

APPENDIX A

INTERVIEW SCHEDULE

Introduction

Good evening! The purpose of this interview is to find out about the role of teleconferencing which is offered by the University of Malaya (UM) at Yayasan Pelajaran Mara (YPM). I am conducting this interview for my M.Ed. research report.

The interview could last about 30 minutes and I would like to tape record it, for the purpose of accuracy and record.

I would also be quoting short extracts from the interviews which illustrate a point clearly.

PERSONNEL AT UNIVERSITY OF MALAYA

QUESTION 1

a. What are the types of teleconferencing programmes that are transmitted by UM at YPM? Is it audio teleconferencing, audiographic teleconferencing or video teleconferencing?

b. Which are the agencies involved in teleconferencing?

c. How do they play their role?

d. What are the devices used in teleconferencing (that is, in the transmission room)?

QUESTION 2

What are the courses that the University of Malaya is offering to YPM distant students via teleconferencing?

QUESTION 3

What is the duration of each individual course which is offered? Please state.

Course	Duration per course

QUESTION 4

Please state the courses that require students at YPM to attend on-campus lectures/tutorials/ practical lessons.

Course	Type of Learning Activities

QUESTION 5

Please state the number of teleconferencing hours for each course.

Course	Number of Lectures (per week)	Number of Teleconferencing Hours

QUESTION 6

If there is a change in the scheduled lecture timetable, how are the distant students informed? (For example, technical faults, absence of lecturers, etc.)

QUESTION 7

When a lecturer is absent:

- a. Another lecture will take over ☐
- b. Recorded lectures will be played ☐
- c. Transmission will be cancelled ☐
- d. Other than the above (please state): _____

QUESTION 8

Is there any training given to the lecturers who are involved in teleconferencing? If 'yes', what type of training is provided and who is in charge of conducting such training?

QUESTION 9

Do lecturers use special modules for conducting their lectures?

- a. If so, who is in charge of preparing the modules?

b. If not, what do the lecturers do?

QUESTION 10

a. How many learning sites are connected to each other during the teleconferencing? What are the locations of these learning sites?

b. Is interaction possible between students at different learning sites during transmission? If so, how?

QUESTION 11

a. How frequently do lecturers go to the learning sites?

b. If the do, why do they go there?

QUESTION 12

a. How many officers are in charge of maintaining the transmission room at UM and the other learning sites?

b. What are their duties?

QUESTION 13

What are the precautions taken to overcome problems which occur during transmission and who are responsible for handling such situations? (lecturer, technician, etc.)

QUESTION 14

Are there any course tutors to guide the students at YPM during transmission?
If 'yes', please state how many tutors and the courses respectively.

QUESTION 15

How are the new students exposed to the facilities at UM?

QUESTION 16

State the learner support available at Yayasan Pelajaran Mara (For example, library, counselling, etc.)?

QUESTION 17

a. Does teleconferencing provide learner support via transmission of career development courses, learning guidance, etc.?

b. If 'yes', when and how frequently?

c. Who is in charge?

QUESTION 18

a. What extra learning materials are provided to the distant students at YPM?

b. Who is in charge of distributing them? Do distant students have to pay for them?

QUESTION 19

a. Are there any scholarships or loans given to the distant students?

b. If so, who do they contact to get such loans or scholarships?

QUESTION 20

a. How are the distant students evaluated? Do they have to sit for the same examination as the on-campus students or are they given a different set of examination questions?

b. Where is the examination hall?

LEARNING SITE COORDINATOR

QUESTION 1

What is your duty as a coordinator of the distance education programmes in UM?

QUESTION 2

What are the facilities that are available at the learning rooms/transmission receiving rooms?

QUESTION 3

a. What are the facilities that are available at YPM?

b. Can the students use the facilities at night? If so, what are the operating hours?

QUESTION 4

a. Are there any computer rooms at YPM? If there are, are the students allowed to use the on-line services?

b. How are the transmission receiving rooms different from normal classrooms in schools?

QUESTION 5

How do students submit their assignments or project papers?

QUESTION 6

How do you overcome problems faced by the distant students at YPM (For example, truancy, drop-out rate, problems with assignments, etc.)

QUESTION 7

Do you conduct any student services at YPM? If 'yes', please name them.

QUESTION 8

Are the distant students required to attend any extra co-curricular activities at YPM? If so, please name the activities and state the staff who are in charge of these?

APPENDIX B

STUDENT QUESTIONNAIRE

Dear Student,

As you know, learning via teleconferencing is different from traditional teaching methods. Therefore, I would like to collect some information on the effectiveness of distance education via teleconferencing for the purpose of my M.Ed. research report.

This puts you in a very important position. I would like you to spend a few minutes answering the survey questions. Please be accurate and honest in your answers and comments. Your name will not be recorded anywhere, so your responses will be completely anonymous.

Thank you for your participation and cooperation.

Yours faithfully,

Thanapackiam

M.Ed. Student,

Faculty of Education,

University of Malaya,

Kuala Lumpur.

STUDENT QUESTIONNAIRE

Part I Personal Information

For questions 1 to 4 please place a tick (✓) in the box corresponding to the most appropriate response.

1. Age group

15 - 19 years ☐

25 - 29 years ☐

20 - 24 years ☐

above 30 years ☐

2. Sex

Male ☐

Female ☐

3. Ethnic origin

Malay/ Other Bumiputra ☐

Chinese ☐

Indian ☐

Other ☐

(State your ethnic origin) _____

4. Highest educational qualification

SPM /MCE ☐

Diploma ☐

STPM /STP /HSC ☐

Bachelor Degree ☐

Certificate ☐

Part II The Effectiveness of Teleconferencing

For each of the questions, please circle the appropriate response.

5. Please rate your degree of satisfaction of the following aspects of teleconferencing .

1 = very satisfied 2 = satisfied 3 = slightly dissatisfied 4 = dissatisfied

a. contents of the lecture	1	2	3	4
b. visual images during lecture	1	2	3	4
c. audio quality	1	2	3	4
d. preparation by lecturer	1	2	3	4
e. interaction with lecturer	1	2	3	4
f. interaction with peers at other learning sites	1	2	3	4

6. Student ate your level of dissatisfaction regarding the following aspects.

1 = very dissatisfied 2 = slightly dissatisfied 3 = dissatisfied 4 = unsure

a. Technical problems during transmission of lecture	1	2	3	4
b. Unclear visual images	1	2	3	4
c. Inability to see the lecturer during the presentation	1	2	3	4
d. Difficulty concentrating and taking notes during lectures	1	2	3	4

7. Rate the effect of teleconferencing in your learning

1 = strongly agree 2 = agree 3 = slightly disagree 4 = disagree

a. It increases my need to concentrate during the lecture	1	2	3	4
b. It requires more note taking during the lecture	1	2	3	4
c. It is difficult for me to communicate with the lecturers during lecture	1	2	3	4
d. It increases interaction with peers at other learning sites	1	2	3	4

8. Write 3 suggestions to improve teaching via teleconferencing.

- a. _____

- b. _____

- c. _____

