



CASE STUDY – English Language Learner

Name	Aneesha
Age	27
Gender	Female
Job	Part Time Medical Cleaning / Mom
Tell Me About The Learner	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• ELL Conversation Café
Coordinator / Program Support / Front Line	<ul style="list-style-type: none">• Identify if child care or transportation is an issue• Inquire if she has other opportunities to speak English outside of the course
Instructor/Tutor/Facilitator	<ul style="list-style-type: none">• Facilitator needs to engage her so that she finds value in attending the sessions
Where The Learner Starts Out	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• Aneesha mentions to the facilitator that she feels more comfortable speaking in the group, and that she is using English in the community more often• She is interested in setting some new learning goals (i.e. she would like to know more about how to use email and Skype to stay in touch with her family overseas).



Next Steps	<ul style="list-style-type: none">• Have an interactive Q&A session with Aneesha to see if she has some interest in courses you currently offer. If not talk about where her interests lie. Refer her to any programs you feel are a great fit.• Keep engaged so she can use her English and become more self-confident.
Measurable Outcomes	<ul style="list-style-type: none">• Aneesha is using English in the community more often (Skills Practice)• Aneesha is starting to use more English and is looking to enroll in an English based computer course. (Skills Practice and Self-Confidence)• Aneesha begins to initiate conversation with her tutor. (Self-Confidence)
What Evaluations Tells Us	<ul style="list-style-type: none">• Aneesha had very low confidence upon arrival. Observation analysis/evaluation from the facilitator and coordinator allow us to see Aneesha gaining more confidence and using her English in everyday situations.• On her program evaluation, Aneesha indicated she enjoyed coming to the Conversation Café and always felt welcome.• 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).