

Appendix 2

Table 5. Instructor presence: categories, indicators, examples from the data

Category	Indicators	Examples
Design and organisation	Clear communication	The learners commented that the course was clearly structured: "Nice people and well-designed programmes for the lessons." and "The teacher explained clearly what to do." "The group was very nice, and the teacher was clear in her teaching."
Facilitation	Instructor engaged	The participant mentioned that they liked how they were engaged in the discussions: "When there was a lot of talking, it helped to achieve exactly what I wanted from the course."
	Instructor guided	Many learners mentioned that the teachers' guidance supported them in the discussions as one participant wrote: "The teacher helped me to form my answers if I needed help."
	Instructor helped to establish community	Several participants mentioned that the teacher's positive attitude supported community building as one learner wrote: "The teacher's nice communication style helped me to participate in the discussions."
Direct instruction	Instructor helped to focus on discussion	Many participants commented that teacher helped to form questions which helped them to continue discussions. One learner stated: "The teacher helped me to use correct vocabulary for making relevant questions."
	Instructor provided feedback	The participants appreciated the teacher's continuous and timely feedback: "Feedback from the teacher helped me learn better and kept me motivated." "Teacher corrected my pronunciation which was very helpful."