Annual Report
2012-2013
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Language Learning Center
2012-2013 Report

Mission
The mission of the Language Learning Center is to lead and support foreign language faculty, instructors and learners to use technology to enrich and enhance language teaching, learning, testing and research including providing facilities, resources, workshops, support, and other related services.

Note: The mission(s) will be reviewed by the new leadership and Advisory Committee.

Instructional Support and Services
In 2012-2013 the LLC provided assistance to faculty and instructors who endeavored to integrate technology into their instruction and pedagogy, including support and services to 17 departments and programs (Arabic, Chinese, Classics, French, German, Greek, Hebrew, Italian, Japanese, Portuguese, Russian, Spanish, Hindi/Urdu, African American Studies, Native American Studies, Linguistics, Anthropology, English as a Second Language), as well as the Center for Excellence in Teaching and Learning (CETL). The total recorded usage was 174,613 service units (including 184 reserve material check outs, 125,982 head counts at 15-minute intervals, 1,394 placement exams, and 47,053 accesses to course materials). There were also 1,020 computer classroom reservations, 25 sessions of SPEAK test by the Teaching Resource Center and 21 different course materials streamed from the LLC server. There were over a dozen kinds of technology workshops, five colloquiums, etc.

Please note: many of the services were academically related. Frequently, there was not a clear line between academic and non-academic support and services. In the past, we simply included them in services.

Budget
We are on the second year of the four-year cycle plan. We will keep all three computer labs upgraded according to the plan and maintained in a timely manner. The audio and visual equipment in the Center will also be replaced when necessary during the new academic year.
Section I. LLC Services and Usage

The LLC provides many kinds of services to thousands of UCD faculty, instructors and students every quarter for foreign language learning, instruction, testing, and research data collection, especially in the area of using language technologies. Many of the services were academically related although there may not be a clear line between academic and non-academic; therefore, they are simply included in services as usual.

A. Academic Oriented

There is quite a variety of assistance provided to enhance language and culture learning and teaching in the Center. It covers everything from the simple use of course materials to the creation of small multimedia course materials and projects, to research experiments on the effects of vocabulary learning.

- Provided 21 streaming course materials online
- 5 colloquia related to using technologies to enhance teaching language and cultures
  - Teaching Foreign Languages with XClass
  - Chill Out with Google+ Hangout
  - Teaching and Learning with Live Mocha: Expand Your Network but Raise the Net
  - Screen Recording for Educational Purposes
  - Tell Me More: Vendor’s Webinar
- In-class instructional support Classroom instruction support (X-Class, screen recording with/without camcorders, Live Mocha, Google+ Hangout, data collection, reducing student recorded video sizes to upload to SmartSite, etc.)
- Managed the development of and tested the language placement exam template project
- Instructed students in class on how to produce language projects or activities (audio recording, subtitling, web design, etc.) when requested by instructors
- Helped using language applications created by publishers
- Supported language learners in the use of the tools needed or selected by instructors such as Adobe Connect Pro, Wimba, SoundCloud, etc.
- Assisted student self-paced learning with the materials and applications on DVDs
- Supported experiments on vocabulary learning software for Arabic and Spanish learners
- Helped Spanish 3V course which used LLC audio booths for video chat and conferencing
- Demonstrated and trained interested faculty/individuals in conducting corpus analysis and semantic network analysis from unstructured text data
- Assisted faculty, instructors and TAs obtaining, editing, and creating multimedia instructional materials and/or DVDs
- Accommodated the needs of academic presentations, seminars, and conferences

Note: 16 faculty and instructors used the digital listening and speaking lab system during this academic year.

B. Service Oriented

We provide both conventional and technology-related services and support to language and culture teaching, learning, testing, assessments, and research data collections to the UCD community. Examples of these services include:

- Assistance in accessing courseware materials
- Year-around language placement examinations: four WebCAPE exams, two home-made exams created by the LLC (Japanese & Italian), additional 55 kinds of language proficiency/achievement assessments
- Incorporation of the SLAI service and increase in advising/assessments for students interested in testing in languages other than those taught at UCD.
- Software for independent language study (provided by departments or language programs)
- Reserve materials check-in and check-out systems (answer-keys, textbooks, typescripts, foreign language dictionaries, etc.)
- Moodle course management system for foreign language instruction
- XClass (digital listening lab system)
- Tip sheets and handouts to assist foreign language use of computers and online materials
- Audio and video digitizing and editing
- Hand-on technology workshops
- Web design assistance, and the internet and web-based language activities
- Trouble-shooting
- Classroom and user support
- Video recording at the LLC
- Setting up and configuring equipment and space for special needs, etc.
Assessment and research data collection

C. Services to Other UCD Departments

1. Provided services to the Center for Excellence in Teaching and Learning. We provided services to the Center that administered up to 25 sessions of Test of Spoken English (TSE) at the LLC.

2. Supporting English–As-a-Second Language (ESL) Instruction and Learning. In addition to streaming ESL Vocabulary audio files from the LLC QuickTime server, the LLC has supported ESL instructors in the use of the LLC for their teaching and learning activities.

3. Occasionally proctored ESL and English tests.

D. Usage Report and Explanations

- The LLC continued to provide numerous services at an annual total of 174,613 (Figure 1).
- Due to extremely limited resources at the LLC, only 184 check-outs during the academic year (Figure 2).
- The placement exam increased by 10% (120 tests) for a total of 1,394 (Figure 3).
- The LLC is important for language learners to practice or learn foreign languages and cultures instead of simple tasks like listening. Only 0.85% (Figure 8 & 9) access to the course materials is from the LLC.
- The online course accesses are mostly from Chinese, Japanese and Spanish learners (Figure 7). All Western language learners completely or partially used publishers’ Web sites or audio CDs/DVDs.
- The online course materials on the LLC server were accessed 60.87% (28,642) from home, 39.13% (18,411) from UCD dorms. The access from the LLC labs is negligible (Figure 9).
- There is an increased head count, 2,300 more than last academic year in the open-access lab (Olson 18), surprisingly contradicting our prediction, because there are increased uses of mobile devices in our daily lives.
- We have more head counts for 18A (Mac Lab), 18 (Open Lab) and 53A (Presentation/Seminar Room). However, lab reservations are fewer in 2012-2013 and 8,500 fewer head counts for 53 and 57 (Windows).
- There was a large drop of usage in Summer 2012.
- Mac users increased from 7.89% in 2004-2005 to 35% in 2012-2013 based on online course material accesses (Appendix 3).

Figure 1: Annual Total Usage

![Figure 1: Annual Total Usage](image)

Figure 2: Reserved Material Check-outs between 2000-2001 and 2012-2013

![Figure 2: Reserved Material Check-outs between 2000-2001 and 2012-2013](image)
Figure 3: 1,394 Placement Exams (2012-2013)

Note: Chinese placement exams were given by Chinese Program.

Figure 4: Four-Year Placement Exams (2009-2013)

Note: Chinese placement exams were given by Chinese Program.

Figure 5: Academic Year Lab Reservations by Languages (2012-2013 Total: 1,020)

Figure 6: Multiple Year Lab Reservations by Languages (2008-2013)
Note: As publishers allow textbook buyers access to their audio course materials on their Web sites, more students download their audio files and play them on iPods or portable devices instead of listening to the streaming files on the LLC servers (i.e., they cannot be downloaded due to copyright restrictions). In addition, more textbooks are sold with audio CDs so that some students simply use those CDs.

Section II. Other Accomplishments

The LLC has accomplished many tasks that users may not notice such as maintaining servers, imaging/managing lab computers, restricting access to the online course materials based on copyright permissions, logging on to the lab computers based on the UCD Cyber Security Policies, updating the LLC databases, consolidating files, etc.
1. Operated the LLC and provided many services consistently and reliably
2. Provided daily technology support to instructors and students when needed
3. Obtained and updated copyright permissions for course materials in time
4. Provided consultations and support besides the many sessions of technology workshops presented by the LLC
5. Worked with other unit to maintain, update, consolidate and migrate firewalls and server
6. Worked with UCD Classroom Lab Management to maintain, monitor and replace software and hardware in the three computer labs
7. Entered records into the existing LLC databases (circulation, placement, media inventory, etc.)
8. Updated FileMaker databases cleaned up records
9. Created new step-by-step visual guides and handouts created for instructors to do multimedia design.
10. Created and re-created step-by-step video tutorials for instructors to design their course materials.
11. Provided professional development for LLC Staff at UCD and conferences
12. Removed outdated and retired electronic components and media and took them to campus e-waste recycling site
13. Assisted students in getting applications and their QuickTime Players to play back online streaming materials
14. Completely assessed, re-organized, and retired records in all office filing cabinets
15. Organized storage room with all online course material and removed outdated material
16. Finished training on Injury and Illness Prevention Program
17. Followed Time Reporting (OPTRS)
18. Hired and trained LLC staff including work-study students
19. Worked with the Chair of the LLC Advisory Board and the Director to determine the new missions, tasks, and projects based on budgets, staffing and facilities
20. Closely worked with the CAO and the Dean’s Office to carefully manage budgets and upgrade software and hardware equipment
21. Constantly maintain and keep equipment and furniture clean and in order in 3 computer labs, 2 rooms, 4 vocal booths, etc.
22. Take head count at 15-minute intervals and manually enter the data into different Excel spreadsheets
23. Clean the facilities ourselves in order to reduce costs

Section III: Future Projects

The LLC will have new missions, give more weight to academic activities, program language-related applications, and continue to provide consistent and reliable services in 2013-2014. We will also endeavor to move forward with our previous ideas and see to their full implementation.

A. New Projects
1. Complete the web-based placement exam template based on the current specifications and improve it in the future
2. Evaluate and select language learning software and support learners in their use and applications
3. Localize tools for language teaching and learning (e.g., spaced memory tool, character database, etc.)
4. Design new applications for language teaching and learning, e.g., computerized textbook assignments
5. Explore and implement new technology for online course materials on the Drupal CMS instead of the LLC server
6. Demonstrate the placement exam template and train faculty and instructors in designing tests
7. (Potentially) Full-day Workshop: Faculty professional development

B. Continuing Projects
1. Continue to organize brown-bag/luncheon colloquiums
2. Provide technology related workshops on applying language software, tools, and multimedia design
3. Involve faculty, instructors and TAs in academic talks and writing for the LLC newsletter

C. Lab Upgrade and Maintenance during Summer 2013
1. Replace all Windows PC in 57 (28 computers) and 18 Olson (12 computers)
2. Rebuild all Apple and Windows computer in the LLC for the purposes of quicker updates and more security

Wishes: LLC Business/Operation Needs
- Technology Problems and Quick Solution System
- All LLC FileMaker Databases to Online Databases
Appendix I: Additional Online Usage Charts

1. Online course materials access by weekdays and months

2. Online course material access by hours

Appendix II: LLC Checkouts (Mid June 2012 to Mid June 2013) and Placement Exams beyond 3rd Quarter Level (2012-2013)

1. Checkouts by Language Users (Total 140)

<table>
<thead>
<tr>
<th>Language</th>
<th>Checkouts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arabic</td>
<td>1</td>
</tr>
<tr>
<td>Chinese</td>
<td>2</td>
</tr>
<tr>
<td>French</td>
<td>9</td>
</tr>
<tr>
<td>German</td>
<td>2</td>
</tr>
<tr>
<td>Italian</td>
<td>7</td>
</tr>
<tr>
<td>Japanese</td>
<td>3</td>
</tr>
<tr>
<td>Linguistics</td>
<td>19</td>
</tr>
<tr>
<td>LLC</td>
<td>73</td>
</tr>
<tr>
<td>Spanish</td>
<td>1</td>
</tr>
</tbody>
</table>

Note: None of the reserved teaching and learning materials are purchased by the LLC except the equipment (projection adaptors).

2. Checkouts by Types of Materials (Total 140)

<table>
<thead>
<tr>
<th>Material</th>
<th>Checkouts</th>
</tr>
</thead>
<tbody>
<tr>
<td>VHS Video</td>
<td>1</td>
</tr>
<tr>
<td>CD-ROM</td>
<td>9</td>
</tr>
<tr>
<td>DVD</td>
<td>26</td>
</tr>
<tr>
<td>Textbook</td>
<td>26</td>
</tr>
<tr>
<td>Workbook</td>
<td>19</td>
</tr>
<tr>
<td>Equipment</td>
<td>2</td>
</tr>
<tr>
<td>Free Magazine</td>
<td>2</td>
</tr>
</tbody>
</table>

3. Placement Exams beyond 3rd Quarter Proficiency by Language and Level (Total: 428 out of 1394)

Note: The LLC proctored 600-700 foreign language placement exams during summer months.

4. Placement Exams beyond 3rd Quarter Proficiency by Languages (428 out of 1394, i.e., 30% of the Total)

Placement Exam Costs

- **BYU WebCAPE:** $0.12~0.15/per Spanish test, $0.25~$0.39/per French Test, $3/per German/Russian Test, More expensive ($2.4x UCD, $3~$5 separate languages, $10 individual online) starting from 2013-2014 because BYU makes it commercialized with education in mind.
- **BYU FLAT:** $50/per exam plus mailing costs for each student to take a test on a language not offered at UCD