

Appendix 1

Interview Questions

Interviewer: First, I want to learn a bit about your experience teaching adult, English-language learners and administering adult English- to Speakers of Other Languages (ESOL) programs.

- 1) Tell me about your preservice teacher preparation and your experience teaching adult English-language learners.
- 2) Tell me about your professional path before your current position as a program administrator or supervisor in an adult ESOL program.
- 3) Tell me about your decision to become a program administrator or supervisor. Tell me more.
- 4) Tell me about your most rewarding teaching experience, either with an individual student or an entire class.
- 5) Tell me about a situation with a class or a student you found challenging as a teacher.
 - a) How did you handle this situation?
- 6) Tell me about your most rewarding experience overall as a program administrator or supervisor.
- 7) Tell me about the most challenging situation overall as a program administrator or supervisor.
- 8) How did you handle this situation?

Interviewer: Now, I would like to address both rewarding and challenging situations you might have experienced in your program.

- 9) Tell me about the most rewarding experience you have had with a specific teacher, subordinate, or student in your program.
- 10) Tell me a challenging situation you have experienced with a specific teacher, subordinate, or student in your program.
- 11) How did you handle this situation?

Interviewer: Now, I would like to learn about the support you have received from your superiors, especially when confronted with challenging situations.

- 12) Please describe the support that you receive from your supervisors regarding administering, managing, and supervising your program.
- 13) In your opinion, what do your supervisors do well and where could they improve?
- 14) What type of professional development activities or support is provided to you as an administrator, manager, or supervisor?

Interviewer: Finally, I would like to discuss the type of professional development and support you offer to your teaching staff.

- 15) Please describe the support that you provide your instructors and other program staff. How often do you meet with your teaching and other program staff?
- 16) What type of professional development activities or support do you provide to your teaching staff? Other program staff? How do you decide the content and format of these professional development activities?
- 17) Are these professional development activities done on-site? If so, who conducts them?
- 18) Do you, your teachers, and your program staff attend professional conferences? Do you or your staff present at professional conferences?
- 19) What publications, reports, or policy statements have you or your staff created to share your work with adult English-language learners and with the larger community? How have you used social media and other digital technology to market your programs and to share your work with the larger community?
- 20) What lessons have you learned during your professional journey and what recommendations would you make to other TESOL professionals?
- 21) How did your professional evolution and any feelings of professional efficacy and agency impact your career decisions, especially those related to assuming administrative positions and to opening your own language school?
- 22) Is there anything else you would like to share?