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## Appendix I: Students' Questionnaire



The difficulties facing Omani postgraduate students with English for Academic Purposes in the University of Malaya

### Part one: Student's profile

1. Age Group: 25and below  26-35  36-45  46 and above

2. Gender: Male  Female

3. Faculty: .....

4. Have you attended any English language classes within the last two years?

Yes  No

If yes, topic: ..... where ..... and for how long .....

5. Have you sat for an English language test?

No  Yes  If yes, which test .....when..... what was your result.....?

6. How would you describe your proficiency in English? Put a tick in the column.

| Excellent                | Good                     | Satisfactory             | Poor                     | Very poor                |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

7. Have you attended any courses in English for Academic purposes course? Yes

No.  If yes, when ..... and where.....

8. What was the medium of instruction of your previous degree?

English  other languages  please specify .....

## Part two: Academic difficulties Instructions

Please read the statements below carefully and circle the number which best describes your answer. In case there are other things, which have not been mentioned, write them at the end of the questions under “others”. Please note your honest responses will help to provide better insights on the needs of the international Omani students regarding the use of English language for academic purposes. Note, this question is adopted from Esfahani (2009) questionnaire.

|          | Statements  | NEVER | RARELY | SOMETIMES | USUALLY | ALWAYS |
|----------|---|-------|--------|-----------|---------|--------|
|          | When I study in English, I find it difficult to:  |       |        |           |         |        |
| <b>A</b> | <b>Writing skills:</b>  |       |        |           |         |        |
|          | <b>1-Note taking during lectures</b>  |       |        |           |         |        |
| 1.       | take notes during lectures in the class.  | 1     | 2      | 3         | 4       | 5      |
| 2.       | write fast enough in English.   | 1     | 2      | 3         | 4       | 5      |
| 3.       | summarize lecturer’s points.  | 1     | 2      | 3         | 4       | 5      |
| 4.       | listen and take notes in English at the same time.                                      | 1     | 2      | 3         | 4       | 5      |
| 5.       | Others:   | 1     | 2      | 3         | 4       | 5      |
|          | <b>2-Writing critical review</b>  |       |        |           |         |        |
| 6.       | writing critically review paper.  | 1     | 2      | 3         | 4       | 5      |
| 7.       | translate from my mother tongue to English.   | 1     | 2      | 3         | 4       | 5      |
| 8.       | write a critical review because I don’t have a sufficient amount of English vocabulary. | 1     | 2      | 3         | 4       | 5      |
| 9.       | write critical review because I don’t know the style.                                   | 1     | 2      | 3         | 4       | 5      |
| 10.      | Others  | 1     | 2      | 3         | 4       | 5      |
|          | <b>3-Answering exam questions</b>   |       |        |           |         |        |
| 11.      | answer exam questions.  | 1     | 2      | 3         | 4       | 5      |
| 12.      | understand exams’ questions.  | 1     | 2      | 3         | 4       | 5      |
| 13.      | give critical answers.  | 1     | 2      | 3         | 4       | 5      |
| 14.      | write well due to my poor English. (E.g. spelling, grammar, etc.)                       | 1     | 2      | 3         | 4       | 5      |
| 15.      | Others:   | 1     | 2      | 3         | 4       | 5      |
| <b>B</b> | <b>4-Understanding skills: 1- Understanding lecturers</b>                               |       |        |           |         |        |
| 16.      | understand lectures in English.   | 1     | 2      | 3         | 4       | 5      |
| 17.      | understand content (i.e. vocabulary, topics) of the lecture is difficult.               | 1     | 2      | 3         | 4       | 5      |
| 18.      | understand lecturers usually speak fast.  | 1     | 2      | 3         | 4       | 5      |

|          | <b>Statements</b>   | <b>NEVER</b> | <b>RARELY</b> | <b>SOMETI</b> | <b>USUALLY</b> | <b>ALWAYS</b> |
|----------|---|--------------|---------------|---------------|----------------|---------------|
|          | When I study in English, I find it difficult to:  |              |               |               |                |               |
| 19.      | understand lecturers when they use “Malaysian” examples.  | 1            | 2             | 3             | 4              | 5             |
| 20.      | understand lecturers have a different pronunciation and accent.   | 1            | 2             | 3             | 4              | 5             |
| 21.      | understand English language used in my field of study. (Academic English).                              | 1            | 2             | 3             | 4              | 5             |
| 22.      | Others:   | 1            | 2             | 3             | 4              | 5             |
|          | <b>5-Understanding academic books and journals</b>  |              |               |               |                |               |
| 23.      | read/understand academic books and journals.  | 1            | 2             | 3             | 4              | 5             |
| 24.      | understand content of the academic books and journals(data).  | 1            | 2             | 3             | 4              | 5             |
| 25.      | understand the reading materials used in my field of study (e.g. vocabulary used in my field of study). | 1            | 2             | 3             | 4              | 5             |
| 26.      | Others:   | 1            | 2             | 3             | 4              | 5             |
|          | <b>Speaking skills:</b>   |              |               |               |                |               |
| <b>C</b> | <b>6-Participating in group discussion and tutorials</b>  |              |               |               |                |               |
| 27.      | participate in group discussions and tutorials.   | 1            | 2             | 3             | 4              | 5             |
| 28.      | understand what my group members say.   | 1            | 2             | 3             | 4              | 5             |
| 29.      | speak English very well.  | 1            | 2             | 3             | 4              | 5             |
| 30.      | speak English directly without translating from Arabic.   | 1            | 2             | 3             | 4              | 5             |
| 31.      | participate in discussions because my English is not good.  | 1            | 2             | 3             | 4              | 5             |
| 32.      | Others:   | 1            | 2             | 3             | 4              | 5             |
|          | <b>7-Oral presentations:</b>  |              |               |               |                |               |
| 33.      | make oral presentations.  | 1            | 2             | 3             | 4              | 5             |
| 34.      | speak well in presentation without being afraid of misunderstanding.                                    | 1            | 2             | 3             | 4              | 5             |
| 35.      | be asked questions and I could not understand them.   | 1            | 2             | 3             | 4              | 5             |
| 36.      | Others:   | 1            | 2             | 3             | 4              | 5             |

If you have any other problems with the use of English in the university which was not mentioned above, please write them in the following space.

.....

.....

.....

.....

.....

**Thanks a lot for your time and participation**

We may need to interview some of the respondents, so please provide us with a telephone number or e-mail address if possible. The interview will be only about your answers and it will not take more than 20 minutes. Your support and cooperation is appreciated.

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### Letter of Consent

I hereby allow the researcher to use the information I have provided in this questionnaire in his study.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

- E- mail address: \_\_\_\_\_

- Contact number: \_\_\_\_\_



## Appendix II: Students' Interview Questions

There are seven areas of language use: writing critical reviews, answering exam questions, note taking, reading/understanding books and journals, understanding lecturers, oral presentations and participating in group discussion and tutorials that you deal with as you are doing your postgraduate degree in the university.

Please, answer the following questions:

1. Which of these areas are the most difficult for you?
2. What makes **note taking during lectures** difficult for you?
3. What makes **writing reviews and project papers** difficult for you?
4. What makes **answering exam questions** difficult for you?
5. What makes **oral presentations** difficult for you?
6. What makes **reading comprehension of text books and journals** difficult for you?
7. What makes **understanding lectures** difficult for you?
8. What makes **participating in group discussion and tutorials** difficult for you?
9. How do you think these problems can be solved?
10. Is there anything else you would like to add?

### Appendix III: Lecturers' Interview Questions

#### Part one: Lecturers' profile

Age Group: 26-35  36-45  46 and 55  56 and above

Gender: Male  Female

Faculty: .....

Educational Rank: doctor  associate professor  professor

Educational background: lecturing..... Supervising.....

#### Part two: Lecturers Interview Questions

Writing critical reviews, answering exam questions, note taking during lectures, reading/understanding books and journals, understanding lecturers, oral presentations, and participating in group discussion and tutorials, are some of the language skills that Omani international students deal with as far as using English for academic purposes is concerned.

1. Which of these areas do you believe is the most challenging and problematic area as you deal with Omani international students?
2. What are the causes of the main academic difficulties for Omani international students?
3. How do you think these problems can be solved?
4. Is there anything you would like to add?

## Appendix IV: Questionnaire Findings

| N.   | Statements  | Frequency<br>&<br>Percentage | Scale           |        |              |                     |         |        | 13     |
|--|---|------------------------------|-----------------|--------|--------------|---------------------|---------|--------|--------|
|  |   |                              | Less occurrence |        |              | Frequent occurrence |         |        |        |
|  |   |                              | Never           | Rarely | Out of<br>13 | Sometimes           | Usually | Always |        |
| <b>A-Writing skills: 1-Note taking during lectures</b> |   |                              |                 |        |              |                     |         |        |        |
| 1  | take notes during lectures in the class.  | Frequency                    | 3               | 2      | 5            | 7                   | 1       | 0      | 8      |
|  |   | Percentage                   | 23.07%          | 15.38% | 38.46%       | 53.84%              | 7.69%   | 0      | 61.53% |
| 2  | write fast enough in English.   | Frequency                    | 3               | 1      | 4            | 5                   | 4       | 0      | 9      |
|  |   | Percentage                   | 23.07%          | 7.69%  | 30.76%       | 38.46%              | 30.76%  | 0      | 69.23% |
| 3  | summarize lecturer's points.  | Frequency                    | 2               | 3      | 5            | 5                   | 3       | 0      | 8      |
|  |   | Percentage                   | 15.38%          | 23.07% | 38.46%       | 38.46%              | 23.07%  | 0      | 61.53% |
| 4  | listen and take notes in English at the same time.                                      | Frequency                    | 2               | 3      | 5            | 4                   | 4       | 0      | 8      |
|  |   | Percentage                   | 15.38%          | 23.07% | 38.46%       | 30.76%              | 30.76%  | 0      | 61.53% |
| <b>2-Writing critical review</b>                       |   |                              |                 |        |              |                     |         |        |        |
| 5  | write critically review paper.  | Frequency                    | 0               | 4      | 4            | 7                   | 2       | 0      | 9      |
|  |   | Percentage                   | 0               | 30.76% | 30.76%       | 53.84%              | 15.38%  | 0      | 69.23% |
| 6  | translate from my mother tongue to English.   | Frequency                    | 0               | 7      | 7            | 3                   | 3       | 0      | 6      |
|  |   | Percentage                   | 0               | 53.84% | 53.84%       | 23.07%              | 23.07%  | 0      | 61.53% |
| 7  | write a critical review because I don't have a sufficient amount of English vocabulary. | Frequency                    | 0               | 6      | 6            | 2                   | 2       | 0      | 4      |
|  |   | Percentage                   | 0               | 46.15% | 46.15%       | 15.38%              | 15.38%  | 0      | 30.76% |
| 8  | write critical reviews because I don't know the style.                                  | Frequency                    | 3               | 2      | 5            | 3                   | 5       | 0      | 8      |
|  |   | Percentage                   | 23.07%          | 15.38% | 38.46%       | 23.07%              | 38.46%  | 0      | 61.53% |

| 3-Answering exam questions   |   |            |        |        |        |        |        |        |        |
|--|---|------------|--------|--------|--------|--------|--------|--------|--------|
| 9  | answer exam questions.  | Frequency  | 3      | 6      | 9      | 4      | 0      | 0      | 4      |
|  |   | Percentage | 23.07% | 46.15% |        | 30.76% | 0      | 0      | 30.76% |
| 10   | understand exams' questions.  | Frequency  | 5      | 5      | 10     | 1      | 0      | 2      | 3      |
|  |   | Percentage | 38.46% | 38.46% | 76.92% | 7.69%  | 0      | 15.38% | 23.07% |
| 11   | give critical answers.  | Frequency  | 1      | 5      | 6      | 4      | 2      | 1      | 7      |
|  |   | Percentage | 7.69%  | 38.46% | 46.15% | 30.76% | 15.38% | 7.69%  | 53.84% |
| 12   | write well due to my poor English. (E.g. spelling, grammar, etc.)             | Frequency  | 2      | 6      | 8      | 2      | 3      | 0      | 5      |
|  |   | Percentage | 15.38% | 46.15% | 61.53% | 15.38% | 23.07% | 0      | 38.46% |
| B-Understanding skills: 4- Understanding lecturers during lectures |   |            |        |        |        |        |        |        |        |
| 13   | understand lectures in English.   | Frequency  | 6      | 5      | 11     | 0      | 2      | 0      | 2      |
|  |   | Percentage | 46.15% | 38.46% | 84.61% | 0      | 15.38% | 0      | 15.38% |
| 14   | understand the content (i.e. vocabulary, topics) of the lecture is difficult. | Frequency  | 3      | 7      | 10     | 2      | 1      | 0      | 3      |
|  |   | Percentage | 23.07% | 53.84% | 76.92% | 15.38% | 7.69%  | 0      | 23.07% |
| 15   | understand lecturers when speaking fast.                                      | Frequency  | 1      | 7      | 8      | 3      | 1      | 1      | 5      |
|  |   | Percentage | 7.69%  | 53.84% | 61.53% | 23.07% | 7.69%  | 7.69%  | 38.46% |
| 16   | understand Lecturers when they use "Malaysian" examples.                      | Frequency  | 1      | 2      | 3      | 3      | 2      | 5      | 10     |
|  |   | Percentage | 7.69%  | 15.38% | 23.07% | 23.07% | 15.38% | 38.46% | 76.92% |
| 17   | understand Lecturers' pronunciation and accent.                               | Frequency  | 0      | 3      | 3      | 5      | 3      | 2      | 10     |
|  |   | Percentage | 0      | 23.07% | 23.07% | 38.46% | 23.07% | 15.38% | 76.92% |
| 18   | understand the English language used in my field of study.                    | Frequency  | 5      | 3      | 8      | 2      | 3      | 0      | 5      |
|  |   | Percentage | 38.46% | 23.07% | 61.53% | 15.38% | 23.07% | 0      | 38.46% |

| <b>5-Understanding academic books and journals</b>                           |   |            |        |        |        |        |        |        |        |
|--|---|------------|--------|--------|--------|--------|--------|--------|--------|
| 19   | read fast.(e.g. I have to check dictionaries for new vocabulary)  | Frequency  | 3      | 4      | 7      | 4      | 2      | 0      | 6      |
|  |   | Percentage | 23.07% | 30.76% | 53.84% | 30.76% | 15.38% | 0      | 46.15% |
| 20   | understand the content of the academic books and journals.(data)  | Frequency  | 3      | 4      | 7      | 3      | 3      | 0      | 6      |
|  |   | Percentage | 23.07% | 30.76% | 53.84% | 23.07% | 23.07% | 0      | 46.15% |
| 21   | understand the reading materials used in my field of study to. (e.g. vocabulary used in my field of study.) | Frequency  | 3      | 4      | 7      | 4      | 2      | 0      | 6      |
|  |   | Percentage | 23.07% | 30.76% | 53.84% | 30.76% | 15.38% | 0      | 46.15% |
| <b>C. Speaking skills: 6-Participating in group discussion and tutorials</b> |   |            |        |        |        |        |        |        |        |
| 22   | participate in group discussions and tutorials.   | Frequency  | 3      | 5      | 8      | 3      | 1      | 1      | 5      |
|  |   | Percentage | 23.07% | 38.46% | 61.53% | 23.07% | 7.69%  | 7.69%  | 38.46% |
| 23   | understand what my group members say.   | Frequency  | 3      | 5      | 8      | 4      | 0      | 1      | 5      |
|  |   | Percentage | 23.07% | 38.46% | 61.53% | 30.76% | 0      | 7.69%  | 38.46% |
| 24   | speak English very well.  | Frequency  | 2      | 2      | 4      | 3      | 5      | 2      | 10     |
|  |   | Percentage | 15.38% | 15.38% | 30.76% | 23.07% | 38.46% | 15.38% | 76.92% |
| 25   | speak English directly without translating from Arabic.   | Frequency  | 2      | 6      | 8      | 3      | 0      | 2      | 5      |
|  |   | Percentage | 15.38% | 46.15% | 61.53% | 23.07% | 0      | 15.38% | 38.46% |
| 26   | participate in discussions because my English is not good.  | Frequency  | 5      | 5      | 10     | 1      | 2      | 0      | 3      |
|  |   | Percentage | 38.46% | 38.46% | 76.92% | 7.69%  | 15.38% | 0      | 23.07% |

| <b>7-Oral presentations:</b> |  |            |        |        |        |        |        |        |        |
|------------------------------|--|------------|--------|--------|--------|--------|--------|--------|--------|
| 27                           | make oral presentations  | Frequency  | 5      | 4      | 9      | 3      | 1      | 0      | 4      |
|                              |  | Percentage | 38.46% | 30.76% | 69.23% | 23.07% | 7.69%  | 0      | 30.76% |
| 28                           | speak well in presentation without being afraid of misunderstanding. | Frequency  | 3      | 6      | 9      | 0      | 2      | 2      | 4      |
|                              |  | Percentage | 23.07% | 46.15% | 69.23% | 0      | 15.38% | 15.38% | 30.76% |
| 29                           | be asked questions and I could not understand them.                  | Frequency  | 2      | 7      | 9      | 2      | 1      | 1      | 4      |
|                              |  | Percentage | 15.38% | 53.84% | 69.23% | 15.38% | 7.69%  | 7.69%  | 30.76% |