

*ENGLISH TEACHER AND DIRECTOR EXPERIENCE IN SAN ANDRES ISLAND-
COLOMBIA*



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**ENGLISH TEACHER AND DIRECTOR EXPERIENCE IN SAN ANDRES
ISLAND- COLOMBIA**

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The use of the English Language and its Contexts

Research Subproject

The Voices of the LLEI realities: Life stories and experiences

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ABSTRACT

In the following narrative research project you will find the experiences, stories, comments and analysis about the life of an English teacher who study from the Island of San Andres with the Santo Tomas University and despite the difficulties and setbacks, was able to achieve his degree as a Bachelor in Foreign Languages - English. This research basically focus on the personal understanding of how he did it, what moved him to pursue his dream of becoming an English teacher knowing the difficulties that was ahead of him. In this case Enaguirre - that's his pseudonym or as we may called him for the purpose of the research. During the research the main idea is to figure out and find an answer to the following research question: *What are some of the most important characteristics of an experience English teacher and director in an English institute at San Andres Island?*

One of the main goals of this research is to try and put all the experiences together and the stories that he can offer us that he think are very important for the purpose of this project and macro project on the benefit of the university as well. Also to try and comprehend how does a person living on an island, almost overseas provides important information that can be useful in the life of future teachers and those who are coming behind him in the interest of learning a second language, the passion, the motivation and the inspiration to others is crucial at this point. The stories in research help us to better understand the world of those who are involved in it, in this case teachers, students and those who are directly involved in the process of learning and teaching or we know it "Pedagogy". We are storytellers, who are engage in narrative acts, because of the experiences we face on a daily scenario. As stated by Barkhuizen (2011), narrative research means different things to different researchers: For

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some, it means becoming involved in the big stories of their participants' lives, opening up and exploring vast spatiotemporal landscapes. For others, it means focusing on the here and now of narrative small stories generated in talk-in interaction. For some, reflections on the content of past experience are important narrative inquiry, and for others, it is the form of emergent narratives in conversation narrative study that attracts analytical attention. (p.409). During this research we will have the opportunity to face and experience codes, categories and the analysis of the different interviews that were done throughout the entire research process. We can find the following codes during the analysis: Family support, Sacrifice, Perseverance and dedication.

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CONTEXTUALIZATION

The context of this research is the educational field, more exactly the way and experiences that a character can share through his life stories and different layers of personal encounters and knowledge that the character went through to finally become who he is today, an English teacher and director of an English institute. Narrative knowledge is the meaning making, learning, or knowledge construction that takes place during the narrative research activities of (co)constructing narratives, analyzing narratives, reporting the findings, and reading/watching/listening to research reports. In spite of the many difficulties and setbacks that we face as researchers, those of us who decide to work with narrative are still interest in working with this type of research, because at the end of the day it provides us with important information and data that can be used to develop in different areas of our professional area.

Most often, perhaps, we frame our research in terms of narrative because we believe that by doing so we are able to see different and sometimes opposing coatings of meaning, to bring them into useful dialogue with each other, and to understand more about individual and social change. By focusing on narrative, we are able to examine and investigate not just how stories are structured and the ways in which they work, but also who produces them and by what means, the mechanisms by which they are consumed, and how narratives are silenced, contested or accepted. All these areas of inquiry can help us describe, understand and even explain important aspects of the world.

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Last but not least, I consider that the main thing that motivates me to undergo this research process on this particular participant is the great courage and main characteristics that the participant went through, the island is our main common thing in particular, and knowing the background and setbacks one can have there, encourages me more and more to go in depth to better understand the passion and the details of the personal motivation of the character in undergoing this learning process and becoming on the best on the island.

My name is Dwight Forbes, I'm from San Andres Island, and currently I form part of the Bachelor in Foreign Languages - English with Santo Tomas University. Presently undergoing my research project and I've decided to focus my research on Enaguirre story. A Colombian man who actually lives in San Andres Island and who had the opportunity to study the LLEI - Licenciatura en Lengua Extranjera Inglés at Universidad Santo Tomás. Even though, he had a previous knowledge in English language and decided to study English to be a teacher, so he was part of the Bachelors Program from the same university Santo Tomas.

The research is aim to a participant who studied all the way from San Andres Island virtually and was able to develop various English skills to help him along the learning process in order to become an English teacher. As a researcher I'm interested in learning how immediate aspects of my participant and his environment led him to be interested in learning and taking the time to go achieve a career all the way from the island despite the difficulties, and responsibilities he already had.

My participant Enaguirre who was born in the city of Medellin and grew up in the island of San Andres. Today he is an English teacher graduated from Santo Tomas University and also the Director and Manager of CESFA – “Conversational English System for all” on the Island of San Andres and over the years have managed and direct the institute into a clear and bright

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path of the English learning on the island. Enaguirre decided that he would make it a priority and mission to study and accomplish a degree, with the little background knowledge he had at the time in regards to the English language.

In context, the main objective through this entire process is to understand and interpret the behavior of my participant and what characterizes him to pursue his degree in Bachelor in English and taking into account the different aspects that led him to this decision and this path. Some of the aspects one can mention are: ethnic, educational, professional, ideological and gender. (e.g., Bruner, 1990; McAdams, 1993; Polkinghorne, 1988).

My main motivation here is to have a broader picture of my participant and what brought him to the point of undergoing distance education, the values, the cores, his features, and the personal reasons that caught his attention to go through this process, as well as the passion that make him start this great adventure from a young age and to become an inspiration to many people on the island, to the extent to become and have the most respected and prestigious English Institute on the Island of San Andres to this day surviving the test of times even making it more interesting all the way from an island in the Caribbean basin to establish a second branch in the City of Medellin to this day.

The main purpose of this research is to involve and have a personal encounter with my participant, as he has a reality to talk about, he has experiences and personal knowledge that he can share and that will be of great benefit for many students and myself. From his understanding and familiarity to the relationship and connection, to what characterizes him will be able to walk us through different scenarios and stories while narrating about his personal story like a student then teacher, as well as the background and the setting in which he carry out his experience and the historical and chronological series of events.

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This research started with a research journey and questions about distance learning from San Andres Island. The passion and interest that moved him to start this journey and what enticed him to do this particular process. There was a particular interest to learn from a teacher who has been there and done that process before on how they manage to learn and teach a second language from the Archipelago with so many setbacks and difficulties. I then focus on the tensions, experiences among which we can mention access and accessibility.

Through his personal narratives and through his revealed story will help get a better view of the entire scenario and perspective of the culture, the socio cultural aspects my participant faced while studying and teaching from a remote place such as San Andres Island. This will be of great importance and assistance to himself as well as to those around him, bearing in mind that my participant is currently the Director of an English teaching institute on the Island of San Andres by the name of CESFA - Conversational English System for All.

As a future English teacher this research project is important for the life and learning process as well for the development of future students on the Island of San Andres as well as for the English Bachelors Program at the university and those students who are eager and interested in learning and teaching English as a foreign language from a distance or overseas as they will be able to have access to information and a clearer and better idea of the challenges and barriers that can come their way while teaching and learning English from a distant region as San Andres Island.

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Among the many benefits and profits that this inquiry will harvest in terms of the participants, the region as well as for me is that the experience that will be gained a one will be able to have a better knowledge in regards to certain difficulties and dilemmas in the past and how to overcome them in the present, also to have a bigger picture on the process.

The benefits this research will provide to the macro project will be exceedingly great because it will provide feedback to the university, the community and the persons involved from my participant to students who are undergoing any semester with the university to those who have plans to undergo distance learning experience. Also it will be of inspiration to those who are willing and interested in starting an institute, to see and realize that certain accomplishments in life are not easy but with determination and passion we can achieve those dreams that we feel are necessary and important to fulfill as persons and more than all human beings, breaking down barriers and stigmas that may come our way and serving as an example to others to show them how great of a person and professionals we can be while helping and inspiring others along the way.

It's important to mention that my participant during this research is a Bachelor in English as Foreign Language from Santo Tomas University and has been recognized on the island and in mainland Colombia because of his efforts and achievements in the English teaching line and his contribution to the education of the English language to many kids and adults on the island.

An important and special fact of this research to be mentioned is that for the first time on the islands someone is doing this type of research about an English teacher learning and teaching

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from the island. Different other students has done virtual and distance studies from the island but what makes this experience different is that it's a English teacher, the fact of learning another language from across the ocean makes this research a unique one that can provide various important information about the entire research process.

RESEARCH STATEMENT

The study arose because as a current student of English as a foreign Language from a distance I find it very interesting and pleasing to undergo and review the many challenges, circumstances but mainly the characteristics of a person who was interested in learning and studying a career from a distance and not in the actual classroom. The educative context can be display as a series of obstacles and situations involving the place and surroundings that help one to develop and achieve his goals.

At times this context can provide a set of tools and barriers that can make the life of the one who is studying either easier or more difficult than he or she can think.

Basically the study emerge because when you encounter people like my character who have come a long way since the very first day and has been able to established themselves in a culture which is different from theirs, it becomes interesting and fascinating to want to know more about that person.

The challenges, circumstances, experiences, as humans beings we always want to know more and more and go deeper into why and how did this particular situation happened and what was the particular point of view of along the process.

The main focus of the research is to explore what entice and attract the character to emerge into this particular type of study from san Andres island, what created that interest in him to study and develop a career with a university in mainland Colombia, why didn't he moved to the city? Why didn't he leave all behind and just emerge into the adventure of go into a classroom on daily basis and forget about all the difficulties and obstacles that studying from a distance can cause.

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Here the relation or bond between the problem and the objectives take a new point of view, here we can see that the study is into the knowing the reasons why, the personal experience, the challenges, the outcomes, the passion that moves within him to undergo this type of study, to make a difference in his life and the lives of others on the island and to show that it can be possible to study from a distance.

This experience will and can help those who in the not so distant future will be interested in study from a distance not only with Santo Tomas University but with any other university to be able and willing to explore this pathway in the educational context and see that those dreams and plans can be accomplish when you are determined to learn and make a difference in the lives of others.

The main purpose of this research is to involve and have a personal encounter with my participant, as he has a reality to talk about, he has experiences and personal knowledge that he can share and that will be of great benefit for many students and myself.

From his understanding and familiarity to the relationship and connection, my participant will be able to walk us through different scenarios and stories while narrating about his personal story like a student then teacher, as well as the background and the setting in which he carry out his experience and the historical and chronological series of events.

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As a future English teacher this research project is important for the life and learning process as well for the development of future students on the Island of San Andres as well as for the English Bachelors Program at the university and those students who are eager and interested in learning and teaching English as a foreign language from a distance or overseas as they will be able to have access to information and a clearer and better idea of the challenges and barriers that can come their way while teaching and learning English from a distant region as San Andres Island.

Among the many benefits and profits that this inquiry will harvest in terms of the participants, the region as well as for me is that the experience that will be gained a one will be able to have a better knowledge in regards to certain difficulties and dilemmas in the past and how to overcome them in the present, also to have a bigger picture on the process.

The benefits this research will provide to the macro project will be exceedingly great because it will provide feedback to the university, the community and the persons involved from my participant to students who are undergoing any semester with the university to those who have plans to undergo distance learning experience.

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Also it will be of inspiration to those who are willing and interested in starting an institute, to see and realize that certain accomplishments in life are not easy but with determination and passion we can achieve those dreams that we feel are necessary and important to fulfill as persons and more than all human beings, breaking down barriers and stigmas that may come our way and serving as an example to others to show them how great of a person and professionals we can be while helping and inspiring others along the way.

As a result of all of this process we find it providing a lot of benefits to myself as a person as well as a future teacher. The outcome can provide information and support to those interested in the teaching and learning field and for those who are currently are under the process, and those who are interested in becoming one.

It's important to mention that my participant during this research is a Bachelor in English as Foreign Language from Santo Tomas University and has been recognized on the island and in mainland Colombia because of his efforts and achievements in the English teaching line and his contribution to the education of the English language to many kids and adults on the island.

One can say that it's a great work and project that he is doing and hence the reason I feel very privilege and will like to take advantage of his knowledge and insight for the development of this research project. An important and special fact of this research to be mentioned is that for the first time on the islands someone is doing this type of research about an English teacher learning and teaching from the island.

Different other students has done virtual and distance studies from the island but what makes this experience different is that it's a English teacher, the fact of learning another language

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from across the ocean makes this research a unique one that can provide various important information about the entire.

What are some of the most important characteristics of an experience English teacher and director in an English institute at San Andres Island?

Research Objectives:

- To retrieve as much information as possible about the character bring together the main characteristics and features of an experience person who decided to study from a distance a Bachelor in Foreign Language.
- To understand how a teacher deals though difficult experiences and circumstances while studying and learning English from the Island of San Andres by facing so many difficulties and setbacks.
- To reflect how a person living on an island with different difficulties such as communication and internet connection is able to provide insight and experiences to upcoming students and those who are interested in taking distance learning.

THEORETICAL FRAMEWORK

Narrative inquiry in education begin with Connelly and Clandinin's (1990) revolutionary research. Narrative implicates phenomena under investigation and the technique for examining those. Narrative inquiry is rooted in Dewey's rational philosophy (Dewey, 1938/1998). It involves three scopes of experience—sociality, temporality, and place—as articulated through the storied lives people lead (Clandinin, Pushor, & Orr, 2007). Narrative inquiry can enable teachers with its potential to transform teaching and learning by creating experiential resources.

During the literature review we will take a look into the life and story of the teacher who is telling the story, who is making the research and the context of the Life Story of the participant, in this case a teacher who was born in Medellin and grew up in the Island of San Andres and today is the manager of one of the most important English Institute.

During this stage of the research we are heading into the literature review. Here we will have the opportunity to learn and go deeper into the literature review and what it is all about. First, let's get a clearer view and definition about what is literature review. When we speak about literature review the idea that is conceived about this part of the research is that it goes after the personal and cultural characteristics and experiences of teachers. Through teaching teachers are able to serve and be passionate about their careers and they are able to share their knowledge and experience to others.

Through teacher motivation, identity and wellbeing we are able to construct and get a broader idea of the desires and their identity of what teaching is all about and what direction they are

heading into. At times teachers are motivated by factors such as their communities, they are eager to help in the construction of their society and to be leaders. Another reason can also be the idea to be encouraged through training and development they are respected and valued because of their skills and experiences.

In this case the identity of my participant is about bettering himself, the access to knowledge and information, the context in which he lives in allows him to grow that sense of ownership and hunger for information and understanding that will eventually take him to higher places in society and will allow him to offer and deliver information and assistance to others.

What are we looking for to explore during this research? The life story and what characterizes him of an English teacher from the island of San Andres who is also the director of an English Institute.

The main impact of this study or narrative is to come under a conclusion

on what move the character to study English from a distance with the Santo Tomas University, what passion him to develop this study and achievement of his degree.

Life Story and Reflection

Now let's take a look into the life story and reflection and see where it takes us in this journey. Once again, life stories fall within the narrative approach, and in this type of approach we can say and bear in mind that by someone sharing their life stories they are creating a connection and experiences by linking their personal discourses to their professional lives as well as with society. Life stories enables us to learn through the experiences of others by

connecting their experiences with concepts. We are then able to create and better understand by the story that another person is sharing with us by sharing their meaningful experiences.

Stories represent the meanings storytellers make of their experiences. In telling stories people make sense of the events in the lives they have lived or they imagine living. In the re-telling they shape and re-shape those experiences. Narrative inquiry as an approach to research aims to understand these experiences from the perspective of those who experience them. Barkhuizen and Wette's (2008) article provides a brief overview of the rationale for narrative inquiry in the field of teacher education, and more recent work has located narrative more widely in both language teaching and language learning research (e.g., Barkhuizen, 2011, 2013; Barkhuizen, Benson, & Chik, 2014).

Biographical case studies are studies of individuals, in which the researchers elicit data from the participant and write them up as narratives, possibly for further analysis. Tsui (2007) is an example of a biographical case study of an EFL teacher's career in China. The findings of the paper take the form of a narrative of the teacher's career, followed by an analysis of the data based on Wenger's (1998) theory of identity formation. It is also in studies of this kind that we are most likely to find co-construction of narratives and co-authorship with participants.

In telling their stories of experience teachers necessarily reflect on those experiences and thus make meaning of them; that is, they gain an understanding of their teaching knowledge and practice (Farrell, 1998; Freeman, 2002; Jay and Johnson, 2002). When teachers share their

stories with collaborating researchers they display both their lived experiences and their understandings of these. Researchers or narrative inquirers in this case, therefore have access to these narrative data for their own analysis and interpretation. In other words, they too have the opportunity to make meaning of the participating teachers' lives.

The completed frames tell a short story; a sequence of connected events and reflections related to one's teaching experience. As Clandinin and Connelly (2000) remind us, the focus of any narrative inquiry is lived experience and the aim is to try to understand that experience. They argue that, for them, "narrative is the best way of representing and understanding experience. Experience is what we study, and we study by narrative because narrative thinking is a key form of experience and a key way of writing and thinking about it" (p. 18).

Based on the nature of narrative already discussed, using narrative as a research methodology means to study the ways humans experience the world and how they make meaning out of their experience. In discussing the narrative method, Connelly and Clandinin (1990) explain that they call the "phenomenon 'story' and the inquiry 'narrative.'"

Language Teachers

I consider that teaching English requires more than just the simply ability to speak and have dominion over the language per se. Teaching involves a pedagogical framework and the understanding of the learners, the context, and the language needs of the students.

Language bring people together and it allows us to contribute our knowledge and experience and the ability to communicate through language is the core of human beings. (Peckham,

2011, p. 10). While developing communicative language competence in a foreign language can be somewhat challenging but to the end it is worthwhile the effort if it is achieved with patience and a focus attitude.

After reading Brown's I was able to notice that the qualities of a good teacher include a blend of technical skills, pedagogical skills, interpersonal skills, and personal qualities. (Brown, 2007, p. 491).

Good language teachers display a strong understanding of the English language system, and have the training and pedagogical skills to create an effective learning environment for students of various personalities, learning styles, cultures and backgrounds. They should be well-prepared, organized and intentional in their lesson and curriculum choices.

Different contexts require different uses of words, phrases and different forms of delivery. I believe that language teaching and learning need to be contextualized and authentic, which is why it is so important for students to understand the form, meaning, and use of language. Language practice and production should be authentic and context-specific, reflecting the situations and contexts in which students intend to participate. Students need the vocabulary, language skills and cultural skills that will help them function effectively, confidently and appropriately in their anticipated community.

Learning a language is more than an academic effort; it is a holistic experience, requiring deep strength, courage and perseverance at the core of the learner. I believe that when inhibitions are lowered through enjoyable, interesting and meaningful language lessons; when students are given freedom to risk and play with language as they develop fluency; when they are encouraged in their strengths; when they are equipped with strategies and tools

for success; and when they see progress as a result of their efforts, then they begin to develop the inner drive to keep learning on their own. Ultimately, my vision is to develop students to become autonomous, motivated, strategic, competent speakers of English.

English teacher and Entrepreneur

When a person who is experienced in English teaching decided to study to become a professional and share his knowledge and this is what exactly what he does, he decide to venture himself on the learning journey of becoming a professional and to take over a business that a friend is almost giving up. Why does someone do this? There must be passion and an inside fire burning, there is particular interest in personal development and growth that allows that person to become what they will like to become and to succeed in every single way of their persona.

Having an entrepreneurial mindset is as important as speaking English in order to have a successful career. At times or most of the times these qualities can be learned at school or at various places beside the entrepreneur is a person who sets up a business taking on different risks in the hope that it may all work out well. I consider that this was what my participant did, he underwent studies to become a professional because he had already had the support from his family and friends and from a really close friend who already had an institute back on the island but decided to leave. This was when the participant took over and started the journey of where he is today.

Enaguirre is the Co – Founder of CESFA – “Conversational English System for All”

RESEARCH DESIGN

The design that support this research is the narrative inquiry, we must bear in mind and take into consideration that storytelling is such an important activity because narratives help people to organize their experiences into meaningful chapters and experiences that call upon cultural modes of reasoning and representation.

The fact that Narrative Design was taken into consideration because through this type of design I would be able to research and describe the life of an individual, of a person, of a teacher who started from scratch back on the Island of San Andres many years ago and collect his life story, his experience, and his desire. Researchers describe the lives of individuals, collect stories about people's lives, and write narratives of individual experiences. (Connelly & Clandinin, 1990).

This type of research is done or carry out in order to get specific understanding and insight and to help the participant feel that they are sharing their stories is as important that been heard. Narrative research is about life experiences, were researchers describe the lives of individuals, collect stories about people lives, write narratives of individual experiences. (Connelly and Clandinin, 1990). During this stage participants are asked either in long interviews or regular conversations about certain topics or questions so they can provide in detailed account. The aim of the analysis is to gain insight into the participants understanding of the events and experience they went through.

After this stage, there must be an analysis of the information retrieve or received from the participant. Wolcott (1994) states the term analysis is a generic term that embraces the three.

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The research project travel around narratives as a direct way to discover and capture multiple and various points of view of the participant in a complex social environment and the way he was able to manage and develop distance education from San Andres Island.

Describing myself here as the researcher – narrator I can say that my role during this research will be the role of the narrator, retelling the story, addressing a problem and learning about a particular phenomenon or experience analyzing and interpreting the information provided and collected from and by the participant in the research, writing a story about the participants personal and social experience and finally validate the accuracy of the information or report, these set of steps are very important to produce the information needed for the main factor of the research project, the way it was done and the factors that took place during the entire process of learning.

Through the paper one will be able to see the different stages and steps that the researcher went through in order to analyze and create the paper from the beginning to the end making use of different factors such as: the participant voice, the contextual scenario and the way the researcher was able to construct the entire research making use of the information to create the narrative story. During the process of research I was able to make contact with several persons who knew my participant and had always been inspired and moved by his initiative and purpose of doing and establishing his institute, his passion and core from early stage of life to keep pressing forward towards his dreams and visions, but mostly to be the person he is today by persevering through it all despite the difficulties and setbacks he became what he had in mind.

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Is important to make mention that my relationship with the participant or main character in this case “experience participant” is has been from quite some time now. Since the very first day we had our first conversation as far as I can recall, my main idea was to be a part of his institute, I was introduce to him via a co-worker who I worked with previously. Then the conversation quickly flow and I get to know through him that he was in the last stage of presenting his research project at the same university as I was. He is very knowledgeable, kind, open to learning new things and a very people person I must say. During different stages of the research I was able to get in contact with him via telephone, WhatSapp, email and even personally and he was always willing and able to help throughout the entire process, because I guess at the end of the day he felt still a part of the university and they university was able to offer to him while he was a student.

In many different occasions he sent me requested information that was important for the development of the research such as certificates, diplomas and other documents that were significant for the investigation process.

When it comes to trustworthiness, the information that he provides can and will always be truth and it is reliable as much as it is valid in all the different cases that he has provide to me. Credibility, is the how confident the qualitative researcher is in the truth of the research study’s findings. While transferability is how the qualitative researcher demonstrates that the research study’s findings are applicable to other contexts.

In this case, “other contexts” can mean similar situations, similar populations, and similar phenomena. Confirmation is the degree of neutrality in the research study’s findings. In other words, this means that the findings are based on participants’ responses and not any potential

bias or personal motivations of the researcher. And finally, dependability is the extent that the study could be repeated by other researchers and that the findings would be consistent. In other words, if a person wanted to replicate your study, they should have enough information from your research report to do so and obtain similar findings as the same study as I did.

Elicitation on the other hand allows the researcher during the investigation to collect a certain amount of data using different techniques, to be able to gather important information from different people. During elicitation methods we can mention or it includes the following: interviews, questionnaires', among others. This was the case of this particular research because I was able to make use of the mentioned procedures in order to collect important information for the purpose of the research.

DATA COLLECTION AND ANALYSIS

One of the most important stages of a narrative research process is the data collection and analysis. Let us remember that through this process we are able to establish the details and important information of the research and at the same time we are able to codify and create a structure that will allow us to better understand the entire process of data collection.

The character in this case "Experience Participant" is a business man and owner of CESFA - "Conversational English System for all". The main branch for this institute is located on the Island of San Andres and then its other branch is located in the city of Medellin. Experience

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Participant was a previous students from the Licenciatura in English at the Santo Tomas University as well, hence the reason I consider important and pertinent to indulge in this research to have access to information such as his experience, stories, knowledge, practices and ups and downs that he went through so I could get a better understanding being able to get a broader view of the entire process and scenario along with any other information he could offer for the benefit of the program and for future teachers.

There are a number of different versions of narrative analysis, almost all of which emphasize how the story telling is done and a lot of times they involve coding.

In contrast, the most common methods that emphasize coding the data are Grounded Theory, Thematic Analysis, and some versions of Phenomenology. Both Grounded Theory (e.g., Charmaz, 2014) and Thematic Analysis (e.g., Braun & Clarke, 2006), are heavily identified with coding, as is the version of Phenomenology known as Interpretive Phenomenological Analysis (e.g., Smith, Flowers, & Larkin, 2009).

These two different approaches are sometimes combined, beginning with one of the coding-oriented methods being used to get at the content of the data, followed by narrative analysis to show how participants actively work with and use that content.

Whatever may be the stand point that the researcher is taking and whatever may be the data collection process and instruments that he or she may be using from interviews, to questionnaires, or open ended questions and this process will always generate a large amount of information.

Data collection and analysis

The data collection process was carried out through in different ways such as oral, narrative and multimodal. For example many were the instruments that I make used of, during the oral narrative I was able to speak directly to the character this was done through the phone as the character lives in San Andres Island, so I was able to do Skype sessions with him and in person when I had the opportunity to travel to the island to be able to retrieve as much information as possible. The next instrument I was able to make use of during this process of research was written narrative, through open questions and answers the character and other people who took part in this research project process I was able to send them questionnaires for them to answer and provide me with feedback and information about the main character. Lastly, multimodal narrative was part of this research process because the main character share pictures of his achievements and certifications he obtained during his learning process and betterment of the English institute such as certifications from the government and even a picture of when he got graduated from Santo Tomas University as a Bachelor in Foreign Language – English.

Data collection and analysis is necessary and important in all research's because it helps the research to reach to conclusions and retrieve and code specific information. This is not the exception. During the process of data collection the following were used in order to retrieve information from the participants in the research project:

Oral Narrative: Unstructured interviews and conversations with the participants were carried out in order to get information about the character and his life story.

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Written Narrative: Here we can find questionnaires and interviews that were done to the main character. Multimodal Narrative: Photographs, pictures (teacher and students' portrays) Videos, digital narrative through virtual sites (oral/written). Here you can evidence pictures of the institute, of the different certificates that the character has achieved along the way as an English teacher and as the director and person in charge of the institute.

When I first started the entire process back in 6th semester, I remember I made an interview to three different characters, one was an English teacher from SENA – “Servicio Nacional de Aprendizaje”, and the other one was the main character that I’m now working with “Enaguirre”. Then after surrender the paper the feedback from the teacher back then was to choose one of the characters in order to work with and to start the process of research, then came the research project at the very first part of 2017, and that’s when I start putting it together in order to collect information as much as I could.

When I look back on the entire process from the beginning to end, it allows me to see how the process has enable me to better myself as a researcher, as a teacher and as student that I was back then. If it has never been through my participant and those who provide me with information in regards to the life story and what they knew about the character I would not have made this far.

I was able to develop that bond, that relationship with my participant and he was always open and willing to assist me as much as he could. There was never a time he said no, there was never a time he told me that he could not help me or assist me, to the contrary he was would send me information requested as soon as possible because he knew the importance of constructing the research project and what it entails in order to have it complete.

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I must also mention that I received support from one of the teachers who gave my participant class during his time at university, also I received support from his wife and from one of his employees who happened to be an English teacher at the institute in San Andres Island and is currently undergoing studies as a student in the same LLEI - Licenciatura en Lengua Extranjeras – Ingles with Santo Tomas University.

To this day I can only say a big Thank you to all of them, they were very supportive and kind, and always open to provide me with information and feedback whenever I needed it.

One of the main purpose of research questionnaires' is to explore views and opinions, experiences and beliefs on specific information and cases. They are able to provide a deeper understanding of a particular phenomenon that would obtain certain information that only questionnaires' can provide. Interviews are, therefore, most appropriate where little is already known about the study phenomenon or where detailed insights are required from individual participants. They are also particularly appropriate for exploring sensitive topics, where participants may not want to talk about such issues in a group environment.

The majority of these questionnaires' were carried out via email, because of the distance and because me living in the city of Bogota, and my participant on the Island of San Andres along with his wife and the other English teacher at his institute, it was easier and less difficult to send them the questions through email and then they would return back to me with the answers and their points of view. In qualitative researches using interviews, focus groups, experiments etc. data analysis is going to involve identifying common patterns within the responses and critically analyzing them in order to achieve research aims and objectives.

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During the research process the researcher can get a wider view and better understanding of the character experience and the phenomenon in question and be able to think what can he do next in order to have other interviews and more information retrieve. In this way, one participant information allows the researcher to continue the research process until nothing new has being said or heard. Once the interviews and coddling has been completed, the next step is to code the information. Coddling is all about identification of topics, what is common during the questionnaires' and the information that is being retrieve, what is similar and what is different. At the end, this coddling process allows the researcher to understand the points of view of the participant's perspective.

The questionnaires didn't have any particular order or structure per se, they were questions that were made up according to the person who was going to answer them. The main interest or idea was to hear or read what each participant had to say in regards to the main participant and his accomplishments and studying process. During the process and interview to each and every person I was able to discovered more facts and information about the participant and the process of formation and professional development that the participant went through.

Finally the information was red and the most important information and aspects were taken from the different questionnaires' and answers the participants provided to me. The information was organized and categorized in order to see those important aspects and to be able to create a chart of answers and see the different responses and what was in common and what was different to each other.

When I first started to organize the information I realize that they were some codes or answers that were common in regards to the responses that were given. One of them was interest in

learning English and betterment in professional area. Further on I was able to see once again that the same codes keeping showing up along the way and that's when I realize that the main interest of the my participant was to learn English in order to teach and share his knowledge and English experience.

From the get go of this particular research project my main idea was discover and tell about the life of my participant, how he manage to study from a distance all the back from the island of San Andres, what moves him to do this? And kind of provide more insight to the entire learning process and the particular context that is from San Andres Island and the fact that he would have travel and be in constant communication with his teachers and peers in order to achieve the different task and goals he was supposed to achieve in order to become an English teacher.

CATEGORIZATION PROCESS

- Thematic analysis: It implies to:
 - A. Revisit and read gathered data
 - B. Identify repeated information as revising data.
 - C. Coding Data.

We understand coding as the process of label, classify which guides the researcher to identify relevant, significant and new aspects that emerge from data. After coding, the research could be able to (d) determine categories based on the data extracts for then organize them under thematic headings as you can see the example below taken from Barkuizen, Benson and Chik, (2014, p. 75).

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The process of categorization that was used for this research was the result of the questionnaires and interviews that was made during the entire process.

In total I was able to carry out 1 frame, 4 questionnaires to 4 different people among them the main character Enaguirre, his wife, one of his university teacher's and an employee who is also a current student at the Santo Tomas University as well.

The following is an example of one of the process of categorization that I did during the research process:

Main Category: Trailblazer – (Came out of a frame 1)

	CATEGORIES
FRAME 1 - Instrument Definition of frame from Barkuizen: A narrative frame is “a written story template consisting of a series of incomplete sentences and blank spaces of varying lengths. It is structured as a story in skeletal form. The aim is for participants to produce a coherent story by filling in the spaces according to their own experiences and their reflections on these” (Barkuizen, 2011, p. 402).	Category 1
Category 1: Entrepreneur Theme 1: Risky man Theme 2: Product and market competences Category 2: Commitment, perseverance and motivation Theme 1: Inner motivation Theme 2: Extrinsic motivation Theme 3: Non-conformist	TRAILBLAZER

Table 1 Categories

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The original questionnaires and answers are in the research project for the reviewer to see.

The validity of the information is crucial and the information and result was kept intact in order to provide a better confidence and better view of the research.

CATEGORIES OF DESCRIPTION

The following categories came up from analyzing in depth and over the past few months the different questionnaires that I managed to do with the participants.

FRAME 1 - Instrument Definition of frame from Barkuizen: A narrative frame is "a written story template consisting of a series of incomplete sentences and blank spaces of varying lengths. It is structured as a story in skeletal form. The aim is for participants to produce a coherent story by filling in the spaces according to their own experiences and their reflections on these" (Barkuizen, 2011, p. 402). • Sub- Category 1: Entrepreneur Theme 1: Risky man Theme 2: Entrepreneur • Sub- Category 2: Commitment, perseverance and motivation Theme 1: Inner motivation Theme 2: Extrinsic motivation Theme 3: Non-conformist	CATEGORY 1 "TRAILBLAZER"
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Table 2 Category 1

Instrument: Interview 1 – Main Character Definition of interview: As noted by Dörnyei, (2007: 132), qualitative data are 'most often' collected by researchers through interviews and questionnaires. However, interviews -compared to questionnaires- are more powerful in eliciting narrative data that allows researchers to investigate people's views in greater depth (Kvale, 1996; 2003). Sub- Category 3: Sacrifice Theme 1: Sleepless nights. Theme 2: Less time with his family. Sub -Category 4: Responsibility Theme 1: Organize Theme 2: Committed	CATEGORY 2 COMMITMENT
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Table 2 Category 2

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This main category emerged from instrument one, Frame one and at the same time it has two themes: Risky and business man competences, qualities.

Category one: Entrepreneur:

The first category came out from a series of interviews that were done to the main character and close ones to him for example his wife, coworker, and even one of his university teacher.

Frame 1: *There were several questions in bubbles as open ended questions that he had to answer or provide information about himself Business man, learns makes changes, modifications – Entrepreneur.*

The first category shows us that despite the difficulties and poor knowledge in regards to running a business or institute in this case, Enaguirre decided to take the bull by the horns and adventure himself because of the opportunity he had in front of him, this along with the eager and interest he had from early age to study English and become a professional and teacher in this particular language area. In several of the interviews and frames we can notice that the word entrepreneur came up several times, why? Because our character besides being a descendant from Medellin, Antioquia, more exactly from Liborina, and as we mentioned before people from Medellin in general are known to be exceedingly business oriented and create some of the most and interested technologies and one of the most interesting cities in Colombia despite the difficulties they went through after the war and the drug cartel back in the 80's and 90's. His case was not the exception, he was into the learning game and he knew what he was going after from the get go. Here are some of the most common characteristics of an entrepreneur person:

Self-belief, Hard Work and Disciplined Dedication:

Entrepreneurs believe in themselves and are confident and dedicated to their project. Their intense focus on and faith in their idea may be misconstrued as stubbornness, but it is this

willingness to work hard and challenge the probabilities for them to become successful. I must say that in one of the frame or interviews we noticed that at certain point he was somewhat discourage because of his age and while seeing others who were younger than him. In one of my interview of the coordinator of the Licenciatura told me that Enaguirre has confessed this weakness, but at the end he was able to bypass this and diminished these feelings and false beliefs.

“I definitely think that the only potential weakness I saw in Ender at early stages were his doubts regarding his age; which in the end was not even close to be a weakness.” (From the coordinator Interview)

I can say that I identified myself with this particular situation because at some point during several of the semesters, I felt that time and age was running up on me, that this could and should have been done earlier, but we don't realize that everyone has their own cycle and their timing is different and this was my character case. Little did he knew that at the end he was going to be so successful and become the most important English institute on the island of San Andres to the point that he was even recognize by a governor and received a medal and recognition for his outstanding job.

We can see that in frame 1, interview1, 2, 3, 4 the following categories are recurrent and they are repeated several times along the analysis of the different interviews and frames.

Product and Market Knowledge

Entrepreneurs know their product inside and out. They also know the market. Most become successful because they create something that didn't already exist or they significantly improve an existing product after experiencing frustration with the way it worked. Remaining

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unaware of changing market needs, competitor moves and other external factors can cause even great products to fail.

Of course it is not the first time that an English teacher or a teacher who became a professional decides to become the director of an institute. While researching and reading more in depth about the particular research and category I was able to discover that many English teachers built their own English language business based upon their skills, knowledge, and experience among other important characteristics. For example, according to the ELTons - English Language Teaching Innovation Awards (2016) the only international awards that celebrate innovation in English language. This important article was able to describe and find three important entrepreneurs who built their own English Language teaching (ELT) businesses.

Amy Lightfoot has built her business as a freelance teaching materials writer and teacher trainer. She offers this advice to people considering a freelance career in English language teaching.

Rani Rao Innes is managing partner and lead trainer of Link Communicate. She divides her time between the UK and India, where she says there is huge demand for English teaching and training.

Martin Sketchley is an English language teacher and examiner who develops workshops for a range of organizations. He writes about how online resources have helped him to improve his skills and grow his business.

Next, get to know people. Speak to people at conferences, get some business cards made, and follow up leads, no matter how small. I've learned to just ask. I've had quite a lot of work

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with the BBC, including a nine-month temporary role as an English language teaching writer last year. That all originated from approaching one of the editors at a conference in 2008. The work I did with them also enabled me to specialize in writing digital materials, and I've since worked on several really interesting projects, including writing a mobile-phone based animation series for the British Council in India. Don't forget your own professional development. I've done several courses over the years, and I've noticed that all of these investments have paid off: adding a new course to my CV always seems to lead to something new.

From this first category I was able to find or notice two particular themes: Risky man and product and market competences. These are definitely some good qualities for an entrepreneur and a trailblazer. According to the Cambridge online dictionary the following is the definition for trailblazer: *"The first person to do something or go somewhere, who shows that it is also possible for other people"*.

The next theme that came up along with trailblazer was Risky man. **Not afraid to take risks- Risky Man – Business man.**

Entrepreneurs are not afraid to take risks, they are risks takers, ready to dive deep into a future full of uncertainty. But not all risk takers are successful entrepreneurs. What differentiates a successful entrepreneur from the rest in terms of risk? Successful entrepreneurs are willing to risk their time and money on unknowns, but they also keep resources, plans and bandwidth for dealing with "unknown" in reserve. When evaluating risk, a successful entrepreneur will ask herself, "Is this risk worth the cost of my career, time and money?"

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Many teachers become business persons or teachers with time because of the pressure of the classroom, or just because they feel they have acquired sufficient and enough experience and knowledge to lead and direct an institute or even open their own school. This at the same time can not only be an opportunity for the teacher but for those who will be working along with him or her in the field, as we know once the business start growing they will need more teachers to share and train students and this at the end will help the business to grow and stand for itself in the market and create a brand by itself.

The upcoming category 2 from the main trailblazer is Commitment, perseverance and motivation, and from this particular category I was able to recognize the following themes: Inner motivation, extrinsic motivation and non-conformist. These three themes and characteristics are very important in an entrepreneur.

The next theme that came up in the main category trailblazer was: Product and market knowledge.

Product and Market Knowledge

Entrepreneurs know their product inside and out. They also know the market. Most become successful because they create something that didn't already exist or they significantly improve an existing product after experiencing frustration with the way it worked. Remaining unaware of changing market needs, competitor moves and other external factors can cause even great products to fail.

Of course it is not the first time that an English teacher or a teacher who became a professional decides to become the director of an institute. While researching and reading more in depth

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Amy Lightfoot has built her business as a freelance teaching materials writer and teacher trainer. She offers this advice to people considering a freelance career in English language teaching.

First, figure out what you're good at and what you want to do. Do teachers respond well to you in training sessions? Do you enjoy writing materials? Are you good at planning and executing projects?

Next, get to know people. Speak to people at conferences, get some business cards made, and follow up leads, no matter how small. I've learned to just ask. I've had quite a lot of work with the BBC, including a nine-month temporary role as an English language teaching writer last year. That all originated from approaching one of the editors at a conference in 2008. The work I did with them also enabled me to specialize in writing digital materials, and I've since worked on several really interesting projects, including writing a mobile-phone based animation series for the British Council in India. Don't forget your own professional development. I've done several courses over the years, and I've noticed that all of these investments have paid off: adding a new course to my CV always seems to lead to something new.

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Now let's take a look into the main category 2 which is commitment, perseverance and motivation and let's take a look into the definition of each one of them.

Commitment: According to the Cambridge online dictionary, the meaning or definition of commitment is: a willingness to give your time and energy to something that you believe in, or a promise or firm decision to do something. Throughout the entire research and while retrieving and collecting data I notice that the character Enaguirre was always committed to his studies, his family and his business despite the difficulties and hardship he faced along the way. He believed in himself and he knew he would become victorious because of the inner support from himself and the extrinsic support we has receiving from his family as well, wife, daughter and friends. This take us to the figure out and define inner motivation and extrinsic motivation

Inner motivation: Intrinsic motivation refers to behavior that is driven by internal rewards. In other words, the motivation to engage in a behavior arises from within the individual because it is naturally satisfying to you.

Extrinsic motivation: Praise can help increase internal motivation. Researchers have found that offering positive praise and feedback when people do something better in comparison to others can improve intrinsic motivation. Along the research I notice several times that Enaguirre receives extrinsic motivation from his family: wife, daughter and friends as we can see in Interview one to the main character Enaguirre:

My wife and daughter were always there for me some for worse and some for better. They understood our not being able to go out as often as we used to, due to my long hours of hard work and study. They encouraged me to keep on trying harder and they took care of me when I got sick several times during my learning process.

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Their unconditional love and support made the difference! (From the interview with the main character Enaguirre).

I must say that this particular characteristics did not just show up one time, but several times so I notice that Enaguirre kept getting full support all along the way. One of the most interesting things is that his wife is also an English teacher, what better to have your wife as an English teacher as well, who is able to understand and know that the road is not easy and it will take time, effort, support, motivation, perseverance, motivation, dedication, patience, sacrifice, responsibility among so many others.

From the interview to his wife here is one of her answers in regards to the support they provided to him as family and partner:

Nosotros como familia lo apoyamos con tiempo, compañía, comprensión, sacrificio; como docente que soy le aporte en varias tareas y nuestra hija le ayudó con programas en el computador. (Answer provided by his wife during interview).

Main Category: DEDICATION

	CATEGORIES
Instrument: Interview 1 – Main Character Definition of interview: As noted by Dörnyei, (2007: 132), qualitative data are ‘most often’ collected by researchers through interviews and questionnaires. However, interviews - compared to questionnaires- are more powerful in eliciting narrative data that allows researchers to investigate people's views in greater depth (Kvale, 1996; 2003).	

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Category 3: Sacrifice Theme 1: Sleepless nights. Theme 2: Less time with his family. Category 1 & 2: Entrepreneur. Theme 1: Risky man Theme 2: Product and market competences. Category 4: Responsibility Theme 1: Organize Theme 2: Committed	DEDICATION
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Table 2 Main Category

This main category emerged from instrument 1- interview 1 – to the main character Enaguirre. At the same time it is divided into three categories: Sacrifice, Entrepreneur repeat himself here once again and the new category that shows up was Responsibility. Each one has their different themes. Let's take a look in depth into each one of them.

The first category of this first interview to the main character Enaguirre have the following outcomes.

Sacrifice. Let's take a look into the meaning of sacrifice. According to the Merriam – Webster online dictionary sacrifice is:

To suffer loss of, give up, renounce, injure, or destroy especially for an ideal, belief, or end.

Along the different process of life at times we can find ourselves having to give up and sacrifice many things in order to achieve and acquire our dreams and goals. Enaguirre was not the exception. Having his ideals and goals set from the beginning he was willing to give up hours of sleep, spending time with his family and many other different thing he liked in order to reach his objective. In this particular interview with the character Enaguirre he mentioned several times that this was the case, he had to give up and sacrifice those things

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and people he liked in order to develop and surrender the different tasks and homework he had. Here is an example of one of his response:

I have always been very disciplined and committed to achieving my goals; that's why I organized my schedule the best way I could and tried to prepare and submit my papers on time. Once again, I had to sacrifice my hobbies, family and friends. (From interview to main character Enaguirre)

Next we have again Entrepreneur which we saw previously and this is divided into two: Risky man and product and market. These themes appear not only here during this interview to the main character Enaguirre but also in frame one, interview 1, 2, 3 and 4.

CERTIFICATIONS AND AWARDS ANALYSYS

In the following certification we notice that the institution was certify in ISO 9001: 2008

The ISO 9001: 2015 Standard is the base of Quality Management System - SGC. It is an international standard that focuses on all the elements of quality management that a company must have in order to have an effective system that allows it to manage and improve the quality of its products or services. The quality system management was in the particular field of Design and Development of curriculum in the areas of English and provision of services of training for work in areas related to the English language.

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Picture 1- ISO 9001



Picture 2 International Certification

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In the below certification NTC 5555 according to the ICONTEC - Instituto Colombiano de Normas Técnicas y Certificación and institution can be certified with the following title: Management System for the Quality of Education Institutions Job Training and it is required to be able to offer different services in the training and education area. The institution must be in the condition to satisfy the needs and students requirements along with the productive, economic and social environment.

It applies to the following institutions:

Institutions for education, human talent and workforce.

They must have some of the following requirements:

- PEI – Proyecto Educativo Institucional
- Operation Plan Manual
- Curricular design
- Betterment plan
- Coexistence Manual

In order to manage to get this certification he must fulfil some special requirements in a document where the size of the institution is presented, the type of activities that are supposed to be carried out in that place, skills and talent of those who will be working there.

These are some of the highlights that the institution must have in order to be able to certify himself in this particular NTC 5555 certification and as we can see CESFA – Conversational English System for All was able to meet all the establish requirements in order to accomplish this great certification.

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Pictute 3 ICONTEC Certification

The following picture speak and is worth more than a thousand words, here we can see the day of graduation of our character when he received his degree in Bachelor in Foreign Languages English from Santo Tomas University. After many years of working and studying hard, travelling, preparing homework and test he was able to receive his degree with all honors. I consider that this is one of the most important days in the life of a person because here is where you are able to reap the toiling and hard work of what you have work for throughout the years with dedication and commitment.

As we can see on the picture the tittle of the degree is the following: Licenciado en Lengua Extranjera Ingles – LLEI, this particular program belongs to the Santo Tomas University who has been established for over four hundred years in the country and actually it was the very first university that was established in Colombia. The program is being currently offered as

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a distance program for those students who are interested and cannot travel, live and establish themselves in mainland Colombia because of various reasons.

Just to watch the picture one can imagine the excitement, pleasure and happiness that the character was filled with on this day as he achieve his bachelor or Licenciatura, as we were able to see to the road is not easy to accomplish and studying from a distance entails and demands more work and sacrifice as one can really think and imagine.



Picture 4 Enaguirre

In the following image we can appreciate that Enaguirre along with several of his employees and colleagues were able to receive their certification from ICONTEC - Instituto Colombiano de Normas Técnicas y Certificación. To be able to achieve these types' certifications is not easy, why? Because you are talking about one of the most important institutions in the country that offer this certification. One must prepare and dedicate themselves to study and prepare very well in order to accomplish these certifications.

For an enterprise or business to be able to certify themselves in quality assurance, ICONTEC - Instituto Colombiano de Normas Técnicas y Certificación is the quality institution that

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deliver these types of certifications. In order to be able to get certify you must one must go through a series of steps and requirements that a product or system or in this case institution must have through a set of rules and procedures. The document that is given or issue by the ICONTEC - Instituto Colombiano de Normas Técnicas y Certificación and it's the certification enterprise who assures that a product, process or service comply with the specific requirements and at the same time it generates the confidence customer provider and in general for all those who are in the business industry. This is how ender was certified thanks to the good quality of the institution and was able to achieve and meet the requirements that has been established by the ICONTEC - Instituto Colombiano de Normas Técnicas y Certificación.



Picture 5 – Enaguirre and his work team

The following award was given by the governor in turn Aury Del Socorro Guerrero Bowie on the 24th of November of 2016 through a set of decrees that has been established on the Archipelago over the years. During the month of November of every year the government exalts and honor the work and effort of those who along the years have offer their service to the community and to those in need. In the case of Enaguirre this could not have been the exception. After years of hard toiling , work and preparation, Enaguirre was one of the most

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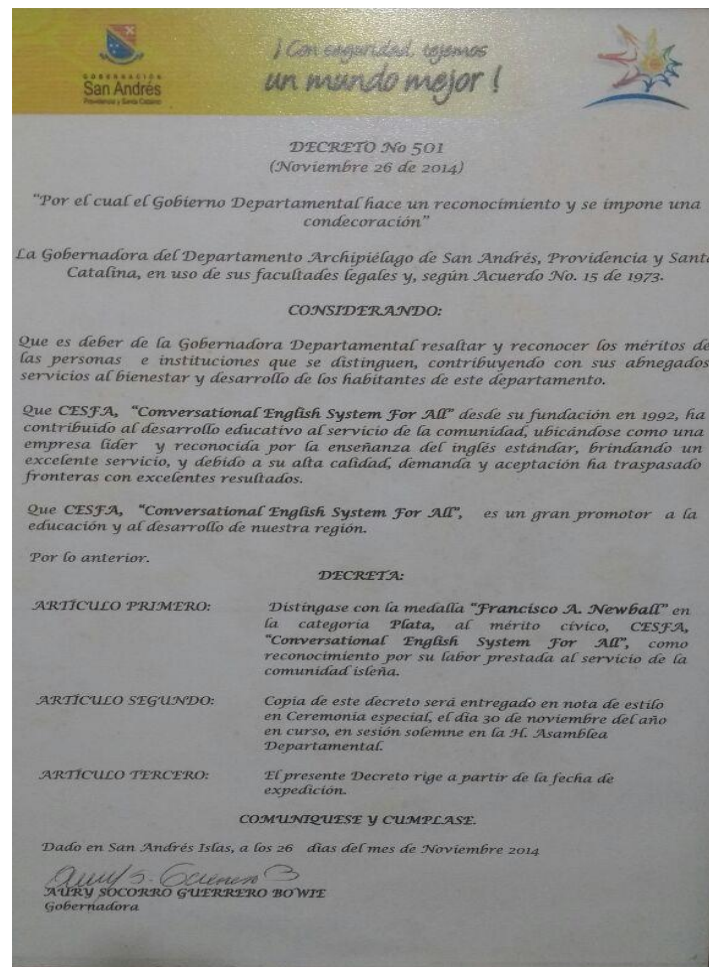
eligible to be selected in order to receive this honorific recognition from the government and thanks to the Secretary of Education along with the governor in turn Aury Del Socorro Guerrero Bowie and the deputies in turn as well this was possible.

Doing a brief analysis of the recognition we can see that it's been given to those institutions and citizens who have served the community and the people and in one way or the other their services has allow the growth in different aspects of the community. Since 1992, CESFA – Conversational English System for all, has contributed to the development of the English knowledge of different citizens on the islands (San Andres, Providence and Saint Catalina and at the same time has managed to maintain, sustain and provide an exceptional service to all who has been willing to take part in the English learning process and was and has been able to establish itself as one of the most important and recognized learning enterprise on the islands, distinguish by the level of standard English that it provides to its students and those who take part in the English learning experience, trespassing all frontiers and language barriers because of its high demand and quality its offer, CESFA - Conversational English System for all, is one of the greatest supporter of the English education on the islands.

Along with the document we can also observe that there is a medal that was also given along with the recognition, this medal is the Civic Award and as I mentioned previously this is given to those who throughout the years has lead and offered an exceptional service in different areas of society helping to create a beacon of light and power through education and knowledge to the people.

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This award was given to Enaguirre because of his hard work, dedication, perseverance and discipline along the years. And these are only some of the main characteristics of a businessman and trailblazer who was willing to take an institute from basically nowhere and transform it into something great.



Picture 6 Local Departmental Government Award

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Picture 7 Merit Medal

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MULTI DATA ANALYSIS

PICTURE	AWARD MEANING	ANALYSIS
	ISO 9021: 2008 – What is it all about? Determines the requirements for a Quality Management System, which can be used for internal application by organizations, regardless of whether the product and / or service is provided by a public organization or private company, whatever its branch, for its certification or for contractual purposes This award is the ISO 9021:2008. It is given to organizations or institutes that must meet the needs and requirements of their customers. It is an international standard that focuses on all the elements of quality management that a company must have in order to have an effective system that allows it to manage and improve the quality of its products or services.	As an analysis that we can make here in this certification, we must highlight that this certification was given to him because of his hard work and dedication. He was able to fulfill the requirements and needs of the ISO organization in order to achieve this certification for his institute. In order to achieve this certification one must go through a series of process to accomplish this certification. Among them we can find the following: Quality Management System in the organization or institution. They must also get in contact with a consultant to be able to guide them through the process to attain this certification. We can also notice that the certification was issued on the 13th of April of 2016 and it has a validity until the year 2019 with registration number. CO – SC CER 455547.

CERTIFICATE ICNet and ICONTEC hereby certify that the organization "CESFA" CONVERSATIONAL ENGLISH SYSTEM FOR ALL / CESFA CONVERSATIONAL ENGLISH SYSTEM FOR ALL ENVIAGADO Avenida 20 de Julio Sector Héroes Nevado Piso 2, San Andrés, San Andrés y Providencia, Colombia Viste el alcance del sistema de gestión para cada una de las zonas diferentes a la sede principal valerías por la certificación en el área for the following field of activities: Diseño y desarrollo de planes de estudio en las áreas del idioma inglés y prestación de servicios de formación para el trabajo en las áreas relacionadas con el idioma inglés Design and development of curriculum in the areas of English and provision of services of training for work in areas related to the English language Has implemented and maintains a Quality Management System which meets the requirements of the following standard: ISO 9001:2008 Issued on: 2016-04-13 Validity date: 2019-04-12 Registration Number: CO-SC-CER455547 *For full rights persons is valid at the time of issue of this certificate. A signed declaration is included under www.icontec.org.co		
ICONTEC Certifica que el Sistema de Gestión de: ICONTEC Certifies that the Management System of: "CESFA" CONVERSATIONAL ENGLISH SYSTEM FOR ALL / CESFA CONVERSATIONAL ENGLISH SYSTEM FOR ALL ENVIAGADO Avenida 20 de Julio Sector Héroes Nevado Piso 2, San Andrés, San Andrés y Providencia, Colombia Viste el alcance del sistema de gestión para cada una de las zonas diferentes a la sede principal valerías por la certificación en el área Ha sido evaluado y aprobado con respecto a los requisitos especificados en: Has been assessed and approved based on the specified requirements of: NTC 5555:2011 Este Certificado es aplicable a las siguientes actividades: This Certificate is applicable to the following activities: Diseño y desarrollo de planes de estudio en las áreas del idioma inglés y prestación de servicios de formación para el trabajo en las áreas relacionadas con el idioma inglés Design and development of curriculum in the areas of English and provision of services of training for work in areas related to the English language Esta aprobación está sujeta a que el sistema de gestión se mantenga de acuerdo con los requisitos específicos, lo cual será verificado por ICONTEC. This approval is subject to the maintenance of the management system according to the specific requirements, which will be verified by ICONTEC. Fecha de Aprobación: 22-04-13 Approval Date: Fecha de Recaudación: 05-09-04-13 Registration Date: Certificado: IT-CONVERSE Certificat: Fecha Última Verificación: Last Verification Date: Roberto Enrique Medina Villa Ejecutivo Ejecutivo CEO	NTC 5555: 2011 Certification, what is the meaning, what is it all about? “Management Systems for the Quality of Education Institutes Job Training”. It’s focused to those institutions for education, formation, workforce preparation, quality in education among others. It is issued by the ICONTEC – Instituto Colombiano de Normas Técnicas y Certificación.	In order to acquire this certification an institution must fulfil a series of special requirements in a document where the size of the institution is presented, the type of activities that are supposed to be carried out in that place, skills and talent of those who will be working there. These are some of the highlights that the institution must have in order to be able to certify himself in this particular NTC 5555 certification and as we can see CESFA – Conversational English System for All was able to meet all the

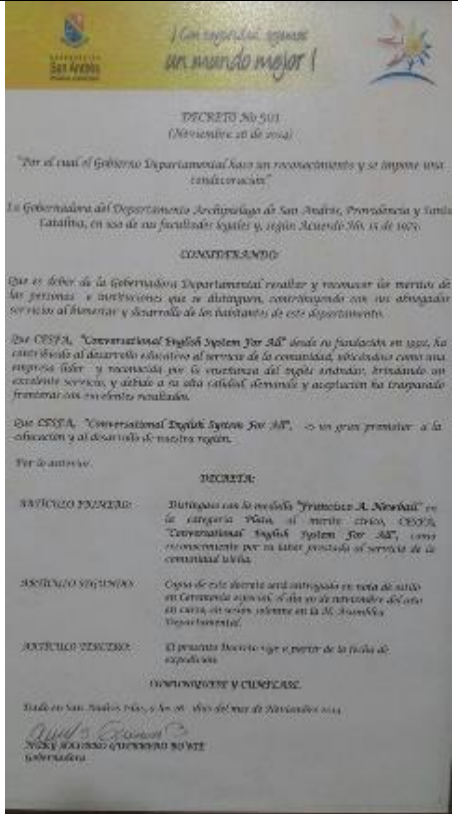
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		establish requirements in order to accomplish this great certification.
	Licenciatura Lenguas Extranjeras Ingles – LLEI – Universidad Santo Tomas. What is the program all about? The Bachelor of Foreign Language English is an academic program that responds to the demands of open and distance education as an innovative educational methodology, demanding, that allows access to higher education with quality, and that has emerged in correspondence with international policies , national and institutional that guide teacher training in foreign languages. The program consist on 10 semesters, and it's oriented to those who feel or are in the need to study from a distance because	As we can see on the picture the tittle of the degree is the following: Licenciado en Lengua Extranjera Ingles – LLEI, this particular program belongs to the Santo Tomas University who has been established for over four hundred years in the country and actually it was the very first university that was established in Colombia. The program is being currently offered as a distance program for those students who are interested and cannot travel, live and establish themselves in mainland Colombia because of various reasons. Distance learning allows students to receive high quality

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	of various and different reasons. It's under the following resolution from the Ministry of Education: No. 3624 del 12 of April/2012 and has a validity of seven years.	professional training while continuing to work, with a flexible tutorial plan, supported by the use of different media and pedagogical mediations.
	On this picture we notice and see that Enaguirre along with several of his employees were able to certify themselves in an ICONTEC - Instituto Colombiano de Normas Técnicas y Certificación. This was part of the betterment and non-conformist and entrepreneur spirit he had to take the business and institute to another level of certification. This is not a regular certification, this is one of the most high certification requirements that are need for an institute to be fully recognized and offer their services and gain credibility in society and he was able to do this not only for himself but for those who work along with him and at the end for the benefit of his students.	For an enterprise or business to be able to certify themselves in quality assurance, ICONTEC - Instituto Colombiano de Normas Técnicas y Certificación is the quality institution that deliver these types of certifications. In order to be able to get certify you must one must go through a series of steps and requirements that a product or system or in this case institution must have through a set of rules and procedures. The document that is given or issue by the ICONTEC - Instituto Colombiano de Normas Técnicas y Certificación and it's the certification enterprise who assures that a product, process or service comply with the specific requirements and at the same time it generates the confidence customer provider and in general for all those

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		who are in the business industry. This is how ender was certified thanks to the good quality of the institution and was able to achieve and meet the requirements that has been established by the ICONTEC - Instituto Colombiano de Normas Técnicas y Certificación.
	The following award was given by the governor in turn Aury Del Socorro Guerrero Bowie on the 24th of November of 2016 through a set of decrees that has been established on the Archipelago over the years. This award was given to Enaguirre because of his hard work, dedication, perseverance and discipline along the years. And these are only some of the main characteristics of a businessman and trailblazer who was willing to take an institute from basically nowhere and transform it into something great.	A brief analysis of the recognition we can see that it's been given to those institutions and citizens who have served the community and the people and in one way or the other their services has allow the growth in different aspects of the community. Since 1992, CESFA – Conversational English System for all, has contributed to the development of the English knowledge of different citizens on the islands (San Andres, Providence and Saint Catalina and at the same time has managed to maintain, sustain and provide an exceptional service to all who has been willing to take part in the English learning process and was and has been able to establish itself as one

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		of the most important and recognized learning enterprise on the islands, distinguish by the level of standard English that it provides to its students and those who take part in the English learning experience, trespassing all frontiers and language barriers because of its high demand and quality its offer, CESFA - Conversational English System for all, is one of the greatest supporter of the English education on the islands.
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FINDINGS

After analyzing and going over the process of categorization, interviews, coding and analysis upon the life story events and learning process of my participant I was able to find the following information. The following 5 main categories were found throughout the collecting and analyzing process of the information.

1. Professional Betterment and achievement – Learning English
2. Interest in learning and teaching English
3. Sacrifice, perseverance and hard work.
4. Betterment of himself.
5. Family support.

The following subcategories found:

1. Learning English
2. Certifications

Second Category: Non – Conformist

Following the second category we have Non – conformist category, this particular category came up because even though it didn't show up a particular number of times, it was one of the most important aspects that one can recall and exalt about the main character of this research. For one to be successful on life you cannot stay where you are in your comfort zone, and this was the particular characteristic about the character. He choose not to stay in his comfort zone. From early age he was into learning English and that was his first step and mentality, once he manage to get the grip of the English language and to get acquainted with the English business he was able to leave the comfort zone of being timid, shy and fearful about what would come next. And what was the outcome? He made it, he did it, and soon as the time went by the start climbing the stairs to a successful, prosperous and fruitful adventure.

William Barnett a Stanford Graduate School of Business Professor once said: When Being a Nonconformist Entrepreneur Pays Off. What did he meant by saying that particular phrase? Let's take a look into the previous message from Barnett. Many studies find that bucking and making mistakes along the way and during the process can lead a person into entrepreneurial success and this was exactly what happened to our character in the process of learning English and taking over an English institute and studying from a distance, diving into something he knew nothing about and taking chances.

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“People and the press tend to magnify the importance of failures and successes,” says Barnett. But entrepreneurs, like everyone else, make sense of an uncertain world by referring to popular sentiment and by watching what their peers are doing. That tends to magnify a particular belief in the market, and then helps it spread.

But nonconformist entrepreneurs go against popular wisdom. They choose to enter an unpopular market at a time when consensus is against them, and face far more rigorous scrutiny by investors and potential partners because of that, says Barnett. “But they are much more likely to survive as a result.”

The non-conformist entrepreneur, on the other hand, is taking a bigger risk initially by entering a market that others are staying away from. Because the likelihood of failure is higher, their plan faces greater scrutiny and that makes them more likely to succeed in the long run if they make it through to the market.

It’s all about the art of non- conformity. After analyzing the different answers my character provide during and along the many interviews and frames, we can notice that he wasn’t into having an English institute much less taking over the institute, but the fact that he is from Liborina, Antioquia, land where many great genius and people have come from and have develop a city that was coming from a long drug cartel war, provide him with the tools and gears to approach and face head on a business that was offer by a stranger who was a friend at the same time. The let’s do it mindset and little voice was inside his head saying let do it, yes you can, it will get better with time plus you have your family support.

CONCLUSIONS

In my reflections on this particular narrative research approach I consider that making use of narrative research method was very important because I was able to better understand and bypass the challenge that was presented to me as a researcher to examine and better understand how a human action is related to something I'm personally undergoing in the present, which is to study from a distance and the challenges and difficulties this can bring along the way. Throughout the narrative research I was able to address the issue and characteristics of a person who was willing to study from a distance and the different risks he took from the beginning to take over an institute, make changes, persevere and keep up a midst the challenges to survive and become one of the best on San Andres Island and been able to even have more than one branch over the country. I'm able to present strong arguments and points of view of why Enaguirre is an important protagonist and someone to look up to because I will like to become like him, to lead a process, to lead people to better knowledge and understanding and use all of got and become in order to better people lives and their knowledge and information about distance education and being an entrepreneur because life is what you make out of it a friend once told me.

As we go through life we experience challenges, difficulties, hard times, ups and downs, and many interactions with the outside world and with ourselves. All of these can help us grow or we can just sit and watch life pass us by, but this was not the case of my character Enaguirre, as he mentioned in one of the frames, he decided to take life as a bull by the horns and make the best out of this ride, take the lemons life has given him and create the most lemonade juice he had ever had in history and that was becoming one of the best, a nemesis

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to one like me and many others who are coming behind, who have that dream to become a bachelor in education, English or become a professional and see through distance education a beacon of light and opportunity for this to be accomplished.

We usually think of teacher as someone who after finish high school decided to go to college or university or pursue and undergo a bachelor to become a teacher in a specific area or subject and to learn more about pedagogy and what it entails to teach students inside the classroom. That's the regular teacher story, but when we look deep down and look around we can see the story of other type of teacher's stories that are not that usual and common, teachers who had to fight their way through difficult times, hardship, distance and other issues in order to become who they are today. This takes us to a particular story of the main character of this research that I've decided to venture on and take on to go in depth and in detail the life story of how he did it and what did it take him to achieve his goals and degree.

Category 1: Entrepreneur, category 2: Motivation, perseverance and category 3 sacrifice, sacrifice, that's a word that entails and means a lot, many times we are not willing to go through and take sacrifices in life to succeed in what we want been risky, taking chances and that inner motivation are some of the best and good qualities that I can take and learn along this process more than all from the character Enaguirre. He pushed me, he inspired me to do this, at times when I was down I will take a look on his picture of him getting graduated and that will make me think that me myself could do it, there were times when I felt like giving up, like not going the extra mile, because no one told me it would be easy.

Not only I do want to become a professional, a bachelor, but also a great entrepreneur, and be an inspiration, an example but also a someone others will look up to and will die to be like

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me, to travel the same pathway because they will see in me their reflection and what they want to become, and they will even ask me for help and assistance of which I will be more than happy to do because knowledge and experience is not to be kept to ourselves but to be shared and to be spread to those who are willing and interested in learning, in getting better day by day and making the world a better place.

To my character, all the thanks and the best through life journey. I will always be grateful to him, and those who assist me during my learning process.

So, with this said and done, certainly I was able to learn a lot from my character, if you ask me today I will always admire him, he has shed a light not only on me, but to those who are coming behind and are willing to study, to better themselves. The main characteristics of the character Enaguirre such as responsibility, sacrifice, dedication, perseverance and most of all non-conformist help me to reflect that such a good qualities can help one to become better day by day and achieve so many things, because once you dream it you can achieve and accomplish it. Nothing is never too hard to overcome.

I had the opportunity to better understand how a research project was done, there were many nights and days that I cried, that I think and overthink will this ever be over, but at one point I decided to enjoy the ride, to enjoy every bit of it, because at the end I was going to reach my goal, my degree and will not only honor myself but my character who was willing to help me and provide me with information and knowledge and important data that was going to be helpful for my research process. He deserves only the best, a really humble and natural person who has been and will always be an example for me and where I want to reach in life, because yes he does inspire me to be better, to be the best, to become a professional who will offer

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my services to others with a grateful heart and always remembering where I came from because that's the essence of life, never forget where you came from but most of all keep in mind where you are going and who is travelling with you to accomplish those dreams and plans you might have.

This research allow me better appreciate those around me, to look up to those who came from little to having a lot today, to those who have been humble along the way and have been able to reach and perform a lot. If he could do it so can I. The many things I was able to learn from my character of this research makes me think that nothing is impossible. Mostly the handful of qualities that makes him such a great person that he is.

IMPLICATIONS

Encourage the university in the continuation of the program its different aspects, to better support students that are spread over the country in different regions and cities with many issues such as internet connection problems, difficulty in having their materials on time, poor communication from teachers among others. Also to provide the necessary tools that one needs to go through the process while studying from a distance. To encourage the Licenciatura to continue working as it has been done in new trends of research, considering that research is becoming one of the most important strengths and pillars, they must keep on building a strong structure of investigation that will allow and help students to research the many issues and problems that we face in society and the many paradigms that are out there waiting to be solve, since this provides more options and challenges for the students to develop research investigations.

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APPENDIXES

Appendix A

CONCERN

TITULO DEL ESTUDIO: HISTORIA DE VIDA DE ESTUDIANTE GRADUADO A DISTANCIA Y SUS EXPERIENCIAS COMO DOCENTE POR MEDIO DE LA NARRATIVA

INVESTIGADOR: DWIGHT FORBES JAY

PROPOSITO: Por medio de la presente se está requiriendo su participación en un estudio investigativo, que está siendo llevado a cabo como parte fundamental de la **Licenciatura en lengua Extranjera** Inglés de la **Universidad Santo Tomás**. El propósito de este estudio es el de obtener mayor información con respecto a su experiencia e historia como estudiante egresado y graduado de la modalidad a distancia de la Universidad Santo Tomas para contar con sus experiencias como Docente de Ingles.

PROCEDIMIENTOS: Para este estudio se llevara a cabo entrevistas y cuestionarios para poder recolectar información valiosa que usted pueda aportar al beneficio de esta investigación.

CONFIDENCIALIDAD: Los nombres de los participantes serán confidenciales y no serán publicados a menos que ellos mismos así lo requiriesen. Por ende, la identidad de los participantes no se verá en riesgo ni se hará mal uso de sus nombres. Por favor, recuerde que usted no está obligado a contestar ninguna pregunta que considere incomoda.

DIMISION DE PARTICIPACION: Usted puede comunicar en cualquier momento su decisión de no continuar como participante del estudio y esta decisión será aceptada sin ningún prejuicio o consecuencia.

COSTOS Y BENEFICIOS PARA EL PARTICIPANTE: La participación en este estudio no tiene ningún costo, lo único que se requiere es un poco de tiempo de parte de los participantes para contestar preguntas y participar en encuestas cuando sea necesario o recaudar información necesaria sobre la investigación. Recuerde que su participación contribuye no solo al desarrollo del estudio llevado a cabo, sino también a un mejor enfoque pedagógico y social en el contexto de la educación a Distancia y las ventajas al cual conlleva realizar este tipo de estudio.

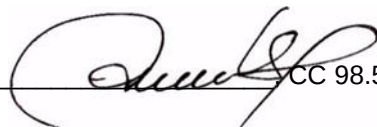
MAYOR INFORMACION: Si usted requiere más información con respecto a este estudio, puede contactar en cualquier momento al correo institucional: dwigthforbes@ustadistancia.eud.co o al teléfono celular: 3178956907.

FIRMA: Confirme que el propósito del estudio, sus procedimientos, confidencialidad, riesgos y costos así mismo como sus beneficios, han sido claramente explicados por el investigador. Todas sus preguntas han sido respondidas y acepta participar en el estudio.

Confirmo que el (la) investigador(a) ha explicado los contenidos de este consentimiento y reconozco que mi participación es voluntaria y hasta el punto donde yo considere suficiente. Así mismo, conozco los costos, beneficios y confidencialidad del estudio al igual que sus procedimientos y propósito.

Nombre del participante: Ender Alberto Aguirre Pulgarín

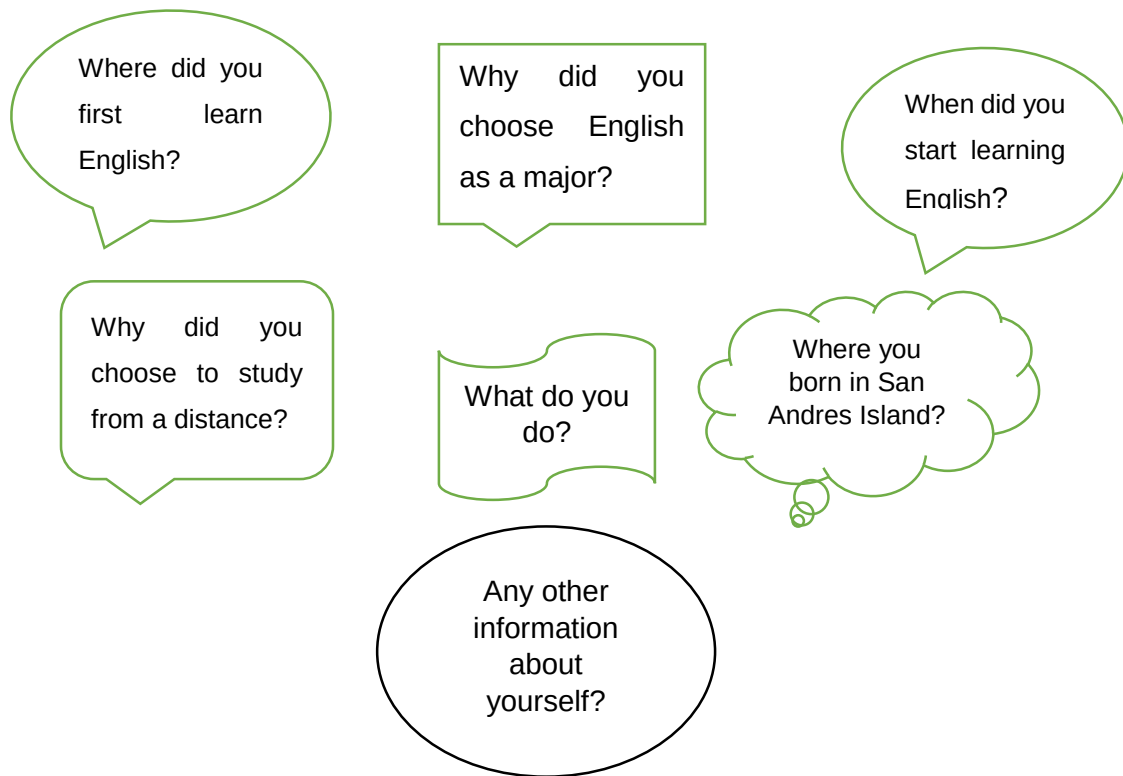
Date: Nov. 23/2016

Firma del participante  CC 98.501.254 de Liborina - Ant

Appendix B

FRAME 1 – QUESTIONS - Your story: Part 1

Please tell me a little about yourself – November 2017



My name is Enaguirre, 48 years old, happily married and father of a 19-year-old girl. I was born and raised in a small town from Antioquia named Liborina. Ever since I started high school I got interested in learning English, so I stood out of the crowd in this area, I really liked it!

Twenty years ago, I decided to study English in Conversational English System at CESFA, an institution established by a North American citizen named Michael Duncan. As soon as I finished my English course (after 2 years) my teacher offered me the chance to be trained as an English instructor and of course I accepted!

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After having been trained for several months, I started teaching English during my spare time since I worked someplace else. It was a big challenge for me due to I was way too shy, so I had to “take the bull by its horns” and moved on.

In 1998 my teacher decided to move back to Saint Paul, Minnesota and offered me the opportunity to buy CESFA, since my wife is also an English teacher we accepted and took over. It wasn't easy at all at the beginning, but little by little we strengthened several details on the plan of studies and the headquarters, getting to offer better services with updated materials for children, teenagers and adults, which started to make the difference to the point of gathering a great number of students. We started with about 50 students and as the years went by we reached the number of about 400 students and that's the average we've handled during the past few years.

Because of the constant growth of CESFA, I decided to major in teaching English and fulfill all the requirements from the ministry of education, which demanded to be certified in quality in order to register the academic programs. I enrolled in Santo Tomas University in 2009 studying through the distance since it was impossible for me to do it in the campus due to my position of English teacher and director of CESFA.

Finally, in 2015 after going through a lot of ups and downs during my career due to some health problems and the bad connection to the internet, I graduated from Santo Thomas University. After having achieved this important goal, with so much knowledge and new ideas, I made several adjustments to my English program and led CESFA to be certified in quality by ICONTEC in 2016.

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I continue improving all the processes and leading the quality system in CESFA in order to offer the best services possible that guaranty the satisfaction of our customers and wellbeing of CESFA's staff as well as my personal realization as a professional in education.

Medellin and the particularity of its people:

Whenever someone talks about people from Colombia they consider them to be the happiest people on earth, but each region has its own particularity and Medellin, Antioquia is not the exception. Medellin citizens have been known to be one of the most happy, energetic and entrepreneur people in Colombia. Actually this has allow them to develop different technologies in different areas and to be the only city in Colombia that currently has a metro system in place. After years of war, hardship, killing and murder attributed to Escobar's drug cartel, Medellin was able to make use of the difficulties they went through in order to achieve and be one of the best cities in the country with infrastructure, education, technology among others that have resulted in the city development and sustainability.

Going back to the character of this research Enaguirre, as it has been mentioned during the development of this research and during the one of the interview that was made to him, he mentioned that he was born in the City of Medellin, more exactly the small town of Liborina.

Appendix C

INTERVIEW 1: Main character - November 2017 – NARRATIVE

Based on the first frame and answers you provided to me, I would like to proceed with a second set of questions to get a broader view and insight about the answers you provided to me. Once again, thank you in advance for the support and the time you dedicate in assisting me and providing feedback on behalf of the development of this research project based on your life story.

1. How was the experience studying from a distance all the way from the Island of San Andres?
2. How did you manage to study and at the same time perform your duties as Manager or Director of the institute?
3. How challenging were the issues that you faced with the internet connection back on the island?
4. In one of the answers you provided back on the first frame you mentioned that you received support from your wife and your family. How was this experience? How did they help and assist you through and during the process?
5. What have been the requirements that you have had to put in place for the institute to be up and running? Such as certifications, license and so on? Are they hard to achieve? Are they expensive? Easy to get? How long did you have to wait in order to have them all in place and in order?

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6. Finally, what was the schedule that you manage throughout the career? How were the working hours, what strategies did you put in place in order to cope with the stress and demands of keeping and running the institute?

ANSWERS:

1. From the beginning, studying from the distance was a great challenge, since the connection to the internet in the island has always been slow. There were also some difficulties at the beginning of some semesters related to the delay of the textbooks sent from Bogota, so I had to ask the teachers for extensions to deliver my papers or for my participations in the different forums. Thanks God all my teachers were very understanding and helpful! In the end, I managed to work during the day and study at night and early in the morning where the internet connection was a bit faster; of course I had to sacrifice a lot of my sleeping hours and spending time with my family and friends, but it was worth it!
2. I had to deal with being too busy on my duties as the director of an English institute and also spend enough time on my university tasks; However, I tried to do my best and was able to read, analyze and investigate material in order to carry out the different activities required by my teachers. I have always been very disciplined and committed to achieving my goals; that's why I organized my schedule the best way I could and tried to prepare and submit my papers on time. Once again, I had to sacrifice my hobbies, family and friends.
3. The internet connection was the biggest trouble I had to deal with. I realized the connection was a little better late at night and early in the morning, so I managed to

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study and prepare my tasks at those times; several cups of coffee were always necessary to keep myself awake and productive!

4. My wife and daughter were always there for me some for worse and some for better. They understood our not being able to go out as often as we used to, due to my long hours of hard work and study. They encouraged me to keep on trying harder and they took care of me when I got sick several times during my learning process. Their unconditional love and support made the difference!

5. There are a lot of regulations and conditions for an English institution to be licensed and certified. When CESFA- Conversational English System for All started about 25 years ago, the regulations were much more flexible; however, as the years have gone by, there have been many more laws, decrees and regulations that have demanded me as the director to face these challenges the best way possible. In 2009 we adapted our programs according to the Common European Framework for languages and started registering the students as well as their certificates in SIET from the ministry of education, so there have been more accurate controls over the institutions like mine.

Furthermore, the ministry of education started a special campaign towards the certification in quality, therefore I had to face this big challenge! One of the biggest findings in the preliminary auditory was that neither the teachers nor the director were professional or internationally certified by TKT, so we took the necessary measures to fulfill those requirements, That's why several of the teachers and I enrolled in Santo Tomas University and started the career "Licenciatura en Lengua Extranjera: Inglés". In my case it was mandatory if I wanted to continue being the director, so I did my

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best and I achieved my degree in 2015. All of the teachers got certified by Cambridge TKT. Next, I led the process to get CESFA certified in quality by ICONTEC in 2016 and have been the leader of CESFA's quality system ever since. Now we are in the process of updating our quality system to the new version of ISO 9001-2015.

6. During the day it was difficult for me to study and prepare my university tasks, that's why I decided to study from 8pm to 12 or 1am and then from 5am to 8am according to the pending activities. As you can see, I had only 4 to 5 hours of sleep during the week, but on the weekends I tried to spend some time with my family and rest a little more. Also, I had some tutorials at the university branch on Saturdays. Discipline, organization, dedication, perseverance, sacrifice and positive attitude, among others, have been the key to succeed and achieve my goals of becoming a professional English teacher and lead CESFA – Conversational English System for All to be certified in quality and continue leading the English teaching process in San Andres Island. As a matter of fact, in 2014 CESFA – Conversational English System for All was awarded by the Governor and the departmental assembly with “Medalla al Mérito Cívico por su valiosa contribución al fortalecimiento del bilingüismo en el archipiélago”.

Appendix D

INTERVIEW 2: Character Wife Interview – November 2017

Las siguientes son una serie de preguntas las cuales solicito me colabore respondiendo de la manera más amplia posible. Esto con el fin de analizar el proceso de aprendizaje del Señor Enaguirre sus inicios, transcurso y trayectoria con el Instituto CESFA – Conversational English System for All en la Isla de San Andrés y los aportes a su vida personal, profesional y hacia la sociedad en general mediante sus conocimientos y aptitudes.

1. ¿Qué considera usted que ha sido el fuerte del Licenciado Enaguirre?
2. ¿Qué cualidades considera usted que tiene el señor Ender y que lo han ayudado a llegar a donde está el día de hoy?
3. ¿Cómo considera que fue el camino desde que empezó hasta el día de hoy? ¿Valió la pena tanto esfuerzo?
4. ¿Cómo estudiaba el señor Ender? ¿Cómo fue ese proceso de estudiar a distancia? ¿Qué implicaciones tenía? ¿Hubiese sido mejor haber estudiado de forma presencial?
5. ¿Qué aportes le brindo su familia en todo este proceso?
6. Si tuviera que cambiar algo de todo este proceso educativo a distancia por el cual paso el personaje de este proyecto, que o ¿cuál sería?

Answers:

1. Yo considero que ha sido el fuerte de mi esposo, que es UN SER HUMANO en todo el sentido de la palabra; la manera tan desinteresada como se le entrega a la gente, su don de servicio, el espíritu de superación. “SIEMPRE LO QUE EMPIEZA, LO TERMINA”. Y lo más importante que siempre le gustó saber y conocer del idioma universal “El Inglés”.
2. Las cualidades que tiene mi esposo Ender y que lo han ayudado a llegar donde está el día de hoy , las encierro en una sola frase :ES UNA PERSONA MUY ÍNTEGRA

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,educado, cordial, demasiado culto, muy entregado a sus labores como docente y director, capaz de desempeñar cualquier tarea que se le sea asignada o bien que él mismo se la disponga, muy honrado, estudioso, disciplinado, correcto en su actuar, muy diplomático en la solución de sus dificultades, tanto laborales como personales, respeta demasiado a sus colaboradores en la empresa-institución, demasiada habilidad en las finanzas, muy puntual , creativo en la búsqueda de soluciones, es de dar segunda oportunidad al que cometió un error, estricto cuando tiene que serlo y permisivo cuando se necesita, de muy buen genio, muy amigable, trata con todo el mundo, demasiado generoso con el necesitado, da sin recibir a cambio, contemplativo, demasiado detallista; en el hogar lo máximo, excelente esposo, excelente padre, excelente hijo. Me quedan faltando palabras para terminarlo de describir con sus cualidades.

3. El camino desde que empezó hasta el día de hoy ha sido demasiado duro. Mucho esfuerzo, traspasadas, noches donde durmió escasas 3-4 horas. Sacrificio de su compañía porque nos tocaba privarnos de vida social, familiar, gastos económicos: pago de semestres, libros, viajes de San Andrés a Medellín y de Medellín a San Andrés, trabajos con sus compañeros y otros.
4. Considero que valió la pena tanto esfuerzo, porque Él logro su título como Licenciado, fue reconocido por sus profesores como uno de los más sobresalientes estudiantes en su proceso. Todo esto trajo además, satisfacciones, personales, familiares y sobre todo laborales, ya que estaba capacitado en un alto nivel para adelantar el proceso de la Certificación de la Institución que dirigimos , como también

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preparar con mejores bases metodológicas, estructurales y gramaticales a nuestros profesores y estudiantes en general, principalmente los más avanzados.

5. Mi esposo estudiaba de una manera muy disciplina. Establecía su horario de trabajo y organizaba a la vez su horario de estudio. Sus aportes, sus notas y apuntes los compartía con mi hija y yo, quienes a la vez lo animábamos cada día a seguir adelante con sus buenos resultados. Los temas que iba estudiando, los iba aplicando también en las clases con los alumnos y también experiencias de las clases le servían de apoyo para completar sus tareas y sus conceptos.
6. El proceso de estudiar a distancia lo considero muy bueno, ya que cuando no hay la posibilidad de que el estudiante se pueda desplazar hasta su universidad durante toda la semana, tampoco se le cierran las puertas a la capacitación personal y así se le permite a todos lograr sus objetivos y sus proyectos de vida. De igual manera sucedió conmigo que también logré mi licenciatura a distancia con la universidad de Antioquia.
7. Estudiar a distancia implicaba noches de mucho estudio, investigar más de lo necesario, visitar la universidad cuando era necesario, o cuando la misma universidad lo requería. También implicaba estudiar casi solo porque los compañeros por la distancia de sus lugares de vivienda no se podían encontrar, lo hacían en forma virtual.
8. Las dos modalidades tienen sus ventajas y sus desventajas. Estudiar en forma presencial es otra manera de adquirir conocimientos, se está con su tutor, con sus compañeros, se socializan los conceptos, se interactúa, se vivencian los conocimientos; pero de igual manera se lleva un propósito como en forma a distancia,

aprender, profesionalizarse, obtener la Licenciatura. Además, si estudias en forma presencial no tendrías la posibilidad de trabajar en otro lugar distante y donde no hay acceso a la universidad de forma fácil.

9. Nosotros como familia lo apoyamos con tiempo, compañía, comprensión, sacrificio; como docente que soy le aporte en varias tareas y nuestra hija le ayudó con programas en el computador.
10. Me parece que todo el proceso educativo que tuvo mi esposo al adelantar sus estudios estuvo bien organizado, porque de igual manera que fuera a distancia se hacen necesarias las exigencias por parte de la Institución Educativa, en estos casos la Universidad. Se sabe que todo tiene su proceso y que el estudiante tiene que cumplir ciertas normas mínimas de estudio.

Appendix E

INTERVIEW 3: – RESEARCH PROJECT – NARRATIVE – CHARACTER TEACHER FROM UNIVERSITY –December 2017

Hello Teacher Mauricio, first of all thank you for your support and willingness to participate in the following questionnaire of Mr. Ender Aguirre who is the main character of my research Project at Santo Tomas University.

The following are a series of questions that require your answer and input in the studying process of Mr. Ender during his time at the University, so I can get a broader view of his learning process and the time he spent at the university.

1. How do you think or consider the learning experience of Mr. Enaguirre all the way from San Andres Island, studying from a distance?

Ender is a very remarkable case. From very early instances, he got the hang of the methodology, and his participation in all the different dynamics of his formation process was always outstanding. His learning experience is a clear-cut example on how the level of commitment and discipline of a distance-education student brings up excellent professionals to the service of society.

2. The different times that you had to teach Mr. Enaguirre a subject, how was his attitude towards the learning process?

Ender was always a very participative and proactive student. He even took advantage of his weaknesses to work harder, so that he gained lots of confidence progressively throughout the semesters.

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3. What challenges do you think he faced and had to go through in order to achieve his career?

According to some conversations that we had, I could say that Enaguirre had to face his own convictions regarding his age. I mean, sometimes he could have felt that his age could become a drawback; however, I dare to say that with the pass of time he could notice that he was at the same level of success possibilities as any other member of the academic community.

4. What were his strengths and weaknesses along and during the learning process as far as you can remember?

I definitely think that the only potential weakness I saw in Ender at early stages were his doubts regarding his age; which in the end was not even close to be a weakness. On the contrary, it became one more strength as he got easily the confidence required to succeed in all academic processes of his formation process. Strengths: Punctuality, proactive attitude, kindness, critical thinker, thoughtful and aware task fulfillment, responsibility and permanent contact with his teachers.

5. What do you think Mr. Ender can provide to the University and to his community with his degree and knowledge that he now have?

As I mentioned before, Ender could perfectly be a success story in all members of our academic community at VUAD. His experience and testimony could demonstrate many people inside and outside Santo Tomás University how a distance-education student can develop great skills in all areas of formation.

6. Do you think and consider that learning and studying from a distance is for everyone?

What does it takes for one to study from a distance and most of all from the Island of San Andres?

Unfortunately, some Colombian people are not used to assuming the demands and dynamics of distance education yet. Ideally, this sort of education will become the new cannon of education taking over the place of face-to-face education; but in the meantime, ate least in Colombia, is aimed at people who have strong conviction, discipline and self-regulation for coping with the challenges that this methodology proposes by nature.

Appendix F

INTERVIEW 4: – RESEARCH PROJECT – NARRATIVE – CHARACTER EMPLOYEE FROM THE INSTITUTE IN SAN ANDRES ISLAND – December 2017

Hello Mr. Maikol, first of all thank you for your support and willingness to participate in the following questionnaire of Mr. Ender Aguirre who is the main character of my research Project at Santo Tomas University.

The following are a series of questions that require your answer and input, so I can get a broader view of his learning process and what is he like at the Institute and the knowledge and wisdom he has been able to share with his coworkers and employees and those around him.

1. What do you think are the strengths and weaknesses of Mr. Enaguirre?

After all the years I think I've been able to know him and I can say that he's a very determined and responsible person. He always does his best to get whatever he sets as a goal.

2. What do you think or consider Mr. Enaguirre can provide to the university, community and institute?

In my very personal point of view, I dare to say that Mr. Enaguirre can provide students with excellent guidance through the English learning process whether he plays his role outside or inside the institution. Also, along these years, he has encouraged hundreds of people to learn English so that they can use it as a tool to achieve their goals in life (I include myself here). This, involving all aspects of a person's life.

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3. What challenges do you think he faced and had to go through in order to achieve his career?

Given that he started his career as an adult, he had to reorganize his time to be able to carry out all of his academic responsibilities. Also, he had to face and encourage himself and say “I got this” and do away with all the stereotypes related to a person’s age.

4. Do you think and consider that learning and studying from a distance is for everyone? What does it takes for one to study from a distance and most of all from the Island of San Andres?

Taking into account what many sociolinguistics say about learning processes, I think that not everyone can do it. Some people feel okay with that and some others don’t.

A huge level of responsibility, dedication and self-motivation is required day after day in a learning process like this.

5. How is Mr. Enaguirre as a person? Professional? As your boss?

As a person, he is very nice to others. He likes making acquaintances and this is something that helps him get along with others easily. Professionally, He’s committed and always looking forward to being better qualified for his job.

6. What are the values and qualities as a person that Enaguirre offer to those around him? He’s very respectful, tolerant and open to new ideas no matter who they come from.

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7. Do you think or consider that the road to achievement was easy for Ender? Was it worthwhile?

I guess it wasn't easy to keep up with all the things required to be a professional and what's more, during 4 or 5 long years. At the end, it was all worth it. It enhanced his outlook on teaching and learning processes.

8. What were the pillars that help Mr. Enaguirre along the way? His family, friends, institute? Which one do you consider were the most helpful along the way for him to achieve his goal and degree?

The support of his family and friends was very helpful, indeed. Certainly, his friends were happy for him and told him how well he was doing. However, I'm completely sure it was his family that encouraged him and supported him the most, day after day.

- 3. Taking on the business
- 4. Excellent human being
- 5. Sacrifice, perseverance and hard work - Dedication and Effort

Coming up there will be a description on each one of the categories that were previously mentioned in order to provide a broader perspective on the impact each one of them have on the process of the research.

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Appendix G

FRAME 1 – QUESTIONS - Your story: Part 1

Please tell me a little about yourself – November 2017

QUESTIONS	ANSWERS	INTERPRETATION
Were you born in San Andres Island?	Young Man- Family- Father – husband 19 year old daughter From Antioquia.	Cultural background.
Why did you choose English as a major?	Inner motivation and enthusiasm, interested in learning a second language.	Inner motivation and enthusiasm
	Since he was a boy he wanted to learn English	Inner motivation
When did you start learning English?	Arrived at CESFA – Conversational English System For all	Entrepreneur
Any other information about yourself	Teaches English at CESFA – Conversational English System for all plus other places Challenging Take the bull by the horns	Non-conformist
Any other information about yourself	My teacher move back to the USA and offer me the job.	Business Man – Quality to manage a business
Any other information about yourself	Wife is an English teacher	Extrinsic motivation (support, emotional, affective, economical support)
Any other information about yourself	Business man, learns makes changes, modifications	Entrepreneur, Risky man
Any other information about yourself	Started with about 50 students and as the years went by we reached the number of about 400 students and that's the average we've handled during the past few years.	Entrepreneur(disciplined, organized, serious, committed)
Any other information about yourself	Thanks to CESFA – Conversational English System for all he decided to make a major at Santo	Non-Conformist (He wanted more study) Better himself

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	Tomas University – LLEI – Licenciatura Lenguas Extranejas Ingles.	
Any other information about yourself	Role: teacher, father, manager	Role model
Any other information about yourself	Lots of ups and downs, technical difficulties, economical problems	Difficulties
Any other information about yourself	Study achievements allow him to make changes in his business	Entrepreneur
Any other information about yourself	Get certification from ICONTEC – in 2016	Entrepreneur

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Appendix H

INTERVIEW 1: Main character - November 2017 – NARRATIVE

QUESTIONS	ANSWERS	INTERPRETATION
How was the experience studying from a distance all the way from the Island of San Andres?	Great challenge, (internet connection issues)	Technical Difficulties
How was the experience studying from a distance all the way from the Island of San Andres?	Ups and downs, have to ask for extension to surrender homework.	Difficulties to study from a distance.
How was the experience studying from a distance all the way from the Island of San Andres?	Work during the day and study at night	Organization, committed.
How was the experience studying from a distance all the way from the Island of San Andres?	Sacrifice sleeping hours, time with family and friends.	Sacrifice
How did you manage to study and at the same time perform your duties as Manager or Director of the institute?	Busy as English Institute Director	Multitask(doen various jobs and task at the same time, sharing his time)
How did you manage to study and at the same time perform your duties as Manager or Director of the institute?	Did his best to do the activities for university	Responsibility – achieve his goals
How did you manage to study and at the same time perform your duties as Manager or Director of the institute?	Organize his schedule, submit papers on time.	Responsibility.
How did you manage to study and at the same time perform your duties as	Sacrifice hobbies, family and friends	Sacrifice

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Manager or Director of the institute?		
How challenging were the issues that you faced with the internet connection back on the island?	Internet connection was the biggest trouble. Work during the day and study at night when the connection was better.	Difficulties – Technical
How challenging were the issues that you faced with the internet connection back on the island?	Study and prepare tasks late night or early in the morning	Work smart. Discipline, organized, committed
In one of the answers you provided back on the first frame you mentioned that you received support from your wife and your family. How was this experience? How did they help and assist you through and during the process?	Wife, family and daughter	Extrinsic motivation, support
In one of the answers you provided back on the first frame you mentioned that you received support from your wife and your family. How was this experience? How did they help and assist you through and during the process?	Long hours of hard work and study.	Sacrifice
In one of the answers you provided back on the first frame you mentioned that you received support from your wife and your family. How was this experience? How did they help and assist you through and during the process?	Encouraged me to try harder and took care of me.	Support and extrinsic motivation
In one of the answers you provided back on the first frame you mentioned that you received support from	I got sick several times	Difficulties (Health issues)

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your wife and your family. How was this experience? How did they help and assist you through and during the process?		
In one of the answers you provided back on the first frame you mentioned that you received support from your wife and your family. How was this experience? How did they help and assist you through and during the process?	Unconditional love and supports made the difference. Family	Support. Extrinsic motivation.
What have been the requirements that you have had to put in place for the institute to be up and running? Such as certifications, license and so on? Are they hard to achieve? Are they expensive? Easy to get? How long did you have to wait in order to have them all in place and in order?	Lot of laws and requirements. In 2009 we had to adapt the program according to the Common European Framework.	Entrepreneur, businessman, director – requirements.
What have been the requirements that you have had to put in place for the institute to be up and running? Such as certifications, license and so on? Are they hard to achieve? Are they expensive? Easy to get? How long did you have to wait in order to have them all in place and in order?	Ministry of education campaign certification Quality. Big challenge	Challenge – Risky person
What have been the requirements that you have had to put in place for the institute to be up and running? Such as	No teachers were certified in TKT, took measures to fulfill those requirements.	Preparation, training-certification, make changes

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certifications, license and so on? Are they hard to achieve? Are they expensive? Easy to get? How long did you have to wait in order to have them all in place and in order?		
What have been the requirements that you have had to put in place for the institute to be up and running? Such as certifications, license and so on?	Several teachers and I enrolled in Santo Tomas University and started the LLEI – Licenciatura Lenguas Extranjeras Ingles program. In my case it was mandatory to continue as director, so I achieve my degree in 2015. Teachers got certified by Cambridge - TKT	Non – conformist – Preparation Certification for his teachers - employees
What have been the requirements that you have had to put in place for the institute to be up and running? Such as certifications, license and so on?	Led CESFA – Conversational English System for all to get certified by ICONTEC - Instituto Colombiano de Normas Técnicas y Certificación in quality in 2016.	Entrepreneur - Certification
What have been the requirements that you have had to put in place for the institute to be up and running? Such as certifications, license and so on?	Now we are in the process of updating our quality system ISO 9001 - 2015	Non-conformist
What was the schedule that you manage throughout the career? How were the working hours, what strategies did you put in place in order to cope with the stress and demands of	During the day it was difficult to study. Study late hours 8 – 12 and 1 - 5	Sacrifice

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keeping and running the institute?		
What was the schedule that you manage throughout the career? How were the working hours, what strategies did you put in place in order to cope with the stress and demands of keeping and running the institute?	Spend time with my family and friends – Support	Extrinsic motivation
What was the schedule that you manage throughout the career? How were the working hours, what strategies did you put in place in order to cope with the stress and demands of keeping and running the institute?	Discipline, organization, dedication, perseverance, sacrifice, positive attitude	Techniques of success
What was the schedule that you manage throughout the career? How were the working hours, what strategies did you put in place in order to cope with the stress and demands of keeping and running the institute?	In 2014 CESFA – Conversational English System for all – was awarded by the governor - Medalla al Merito.	Recognition, hard work, success.

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Appendix I

INTERVIEW 2: Character Wife Interview – November 2017

QUESTIONS	ANSWERS	INTERPRETATION
Qué considera usted que ha sido el fuerte del Licenciado Enaguirre?	Fuerte ser humano, lo que comienza lo termina	Perseverance
Qué considera usted que ha sido el fuerte del Licenciado Enaguirre?	Siempre le gusto conocer más sobre el idioma ingles	Inner motivation about English
¿Qué cualidades considera usted que tiene el señor Ender y que lo han ayudado a llegar a donde está el día de hoy?	Es una persona íntegra, educado, honrado, estudioso, correcto en su actuar, cordial, culto capaz de desempeñar cualquier tarea.	Good qualities
Qué cualidades considera usted que tiene el señor Ender y que lo han ayudado a llegar a donde está el día de hoy?	Habilidad en finanzas, creativo en búsqueda de soluciones.	Entrepreneur.
Qué cualidades considera usted que tiene el señor Ender y que lo han ayudado a llegar a donde está el día de hoy?	Excelente esposo, padre e hijo. Me quedan faltando palabras para terminar de describir sus cualidades	Good qualities of a father.
Cómo considera que fue el camino desde que empezó hasta el día de hoy? ¿Valió la pena tanto esfuerzo?	Mucho esfuerzo, traspasadas, noches donde dormía escasas 3 a 4 horas. Privarnos de vida social, familiar, gastos económicos, pago de semestres, libros, viajes.	Sacrifice
Cómo estudiaba el señor Ender? ¿Cómo fue ese proceso de estudiar a distancia? ¿Qué implicaciones tenía? ¿Hubiese sido mejor haber estudiado de forma presencial?	Reconocido por sus profesores como uno de los mejores.	Good student – Outstanding student.
Cómo estudiaba el señor Ender? ¿Cómo fue ese proceso de estudiar a	Adelantar proceso de certificación del instituto.	Entrepreneur

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distancia? ¿Qué implicaciones tenía? ¿Hubiese sido mejor haber estudiado de forma presencial?	Preparar mejores bases metodológicas y gramaticales para el instituto	
¿Qué aportes le brindo su familia en todo este proceso?	Estudiaba de manera disciplinada, estableciendo horarios de trabajo y organizaba a la vez su horario de estudio.	Disciplines, organized, committed.
Qué aportes le brindo su familia en todo este proceso?	Lo animábamos a seguir adelante con sus buenos resultados en sus materias.	Extrinsic Motivation.
Qué aportes le brindo su familia en todo este proceso?	Los temas que iba aplicando también en clases con los alumnos y también sus experiencias.	Share his knowledge and experience.
Si tuviera que cambiar algo de todo este proceso educativo a distancia por el cual paso el personaje de este proyecto, que o ¿cuál sería?	Proceso de estudiar a distancia es bueno.	Distance education is good..
Si tuviera que cambiar algo de todo este proceso educativo a distancia por el cual paso el personaje de este proyecto, que o ¿cuál sería?	Noches de estudio, investigación.	Sacrifice
Si tuviera que cambiar algo de todo este proceso educativo a distancia por el cual paso el personaje de este proyecto, que o ¿cuál sería?	Nosotros lo apoyamos como familia con tiempo, compañía, comprensión y sacrificio.	Extrinsic Motivation
Si tuviera que cambiar algo de todo este proceso educativo a distancia por el cual paso el personaje de este proyecto, que o ¿cuál sería?	Es exigente, tiene que cumplir ciertas normas mínimas de estudio.	Extrinsic motivation.

Appendix J

**INTERVIEW 3: – RESEARCH PROJECT – NARRATIVE – CHARACTER
TEACHER FROM UNIVERSITY –December 2017**

QUESTIONS	ANSWERS	INTERPRETATION
How do you think or consider the learning experience of Mr. Enaguirre all the way from San Andres Island, studying from a distance?	Remarkable case	Exceptional
How do you think or consider the learning experience of Mr. Enaguirre all the way from San Andres Island, studying from a distance	Got the hang of the methodology, his participation was outstanding.	Outstanding – Good student.
How do you think or consider the learning experience of Mr. Enaguirre all the way from San Andres Island, studying from a distance	Commitment, discipline of a distance education brings excellent professionals to the service of society.	Committed to disciplined.
The different times that you had to teach Mr. Enaguirre a subject, how was his attitude towards the learning process?	Participative and proactive	Inner motivation – eager to learn.
The different times that you had to teach Mr. Enaguirre a subject, how was his attitude towards the learning process?	Took advantage of this weaknesses to work harder and gain confidence through the semesters.	Inner motivation
What challenges do you think he faced and had to go through in order to achieve his career?	Age convictions	Insecurity because of age.
What challenges do you think he faced and had to go through in order to achieve his career?	He noticed that he was at the same level of success as others	Inner Motivation

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What where his strengths and weaknesses along and during the learning process as far as you can remember?	Doubts regarding his age. Strengths: Punctuality, proactive, attitude, kindness, critical thinker and responsibility.	Good Qualities
What do you think Enaguirre can provide to the University and to his community with his degree and knowledge that he now have?	Success story to all member of the community at the VUAD. His experience can show outsiders and insiders that distance	Role Model
Do you think and consider that learning and studying from a distance is for everyone? What does it takes for one to study from a distance and most of all from the Island of San Andres?	Distance education is becoming the new cannon of education, taking over face to face.	Distance education is becoming important.
Do you think and consider that learning and studying from a distance is for everyone? What does it takes for one to study from a distance and most of all from the Island of San Andres?	Aimed for those who have strong conviction discipline and self-regulation	Discipline and committed.

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Appendix K

INTERVIEW 4: – RESEARCH PROJECT – NARRATIVE – CHARACTER EMPLOYEE

FROM THE INSTITUTE IN SAN ANDRES ISLAND – December 2017

QUESTIONS	ANSWERS	INTERPREATION
What do you think are the strengths and weaknesses of Mr. Enaguirre?	Determined, responsible, does whatever to get whatever he sets as goal.	Disciplined, committed, organized, intrinsic motivation.
What do you think or consider Mr. Enaguirre can provide to the university, community and institute?	Excellent guidance, encourage students to learn English.	Experience – Share his knowledge.
What challenges do you think he faced and had to go through in order to achieve his career?	Reorganize his time, time management, encourage himself.	Organization, committed, disciplined.
Do you think and consider that learning and studying from a distance is for everyone? What does it takes for one to study from a distance and most of all from the Island of San Andres?	High level of responsibility, dedication, self-motivation.	Organized, committed, disciplined.
How is Mr. Enaguirre as a person? Professional? As your boss?	Nice, committed, always looking for the better qualifications for his job.	Non – conformist
What are the values and qualities as a person that Enaguirre offer to those around him?	Respectful, tolerant	Good Values
Do you think or consider that the road to achievement was easy for Ender? Was it worthwhile?	It was easy, but to the end it's worth it. Enhance his teaching and learning process.	Become better professional.
What were the pillars that help Mr. Enaguirre along the way? His family, friends, institute? Which one do you consider were the most helpful along the way for him to achieve his goal and degree?	His family, friends supported him all the way	Extrinsic motivation