

Fresno Adult School _

by Imago R&D

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This report looked at learner feedback from August 1st to October 15, 2025. Responses were pulled from Imago’s lessons (specifically, checkpoints). Responses were normalized to standardize wording and then deduped for quantitative (i.e., counts) and qualitative analysis (i.e., sentiment). 2,285 participants were part of the full dataset.

This report summarizes the experiences and engagement of learners to provide Fresno Adult School constructive information to improve their programming.

Q: Did you learn... and would you recommend?

Learners reported positive learning outcomes with the Imago lessons. On average, participants learned “a lot” or “more than a lot”, showing engagement and satisfaction. Nearly all participants said they would recommend Imago lessons to peers. This suggests that the lessons were relevant and helpful.

How much did you learn from this lesson? (1-Nothing, 2-A little, 3-Some things, 4-A lot, 5-More than a lot)

How much did you learn from this lesson?

Lesson	n	Mean	SD
Facing Failure	1,667	4.14	1.13
Clear Values, Clear Identity	1,631	4.12	1.15
How to Speak Up for Yourself	1,629	4.11	1.16
Punctuality	1,847	4.11	1.12
How to be Socially Aware	1,777	4.11	1.13
Responsibility	1,638	4.11	1.14
Accountability Matters	1,637	4.10	1.15
Strengthening Connections for Well-Being	1,661	4.10	1.14
Fixed vs Growth Mindset	1,671	4.10	1.16
Thinking Creatively	1,634	4.09	1.16
Making Choices	1,643	4.09	1.15
Self-Management and Control	1,832	4.09	1.13
Verbal Confidence	1,898	4.08	1.11
How to be Culturally Aware	1,763	4.08	1.16
How to be Empathetic	1,805	4.07	1.14
Working Together	1,782	4.06	1.14
Time Management	1,704	4.03	1.18
How to Receive Feedback	1,956	4.03	1.15
How to be Self-Aware	1,692	4.02	1.19
Written Communication	1,865	3.97	1.19
Problem Solving Process	1,726	3.96	1.22
Healthy Coping	1,555	3.84	1.14

How much would you recommend this lesson? (1-Not Likely, 5-Very Likely)

How much would you recommend this lesson?			
Lesson	n	Mean	SD
Verbal Confidence	1,897	4.21	1.08
Punctuality	1,846	4.20	1.09
How to Receive Feedback	1,955	4.18	1.11
Facing Failure	1,667	4.18	1.14
Clear Values, Clear Identity	1,630	4.17	1.13
Responsibility	1,639	4.17	1.13
How to be Socially Aware	1,777	4.16	1.13
How to Speak Up for Yourself	1,630	4.16	1.14
Self-Management and Control	1,832	4.16	1.13
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Method

First, we looked at word frequency of all responses for each question. Second, we looked at user sentiment using a large language model. Third, we combined insights from both analysis to help gauge what participants are feeling overall.

Q: What kind of support do you need while at Fresno Adult School?

Out of 2279 responses, 158 (6.9%) participants provided responses like “nothing” or “none”, 551 (24.2%) responses were neutral (e.g., “NA”) or unclear (e.g., “idk”), and 1570 (68.9%) responses were more actionable and constructive, e.g., “set goals” and “learn English”.

Most Common Words in Responses							
Term_1	Count_1	Term_2	Count_2	Term_3	Count_3	Term_4	Count_4
need	306	apoyo	72	mas	44	good	28
support	288	clases	66	know	42	personal	28
help	270	learning	65	math	42	step	28
english	190	helping	62	poder	41	college	27
ingles	176	think	62	take	41	improve	26
getting	158	want	60	better	36	mejor	26
planning	143	find	57	like	36	entender	25
diploma	140	job	51	sure	36	guidance	25
get	129	ayuda	50	none	35	na	25
aprender	121	can	50	goals	34	im	24
high	104	graduate	49	time	33	kind	24
ged	98	work	49	credits	32	maybe	24
next	97	education	47	right	32	orientacion	23
learn	81	finding	45	future	31	hablar	22
steps	79	might	45	language	30	obtener	22
graduation	77	career	44	skills	29	goal	21
just	73	idioma	44	finish	28	one	21

Q: What’s one thing you’re still unsure or confused about after watching the orientation?

Most learners (71%, n=1439) expressed that the orientation was clear and had few remaining questions. 21.5% (n=435) of learners shared neutral or uncertain responses, while 7.5% (n=153) indicated confusion or had a question about topics like scheduling and program details.

Overall, the results suggest that the majority of learners feel informed.

Most Common Words in Responses							
Term_1	Count_1	Term_2	Count_2	Term_3	Count_3	Term_4	Count_4
nothing	438	ingles	38	i'm	25	si	18
everything	261	well	38	still	25	sure	18
understand	162	think	34	video	23	creo	17
bien	107	really	33	videos	23	explain	17
clear	103	can	32	far	22	one	16
explained	83	anything	31	thing	21	time	16
n	78	na	31	english	20	duda	15
confused	70	im	30	help	20	dudas	15
claro	67	need	30	high	20	entender	15
good	61	inglés	29	now	20	gracias	15
clearly	59	diploma	28	perfectly	20	moment	15
understood	55	know	28	process	20	right	15
none	48	pretty	27	take	20	watching	15
orientation	47	ged	26	fine	19	aprender	14
get	43	just	26	much	19	go	14
unsure	43	momento	26	idioma	18	feel	13
entiendo	40	ok	26	schedule	18	like	13

Q: Is there something that might get in the way of your learning?

37% (n=825) of learner responses provided some form of challenge, e.g., experiencing homelessness, anxiety, work schedule conflicts, difficulty learning due to disabilities, and lack of childcare.

11% (n=254) of responses were neutral like “thank you” and “it is very good”. A majority of responses (52%, n=1170) were labeled as positive when the responses were along the lines of “no”, “nothing”, or “No existe nada que se interponga con mi aprendizaje.”

Most Common Words in Responses							
Term	Count	space	Term	Count	space	Term	Count
schedule	191		care	53		n	35
work	190		now	52		right	35
get	143		like	51		child	34
way	121		might	49		help	33
stress	113		estres	48		talk	33
nothing	109		bien	45		something	31
horario	100		im	44		thing	30
trabajo	100		job	43		english	29
moment	91		maybe	43		anything	28
time	91		think	43		transportation	28
just	90		really	42		want	28
can	75		clases	39		escuela	27
learning	75		cuidado	39		sometimes	27
yes	75		momento	37		take	27
childcare	69		si	36		family	26
home	63		getting	35		learn	26
need	54		kids	35		NA	NA

Q: What are some things you'd like to learn more about?

Over half of responses (52.3%, n=1045) were positive, expressing curiosity to explore programs, e.g., English learning, GED, and career-technical pathways. About 31.8% (n=635) were neutral, and 15.9% (n=317) responded with uncertainty.

The overall sentiment suggests a strong interest in learning. However, there are still opportunities to provide targeted information about programs.

Most Common Words in Responses							
Term_1	Count_1	Term_2	Count_2	Term_3	Count_3	Term_4	Count_4
like	199	high	52	take	28	na	20
learn	195	moment	51	now	27	programa	20
nothing	187	job	47	really	27	think	20
programs	148	gustaria	44	computer	26	education	19
program	111	mas	43	cte	25	getting	19
know	105	offer	36	need	25	one	19
ingles	102	college	33	none	24	opportunities	19
aprender	96	just	33	better	23	right	19
can	91	learning	32	business	23	work	19
diploma	80	programas	31	esl	23	good	18
english	79	clases	30	inglés	23	i'm	18
get	75	everything	30	interested	23	si	18
want	66	sure	30	math	23	time	18
career	65	bien	29	cna	22	available	17
help	64	different	29	saber	22	hablar	17
n	55	skills	29	training	22	idioma	17
ged	52	nursing	28	much	21	maybe	17

Q: On a scale of 1-5, how excited do you feel about starting at Fresno Adult School?

Responses leaned towards 4 and 5 (a positive, excited sentiment). This suggests that a great majority of learners are optimistic about beginning their education. It can also indicate that the orientation and early communication were successful in building motivation and providing a positive impression of Fresno Adult School.

response_value <chr>	n <int>
1 - Not excited at all	48
2 - A little nervous	262
3 - Not sure yet	214
4 - Pretty excited	513
5 - Very excited and ready to begin	1215

Q: What's one personal or career goal you have?

Learners' goals reflected ambition, self-improvement, and an optimistic future outlook. Many responses conveyed pride and determination, highlighting that adult learners see Fresno Adult School as a pathway towards long-term personal and professional growth and success.

Most Common Words in Responses							
Term_1	Count_1	Term_2	Count_2	Term_3	Count_3	Term_4	Count_4
get	355	one	94	education	48	language	31
diploma	351	esl	90	improve	47	nurse	31
goal	335	meta	86	cna	45	sure	31
high	220	college	85	able	44	quiero	30
ingles	215	better	83	mejor	43	know	29
english	208	inglés	83	work	41	yes	29
program	195	become	75	skills	40	escribir	28
help	191	like	68	achieve	39	medical	28
aprender	189	go	65	programa	36	segundo	28
ged	160	poder	65	tener	36	business	27
want	160	hablar	62	trabajo	36	first	27
career	150	think	58	speak	35	math	27
personal	149	graduate	56	learning	34	start	27
job	136	idioma	55	citizenship	33	abe	26
can	112	need	53	clases	33	writing	26
getting	104	finish	50	good	33	believe	25
learn	101	just	49	goals	32	nursing	25

Takeaways

From the collective responses, Fresno Adult School learners showed high engagement, satisfaction, and motivation to continue their education. They felt that the Imago lessons were helpful and relevant, and that Fresno Adult School's programming aligned with their aspirations and goals.

While a subset of learners expressed uncertainty and wanting more information on programming and needing additional assistance, this opens the opportunity for staff to provide targeted communication and one-on-one support to strengthen understanding and confidence.

Overall, the findings illustrate a positive learner experience where adults are excited to learn, grow, and achieve their goals.