

## Appendix 4 - Interview transcription and case study – H

### Transcription

Interview Question	Interview Answers
Q1: Have you done a course like this before	"No"
Q2: Why did you do the course?	<i>"because I don't know how to use computer and I don't know how to use the Internet to find anything that I want to learn...how to find anything and for that, I want to learn computer"</i>
Q3: Why is it important for you to learn about computers?	<i>"Because I found a job and I want to find by computer online by computer and I want to learn. Before I do not know how to use computer...and er shopping, when I want to buy clothes and shoes, I don't know how to use because of that, I want to learn computer. I want to learn for me...and how to find job, I want to understand everything learn everything. Maybe when I start a job, maybe it is computer, work with computer...because of that, I I want to learn computer".</i>
Q4: What did you learn on the course?	<i>"In computer, lots of documents, how to search, how to open the computer android and IOS is different in laptop in the iPhone, I didn't know before...I think all the same but Laurie teach me everything, how to write my name in laptop, in Zoom, how to change my name".</i>
Q5: Have you used what you have learnt in your daily life?	<i>"I have told my friend, she didn't know. I tell to her, I have laptop, searching. I am confident now, I try by myself".</i>
Q6: Do you think one hour per lesson was enough?	<i>"One hour is not enough, maybe three hours, if you can, two hours and three hours learning English. Even one day is not enough, if you can two days is good".</i>
Q7: What did you think about the English language used on the course?	<i>"Laurie is a good teacher, she understand for all...sometimes it's coming difficult language but she explain, I love her because she understand everything...when it coming difficult word, she</i>

What the English learning ok, was it good because of L?	<i>explain sometime one word difficult, like this like this how to explain".</i>
Q8: Do you think you will take another course like this again?	<i>"If you have (more courses), I would".</i>

## Case study.

*My name is H.*

*From April, I'm living in Islington. I didn't study about ICT before. I don't know how to use computer and laptop only how to use phone and when I want to do anything, I ask my friend and this time, now when I started to teach with Laoreal, I know how to use computer and I try to search anything and sometimes I do myself. With Laurie, I learn how to find anything how to search, how to write my name in Zoom. I comfortable, I try by myself and I'm happy to teach computer because I want to do learn by myself and I didn't want to ask my friend all day, what can I do what is this. It is hard sometimes to ask all day, "what is this". I'm happy now".*