Survey into Language Policy in Language Learning Spaces

1. Consent Request

About your Language Learning Space

2. In which country is the LLS?

3. How many students are enrolled at this institution (including postgraduates)?
- less than 1000
- 1001 to 4000
- 4001 to 10000
- 10001 to 20000
- More than 20000

4. How would you describe this LLS? (Tick all that apply).
- Self-access centre
- Social learning space
- Language resource centre
- Conversation lounge
- Other (please specify)

5. How long has this LLS been open?
- 0-5 years
- 6-10 years
- 11-15 years
- 16-20 years
- Over 20 years

6. On average, how many students visit the LLS on a weekly basis?
- 0-100
- 101-200
- 201-500
- 501-1000
- Over 1000
- I don't know

7. Who are the users of this language learning space? (Tick all that apply).

	Mostly	some	Are allowed but do not generally use	Not able to access
Undergraduates				
Postgraduates				
International students on exchange or predegree courses				
Staff				
The general public				

Other (please specify):

8. What proficiency in their target language(s) do the users of this LLS have?

	Most users	some users	A few users	No users
CEFR A1- A2 (Beginners, False Beginners or Elementary level)				
CEFR B1 (PreIntermediate - Intermediate level)				
CEFR B2 (Upperintermediate level)				
CEFR C1 - C2 (Advanced level)				

Other (please specify):

9. What are the users of this LLS mainly studying at your institution?

	Most users	some users	A few users	No users
Majoring in Foreign Language(s)				
Minoring in Foreign Languages (s)				
Majoring in Arts or Humanities				
Majoring in Science or Engineering				
Majoring in Business related disciplines				
Studying foreign languages (e.g. English) on preparatory courses in order to enter a degree programme				

Other (please specify):

10. Which languages are catered for in this LLS? (If there are 1 or 2 dominant languages, please type them in CAPITALS).

11. Are students required to visit the LLS or participate in LLS activities as part of a course/class requirement? (Tick all that apply.)
- LLS usage is entirely voluntary for all students
- There is an incentive to use the LLS (point/stamp system, extra credit etc.)
- A minority of students use the LLS on a required basis
- A majority of students use the LLS on a required basis
- LLS usage is required for all users

Mission/Purpose of the LLS

12. Does the LLS have an official mission statement? If so, please copy & paste it below (in English if possible, but other languages are acceptable). If you do not know, or do not have easy access to the mission statement, please answer the following question instead.

13. If there is no written mission statement, or you are not sure what it is, what is your understanding of the purpose of the LLS, and the principles on which it has been built?

14. What services does the LLS offer?
- Target language conversation - run by peers
- Target language conversation - run by teaching staff
- Advising/language counselling service - run by peers
- Advising/language counselling service - run by trained advisors/counsellors
- Classes/workshops about language learning
- Classes/workshops to foster learner autonomy
- Classes/workshops about culture
- PCs or tablets
- Published language learning materials
- Authentic target language materials
- In house materials
- DVDs or movie-watching software
- Website or portal with links to online language learning activities

Others (please specify)

About the Language Policy in the LLS

15. What is the current OFFICIAL POLICY about the language(s) of interaction in the LLS? (Please answer in terms of the language of peer interaction/ peer-staff interaction, e.g. at a counter or in social spaces, but DO NOT include special services such as advising or conversation sessions, which may have different policies). *
- Only target language(s) to be used in all spaces at all times
- Only target language(s) to be used at certain times (please give details below)
- Only target language(s) to be used in certain spaces (please give details below)
- Target language(s) use encouraged but not required Language(s) of the home country to be used (which may be the target language of some users but not all)
- There is an informal policy, but it is not officially stated (please give details below).
- No official or informal policy
- Other (please give details below).

Please give any details about the policy that you consider relevant (eg. what is the informal policy, which spaces/times have what kind of policy).

No language policy
16. If the LLS has no official or informal language policy for interaction in the LLS, how do you feel about this?
- I'm happy with the current situation

- I wish we had a language policy (please give details of your ideal language policy below).

What kind of language policy would you like to see implemented, and why?

17. Is there an official language policy for any specific services offered by the LLS? (for example, conversation sessions, advising sessions, workshops). If so, please give details below.

18. If you have any other comments you'd like to make about the language policy/policies at the LLS, please do so here.

Language Policy details
19. To the best of your knowledge, what factors were considered when deciding this current policy?

20. Has this policy, or its communication or enforcement, changed over time and if so, how, and why? No, it's always been the same
- Yes, the policy has changed
- Yes, there have been changes in how the policy is communicated
- Yes, there have been changes in how the policy is enforced
- I don't know

If there have been changes, please give details about the changes, and, if possible, why they were made.

21. How is the language policy currently communicated to the users? (Tick all that apply)
- Through signs around the centre
- In official pamphlets
- At orientation events and tours

Others (please specify)

22. In practice, to what extent is the policy followed by users? Please give details.

23. In what ways is the policy enforced by staff? (Please choose all that apply to the staff in your LLS) Staff lead by example
- Staff actively ask students to adhere to the policy
- Staff praise language use which adheres to the policy
- Staff ask users who don't adhere to the policy to leave
- Staff don't actively enforce the policy

Other (please specify)

24. How do you personally feel about this language policy/policies? If there is a different policy you would prefer, please say what it is, and why you would prefer it.

25. Do you know of any disagreement with the language policy from stakeholders? If so, from whom? Users
- Staff working in the LLS
- Faculty whose students use the LLS Administrators
- Managers at the institution

- No significant disagreement

Please give a little detail about the kind of disagreement.

26. If you have any other comments you'd like to make about the language policy/policies at this LLS, please do so here.

About your role
27. Which of the following best describes your professional responsibilities in relation to the LLS (more than one choice possible)?
- Teacher
- Learning advisor
- Centre director
- Programme coordinator
- Administrator
- Conversation facilitator

Other (please specify below)

28. How long have you been involved in LLSs/self-access language learning?
- 0-5 years
- 6-10 years
- 10+ years

In this time, if you have held multiple roles, please give details.

29. To what degree are you involved in major decisions about how the LLS is run?
- I make the final decisions
- I make the decisions, but they need to be approved higher up in the institution
- I am part of a committee/board which jointly makes the major decisions
- I am consulted about major decisions
- I am not involved in decision-making
- Other (please specify)

Thank you for taking the time to complete this questionnaire. Your cooperation is very much appreciated.

30. If you feel able to give the name of your LLS and/or institution, please do so here (entirely voluntary). This will enable the researcher to track multiple responses from the same institution.

31. If you would be willing to take part in a 15-30 minute follow-up interview at your convenience, please give your email address here.