**Appendix 1: Transcript**

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|  | **September 11, 2011(broadcast date)** |  |
| *Speaker* | *Podcast* | *Line* |
| Marcy | Hi I'm Marcy Markusa and you're listening to Learning English with CBC. Claudette Michell is a \_\_\_\_\_\_\_\_person. Just ask the students who are part of the program that she coordinates at the University of Winnipeg. Many of the aboriginal students in the program have had rough\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. Most didn’t make it past grade 10. But they’ve been inspired by Claudette’s personal belief that you’re\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Claudette went to university in her\_\_\_\_\_\_\_\_\_\_\_. She turned her own life around because she wanted a better life for her children. In this interview with Terry MacLeod, Claudette talks about some of the issues \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_wrestle with when they decide to return to school. | 5  10 |
| Claudette | *Um*, I’m an adult learner myself, so I know how \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_coming to university can be and a big part of what I was doing with these students was helping them to\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, helping them to feel like that is their university, which it is. I… | 15 |
| Terry | It’s very \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_for you to hear what they (*her students*) said about you. I mean I can hear it in your voice that there’s a that you are kind of caught by surprise. |  |
| Claudette | Yes I am, yeah. | 20 |
| Terry | So the students who are \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_with the kinds of issues that they bring to the program, is it that approach of the the ACCESS policy that is making the difference, that gives them a better chance? |  |
| Claudette | It’s that, as well as the support that the program itself is bringing too. | 25 |
| Terry | And *ah* what kind of support? |  |

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| Claudette | It’s *ah* we’re looking at the students holistically, so when we’re\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, we’re not only looking at them in the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_sense, but we’re looking at them you know we provide them supports and *ah\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*, help find them resources, in all areas of their life. When I meet with \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_students, I like to let them know that I’m an adult learner myself that I you know I know very well the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_that student’s face you know I’m a single mother, I’m an \_\_\_\_\_\_\_\_\_\_woman, y’know I face a lot of *ah* different things like racism and but overcoming those things by finding the supports and using those supports. Those supports for me were the Aboriginal culture. University has \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_for me. I never imagined \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ago that I would be working in a university, to tell you the truth. | 30  35  40 |
| Terry | It sounds like you’ve changed but it sounds like you’re saying too that the university has changed. They’ve figured out a few things. |  |
| Claudette | Yes, yes and the administrative people at the university \_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | 45 |