CASE STUDY – English Language Learner

Name	Aneesha
Age	27
Gender	Female
Job	Part Time Medical Cleaning / Mom
Tell Me About The Learner	1 child - Husband works and is exposed to English daily, wants wife to learn English also - No family nearby - Reverts to original language at every opportunity - Shy, quiet and reserved
Signs Up For	ELL Conversation Café
Coordinator / Program Support / Front Line	- Identify if child care or transportation is an issue - Inquire about where she needs to talk to other people using English throughout her week and what they talk about
Instructor/Tutor/Facilitator	Facilitator needs to engage her so that she finds value in attending the sessions
Where The Learner Starts Out	- Doesn't speak unless a question is directed to her - Allows her husband or child to speak/answer for her - Often seems nervous
During the Program	- Aneesha mentions to the facilitator that she feels more comfortable speaking in the group, and that she is finding it easier to speak English with a couple of her co-workers. - She is interested in setting some new learning goals (i.e. she would like to be able to have a longer conversation and extend their conversations beyond a simple greeting.

Next Steps	• Aneesha tells her instructor she feels like 1 class a week isn't enough for her and would like more instruction time, so the coordinator matches her with a tutor for an additional 1.5 hours of instruction per week. • Keep engaged so she can use her English and become more self-confident.
Measurable Outcomes	• Aneesha is using English in the community more often. (Skills Use) • Aneesha begins to initiate conversation with her tutor. (Self-Confidence) • On her program evaluation, Aneesha indicates she enjoyed coming to the Conversation Café and always felt welcome. (Welcoming Space)
What Evaluations Tells Us	• Aneesha had very low confidence upon arrival. Observation analysis/evaluation from the facilitator and coordinator allow us to see Aneesha gaining more confidence using her English in everyday situations. • Aneesha wants to set new learning goals, which shows she is committed to learning, is more confident in her identity as a learner, and is confident in her ability to meet new goals. • Note - Evaluations should be as confidential as possible. (You could use an envelope that participants put their evaluation in and then it's sealed and returned to you).