

## Appendix 5 - Interview transcription and case study – A

### Transcription

Interview Question	Interview Answers
Q1: Have you done a course like this before?	<i>"I didn't do course before".</i>
Q2: Why are you doing this course? Q3: Why was it important for you to develop your digital skills?	<i>"Because for future, support for us for everything, how to send everything, of everything is technology by paper, any job, for children as well. How do you use it about the Zoom. They use it the world, the technology, the internet, how to send to any office, in council, how you use it Zoom, Viber, WhatsApp, how to copy, like going somewhere, if you have phone, have a laptop, you use it home, for future, for job, for everything. How do you control, the kids, when they use it – what they do inside the phone. Parental. Yeh the kids use it, you use it to help them because they're under 12, under 7".</i>
Q4: What did you learn on the course? Q5: Have you used the skills learnt on the course in your everyday life now that you have finished the course?	<i>"Some words difficult in English, some words, she use picture on the phone, messenger as well. I send to my teacher. ESOL teacher as well. Before they go to school, now because fo corona, because if you don't know you can't do it. Somethings I understand from teacher – N. The teacher use WhatsApp. Laurie teach us WhatsApp and how you do Zoom. I use the phone but commuter difficult. Still I didn't use it (laptop) – problem with computer".</i>
Q6: Do you now understand about online safety?	<i>"How you see – bad or good, little bit understand".</i>
Q7: Do you think an hour per lesson was enough?	<i>"Sometimes you rush, sometimes more time, good. If you can more lesson, it's good as well. I think two hours and then four hours is good".</i>
Q8: How did you find the language used on the course? Did L make it easy for you to understand?	<i>"She made us understand, if you don't understand, she repeat the word, if you don't understand, she make you understand, the teacher repeat the word, she good teacher, some words you don't understand, she explain...she repeat, you understand more. Example, inside the Zoom...something I don't understand, I tell her".</i>

Q9: Do you think you will take another course like this?

*"I understand I like it, I understand, some things I know I don't know it because out of computer, I don't know...some people, I say help me. Like the Chromebook, nothing work but if somebody teach you, it's good. If you don't know, you don't you. If you don't know, you keep it you leave it. When you know it, you use it a lot of things, even job. Now I cancel something, I know it – if you don't want, whatever cancel. If you don't want it, you cancel it. If you lose your phone, you can find it. I not proper proper do it but three things I know. I know email send, now GP now you know when you sick, for children. I struggle this one beginning corona, little bit I struggle now but better than before".*

## Case study testimonial

*I come here in 2004, to UK. I go to ESOL before, entry 2 entry 3, now the girl is 12 years now, after that, I go to the ESOL then I had my second – my son, I stop everything, I stop everything, single mum and still now, I go ESOL support my children as well. Now I come to the ESOL E1/E2 I use it. Now they do more the together and now the course. Better than before – I don't know before the internet, like how do you use it, how do you change, how to put Zoom because I don't have internet before, that's the thing. I have only online, telephone call. Now I use with ESOL as well. If I want, copy the paper, now I have Wi-Fi, I use it the picture, how to use it with Zoom, email, WhatsApp. How to use WhatsApp to send something to GP. Everything you have paper like Official, like council, now because of corona, you can't do anything only online and phone and email and WhatsApp and IMO. The importance with Zoom, talking in front. Nobody can come to you and teach you...struggle, very struggle. Now a little bit better than before because you can go to talk with them, you can talk with them, you can help you in office but because of corona, nobody help you. Now I know three or four things, I know how you use it...zoom, email. I use it by myself. That one is important, if you learn more, you can do.*