**Capturing the Client Voice**

**Carver Center Adult English Class: Tuesday Nights**

**FALL 2018**

**1. Q: Why did you choose Carver Center for this class?**

A: "For working-necessary" (this person wants to answer the question in English and he looks very proud of himself speaking in English:)

A: Recommendation (by family members)

A: Want to learn more English

A: Teacher is very good and patient

A: Recommended by friend

A: Time is convenient

A: One day per week is easy to attend

A: Easy to take advantage - convenient

A: Doesn't interfere with work hours

A: Because teacher recommended it to me

**2. Q: What is the most challenging part of this class?**

A: Goal to achieve the most they can

A: Teacher is very patient

A: The vowels

A: Sounding the letters correctly

A: Pronunciation

A: Writing pieces is very hard

A: The time to start talking in English

**3. What is the most helpful part of this class?**

A: In my job I'm able to communicate with people who doesn't speak Spanish

A: More confident to speak around English people

A: Able to say a complete phase or sentence, that make me feel so good!

A: Able to communicate at a higher level in English

A: The time, hours and day is very helpful

A: With time convenience, we are able to attend class, and learn more material

**4. Q: Do you feel the class is helping to improve your English? How do you know?**

A: Yes, because the teacher corrected my errors

A: Bosses from work know they have improved

A: Yes, because now I can speak with my boss a full conversation, short but understandable

A: Yes, because my husband listens to English learning shows and I'm able to understand what they are saying.

A: Yes, because now I can speak more English than before.

A: Yes, because I feel more comfortable talking in English now!!

**5. Q: What else can Carver Center do to help you at this time?**

A: If can add an additional day

A: Two days or an extra hour during the week

A: Overall, extend program for another day

A: Handout given are very helpful/useful, more of these