Appendix 1

Table 4. Social presence: categories, indicators, examples from the data

Category	Indicators	Examples
Affective	Expression of emotions	The learners expressed various emotions throughout their responses. For instance, one learner expressed their satisfaction with the course saying, "The happy, inspiring and supportive atmosphere motivated me to participate in the classes." Another learner expressed relief and accomplishment saying, "When I realised that I could have a conversation in English without having to think too much in advance about what to say."
	Use of humour	Several learners mentioned the use of humour in the course. For instance, one student said, "A sense of humour from everyone" and another mentioned the "Humour, relaxed atmosphere" in the course.
	Self-disclosure	There are several instances of self-disclosure where learners shared their personal experiences and feelings. For example, one learner disclosed, "I wanted to learn to speak better English, without the stress of having to start speaking English. In the past I used to wonder a lot whether I could say something correctly in English and if I wasn't sure I didn't say it."
Interactive	Continuing a thread	The learners continue the thread of discussing their experiences with the course throughout their responses. For example, multiple learners mention continuing the thread of the lessons' topics was natural.
	Quoting from others' messages	Several learners mention that during the conversations they

			repeated their counterpart's message.
	Referring explicitly to others' messages	Several learners mentioned that during the conversations they referred to each other's messages for example saying: I totally agree.	
	Asking questions	Several participants mentioned that they asked each other questions particularly in the breakout rooms, for example: "What are your hobbies?" "What is your work?"	
	Complimenting, expressing appreciation	Many learners express appreciation for each other. For example, one says, "The happy, inspiring and supportive atmosphere motivated me to participate in the classes."	
	Expressing agreement	The learners expressed their agreement particularly during the pair discussions	
Cohesive	Vocatives	During the conversations the learners used each other's names to direct their words to them.	
	Addresses or refers to the group using pronouns	Addresses or refers to the group using pronouns: The participants used a lot "Hey", "Excuse me ", "Everybody" or "we" and "you" during discussions to get attention.	
	Phatics, salutations	Phatics were used for social interaction as greetings or expressions of goodwill. The overall tone was polite and respectful. The participants greeted each other at the beginning and at the end of each session as well as in the break-out rooms. They also thanked each other after each activity: "Thank you, it was nice to talk with you"	