

What is the difference between formal and informal language?

FORMAL LANGUAGE indicates a dignified and deferential regard (politeness / respect) for the reader / listener.

FORMAL LANGUAGE is used when communicating / writing for academic, professional and legal purposes.

DEFINITION OF FORMAL WRITING

A formal style of writing (communicating) is used if / when...

...you do not know the person with whom you are communicating

...you do know the person's name but have not exchanged previous words with them

...you are not on "familiar" terms with the person (i.e., you have not been 'invited' to use informal language with them)

Key Elements of Formal Communication:

- word choice and tone should be polite.
- no use of first- and second-person singular pronouns
- use of positive and literal language / fixed expressions and academic vocabulary.
- avoids repetition and over generalization.
- use of proper spelling, grammar and punctuation
- no use of contractions (NOT "it's" or "won't" BUT "it is" or "will not")
- no use of clichés ("...to each his own." "...you win some, you lose some." "...take it or leave it.")
- no use of spoken phrases ("...let's say..." "...here's how...")
- no use of colloquial diction (NOT "~~gonna~~" or "~~shoulda~~" BUT "going to" or "should have")
- no use of abbreviations
- sentences are fully elaborated and concluded (they clearly communicate a thought / idea)
- use of full and complete sentences
- avoids use of jargon (overly specialized words)
- no use of emotional language
- no statistics without proper reference
- full of objectivity (proper evidence should be there to support any arguments)

NOTE: There is such a thing as "SEMI-FORMAL" language (...which is used in day-to-day interaction with colleagues and teachers, and/or when communicating with someone in authority or whom you respect).

SEMI-FORMAL language basically follows ALL the rules of **FORMAL** language, except:

- use of phrasal verbs is generally acceptable
- use of jargon is generally acceptable (particularly when communicating with someone in the same field)

INFORMAL LANGUAGE is more casual and spontaneous.

INFORMAL LANGUAGE is used when communicating with friends or family either in writing

DEFINITION OF INFORMAL WRITING

The informal style of writing is used...

...for personal and casual conversation, wherein friendly and colloquial language is used.

...when writing personal emails, text messages, letters to friends and family, etc.

Elements of Informal Communication:

- uses contractions, abbreviations and short sentences
- uses ordinary, short and simple sentences
- is more personal and subjective
- is loosely structured
- uses first and second person pronouns
- uses (acceptable) slang and cliché
- imperative sentences can be used

ACRONYMS

The first time an acronym or initialism is used in a piece of writing, it is appropriate to write the name in full with the acronym or initialism in brackets after it*. Every subsequent time it is used the acronym or initialism can be used on its own. Commonly known acronyms such as the UK and NATO do not need to be written in full. If an acronym or initialism needs to be made into a plural, add a small 's' to it without an apostrophe.

* "...currently studying at the Czech Technical University (CTU) in Prague..."

NOTE: While it IS "the Czech Technical University" it is NOT "the CTU"

PRACTICE: Formal and Informal Expressions**[Page 2]**

Fill in the blank spaces in the sentences below (1 - 12) with the appropriate word for a more FORMAL style of communication. Use each of the following words ONLY ONCE. DO NOT change the form of the word.

APPROXIMATE	ARRIVE	AVAILABLE	CATER
CONSEQUENTLY	CONSIDERATION	DEPARTURE	INEQUALITY
INFORMED	LAUGH	OBLIGATION	PRIOR
PURCHASE	RELAXED	REQUIREMENT	SHARP
SHOULD	SHOW	UNDERGO	WORKPLACE

- 1) INFORMAL: Come on one of our holidays where you can do your own cooking.
FORMAL: Enjoy the _____ atmosphere of a camping holiday where you can _____ for yourself.
- 2) INFORMAL: Don't delay! Thousands of competition prizes are up for grabs!
FORMAL: Thousands of prizes are _____ to anyone who enters the competition before the closing date.
- 3) INFORMAL: When my boss spilt coffee down his new suit I just couldn't keep a straight face.
FORMAL: It was difficult not to _____ when my boss spilt coffee down his new suit.
- 4) INFORMAL: Because of falling profits, the company may have to lay people off.
FORMAL: The company has reported a _____ decrease in its profits. _____, a number of employees may lose their jobs.
- 5) INFORMAL: There are about 30 club members.
FORMAL: The _____ number of club members is 30.
- 6) INFORMAL: They haven't made their minds up yet.
FORMAL: The decision is still under _____.
- 7) INFORMAL: You have to have a check-up before you start work.
FORMAL: It is a _____ that all employees of the company _____ a medical examination _____ to starting their employment.
- 8) INFORMAL: A report says that men and women are not treated the same at work.
FORMAL: Reports _____ that there is still evidence of _____ between men and women in the _____.
- 9) INFORMAL: You don't have to buy anything if you don't want to.
FORMAL: You are under no _____ to _____ any of our products.
- 10) INFORMAL: We'll tell you how you got on in the test in a couple of weeks.
FORMAL: Candidates will be _____ of their results in two weeks.
- 11) INFORMAL: If you're not happy with the service in the restaurant you can talk to the manager.
FORMAL: _____ you wish to complain about our service, please contact the manager.
- 12) INFORMAL: We're supposed to get there no less than 2 hours before we leave.
FORMAL: Passengers are required to _____ at least 2 hours before _____.

KEY WORD SENTENCE TRANSFORMATION Practice: FORMALITY**[Page 3]**

For each of the sentences below (1 - 15), complete the second sentence so that it has a similar meaning to the first sentence(s), using the word given for that sentence.

DO NOT CHANGE the word given.

You must use between TWO (2) and FIVE (5) words, including the word given.

- 1) Sandra would only go to the supermarket on a Saturday. INSISTED
Sandra _____ to the supermarket on a Saturday.
- 2) The contract said that we didn't have to accept the conditions immediately. OBLIGATION
The contract said that we were _____ accept the conditions immediately.
- 3) They say that the new rollercoaster is absolutely terrifying. SAID
The new rollercoaster _____ absolutely terrifying.
- 4) He wouldn't have been interviewed by the police if he hadn't seen the robbery. WITNESS
The police wouldn't have interviewed unless he _____ the robbery.
- 5) The paramedics were told that they should never place a human life at risk trying to rescue an animal. CIRCUMSTANCES
The paramedics were warned that _____ place a human life at risk attempting to rescue an animal.
- 6) If you need any help please don't hesitate to ask. ASSISTANCE
If I can _____ please do not hesitate to ask.
- 7) If it has to be cancelled the show will take place at a later date. EVENT
In _____ cancellation, the show will commence at a later date.
- 8) The CEO said that, as far as she knows, no one else was involved in the insider trading. BEST
The CEO said that to the _____ knowledge no one else was involved in the insider trading.
- 9) "It's none of your business who I go out with," Suzie told her brother. CONCERN
Suzie informed her brother that who she went out with _____ of his.
- 10) Experts say that teenagers didn't use to be so stressed out. SUFFER
Experts say that teenagers _____ they did in the past.

WRITING FORMAL LETTERS

[Page 4]

You may need to write formal letters (or formal emails) for many different reasons.

Think about the types of formal letters you need to write. Your list may include **application letters**, **letters of complaint**, **letters to ask for information**, and **confirmation letters / letters to place or follow up an order or booking**. You may also need to write letters to **apologize**, to **ask for permission** or to give **advice or instructions**.

When writing a formal letter, first ask yourself:

- Who am I writing to?
- Why am I writing?
- What do I need to tell them?
- What do I want them to do?

Where should you start?

1) Make a list **(1)** _____ all the points you need to include in your letter. Always give precise details, such as exact names, addresses and dates (for example, the date you bought something, or when and where you saw an advertisement). If you have already been in touch **(2)** _____ the individual or organization, give the dates of any previous letters, phone calls or emails. If you have a reference or account number, always include it in your letter.

2) Put your points **(3)** _____ order. Decide on the opening sentence: this should state clearly why you are writing. You should also plan how your letter will end. Do you want to emphasize what you want to happen **(4)** _____ a result of your letter?

3) Make a draft of your letter. Decide on the paragraphs you want to use. The first paragraph should probably include your reason for writing. The second or other paragraphs may include a summary of details, or an explanation **(5)** _____ your situation. The last paragraph is often used to state what you want or what you would like to happen next.

4) Read through the draft and edit your writing. Do you want to change the order **(6)** _____ your points? Is there anything missing?

5) Now proofread **(7)** _____ grammar, spelling and punctuation.

What is important?

When writing formal letters, you need to make sure your writing is relevant. Formal letters are generally precise and to-the-point, without too much unnecessary detail. When writing a formal letter, such as a letter of complaint, it can sometimes be difficult to adopt the right tone. The tone **(8)** _____ a letter means how it sounds. It is important to be objective and to sound business-like, rather than let your feelings get **(9)** _____ the way. A good way to check the tone is to ask a friend to read it **(10)** _____ you and say how they would feel if they received it.

In order to have a formal style, you need to think about the layout **(11)** _____ your letter and the language you use. It is very helpful to look **(12)** _____ the layout of different kinds of formal letters. You can also build your vocabulary **(13)** _____ using a dictionary or thesaurus to make a list **(14)** _____ useful words, phrases and sentences you can use in formal letters.

Use the right tone

A business or formal letter should be written **(15)** _____ a tone that is slightly more formal than your everyday language. Avoid the following: slang or jargon; contractions such as I'm, can't, it's; and vague words such as good and nice. Be polite and respectful, even if you are complaining.

SALUTATION

[Page 5]

The salutation is an important part of a formal letter. The choice of the right salutation depends on whether you know the person you are writing to and how formal your relationship is.

To Whom It May Concern:	Followed by a colon, NOT a comma - use only when you do not know to whom you must address the letter, for example, when writing to an institution.
Dear Sir/Madam,	Use when writing to a position without having a named contact.
Dear Mr. Smith,	Use when you have a named male contact.
Dear Mrs. Smith,	Use when you have a named female contact whose is known to be married.
Dear Ms. Smith,	Use when you have a named female contact whose marital status is unknown; it is also a bit more professional than the somewhat old-fashioned Mrs.
Dear Dr. Smith,	Use when writing to a named doctor. NEVER write only "Dear Doctor,"
Dear Prof. Smith,	Use when writing to a named professor. NEVER write only "Dear Professor,"
Dear Xu Li,	Type the whole name when you are unsure of the recipient's gender.

DO NOT use other titles, such as Director of X Department... **NEVER** write "Dear Mr. / Mrs."

NOTE: Mr – Mrs – Ms (without a period) = British English Mr. – Mrs. – Ms. (with a period) = American English

CLOSING

The closing salutation should match the opening salutation and the overall tone of the letter. In general, you should choose one of the following closing lines depending on the formality of the salutation.

FORMAL

Yours faithfully,	Use when you've started with Dear Sir/Madam or To Whom It May Concern.
Yours sincerely,	Use when you've started with Dear Mr., Mrs., Ms., Miss + name. (...but it is still someone you do not know, or do not know very well)
Sincerely yours, Respectfully, Sincerely,	Use when you've started with Dear Mr., Mrs., Ms., Miss + name. (...and it is someone you know, or know very well)

LESS FORMAL BUT STILL PROFESSIONAL

Kind regards,
Warm regards,

NOT TOO FORMAL BUT STILL BUSINESSLIKE

Regards,

ENCLOSURES

Please find enclosed (for letters)
Please find attached (for emails)

1) Background (this section describes the situation; e.g.)

I am writing to inform you that the goods we ordered from your company have not been supplied correctly.
I attended your exhibition Sound Systems 2016 at the Fortune Hotel (22-25 January) and found it informative and interesting. Unfortunately, my enjoyment of the event was spoiled by a number of organizational problems.
I am a shareholder of Sunshine Bank and I am very concerned regarding recent newspaper reports on the financial situation of the bank. Your company is listed as the auditor in the latest annual report of the bank, so I am writing to you to ask for an explanation of the following issues.
I am writing to inform you of my dissatisfaction with the food and drinks at the 'European Restaurant' on 18 January this year.

2) Problem (Cause and Effect)

CAUSE:

On 4 March 2016 we placed an order with your firm for 12,000 ultra super long-life batteries. The consignment arrived yesterday but contained only 1,200 batteries.
Firstly, I had difficulty in registering to attend the event. You set up an on-line registration facility, but I found the facility totally unworkable.
You sent us an invoice for \$10,532, but did not deduct our usual 10% discount.
We have found 16 spelling errors and 2 mis-labelled diagrams in the sample book.

EFFECT:

This error put our firm in a difficult position, as we had to make some emergency purchases to fulfil our commitments to all our customers. This caused us considerable inconvenience.
Even after spending several wasted hours trying to register in this way, the computer would not accept my application.
I am therefore returning the invoice to you for correction.
This large number of errors is unacceptable to our customers, and we are therefore unable to sell these books.

3) Solution

I am writing to ask you to please make up the shortfall immediately and to ensure that such errors do not happen again.
Could I please ask you to look into these matters?
Please send us a corrected invoice for \$9,479
I enclose a copy of the book with the errors highlighted. Please re-print the book and send it to us by next Friday.

4) Warning (optional)

Otherwise, we may have to look elsewhere for our supplies.
I am afraid that if these conditions are not met, we may be forced to take legal action.
If the outstanding fees are not paid by Monday, 21 March 2016, you will incur a 10% late payment fee.

5) Closing

I look forward to receiving your explanation of these matters.
I look forward to receiving your payment.
I look forward to hearing from you shortly.

Politeness

The tone of complaint letters should not be aggressive or insulting, as this would annoy the reader and not encourage them to solve the problem. In addition, questions such as 'Why can't you get this right?' should not be included.

Content

The content should contain enough details so that the receiver does not have to write back requesting more information.

Legal action is not normally threatened in the first letter of complaint, unless the situation is very serious.

Applicant's Home Address ← **NOTE: This is for information ONLY...**
 City, State Zip Code ←

Date ← **...on the B2 Exam you are SPECIFICALLY told NOT to include any of this**

Name of Person Hiring, Job Title ←
 Name of Company ←

GREETING:

FIRST PARAGRAPH:

State the reason for the letter, the specific position or type of work you are applying for, and indicate from which source you learned of the opening (e.g., media, newspaper, friend, employment service, etc.).

SECOND PARAGRAPH:

Tell why you are interested in the company, its products or services.

Tell what you can do for the employer.

Emphasize your qualifications and the educational and work-related experience that makes you a strong candidate for the position.

Briefly note any specific achievements or unique qualifications.

Avoid repeating information contained on the CV / résumé.

THIRD PARAGRAPH:

Make reference to the enclosed application and or CV / résumé that provides a summary of your training, experiences, and qualifications.

FINAL PARAGRAPH:

Indicate your desire for a personal interview and your flexibility as to the time and place.

Provide a phone number / email address where you can be reached or where a message can be left.

Close with a statement or a question that will encourage a response.

CLOSING:

Applicant's Signature

Applicant's Name

OUTLINE: A COVER LETTER [AmE] (COVERING LETTER = BrE)

A cover letter (covering letter) is the one that accompanies your CV* when you are applying for a job. Here is a fairly conventional plan for the layout of the paragraphs.

Opening Paragraph

Briefly identify yourself and the position you are applying for. Add how you found out about the vacancy.

Paragraph 2

Give the reasons why you are interested in working for the company and why you wish to be considered for that particular post. State your relevant qualifications and experience, as well as your personal qualities that make you a suitable candidate.

Paragraph 3

Inform them that you have enclosed your current CV and add any further information that you think could help your case.

Closing Paragraph

Give your availability for interview, thank them for their consideration, restate your interest and close the letter.

* in American business culture it is more common to send a (and use the word) résumé.

EXCEPTION: in fields such as Academics (e.g., professors and/or other teaching professionals) and the Sciences
 → especially fields in which one publishes.

OUTLINE: A LETTER OF ENQUIRY / INQUIRY (For a Job)

[Page 8]

A letter of enquiry is when you are approaching a company speculatively, which means you are making an approach without their having advertised or announced a vacancy.

Opening Paragraph

Introduce yourself briefly and give your reason for writing. Let them know of the kind of position you are seeking, why you are interested and how you heard about them.

Paragraph 2

Show why their company in particular interests you, mention your qualifications and experience along with any further details that might make them interested in seeing you.

Paragraph 3

Refer to your enclosed CV and draw their attention to any particularly important points you would like them to focus on in it.

Closing Paragraph

Thank them, explain your availability for interview and restate your enthusiasm for their company and desire to be considered for posts that might as yet be unavailable.

OUTLINE: A LETTER OF ENQUIRY / INQUIRY (For Academic Purposes)

Salutation/Greeting:

Introduction: Include your name, where you are from, why you are writing it (PURPOSE)

At least 3 sentences

Explanation: before you give them personal information. Ask a question if necessary.

At least 3 sentences.

Further Information Required: If requesting further information, explain why you are asking for it.

Asking for information:

- 1) ...something you would like them to send
- 2) ...something regarding the institution's website / publications
- 3) ...to set up a meeting to discuss something further

Thank you for your time. I look forward to your response/hearing from you soon. If you have any questions, please contact me at (your email address) or on my phone (your phone # including country code) (You may also want to mention the best times you may be reached).

Closure

PRACTICE: Formal Letter of Application

The following letter of inquiry has inappropriate (and/or incorrect) * words and phrases for a Formal Letter. Replace the information in spaces 1 – 15 with the appropriate words and phrases below (a - o).

Dear Ms Roberts,

(1) In this letter I will write about your advertisement for summer language courses abroad. I (2) need more specific details about the courses you offer. I (3) want to registrate on a course for two or three weeks in June. (4) Will you please (5) explain me more about prices?

I would particularly like to know how many students (6) are visiting the school, and the maximum number of students per class. I would also like to know the (7) things the school has. Your article (8) discussed about a language library and fully equipped computer rooms. Would it be possible to use these facilities also in the evenings? Could you (9) tell me something on the staff? Are they all qualified teachers?

(10) Good would be if you could send me more details (11) of the social and sports programmes offered. Are the activities included in the price of the course?

(12) What's more, I would appreciate (13) some informations about the amenities near the school.

(14) I can't wait for yours answer.

(15) All the best :).

William Black

- a) Could you
- b) your informing me on
- c) attend
- d) would like to receive more detailed information
- e) I would be grateful if you could
- f) Yours sincerely
- g) I am writing in reference to
- h) inform me of
- i) Furthermore
- j) I look forward to receiving your reply
- k) would be able to attend
- l) mentioned
- m) send me more information and details of
- n) regarding
- o) resources

PRACTICE: Formal Letter of Complaint

[Page 10]

Mary saw the following advertisement, and went on the weekend bus tour of Northumberland.



Come on our weekend tour!
Visit beautiful Northumberland!
* Visits to castles included
* Comfortable modern buses
* Experienced drivers
£25 per person payable on the day
Call 2184352 to reserve your place



The tour was a disaster. When she came back she wrote a letter of complaint. Put the sentences (a - l) in the correct order by numbering them 1 – 12.

- ___ a) I **want** to hear from you as soon as possible.
- ___ b) **Firstly**, in your advertisement you stated that the cost would include visits to castles.
- ___ c) The seats were **dirty** and several had cigarette burns in them.
- ___ d) Dear Sir or Madam,
- ___ e) Respectfully,
- ___ f) **Lastly**, the driver had obviously been **drinking** and almost **crashed** the vehicle several times.
- ___ g) Therefore, in view of all these problems I would appreciate **my money back**.
- ___ h) I am writing to you about the tour of Northumberland I went on last weekend.
- ___ i) In fact, we had to pay to go into one of the castles.
- ___ j) Mrs. Mary Jones
- ___ k) This could have resulted in a terrible accident.
- ___ l) **Secondly**, the bus was not as comfortable as claimed in your advertisement.

Now replace the **bold** words / phrases in the text with one of the following where appropriate in the letter in order to make it more formal – there are extra words below that you do not need (and/or are not appropriate).

A COMPLETE REFUND / AND ALSO / CONSUMING ALCOHOL / FILTHY /

FIRST OF ALL / FURTHERMORE / GIVING ME A REFUND / HAVE TO /

HOPE / IN THE BEGINNING / LAST, BUT NOT LEAST / LOST CONTROL OF /

ON THE OTHER SIDE / POLLUTED

Academic Vocabulary / Word Formation

Complete the following sentences (1 - 10) by filling in the blank spaces with **the proper form of the word given for that sentence**. Use ONLY ONE word per blank space: DO NOT add any words [e.g. prepositions].

- 1) ADOPT She was homeless and had to put her child up for _____.
- 2) APOLOGIZE He's demanding a full _____ from the newspaper for making untrue allegations about his personal life.
- 3) CLEARLY Could you _____ the first point please? I don't understand it completely.
- 4) COMPLAINT Lots of people have _____ about the noise.
- 5) EMPHASIZE I think we should put as much _____ on preventing disease as we do on curing it.
- 6) EXPLANATION The teacher _____ the rules to the children.
- 7) PREVIOUS She was _____ employed as a tour guide.
- 8) RECEIVED The president gave a _____ for the visiting heads of state.
- 9) RELEVANT I understand what you are saying but I don't understand the _____ to this discussion.
- 10) RESPECTFUL He is very well _____ in the business world.

Prepositions

Complete the following sentences (1 - 10) by filling in the blank spaces with the proper preposition. You may use ONLY ONE word for each blank space.

- 1) The book opens with an explanation _____ why some drugs are banned.
- 2) Your social life must not get _____ the way of your studies.
- 3) I met him when I worked in Madrid, and I've kept in touch _____ him ever since.
- 4) The teacher told us to look _____ the blackboard.
- 5) The police have compiled a list _____ suspects.
- 6) He had cheated in the test _____ using a calculator.
- 7) His blindness is the result _____ an accident.
- 8) All drafts and revisions must be thoroughly proofread _____ typographical, grammatical, and punctuation errors.
- 9) I have asked the secretary to type it out after she has put everything _____ alphabetical order.
- 10) I really like the layout _____ your house.

Explanation "OF" or "FOR" ?

- 1) If you give an **explanation of** something that has happened, you give people reasons for it, especially in an attempt to justify it.

*She told the court she would give a full **explanation of** the prosecution's decision on Monday.*

*There was a hint **of** schoolboy shyness in his **explanation**.*

*'It's my ulcer,' he added by way **of explanation**.*

- 2) If you say there is an **explanation for** something, you mean that there is a reason for it.

[You can say there is a reason "why" something happened...but you CANNOT say there is a reason "**for** why" something happened – therefore, you CANNOT really say there is an explanation "**for** why" something happened...should be an explanation "**of** why" something happened.]

*The deputy airport manager said there was no apparent **explanation for** the crash.*

*Scientific **explanations for** natural phenomena are widely accepted.*

*It's the only **explanation for** these results.*

*He had no **explanation for** his absence the day before.*

- 3) If you give an explanation of something, you give details about it or describe it so that it can be understood.

*Haig was immediately impressed by Charteris's expertise and by his lucid **explanation of** the work.*

*She gave a detailed **explanation of** the administration's health-care proposal.*

- 4) Other

*The judge didn't believe his **explanation that** he had stolen the money in order to give it to charity.*

a bit
a lot
about
about
again and again
answer
ask about
ask for
at once
bad
because of
begin / start
better
big
bigger
but
buy
chance
choose
earlier
enough
find
fix
get
get smaller
good
help
It's about
keep
lack
let
look for
lucky
make bigger
make sure
many
need
promise
say no (to sth)
send back
show
so
stay
tell
thing
unhappy
want
whole

a little / a small amount
a great deal
approximately
concerning
repeatedly
respond
enquire
request
immediately
negative
as a result (of)
commence
more adequate
major
greater
however
purchase
opportunity
select
previous
sufficient
locate
repair
obtain (or acquire)
decrease
positive
assist
It concerns / It is in regards to
retain / preserve
deficiency
permit
seek
fortunate
increase
ensure
numerous
require
assure
reject
return
demonstrate
consequently / therefore
remain
inform
matter (or issue)
dissatisfied
wish, would like
complete / entire

wrong
you must
I love, like
it is bad...
I want...
...to tell you...
...tell me...
I can't...
I am sure...
a few, enough
...I got...
...a kind, sort of...
find out
deal with
check up on
make up for
put up with
ok, okay
to complain about...
I think...
...fix the problem...
I am waiting for
your answer...
fast, quick(ly)

AVOIDING FIRST PERSON PRONOUNS

I considered various research methods
for the study.

We believe the practice is unsustainable.

During the interview, I asked students
about their experiences.

incorrect
it is essential that you
Personally, I prefer...
it is unfortunate
I would like
...to inform you...
...please inform me...
I am unable to...
I feel certain...
three, four, five, six, etc...
...I received...
...a type of...
discover
handle
investigate
compensate
tolerate
acceptable
to express my concerns regarding
In my opinion, It is my belief...
...rectify the situation...
I await
your prompt reply, response...
in a timely manner

Various research methods were
considered for the study.

It is believed the practice is
unsustainable.

During the interview, students were
asked about their experiences.