

Lecture 15

Boast Your Success!

English for Mathematics

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Universitas Kristen Wira Wacana Sumba



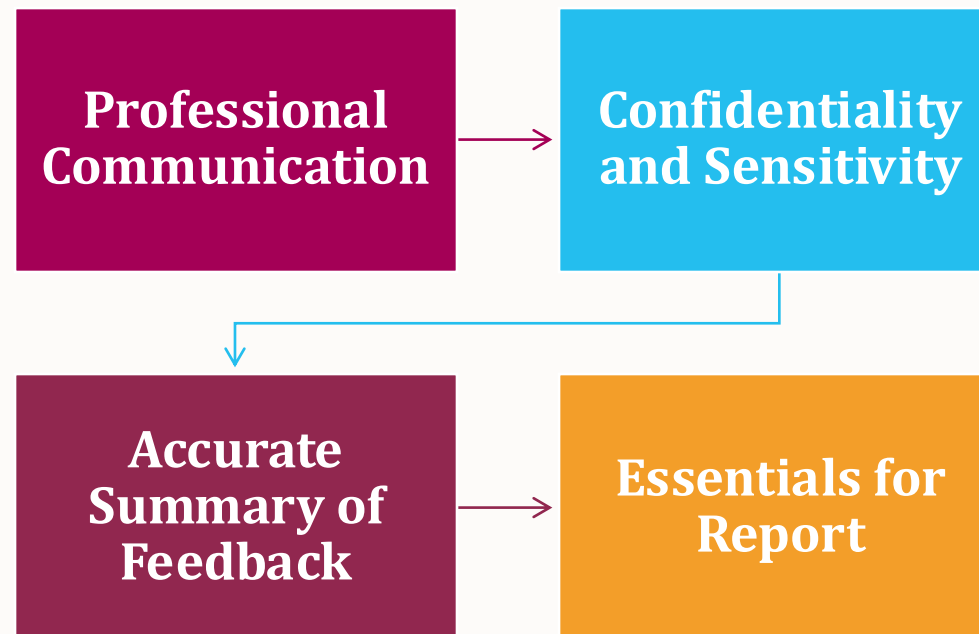
Review

Understanding Students Needs

- Positive and negative feedback from your stakeholders (students, parents, other users) are beneficial to improve your tutoring center.
- Responding to feedback, you need to be specific of what the needs.
 1. Read and Understand the Feedback
 2. Identify the Core Problem/ Need
 3. Provide the Antithesis as a Solution

Reported Speech

- Use reported/ indirect speech in reports, discussion in team meetings, emails to parents or stakeholders.
- If you're going to run your own tutoring business, you won't just teach. You'll also communicate with your team and clients.
- Reported speech is a key part of that professional communication!
- Indirect speech allows us to:



Reported Speech

- When you transform direct speech to indirect/ reported speech, there are changes to remember:
 1. Tenses
 2. Exclusion of the quotation mark
 3. Pronouns
 4. Reported verbs
 5. Time and place references



Today's Agenda

- Previously, you have learned how to handle feedback from your stakeholders as well as provide solutions and recommendations.
- Today, let's learn on how to present and report the positive feedback to boast your business to potential customers using reported speech.



Brainstorming

- Have you heard of testimonials?
- What are testimonials in business?
- What is the use of testimonials in business?



Satisfaction
Testimonials

Satisfaction as Your Success Testimonials

- As a professional tutoring center, it is beneficial to collect feedback from your stakeholders (students, parents, other users).
- Distributing regular survey is recommended.
- The survey results are **the testimonials** of your business.
- Positive feedback from satisfied customers, gathered through surveys, can be repurposed into testimonials **to showcase success stories and encourage potential clients.**
- These testimonials can be strategically placed on websites, social media, marketing emails, and even in ads to influence purchasing decisions.

Satisfaction as Your Success Testimonials

- The following is the result of overall feedback from SmartSteps

Satisfaction Surveys

What stakeholders say about us

98%
students

said that SmartSteps had helped them gain more confidence in Math

97%
parents

said that SmartSteps had helped children improve their Math grades

96%
schools

reported that students who join SmartSteps were improving their Math grades

96%
parents

mentioned that they would recommend SmartSteps

4.8

average rating of SmartSteps, out of 5

Students' Satisfaction

- Service providing institutions '*emphasize*' the importance of service quality because in that situation, the relationship with existing customers is enriched while drawing new customers (Tsevi, 2020)
- Arif and Ilyas (2013) said that "*satisfaction is the emotional state resulting from evaluating the fulfilment of expectations through performance*" (in Han et al., 2025, p. 34).
- Bolliger and Erichsen (2013) Student satisfaction refers to "the importance learners place on their academic experiences within an instructional context" (in Han et al., 2025, p. 34).
- Student satisfaction can be described as the enjoyment and achievement students derive from their study Environment (Han, et.al., 2025)
- Further, Han et al., (2025) describe factors that affecting student satisfaction of tutoring classes in a private tutoring center:

Students' Satisfaction

- the ability or competency required to properly perform the duties of a teacher, including student understanding, development, and implementation of learning

- understanding and responding to others' thoughts and emotions, involving cognitive comprehension and suitable emotional reactions.

Teachers' Competence

Teachers' Responsiveness

Teachers' Empathy

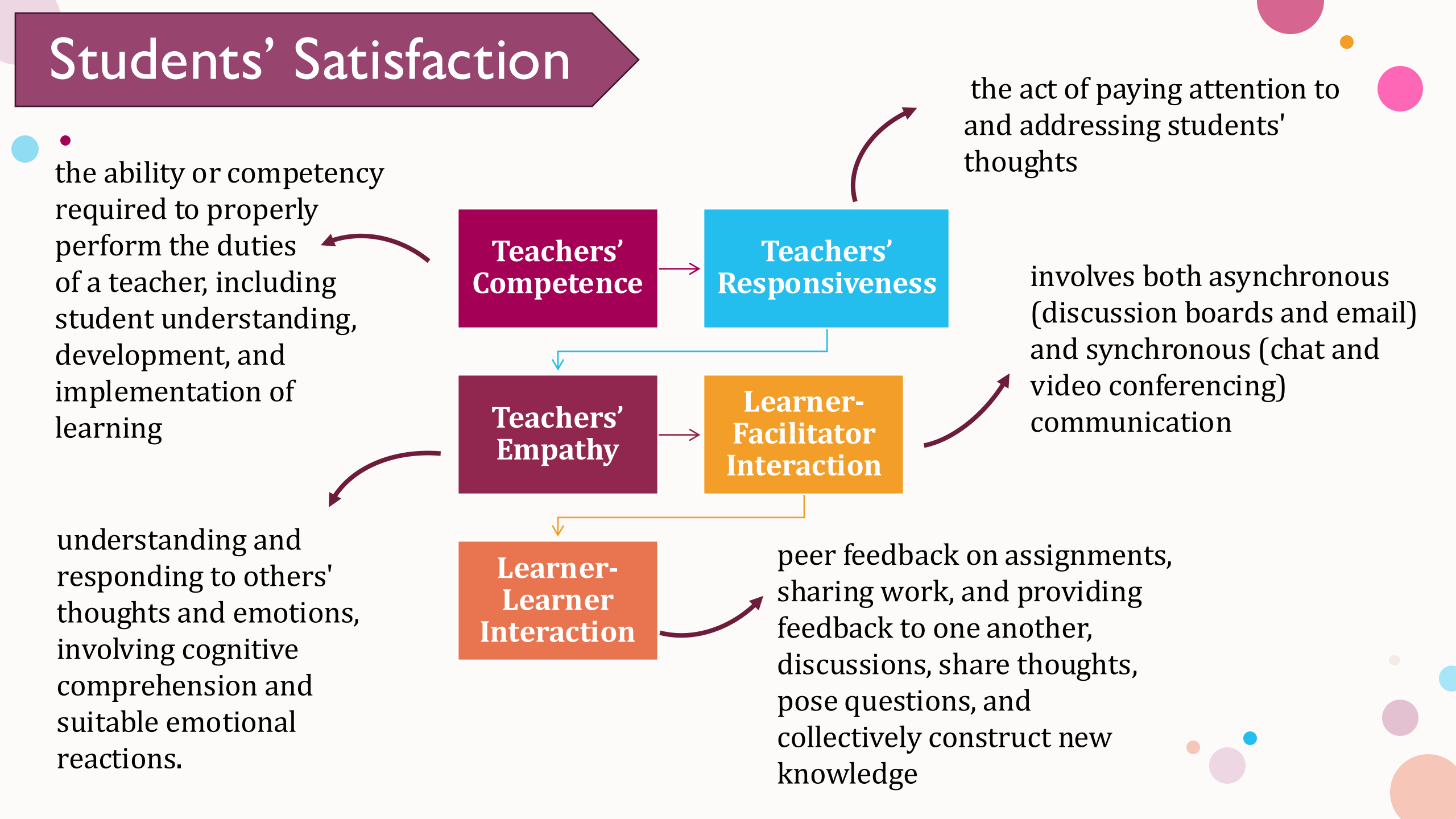
Learner-Facilitator Interaction

Learner-Learner Interaction

the act of paying attention to and addressing students' thoughts

involves both asynchronous (discussion boards and email) and synchronous (chat and video conferencing) communication

peer feedback on assignments, sharing work, and providing feedback to one another, discussions, share thoughts, pose questions, and collectively construct new knowledge





Reporting
Satisfaction to
Boast Your
Success

Reporting Satisfaction to Boast Your Success

Satisfaction Surveys

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- Useful verbs for reported speech: **say, tell, explain, suggest, report, mention, complain, ask**
- Inflected verbs from the direct speech

Tenses in Reported Speech

Hall and Barduhn (2016) describe that:

- the reported verb usually “goes back” a tense.
- The tense used in reported speech is usually one tense back in time from the tense in direct speech.

Azar and Hagen (2009)

- Changing verbs to past forms in reported speech is common in both speaking and writing.

Tenses in Reported Speech

Present Continuous

“Students who join SmartSteps **are improving** their Math grades”

present continuous
tense

Past Continuous

Schools reported that students who join SmartSteps **were improving** their Math grades.

past continuous tense

Present Perfect

present perfect tense

“SmartSteps **have helped** us gain more confidence in Math.”

Past Perfect

Students said that SmartSteps **had helped** them gain more confidence in Math

past perfect tense

Tenses in Reported Speech

Future with *'will'*

future with *'will'*

“We **will recommend** SmartSteps”

Modal verb *'would'*

Parents mentioned that they **would recommend** SmartSteps.

modals with *'would'*

Modal verb *'can'*

Modal verb *'can'*

“After joining SmartSteps, I **can complete** difficult operations!”

Modal verb *'could'*

Students reported that they **could complete** difficult operations.

Modal verb *'could'*

Reported Speech & The Past Simple

- The past simple in direct speech can either stay as the past simple or change to the past perfect in reported speech. **The meaning is the same**

Direct Speech with
Past Simple



Reported Speech
with Past Simple/
Past Perfect

“My Math grade **improved** after I **joined** SmartSteps.”
past simple

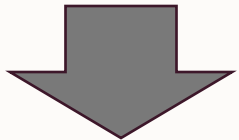
Students reported that their Math grade **improved** after they **joined** Smartsteps.
past simple

Students reported that their Math grade **had improved** after they **had joined** Smartsteps.
past perfect

Reported Speech Without Change of Tense

- How about present simple in the reported speech?
- If the situation described is ongoing or facts, the verb does not have to change tense in reported speech.

Direct Speech



Reported Speech

1. "SmartSteps **is** the best"
2. "We **love** SmartSteps!"
3. "SmartSteps trully **helps** students unlock their potentials!"

1. Students said that SmartSteps **is** the best.
2. Students said that they **love** SmartSteps.
3. Schools admitted that SmartSteps trully **helps** students unlock their potentials.

present simple

Pronouns in Reported Speech

- You may have noticed that the pronouns are also changed when direct speech is transformed into indirect/ reported speech.
- It is because when using reported speech, you report what someone else has said.
- Therefore, you are no longer talking from the first speaker's point of view but conveyed from a third-person perspectives.
- The speaker is not directly quoting the original words but is instead paraphrasing or summarizing the message.
- See the following:

Pronouns in Reported Speech

Direct Speech

“**We** will recommend SmartSteps”

‘We’ is changed to ‘*parents*’

Reported Speech

Parents **mentioned** that they would recommend SmartSteps.

reported verb

Direct Speech

“After joining SmartSteps, **I** can complete difficult operations!”

‘I’ is changed to ‘*students*’

Reported Speech

Students **reported** that they could complete difficult operations.

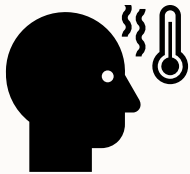
reported verb

Time and Place in Reported Speech

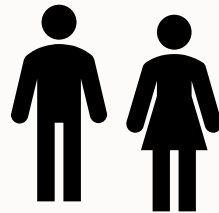
- Time and place references and pronouns sometimes also change (Hall & Barduhn, 2016).
- If speech is reported some time after it was said, words used to talk about times and places may need to change.

The time reference is “*yesterday*” in direct speech.

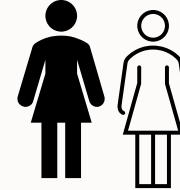
“I didn’t attend the class yesterday.”



Dorus



Dorus



Dorus said that he had not attended the class the day before.

The time reference is “*the day before*” in reported speech.



Time and Place in Reported Speech

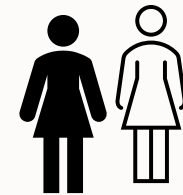
The time reference is "*tomorrow*" in direct speech.

"I would upload the material tomorrow"



The tutor said that he would upload the material the following day.

The time reference is "*the following day*" in reported speech.



Time and Place in Reported Speech

The place reference is “*here*” in direct speech.

“Life is peaceful here”.



He told me that life was peaceful there.



The place reference is “*there*” in reported speech.



Exercises

Imagine you are going to create your business testimonial page. Write “Student Success” page using reported speech. Use the following direct testimonials!

Exercises

Change the following direct testimonials to the reported forms!

1. Dorus says, “The materials **were** really easy to understand.”

- **Reported speech:**

Dorus said that the materials **were/ had been** really easy to understand.

- **For your business page:**

Students said that the materials were/ had been really easy to understand.

Exercises

Change the following direct testimonials to the reported forms!

2. Bunga says, "I wasn't confident in math before, but now I enjoy solving problems."

• **Reported speech:**

Bunga mentioned that she wasn't/ had not been confident in math before, but since joining SmartSteps, she enjoyed solving problems.

• **For your business page:**

Bunga/ A student mentioned that she wasn't/ had not been confident in math before, but since joining SmartSteps, she enjoyed solving problems.

Exercises

Change the following direct testimonials to the reported forms!

3. Rambu says, “The tutors always **explain** patiently and clearly.”

- **Reported speech:**

Rambu said that the tutors always **explained** patiently and clearly.

- **For your business page:**

Students admit that the tutors always **explain** patiently and clearly.

Exercises

Change the following direct testimonials to the reported forms!


4. Umbu says, "I liked the practice sessions."

• **Reported speech:**

Umbu said that **he had liked** the practice sessions.

• **For your business page:**

Students admit that they liked the practice sessions.

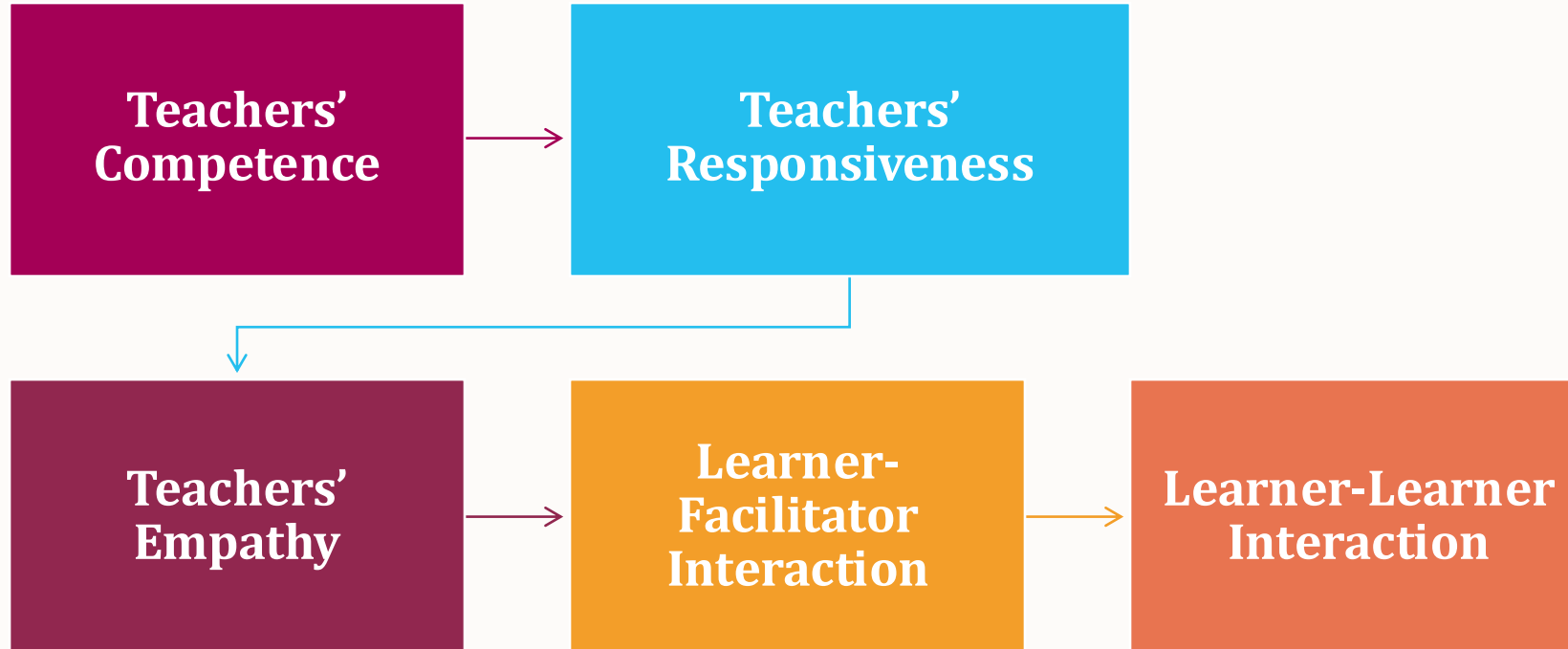


**Take Home
Notes**

Testimonials for Business Success

- Why is it important to share students' (and other stakeholders') satisfactions in a tutoring business?
 - 1) They act as your success testimonials
 - 2) They will build trust
 - 3) They will become a free form of promotion
- Factors affecting student satisfaction of tutoring classes in a private tutoring center:

Students' Satisfaction




Reported Speech

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References

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Thank you for the great semester!
**Stay healthy, stay positive, shoot for the stars, aim
for the moon!**