

Student Achievement		
1A	Jack likes to do all his assessments the first week of class to get them out of the way. He notices that many of his students do not come back to class to get their test scores, and in fact, don't come back for any classes. He believes that they just aren't ready to get their HSE.	What do you think about this situation? What advice could you give Jack?
1B	Carlos didn't know that he would have to take a test before he ever started studying for his HSE. Even though he wasn't happy about it, he took it anyway. He's a little nervous because he doesn't know how he did on the test and his teacher told him not to worry about it and to just start his studying.	What advice would you give Carlos? What could the instructor do to help Carlos?
1C	During the first three months of class, Lisa had to take two tests that were the same. Her teacher called them pre- and post-tests. The first time Lisa got an 88 in math, and the second time she got a 10.6 Lisa doesn't know what this means. She's afraid to ask.	How could her instructor explain it to her?
1D	Maury has a lot of trouble reading. He has had trouble since he was in elementary school and when people laughed at him in middle school, he decided to drop out. Now, his teacher has told him he reads at a fifth-grade level. He feels really stupid and wants to quit.	What advice would you give the teacher? What would help Maury feel that he is making progress in reading?
1E	Morton likes to put all the student assessment scores on the board so everyone can compare where they are with the rest of the class.	What advice would you give Morton about his process? What might the student's reactions be?

Student Achievement		
1F	Katrina hates taking tests. Whenever her instructor tells her that there is going to be a test to find out how much she has learned, Katrina skips class so she doesn't have to take it.	What options can the instructor use to show Katrina that she is learning new skills? How can the instructor help Katrina with her test anxiety?
1G	Micky thinks that he has learned everything he needs to learn before taking his HSE test. When he gets his most recent test scores, he sees that he is a 9.9 in Math.	What advice could the instructor give to Micky? What could happen?
1H	Jason was just hired on as a new instructor for Aspire classes. He really doesn't believe in giving his students tests and doesn't want them to feel bad about what grade level they are in. He decides not to give them any formal assessments until after they have been in class for nine to twelve weeks.	What do you think about Jason's decision? How might this affect his students?
1I	Other than standardized testing, how can program instructors assess and evaluate student progress?	
1J	One of the instructors has been working hard to get her students to use their math skills in everyday life situations. One day, a student comes in very excited. She tells the teacher that she saved money at the grocery by buying five pounds of potatoes for 99¢ because ten pounds cost \$1.50.	How should the instructor handle this?

Student Achievement		
1K	Edgar's teacher just told him that he is reading at a fourth-grade level. Edgar feels very embarrassed and doesn't want to come back to class.	What can Edgar's instructor do to help keep Edgar in class?
1L	Jeremy has been in his class studying for his HSE for about four months. He knows he took some test when he first registered and hasn't taken one since then. He is not sure how much he has learned or if he's getting close to taking his HSE test.	List at least three things that need to be corrected about this situation.
1M	Will uses the TABE to assess his students. He believes that this is the best instrument around and that no other type of assessments is necessary.	What are five other assessment options that could also be used to show learner progress?
1N	Macy's teacher has the students writing letters, clipping coupons, watching movies and answering questions about them, and looking at classified ads. Macy can't figure out what this has to do with getting her HSE.	What would you tell Macy the purposes of these activities are?
1O	You are stranded on a desert island with a group of 12 HSE students. Before a rescue ship will come, you must teach them 10 new academic skills. You have no textbooks, workbooks, or worksheets.	How will you teach them these skills? What skills will you teach?

Student Achievement		
1P	Your new instructor, Kara, has just finished assessing the new students for the quarter. She is panicked because she has a student who is reading at a third-grade level. What suggestions would you offer to help Kara find appropriate learning materials to use with this student?	How long should she wait before giving a follow up assessment to this student?
1Q	On a life skills checklist that Tony filled out during the first week of class, he has marked the line "following recipes, instructions, & directions" as an area in which he needs a lot of help.	How will you measure Tony's progress in this area? How might Tony show you that he has mastered these skills outside of class?
1R	Thelma has been in class for about 18 months. She raised her score in math from a 53 to a 124 This was one of the hardest goals for her to reach since she has always struggled with math. She feels very proud of her accomplishment and you, as her instructor, also feel great that all of your assistance has paid off.	Name three ways to recognize Thelma for her achievement.
1S	Why is the initial assessment process so important to retaining students in your program?	
1T	The instructor's expectations for student achievement often influence how a student will perform in class and how long they will stay involved in a program.	Describe some of the expectations an instructor should have for his or her students and how this would have a positive impact on retention.

Student Achievement		
1U	Giving assessments to students too frequently has as many problems as giving them too infrequently.	Why would both extremes have a negative effect on retention?
1V	Your program has set up a new twelve-hour orientation program. All students have gone through orientation, completed their initial assessment, learned about the policies and procedures, had a chance to meet other students, and relax a little before beginning their actual classes.	You notice that your retention rate is up about 30%, students don't seem to drop out after the first weeks. What factors could be increasing your retention rate?

Physical Environment		
2A	Julio teaches a class of about sixteen students. Many of them come to class without supplies. Because of this, they can't work on anything and end up socializing.	What suggestions would you give Julio to help with this problem?
2B	The facility where class is held is not in a very safe neighborhood.	What precautions can the instructor take to increase student safety?
2C	Michael is always telling his students to get some materials off the shelf and get to work. His students are always telling him they never can find what they're looking for.	What kind of advice could you give about fixing this situation?
2D	Winifred insists that the desks in her classroom remain in order. She says it's important to the learning process.	What kinds of problems might Winifred have with her class?
2E	Towards the end of the month, many of Blake's students run out of food stamps.	How could this impact the HSE class? What kinds of solutions can you give to Blake to help with this?

Physical Environment		
2F	<p>Melissa has to attend classes at night because she works during the day. She usually leaves before class is over because her sitter has to be home early. It is often dark when she gets to the parking lot.</p>	<p>What could the instructor do to help with Melissa's safety?</p>
2G	<p>The class that Sam teaches is located in a basement in a downtown church. It is the only location available right now. Often during the winter, it is very cold and the heating doesn't work well.</p>	<p>What kinds of things could Sam do to address the problem?</p>
2H	<p>Whenever Marilyn finishes class and the students leave, she has a big mess to clean up. The students throw trash on the floor, don't put any of the materials away, and often leave spilled soda on the desks.</p>	<p>What kind of solutions or advice could you give to Marilyn so that she doesn't have to clean up after each class?</p>
2I	<p>What are five things that an adult education teacher can do to make the classroom more inviting?</p>	
2J	<p>What advice would you give an ESOL instructor to make the classroom a friendlier place for foreign-born students?</p>	

Physical Environment		
2K	The instructors complain that the students are late to class and it makes it very confusing and difficult to get the class started.	What are three things that could be the cause of this?
2L	Chad likes to talk about his personal problems in class. His teacher usually has him come up to the desk when he starts talking about a crisis, but everyone in the class can still hear the conversation.	What advice would you give Chad? What advice would you give his teacher?
2M	A program has decided to offer adult basic education classes in an elementary building. No one enrolled in the classes, and the principal received no response from any of his students' parents.	What could be several reasons for this lack of response?
2N	Jane would like to set up an ABE/HSE site near one of the car manufacturing plants in the area.	What are some things that Jane needs to know before she can do this?
2O	Rosa wants to take ESOL classes at a nearby program. She knows very little English. Each time she tries to register, she doesn't know how to answer their questions or fill out the forms.	What are three things that would help Rosa with registration?

Physical Environment		
2P	Because of a recent factory layoff, a lot of people have registered for the adult education class to improve their basic math skills, which average around the 8th grade level. The class has 35 people attending.	What advice would you give the program regarding this situation?
2Q	Brian is a new instructor. He notices that Diego, the teacher in the classroom next door, has labels all over everything and even has bulletin boards with information. Brian doesn't know why Diego would waste all his time on things like that.	What would you tell Brian about Diego's methods?
2R	One rural Aspire program has three classroom sites. One site is in the basement of the city building. The city building closes at 5:00 p.m. daily. Another site is at the local union hall 18 miles away from the center of town. The third location is at the county hospital in a glassed-in room next to the emergency/trauma area.	Name the three potential problems with each of these locations.
2S	You have at least one student each term who finds it difficult to concentrate in an environment with distractions. The classroom you are assigned is large and open.	How you can create a quiet space for individual students who need this type of learning environment?
2T	Cory, the ESOL teacher, shares the same classroom with Jamal, the HSE instructor . They both have displays and materials that they like to leave out. They also have limited wall space on which to hang things, so neither Cory nor Jamal is satisfied with making the room personal for the class.	What are some creative solutions for these instructors to share their space?

Physical Environment		
2U	Blair likes his classroom to run like a clock: no talking, no phones, no visitors. Becky likes lots of activity in her classroom. She allows students to move freely around the room, to visit with each other, and bring in friends who might be interested in enrolling in class.	How would these two types of classrooms have an impact on student retention?
2V	You teach ESOL class two nights a week in a neighborhood community center where many other activities are taking place during your class time. Your student attendance is shrinking.	What are three factors that may be affecting attendance?

Program Planning and Administration		
3A	Carl has called his ABE/HSE teachers together to write a mission statement for their program.	What is the purpose of the mission statement and what should it include?
3B	The ABE/HSE program in the southern part of the city has just gotten started. The staff is trying to put an advisory committee together.	What representatives from the community should be asked to be on this committee?
3C	What are three benefits of having a program advisory committee?	
3D	James has formed an advisory committee for his program made up of 22 people from area businesses.	What are the benefits of this advisory committee? What are some problems James might encounter?
3E	The Aspire director has decided to hold her first advisory committee meeting of the year. She has prepared copies of the mission statement and has written a draft copy of an Advisory Committee Handbook.	What other things might be needed for this meeting?

Program Planning and Administration		
3F	The Aspire staff is seldom asked for input into how the program should be run. They often find out at the last minute that changes have been made in the times and dates of their classes. Sometimes, even the location is changed.	What could the Aspire staff do about this?
3G	Staff meetings are held on a monthly basis. Stephanie and Dave seldom show up for these meetings. They usually do not turn in monthly attendance reports on time nor do they submit assessment results when asked. Usually, they say they didn't know they were supposed to or no one told them what the procedures were.	What could be done about these two staff members?
3H	When the adult director holds staff meetings for the Aspire staff, one of the instructors cracks jokes and makes remarks all through the meeting. The instructors are irritated with this, and the director is trying to ignore it.	What advice would you give to improve this situation?
3I	The program coordinator has asked Mary for the third time this month to stay a little later than scheduled to update the student folders. Mary noticed on her last pay check that she was not paid for any extra time.	What should Mary do?
3J	Many times, Leon was too busy to send out reminders for his advisory committee meetings to his staff and to the community members on the committee. He rarely gets more than three people to attend.	What advice would you give Ben?

Program Planning and Administration		
3K	What are three advantages to writing minutes for an advisory board meeting?	
3L	Angelique is getting really tired of going to staff meetings. Every time she goes, there is no agenda, and it becomes a complaint session. Not much gets accomplished, and Angelique has a lot of things to do in her classroom.	What can Angelique do about this situation?
3M	There has been an increase in the number of students coming to class under the influence of alcohol in several sites.	How should the instructor address this? What intervention can be done? What role should the administrator play in this?
3N	A student brought a gun to class.	What is the appropriate intervention?
3O	Mike is having a hard time teaching his students to write goals. He doesn't really want to bring this up in a staff meeting because he's embarrassed to admit that he needs help.	What advice would you give Mike?

Program Planning and Administration		
3P	Two teachers have told you that one of the other teachers exchanges suggestive comments with the students during class.	What do you think is the most appropriate way to handle this situation?
3Q	When the staff asks for materials, it takes months to receive them.	What advice would you give? What can be done?
3R	Many people in Jorge's classes have personal problems that are pretty serious.	How should Jorge handle this?
3S	Anna needs to explain to his staff the importance of collecting assessment information for the student information system.	What kind of things can Anna tell her staff to help with collecting the information?
3T	The staff is concerned because the school district has an open registration policy for ABE/HSE students . Many students start at all different times during the year. The instructors have difficulty teaching because they have to stop for an assessment and explain the program.	What benefits could manage enrollment have? What kinds of things should be included in an orientation? What kinds of resistance might you get from the students?

Program Planning and Administration		
3U	<p>You notice a pattern that occurs every year. After the middle of November and all through the holiday period , attendance drops off significantly. Only about half of those who stopped attending during that time show up again in January.</p>	<p>What can you do to keep students coming to your classes as often as possible through November and December so they are not dropping out in January?</p>
3V	<p>At a recent staff meeting of the Sonnydale Aspire program, the poor student retention rate was discussed. However, after the meeting was over there was no action plan to address the issue. The instructors feel if the administration was more involved in seeing the program in action, they would have a better view of what changes need to take place to keep students in class. The administrators leave the meeting feeling that if the instructors were doing a better job of teaching, then students would want to come to class.</p>	<p>Who is right? Whose opinions are missing from this scenario?</p>

Curriculum and Instruction		
4A	Maureen has all of her students listen to her lecture first. She tells them not to take any notes because they could get distracted and not hear what she's saying.	Which type of learner would this approach appeal to? What could happen to some of her students?
4B	Ronaldo is just learning English and reads fairly well. He has trouble keeping up with the instructor's teaching and doesn't know what to do.	What advice would you give Ronaldo?
4C	Akira is working hard in his ESOL class but is afraid to talk out loud. She knows her words are difficult to understand and she often has to repeat herself at work.	What will help Akira with her communication skills?
4D	Bill has students in his class who have to see what he is talking about when he teaches math. Other students need him to explain it out loud.	What types of learning materials can Bill use to help all of his students?
4E	Each time Alexa tries to explain fractions to her class, several of her students just don't get it. She has explained the concept repeatedly.	What suggestions would you give to Alexa to help her students?

Curriculum and Instruction		
4F	Maia used to teach English in another state. She is fairly comfortable teaching in the HSE class. She hates teaching math and social studies and often skips over this in her curriculum.	What kinds of things can help Maia with this?
4G	Malik is having a hard time in class because it is three hours long and it seems like all he does is sit in his seat and do worksheets.	What kind of variety should there be in Malik's class?
4H	Fern has told her class to bring in four grocery coupons, 2 clothing coupons, a newspaper, and an empty box of cereal.	What skills might Fern be planning on working on?
4I	Mano attends class on a regular basis. He usually sits in the back of the room and speaks to no one. He seldom makes eye contact with the instructor.	What steps would the instructor take in this situation, if any?
4J	Jamal's students have attended two classes. He told them all to write a couple of goals and the class would discuss them. Only 50% of the class did what he asked.	What suggestions would you give Jamal?

Curriculum and Instruction		
4K	Willa used to teach high school until she retired. She really likes working with adults and tries very hard. She spends most of the class lecturing because that is what she has always done. She has noticed lately that very few students come back to class after the break.	What advice would you give to Willa?
4L	The Olympics are going to be televised next week.	What are some ways that you could use this event in your classroom?
4M	Sh’Nay has noticed that 30% of the students who registered for classes never showed up for class.	What are three possible reasons for this? What kinds of things can be done to help with this situation?
4N	A student has just started coming to your class at night. He does not like to work in groups of other students. Small group activities make up a significant portion of your class time.	What might you do to encourage this new student to participate in a group?
4O	During the spring quarter, there was a large influx of new students from developing countries where access to modern technology is limited.	List several methods of teaching that could be used with this population. What approach to technology should be taken?

Curriculum and Instruction		
4P	Lucy spends a lot of class time talking about personal problems. One day she tells about getting beaten up by her boyfriend. The next class, it's about getting picked up for shoplifting. The students are getting sick of it.	What should the instructor do about this, if anything?
4Q	Josh's supervisor has come to observe his teaching. He really resents this. He knows that no matter how well he teaches the class, his supervisor will only find things wrong with his teaching.	What advice would you give to Josh?
4R	No matter how hard Jordy works, he cannot understand fractions. It's like he has a learning block and has just leveled out.	What could be some of the causes for Jordy's inability to learn fractions? What can his teacher do to help him?
4S	There have been several new computers purchased for a classroom. Every time the supervisor comes in to the class, the computers have not been turned on and no one is using them.	What can the director do to help with this?
4T	Students and teachers should jointly develop individual student learning plans during the first weeks of class.	What should individual learning plans include? Why should having such a plan have a positive effect on student retention?

Curriculum and Instruction		
4U	What are some ways to match a student to the appropriate curriculum?	
4V	A lot of materials are missing from the classroom. Every time Aniyah wants to work on math skills, the books are gone. She is getting frustrated and figures she might as well buy her own book and stay home and learn.	What needs to be done in this situation?
4W	One of your ESOL instructors spends a lot of class time having the students practice conversational English with each other. On occasion, they meet in restaurants and go to the mall. When you walk by his room, you often hear laughter and a lot of talking.	What do you predict this instructor's retention rate will be?

Professional Development		
5A	Michael is new to teaching adult basic education. He has had a lot of experience with high school students but wants to try something new.	What kinds of training would be beneficial to Michael? What differences will he find in teaching an adult population versus a high school population? How will Michael have to change his teaching?
5B	Marissa is taking a class and is doing pretty well. One day her teacher comes in and says they are going to start doing some small group activities. She tells everyone to split into groups of two and three and work together while she grades tests. Marissa wants to work on her own and doesn't see the purpose in sitting around talking to a bunch of other people.	What advice would you give Marissa? What suggestions would you make to the instructor?
5C	Carl has always read quite a bit and likes to write. He knows that his worst area is math and that he needs help with this. If he could just learn some algebra, he might be able to take the HSE test. The problem is that Carl's teacher just keeps giving him worksheets to do, but doesn't explain anything.	What types of professional development would you suggest for Carl's instructor? List three math activities that are useful with adults.
5D	Nico goes to a lot of staff development activities. It seems, however, that no matter how many he goes to, he still isn't teaching his students well. The dropout rate from his class is very high, and he becomes very resentful each time his supervisor tries to work with him.	What suggestions would you give his supervisor? What would be a good course of action to follow?

Professional Development		
5E	The Aspire staff has been told that they will be attending an in-service on the new technology purchased to use in the classroom. Several of the staff have said that they don't want to use it with their students and that the training is a waste of time.	What suggestions would you give for working with these staff members? What do you think are some reasons for their resistance?
5F	It seems like every time Jake is teaching something in algebra, which he's not really comfortable with, his supervisor comes for an observation. Jake knows he's not at his best. Consequently, his supervisor is always finding fault with him. Jake is getting frustrated and is beginning to dread being observed.	What advice would you give Jake? What could his supervisor do to help with this situation?
5G	Laila has been teaching ABE/HSE in a program for almost two years. She has never been observed nor received a performance evaluation. She just assumed that they were not part of the program since it was an adult education class and funded by a grant.	What are your thoughts about this? How could Laila benefit by a performance evaluation and/or a classroom observation?
5H	What are five positive outcomes of new teacher training.	
5I	An instructor has just been hired for one of the urban ABE/HSE instructional sites. He is from out of state and has experience teaching in a rural program .	What types of professional development might be of benefit to this teacher?

Professional Development		
5J	Four of the instructors in one of the city's Aspire programs are new hires. They have completed the required trainings and have begun teaching class.	What should the Aspire Director or supervisor do at this point?
5K	Several of the Aspire teachers have requested technology training. Their director doesn't think it's necessary at this point because there she doesn't think the teachers have time to use technology in the classroom.	What advice would you give to these teachers?
5L	You have just found out at the beginning of the school year that your supervisor wants you to take three professional development courses this year.	What topics would benefit you and your students? Where could you find appropriate PD?
5M	Mason and Donnette have both been teaching ABE for several years. Mason's classes are always full, and very few of his students leave before accomplishing their goals. Donnette's classes start out full, but only a small percentage of her students stay through the school year.	What advice might you offer to Donnette to help her identify the existing problems?
5N	Malik knows he needs to attend professional development training in the near future. He is interested in learning more about workplace education.	Where can he get information about workplace education?

Professional Development		
5O	A small community-based adult education program has six instructors. Their schedules are arranged so that it is difficult to get together to share teaching ideas, program improvement ideas and staff development opportunities that they each hear about.	What are three ways they can use technology to increase communication?
5P	Phillip has been teaching adults for more than twenty years. He has outlasted most of the other teaching staff and three supervisors. He still wants to teach, feels he is a good teacher and has lots of ideas to share with his students. He is beginning to feel unappreciated and a little "burned out." His current supervisor wants to know if he'll teach next year.	Phillip is considering leaving. What would you suggest he do before he makes his final decision?
5Q	Khadija teaches down the hall from Clarissa on Monday and Wednesday mornings. Khadija has been teaching for six years and Clarissa has been teaching for fewer than four months. Khadija has noticed that Clarissa's students have been disruptive and often leave before class is over. Clarissa has not told her supervisor that she is having a problem. Khadija wants to help.	What advice would you give to Khadija in this situation? What advice would you give to Clarissa?
5R	What is the value of having instructional staff develop Individual Professional Development Plans? How does having such a plan benefit the instructor? How does having such a plan benefit the program supervisor? How does having such a plan impact overall program quality?	

Professional Development		
5S	Your Aspire program has just hired three new instructors. They have had no time for new teacher training prior to the start of classes.	How might this affect retention?
5T	One of the evening classes is made up of a wide variety of age groups. Three younger students usually sit and talk to each other. Sometimes they try to flirt with the instructor or other students.	How will this impact retention? What steps should the instructor take in this situation? Should there be intervention by the supervisor?
5U	You hired a new instructor who is very young, but who has a strong background in English with demonstrated writing skills. When you observe him in class, you notice that he has the students work on their own, he does very little instruction, and does not seem to enforce any structure in the classroom.	What impact will this have on the students? How will it affect the retention rate?
5V	One of your teachers comes to you and is pretty upset. She has just finished her monthly attendance reports and notices that eight of her students have stopped coming to class. She feels like she is doing a terrible job and that the students don't want her as a teacher.	How should this situation be handled? What may be contributing to this problem?
5W	Greg has trouble getting his Aspire staff to attend his staff meetings.	What could be some of the reasons for this?

Support Services		
6A	Ben has been an instructor for five years. He has a student that he suspects has a significant learning disability.	What is the best way for Ben to compile information and request a conference with his supervisor?
6B	The only time the ABE staff is together is to discuss policies and procedures.	What other types of meetings might be helpful, if any?
6C	Jeremy has a student in his class that he strongly suspects is using drugs. He doesn't have much experience in this area and really doesn't know how to ask him to leave the class without causing a scene or potential danger.	What would help Jeremy in this case to deal with the student?
6D	Many of the students entering the ABE class this year seem to have a number of personal crises.	What can staff can do help their students with their personal problems?
6E	Sasha has come to class two times in the last four weeks with a black eye or large bruises on her arm. She says she keeps tripping and falling, but is visibly upset and not talking.	What could her HSE instructor do?

Support Services		
6F	While Talia is preparing for a new term, her supervisor informs her that one of the new students in her class will be in a wheelchair.	What other information will Talia need to know about this student? What accommodations may need to be made for this student?
6G	Zach is really angry because his teacher told him to stop talking about his girlfriend in class because it wasn't appropriate. He really feels like getting back at the teacher for embarrassing him in front of the other students.	What advice would you give Zach's teacher? What would your intervention strategies be?
6H	Harper has tried really hard to get her students to work together in class so they would feel some type of group cohesiveness. She's not being very successful and would like some help with this.	What suggestions would you give Harper?
6I	One of Xavier's ABE instructors is a great teacher but he doesn't believe in getting involved in his students' lives. Because of this, he never refers any of the students for support services and tells them to leave their problems at the door or don't bother coming. Xavier has heard several complaints about this.	What should be done about this situation?
6J	Nora knows her husband has a drinking problem and asks her instructor for help with this. The teacher tells her to search the internet and tells her to see what she can find.	Nora doesn't really know what to look for or where to look. What should Nora do? What else could the teacher have done?

Support Services		
6K	During a staff meeting, staff members are talking about two students and the problems they are having in their personal lives. One is getting evicted from her housing complex and another's car broke down and can't be repaired. When their supervisor asks them what they are doing to help the students, the instructors said that they haven't done anything because they aren't sure what to do	What does this program need to work on? What are some things that can be done to address these issues?
6L	Zuri knows that she has four students who are single parents who have infants at home. When she suggests a local social program that she knows about that could be of some help, she is told to mind her own business.	What advice would you give Zuri? What could have caused this situation to turn out the way that it did?
6M	Dave teaches one of the evening ABE classes. One evening, he notices that one of his students has a knife strapped on under his jacket.	What should Dave do?
6N	Malakai overhears several of his younger students talking about meeting during the break so that they can take care of some business. He knows that one of the students talking had been arrested once before for drug involvement.	What should Malakai do about this?
6O	Jennifer is an eighteen-year-old in your class. She confides in you that she thinks she may be pregnant. She does not want her parents to find out.	What can you do to help Jennifer?

Support Services		
6P	Amy brings in a speaker on the types of social services that are available in the community.	Is this appropriate? How might this help or hurt her students?
6Q	Brooklyn is having trouble finding daycare for her two children. There aren't too many places in her county that offer daycare, and the expense is really too much for her. Brooklyn is trying to earn her HSE, but can't come to class until after her boyfriend comes home from work so that he can watch the children. If he has to work late, Brooklyn doesn't come to class at all. At this rate she feels she will never earn her HSE.	What information could you offer Brooklyn to help her see her options?
6R	Mira is 19 and has been living with her parents. Her attendance in class has been poor, so her parents have kicked her out of the house telling her she is worthless and will never amount to anything. Mira calls her HSE teacher the next day and tells her she needs a place to live.	What can the teacher do for Mira?
6S	Every time one of her students misses more than two classes in a row, Katie calls them to see if they are okay. If they don't answer, she sends an email or a text.	How will this affect retention?
6T	Tyson wants to design a new brochure that he can pass out in the community to recruit ABE/HSE and ESOL students.	What are some important elements to include in this brochure?

Support Services		
6U	Some students who are coming into your class for the first time are saying that they were treated rudely when they signed up for classes and that they almost didn't sign up at all. You are concerned that there must be several people who never made it past the registration process at all.	What could your program do to correct this problem?

Program Promotion and Recruitment		
7A	Sean needs to recruit more students for his ABE classes. He decides to put a batch of fliers by the registration desk for the adult education classes and see what happens.	What will you predict will happen with Sean's marketing effort?
7B	One inner city program has a small marketing budget for recruiting ABE/HSE students.	Compare the pros and cons of print versus electronic advertising.
7C	Carlos has always used his ABE marketing money to place a large half page newspaper ad at the beginning of every semester.	What kind of response do you predict Carlos will get? Why?
7D	Myra has a chance to go and visit another adult literacy program in her region. She notices in the classroom that there is a table of bookmarks and pencils with the program logo on them that the students receive occasionally.	Is this a useful form of marketing?
7E	What are five things that you can use for recruitment with low literacy level students?	

Program Promotion and Recruitment		
7F	Kyle's program often receives referrals from one of the program's partner agencies. Usually, it's a name and phone number. His program is pretty large and he's very busy with the regular registrations.	What is a good way for Kyle to handle these referrals?
7G	Fatima's staff has met and come up with a recruitment campaign slogan that they want to use in their community. It says, "You're nobody without a HSE. Be somebody today."	What do you think of this slogan?
7H	One of the programs decides to do its recruiting at an elementary PTO meeting. The program sets up a table for parents to come and get information. They can even register if they want. No one comes for anything.	What advice would you give to this program? What could be some of the problems here?
7I	A low income housing complex wants to run a HSE class on-site.	What is the best way to recruit students for this class?
7J	A local adult education program is offering their ESOL classes in a new location this year.	How are administration and staff going to let prospective students know about this new opportunity?

Program Promotion and Recruitment		
7K	Carol Ann finished reading a poster advertising HSE classes in her town. The poster read "Get your HSE... it's quick...it's easy...it's Free!".	What do you think about this type of advertising? What would a student expect when entering this program and what would they probably end up getting?
7L	Local newspapers and television stations like to cover stories about interesting people and unique educational events.	What are some events or outcomes that would attract news coverage for your Aspire program during the year? What would be the positive impact of this type of marketing strategy?
7M	Kathy works for an Aspire program that uses the "hit or miss" type philosophy to marketing. Sometimes they get two or three new students from one of their efforts and sometimes none. They do not have an official marketing plan.	Why would a program want a marketing plan if they know that one or two of their marketing activities will work? What do you think should be included in a marketing plan?
7N	A suburban adult education program has used several strategies to recruit new students. Now the administrative staff wants to know which marketing strategies have been the most effective.	How could they go about finding this information and why would they want to know?
7O	What are five ways that you might focus your marketing efforts that might reach the students who need your program?	

Transitions		
8A	Megan knows that if she tried hard enough, she could pass the HSE test. There are a few people in her class that could also pass, but they keep talking about going on to college or to nurse's aide training. Megan just doesn't think she can go to college or anywhere else for that matter, even though she would like to. Megan decides to stay out with her friends the night before the HSE test and really hopes that she doesn't pass the test. Then, she can just keep coming to class like she's been doing and won't have to make any new plans.	What can Megan's instructor do to help her?
8B	When Leslie started class five months ago, one of her long term goals was to be able to write a news article because she wanted to become a journalist. Many of her short term goals were written based on this goal. Now Leslie has decided she would rather go into nursing.	What process will you use to help Leslie redefine her goals?
8C	Victoria has a part-time job at the local grocery store, which she is grateful to have since her English is limited. During a recent lesson on reading prescription labels, she shared that she was a pharmacist in her country and loved her job. She didn't realize she could work towards transferring her skills to a job in the U.S. and needs guidance on where to begin.	What supports and resources are available?
8D	Your program's new administrator wants to clarify student transitions for the program and has recommended that all ESOL students who complete NRS ESL level 6 enroll in an HSE class because their next step should be to take an HSE test.	What do you anticipate happening as a result? What suggestion could you offer?

Transitions		
8E	Nora has a hard time keeping a job. She usually gets mad and yells at the boss over small things. Then she gets fired or let go.	What is the instructor's responsibility to this student who is in her class?
8F	Kyle needs to get his HSE to keep his job. He really doesn't care if he does well or not. Lately, he's been causing a lot of trouble in class.	What kinds of things might the instructor do to help Kyle?
8G	Antoine has been at his current job for five years. His boss will be retiring soon, and she wants to recommend he replace her. Even though Antoine has his high school diploma, he's always struggled with reading and math.	What could your program offer to help Antoine?
8H	A local community college representative has tried to contact agency administration about offering a bridge program for Aspire students. Administrators always tell the college representative that Aspire students just want to get their HSEs.	What would be the advantages of partnering with the community college and how could you change your agency's administrators' perception of Aspire students?