

Students' Perception of Teacher's roles in Intercultural Language Education

Final Report

Rooster Group

Tran Ngoc Anh (Alex)	RA6057191
Marisa Oncheunjit	RA6057426
Patchrabhon Limpiti	RA6057531
Sorawit Biamukda	RA6057662
Adrien Minot	RA6067023

June 17th, 2017

**Qualitative Research Methods
Prof. James Stanworth**

Students' Perception of Teacher's roles in Intercultural Language Education

1. Introduction

1.1 Research Background and Motivation

Under the context of globalization and internationalization of higher education, we are seeing the wave of students' mobility across the world. According to The Organisation for Economic Co-operation and Development's annual report, The number of foreign students enrolled in universities abroad, increased by 50% between 2005 and 2012 and reached five millions by 2015. This situation forced universities in many countries to cope with the flow of diversity that we have never witnessed before (Gill, 2016)

According to International Expat survey 2016, Taiwan has ranked the first among the the best places for expats to live. Specifically, Taiwan got best score in the friendliness subcategory and that also one of the factors that attract student to live and study in Taiwan. Ministry of Education report that number of non-citizen students has been increasing since 2007 and reach 111,340 students in 2015. However language subcategory only came in the 45th, which indicates the problem of language barrier. According to the survey, only 23% of the respondents agreed that learning the local language is easy and about one-third (32%) favored the opinion that they encountered many problems if living in Taiwan without learning at least some of the local tongue. Language is also regarded as the main barrier of intercultural relationship formation (Gomes, 2015). As a result, one of the critical needs and competencies that international students need to possess in order to study and work in Taiwan is Chinese ability to avoid language divergence for better daily life and interaction.

Not only the demand from expats who need to study Chinese in order to adapt themselves to Taiwanese culture but growing in China's economics which is now become the second largest economy, also attracts more international people to study chinese for their working benefit. Due to friendliness environment, attractive destination for expats and Chinese speaking environment, Taiwan has become a prior consideration for international students for Chinese learning. However, the fact that the developing service of Chinese teaching should receive concerns as a key to gain competency. Language centers in Taiwan involves in intercultural services encounters because the service provider consisting of CLC teachers and staff members, and the customers which are international students, belong to different cultures (Stauss & Mang, 1999).

~~Because of different continents and cultures, it is hard to understand about their perception on service and how to satisfy them (Bowen & Jones, 1986). The literature of customer satisfaction is situated within a disconfirmation paradigm, customers comparing the perceived actual performance over their expectations (Johnson, Gustafsson, Andreassen, Lervik, & Cha, 2001). Thus, finding the perception on current role performance is one of the important thing to help develop business and its strategies.~~

means

To our best knowledge, most recent research in intercultural service encounter has only focused on some typical settings like hospitality, healthcare and banking services; however, cultural service encounter in the field of educational service has not received great attention. Furthermore, the knowledge about the perception of international student on language center in Taiwan language center still lacking, the researcher finds this situation as research opportunity in academic researches and a contribution scope to be filled.

Good direction and general idea

This research based on the Role theory (Solomon, Surprenant, Czepiel, & Gutman, 1985) which explained the different role expectations and the varied service scripts owned by customers and employees from different cultural backgrounds, in this study, we hope to investigate how international students perceive about the role of teachers in Chinese language center in Taiwan as well as identify how the teachers play their roles which can affect negative or positive perceptions from the international student's perspective. As a result, both practical and theoretical contribution of this research will be presented in the next section.

1.2. Research objectives

To understand western student's perception about Taiwanese teachers' roles in Chinese language learning process.

f

1.3. Research Contribution:

Theoretical contribution: Confirm and get more insight upon application of Role theory in education setting that has received little research

may be in explaining education as a service...

Managerial Contribution: Specifically, it provides language center in Taiwan with general pictures of what kind of teacher interaction and roles that can satisfy international students so that the managers of the language centers can improve and provide better service for international students

ok

2. Literature Review:

The service provider is customer's first point of contact. According to the role theory, the specific role is usually embodied within a 'script', that specify the how, when, what and where of emotional displays and exists at the societal, occupational and organizational levels. While these scripts are different across organizations, a common thread underlying all is the need to meet and/or exceed customer expectations (Solomon et al., 1985) In other words, the service provider's goal is to make sure that customers have the positive emotion of satisfaction (Barker & Härtel, 2004)

Service Encounter is generally used to define contact situation between service provider and service customer (Stauss & Mang, 1999). Customers and service providers are supposed to be able to understand and agree on each other's roles in the service situation in order for the service experience to be satisfactory. If the roles are not mutually agreed upon, misunderstandings may occur (Sharma, Tam, & Kim, 2009). Research has shown that customers' perception of service encounters are vital elements of their evaluations and can lead to satisfaction or dissatisfaction (Solomon et al., 1985) Role plays are one interaction form that can positively affect cross-cultural perception. Where education is considered as service industrial, to satisfy students, service provider or educational institute has to know students need, and provide student individual attention (Chui & bin Ahmed, 2016). However, Servicescape becomes more complicated when intercultural encounter between local and foreign customers. foreign customers' expectation from service providers in which the customer's expectation is subject to attentiveness, which might be affected by cultural background (Warden, Liu, Huang, & Lee, 2003). In term of expectation and perceived actual performance, there are so many aspects to be considered. However, in the field of intercultural services encounter. Prior research usually focused on interaction between people to people. Therefore, this research will focus on the interaction between teacher who is a local Taiwanese and student from western society who have different cultural background

Try to separate
and organize the
main ideas to build
a clearer flow.

3. Data Collections

3.1. Method

The data was collected from 10 individual semi-structured interviews of International Students, who have registered to study Chinese at CLC in NCKU, to identify the perception of teacher's role in intercultural context of Chinese learning. Each interview ~~will~~ be held around 30-45 minutes and will be recorded for transcribing ~~purpose~~.

3.2 Limitations

This research has some limitations by the chosen service provider which is limited to only Chinese Language Center of National Cheng Kung University and the interviewees who are the international students from the same institute, which is hard to generalize for the general language center in Taiwan.

Ok, most likely for language centres - but general teaching settings?

3.3. Time Scale

Months	March				April				May				Jun			
Week number	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Literature Review	■	■	■	■												
Finalize objectives			■	■												
Proposal				■												
Develop of interviews guide					■	■										
Test of an Interview							■	■								
Interviews									■	■	■					
Transcript											■	■				
Data Analysis											■	■	■			
Final Report													■	■		

Details:

Proposal : 31th March

Data collection 3rd-22th May

Data Analysis: 23th May- 16th June

Final Report 11th-16th of June

3.4 Sampling

Population of our study consists of students of Chinese language center at NCKU which are divided into 2 groups; first group consists of part-time students who study Chinese once a week and full-time students who study Chinese 4 to 5 times a week.

What sampling approach? The population under your approach is not the focus.

The sampling technique is purposive sampling. We started off with 10 students from free class group and 2 students from full-time studying group as our pilot sample. After the pilot interviews of the first 4 students, we found a significant difference in terms of how rich information we could get. Therefore, we moved on with the focus on full-time students to get richer information of the perception toward the teacher's role.

What are your purposive criteria?

3.5 Research questionnaires

Introduction questions

- How long have you learned Chinese? What level are you learning? Where have you learnt Chinese?
- Could you tell me about a recent class you have attended? When did you attend it from when you entered the class to the moment you left?
- How do you feel about learning Chinese?

Good - this worked fairly well. Move questions to appendix. Elaborate, here, on the process of the interview.

Main questions

- What are your good & bad experiences in class?
- How do you feel about the teacher's teaching style at CLC?
- What techniques do the teachers use in class?
- What surprised you? What was unusual? Why do you think it is unusual?
- What do you like/dislike the most about learning Chinese at CLC?

3.6 Data Analysis

Coding Method

We used the in vivo codes to extract the key expressions from the respondents and find the common characteristics in each code and group them together in categories.

Category Definitions

Bring the categories closer to meanings in the data - this way you get closer to effectively explaining what is going on

Teaching techniques and styles are defined as all of the activities, tools or means of communication the teachers design and use to support during teaching.

Teacher's manner is the social behaviors or common habits of the teacher in cultural context. It refers to the norm that teachers should behave in which can be different in different cultures. ?

Student's Perception: is relative to how student perceive about different components in class as below:

- Students' perception of classmates
- Students' perception of the teacher
- Students' perception of Class atmosphere
- Students' perception of Teaching techniques

Comparison with home country refers to the comparison made by the students in terms of Chinese learning experience at CLC with those experiences they got or perceived back in their home countries. The categories used to compare include their feelings about teaching techniques or styles, the materials, the teacher's manner, the class atmosphere or the practice or usefulness of Chinese learning in Taiwan.

Class information offers general information about the Chinese course provided by Chinese Learning Center including the size of the class (individual, small or big group of students) and the type of class (elective, free course, or conversation class).

Student information is the student's personal demographic information used to identify their nationality, age and level of Chinese proficiency.

Non-related information is the significant information that is out of our scope of study but can contribute to the overall perception of learning experience.

4. Research Findings

Projecting to the research objective which is to understand what and how students perceive about the teacher's' role in learning Chinese at CLC, here are some noticeable findings we obtained from the data analysis

4.1 Teaching Techniques and Styles

- Each teacher has his or her own teaching style, yet follows the patterns. Every week, the students have the same activities in each level; learning new vocabulary, new sentence patterns, do some activities related to the lessons and finally do the small tests or exams. To start off the class, they usually make them feel comfortable for them to be able to speak up and open their minds. As a result, they push every student to participate in class but not too much to force them.
- The teachers usually adjust the teaching styles and techniques with different levels of students. For the lower level students, they use games, flashcards, songs for instance, that stimulate the students by creating a sense of competition and/or boosting up the energy. For higher level students, it appears that teachers use fewer games or activation but use more skillful activities such as discussions, presentations for them to improve the expressions in Chinese language. They also evaluate students regularly about the vocabulary and grammar learned by using mini exams or tests. Assignments or homeworks are also tactics that they use as a method for student's improvement.

sounding like codes

4.2 Teacher's manner

- Teacher's manner extremely is perceived by students occur in both positive and negative ways.
- Friendliness from teachers make students feel like comfortable, they feel open to talk with, students have positive attitude and notice teachers are nice. Students and teachers have good relationship and able to talk about personal issue.
- When teachers try to make a joke, students found it funny and goes fun. Conversely, when teachers make a joke with appearance makes some of western students feel negative or perceived issues, Human right, and social status are concerned by those students.
- students perceive some manners or behaviors of the teacher as or discriminating while talking about too sensitive or personal or, which led to uncomfortable feelings. Although they appreciate to develop close relationship with the teachers, students do not pursue suitable themes they have when communicating.

Contrast the significance of the *funny joke* and the *dead joke*
What we see here is the contrast between on *action* that lifts the mood of the class and creates a positive learning atmosphere. The *dead joke*, by contrast, kills the mood.
These kinds of categories start to help you *explain what is going on*

4.3 Student's perceptions

Student's perception on the teachers :

- Students perceive some cultural differences from the interaction and communication with the teachers during class like directness that creates misunderstandings, a bit of culture shock and a surprise.
- Students perceive the teacher as a native who can help them improve their language skills.
- Most of the students perceive a close relationship between them and the teacher. They like how teachers are nice and pay attention to every student and encourage them to use and improve skills. They feel really motivated.

Students' perception on the classmates

- Students perceive positively toward classmate. Activities during the class among students make them enjoy the class and build a good relationship with classmates.
- Student see a great benefit from having multinational classmates since if forced them to speak Chinese together in which could enhance their Chinese skills.

Students' perception on the teaching techniques and styles

- Although students seem to see the benefits from the activities the teachers assign such as assignments or exams but they think that these activities are quite excessive in terms of the amount.
- Different activity appreciation varies across different levels of students depending on how they see which activities are helpful for their improvement e.g. lower level students like using flashcards to help them memorize words.
- Flexibility to adjust the teaching techniques and styles according to the student's ability is perceived very positively from all students. They love the way teachers modify the teaching method to be appropriate to their skills.

Students' perception on class atmosphere

- The class atmosphere is perceived extremely positive by students as the classes go in an informal way of interaction between teachers and students. The students feel very engaged and motivated in the class by the teacher's attention. Though, some classes can be very strict and intense, for example, reading class as an elective class, news

broadcasting class, in which the students found them boring or too stressful. Overall, they have positive feelings and attitudes toward the class atmosphere.

4.4 Comparison with home country

- Students perceive some interactive manners of the teachers during class are like friends but sometimes they find it strange compared to what in the relationship with teachers in their home countries which is more formal and structured
- Compared to Chinese teaching in home country, they perceived to bring higher level of class interaction and more encouragement in class.

Could add data excerpts to illustrate the points through the findings.

OK

5. Conclusions

Chinese language Center (CLC), has been established by National Cheng Kung University, with the purpose of conducting teaching Chinese language to foreigners. Since the students come from various countries, they may have differences in cultural background. In the scope of this study, only students who come from western countries are selected to do interview about their perception of CLC teachers' role.

Although all teachers have different styles of teaching, in overall, they conduct the class by firstly trying to engage the students by making them feel comfortable, and recalling what has been taught by asking some questions which are adjusted by each student's level. Some activities or games are flexibly brought to use as techniques for teaching. Students appreciate different teaching techniques and styles across different teachers, and find benefits from those activities. Despite these positive perceptions, assignments and examinations are excessively provided.

Native teachers make students satisfied about their authentic accent. Teachers also attract students with flexible and friendly manner, which make them feel like friends and more open to talk even outside the class. Teachers try to build fun atmosphere by making jokes which sometimes students perceived it funny, but when they joke about students' physical appearance, sexual oriented topics, those make them feel uncomfortable and consider as negative direct manner from teachers.

In conclusion, even there are some situations that teachers create negative attitude towards those students who come from western countries where in some cases they could not find in their home countries especially about teacher manner, but entirely, students still perceive

positively about teachers and appreciate friendliness from those teachers, and the overall atmosphere in Chinese Language Center.

6. Other reflections

Chinese language center is a bit of a maze, it is a bit of a
dazzle in some rules and regulation to students.
In overall, anyway, many of them are happy with the atmosphere of the multicultural
class, and outside. They found it a good place to study, comfortable and convenience.
They also have opportunities to meet native speakers which help them to practice their chinese
skills with native speakers.

Link back to explain how you answer your research questions. This is a bit of rambling commentary which takes away from your focus

7. References

- Barker, S., & Härtel, C. E. (2004). Intercultural service encounters: An exploratory study of customer experiences. *Cross Cultural Management: An International Journal*, 11(1), 3-14.
- Bowen, D. E., & Jones, G. R. (1986). Transaction cost analysis of service organization-customer exchange. *Academy of Management Review*, 11(2), 428-441.
- Chui, T. B., & bin Ahmad, M. S. (2016). Evaluation of Service Quality of Private Higher Education Using Service Improvement Matrix. *Procedia-Social and Behavioral Sciences*, 224, 132-140.
- Gill, S. (2016). Universities as spaces for engaging the other: A pedagogy of encounter for intercultural and interreligious education. *International Review of Education*, 62(4), 483-500.
- Gomes, C. (2015). Negotiating everyday life in Australia: Unpacking the parallel society inhabited by Asian international students through their social networks and entertainment media use. *Journal of Youth Studies*, 18(4), 515-536.
- Johnson, M. D., Gustafsson, A., Andreassen, T. W., Lervik, L., & Cha, J. (2001). The evolution and future of national customer satisfaction index models. *Journal of economic Psychology*, 22(2), 217-245.
- Sharma, P., Tam, J. L., & Kim, N. (2009). Demystifying intercultural service encounters: toward a comprehensive conceptual framework. *Journal of Service Research*, 12(2), 227-242.
- Solomon, M. R., Surprenant, C., Czepiel, J. A., & Gutman, E. G. (1985). A role theory perspective on dyadic interactions: the service encounter. *The Journal of Marketing*, 99-111.
- Stauss, B., & Mang, P. (1999). "Culture shocks" in inter-cultural service encounters? *Journal of Services marketing*, 13(4/5), 329-346.
- Warden, C. A., Liu, T.-C., Huang, C.-T., & Lee, C.-H. (2003). Service failures away from home: benefits in intercultural service encounters. *International Journal of Service Industry Management*, 14(4), 436-456.

APPENDIX A: TRANSCRIPTS

Transcript of interview N°1

[00:00:00.00] Interviewer	Hi Amber How are you?
[00:00:04.22] Interviewee 1	Ok guys
[00:00:07.18] Interviewer	So actually we are master students from the Institute of international management NCKU in Taiwan. So this interview question design belong to the required research project of the qualitative research methods course and it aims to investigate how western students perceive about the Taiwanese teachers' role in Chinese language learning process. So u have been reported as one of the interested respondents for this study . We've taken liberty of your joining to request your viewpoint about this issues and your countenance and assistance will be greatly appreciated. We sincerely invite you to spend about 30-40 minutes of your time to answer those interview questions. Please be assured that your answers will be recorded and kept in strict confidentiality and take time to answer as correctly as possible. Your help is crucial for our research and also for the future understanding about this issue. So we deeply appreciate your kind participation and cooperation
[00:01:25.04] Interviewer	So now first of all I'd like to have some introductory questions to warm up the situation. So how long have you learn Chinese?
[00:01:41.11] Interviewee 1	aa... I started learning Chinese at high school but I really started learning Chinese in college so maybe I really started maybe like 5-6 years ago but I kinda stop pushing the try and learn[5-6 year learning Chinese]
[00:02:06.18] Interviewer	So it's not a continuous process?
[00:02:11.04] Interviewee 1	yeah ..
[00:02:11.04] Interviewer	so what level do you think you are in?
[00:02:11.26] Interviewee 1	Intermediate[C Level]
[00:02:17.03] Interviewer	Where have u been learning Chinese?
[00:02:26.07] Interviewee 1	Well, my high school back to the state, my university back in the state[learning Chinese in home country]and when I came to Taiwan I learnt here in Tainan and Taipei[learning Chinese in Taiwan]
[00:02:44.16] Interviewer	In Tainan U did take a course in CLC?
[00:02:46.07] Interviewee 1	Yes I did

[00:02:49.03] Interviewer	So it means that you are taking Chinese course regularly?
[00:02:54.01] Interviewee 1	Yes in the past, yes. Right now , no
[00:02:58.15] Interviewer	Could you tell me about the most recent class U've been attended?
[00:03:06.21] Interviewer	In 2015 at the CLC.
[00:03:12.07] Interviewer	Do you still remember about that class. What did the teacher do, normally do in that class?
[00:03:25.28] Interviewee 1	Well. we worked off the textbook and with the lessons so we would do the vocabulary[vocab check] and then we would read a paragraph[passage reading]and then practice speaking [practice speaking]listening[practice listening] and then go over any homework [check homework]
[00:03:41.17] Interviewer	So every class is the same?
[00:03:43.24] Interviewee 1	Yes, the same
[00:03:47.08] Interviewer	How do you feel about learning Chinese here?
[00:03:51.22] Interviewee 1	u mean in CLC or Taiwan ?
[00:03:56.08] Interviewer	Maybe in CLC and then u can tell me some experiences about other places in Taiwan
[00:04:04.23] Interviewee 1	Well, I was also at CLC back in 2013 and I had a two-third scholarship then I used the management scholarship from Taiwan And those classes I was taking if not every day but almost every day and it was different because classes were really small [small group course] and the class I had was really good with the other students[good time with classmates]so I mean learning there a lot more engaging [engaging atmosphere]cause we weren't afraid of asking question to the teacher ... so she would push us but she wouldn't intimidate us [pushing but not intimidating teaching]
[00:04:50.03] Interviewer	Yeah, How about the other places ...you don't think it has engagement feature ?
[00:04:56.01] Interviewee 1	I think with every place will give you different feeling. So when I was in Taipei, it was a more formal class like maybe over 20 people [big group class in Taipei], teachers were still really nice [nice teacher] but it was more for format[formal class]so open your book, do a chapter today, go over homework and do a chapter today [check homework]. read a paragraph[passage reading], present [present in Chinese]. Teacher were really nice but it was just more formal [formal class] So i feel like here, it allows to be more casual but it really depends on the teacher[casual class]
[00:05:29.25] Interviewer	So personally which place do you prefer?

[00:05:35.20] Interviewee 1	I actually prefer the CLC here [like CLC]
[00:05:43.11] Interviewer	Do you remember any good or bad experience you took in Tainan , CLC Tainan?
[00:05:58.29] Interviewee 1	the last courses I took in CLC Tainan , i was taking free courses so the university they give you 2 free semesters[2-semester free course]. but it was different about if you pay a few scholarship it only 1 a week for 3 hours [3-hours per week] so to me that scheduling of having 3 hours a day at once a day. I didn't like that just cause I think if you did an hour everyday , it's less stressful, less pressure[less stressful with frequent class] and you can remember more So if you only remember 2 words one day in 1 hour class and the next within an hour , you could remember 4. It's better than having 1 class 3 hours [remember words better with frequent class] and getting hit with 50 vocabularies. It was too much for me.[too many vocabs]
[00:06:50.06] Interviewer	So when you took class in Taipei U took it regularly everyday ?
[00:06:55.17] Interviewee 1	in Taipei it was 3 times/week
[00:07:04.24] Interviewer	How about the good/bad experience in Taipei ?
[00:07:12.13] Interviewee 1	I think the good experience is that they had different types of textbooks so they had 1 of textbook focusing more on speaking and 1 focusing on reading and writing. So it got space down. And I really enjoyed my classmates[good time with classmates] cus they came from all over the world [multicultural classmates],same for Tainan [good time with classmates]. So everyone has that connection of generally wanted to be there and wanted to learn. And the teachers are also very nice and understanding[nice and understanding teacher] I guest for negative experiences, I think that'd be more of myself with the pressures, too much pressures It was very stressful presenting all in Chinese cause I had to memorize everything, I couldn't openly speak it calmly so because the class was so very big in Taipei, you got lots of attention, you could go and ask the teachers for feedback but in Tainan because it was small[small group course], you would get more personalized, kinda criticism to work on [personalized class]
[00:08:25.00] Interviewer	So did you encounter the pressure of presenting everything during studying in CLC?
[00:08:33.17] Interviewee 1	We did have present [present in Chinese] but It was less intensive [less intensive] because It was just maybe only about the news, talk about what happened on the news for 10 minutes .. but in Taipei , they will try to push like I have the whole lesson in Christmas so It's like 20 minutes of a lot of works. I guessed that they try to push you but i think it works better doing something small solely but I also know how I learn because I've been trying to learn languages for a long time and for me being

	pushed that hard doesn't work. So for me I think that's kinda one of the strengths I have is that I learned at many places so I know how what works for me
[00:09:25.03] Interviewer	The next question is about the teaching style of the teachers. How do you feel about that?
[00:09:35.23] Interviewee 1	Hmm, with the experience that I had ?I think from my experiences, the teachers are more open[open-style teaching]and you don't feel the other pressures[less stressful], I've learned better and my classmates have learned better . But if people feel like military class, if people feel like very structured , the teacher doesn't get enough time to know you, maybe they are very nice but they still don't have time to know you, they try to hit on the point. I don't feel like comfortable I guest to learn. If they focus solely on.. Ok do that, do this , it just makes learning not fun. But If I have a teacher like ...did you read the news currently then they ask how they are , they laugh with us, they make jokes. It makes you more.. I guest organic way of learning languages because when we learn your first languages, we don't have books, we listen to people and we interact and even though I've been not in Chinese class now, even I know my vocabulary hasn't improved but I mean talking to people, my confidence on the language has improved.
[00:11:01.26] Interviewee 1	So I feel like with teacher, languages, especially, yeah half of it is still like learning the book, sitting down memorizing and practicing the other half is being comfortable to make mistakes then speak so teachers make you comfortable, give you that environment I think learning languages is more relaxed and it's more pleasant experience because one of the reasons I stopped Chinese in my university, it was advanced Chinese but the Professor, she has actually left and she had a replacement but she left all of the materials but it was the material like words you don't use for writing Chinese like metaphors, like things that you're not gonna use when you speak. We would have sometimes hundreds of vocabulary quizzes once a week and I feel like it not wanting to learn Chinese cus it took away my passion, it took away purpose of learning new words, stuff like Kongzi, the literature stuff from the Internet you're not gonna use it so here they just focus more on speaking and colloquial
[00:12:26.00] Interviewer	So that's your feeling when u took Chinese courses in CLC in Tainan and also similar to the feeling when you took classes in Taipei?
[00:12:40.09] Interviewee 1	I think it was more casual in Tainan [casual class]...A lot of people I think had more stress, more formal but here they focus more on learning
[00:13:04.11] Interviewer	So you feel that it more effective to learn Chinese in CLC?
[00:13:10.03] Interviewee 1	Yes
[00:13:13.17] Interviewer	Do you remember what technique did teacher use in class .. you feel impressive?
[00:13:30.10] Interviewee 1	When I had the weekly classes in the CLC... the good things about the teacher I had then... She always makes stuff kind of what we were doing

	<p>so that It wasn't like a strict format cause she didn't do that ...cuz every time you go in, there is something new, something different[flexible teaching] so you don't get bored usually. We still had quizzes and exam[quizzes and exams] but she would try to make it fun,[fun atmosphere] so it represents a present topic so then we can relate to it [situation discussion]and the words that we learn would be useful [enjoyed the class]. but we also have competition [competition]where we gonna compete like a... it's almost like a ... we would practice as a team [practice in team]...I think because of her gonna be open [open-style teaching]. It has been so long I cant quite remember everything but she would open like if you want to ask her a question she would let us ask and sometime spend like half an hour on it [encourage students to speak]. So the technique of being open[open-style teaching], kind of flexible changing the lesson [flexible teaching] and then she would show us the video, she would show us movies, she would use pictures [visual aids]she would use different types of media[different types of media] and not just the text books. So we did have the textbooks[textbooks] and she's also willing to answer any questions because some of other classes she can ask whether she move too fast and we feel lost [check understanding]and we don't want to ask questions because we wanna hold the class back so CLC, because it was smaller [small group class], we can ask those questions and I think we feel more open[open atmosphere] but it really does depend on the professors but I can really appreciate that they make up with what they do .. So I can see a little technique when I look back that ok this person is a good teacher , this person maybe had a good intention but</p>
<p>[00:16:20.23] Interviewer</p>	<p>So just remember when the first time you experienced Chinese learning here . What do you think surprise you most ? Is there any unusual thing from what u expected ?</p>
<p>[00:16:38.23] Interviewee 1</p>	<p>As far as the teachers or the classes .. I mean the first time I came here , I mean everything was unexpected just because it was the first time I come aboard to Asia.. everything was a shock. so I was like oh my god what am i learning in class [unexpected experience], I actually used if I wanna buy something like I have to use it here if i wanna have a good quality of life . So it was definitely shock cause it was more than just ok this is 1 class you take notice just a few focus when you come here so that really shock to me at first. And ... when I first got here they placed me in B or C level and I got in C [C level] and the teacher... I found it later because Ok I know Chinse a lot the teacher gave extra assignment and extra works[lots of homework] and it was too much for me cause I learn very slow and It would take me all night to finish like 1 page of text and it was too much for me so I was very upset [unhappy], I did cry and also I just got in here, got jetlag, I just had cultural shock [culturur shock]... but It worked out cause I had an amazing class [enjoyed the class], ...but the shock of just like what you learn is actually what you</p>

	gonna use here so..
[00:18:26.22] Interviewer	Is there any gap? What you learned and what you actually used?
[00:18:34.05] Interviewee 1	well, back in the State, you learn Chinese but because you would not use it so you just forget it but here you can use it [practice in real situation]and it's kinda you have a computer and you put code in it and you can only use what type of coding you have, so the more work, the more vocabulary, the more grammar you have, the more you can get, the better quality you can get I think. It was really cool that when I speak, someone feedbacks to me, so just being able to talk to someone [ability to talk with local people] before we just sounded like gibberish. I think it was amazing but I didn't really choose the textbook they had because it was more details, more in-depth and the textbook has English, pinyin, and Chinese, so I guess my problem now was the available book, they don't have the pinyin, so it was a little bit may be "mafan", otherwise I had to put the pinyin in, that's another discussion, I dont wanna get out off the topic
[00:19:48.14] Interviewer	So I understand that you said the unusual thing you got here is about the stress because you think that you were at the beginning level right and when you had the first class, the teacher gave too much assignment. So why do you think it's unusual?
[00:20:13.22] Interviewee 1	I found it later, because all are the kids in the C level class, I gave them the impression that oh we know Chinese, it's so good so then when the teacher said Ok, give them more work, so I found it later on, but what's the question?
[00:20:38.11] Interviewer	It means at the beginning of any course, you will have kinda a test to examine which level you are in, right?
[00:20:51.27] Interviewee 1	Oh yes, that test
[00:20:56.07] Interviewer	So I assume that the first time you come to class, you are at the beginning level but the teacher think that you are already may be in a higher level because other students they may speak more fluently, that's the reason why the teacher gave you more assignment?
[00:21:22.16] Interviewee 1	Actually I think I was in B but then I tried to get C cus I thought like ok I can push my self but the workload was too much [lots of homework]
[00:21:34.12] Interviewer	Yeah I got it, why it was unusual thing
[00:21:37.11] Interviewer	What do you like or dislike most about learning Chinese at CLC?
[00:21:51.19] Interviewee 1	One thing I really like is my classmates. I always really enjoyed my classmates [good time with classmates], I mean we usually were in the same level but it feels like everyone is struggling to each other, everyone was in the same field so everyone's willing to help and it also depends on the teacher, they were really nice [nice teacher] . The thing I dislike or I think negative, sometimes it's the textbook. When I get advanced, it

	<p>doesn't have enough examples, cus at least for me I need 3-4 example, ok if I see a paddle but sometimes it gives only one example, Ok but I dont get what the structure is and I think they give too many assignments [lots of homework] .It depends on the students, some people can handle it , some people like me, someone can write it up within 15 minutes but all of work I need five hours I'm just slow so even though I think there are many good things, they don't necessarily tailor this purpose and I understand they care but I think if the teacher they may be more aware of the different levels of students as well as their strengths and weaknesses, I mean even they could shorten a little bit, like may be you can handle like it's ok to write a page or just half the page maybe they can adjust a little bit, it was really necessary for students. I think that would benefit cus I know sometimes I can be a little bit sensitive and I get discourages with languages so I think may be they just had the pressure of how to handle different types of students [teacher unaware of students' level]cus I'm not sure they really get taught here how to teach because at least for me, teaching is something just skills, it's something that everyone can do. So it's something that helps handle all of the lessons but I do think the people here they are pretty caring that work at CLC [like CLC].</p> <p>Cus even if I go back but I see people often see the teachers I can say Hi! you're back How are you so I think that strengthens the connection they make so they can adjust between the teachers and the students I hope I answer the question</p>
[00:24:41.25] Interviewer	I got your point like you feel something unusual is the close connection between the teachers and the students, right?
[00:24:59.23] Interviewee 1	It depends, some teachers in the state, they are still like I'm a teacher, you are students but our teachers can get close too. In the program I'm in now IMBA, sometimes they offer uncomfortable approaching, or I will work it out in my group so I do feel the power distance within my department and in CLC I don't necessarily feel that [no power distance] , I feel I can ask the teachers I dont feel like something bad could happen. The first time I got to CLC and when I came back, I was doing my degree here and thinking back it's kind of shock cus I thought it would be similar but CLC and degree program are completely different worlds [like CLC]
[00:25:55.18] Interviewer	Oh, it's interesting to know it. So we've gone through important questions. now I'd like to know about your personal information. What's your nationality
[00:26:12.15] Interviewee 1	American [American]
[00:26:16.10] Interviewer	How old are you?
[00:26:19.17] Interviewee 1	24 [24 years old]
[00:26:24.19] Interviewer	Do you mind sending your email address in case we need to contact you?

[00:26:32.18] Interviewee 1	No problem
[00:26:38.20] Interviewer	Thank you so much for participating in this interview

Transcript of interview N°2

[00:00:00.00] Interviewer	How long have you learn Chinese? And at what level are you learning and where have you learn Chinese?
[00:00:11.23] Interviewee 2	So for the first question I would say, I have been learning Chinese at the beginning of my university years, so it's maybe for 5 years, for 5 years yes. At what level, I would say that right now I am at basic level because I only had back in France I only have few hours per week, it's not enough do develop more advance level. Here it was a bit more, I was at the Chinese language center it was 3 hours per week but only for the two semesters that were offered for free. It's been one year, one year I didn't study any Chinese, I have some drawback on my Chinese level. So, and, where have you learn Chinese? I have been learning with my school back at home. It was one of my class offered at my university in France. And here in Chinese language center as well in Taiwan and also do the opportunity to take the opportunity to take a few one on one class with a Taiwanese girl who wanted to teach me a little.
[00:01:36.20] Interviewer	Ok, and in France how often do you go to class?
[00:01:40.13] Interviewee 2	Twice per week. For one hour each time.
[00:01:44.19] Interviewer	Ok, and here in Taiwan?
[00:01:41.15] Interviewee 2	3 hours per week for two semesters?
[00:01:53.17] Interviewer	Could you tell me more about recent class you have attended? And what did the teacher do from when you enter in the class to the moment you left, at the CLC?
[00:02:13.01] Interviewee 2	At the CLC? Recent class unfortunately I it's been more than a year now, so recently I didn't attended classes but what we would do was like trying to make everybody conformable, Hi everybody, How was your week stuff like that, then we will engage the class for today, they were trying to

	like since it's Chinese, it's language we needed to practice all during our class, talking once, more or less long We wouldn't force anybody to speak but I least try to make them participate to the conversation in class. And then we just like, I mean say ok, it's ok for today, have a nice week. And see you next week. And that's it. More or less or like the class were organized with the teacher at the CLC.
[00:03:21.27] Interviewer	So the teacher was doing some game in order to make you participate?
[00:03:26.17] Interviewee 2	Yes, more or less like you are like, the lesson, she was like ok, do you have any difficulties with the understanding something? If not then we will go along with some case study, or some practice. And then depending on what we are studying maybe we could watch a video and people will try to say ok, based on what we study today we try to talk about the video using the words we study during the class or otherwise she would try to organize some games with a piece of paper we have to organize sentences or ok, one people has a paper and in groups you have to make the verb to talk about what you have to make toe group guess the world you have in your paper so it was a very interactive play game I would say.
[00:04:19.01] Interviewer	Ok, so you were using a lot the book or you were more using
[00:04:26.22] Interviewee 2	It depends of the teacher, some teacher were all about PPT on like Office Power Point, were all about it, and they give us like the words we have to learn and say ok, for the next time. And others were like ok, take the first chapter page blablabla and for the next week I want you to learn like the first 10 words pinyin and characters. And then you will have an interrogation next week. So it really depends different kind/type of teacher. Personally, I mean it was more complicated but I think the more efficient was the one was saying ok, every week you have a week interrogation you have to learn the vocabulary because then you really have to learn writing character and the pronunciation.
[00:05:27.19] Interviewer	And the interrogation was at the beginning of the course?
[00:05:31.12] Interviewee 2	Yeah the beginning of each class, so it's really depend often we were in the class, but usually it was continuous.
[00:05:54.16] Interviewer	And how do you feel about learning Chinese?
[00:05:58.19]	It's pretty interesting, because like what I really enjoyed most when you

Interviewee 2	are learning Chinese was learning about like civilization, like the way people used to live it changes history and nowadays were they are living. I think it was the most interesting. I guess learning a new languages such high grade, at the beginning it's easy, it makes you really feel good. So you get 100 out of 100 so it's push you more self confidence, so that's why I really like learning new languages, learning chines was really interesting because we had such a little bit less in Taiwan because so new, I enjoy learning the different dynasty to the ten mates.
[00:06:58.29] Interviewer	What is your good or bad experience you had in class?
[00:07:08.18] Interviewee 2	<p>Good experience like was the introduction to drama. To Chinese drama. Sometimes I feel like ridiculous, but then the teacher, she was showing us very good drama and very poorly acted drama so you could see like the difference and it was kind of funny. But it's a good way to make like the student more interesting in this aspect over culture</p> <p>The bad experience was mostly because off the student in them self. Not the teacher. They didn't respect the teacher, the courses are free, so if you are not interested do not come to the class. So that was mostly like yeah the bad experience and also. One of the other part was the high difference in level. What I mean is like ok, I was for example at the CLC, I was at the level of higher beginner not yet intermediate, and next to me there where people so high level compare to me, It makes me feel annoyed because you are like trying to understand, but by the time it takes you to understand the question of the teacher they already answer so you are like ok, I should shut my mouth and do my stuff. It was this thing of trouble react, which student for which class level and they also like, I know it's not only the fault of the student because I was discussing with one of them, and they told me they told me that the CLC made the mistake in the beginning, she was like very, not fluent but very advance level of Chinese, because she study for a bachelor Chinese, they made the mistake at the CLC they registered her as a beginner instead of advance, and when she went there, they told her ok, if you are beginner you can only go to intermediate class you can't go higher like advanced class , so she was following a class that was not for her but she went to the to the administration, you have no choice. This kind of problem with the CLC administration and organization.</p>
[00:09:43.06] Interviewer	Ok, so the good moment was about watching drama?
[00:09:50.00] Interviewee 2	It was both, it was historical drama because the wear they dress, the setting of the movies stuff like that but it was also sometimes I don't know why it was very like not only as a teacher but impact her life, so she was very discussion like, not like friends but she was very like very

	open mind, she was like ask me an question you want it doesn't have to be strictly about the class. If from the class we have a question and then we go further, then it's ok, we don't have to follow strictly the syllabus.
[00:10:39.03] Interviewer	Ok, so we are moving to the next question, How do you feel about the teacher?
[00:10:46.11] Interviewee 2	They were like two teachers, two different teaching style. One that was more open minded and more friendly. So what make it more interesting is that you are not like push one part of the list, we can go like further, like we try to really exchange on more personal level so it gives more interesting discussion, with all of the student and the teacher. Everything was very basic because it was in Chinese but interesting. And also I like the style more traditional like you have to learn the vocabulary and then you have a grade, very strict but it makes you more improve because you are push to learn if you want to have good great. Over all I like the teaching style mostly the only thing I may disapprove is more like the materials like the book. I didn't really like the way it was organize, maybe It's because I used to study differently, so I don't know the book, different book they were organize return I didn't really like it. But then it's my personal feel.
[00:12:08.08] Interviewer	Ok, so good teacher and book useless
[00:12:14.08] Interviewee 2	Useless is not really the But at least I had trouble to get into it. It was not organized wisely, it was not really interesting to read. I thought it would have been to organize based on thematic ok, you have the dialogue and then you have only the vocabulary based on the dialogue but not the topic if in the dialogue, you have mention of transport, thy won't go further like transport, car, here is the translation, definition stuff like that. You need to learn that but nothing more deeper.
[00:13:01.05] Interviewer	What technique do the teacher use in class?

Transcript of interview N°3

[00:01:24.12] Interviewer	How long have you been here in Taiwan?
[00:01:26.13] Interviewee 3	Since last year September 7, around 7-8 months. [8 months]

[00:01:37.21] Interviewer	How many courses you are taking now?
[00:01:41.02] Interviewee 3	at the language center I did two and in the middle of third now [completed 2 courses and in the 3rd course]
[00:01:45.27] Interviewer	Is this the first place you study learn Chinese?
[00:02:00.02] Interviewee 3	No, I studied 8 months by myself slowly [self-study] and then moved to university and there was a Chinese language teacher actually from Taiwan and I took a class there for 1 semester [1- semester school study] but it was only like 33 percent speed on the course it was parallel with the major courses. And then after that there was no second step then I learnt by myself again for like half year [6-month re-self-study]. And then I came here after that.
[00:02:32.11] Interviewer	So you did not start Chinese here, and you are now in the intermediate level?
[00:02:39.17] Interviewee 3	Yes, I am now in D level [D level]
[00:02:52.19] Interviewer	So how is your class here?
[00:02:57.13] Interviewee 3	I enjoy it [enjoyed the class]. It's really interesting cause all teacher like always kind of check every semester how it goes for me so far [follow-up progress]. I like it the experience of the teaching method. I enjoy the teaching. [enjoyed teaching method]
[00:03:22.26] Interviewer	How the teachers start the class?
[00:03:26.16] Interviewee 3	actually that is very difference from each teacher like now in the week every Monday she would like to check us for the vocabulary [check vocab] and then there is like a short story at the end of each chapter we read through that [read stories] and in the essay we encounter new words and new grammar structure and every time we come up those in class how about the examples [give examples] so one chapter takes about one week to go though.
[00:04:08.15] Interviewer	So how many hours per week for Chinese?
[00:04:16.09] Interviewee 3	I think it very slightly depends on your elective courses, I think seventeen to eighteen I think. [17-18 hours per week]
[00:04:26.09] Interviewer	What are those courses?
[00:04:29.21] Interviewee 3	it's the small group courses [small group course] every day then I do one extra for vocabulary [extra course] which every week or every other week

	go though specific theme [specific theme] for example like the airport, or like difference sports as one theme, so far like that. And then I have conversation course [conversation course] there are homework[homework] like dialogue, discuss how to approach difference situation[situation discussion], and one preparatory course [preparatory course] that helps me talk with folk for professional language [ability to talk with local people] . And sometimes with the poetry courses [poetry course] sometimes really abstract its cool but difficult. [cool and difficult]
[00:05:36.25] Interviewer	So basically is about the words?
[00:05:39.25] Interviewee 3	Yea, it s a lot of words because each word caries a lot of meaning.
[00:05:47.15] Interviewer	How many people in the class?
[00:05:55.26] Interviewee 3	In mine, like main class we have every daywe are ten people [10 people for main class] and then in the elective course its write a lot some of them might around ten but some might be twenty plus something [10-20 people for elective class]. There is also like singing class [singing class] which is popular.
[00:06:22.22] Interviewer	Who are your classmates, where are they come from?
[00:06:26.22] Interviewee 3	its mix, right now its three people from Japan, two from Russia, me from Sweden, and then 2 from Vietnam, and 1 from France, one from Philippines. There also some from Jordan, Germany, Denmark [multicultural classmates]
[00:07:22.10] Interviewer	Is it popular in your country coming to Taiwan to learn Chinese?
[00:07:27.01] Interviewee 3	I had never heard before. So I guess it's not that popular but I do know that more people they can do like in high school for learning. And I could not do that in the high school. In general it's growing of Chinese in Europe.
[00:07:59.12] Interviewer	Do you have Chinese class in your school?
[00:08:02.04] Interviewee 3	Yes but its only just one step and then the semester last year they skip second one. [learning Chinese in home country]
[00:08:18.00] Interviewer	What is your good experience here?
[00:08:23.20] Interviewee 3	I think often teachers are like flexible [flexible teaching] and explaining like encounter so many way when student don't understand we have difference problems and they handle very well [well-handled] and also lively [lively atmosphere] and seemed to be happy [happy atmosphere]

	when they work to influence students [influence students] for you to have a good time [good time with classmates] with them that is good and of course I can meet difference people from difference places. [multicultural classmates]
[00:09:03.08] Interviewer	So how the teachers influence people?
[00:09:07.26] Interviewee 3	I mean just like let them to speak out [encourage students to speak] or help them to understand questions from difference situations [clarify situations], giving examples [give examples], talk a lot of makeup story [tell stories], talk about personal experiences [share personal experience]
[00:09:28.00] Interviewer	How could she encourage you to answer?
[00:09:31.22] Interviewee 3	I mean if no one answers, they will just like go on and explain more for you to understand it [keep explaining]. Usually when she ask most people they would like to try to speak. I mean you should take the chance to answer. Teacher said like this is the new grammar and every time she introduces new thing she will let us to use it with our classmates [encourage students to practice]. If new words come up, she will ask do every one understand this she herself comes up with something and ask someone else. [check understanding]
[00:10:43.17] Interviewer	How about your bad experience here, or unexpected, or disappointed?
[00:10:53.00] Interviewee 3	Not disappointed, but maybe I don't know some like culture shock [culture shock]. Maybe teacher are not careful when speaking about or with students [not careful when speaking]. Like for example earlier, someone pronounce very bad then the teacher make a joke about it but I don't know how student being, may fun or fail [make joke on students]. And this is like I mean as long as everyone is ok with the student and about the questions but in the Sweden we don't really accept for this [unacceptable manner in home country]. And also like using some stereotype [using stereotype] saying generally but strange for me [unacceptable manner in home country]. It's like what they talk about and how they handle topic like appearance [appearance topic] or sexual orientation [sexual orientation topic] or language skills [language skill topic]. It's pretty open here and joke about something in the manner that you would not here in Sweden. [unacceptable manner in home country].
[00:12:44.07] Interviewer	You feel uncomfortable?
[00:12:46.21] Interviewee 3	A couple of times I probably had. [uncomfortable feeling]

[00:12:48.01] Interviewer	About the tone problem or language problem?
[00:12:55.05] Interviewee 3	no, just how they handle difference topic , I understand what they say, not too often but sometimes
[00:13:05.19] Interviewer	so after people from western feel the same
[00:13:09.07] Interviewee 3	yes, other people have also react it, yea mostly other European maybe also think [European students' negative reaction]
[00:13:35.05] Interviewer	is this point is very difference from your country
[00:13:38.13] Interviewee 3	Yes, it's like how you talk about this is difference, I think definitely. [European students' negative reaction]
[00:13:45.15] Interviewer	You said your teacher in Sweden she also Taiwanese and you never experience like this?
[00:14:03.08] Interviewee 3	maybe a little bit but I can't remember how she talk about this things
[00:14:15.18] Interviewer	can you example the situation that
[00:14:20.20] Interviewee 3	sure, I can give you the situation political recently it was like one of the teacher was asking like one guy in a class he feels like the other guy and just because just use 'Xi Huan' like being in love with someone and I don't know it first and because like maybe like friend maybe something more I don't know but teacher instantly [make jokes on students] was like two guys like each other [sexual orientation topic] , no, no, no can you really do that no. and this is kind of really not appropriate [unacceptable manner in home country].I mean this is personal and inappropriate and also considering like Taiwan political style that is like such a debate it such really surprising to see a teacher talk like that [unacceptable manner in home country]
[00:15:12.18] Interviewer	It's too personal or?
[00:15:12.08] Interviewee 3	no, I see its the human right issue [human right issues] like you don't say discriminate [discriminate] like that in the classroom, like unprofessional [unprofessional], irresponsible [irresponsible]
[00:15:32.24] Interviewer	So? You mean like not just one?
[00:15:38.10] Interviewee 3	This thing has been the case was particularly strong I guess, but just like small like, [unacceptable manner in home country] maybe people language skills appearance is still typical thing in general I just talk about direct manner [direct manner] here. I just would like to make an example

	kind of feeling multiple time might make not bad enough [uncomfortable feeling], a big deal but I definitely notice this is how difference with the teacher in Sweden [different manner in home country]
[00:16:17.14] Interviewer	so you mean many teacher have like give you experience
[00:16:27.13] Interviewee 3	uncomfortable when people saying it like that in public environment for example [public environment]
[00:16:39.26] Interviewer	Do all of teachers or just one?
[00:16:46.04] Interviewee 3	i mean only twice of them, then there was another time it was like the language skills [language skill topic] and making fun [make joke] of I don't think that serious, it's still difference with Sweden school which never notice this [different manner in home country]. But it's not like isolated and made my experience here bad, just a couple things i found here bad [minor points of consideration]. It's not something that i feel really my expectation my staying here [unexpected experience]
[00:17:47.20] Interviewer	basically, how the teacher teaching style in the class
[00:18:00.11] Interviewee 3	It's kind of changes with your level [adjust by students' level], but right now, like every one using PowerPoint [use power point] and every one looking at it. And then there are a lot of listen to the teacher like reading the PowerPoint and then she is kind of hands over the word to the students who can answer the questions or try to use some words or grammar [use words and grammars] with PowerPoint. And I actually like they more in general is to speak, that's the big part [encourage students to speak]
[00:18:51.17] Interviewer	And you said this is your third course here, is it the same or it has something difference?
[00:19:04.12] Interviewee 3	Like every teacher has very personal teaching style [personal teaching style]. That pretty details, i don't know how should explain, but i mean its not one on one, but to speak to students they speak in difference way [adjust by students' level]. So they all use the PowerPoint or material but give the difference homework [different homework in different levels] for example and have difference schedule like you read in the circulation [different schedule in different levels] give you the new homework and getting other assignment never look the same when change classes[different homework in different levels], [adjust by students' level]. So I guess it's a little bit stressful now [stressful] because each teacher are giving a lot at the same time sometimes [lots of homework]. But i mean also comes with like going up the classes so I get more and more [lots of homework]. And a lot of focus on exam which much more

	than in Sweden or in Europe I think in general, much more. It's like they give exam all the time [more exams than home country] .
[00:20:15.01] Interviewer	It's too difficult or too much or too pay attention on exam?
[00:20:20.20] Interviewee 3	It's not too much so far, but it's just difference style to match the student's ability [adjust by students' level] . I mean it works, but for example for midterm and final it's a bit all of them are in the same week so maybe you will have 4 or 5 midterm in one week [too many exams at the same time] and that's no so fun [unhappy] . It's quite stressful [stressful] . I don't want to say too much but it's a lot [too many exams] .
[00:20:56.05] Interviewer	compare to your home country
[00:20:59.10] Interviewee 3	Yea, like Swedish university it's very like focus or one maybe two or three, in your major you will have 2 or 3 class running in 4 or 5 weeks and you only study a few subject and then you have a final exam and maybe come up a group work along the way. But here is like every week there will be mini exam [mini exams every week] and then you have presentation [presentation] and group work [groupwork] and then you will have midterm and the final for every three month period so in one year you will have a lot of exam and a lot of test [too many exams] , [more exams than home country] .
[00:21:40.08] Interviewer	So do you like exam.
[00:21:43.21] Interviewee 3	I don't quite like exam [dislike exams] . I do kind of exam, presentation can be fun, but i think I am not sure which one I like the most. I am ok with that [OK with presentation]
[00:21:55.18] Interviewer	So which one you think it can improve you the most?
[00:21:58.23] Interviewee 3	In the beginning it will be probably regular homework [regular homework] like always read the book and learn a lot of new words [learn vocabulary] all the time. Now I think all a lot from speaking because now I can speak much more. Practice speaking [practice speaking] . i think the main book is so good it has a lot of vocabulary you should do like become useful [useful technique]
[00:22:37.29] Interviewer	so what are the technique that the teacher give you in the class
[00:22:43.27] Interviewee 3	some classes for example, like in conversation elective course, they will do like record conversation with Taiwanese student Chinese [communicate with locals] or sometimes with international students sometimes they give you just like a paper with a sentence and have to fill in the blank and to

	learn each week a new vocabulary I like that quite a lot [like filling in the blank exercise] And then like do exercise in the book to learn grammar [exercise book], or sometimes write a dialogue together with classmate [writing with classmates, take a bit longer]. This is a group work it takes a bit longer. Sometimes like for the poetry [poetry] and just read and understand what they said, and focus on the pronunciation [practice pronunciation] because in the midterm there was to read the Chinese characters so the teacher only for pronunciation but you have to explore all of this and i think it's really good that you have to all the way learning of language listening reading writing [listening], [reading], [writing], I think writing is up to yourself I know people don't like the writing, but I spend a lot of time for it. i don't know there are a lot of writing , but I like to do it in my own time[like writing]. Like to learn the word for example, some people just memorize how to say them but I use also writing to memorize, I feel like I don't really know it if I can't write it[like writing]
[00:24:39.08] Interviewer	Because you are personally like character?
[00:24:48.20] Interviewee 3	even before I like to learn writing, it's very clear when you use your body to make the character than to say a word [like writing]
[00:25:16.04] Interviewer	What about the other game?
[00:25:20.17] Interviewee 3	it's mostly like with the new grammar you have to use it with your classmate, the teacher give the questions, and then we go around the class room and ask that question[communicate with classmates], but other than that no I mean also like there were some recording in the syllabus and conversation like dialogue class, that was pretty fun but its mostly like just grammar[have fun in conversation class]. But sometime also looking in the book what did you answer what did the classmate answer and discuss. [communicate with classmates]
[00:26:30.14] Interviewer	What usually happen in the class? how it's going in the class?
[00:26:40.15] Interviewee 3	i mean sometimes its discuss with the one sitting next to you, sometimes is going around and ask classmates in difference questions[communicate with classmates]. its pretty fun when you go for movement and have an interactive sometimes the questions from PowerPoint and ask how should you do this [have fun communicate with classmates]. Sometimes they really break when there is a word or situation and talk about it. Its go out of track which is also good. And also sometimes the teacher coming up with the new character. This one is useful to write it on the whiteboard. I like it.[like writing]

[00:28:00.02] Interviewer	You said you have study in CLC for 8 months, so from the very first until now, do you found any situation surprise you?
[00:28:19.10] Interviewee 3	no, I think I had my mind, I feel I it spend like a lot more time like school stuff here more than in Sweden, probably, but i have my year here and i learn as much as possible[like studying here]. I feel like overall it's pretty easy to adapt to live here. I did visit briefly last summer in Kaohsiung I have my friends there[travelling]. In general in everyday life, I don't feel stress or uncomfortable.[relaxed]
[00:29:32.17] Interviewer	Compare to your home country is it difference?
[00:29:36.23] Interviewee 3	Yea, like the exam the much more focus [like exam], and about the time in general its quite a lot more than I think, and also how I live at the dorm with share room and no kitchen which is difference what I had before.
[00:30:13.08] Interviewer	What about teacher?
[00:30:17.03] Interviewee 3	Most of them have surprise, like they are joke a lot [make jokes] and feel like they take time personally[take time personally]. I feel. And also I feel especially that first teacher I got here is easy going [easygoing] and making joke [make jokes] and getting to know everyone in the class it's very good [take time personally]. I don't know if I should say like i was surprise but I was really the good experience
[00:30:52.21] Interviewer	Can you example us some kind of joke?
[00:30:59.23] Interviewee 3	I don't really have it, but I just like it but someone telling something funny, or misunderstanding on something [funny atmosphere]
[00:31:11.21] Interviewer	About the environment that teacher conducts?
[00:31:19.26] Interviewee 3	It's usually funny[funny atmosphere]. It's usually in university class in Sweden, it's quite a lot of student like sitting there and watching and lecture, and when it's kind of when ask the teacher questions, and then you can leave. But here is much more interactive, teacher ask you more directly [communicate with teacher], and make you more interactive with your classmates more and stuff like that i guess its because you are learning language [communicate with classmates]
[00:32:00.23] Interviewer	So far what do you like the most here?
[00:32:06.03] Interviewee 3	I mean the teacher are definitely one thing [like teachers], how they interact to students it's so nice [nice communication with teacher], like they take time for students[take time personally], they feel like friends more than teacher [friendly teacher], it's not like you hang out with

	teacher at free time, but you can come up to talk to them pretty much, talking about thing it's not so many teacher silence to you when you talk stuff like that [take time personally] . And also the environment with the student from difference places
[00:33:04.18] Interviewer	What about you dislike?
[00:33:07.28] Interviewee 3	I think except what we talked before, maybe sometimes it's just a lot of things at the same time, like homework. I don't know if I should complain or learn as much as possible but sometimes it's quite stressful. [stressful]
[00:33:36.16] Interviewer	It's loaded of homework or difficult?
[00:33:39.22] Interviewee 3	just amount, I think difficulty is challenging but it's too much sometimes [stressful]
[00:33:54.21] Interviewer	Any other you would like to share to us about CLC experience?
[00:34:02.17] Interviewee 3	not I think usually pretty good, [like CLC] they also hold the competitions, like last semester like the tone and characters, and this time is singing contest and something else [competition] we usually have trips to somewhere in Taiwan, [field trips] and i think that's good thing to come closer to your classmate, get out of Tainan and do something together. It's pretty good. [build relationship with classmates]
[00:35:08.27] Interviewer	Do you think anything needs to be improved?
[00:35:13.14] Interviewee 3	I really like it [like CLC] , But for example, the recent test, like the test it wasn't very clear in the instruction, like some people like spent a lot of time to memorize a lot of characters and then like the same day of the test the teacher said you don't need to remember the character, it will be on the paper [unclear test instruction] . It's like oh really. It's like spend a lot of time with that. Its sometimes about communication error other than that no big deal [unclear instruction] .
[00:36:11.08] Interviewer	Ok, thank you very much for your participation and I would like to have some of your personal information what is your nationality?
[00:36:24.16] Interviewee 3	Swedish [Swedish]
[00:36:26.28] Interviewer	How old are you?
[00:36:25.21] Interviewee 3	25 [25 years old]
[00:36:29.06] Interviewer	and can I have your email address

[00:36:34.03] Interviewee 3	Sure
[00:36:59.12] Interviewer	thank you very much

Transcript of Interview No.4

[00:01:30.23] Interviewer	To start with, may I know what level you are in Chinese learning?
[00:01:38.04] Interviewee 4	I'm currently in level H, from A to I. [H Level]
[00:01:51.21] Interviewer	So you are almost reaching the top one.
[00:01:55.18] Interviewee 4	Well, that's only for Chinese center. There's still a huge gap between certain students who are joining the same class, the same level. [gap between students in class]
[00:02:08.12] Interviewer	Have you studied Chinese before?
[00:02:15.20] Interviewee 4	Yes, I have studied Chinese before for more than 2 and a half years. It was a kind of my major in my university in Germany [2 and a half years studied Chinese in home country]
[00:02:24.27] Interviewer	So, you studied language before or,... what was your program major?
[00:02:32.23] Interviewee 4	My major was called modern China so 50% of the classes are Chinese classes [modern China major]
[00:02:42.12] Interviewer	So you actually learned only as a language at home or you use Chinese in class as well?
[00:02:54.12] Interviewee 4	I use in some classes. [used Chinese to study in class]
[00:02:57.12] Interviewer	That's interesting. How long have you been in Taiwan?
[00:03:03.04] Interviewee 4	I've been here for about 8 months. [8 months in Taiwan]
[00:03:12.17] Interviewer	Which level did you start in Taiwan?
[00:03:15.13] Interviewee 4	F
[00:03:19.24] Interviewer	What characters did you learn in Germany?
[00:03:34.25] Interviewee 4	Simplified
[00:03:37.08] Interviewer	And then here you have to learn Traditional characters, right?

[00:03:39.24] Interviewee 4	Yes, I have to switch though I have advantage of having some Taiwan experience. I had a voluntary year here almost 4 years ago. My Taiwanese friends used to send me messages in traditional characters so I was able to read them but I just need to learn how to write them.
[00:04:04.03] Interviewer	Did you find it hard?
[00:04:06.27] Interviewee 4	Yes, it's quite hard to switch on the other side but I think after 3 months I was fine.
[00:04:15.08] Interviewer	Now you can read both or you actually start to forget the simplified ones?
[00:04:20.29] Interviewee 4	Yes, I forgot some of how to write the simplified ones but usually I can read though
[00:04:25.17] Interviewer	I believe there are some similarities in both characters. And, this is not your first time in Taiwan, even in Asia.
[00:04:44.15] Interviewee 4	Well, I have got Chinese ancestors. [Chinese ancestors] My mother is from Malaysia and she belongs to overseas Chinese there. So actually my mother side's relatives mother tongue is Cantonese so almost all of them can talk Mandarin Chinese. It's kind of Malaysian Mandarin. It's more similar to Mainland Chinese than to Taiwanese version but still has some typical related characteristics which influence my pronunciation. When I talk Chinese, some of you can say that's like a Malaysian style. [pronunciation influenced by Malaysian Chinese]
[00:05:27.17] Interviewer	I guess you probably don't have problems with tones because in some language bases, people would have difficulties when they pronounce the tones.
[00:05:43.21] Interviewee 4	I still have difficulties [pronunciation difficulties] because my mother tongue is German and I didn't learn any Chinese before I started here. When 2 or 3 years of age, I was living in Malaysia for a few months. I was able to talk Cantonese but I forgot everything.
[00:06:10.08] Interviewer	Could you tell me about the recent class that you just attended? What did the teacher do in class? What activities? What did you do in class?
[00:06:23.17] Interviewee 4	Classes at the language here are split in to group classes [small group course] or individual classes [individual course] and elective classes [elective course] . I take individual class now for the 3rd quarter which means I didn't join the small group classes here at all [now individual course only] . About elective classes, it depends on the quarter and the level we are in. We're allowed to choose different classes. About individual class, actually we're doing quite the same like those small group classes. They use audio visual Chinese series which contains 5 books of Chinese for foreigners [use the same books] For my level is the 5th book. Actually, it's always the same pattern [same pattern of class activities] . We start the vocabulary [vocabulary] of the new chapter, talk about the grammar [grammar] or sentence patterns [sentence patterns] , idioms [idioms] and finally read the text [reading] .
[00:07:59.24] Interviewer	What do you actually do in your individual class? Do you find it different from you small group classes?

[00:08:11.04] Interviewee 4	I didn't take any small group classes here. I took it when I was in Mainland China and Germany. The main difference is that I'm forced all the time [forced to talk all the time] to talk with the teacher which gives us the benefit of more intense class [more intensive], [more beneficial] . This means after the individual class, I will feel really tired. [tired after class]
[00:08:42.05] Interviewer	How long is the class?
[00:08:43.18] Interviewee 4	The class is set up to 2 hours [2-hour individual class] . So totally 100 minutes per session and for the summer time of course 4 hours per day [4-hour individual class per day in summer] . 4 times 50 minutes. I will take those classes starting in June.
[00:09:13.11] Interviewer	Other than discussing or talking with your teacher, what else does the teacher do in order to teach you?
[00:09:30.10] Interviewee 4	My teacher and I agreed on just go along with the book [follow the book] though of course we sometimes talk about different topics as well. For example, at the beginning, I needed a scooter, we were just discussing about where to buy a scooter. Recently, I planned to go hiking at Yu Shan so I asked my teacher when do you think it's the best time. I would say actually we go along with the book and that's it. and sometimes we just choose everyday topics [daily life topics] to talk about and think it's good for the teacher. Otherwise, it's too broad
[00:10:36.22] Interviewer	How do you feel about learning Chinese?
[00:10:41.00] Interviewee 4	I think Chinese language especially at the beginning was really hard for me generally. I spent a lot of time on the characters and the terms. The biggest step was just my semester abroad in Beijing which I had last year because I was forced. The class was in Chinese only There was no English anymore, just Chinese and that's the biggest step [Chinese intensive learning experience] . I think actually learning Chinese and non-talking Chinese and non-Chinese talking environment takes a lot more time and less effective [less effective learning in non-Chinese environment] . I regret that I choose studying in Germany because I've got a contact who studies in Taipei and he's taking classes at Shida. I think it's about teaching Chinese as a second language He's almost on my level but he did start just last year september. He's a good student. You find possibilities when studying here than studying in western counties. [Chinese intensive learning experience] .
[00:12:51.20] Interviewer	I think it's about frequency of use. Here, you really have to speak Chinese.
[00:12:58.10] Interviewee 4	Especially to be forced to talk Chinese atmosphere here [best learning in Chinese environment] So that's actually the reason why I choose Tainan because during my voluntary year and my experience that people in Taipei often use English to talk with foreigners.
[00:13:21.24] Interviewer	That's interesting obstacle because as long as they can speak English so well, you won't get to practice. Do you have any good experience in class between you and your teacher?

[00:13:37.02] Interviewee 4	I think the best part of individual class is that I can tell the teacher what my weak points are [tell teachers about weak points]. The teacher would have told me that you should put more effort on this grammar and this part of Chinese language. Individual class of course means the best fitting of education you can get. [individual class], [best fitting of education]
[00:14:17.19] Interviewer	Did you get to change the teachers at all? or you have the same teacher since the beginning?
[00:14:24.15] Interviewee 4	It's kind of a coincidence. I have the same teacher in 3 semesters in a row..
[00:14:45.26] Interviewer	How do you get along with your teacher?
[00:14:51.06] Interviewee 4	I get along with him very well. [good relationship with teachers] I got an experienced teacher. [experienced teacher] I think he knows how to explain especially the vocabulary and yongfa [good explanation] (I don't know how to call it in English).
[00:15:13.01] Interviewer	Have you experienced any bad things at all from your interaction with your teacher?
[00:15:24.01] Interviewee 4	Not for the individual class. I was disappointed about elective classes [disappointed about elective courses]. I think that some of elective classes have a lot of content but because it's just a lot of content and not enough time to explain everything [bad time management in elective courses]. They don't give me that much benefit like individual class. The small group classes are the same. Most of the students at CLC I know don't really like elective classes because they are a little bit annoying time to time especially higher levels. [dislike elective classes], [not beneficial]
[00:16:25.09] Interviewer	May I ask what did they do in elective classes?
[00:16:30.08] Interviewee 4	I had elective classes about broadcasting. We were just trying improving our expressions [improve expressions] when talking Chinese. The classes about idioms [idioms] would actually the amount of Chinese was jus too much and we didn't have a lot of time to practice. We didn't have time to talk about how to use. Another class is population class which is good and intense [intense] though I think 2 quarters of class are enough. Recently, I join the news broadcasting class which is a huge challenge [big challenge]. The gap between broadcasting class and the news broadcasting class is huge. most of the participants are not able to follow the teacher [not able to follow teacher]. It's really hard. Those are quite a challenge. I doubt the progress instead. [doubt the progress]
[00:18:15.03] Interviewer	How is the environment in class?
[00:18:21.13] Interviewee 4	Individual class environment is good. I feel super comfortable [comfortable feeling] because the teacher is really nice [nice teacher]. They care about the student. [caring teacher] After the teacher feels that student has a good day and focus and concentrate, we will make lots of progress. On the other side, if the teacher see the student sick or too tired

	<p>[adjust by student's reactions], he would slow down, maybe talk about some other topics. [change topics when students not feeling well] That's really good. About the elective classes, I think it's so so [so so for elective courses]. For example, the tougher class. that's depressing class because of the results. We do the test usually our results are just depressing [depressing class], especially at the beginning. You actually feel like I don't want to go there but I have to go there just to take the test afterwards. [don't want to go but have to go] The other classes are just like sing in Chinese class where most of students really like to go to. I would say it doesn't give us much benefit about Chinese but it's relaxing and fun [relax], [fun]. For news broadcasting class, I think most of us would feel like I have to take if I want to get more or I want to be better in Chinese because the news class is really important to make a progress about understanding news, reading news [eager for a progress]</p>
[00:20:46.23] Interviewer	How do you feel about the teachers' teaching style here?
[00:20:55.08] Interviewee 4	<p>Especially experienced teachers of the one to one classes, somehow they manage to make progress [manage to make progress] but not giving too much pressure [not much pressure] to the students. While I was experiencing that young teacher was not that sure how to do it [low contribution from young teacher]. They teach this level for the first time. The first question was just what about the homework. They get to adapting to the students. [adjust by students' level]</p> <p>I didn't have any really bad experience about the teachers yet but I heard several people complaining about the teachers who have an hour westernized typically Taiwanese way of education like teaching the students by standing by the blackboard and telling them about this this this without giving students a lot of possibilities to participate the class [Taiwanese teaching style], [one way communication]. But after all I would say, most of the teachers put a lot of effort and give us the materials to talk a lot and to participate in the class. [encourage students to speak]</p>
[00:22:51.22] Interviewer	Do you find any techniques that the teacher uses? What are the techniques that they use?
[00:23:14.15] Interviewee 4	<p>The teachers at CLC like PPTs for elective classes [use powerpoint]. I don't know for the other classes. While in the individual class, I was quite surprised how much extra vocabulary they give handout to the students. Almost every time when we discuss the topics, the teacher uses what we're not familiar [use unfamiliar words] to and make me take a note and usually ask me to read sentences. I think the individual class, maybe that's the difference from the other classes. In individual class, students are forced to make a lot of sentence construction just to show that they can use the new vocabulary and the new sentence patterns. [encourage to use new words and grammar]</p>
[00:24:18.21]	As you studied Chinese in your home country and also here, what really

Interviewer	surprised you? What did you find so different from home?
[00:24:37.03] Interviewee 4	Well, I wouldn't compare to Germany because the class was totally different and that was for beginner level. I didn't take any beginner class here. I would compare to the classes I took in Beijing. It wasn't kind of language center though it was specialized to university students who already studied Chinese before. I think because language center is for everyone. Everyone who wants to learn Chinese can join. After all, the classes are not that strict like in the mainland China. It's also because the Taiwanese culture is a little different. It's also about the environment here that students who come here feel like I like to study Chinese [motivating atmosphere] , I want to make progress [make progress] so it's less pressure [relaxed] . I would say the teachers have more freedom, more liberty to change the class. [flexible teaching] If the students say we're interested in this part, we maybe talk more about this, even for the elective classes, especially for the higher levels, they would leave some space. For the first 5 meetings they make some plans but afterwards we just go on depending on what the students like to study on my level.
[00:26:36.21] Interviewer	How about what actually surprised you in general in class environment? even how the teacher teaches you? What really makes you feel this is unusual? It doesn't have to be something bad. It's just something you feel like you're not familiar with.
[00:27:14.20] Interviewee 4	I would say that most teachers here talk a lot of personal stuff. [personal topics] In general, the difference between western culture teaching style and Chinese culture is the relationship between the teachers and students here is much closer than in the western countries. [close relationships between teachers and students] I feel that they really share their lives in Taiwan. [share personal lives] They want to teach us about the culture [exchange culture] and they often use their private lives. [share personal lives] They would tell their stories and the experiences they made. It's something I didn't experience in Germany nor in China.
[00:28:27.28] Interviewer	What do you usually discuss with your teacher at home? Just only topics you learn?
[00:28:37.23] Interviewee 4	Yes, usually we strictly focus on the topics we learn from the book [follow the book] but here we're talking about everyday life topics. [daily life topics] For example, what do they had electricity breakdown and how to handle that and that kind of stuff.
[00:29:17.15] Interviewee 4	I think I really like it because the atmosphere is more sitting there with friends [friendly atmosphere] . It doesn't give me that much pressure [not much pressure] . especially at the beginning I have to talk more, not to think too much about what can I say. I would talk more freely. [talk freely]
[00:29:58.19] Interviewer	What do you like the most about learning Chinese at CLC?
[00:30:08.12] Interviewee 4	I think I'm most like there's a lot of exchange between teachers and students. [high interaction between teachers and students] Last time the teacher was telling me a lot about the life in Taiwan. [share personal lives] They would suggest me where to go during holidays and so on. At the same

	time they also ask me about Germany. Actually I think it's really useful [beneficial] because when I go back to Germany and I may meet some Taiwanese friends. Here I met some Taiwanese friends who want to go to Germany. I already made an experience. I did talk what to talk about Germany the travelling that I can tell to my friends. I think that's pretty good. I also have the kind of feeling that I'm not just lonely here. Let's do some cultural exchange. [exchange culture]
[00:31:30.09] Interviewer	Do you have anything that you don't like the most about learning at CLC?
[00:31:37.19] Interviewee 4	i'm forced to take 4 elective classes. Regular students choose 3 elective classes. Me as a Chinese enrichment scholarship student ,I have to take 4 elective classes. I think it's too much especially this quarter, I didn't have choice and I have to take them. Bizarre that I don't like the classes. [dislike elective courses] May be I like 2 of 4. On the other side, it's a little quiet that the governance of Ministry of education, language center account changed it.
[00:32:47.22] Interviewer	How long are you here for?
[00:32:51.18] Interviewee 4	1 Year
[00:32:59.21] Interviewer	That's pretty much about it. Can I ask some personal information of yours. What is your nationality?
[00:33:14.20] Interviewee 4	German [German]
[00:33:19.02] Interviewer	May I know your age?
[00:33:21.11] Interviewee 4	22 [22 years old]
[00:33:24.04] Interviewer	Can I have your email address?
Interviewee 4	Writing
[00:33:42.23] Interviewer	Thank you very much for your time.

Transcript of Interview No.5

[00:01:11.14] Interviewer	How long you've been stayed here in Taiwan?
[00:01:14.27] Interviewee 5	I would say in total for nine months [9 month]
[00:01:23.26] Interviewer	You are coming for studying?
[00:01:25.17] Interviewee 5	yes studying, just studying Chinese [study Chinese]
[00:01:29.13] Interviewer	So how long you've been studying Chinese?
[00:01:30.21]	I also studied two and a half years in high school, so in total is

Interviewee 5	about three year and a half[2.5year learning Chinese in home country]
[00:01:58.20] Interviewer	So now you are in which level?
[00:02:00.08] Interviewee 5	I'm D level[D level]
[00:02:02.16] Interviewer	So which country you are from?
[00:02:05.21] Interviewee 5	I'm from Denmark[Denmark]
[00:02:08.02] Interviewer	And who is the teacher in Denmark?
[00:02:13.07] Interviewee 5	She is also Danish, thou she has lived in China for a long period of her life.
[00:02:19.26] Interviewer	So it means you studied in simplified Chinese?
[00:02:22.13] Interviewee 5	yah, in high school studied simplified, and now move on traditional[learning Chinese in home country]
[00:02:27.25] Interviewer	So why you come to Taiwan?
[00:02:30.19] Interviewee 5	there was, due to the scholarship [scholarship] and then also a friend who is half of Taiwanese, so I was a bit explored to some Taiwan culture[learn Taiwanese] and stuff like that, so that was the most two main reason to choose Taiwan
[00:02:54.03] Interviewer	You are now D level; it's now your third class here?
[00:03:00.08] Interviewee 5	yes, this is third semester[third semester]
[00:03:03.27] Interviewer	And how is it going in your class?
[00:03:08.16] Interviewee 5	currently I am doing one on one[one on one class], but the other I'm doing group class [group class]
[00:03:16.19] Interviewer	How many people in the class?
[00:03:17.24] Interviewee 5	from 8 to 11 [10 classmates]
[00:03:20.26] Interviewer	Now you are doing only one on one?
[00:03:24.22] Interviewee 5	yea, only one on one [one on one]
[00:03:27.12] Interviewer	How many hours per week?
[00:03:30.25] Interviewee 5	split up to have, I have 10 hours for 1on 1, and 5 hours for elective class, and elective class [elective class] is for all student so you can have a group class [group class]
[00:03:49.09] Interviewer	So those elective classes you have to study with other students?
[00:03:58.20] Interviewee 5	yea, the elective class will be with others
[00:04:03.16] Interviewer	How do you feel the differences between study one on one and with group class?
[00:04:09.24] Interviewee 5	I think that like, pros and cons both, like personally I like 1 on 1 [like one on one class] because I mean the main thing is you can more focus on teacher [communicate with teacher], so you get more like the time you have, and the teacher focus you and try to improve your Chinese all the time [encourage students to speak]. And also 1 on 1 I get more time to participate so I can speak more

	Chinese [communicate with teacher]. The good things about group class are of course other students with the same situation like you [communicate with classmate]. You can kind of share some idea how you perceive the difference aspect of Chinese and how you go about learning stuff [share idea with classmates], I mean it's also has the benefit [benefit of group class]. Other than that, is 1 on 1, the good thing about 1 on 1 is that you only listen to real Chinese accent [listen to Chinese from native]. Its only teacher who speaks, it's like Taiwanese from native speaker [listen to Chinese from native]. Like in group class you will of course here the Chinese which might be good but not as good as native speaker [listen to Chinese from non-native].
[00:05:47.10] Interviewer	How do you feel when you listen to difference kind of speech?
[00:05:54.29] Interviewee 5	I feel when its native speaker I focus [listen to Chinese from native], I mean I got more used to listening to foreigner speak because I have friends lots of foreigners so when listen to teacher I got more constant than foreigner Chinese [listen to Chinese from native]. I would say that out of thing that...so what is the difference when I'm listening to those two,...I'm probably listening to more just a general meaning when I listening to my friend speak compare to when I speak to the teachers, I am more focusing when they say each sentences [listen to Chinese from non-native]., I think I can learn but for my friends [listen to Chinese from non-native]. I would more focus on general meaning, the purpose is just to communication [listen to Chinese from non-native].
[00:07:09.03] Interviewer	So what are the difference between the teachers' accent, and other students?
[00:07:19.10] Interviewee 5	Yea, I think the accent from students are difference from places of the world [listen to Chinese from non-native].so for me it's easy to understand from people who come around like the same area with me because I'm from north of Europe [listen to Chinese from non-native]... So other European I feel like it's easier to understand what the speak, but still of course I can still understand them more but it's easier for my ears to adjust from difference accent where sometimes from other nationalities it acquires a little bit more attention to understand [listen to Chinese from non-native].
[00:08:08.07] Interviewer	What about the teachers, how he or she said about the difference accent?
[00:08:21.01] Interviewee 5	Like how I speak difference.
[00:08:37.12] Interviewer	You said you can distinguish the accent from difference places, so how about the teachers can he or she distinguish that difference?
[00:08:47.23] Interviewee 5	I think they should be able, pretty sure, it's also depends on, because its more easy to pick up the French accent is easy to

	recognize, and also like Japanese, and I think it's a bit harder for me [listen to Chinese from non-native].
[00:09:21.16] Interviewer	You said both class of the pros, so what about the cons?
[00:09:29.04] Interviewee 5	I think one on one I don't know it's the con, but since you will be in the line you just have to focus all the times [one on one class], sometimes, you don't have as much as time to think [take time to speak],, I mean you impromptu to be speak freely [take time to speak], you don't have much time to go before you say it. I don't know that its necessary but I think that is the think that you have to think about just because you have to participate all the time [communicate with teacher], and might not have much energy to focus on all of the Chinese activities, just like to speak in general[exhausted] . And group class, the consequence is that you will of course sometimes it's easier to drift like, to not focus so much on the class [more relax in group class], so the teacher might not be focusing on you [teacher focus], and especially some of the classmates ask questions that just because they don't understand something sometime[effect from classmates in group class], so then you kind of do your attention that they losing attention again and again. So you have like first attention. it's not ruin but just the effect from other students [effect from classmates in group class]
[00:11:24.11] Interviewer	Is she recognizing that people not concentrate?
[00:11:31.27] Interviewee 5	No. not really I mean it didn't seemed like; this is what especially last semester. Because you have some a bit of a part who comes up with this circumstantial [effect from classmates in group class]. So I think this is more often distract when doing the class [effect from classmates in group class], because the already understood the material. And the teacher they mostly focus on like keeping everybody at least adjust to each[adjust by students' level]
[00:12:24.23] Interviewer	How can she adjust?
[00:00:00.00] Interviewer	What level are you in?
[00:00:08.12]Interviewee 6	I guess it's level 3, not very high [C level]
[00:00:12.05]Interviewer	Can it be called intermediate?
[00:00:14.12]Interviewee 6	yeah
[00:00:18.08]Interviewer	Where have you been learning Chinese in Taiwan?
[00:00:20.17]Interviewee 6	In Taiwan, Chinese Language Center of Chengkung University [learning Chinese in CLC]
[00:00:24.24]Interviewer	Only in that place?
[00:00:26.02] Interviewee	Yeah, only that
[00:00:30.02]Interviewer	Could you describe a typical lesson/class you take in CLC

[00:00:42.12]Interviewee 6	Depends on some days. The teachers introduce new words , explain how to use them[vocab check] and we all have to think of maybe example sentences with these words[example-giving] or if we learn new grammar, they explain the grammar rules [grammar explanation] and then may have exercises to practice the new grammar [use words and grammars]. Sometimes, we are just put into groups to talk to each other [communicate with classmates]. When we learn new grammar and words, the teachers will explain first, give us the example of how to use it and tell us to think of something else on our own. And sometimes with little games to talk with your partners [games] , we ask our partner questions and then they answer [communicate with classmates].
[00:01:39.08]Interviewer	Do you remember how the teacher start or end the class? Is it a normal way or is there anything interesting to start the class?
[00:02:01.09]Interviewee 6	Nothing too interesting [not interesting class starting]. She greets everyone and we greet her
[00:02:13.28]Interviewer	How many students in your class?
[00:02:17.06]Interviewee 6	Ten. They are from many countries. Two Vietnamese, one from the middle east, one from Denmark, one from Sweden, Germany, Hawaii , one from Japan [multicultural classmates]
[00:02:45.11]Interviewer	How do you feel about learning Chinese here?
[00:02:48.28]Interviewee 6	Very difficult [difficult]but compared to learning Chinese in Germany, I make a lot more progress, much faster Because it's all around here, you can speak anywhere not only in class but also on street [ability to talk with local people]. So what you've learnt in class can immediately apply in daily life [practice in real situation] so much easier than learning in Germany which is still very difficult
[00:03:17.05]Interviewer	What is your good/bad experience during the class?
[00:03:28.22]Interviewee 6	A bad experience may be other students just say without raising their hands first, which can be a little bit annoying [a little annoying class]. Good experience like most experience shared in class are good like when I talk with my classmates [communicate with classmates] [enjoyed the class] and the teacher makes some jokes [make jokes], classmates make some jokes , we all laugh because a knowledge class is just like a casual class [casual class]
[00:04:09.11]Interviewer	Do you have any bad experience related especially to the teacher?
[00:04:20.05]Interviewee 6	No
[00:04:20.21]Interviewer	How about other staff in CLC?
[00:04:30.02]Interviewee 6	No, no one event or all staff I don't like that much, there's not one experience like something happen that I really didn't like, no
[00:04:49.19]Interviewer	How do you feel about the teacher's teaching style in class?
[00:05:00.14]Interviewee 6	Depends on different teacher use different teaching styles. For example, for me, speaking is the most important, so I don't like when they emphasize in writing or anything [dislike writing], but

	it's just like personal preference and not something you can criticize and just objective point of view
[00:05:36.24]Interviewer	What techniques does the teacher use to teach you?
[00:05:43.29]Interviewee 6	For example, for learning new words, she read the new words [vocab check]and just give the pronunciation of the new words [give pronunciations], example sentences and how to use it. Tell us to think of the sentences on our own [give examples]. But there's something that is probably the right thing to do but I feel a bit annoying is that students whose Chinese is a little bit worse, the teacher will try to ask them more often to challenge them[challenge students], [feel a bit annoyed], hmm then you like..hm.. but that's ok
[00:06:19.02]Interviewer	Do you feel comfortable with the call from the teacher ?
[00:06:24.22]Interviewee 6	Yes, [comfortable]
[00:06:27.08]Interviewer	Do you think other friends would share the same feeling with you?
[00:06:30.01]Interviewee 6	Yes, I think because we all choose to learn languages. Most people who learn Chinese here chose it on their own to learn so they need to be more motivated
[00:06:43.22]Interviewer	Does the teacher have any technique to motivate or encourage you to get more engaged to learning Chinese?
[00:06:53.12]Interviewee 6	I think it shouldn't be necessary, actually they encourage us not only to learn Chinese in the classroom because here you have more opportunities to learn Chinese all the time , so they encourage us to speak Chinese with our classmates,cus they may be European , much more convenient to speak English with them. But the teacher, she's just speaking , always say No, please speak in Chinese. Not only during class but also on the floor, during the break[encourage students to speak]
[00:07:29.18]Interviewer	How do you feel about that way?
[00:07:33.23]Interviewee 6	For me, I think, sometimes I'm just lazy or tired, then it's much more convenient to speak English but it's a good idea to speak English all the time cus the more you speak, the faster you make progress[enjoyed the class]
[00:07:46.25]Interviewer	When you feel tired, how do you feel about that? Do you think it a boring or so stressful way?
[00:07:55.06]Interviewee 6	Yes, sometimes I just get back to using English because it's much easier for me but during the class I always speak chinese
[00:08:06.17]Interviewer	Is there anything you feel unfamiliar when the first time you take the class here?
[00:08:23.22]Interviewee 6	More homework [lots of homework] and everyday test. Everyday we have 10 new words, it's not too much but everyday I have tests [too many exams].
[00:08:43.10]Interviewer	That's a kind of class policy?
[00:08:45.23]Interviewee 6	Yes

[00:08:48.11] Interviewer	So did you have a discussion with her about that problem?
[00:08:51.17]Interviewee 6	Yes, that's too much [too many exams].
[00:08:54.11]Interviewer	What did she say in response to your problem?
[00:09:00.28] Interviewee 6	I wouldn't suggest it's like a problem cus some days, we would say it was too much then we skip that but we almost have a test everyday[too many exams].She just told me that I can do it [motivate students to do exams]
[00:09:17.19] Interviewer	Would you mind sharing more about your feelings when you have lots of assignments, even when the teacher says you can do it but actually at that time, how did you feel about that?
[00:09:34.03] Interviewee 6	The teacher was right and so far it has been manageable so it was a lot [lots of homework] but it still can be done, whether I might feel a little bit annoyed especially if I feel some of the assignments don't really help that much [feel annoyed]. I do feel annoyed but I will do either way [feel annoyed]. It depends, so if I feel the assignment is useful for me, would help me with my learning then I don't mind doing it since the assignments are just for students to be better[useful assignments]
[00:10:25.10] Interviewer	Is there any thing that surprised you during the class ?
[00:10:34.11] Interviewee 6	Besides the test everyday, what surprised me a lot? Like the teacher from the first day always speak Chinese[always speak Chinese], no English and that time my Chinese level was very low and I didn't understand a lot but I thinks it's good method [like the teaching method]
00:11:08.23] Interviewer	Why did you think it surprised you? Is it totally different from what you expected right?
[00:11:31.27] Interviewee 6	Because I thought for the first day, sometimes they should explain something and use English [unexpected experience] and obviously they can't do that because some of them whose English is also not that good and we all need to learn Chinese so that;the best idea to use Chinese the whole time [always speak Chinese] [like the teaching method]. But my Chinese level was not very high at that time and I just felt like overwhelmedand not prepared for that[feel overwhelmed]. But after a few weeks , it was ok
[00:12:00.22] Interviewer	Can you share how you feel about the way you interact with the teacher in class? Do you feel any distance between you and the teacher?
[00:12:19.28] Interviewee 6	Well it's not like the relationship between the students and the professors but it's a little bit closer [close relationship]like you can joke around some stuff and also because it 's a small class [small group course], you get to know everyone and the teacher gets to know everyone so the atmosphere is very casual and friendly[casual class][friendly atmosphere]

[00:12:45.20] Interviewer	What do you like most about the class?
00:12:52.03] Interviewee 6	Speaking exercises [like speaking exercises], when we sit in group and the teacher gives us the topic to speak up [situation discussion]
[00:13:02.17] Interviewer	Which topic do you like most?
[00:13:08.18] Interviewee 6	We talk about different countries we come from so I can learn about different cultures a little bit or like she thinks of a bunch of different questions
[00:13:30.26] Interviewer	What is the most boring topic?
[00:13:37.16] Interviewee 6	The weather may be,
[00:13:42.12] Interviewer	How did you deal with those topic?
00:13:46.14] Interviewee 6	I avoid them or try to finish talking about it quickly to change to different topic
[00:13:53.11] Interviewer	So you ask the teacher to change the topic?
[00:13:57.08] Interviewee 6	No, it's ok
[00:14:00.24] Interviewer	Well because the teacher gave you such a boring topic, you may not feel so enthusiastic with it. How did the teacher encourage you to continue with that topic ? Or does she have any sub questions to get you into that topic?
[00:14:28.01] Interviewee 6	No, because usually you got a piece of paper that has around 5 questions on it, so one question is boring, it doesn't matter because you can go to the next questions. And then you can spend more time on the questions you find interesting and leave the question that you don't like that much but if she noticed that we were really into one question, she didn't really do anything specific to get us interested[do nothing to get students interested]
[00:15:05.16] Interviewer	So she just let you guys go with it with any emotion you have ? Do you have anything you dislike about the class or about the teacher?
[00:15:22.15] Interviewee 6	Test everyday and the homework[dislike tests and homework], because personally, I focus on speaking so I don't like written assignment[dislike writing].
[00:15:40.09] Interviewer	It means that everyday you have a test, so everyday you have something you dislike?
[00:15:45.22] Interviewee 6	Yes, but that's ok
[00:16:08.28] Interviewer	Can you share with us about your feeling about your teacher, the way she interacts and communicate with you?
[00:16:24.15]	Yes, very friendly[nice teacher],. not very distance [no power

Interviewee 6	distance]. But it's different because I used to be in a small group, like 10 people and I now sometimes have individual classes[individual course] too which is one-to-one and it's really different cus the teacher only pays attention to you, you don't have any classmates . Then we talk about all kinds of stuff [talk about all topics]and then you don't feel like teachers and students, but two people having conversation[friendly atmosphere]
[00:17:03.08] Interviewer	For one-to-one class, you also take only in CLC?
[00:17:09.00] Interviewee 6	Yes
[00:17:28.17] Interviewer	Do you feel the difference between two kinds of learning?
[00:17:36.27] Interviewee 6	Yep, definitely different, for exp, for small group, the teacher always didn't have the time to correct the pronunciation[lack of time] because our pronunciation is all not very good, so if she corrects every mistake we do, it just takes too much time. Sothey just usually focus on grammar mistakes[focus on grammar mistakes]and didn't really correct our pronunciation [did not correct pronunciation mistakes] but in individual class, they just correct whatever you want them to correct like you tell them: I want you correct every mistake [correct every mistake]
[00:18:09.16] Interviewer	Is it interesting with individual class> Does she have any kinds of games ?
[00:18:16.18] Interviewee 6	Yeah, they ask all kinds of questions about your countries or about your opinion about certain things and you just answer them with Chinese. [talk about all topic] [encourage students to speak]
[00:18:31.19] Interviewer	Is there any thing you feel uncomfortable when you take individual class> Because we assume that the individual class will be closer and two people will be closer to each other, so the conversation will be more casual.So is there any issue during that time?
[00:19:02.17] Interviewee 6	Just sometimes I don't know how to answer the questions because it's really difficult like the problems of the world's economy, something even in my mother tongue, it's hard to answer [difficult-to-answer topics]. Then the teacher asked me to try and I just talk non-sense until it makes sense but something I don't feel comfortable with, no [feel uncomfortable]
[00:19:33.20] Interviewer	So whatever you respond to the questions, the teacher all welcomed it?
[00:19:43.04] Interviewee 6	But if I say I don't know, then the teacher doesn't welcome it and says no, you have to answer[push students to answer]but I like it cus it's still about language skills so if you say something and it makes source of sense , it's ok
[00:20:01.02] Interviewer	Does the teacher often joke? And do you feel comfortable with her joke?

[00:20:04.22] Interviewee 6	Yes, I joke too so it's ok [enjoyed the joke]
[00:20:14.07] Interviewer	Ok, that's enough for the interview, Can I ask for the personal information from you?
00:20:21.02] Interviewer	What's your nationality?
[00:20:26.03] Interviewee 6	German, I'm 22 years old [German], [22 years old]

Transcript Interview no.7

[00:00:04.14] Interviewer	How long have you learned Chinese?
[00:00:09.19] Interviewer 7	8 months. Almost 9 months [8 months in Taiwan]
[00:00:13.04] Interviewer	What level are you in?
[00:00:16.18] Interviewer 7	Right now C level. [C Level]
[00:00:19.11] Interviewer	Have you studied Chinese before?
[00:00:21.10] Interviewer 7	No.
[00:00:22.28] Interviewer	So this is your first time?
[00:00:24.24] Interviewer 7	Yes. When I came here I didn't know anything.
[00:00:27.17] Interviewer	Was it very hard for you?
[00:00:32.15] Interviewer 7	It was hard but also very nice. It was a very different experience. It was hard but it was good.
[00:00:42.11] Interviewer	This is your first time in Asia?
[00:00:47.03] Interviewer 7	Yes, also my first time outside of America
[00:00:50.14] Interviewer	That's a long way to come. Can you tell me about your recent class or your class you just attended? What did you do in the class?
[00:01:04.13] Interviewer 7	Every Monday we start a new lesson from our book. [follow the book] Today we start at....We're supposed to study the new characters at home and then in class we first review if you actually know the pronunciation of the characters and then we talk about the meaning of the new words. [vocab check]
[00:01:30.14]	What did the teacher do to teach you in the class?

Interviewer	
[00:01:37.00] Interviewer 7	She usually uses the flash cards [use flash cards] to see if we can actually recognize each character but usually on Monday that is the first day we start the lesson, we can't really recognize all of them, not yet until the end of the week so right now she just like show us flash cards, we recognize them or no [Vocab check], she corrects our pronunciation [correct pronunciation] and then we talk about the meaning because sometimes what we understand is different so she makes it clear the real meaning of each character. [clarify situations]
[00:02:13.17] Interviewer	How often do you study? You study 5 times 5 classes a week or?
[00:02:22.27] Interviewer 7	I have class everyday from Monday to Friday, from 8 am- 10 am and then we have 3 elective classes. Every student is different. [17-18 hours per week]
[00:02:36.25] Interviewer	What do you learn in elective classes?
[00:02:41.13] Interviewer 7	Right now I'm taking grammar, pronunciation and vocabulary
[00:02:46.01] Interviewer	Wow!! Sounds seriously.
[00:02:49.15] Interviewer 7	Grammar maybe one of the hardest part is to understand by yourself like they just reinforce the grammar. When we review with the teacher sometimes she, the grammar teacher gives us even more ideas [keep explaining], [clarify situation] then pronunciation, I don't really like pronunciation [dislike pronunciation class] very much because we just have to read and read for 2 hours so it's good but it also becomes boring. [too much reading], [boring] Vocabulary is very nice because it's very difficult. [nice but difficult] Every week we learn maybe around 20 or 30 new words [learn 20-30 new words every week] but like they are not everyday words [not everyday words], for example, one week we study the name of the sports, another week we study the vocabulary you usually use when you go to airport like things you don't use all the time but maybe you eventually need to use.
[00:03:53.11] Interviewer	What other activities do you do in class? Other than learning from flash cards.
[00:04:09.01] Interviewer 7	Right now we're learning characters after we use the flash cards [use flash cards] and try to study the meaning one by one and usually for every character she gives us a question where we have to discuss with the classmate next to us. [encourage students to speak] We talk about that and also we have 2 short exams. [mini exams] One of them is to make sure we know how to use characters because we just have to fill in the blanks [fill in the blank exercise] but the other one is she reads sentences and we have to write the characters and also write the pinyin. [write from what teachers read] That's all usually the friday one because on Friday, we already have learned properly the characters.

[00:04:57.03] Interviewer	How big is your class?
[00:04:59.01] Interviewer 7	10 students [10 people for main class]
[00:05:00.13] Interviewer	Where are they from?
[00:05:02.28] Interviewer 7	5 of them are Japanese, 1 is from Belize, 1 is from Paraguay, 1 is from Hungary and then me. [multicultural classmates]
[00:05:15.27] Interviewer	How do you feel about learning Chinese?
[00:05:21.25] Interviewer 7	It's very different from my language. After a few months, I started to understand the logic they use because sometimes the grammar is very weird. [weird grammar] I understand why they do this or that but still have problems sometimes when writing characters because it's like I don't really, I haven't studied properly the radical of each character so for me, it's like a new drawing for each character like I don't know how to compose it properly to know the meaning. Maybe it's the hardest part, at least for me. [struggle in writing]
[00:06:06.01] Interviewer	I heard that there's some kind of logic behind the meaning.
[00:06:10.01] Interviewer 7	I already know some of the drawing means what but sometimes not sure why they put in the position this way or things like that so I really have a hard time learning the writing [struggle in writing]
[00:06:26.25] Interviewer	So you said writing is the hardest part. How about the conversation like listening, speaking and reading?
[00:06:39.16] Interviewer 7	Reading is usually easier because it's easier to recognize the characters by looking at them but usually when I try to write, I don't remember it. For example, I know it has a tree, if the tree goes here or goes to the other side. Speaking, before, I only practiced with my classmates but I get to practice a lot because my classmates, 3 of the Japanese don't speak English so Chinese is the only way we can talk because I don't speak Japanese either. [non-English speaking classmates] From when we met till now, we can speak more and more and we know each other better because the only way we could speak together is Chinese so now our Chinese is improving also. We can talk about different things. Listening, well with international students because I listen to them, I get used to their accents but then with Taiwanese people is usually a bit harder but maybe 1 month after I came here I joined the NCKU choir so I sing with them but all of them are Taiwanese and almost none can speak English so I practice with them too. And, before I only listened and now I listen to what they say and I start to understand what they're saying. Now I can talk to them. [communicate with locals]
[00:08:16.27] Interviewer	How many languages do you speak?
[00:08:19.10] Interviewer 7	I speak only Spanish and English.

[00:08:23.08] Interviewer	So this is your third language
[00:08:25.06] Interviewer 7	And a little bit of Japanese but not that much
[00:08:28.02] Interviewer	As you start really from the very beginning of learning Chinese here, did the teachers speak any English to you or they tried to use Chinese all the time?
[00:08:40.16] Interviewer 7	She only uses Chinese.
[00:08:42.12] Interviewer	How was your first class?
[00:08:47.08] Interviewer 7	Weird, especially, like she just showed us the drawings, and slowly said each word. And also weird getting used to the tones. [frustrated to use tones] It's like they're singing but talking but if you don't use the tones, you're supposed to end up saying something different.
[00:09:13.27] Interviewer	Are you used to it now?
[00:09:15.25] Interviewer 7	Right now yes. Sometimes, I wouldn't understand what people are saying. Sometimes because I was afraid of using a tone, a different tone and say something weird. I would speak very slowly like first tone, second tone, third tone but I was like a little bit frustrated. [frustrated to use tones]
[00:09:35.07] Interviewer	How about the experience in class? Do you have any impressive experience that you really like it?
[00:09:51.02] Interviewer 7	I really like it. [like class] We have the same teacher 2 sessions in a row. When I was in A level and B level, I had the same teacher in the small class so we got really used to her. She's the one that didn't speak English at all but mostly because she didn't know how to speak English. [non-English speaking teacher] And if she knew some words, if you ask to her in English, she would pretend that she didn't know what you were saying so at least you try to ask the questions in Chinese.
[00:10:26.27] Interviewer	Sounds like a good way to learn Chinese
[00:10:29.28] Interviewer 7	Yes though we have no other choice. The teacher we have now, sometimes does answer in English but only one or two classmates give up about trying to ask questions in Chinese but at least try to ask in Chinese. I really like it. [like no-English teaching] I honestly don't know how, I think that 8 months is not that much of time. If I compare myself right now to myself 8 months ago, it's a lot. I can really see the progress. [make progress] Now I can understand things.
[00:11:17.09] Interviewer	What about your bad experience?
[00:11:21.19] Interviewer 7	Bad experience. I don't think in a small group, teachers never had any bad experience. They all are very nice. [nice teacher] Sometimes, it's a little bit weird that they. It's not my bad experience but another friend

	has mentioned to me. Sometimes, they know a little bit of different countries because of they've met from us but sometimes, they think that one student represents the whole country so sometimes she has like...(I don't know how to say this in English). [stereotyping about students] She thinks that she already knows that this is a standard for every person in this country. They may be one single person
[00:12:31.06] Interviewer	It cannot represent the country
[00:12:34.23] Interviewer 7	But in our class, not. In grammar class because I have grammar class in A level, B level and C level. The only grammar class I liked was in B level. Now it has been boring because all they do is make us read and read and read. [too much reading],[boring]
[00:12:59.29] Interviewer	Only read? You don't have any other activities?
[00:13:04.18] Interviewer 7	She just gives us words and then we take turns for everyone to read the words and that's it. [reading]
[00:13:13.16] Interviewer	No games or no other activities
[00:13:17.23] Interviewer 7	No. At least in the previous level, she gave a list of words. We read the words and then she would tell us to ask each other questions and listen to words. [communicate with classmates] , [encourage students to speak] It wasn't something new. At least it was just more entertaining than reading and reading which is what we're doing right now.
[00:13:33.19] Interviewer	What is the content about?
[00:13:36.00] Interviewer 7	Right now we're actually studying words we haven't seen before. [learn new words] Just to make sure that we..because she just wants to focus on the pinyin to see our pronunciation. [check pronunciation] In the previous class, she explained the words and we learned new words but right now we just focus on the pronunciation so now we just read for 2 hours. That's it. So I don't like it. [dislike pronunciation class] , [too much reading]
[00:14:10.26] Interviewer	How do you feel about teacher's teaching style, Taiwanese teaching styles?
[00:14:20.17] Interviewer 7	I think it's very nice because most of the teachers can keep you very engaged in the class and they frequently seem to be interested in what you have to say. [high interaction between teachers and students] So if she asks questions, she usually asks every single person in the class even they are from the same countries and they probably have the same answers or similar answers. [pay attention to students] And also she asks something and you say something, she takes her time to listen to what you have to say [pay attention to students] , and if you have any mistake, to correct your grammar and everything. [correct mistakes] So in a group class, you can feel like very personalized [friendly atmosphere] sometimes because she always pays attention to every single student in the class. At least that's the way It has been with the

	teacher I've had so far. [close relationships between teachers and students]
[00:15:15.27] Interviewer	What techniques do they use in class?
[00:15:20.13] Interviewer 7	Every single one of them use flash cards. [use flash cards] I think maybe the language center makes the flash cards because everyone is coming by the flash cards. Flash cards and sometimes we make games. [play games] The teachers we have now actually plays songs for us that use the grammar patterns we're studying at the moment. [play songs] What else do we do? Exams of course. [exams] What I felt the change from A and B level is that right now we talk more. Before, she would just ask us simpler questions and we answered but now we have to rescouse a little bit so now I can feel that I pick a little bit Chinese because before I was like I just knew how to say a few words but now we can actually discuss with each other. [communicate with classmates] I don't really practice characters that much at home but when we use them in class. By the end of the week, we already know how to write them.
[00:16:40.20] Interviewer	What technique do you find very useful to your improvement?
[00:16:46.28] Interviewer 7	I think to learn characters. Most of the times I do use flash cards too [use flash cards], [useful technique] because I can carry them on my phone or my tablet so let's say for example, waiting for a train or something and I'm alone, I just start looking at the flash cards like anywhere I can just check the flash cards. And if I have enough time when I'm at home or library, I usually write and write a lot too. That's about vocabulary but then I personally think that what helps me the most to speak Chinese is when I go to practice with NCKU choir because I have an opportunity to talk with other Taiwanese people. [communicate with locals] The teachers in CLC, they are also good to practice with but they're also used to listen to the accent of international students but sometimes, right now not that much but before, I would say something and the Taiwanese students wouldn't know what I was trying to say but right now I'm slowly able to communicate with them. I think that's what helps me most outside of the classroom [ability to talk with local people]
[00:18:11.05] Interviewer	How long do you plan to be here?
[00:18:14.23] Interviewer 7	5 years because I want to study my bachelor here.
[00:18:23.20] Interviewer	After you finish the language class, you will attend?
[00:18:28.09] Interviewer 7	I study1 year of studying Chinese, this September I will start university

[00:18:34.07] Interviewer	What do you study?
[00:18:35.29] Interviewer 7	Bio Medical Engineering
[00:18:38.13] Interviewer	In Chinese?
[00:18:40.11] Interviewer 7	Yes.
[00:18:41.13] Interviewer	That's why you need to study Chinese before entering
[00:18:44.14] Interviewer 7	And from my friends that are already studying their bachelor, one year is not enough but it still gives you at least a little bit of what you will learn. I think right now may be not but by the time of the graduation, my Chinese will be very good.
[00:19:03.14] Interviewer	Yeah, in undergrad program, you need to learn academic words. After that, can you study Chinese along with your undergrad program?
[00:19:18.08] Interviewer 7	Yes, there are Chinese classes in the undergrad program.
[00:19:26.20] Interviewer	How about something that makes you surprised here? Something that makes you surprised or unfamiliar with here comparing to your home country?
[00:19:44.17] Interviewer 7	Something that feels different at least may be about educational system is that back in my home country, even it was more class, usually if student doesn't want to talk then it's ok like he's not forced to talk [not encourage students to speak in home country] but over here, they ask every single one of us. [encourage students to speak] Because I've had the same classmates since A level. For example, one of my classmates was very quiet but now he speaks a lot even when he's not asked to because he got used to that people want to hear what you have to say. [influence students] Because also he's from Hungary. He just mentioned to me that in Hungary you just listen. [not encourage students to speak in home country] Maybe the other students like that too but at least when I was studying Japanese in my country, it was also like we were in small class but still, if you didn't want to answer something, you just didn't have to. You got to stay quietly and listen. And also here I feel that they don't pay that much attention to your grades but mostly to what you actually know and have been learning. [focus on skills, not grades] Because at least back at home, it was more important that number you had in your score than you can actually use those things outside of the classroom.
[00:21:09.20] Interviewer	How about the teachers? Are they different?
[00:21:16.05] Interviewer 7	Well, besides that they make you feel special, not that different. [caring teacher]

[00:21:25.08] Interviewer	and the class environment and everything?
[00:21:28.20] Interviewer 7	Maybe it's more friendly. [friendly atmosphere]
[00:21:30.11] Interviewer	More friendly? How is it like in your home country? How's the classroom like?
[00:21:37.03] Interviewer 7	Talking about other classes because I studied mechanical engineering in my country but I haven't studied it here so I don't know about that. For other classes, it usually you're alone and you're just take care of yourself sometimes of your friends [individualistic atmosphere in home country] but here is like everyone is your friend so you got a help from everyone and you help everyone too. You'll feel like we all are learning together. I think it's nice. [friendly atmosphere]
[00:22:17.22] Interviewer	Is there anything that you feel uncomfortable?
[00:22:24.21] Interviewer 7	Not really. Sometimes, I did feel uncomfortable because they don't really pay much attention to the grades. [not careful when speaking] Sometimes the teacher says out loud how many points we score in the exams and I think that's a little bit.....I don't really like it when people know how well I'm doing or how bad I'm doing. [uncomfortable feeling] Last time I was the highest score in my class and she was like the highest score was Fatima and she scored xxxx. So I told her at the end that I didn't really feel comfortable with that but she was like this is a good grade, [not careful when speaking]there's no problem. It's not that it's a bad grade but I think it's really personal.[uncomfortable feeling] Besides that, I don't really have a problem with the teachers or the classmates.
[00:23:26.25] Interviewer	What do you like the most about learning Chinese at CLC?
[00:23:32.22] Interviewer 7	I think that maybe the friendly environment, make us being able to not only improve yourself but improve together and make friends along the way. [friendly atmosphere], [motivating atmosphere] Kind of make it easier. It feels less like you're studying. [fun atmosphere] Yes, you're studying but you're having fun so it's not as hard as sitting on your desk and working working working. You also get motivation to want to actually speak. [motivating atmosphere] Learning a language is what because you want to communicate but I think if I were to spend time alone on my day on my desk writing characters, maybe I even wouldn't be able to buy things in 7-11 [ability to talk with local people] but here we talk, not only because we have to talk Chinese, I mean not only because we're learning Chinese but because we actually want to

	use Chinese [motivated] and like in the case of my classmates because they can't speak English so we're slowly becoming able to communicate with each other. [ability to communicate in Chinese] That's very exciting I would say. [exciting]
[00:24:45.16] Interviewer	You changed classmates?
[00:24:47.25] Interviewer 7	No, I haven't. If I were to change the time of my classes, I would have different classmates but we all stay at 8 am so we always have the same class. Only the teacher changed, the classmates are also the same.
[00:25:09.19] Interviewer	What you dislike the most about learning Chinese?
[00:25:17.04] Interviewer 7	Maybe not actually dislike but sometimes the proper pronunciation is different from the pronunciation Taiwanese people use. My teachers say because if they grow lazy and because they don't make much difference between some sounds that are similar. [not learn real-life language] Let's say that they're used to not having to use the proper pronunciation sometimes but we're learning the proper pronunciation. So, sometimes that I say something, they don't understand and then they..ohhh you're trying to say this but then like that's not supposed to be the way to pronounce it but at least most of the students pronounce it but there are some of them that do pronounce it normally. My teacher says either they're lazy or also because of they speak Taiwanese so their accent from Taiwanese also shows in Chinese and it's very hard. I think that's it.
[00:26:44.01] Interviewer	How do you feel about the teacher?
[00:26:51.26] Interviewer 7	I really like her [like teacher], both of the teachers. Maybe I like this teacher more because she's a little bit more strict [like strict teacher]. Previous teacher was a little bit softer like if we didn't give her homework on time, she'll be like no it's ok, give me tomorrow. I know you're tired but this teacher is like no because you came here to study Chinese so this should be your first priority. So, you should do your things and then do anything else. And also like the teacher from before, if we make any mistake in the characters for example, she would like no it's ok, she would just correct it but this teacher is actually like change the points she gives us if the character is wrong. You need to write properly because these differences mean something different so I think it's better to be honest. She's a little bit more strict. [strict teaching]
[00:27:56.10] Interviewer	Because you don't get anything corrected, you'll repeat the mistake. How many classes you have left before you enter the undergrad program?
[00:28:20.13]	Since I studied from the 1st session so almost one year. After finish one

Interviewer 7	year, I start undergraduate.
[00:28:36.14] Interviewer	May I ask a little bit more about how your class is like in your home country? How do you actually interact or talk with your teacher at home?
[00:28:51.28] Interviewer 7	With the teachers, they just give their class and then if they don't ask you anything, maybe they won't ask you anything either or sometimes they only ask the questions to the class so anyone who wants to answer, answers. [low class interaction in home country] Maybe that's what mostly different because here everyone has to answer and she listens to everyone [high interaction between teachers and students] It's like she gives her class, if you understand good. If you don't, you should ask and if you don't ask, it's your problem. You should try to understand yourself. [individualistic atmosphere in home country] Here is the same, if you try to approach them outside of the classroom, they do help you but they prefer if you ask them in the office hours or during the class because they think that sometimes the questions that you have, maybe someone else have them but doesn't want to ask them. I think that's just about asking questions like the main difference.
[00:30:04.13] Interviewer	Now you start to have a conversation with the teacher more than memorizing words so what is the topic that you usually talk about?
[00:30:14.26] Interviewer 7	Usually we try to use the vocabulary that we're learning. For example, last time, we kind of learn about police officers, not police officers but it's like when you have an emergency, how to contact the police, things like that but usually we don't have a fixed topic sometimes we somehow combine the words we know to talk about different things so we don't really have a specific topic to talk about. [flexible teaching]
[00:31:01.20] Interviewer	What was unusual? Like in the class, when you start to interact with the teacher, what do you find unusual comparing to studying at home?
[00:31:19.12] Interviewer 7	I think they're just more friendly but there's nothing bad or extremely different. Just they're more friendly [friendly]
[00:31:46.06] Interviewer	That's pretty much about our questions. Thank you very much for your time. May I ask your personal information.
[00:31:53.00] Interviewer 7	Yes, it's ok.

Transcript Interview no.8

0:01:44.3 So, how long have learned Chinese.

0:01:48.0 Oh, it's my third year now [**Third years**].

0:01:54.7 Have you ever learn Chinese from your country before?

0:01:58.2 Yes, I have learned Chinese for three years now.

0:02:08.7 What level are you learning?

0:02:10.0 Ahh, right now, well, I don't know how, I think it like higher intermediate. it like maybe b1 in the international scale. I would say so. [**Higher intermediate level**]

0:02:25.0 what about in CLC which class are you?

0:02:26.5 yeah it's group H [**H level**].

0:02:35.1 So, you have learning only in CLC or you been learned it before?

0:02:38.5 Yes, I have been learned it before. 2 years in Poland and then [**learning Chinese in home country**]. Yes, in Poland in my country and then I came to Taiwan and since I came to Taiwan it's been 8 months, almost, and have been studied in CLC only Chinese. [**8 months**]

0:02:56.0 and, could you tell me about a recent class you have attend. Like, what did teacher do from the moment you enter to the class to the moment you left the classroom.

0:03:08.4 Should I talk about today's class maybe? or it is like one specific class? Recent class, I don't understand the question.

0:03:19.3 Recent class, like. maybe this period.

0:03:22.3 So, had three teachers ever since I came here. because each group you have different teacher that teach the main class. So, basically I have been through group F G and H and I feel like every single teacher is different [**teacher have different style**]. So, I don't know maybe I will just talk about the last one: the one that I have now. I feel like she's very experienced and teaching like the higher group [**experienced teacher**]. So, that really helpful because she focuses on our specific need [**caring teacher**] like we don't need to go over every single vocabulary in each class because I quite like natural to learn it at home and she just focuses on maybe something that. it more like we ask about vocabulary and she just answer them we don't have to learn every single. So, that for vocabulary [**flexible teaching**]. And then, I think, the very good thing in CLC in general is that you just have a lot of speaking in class. so, teacher will ask a lot of question that you have to discuss with your classmate or we discuss them together and umm that like...not un usual like I feel like it should be that way [**encourage students to speak**] .but... for example, in Poland we don't have of like chance to speak [**not encourage students to speak in home country**]. So, I think that.... yeah that like the highlight of the class that i had in CLC. Out of speaking, Ahh what else should I say...I don't know...umm.

0:04:54.5 How do you feel about learning?

0:04:55.6 How do i feel about learning Chinese? I think that teacher very make it very easy [**teacher make Chinese easy**] ahh for us to like study... it like...umm...it just very comfortable

the atmosphere in CLC I feel like it is very comfortable]and yeah we have a lot of expert time to practice because that is the only I'm doing since I came to Taiwan but yeah. **[happy atmosphere]**
0:05:30.4 So, overall the experience in class is?

0:05:31.3 are good? OK.... that maybe it is over statement to say everything is always good. For example like one teacher that i have she have a bit of a problem ah with like...making us speak because she of course would like provide question for us to discuss but like one group I had like before we have a few student that just disable to talk basically and it was just very awkward umm in the class room because for example me and some of my friend that we like to speak in the class but we didn't want to be like the only one who want to...like always take that chance and like always speak because you want to give some people that chance but they didn't want to take it. So, i feel like umm the teacher also didn't really know how to like react. Like she didn't want to be like.... so now you are the one who like...you are the one who...ummm...ummm to speak now or something. So, that was a bit awkward because i was like a lot of silence. Yeah was a bit made the class not that you know...umm how to say that...umm harmonious i think yes. So, that was one problem. **[teacher cannot encourage student to speak]**

0:06:57.3 So, are there any specific technique that you like? that teacher do in class?

0:07:12.8 Definitely, asking like a lot of question that are connect toward what happening in the world right now **[situation discussion]** like thing that are I don't know...in the news for example it just everybody source of like... they want to speak up for their opinion i think it good that like we really express our opinion in class not only just for the sake of practicing the language but really like try to practice how we would use the language naturally outside of the class room**[communicate with classmates]**. Yeah that what i prefer.

0:07:45.4 are there anything that surprise you in the class. what was unusual.

0:07:57.0 yeah. the style of teacher that giving advice to student it very different from Poland teacher. All the professor that i had in Poland when i was ask for their opinion. First thing they say will always like the negative one...the one that i should like.... ummm...maybe try to work on **[negative encouragement in home country]** but here is more like the teacher don't want to be like straight forward. They wouldn't say and i don't if it because I'm a foreigner or not but i just had an experience when i asking for advice and the teacher would be like you did well and this and that..umm it not really the point umm of when i go to ask the teacher for the advice i don't really want to listen to what i good at i would rather listen to what I bad at them what i need to work on. So, i think it hard to like to make the teacher comfortable enough to say that sometime they. Like don't want to speak. So, that was very surprising for me. **[teacher not straight forward]**

0:09:05.0 What do you and dislike the most in learning Chinese at CLC

0:09:13.1 Umm.. What I like the most is the atmosphere, I think. I just like yes when I talk to my classmate was like it never gonna get easier honestly i just CLC is so learning friendly **[learning friendly atmosphere]** and I know that it is not like how it gonna be in normal university. For example, like when you like studying when you pursue a degree it not that easy. So, that is the good thing that I like the most in CLC. It's like in between the really school but more like a very

friendly place. And... [**learning friendly atmosphere**] Sometime it doesn't really we feel too relax sometime the atmosphere in the class like Hmmm~-- someday it just like hard to focus but that is a small problem I don't think there are like i don't think that I'm like thinking about wow this is so dis improvement not really.

0:10:27.1 So, you feel the class is relax

0:10:31.0 Yeah yeah i would say so

0:10:32.9 Why it's so relax?

0:10:32.9 because of the friendly [**friendly teacher**] as i said. because we have quite small group. So, like we become friendly very quickly basically.

0:10:46.2 both teacher and your classmate?

0:10:58.9 Yeah I would said so

0:10:58.9 How do you think about relax teaching style?

0:11:00.8 How do i think about like a friendly teaching style? I feel like as long as....like....you know... because it is like a language teaching course right? So, I feel like it OK here...it not like a real degree so i think it quite fun.

0:11:20.6 What about in Poland compare to CLC?

0:11:31.7 Yeah i think in Poland will be a bit like more strict [**strict teaching**] i think everybody more like serious in class and a lot of time teacher just want you to feel like you should be panic for whatever happening it like you should panic about how hard....for example Chinese before I came to Taiwan...like...i had this idea in my head because my teacher was like Chinese is super hard and ever since i came here what the teacher do a lot is like try to convince that it not that hard and I feel like that how it should be....like.... the teacher tries to make it easier at least in my opinion. So, yes that's what the different that I have experienced in Poland.

0:12:15.5 How many people are in your group?

0:12:15.5 Ahh five

0:12:17.8 Only 5?

0:12:24.4 Where they are from?

0:12:24.5 Ok...ammm....I have one polish in my class, French in my group and then one classmate Canadian and then English and then one girl from Thailand. [**multicultural classmates**]

0:12:35.0 what are you usually do in the class what is the activities?

0:12:35.0 Generally, we speak a lot like in this group ahh we really do speak a lot i feel like it is the most we do like we were just discuss [**communicate with classmates**]. of course there is like at the beginning of the chapter you have like this one hour when the teacher explains about the grammar but when she explains the grammar we also have the time to talk to practice a grammar. So, a lot of time it was like oral exercise yeah.

0:13:03.7 You don't do other activities like playing games?

0:13:04.2 Not really! not really honestly. i feel like maybe playing game is better for the beginner because it just every easy to in cooperate game to student who don't know a lot of work I feel like I just more motivate for them. But right now yeah we just discuss about the issue and use that vocabulary that we learned. Honestly, we not really doing writing exercise it is like a

home work. when we got a home it more like writing easy or like like grammar exercise that we need to do at home but yeah the time we spend in class is mostly like speaking **[situation discussion]**. **[encourage students to speak]**

0:13:48.3 What kind of topic you were discuss in class?

0:13:48.3 Politic, like uncomfortable issue like social problem. Sometime i's just like really like philosophical i don't know...today...we discuss like....if you have a flue that doctor really know how to cure, would you just ask you to....what that I forgot the word. It like you decided that you don't want to live anymore but it is not suicide. Like basically it like someone are in a coma and you are asked to put the plug off. yeah so we talk about thing like that and sometime i can't come up with the answer but yeah. So, everybody in our class are in the same age level like 20 something so it not hard for the teacher to come up with the topic. **[situation discussion]**

0:15:12.6 How do you feel about those topic? that you discuss in the class

0:15:15.1 Sometime I don't really have opinion but you have to answer because the teacher was like want you to practice the word or the grammar but sometime i really like...ahhh.... i have never thought about it. So, sometime, yeah I feel like the teacher creativity on the question is like...wow.

0:15:34.7 is there any topic that you feel uncomfortable to talk?

0:15:37.7 Noooo not really.... i don't think.... nooo...i feel like because the teacher in CLC they have a lot of experience in teaching foreign student . So, they kindda really know what they can ask what they can't ask. i sure there some type of question that I'm not comfortable to answer in front of other people but they are never like i have never heard them **[experienced teacher]** i the class yeah i don't think. Sometime the question is very intense till we almost start arguing in class. we have one classmate that very strong and controversial opinion. So, something time other people feel like....Foooooo.... you know haha... really what to argue but i don't think that is the point **[communicate with classmates]**. **[situation discussion]**

0:17:00.7 So you don't have bad experience at all?

0:17:12.1 Let me think ummmmm.

0:17:20.0 i don't think i have anything. i can't think about any bad experience learning Chinese here. I was just talking about a lot of bad experience in my country but here I don't really think it happening.

0:17:34.0 So what is the bad experience in your country.

0:17:34.9 well because of teacher is like mix. you have some Taiwanese teacher some from mainland and some polish who teaching Chinese. So, sometime I was just like confusing because every professor have their own opinion for example how you use the grammar or what exactly that world means and in Chinese you have some word that almost exactly the same but it different and feel like teacher here they do the good job trying to explain them but in Poland I just always...maybe because i was more like a beginner level back in Poland but I was just very confuse a lot of time because this professor say that and then that professor say that and then that that that i was like very confusing. Yeah, the atmosphere like people keep telling you Chinese is

hard it not very motivating i know some people feel special because they can speak Chinese but i really doesn't help so i feel like it better to just try to make it easier for student instead of say like there are things that harder in Chinese...like you know it not the end of the world you can do it.

So, yeah I think it more motivated here

0:18:50.4 How did the teacher teach you? in Poland

0:18:51.2 basically we use the same book...ahh what is it. like we have 5 books i learned the first two in Poland and then like the last two here and I think the different is like we have to go through every single vocabulary like read it like out loud in class and we don't have time to discuss thing [**low class interaction in home country**] because we spend a lot of time was just pointless on reading. Well, i don't know i was needed... I don't know I was not a teacher so we spend a lot of time that pointless just reading or we have a lot of like umm we just basically we have to memorize every single word i don't know it was just not really motivating in think. [**low class interaction in home country**]

0:19:49.5 How they teach you here?

0:19:51.1 well, there is a like a really big different. But as I said maybe because of the fact that my level was like a bit higher. So, there is nothing.... like.... the teacher can't do more with us. Maybe in the beginning level that all you can do you can just let the student memorize the word i don't know but here is more like.... we are learning now but it doesn't have to base on student memorize every single thing it more like logic. So, I think it more useful yeah [**useful technique**]

0:20:35.2 So thank you for your cooperation.

0:20:34.4 Ok, we have some additional question to ask... ahh What is your nationality

0:20:43.5 I'm polish

0:20:49.0 How old are you

0:20:49.0 21

0:20:50.6 Can we have your e-mail

0:21:00.5 Yes

Transcript Interview no.9

0:01:47.0 How long you have learned chinese?

0:01:46.0 Hmm. I started maybe a year ago. I start it in south Africa and then...yeah when i started. I looked for a Chinese teacher on the internet and then i found one. so, i massager her like " hey what's up" can you teach me Chinese and then she's like "cool, chill" and yes we started. [**learning Chinese in home country**]

0:02:24.2 Which level you are now?

0:02:25.2 I'm in C class. [**C level**]

0:02:32.3 So, you have been studied Chinese before since you were in sound Africa?

0:02:37.9 Yeah, so basically, every week she come to my house for and hours and then chat with me and then teach me. So it was like private tutor but the problem is in south Africa there no a

lot of Chinese people to talk to. well, there are but they all like very old and I don't want to talk to pretty old people you know?

0:03:09.1 What about your recent class in CLC...can you tell me about what did the teacher do since you enter to the class to the moment you left?

0:03:17.8 like on regular class schedule?

0:03:23.6 yes what did her do?

0:03:31.6 first, we start to read [**reading**] and we like chill. yes, is very like. You can talk if you wana talk [**talk freely**]. It very open, everyone just say stuff we make joke for the whole time and then she is like "Ok great start" and then we just open up the books, we go to the vocabulary [**vocabulary**] and then every student has to say like. You know a word and read the sentence and we go to the vocabulary and she explained it and then after she explain it we can like make sentences a little bit and then when the vocabulary is done. we go back to how to use the grammar then she explains the grammar, she has question to ask then each one of us read the sentence and yeah if we have any question she will answer that [**use words and grammars**].

0:04:21.7 How do you feel about the way she teaches?

0:04:25.1 it good i think because like she kind of strict but in the other hand she is not really strict she's kind of make you wana feel like "yeahh" like i want to give you a little work because she is not like...how do i say...too demanding...so she really put out a lot...so i feel like i want to give as well. So, like if you keep quitted in class the whole time...it kind of like. Weird because like she's talking so much. so it just good manner to talk back and she speak Chinese for the whole time so it good to practice Chinese. [**like teachers**].

0:05:11.4 What kind of topic she usually talks in class?

0:05:18.0 Dependently, sometime it related to vocabulary, sometime it related to like what's going on now like there was a professor that committed suicided we talk about that. Sometime, we talk about cultural thing that happen in Taiwan now or like "did you feel the earthquake? yeah earth quake" and then it could go to building. it like a good discussion. [**situation discussion**]

0:05:55.2 So, your topic is general?

0:06:09.3 yeah we talk about everything. [**daily life topics**]

0:06:18.3 So overall do you have any good or bad experiences in class?

0:06:23.9 yeah a lot of it are good. trying to think about the bad one.

0:06:25.5 maybe talking about the good one first

0:06:25.5 like i sad it is very friendly everyone gets a chance to speak [**encourage students to speak**] and like everyone like good friend a lot of classmate.

0:06:44.3 why? do they have a chance to speak?

0:06:40.0 To practice, I think if some of them are like shine if they go home and they are too shine to speak to other people especially foreigner and they feel like a man it so hard to make friend like someone don't want to speak my language but they got a chance to do that in class. So, i was pretty fun and she did encourage {**encourage students to speak**} us to go out meet people and speak to people and stuff like that so it pretty good [**communicate with local**].

0:07:09.1 Can you give me an example how people have chance to speak in class?

0:07:18.0 Oh, she be like if someone ask question and no one else speak, listen and then what do you have to say about that and yeah turn in to the discussion but it different from what i heard in the other classes. They all like their class is very quiet everyone just listen to the teacher. So, i don't know mine is like..and this is my first class in CLC.So, i don't know how the rest are. but what i heard is the rest is very quiet that is what i heard.

0:08:06.8 What about her style of teaching?

0:08:06.9 Her style is sick mannn. it is very good.

0:08:09.1 compare to who?

0:08:09.1 i don't know a lot of teacher but like from my other class..you know "oh it's really boring" it like really quite and they are like people not really speak a lot, they are too shine or yeah i don't know all the reason but...it is pretty sick.

0:08:36.3 what about your previous teacher

0:08:36.3 well, it is like one on on. So, we were talk and we became more friend instead of tutoring stuff like that. So like she takes me to like Chinese cultural stuff in south Africa and was like yeah go practice and stuff. Sometime we just talk we don't really look at the book. She makes a joke in Chinese haaa i don't get it.

0:09:10.6 So she is more friendly

0:09:15.9 not really more friendly because she is not official teacher it was just like tutoring so it was more relax, no test. Like before i came to Taiwan i can't write at all because she didn't teach me because i only want to speak.

0:09:29.4 what about compare to another teacher in your country. Don't have to be Chinese teacher.

0:09:46.5 In my school we don't have like Chinese class. my teacher she sometime she gave classes at Chinese class but even there the kid can't speak Chinese. she just has an hour of Chinese class. the kid was just "Nihao" "Jiao sheme mingji" stuff like that i was very disappointed because i go to Chinese school and hope to have someone to practice with but i was like ... no one could speak Chinese. **[low class interaction in home country]**

0:10:38.8 So, what kind of technique the teacher uses to teach you.

0:10:51.1 The text books, discussion technique. She gives us home work **[homework]**. Every week we have to write the home work...i don't know 4 times or 3 times. we get the book **[exercise book]** of activities so every week we have to do the lesson homework and we have to read the story **[story-reading]** and then write question about the story. Thing is pretty good because it like i can read it but i don't know what the real meaning of it. So, i think it is what she trying to teach you that.

0:11:47.2 can you tell me about your schooling in your country? how was the teacher

0:11:53.6 it was depend, you get people that nice sometime you get people that not nice. you got teacher that using different approach to teaching. like I have one. What is his name i forgot...OK Andrlis. He was really cool he like didn't believe in the normal school, take a test everything. He actually like in the school in south african now he's like working a ballish exam so that kid

doesn't take exam anymore instead they get a big task to do like a lot of project and then they get grade base on the project instead of the trade.

0:12:50.6 So, it different from traditional learning?

0:12:51.2 yes yes it totally different. He saw it in Australia and so many school in Australia doing stuff like this. So, he try to imitate it in south Africa but it kinda hard you know because in south Africa it quite traditional

0:13:15.9 What is the tradition?

0:13:17.9 like sit down, listen to the teacher to say word remember it, go home. like you don't think for yourself you just listen to the teacher [**low class interaction in home country**]. they speak you get information but there is no actual thinking for yourself and he want people to start think for them self and then come up with like idea instead of being thought stuff.

0:13:49.4 so, that is kind of traditional teaching that you know

0:13:50.1 yes that i know that he wants to move away from.

0:13:54.8 What about teacher in CLC?

0:13:58.1 In CLC it more toward what he wants to do like how do you think, what do you think. use your word. they are more interactive.

0:14:32.4 Are there anything surprise you when you in Class? what was unusual?

0:15:03.2 i don't know maybe the teaching style.

0:15:06.1 How?

0:15:06.9 because it wasn't that traditional. it was more like what do you think. kindda like style. nothing really surprise like woww weird because you still have the stuff you still have the book do your homework. it kinda balance

0:15:30.4 And how do you feel about that?

0:15:28.7 i think it good. I don't know my Chinese is improving very fast. Compare to when i was in south africa i was really really slow it was like ahhh because you know can't practice. i didn't do a lot of homework i just wait for teacher to come and let try to speak [**encourage students to speak**].

0:15:52.1 What about the bad experience one?

0:15:56.1 well i had a hard class it like above my level so i like get really sleepy. it can't focus because i don't know what going on I'm just like ahh sleep.

0:16:13.7 What about teacher? is she not helpful?

0:16:15.0 No, she is, the think is like ahhh the rest of the student are really high level. So, she can't just like wait for me. she can't like...he not understands it so i have to bring the level down for everyone otherwise he will not improve stuff like that. but that class particular is kinda weird because it just she gives you the test you read the sentences you do the test, you go home. Then she tells you which is right which is wrong and that it. there is no teaching that class. it just like speaking reading go home.

0:17:06.5 so it like more traditional.

0:17:12.8 yeah but it is a practice class. so, i think how it should be i don't know yeah.

0:17:23.3 What do you like and dislike the most about learning Chinese in CLC.

0:17:31.6 What i dislike the most is the test because i don't like test i know it important to grade yourself it just like for me my writing is not that good so it take me a really long time to write the acutal test. Sometime i can read it i know what it means but ahhh what is the stroke . So, that is the problem with Chinese test is that I'm be able to write. **[struggle in writing]**

0:18:11.9 what about the think that you like

0:18:17.0 It fun very fun because i enjoy Chinese i think it...i don't know i enjoy it **[funny atmosphere]**.

0:18:37.2 Just because it is Chinese class? your teacher and classmate doesn't make it fun at all?

0:18:39.0 not they make it super fun because of the way she like giving a chance to talk **[encourage students to speak]** and chose she is really funny and nice **[friendly teacher]**

. And all my classmate they all very funny. I have one classmate we like play with each other the whole time it like a very fun relationship it is so funny. **[good time with classmates]**

0:19:41.3 can you give me the example?

0:19:43.8 For example today, someone put the pieces of ramen in front of my door and i like i was like guys what does this it mean it just like a cultural thing? ahhh i just small stuff but funny **[good time with classmates]**.

0:20:03.3 How many people in your class?

0:20:08.9 11 or 10 i'm not sure.

0:20:15.9 it really cool. the majority of my class is Japanese and then some from Paraguarí and Europe. So, it fun like being an international group of friend. we didn't this in south Africa **[multicultural classmates]**

0:20:33.6 What about teacher, did she do anything that make the class fun?

0:20:37.0 Yeah, like just the way i like being around her she like a mommy here i feel comfortable like ok like if i don't know like if something go wrong i can like "teacher you know what happen T_T" and then she will like "ohh ok you should do this this" it like...friendly **[friendly teacher]**.

0:21:06.0 are there anything uncomfortable in class

0:21:14.1 no, just some me other guy sometime we make joke too far but it only between us.

0:21:18.4 Have teacher ever say anything?

0:21:29.5 No. She also make joke but never say anything "you shouldn't said that" I think she is like pretty sensitive to culture cuz she know like every culture is different some people like this some people like this. if there's some think that would be offensive to like anyone she rather not say anything i guesit it pretty better. **[experienced teacher]**

0:22:01.7 Is your tutor in south Africa is from main land china

0:22:30.3 Tainan, yeah she told me to like...at first i think about china but she was like "no don't go to china go to Taiwan" you got to google there and it was cool chill it pretty sick. and she was like go to Tainan that where i came from. So, now I'm here.

0:22:51.7 Ok thank you for your cooperation and we want to ask your information more if you don't mind

0:23:09.7 what is your nationality

0:23:13.6 South Africa.

APPENDIX B

Code	Frequency
student's perception on teaching technique and materials	113
overloaded activities	12
(Many assignments)	10
(Book not suitable)	6
[enjoyed the class]	5
[disappointed about elective courses].	4
[like writing]	4
(Complete development of Chinese)	3
[struggle in writing]	3
[exhausted in one on one class]	2
[bad time management in elective courses].	2
[boring]	2
[dislike pronunciation class]	2
[feel annoyed	2
[have fun in conversation class]	2
[like the teaching method]	2
[more relax in group class],	2
[relax]	2
[unclear instruction].	2
[enjoyed the class]	2
[dislike writing],	2
[feel annoyed	2
[like the teaching method]	2
(levels of difference)	1
(preference for traditional learning)	1
[speaking is the most efficiency activity]	1
[benefit of group class].	1
[big challenge]	1
[difficult]	1
[dislike exams]	1
[dislike writing],	1
[eager for a progress]	1
[feel good when skills are improved]	1
[focus on skills, not grades]	1
[frustrated to use tones]	1
[good explanation]	1

Code	Frequency
[improve expressions]	1
[intense]	1
[like exam],	1
[like filling in the blank exercise]	1
[like no-English teaching]	1
[like one on one class]	1
[like speaking exercises],	1
[listen to Chinese from non-native].	1
[nice but difficult]	1
[not able to follow teacher]	1
[not beneficial]	1
[OK with presentation]	1
[pronunciation difficulties]	1
[remember words better with frequent class]	1
[so so for elective courses]	1
[tell teachers about weak points]	1
[unhappy]	1
[well-handled]	1
cool and difficult]	1
like teacher using presentation]	1
[dislike tests and homework]	1
[difficult]	1
[like speaking exercises],	1
[difficult-to-answer topics]	1
[lack of time]	1
student's perception on class atmosphere	73
[good atmosphere]	10
[friendly atmosphere]	8
[like studying here]	8
[fun atmosphere]	6
[comfortable]	5
[motivating atmosphere]	5
[convenience area]	2
[funny atmosphere]	2
[happy atmosphere]	2
[less stressful],	2
[school spirit]	2
(Being involve for a time) (Possibility to practice everywhere)	1

Code	Frequency
(Fewer student at the CLC)	1
(Peaceful atmosphere)	1
[depressing class]	1
[engaging atmosphere]	1
[exciting]	1
[exhausted environment]	1
[feel overwhelmed]	1
[good experience]	1
[good life]	1
[learning friendly atmosphere]	1
[less effective learning in non-Chinese environment].	1
[less intensive]	1
[lively atmosphere]	1
[open atmosphere]	1
[public environment]	1
[recommend friend to study here]	1
[share idea with classmates]	1
[student adjust each others]	1
[love studying here]	1
[feel playing]	1
student's perception on teacher	90
[close relationship with teacher]	12
[friendly teacher]	10
[uncomfortable feeling]	6
(Cultural shock)	5
Open teaching style	5
[stressful]	5
[listen to Chinese from native]	4
[discriminate]	3
[high interaction between teachers and students]	3
[like teacher],	3
[unexpected experience]	3
(Lack of flexibility)	2
Feel satisfied	2
[take time to speak]	2
[feel annoyed	2
[not interesting class starting].	2
[nice teacher]	2

Code	Frequency
power distance	2
Flexible teaching	1
[feel frustrated]	1
(Give self confidence) / (Learning new things)	1
(More or less direct)	1
(Passion)	1
[enjoyed teaching method]	1
[enjoyed the joke]	1
[like strict teacher].	1
[low contribution from young teacher].	1
[minor points of consideration]	1
[more beneficial]	1
[more intensive]	1
[motivated]	1
[no power distance],	1
[nothing to complain]	1
[teacher cannot encourage student to speak]	1
[trust]	1
Student perception on classmates	51
[communicate with classmates]	13
[multicultural classmates]	7
[good time with classmates]	6
[listen to Chinese from non-native].	5
[effect from classmates in group class]	4
[socializing]	3
[feel annoyed]	2
[communicate with classmates]	1
(Feeling well at CLC)	1
(Part of the group)	1
(Student behavior)	1
[ability to communicate in Chinese]	1
[beneficial]	1
[build relationship with classmates]	1
[casual class]	1
[gap between students in class]	1
[non-English speaking classmates]	1
[pronunciation influenced by Malaysian Chinese]	1
Teaching techniques	255

Code	Frequency
[share personal experience]	10
[flexible teaching]	9
[flexible teaching]	9
[situation discussion]	9
[encourage students to speak]	8
[adjust by students' level]	7
[vocab check]	7
[give examples]	6
[communicate with teacher]	5
[entertain student]	5
[always speak Chinese]	4
[reading]	4
[use flash cards]	4
[use words and grammars]	4
[challenge students]	3
[clarify situation]	3
[competition]	3
[daily life topics]	3
[follow the book]	3
[practice in real situation]	3
[practice speaking]	3
[share personal lives]	3
[useful technique]	3
[check homework]	2
[check understanding]	2
[conversation activities]	2
[correct mistakes]	2
[different homework in different levels]	2
[exchange culture]	2
[experienced teacher]	2
[games]	2
[give pronunciations],	2
[grammar explanation]	2
[homework]	2
[idioms]	2
[influence students]	2
[keep explaining]	2
[learn vocabulary]	2

Code	Frequency
[mini exams]	2
[motivate students to do exams]	2
[Passage reading]	2
[poetry]	2
[present in chinese]	2
[use power point]	2
[vocabulary]	2
[workbook]	2
[situation discussion]	1
(Competitive games)	1
(continuous teaching method)	1
(Discovering of cultiure)	1
(Drama)	1
(Exchanging about experience, point of view, behavior)	1
(games and ask question to make sure that people understand)	1
(No games, just talks)	1
(Push to use vocabulary)	1
(Questions on drama)	1
(Same method but adapt to every people)	1
(Sharing about behavior and culture)	1
(Student did presentation)	1
(Takes time to explain)	1
(Talk, read and write)	1
(Talking about case studies in class)	1
(Talking in Chinese)	1
(Teaching material are too old)	1
(traditional learning)	1
(Trying to make everybody comfortable)	1
[activities to use Chinese]	1
[adjust by student's reactions]	1
[change topics when students not feeling well]	1
[check pronunciation]	1
[check vocab]	1
[conversation course]	1
[correct pronunciation]	1
[different schedule in different levels]	1
[different types of media]	1

Code	Frequency
[do nothing to get students interested]	1
[exams]	1
[exercise book]	1
[extra course]	1
[field trips]	1
[fill in the blank exercise]	1
[follow-up progress]	1
[forced to talk all the time]	1
[grammar]	1
[groupwork]	1
[learn grammar].	1
[learn new words]	1
[listening],	1
[manage to make progress]	1
[non-English speaking teacher]	1
[Personal teaching style]	1
[Personalized class]	1
[not everyday words],	1
[not learn real-life language]	1
[old book].	1
[one way communication]	1
[personal teaching style]	1
[personalized class]	1
[play games]	1
[play songs]	1
[practice in team]	1
[practice listening]	1
[practice pronunciation]	1
[practice reading]	1
[preparatory course]	1
[presentation]	1
[pretty ok material]	1
[pushing but not intimidating teaching]	1
[quizzes and exams]	1
[read stories]	1
[regular homework]	1
[same pattern of class activities].	1
[sentence patterns]	1

Code	Frequency
[specific theme]	1
[story-reading]	1
[strict teaching]	1
[Taiwanese teaching style]	1
[teacher have different style].	1
[teacher make Chinese easy]	1
[tell stories]	1
[textbooks]	1
[two way communication].	1
[use the same books]	1
[use unfamiliar words]	1
[used Chinese to study in class]	1
[useful assignments]	1
[visual aids]	1
[weird grammar]	1
[write from what teachers read]	1
[writing with classmates, take a bit longer].	1
[writing]	1
encourage students to practice]	1
encourage to use new words and grammar]	1
exercise book]	1
learn 20-30 new words every week]	1
[talk about all topics]	1
[focus on grammar mistakes]	1
teacher manner	71
[make jokes on students]	7
[appearance topic],[appearance]	6
[unacceptable manner in home country]	6
[nice and understanding teacher]	5
[not careful when speaking]	4
[take time personally]	4
[caring teacher]	3
[direct manner]	3
[disrespect to student]	3
[European students' negative reaction]	2
[language skill topic]	2
[pay attention to students]	2
[sexual orientation topic]	2

Code	Frequency
(Teacher are more polite at CLC)	1
(Teacher is considered as a friend)	1
(Teachers are different)	1
[free speech]	1
[did not correct pronunciation mistakes]	1
[do nothing to get students interested]	1
[human right issues]	1
[irresponsible]	1
[no power distance],	1
[personal topics]	1
[social security]	1
[stereotyping about students]	1
[teacher focus],	1
[teacher manner]	1
[teacher not straight forward]	1
[teacher respect on student skill]	1
[teacher role].	1
[teacher unaware of students' level]	1
[unfriendly approach]	1
[unprofessional]	1
[using stereotype]	1
[nice communication with teacher]	1
class information	25
[small group course]	7
[one on one class]	6
[10 classmates]	3
[elective class]	2
[group class]	2
(Five student)	1
(Twice per week during one hour)	1
[10-20 people for elective class]	1
[big group class in Taipei]	1
[singing class]	1
comparison with home country	24
[different manner in home country]	7
[low class interaction in home country]	5
[not difference from home country]	3
[not encourage students to speak in home country]	3

Code	Frequency
[individualistic atmosphere in home country]	2
[more exams than home country].	2
[negative encouragement in home country]	1
[strict teaching in homecountry]	1
non related	22
[ability to communicate in Chinese]	5
(CLC Administration)	3
[Chinese intensive learning experience].	2
(Courses tooexpensive)	1
(Everything gives satisfaction expect the administration)	1
(Fully involve in Chinese)	1
(Misunderstanding problem)	1
(Sense of achievement)	1
[hot weather]	1
[stressful]	1
[best learning in Chinese environment]	1
[don't want to go but have to go]	1
[feel overwhelmed]	1
[make progress]	1
[ability to communicate in Chinese]	1

FEEDBACK MID-TERM/FINAL

PROJECT FEEDBACK	
GROUP:	ROOSTER

--	--	--	--	--	--

<u>Good</u>	<u>Good</u>	<u>Weak</u>	<u>Weak</u>	<u>Weak</u>	<u>Weak</u>
-------------	-------------	-------------	-------------	-------------	-------------

Comments on the presentation

- Clyde A. – something missing here
- Not a questionnaire but an interview guideline
- Here is what? ;) Oops
- Separate purposive / judgement sampling criteria from the actual sample. Also talk about the process (e.g., refinement of sampling criteria)
- In-vivo codes – are the actual words – you do not have to stick to one type (e.g., in-vivo) all the way through
- Frequency appears – codes or segments of data?
- How are you link codes with their properties to the emergence of your axial categories?
- Which codes are the most effective?
- Research findings – cartoons – how does this relate to the slide just before
- Code for meanings – move beyond “what is happening” to “why it is happening” – flexible and friendly – but to what end?
- Discussion points on process is useful

Other comments

- .

Comments on the report

- This report comes together quite well and illustrates a consistent and systematic approach.
- There is a whole range of literature at the start. I like the way you bring in role theory as an anchor. Try to organize the *ideas* as a clearer flow.
- The method could benefit from elaborating the sampling criteria and discussing the interview process.
- Coding is interesting – it falls into the trap that is easy to get caught in qualitative – as the codes become more abstract they lose the power to explain what is going on. Try to keep codes closer to the meanings in the data. This way they will more effectively explain what is *going on*. You have some interviews

that seem rich in ideas (good) but have lost some of those fresh ideas (codes) as you report them here.

- There are, for example, tensions in the teacher's role in creating a learning atmosphere that might start to be explained through the use of jokes (the funny and the dead).
- Do check the references – you miss editions and issues – software can help with this but not entirely.
- I like the cohesion in this group – that has also helped you produce interesting work.

Grade: 85%