

Questionnaire: ESOL learners' opinions and experiences

What is the questionnaire for?

My name is Jill Court and I am doing a PhD in Education at the University of Bristol. Before that I was an ESOL teacher for over 14 years. I am doing research on ESOL learners' opinions and experiences of living in Britain and learning English.

This questionnaire is to find out more about the issues and problems for people who are learning English, and what is important for having a good life in Britain. This information can help improve services for ESOL learners.

Your opinions and experiences are very important and will be very useful for this research.

Filling in the questionnaire

Please do not write your name on this questionnaire. This questionnaire is anonymous and the information you give will not be matched to you. I will not use your answers to identify your or find your name. You do not need to show your answers to the teacher or any other students.

This questionnaire is confidential – no-one will read it except the research team. The questionnaires will be kept in a secure place. I will use the anonymous information to write about what I have found out about the experiences of ESOL learners. I may share what I have found out with other researchers, but no one will know who gave the information.

The questionnaire should take around 30 to 45 minutes.

Please answer all the questions in the questionnaire. After you have finished, please put it in the envelope your teacher has.

I will ask you **to fill in another questionnaire in about 6 months** to see if people's lives have changed.

It is your choice to fill in the questionnaire

You do not have to do the questionnaire – it is your choice. If you want to withdraw after completing the questionnaire, please email me or tell your ESOL teacher within two weeks from today. This will give me time to take your information out of the research.

Further questions or complaints

If you would like to ask me about the research my email is jill.court@bristol.ac.uk.

If you have any complaints, you can email me or my PhD supervisors at the University of Bristol. They are Dr. Frances Giampapa and Dr. Liz Washbrook. Their emails are frances.giampapa@bristol.ac.uk and liz.washbrook@bristol.ac.uk.

Important: Please answer these two questions:

I have read and understood the above information Yes No

I agree to fill in the questionnaire Yes No

These 3 questions will help me match this questionnaire with the second questionnaire that I will send your teacher in about 6 months.

I will not use these questions to find out your name.

<p>1. What is the name of your ESOL teacher?</p> <p>2. Where do you attend ESOL classes? Please write the name of the college or centre.</p> <p>3. What is your date of birth?</p>
<p>4. Please write today's date</p>

Part 1: Experiences of British People and Society

<p>5. In your opinion, how friendly are British people towards people from other countries? Please tick one number between 1 for usually not friendly and 5 for usually friendly. British people are....</p> <p style="text-align: center;">Usually not friendly Usually friendly</p> <p style="text-align: center;">1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/></p>
<p>6. Think about when you speak English to British people. Usually, how helpful are people in trying to understand and talk to you? Please tick one number between 1 for usually not helpful and 5 for usually helpful. When I speak English, British people are...</p> <p style="text-align: center;">Usually not helpful Usually helpful</p> <p style="text-align: center;">1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/></p>
<p>7. When you are not in ESOL class, how much do you talk to people from different nationalities/ cultures to you? Please tick one number between 1 for 'not much' and 5 for 'a lot'.</p> <p style="text-align: center;">Not much A lot</p> <p style="text-align: center;">1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/></p>

8. When you are **not** in ESOL class, how much do you talk to people who are from a **similar** nationality /culture to you?

Please tick **one** number between 1 for 'not much' and 5 for 'a lot'.

Not much

1

2

3

4

A lot

5

9. In the **last 12 months**, have you been insulted, called names, threatened or shouted at, in any of these places? You can tick more than one.

1. At college or work

2. In a public place, for example on public transport, shops, in the street or park

3. At home

4. Other Please write other place.....

5. **Or:** I have not been insulted, called names, threatened or shouted at

10. If you have been insulted, called names, threatened or shouted at, was it for any of these reasons? You can tick more than one.

1. Your sex or gender

2. Your ethnicity or nationality

3. Your religion

4. Your language or accent

5. Other reason Please write other reason.....

6. **Or:** I have not been insulted, called names, threatened or shouted at

Now think about your neighbourhood, the area where you live.

11. How much do you talk to people in your local area? Please tick **one** number between 1 for not much and 5 for a lot.

Not much

1

2

3

4

A lot

5

12. How safe do you feel in your local area? Please tick **one** number between 1 for very unsafe and 5 for very safe.

Very unsafe

1

2

3

4

very safe

5

Part 2: Your English skills

13. How many **hours** of ESOL (English) class do you have a week?.....hours

14. What level ESOL class are you in? Please tick **one** answer.

Pre-entry E1 E2 E3 L1 L2 Other (please write level).....

15. What year did you **first start** ESOL classes in the UK?

16. How difficult do you find **speaking English for everyday activities** such as shopping or taking the bus? Please tick **one** answer.

1. It is not difficult
2. A little difficult
3. Fairly difficult
4. Very difficult

17. How difficult do you find **speaking English in more formal situations?** For example, in a job interview, at the hospital or GP, at work, or with your child's teacher. Please tick **one** answer.

1. It is not difficult
2. A little difficult
3. Fairly difficult
4. Very difficult

18. How difficult do you find **speaking English on the telephone?** Please tick **one** answer.

1. It is not difficult
2. A little difficult
3. Fairly difficult
4. Very difficult

19. How difficult do you find **reading formal letters or documents** in English? For example letters from the Home Office, solicitor or the bank. Please tick **one** answer.

1. It is not difficult
2. A little difficult
3. Fairly difficult
4. Very difficult

20. How difficult do you find **filling in official forms in English?** For example for a job, for housing or for the bank. Please tick **one** answer.

1. It is not difficult
2. A little difficult
3. Fairly difficult
4. Very difficult

Please go to page 5

Part 3: Your opinions about British life.

21. Think about your life in Britain. How much do you feel part of British society? Please tick **one** number between 1 and 5.

I **do not feel** part
of British society

I feel **part** of British
society

1

2

3

4

5

In your opinion, how important are these things for having a good life in Britain?
Please tick **one** answer for each of these things.

	Not important	Not very important	Quite important	Very important
22. A good job	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
23. Friendly neighbours	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
24. British people taking the time to listen when you talk	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
25. Feeling confident about yourself	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
26. Good English language skills	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
27. Doing things by yourself without help from interpreters, family or friends	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
28. Feeling British	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
29. Being able to talk to people in your first language or languages	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
30. Understanding British culture	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
31. Being able to express your cultural and religious traditions	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
32. Being free to express your opinions	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
33. Feeling safe	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
34. A good education	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>

35. How well do you understand British culture? Please tick **one** answer.

I don't understand
British culture at all

1

2

3

4

I understand British
culture very well

5

Part 4: Work experience

36. Do you have a paid job? Yes No

37. **If you do not have a paid job**, what is your plan for the future? Choose the **one** most important thing for you now.

1. Find **any** job
2. Find a job that is right for me
3. Study to get a new qualification
4. Other Please write other
5. I have a paid job

If you have a paid job, please answer questions **38-46**

If you do not have a paid job please go to question **47**

If you have a paid job

38. How many hours do you usually work per week?.....

39. What is your job?

If you have more than one job, write the job you spend the **most hours** doing.

40. Please tick the answer that best describes your job:

Permanent

Temporary / For a fixed time only

Agency / casual work

Other (If other, please write answer here).....

Thinking about **your job**, tick the best answer for each of these things. Please tick **one** answer for each question:

41. **Money:**

The money is good The money is OK The money is not good

42. **Hours:**

I work too many hours

I work the right amount of hours

I don't work enough hours

43. **People:**

The people are friendly

The people are OK

The people are not friendly

44. Is your job **interesting**?

My job is interesting

My job is OK

My job is not interesting

45. Is there another reason that you are happy or unhappy with your job?

.....
.....

46. What is your plan for the future? Choose the **one** most important thing for you now.

1. Find a job that is **better** than the job that I am doing now

2. Stay in the **same** job

3. **Study** to get a new qualification

4. Other Please write other.....

Part 5: About You. These questions are for everyone.

47. Do you do any of these things in your spare time? **You can tick more than one.**

1. Voluntary or unpaid job

2. Go to a leisure centre or fitness class

3. Play sport

4. Help out at child's school

5. Go to a community group or community centre

6. Other Please write other.....

48. This question is about your **health**. In general, is your health.....

1. Excellent

2. Very good

3. Good

4. Fair / OK

5. Poor

49. How much of the time during the **past 4 weeks** have you felt calm and peaceful?

1. All of the time

2. Most of the time

3. Some of the time

4. A little of the time

5. None of the time

50. What is your gender? man woman other

51. Which country were you **born** in?

52. Which **year** did you come to the UK?

If you don't know, write the year you think it is.

53. How long do you feel you can stay **in the UK**? Please tick **one** answer.

I am very sure I can stay as long as I want

I am fairly sure I can stay as long as I want

I don't know how long I can stay

I know that my stay here is temporary

54. Did you come to the UK as a refugee or asylum seeker? Yes No Don't know

55. Do you have a husband / wife / life partner? Yes no

56. If you have a husband / wife / life partner, do they live with you? Yes no

57. Do you have any children? Yes No

58. If you have children, how many children live with you now?

59. Please write your children's ages

60. What age did you **finish school**?

1. I did not go to school

2. younger than 10

3. between 10 and 14

4. between 15 and 18

5. I was over 18

61. Have you got a university degree? Yes No

These questions are about how you feel about the amount of **money** you have.

62. How often do you have enough money to buy the things you need?

Never

Always

1

2

3

4

5

63. Do you think you will have more money or less money to buy things **one year from now**? Tick **one** answer.

1. I think I will have **more money**

2. I think I will have **about the same amount of money**

3. I think I will have **less money**

4. Other Please write other.....

These questions are about **your home**, where you live now.

64. In my home, I have enough space for me/ my family. Yes No

65. What condition is your home in? Please tick **one** answer.

My home is in a good condition

My home is OK

My home is in a bad condition

66. How sure are you that you can stay in your home as long as you want to? Please tick **one** answer.

1. I am very sure that I can stay as long as I want

2. I am fairly sure that I can stay as long as I want

3. I don't know how long I can stay

4. I know that this is a temporary home

67. What is your ethnicity?

Black

White

Asian

Arab

Other ethnicity (please write).....

68. What is your religion?

Christian

Muslim

Other (please write).....

None

69. What is the **first part** of your postcode? For example, if your postcode is SD1 1AL, the first part is SD1.

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70. Is there anything else you want to say about learning English?

Please turn the page

71. Is there anything else you want to say about living in Britain?

Thank you for filling in this questionnaire. Your answers are really important.

I will send your teacher another questionnaire in about 6 months. I would be really grateful if you can fill in that one too because I want to see if people's situations have changed while learning English.

All your answers are confidential and anonymous – they will not be used to find your name.

I would also like to talk to some ESOL students to find out more about their opinions and experiences. If you live in Bristol, and think you would like to do this, please tell your teacher or email me and I can give you some more information about this.