the speaker to continue during a conversation, while 78% of respondents of the post-survey stated that they were “very great” or “great” at showing interest with signals during a conversation.
- 67% of respondents who took the pre-survey stated that their ability to keep the discussion focused on the speaker was “very great” or “great,” while 86% of those who took the post-survey stated that their ability to keep the discussion focused was “very great” or “great.”
- 66% of respondents that took the pre-survey stated they were “very great” or “great” at picking out the underlying tone or feeling as well as the facts during a conversation, while 77% of those who took the post-survey stated they were “very great” or “great” at identifying the tone and picking out the facts.

In conversation to others, to what extent do you...

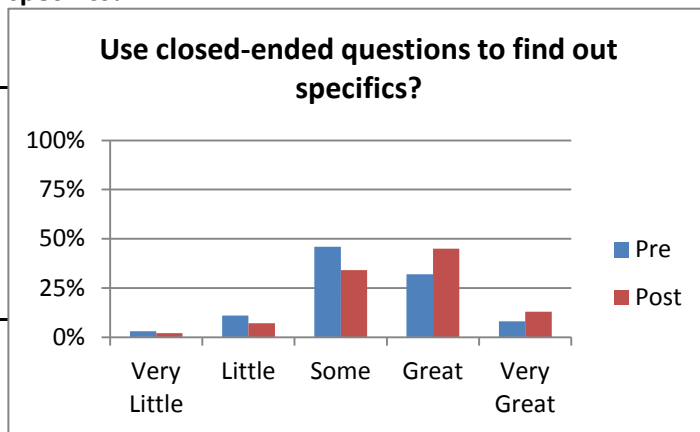
1. Use open-ended questions to initiate and expand the discussion?

	Pre		Post	
	N	%	N	%
Very Little	25	5%	2	1%
Little	41	8%	8	3%
Some	247	49%	108	35%
Great	144	29%	132	43%
Very Great	46	9%	55	18%
Total	503	100%	305	100%
No Response:	3		2	



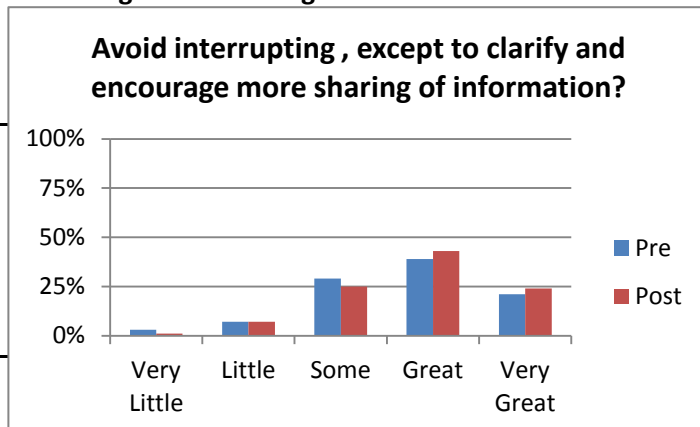
2. Use closed-ended questions to find out specifics?

	Pre		Post	
	N	%	N	%
Very Little	14	3%	7	2%
Little	55	11%	20	7%
Some	230	46%	102	34%
Great	162	32%	135	45%
Very Great	39	8%	38	13%
Total	500	100%	302	100%
No Response:	6		5	



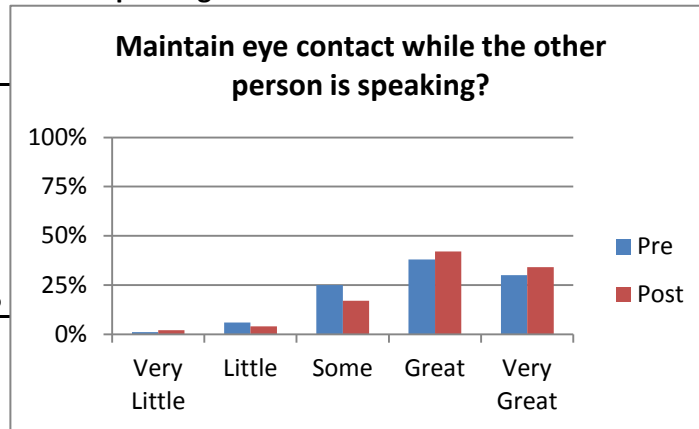
3. Avoid interrupting, except to clarify and encourage more sharing of information?

	Pre		Post	
	N	%	N	%
Very Little	15	3%	3	1%
Little	36	7%	21	7%
Some	146	29%	77	25%
Great	196	39%	132	43%
Very Great	106	21%	72	24%
Total	499	100%	305	100%
No Response:	7		2	



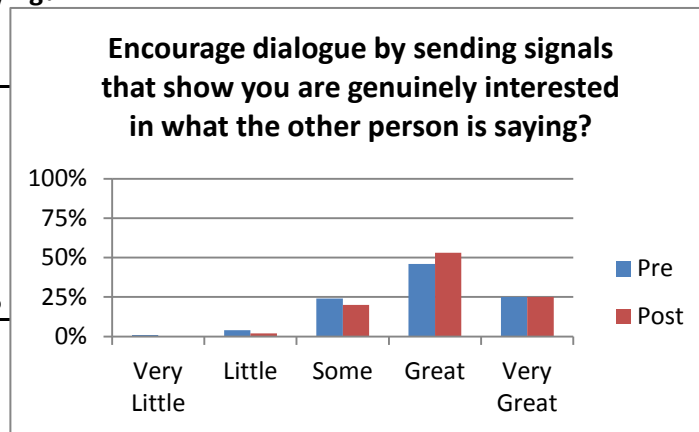
4. Maintain eye contact while the other person is speaking?

	Pre		Post	
	N	%	N	%
Very Little	5	1%	6	2%
Little	30	6%	13	4%
Some	125	25%	53	17%
Great	190	38%	127	42%
Very Great	152	30%	104	34%
Total	502	100%	303	100%
No response:	4		4	



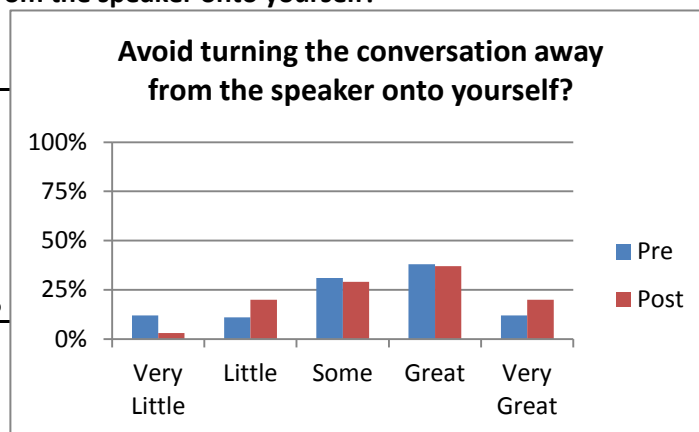
5. Encourage dialogue by sending signals that show you are genuinely interested in what the other person is saying?

	Pre		Post	
	N	%	N	%
Very Little	7	1%	1	0%
Little	19	4%	7	2%
Some	121	24%	60	20%
Great	230	46%	161	53%
Very Great	123	25%	75	25%
Total	500	100%	307	100%
No Response:	6		0	



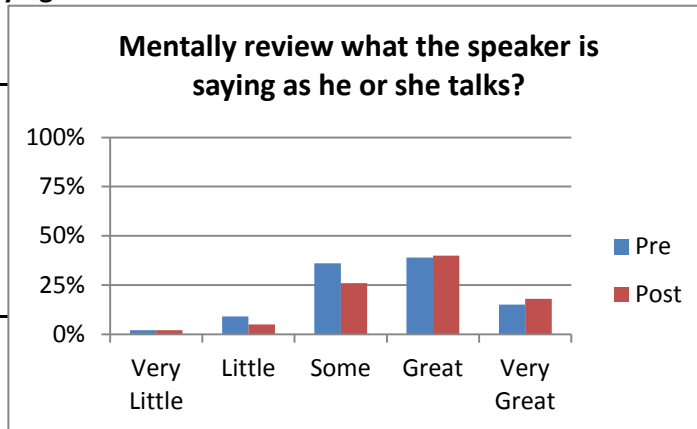
6. Avoid turning the conversation away from the speaker onto yourself?

	Pre		Post	
	N	%	N	%
Very Little	62	12%	10	3%
Little	56	11%	29	20%
Some	159	31%	89	29%
Great	194	38%	113	37%
Very Great	62	12%	62	20%
Total	501	100%	303	100%
No Response:	5		4	



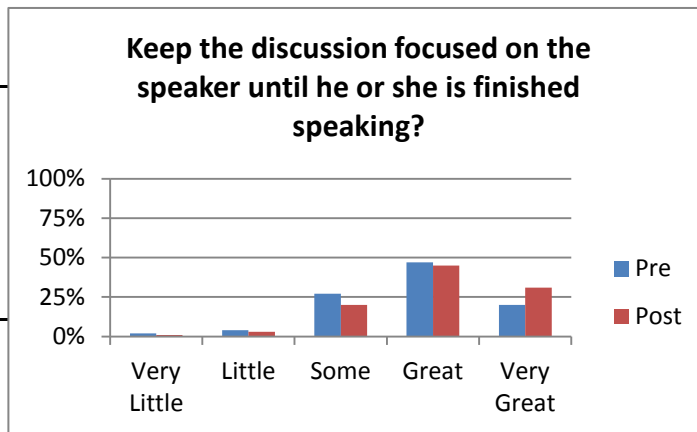
7. Mentally review what the speaker is saying as he or she talks?

	Pre		Post	
	N	%	N	%
Very Little	11	2%	7	2%
Little	43	9%	16	5%
Some	178	36%	79	26%
Great	189	39%	146	40%
Very Great	77	15%	55	18%
Total	498	100%	303	100%
No Response:	8		4	



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

	Pre		Post	
	N	%	N	%
Very Little	8	2%	3	1%
Little	22	4%	8	3%
Some	136	27%	62	20%
Great	234	47%	138	45%
Very Great	99	20%	93	31%
Total	499	100%	304	100%
No response:	7		3	



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

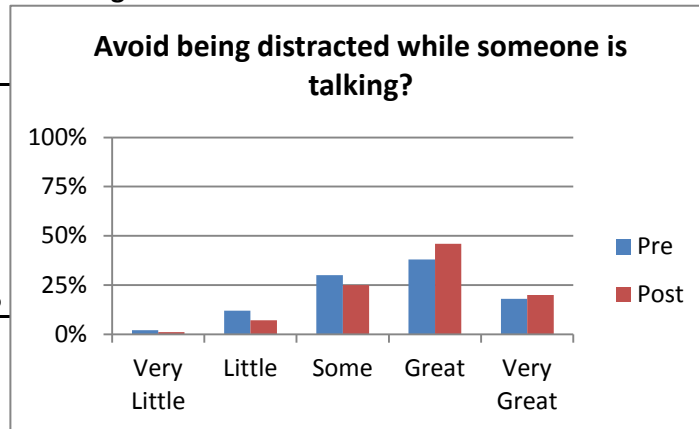
	Pre		Post	
	N	%	N	%
Very Little	12	2%	2	1%
Little	32	6%	14	5%
Some	175	35%	87	29%
Great	201	40%	144	47%
Very Great	82	16%	58	19%
Total	502	100%	305	100%
No Response:	4		2	



Listening Habits Survey, Winter 2012

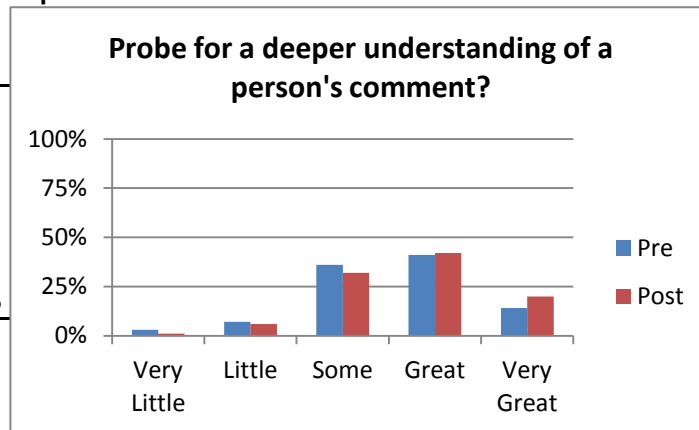
10. Avoid being distracted while someone is talking?

	Pre		Post	
	N	%	N	%
Very Little	11	2%	3	1%
Little	60	12%	22	7%
Some	149	30%	78	25%
Great	192	38%	142	46%
Very Great	91	18%	61	20%
Total	503	100%	306	100%
No Response:	3		1	



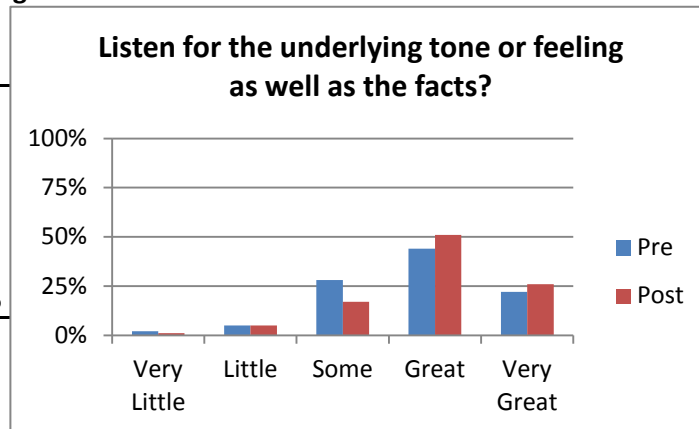
11. Probe for a deeper understanding of the person's comments?

	Pre		Post	
	N	%	N	%
Very Little	13	3%	2	1%
Little	34	7%	17	6%
Some	179	36%	96	32%
Great	205	41%	126	42%
Very Great	70	14%	59	20%
Total	501	100%	300	100%
No Response:	5		7	



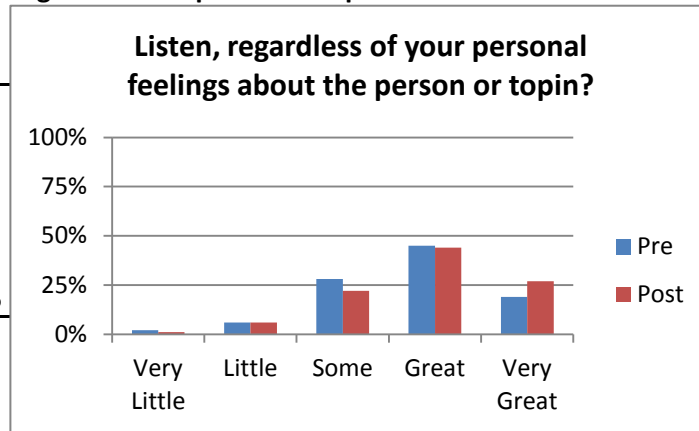
12. Listen for the underlying tone or feeling as well as the facts?

	Pre		Post	
	N	%	N	%
Very Little	8	2%	2	1%
Little	25	5%	14	5%
Some	138	28%	53	17%
Great	220	44%	156	51%
Very Great	108	22%	80	26%
Total	499	100%	305	100%
No Response:	7		2	



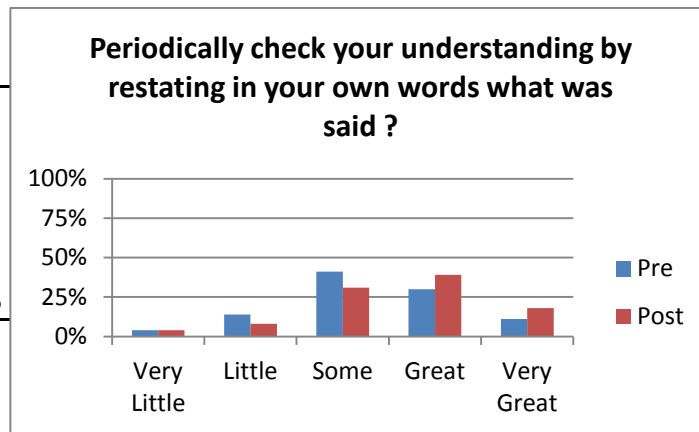
13. Listen, regardless of your personal feelings about the person or topic?

	Pre		Post	
	N	%	N	%
Very Little	8	2%	3	1%
Little	30	6%	18	6%
Some	143	28%	68	22%
Great	228	45%	135	44%
Very Great	93	19%	81	27%
Total	502	100%	305	100%
No Response:	4		2	



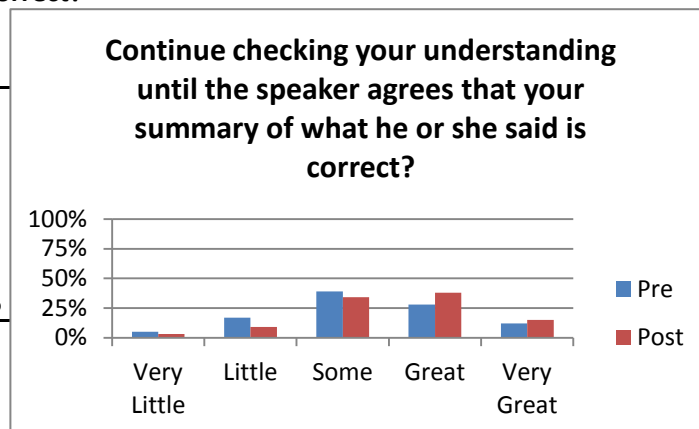
14. Periodically check your understanding by restating in your own words what was said?

	Pre		Post	
	N	%	N	%
Very Little	18	4%	13	4%
Little	68	14%	23	8%
Some	207	41%	95	31%
Great	151	30%	118	39%
Very Great	56	11%	55	18%
Total	500	100%	304	100%
No response:	6		3	



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

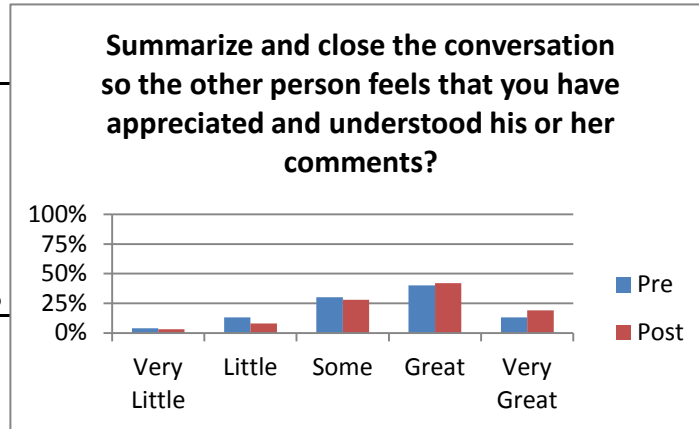
	Pre		Post	
	N	%	N	%
Very Little	24	5%	10	3%
Little	85	17%	27	9%
Some	193	39%	105	34%
Great	140	28%	116	38%
Very Great	59	12%	47	15%
Total	501	100%	305	100%
No response:	5		2	



Listening Habits Survey, Winter 2012

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

	Pre		Post	
	N	%	N	%
Very Little	20	4%	10	3%
Little	66	13%	24	8%
Some	151	30%	85	28%
Great	201	40%	127	42%
Very Great	65	13%	59	19%
Total	503	100%	305	100%
No response:	3		2	



17. (Post-survey question only) What activities/assignments etc. during this quarter helped you to improve as a listener?

The active listening assignment.

The assignments where I have groups discussions on certain topics that has helped me a lot in improving myself as a listener

group meetings and presentations

Group Presentations, I have to listen to my group member's opinion and compare them to my own.

Providing feedback

By listening

The relationship interview.

The fact that we had to give feedback.

The speech 10 assignment

the one on one activities

The interview project and the Active listening assignment.

group discussions gave me more opportunities to be an listener.

The activities that helped me this quarter to improve myself as a listener was the practice of the small group discussions we had in class.

reading the text, professor's advice, group project/meetings

Group Project!

One Speaker talking at a time without interruption

All, mostly the group presentation

Everything helped me a lot. mostly the way the teacher taught the class, I couldn't help but learn and want to be there.

Working in a group.

Active Listening Assignment

I think the Q and A after the persuasive speeches helped me learn to really listen to and analyze the information the speaker was giving in order to think of questions for them.

All speeches helped me.

Speech critiques

Giving feedback after every speech

Builds up confidence to speak to strangers.

Listening Habits

This survey is used for research purposes only.
All responses will remain confidential.
You may choose not to answer any of the questions.
Thank you for your time and feedback.

Please select the response that most accurately describes your listening habits.

In conversations with others, to what extent do you:

	Very Little	Little	Some	Great	Very Great
1. Use open-ended questions to initiate and expand the discussion?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Use closed-ended questions to find out specifics?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Avoid interrupting, except to clarify and encourage more sharing of information?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Maintain eye contact while the other person is speaking?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Encourage dialogue by sending signals that show you are genuinely interested in what the other person is saying?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Avoid turning the conversation away from the speaker onto yourself?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Mentally review what the speaker is saying as he or she talks?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Keep the discussion focused on the speaker until he or she is finished speaking?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Encourage and listen to suggestions, even when you do not agree with the speaker?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Avoid being distracted while someone is talking?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Probe for a deeper understanding of the person's comments?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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13. Listen, regardless of your personal feelings about the person or topic?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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14. Periodically check your understanding by restating in your own words what was said?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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15. Continue checking your understanding until the speaker agrees that your summary of what he or she said is correct?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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16. Summarize and close the conversation so the other person feels that you have appreciated and understood his or her comments?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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17. What activities/assignments etc. during this quarter helped you to improve as a listener?

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Source: The Facilitator Excellence Handbook. Second Edition.
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