

## Appendix 3

Table 6

Aspects affecting spoken language skill development, categories, and examples from the data.

Category	Examples
Collaboration	
- pair work	Many learners mentioned that pair discussions in the break-out rooms enhanced their spoken interaction: "Conversations and pair exercises really improved my spontaneous speaking."
- group work	The learners appreciated the discussions with the whole group: "Discussions with other students improved my communication skills. I was able to practise speaking in English."
Course atmosphere	
- error-allowing atmosphere	Several learners mentioned that atmosphere made participation easier: "The happy, inspiring and supportive atmosphere motivated me to participate in the classes." "Positive atmosphere, nice classmates and a cheerful teacher made speaking easier."
- humour	Many learners mentioned that shared humour supported their spoken skill practicing, one learner wrote: "We had fun during the pair work, we have similar sense of humour, it helped me to relax and concentrate on speaking."
- sense of belonging	All learners felt themselves part of the learning community as one learner wrote: "Everybody felt welcomed, even the newcomers merged easily in the group."
- team spirit	The learners valued the team spirit which encouraged to use the target language: "Really good team spirit, no need to be embarrassed about not knowing what you are doing."
Course design	
- feed-back	Learners perceived continuous feedback beneficial, as one participant wrote: "My speaking skills were improved by the corrective feedback." Another comment: "Feedback from the teacher helped me learn better and kept me motivated."
- materials	Learners were satisfied with the learning material: "The used materials met my expectations and were useful for my purposes."
- versatile assignments	According to the learners the variety of activities enhanced their spoken skill development: "Teacher's positive attitude and variety of tasks (music, games etc.), good mood for everyday life and joy of learning sparked my speaking skill rehearsal."
- well-structured sessions	Learners valued that the online sessions had a clear structure and the instructions during the lessons were clear. "I liked the way the lessons were organised."

Learner	
- feeling of progress	Participating in discussions became easier over time as one learner wrote: "My ability to speak in spontaneous situations improved a lot and it motivated to study more." "When I realised that I could have a conversation in English without having to think too much in advance about what to say."
- own effort	Several learners pointed out that besides practicing in the lessons they also practised their spoken language competence at work or free time. "I noticed that I didn't avoid the opportunity to speak English at work any more."
- self-esteem	The learners felt their courage to speak grew throughout the course: "I gained courage to speak even if I didn't remember the words."
Teacher	
- attitude	Many students praised the teacher's attitude: "Teacher's positive attitude and experience of working remotely helped me to learn."
- content expertise	Teacher's content expertise was valued: "Teacher's knowledge about grammar and pronunciation helped me to develop particularly my speaking skills."
- guidance and support	Learners felt they received guidance and support from the teacher. "The teacher was always willing to answer extra questions and repeated her instructions." "The teacher helped, if I didn't remember something." Also, in break-up the rooms the teachers support was welcomed.
- pedagogical expertise	Many learners mentioned that teacher's pedagogical expertise helped them to learn: "Teacher was clear in her teaching." "Teacher's way of teaching."
- technical expertise	Learners were satisfied with the teacher's ability to teach online: "Teacher's positive attitude and experience of working remotely."
- social interaction	Learners appreciated the teacher's way to start and end the lessons by greeting and catching up, as one learner said: "I liked how everybody felt welcomed when we were asked what was up."