

Appendix 6 - Learner case studies: Student Voice

		Student A	Student B
Profile comment 05/11/2020		Has indicated that she struggles with lockdown. Struggles to focus at home and finds it hard to pay attention in online lessons. For this reason, lots of directed questioning and pair work in Teams rooms is a useful strategy as she has to collaborate.	Overseas qual. Struggles to understand spoken English. Lives in a non-English speaking household with relatives (not immediate family). To address the struggle with ESOL issues, been advised to listen to podcasts/radio, and to daily read English newspapers. Needs constant directed Q&A in online sessions as otherwise does not engage.
Before intervention (survey question) 05/11/2020	Question: What is your experience like in online English lessons?	My lesson is always interrupted because the teacher does not know how to use Teams properly and she always gets confused. She told us to use OneNote but she doesn't even know how to use it properly.	Sometimes I am confused in Teams lesson. Other learners are speaking and I am not clear what we are doing. Everything is slow in lesson and confused. No one knows how to use OneNote. Miss is not very sure about it.
After intervention (survey question) 01/03/2021	Question: What is your experience like in online English lessons?	I give this 8/10 because the online classes that are delivered are in good standard. For instance, in One Note there are lessons objectives for each week which allows me to get an idea on what we are going to learn. Teams has also been amazing because we can ask questions to the teacher and also my classmates, so they can help me.	This is very good 10/10 because every lesson our teacher always set our work on OneNote to complete the starters before the lesson. This is a great way of learning because it refresh our memory of what we was doing last week. before this I don't know what I am learning in each lesson. Thank you.