This study will be completed in two phases utilizing a mixed-method approach. Phase one of the study will be achieved by collecting quantitative data through the distribution of an electronic single stage survey, which was researcher created and piloted by 25 nonparticipants and phase two will be completed by collecting qualitative data through a researcher created interview protocol. The study will be conducted at the Left Bay Adult School (LBAS) of Orange County, CA. The participants selected for the study are the students of LBAS, of two programs: (1) Adult Secondary Education (ASE) and (2) English as a Second Language (ESL); current students and students who took courses up to 1.5 years past. Nearly 3000 (active and non-active) students will be invited to participate in the study with an expectation of a minimum of 341 students to take part. Of the survey participants, 10 of those are anticipated to volunteer for phase two, the recorded phone interviews.

The researcher has met with the principal of LBAS and has obtained a permission letter. The letter of approval acknowledges the researcher is allowed to conduct the study and reference the school site as well as, reference the name of the principal.

Phase One. An email inviting students to participate will be forwarded to the principal of LBAS. The email will be sent to the students directly by the principal or an assigned administrator appointed by the principal. A link to the survey is embedded in the body of the email. When a student chooses to be a participant, they just click on the survey link to begin the study.

When a participant accesses the link to participate in the study, they will be presented with a consent form. Before a participant can launch the survey, each participant is required to place a check mark in the acknowledgment box to acknowledge they have read and agreed to the terms of the consent form. The survey may take up to 30 minutes to complete.

The survey was created by the researcher and contains questions that use multiple choice and yes or no responses; however, five questions allow participants to explain responses if they feel necessary.

The survey will stay active for eight weeks. E-mail reminders will be sent to students at the beginning of the fourth week and again at the beginning of the 8th week. When the survey closes at the end of the eighth week, the researcher will begin to compile the collected data and prepare for analysis.

Only the researcher will have access to the data. Before analysis occurs, the researcher will become familiar with the data. The responses collected from the closed-ended questions will be sorted and organized for quantitative analysis. The information will be analyzed through independent t-tests, paired t-tests, one-way ANOVA, two-way ANOVA, and Cronbach's Alpha The information collected from open-ended questions will undergo a coding process to compile, label, sort, and organized to include in the qualitative analysis.

All electronic data information will be stored safely in a password-protected file on the researcher's personal computer, and any paper generated data will be stored in a locked file cabinet in the researcher's home. Per Argosy University requirement both electronic and paper generated documents must be stored for three years. At the end of the three-year period, all the information contained the password protected file will be deleted from the computer and any paper generated documents will be shredded.

Phase two. The qualitative phone interview protocol is designed by the researcher and contains open-ended questions with the intent to engage participants in a conversation to explore further barriers impeding students' educational performance.

The ten participants selected for the recorded phone interviews are recruited through the initial survey process. Question number #28 of the survey allows participants to volunteer for the phone interview by providing their name, phone number or email address. Potential participants are not to give any other identifiable information. The participants will be contacted by telephone or email, and potential participants will be selected based on the order the researcher receives the surveys. When the researcher contacts the volunteers, the researcher will explain the purpose of the study and that the phone interview will be recorded. The volunteers requesting an interview in Spanish will be contacted by the researcher and interpreter and notified of the purpose of the study and that the phone interview is to be recorded.   If the participant agrees to be audio recorded, they will be scheduled for a phone interview. The process will continue until the ten interviews are scheduled.

The ten phone interviews will take place and will be completed over a 10-week period; two weeks beyond the 8-week survey period to ensure a minimum of 10 interviews are completed. If the researcher can complete more than 10 interviews within the 10-week time frame, based on an excess of volunteers, the researcher may choose to conduct additional surveys The interviews conducted in English will be scheduled in one-hour increments, but the interview itself will last no longer than 50 minutes. Each participant will be asked again for their permission to be recorded, and if they decline they will be thanked for their time, and the researcher will schedule another participant.

The participants that have scheduled a phone interview are required to sign a written consent form prior to the interview. Each participant will be emailed the written consent form fives day before the phone interview. The written consent form must be received by the researcher one day before the interview; otherwise, the phone interview will be rescheduled or canceled. In the event the participant cancels, the next volunteer on the list will be contacted to participate. This process will continue until 10 interviews are completed

The email that the interviewees receive introduces the written consents form and explains that the written consent form is attached to the email. When students open the attachment the interview consent form will populate. They can electronically sign the written consent form and email back to the researcher. When the interview participants are called the day of their interview they will be reminded that the interview will be recorded and asked if they agree to continue.

When the participant is contacted for their scheduled interview, English and Spanish participants alike, the researcher will remind the participant the telephone interview is recorded. If the participant chooses to decline, the phone interview will be terminated.

Telephone interviews will occur by using the researcher's cell phone. To audio record the telephone interviews, the researcher will use Google Voice, which allows phone calls to be recorded. A unique phone number is created by Google Voice that will be used strictly for this study. After each recorded phone call, the recorded phone conversation will be downloaded to a password-protected file on the researcher's personal computer. The phone conversation will immediately be deleted from researcher's phone once the transfer has been completed. The

information from the phone interviews will be transcribed by the researcher using Express Scribe Pro Transcription Software. The transcribed information will be reviewed for accuracy and put into script format. The transcription documents will be stored in a password-protected file on the researcher's personal computer.

The information collected from the telephone interviews will go through the same coding processes as the open comment data from the survey questions. The information will be compiled, labeled, sorted, and organized for qualitative analysis.

Only the researcher will have access to the data. All electronic data information will be stored safely in a password-protected file on the researcher's personal computer, and any paper generated data will be stored in a locked file cabinet in the researcher's home. Per Argosy University requirement both electronic and paper generated documents must be stored for three years. At the end of the three-year period, all the information contained a password protected file will be deleted from the computer and any paper generated documents will be shredded.