**Appendix A**

Dear Respondent,                                                                August 2004

My name is Robinson J. Samuel and I am a retired English Language teacher trainer. I am particularly concerned over the deteriorating standard of English among secondary school students in Malaysia. I firmly believe that appropriate use of ICT tools could help to alleviate this worsening situation.

**Purpose:**   The primary aim of this survey is to gauge the extent on the use of Information and Communication Technology (ICT) Tools in the teaching and learning of English Language in particular oral communication skills in Malaysian schools. The survey seeks information on how ICT tools have helped teachers, infrastructure facilities and problems related to ICT usage by teachers and pupils. I humbly request your valuable time and cooperation to complete this questionnaire

Please answer all the questions. There is no right or wrong answer. The survey contains Section A – G in 7 printed pages. Please tick (✓) at the appropriate place. Section G has open-ended questions. Please give your honest suggestions. Read the questions carefully before answering. If you have any query, please contact me at robinsonsml@yahoo.com or call me at 0173457709.

**Note :**   This survey is meant for research purposes only. All data collected will be treated with strict confidence and used only for research purposes. Names will remain anonymous. The results of the analysis will not in any way be prejudicial or detrimental to the image of individuals or groups within the school. Returned survey forms will be duly destroyed upon completion of the research project. The success of this research study depends on your feedback and your contribution is very much appreciated.

Thank you very much for your co-operation and for participating in this research study.

Yours sincerely,

…………………………….
Peterson@Robinson a/l J. Samuel
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**QUESTIONNAIRE**

**On the integration of ICT tools in the teaching and learning of English in Malaysian schools with reference to e-learning.**

Please return your completed questionnaire to the Head of English Language Department.

**Section A: Demographic**

1. Name: (Mr/Mrs/Ms/Dr)_____
   (Optional)

2. Name of school: _____

   District:_____ Tel: _____

   E-mail address _____ H/P No: _____
   　　　　　　　　　　　　　　　　　　　　　　(Optional)

3. What is your job title? *(Please tick "✓")*

   ☐ Subject Teacher (English)　☐ Class Teacher　　　☐ Department Head

4. Age Group

   ☐ 30 and below　　　☐ 31- 35　　　☐ 36-40
   ☐ 41-45　　　　　　☐ 46-50　　　☐ 51 and above

5. Gender

   ☐ Male　　　　　☐ Female

6. Highest qualification obtained

   ☐ Diploma　　　　☐ Degree　　　☐ Master
   ☐ PhD

## Section B: Background Information

For questions 1-15 please fill in your responses with a tick "✓" in the appropriate column.

| No | | Yes | No |
|---|---|---|---|
| 1 | Do you own a PC or a Notebook? | | |
| 2 | Did you go for any computer course organized by Ministry of Education? | | |
| 3 | Did you take any computer course on your own? | | |
| 4 | Have you conducted any English lesson using ICT tools? | | |
| 5 | Is there any interactive whiteboard available for use in the classroom in your school? | | |
| 6 | Are there computer laboratories in your school? | | |
| 7 | Are the workstations (computer labs) networked to a central server? | | |
| 8 | Are there any computer support personnel to assist the teacher in ICT integrated activities in the computer laboratory? | | |
| 9 | Is there any dedicated staff computer allocated to allow staff the opportunity for professional development and teacher preparation? | | |
| 10 | Are there printing facilities for pupils in the computer labs? | | |
| 11 | Is there any computer generated homework given to pupils? | | |
| 12 | Do you know how to create a web page? | | |
| 13 | Have you created your own homepage? | | |
| 14 | Is there a school intranet in your school? | | |
| 15 | Do you own a digital camera? | | |
| 16 | Are you provided with notebook computers? | | |

## Section C: Teacher's ICT Skills

How do you rate yourself in these skills?

1 - Very Poor (No ability at all)
2 - Poor (Has a little ability: less than 25%)
3 - Moderate (Has some ability:  25 - 50%)
4 - Good (Has all the basic skills: 50% - 75%)
5 – Very Good (Has the basic and advanced ability: more than)

| 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|
| Very poor (0%) | Poor (<25%) | Moderate (25% - 50%) | Good (50% - 75%) | Very Good (> 75% |

Please put a tick (✓) at the appropriate places.

| No | Skills | 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|---|---|
| 1 | Ability  to use MSN Messenger or other tools to communicate and collaborate with others teachers | | | | | |
| 2 | Ability to develop web sites | | | | | |
| 3 | Ability to surf the internet | | | | | |

| No | Skills | 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|---|---|
| 4 | Ability to design relational databases | | | | | |
| 5 | Ability to use Microsoft PowerPoint and do presentation | | | | | |
| 6 | Ability to use Microsoft Word | | | | | |
| 7 | Ability to use the spreadsheet (Microsoft Excel) | | | | | |
| 8 | Ability to send and receive e-mail | | | | | |
| 9 | Ability to retrieve information from internet using keywords | | | | | |
| 10 | Ability to use CD-ROM | | | | | |
| 11 | Ability to integrate ICT tools in teaching and learning | | | | | |
| 12 | Ability to understand  basic computer commands like save etc | | | | | |
| 13 | Ability to take part in a video conference | | | | | |
| 14 | Ability to chat with others using a chat programme | | | | | |
| 15 | Ability to use the scanner | | | | | |
| 16 | Ability to use the printer | | | | | |
| 17 | Ability to take part  in an audio conference | | | | | |

**Section D: How do you find the teaching-learning materials in the form of CD-ROM, teacher's guide and worksheets provided by the Ministry of Education in terms of their usefulness?**

Please respond to the following statements on a five point scale ranging from:

| 1 Strongly Agree | 2 Agree | 3 Neutral | 4 Disagree | 5 Strongly Disagree |
|---|---|---|---|---|

Please put a tick (✓) at the appropriate places.

| No | Statement | 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|---|---|
| 1 | The teaching-learning materials provided in the form of CD-ROMs are excellent in enhancing the teaching and learning of English | | | | | |
| 2 | Teachers frequently make use of the courseware provided by the Ministry. | | | | | |
| 3 | The lessons in the CD-ROMs are pedagogically sound. | | | | | |
| 4 | There is sufficient explanation and guidance provided in the courseware. | | | | | |
| 5 | The lessons in the courseware are sequenced according to syllabus items. | | | | | |
| 6 | The worksheets and quizzes provide opportunities for reinforcement and consolidation. | | | | | |

| No | Statement | 1 | 2 | 3 | 4 | 5 |
|----|-----------|---|---|---|---|---|
| 7 | There is interactivity in both the lessons and the exercises. | | | | | |
| 8 | Students find the CD-ROM lessons are both interesting as well as motivating. | | | | | |
| 9 | The courseware further provides useful links to other websites in the internet for enhancement work. | | | | | |
| 10 | Many other factors such as exam pressure and administrative work prevent the teachers from using the provided courseware. | | | | | |
| 11 | The teacher's guide on how to use the CD-ROMs effectively is adequate and appropriate. | | | | | |
| 12 | The pupils enjoy the CD-ROM lessons. | | | | | |

## Section E:  How do you find the use of other ICT tools in relation to teaching and learning?

Please respond to the following statements on a five point scale ranging from:

| 1 Strongly Agree | 2 Agree | 3 Neutral | 4 Disagree | 5 Strongly Disagree |
|---|---|---|---|---|

Please put a tick (✓) at the appropriate places.

| No | Statement | 1 | 2 | 3 | 4 | 5 |
|----|-----------|---|---|---|---|---|
| 1 | Lack of ICT resources impedes the integration of ICT in teaching and learning. | | | | | |
| 2 | Teacher's attitude towards ICT integration is not supportive | | | | | |
| 3 | Students frequently use e-mail in collaborative activities organized by the teacher. | | | | | |
| 4 | Besides the CD-ROM materials, teachers sometimes refer to suggested e-learning web sites during the English lessons. | | | | | |
| 5 | Many students refer to web resources to help them in completing their homework | | | | | |
| 6 | There are sufficient computer labs in schools to support ICT integrated lessons. | | | | | |
| 7 | Broadband access is readily available to support on-line learning | | | | | |
| 8 | ICT tools have helped in the production and presentation of students' work. | | | | | |
| 9 | Teachers consider the WWW as an attractive tool as it has the ability to go beyond the school's repertoire of resources. | | | | | |

| No | Statement | 1 | 2 | 3 | 4 | 5 |
|----|-----------|---|---|---|---|---|
| 10 | Students have been taught how to search for information. | | | | | |
| 11 | Revision sites are popular among students and are referred to on a number of occasions at home. | | | | | |
| 12 | Students frequently use the internet to gather information at home as they have the time and the facility. | | | | | |
| 13 | Students are able to find useful resources including past lessons in the school intranet. | | | | | |
| 14 | E-mail is used extensively as part the English Language learning activity. | | | | | |
| 15 | Video conferencing is used once a while in teaching and learning. | | | | | |
| 16 | With ICT use, the teacher's role is now shifting from the dominant provider-recipient model to a more facilitative approach. Promotes greater independence of learning. | | | | | |
| 17 | Increasing access to computers at home means that in some cases students are more competent in ICT skills than teachers. | | | | | |
| 18 | Computer-based work supports collaborative work and furthers the peer tutoring that occurs during collaboration. This increases communication. | | | | | |
| 19 | Generally teachers consider ICT as a teaching tool and ought to be used only when appropriate. | | | | | |
| 20 | ICT allows more proficient pupils to get on to more difficult tasks, freeing time for teacher to spend more time on weaker pupils. | | | | | |
| 21 | School computers are too old and too slow with out-of-date software. | | | | | |
| 22 | Only a few schools have broadband internet connection. | | | | | |

**Section F: Utilization of ICT tools in lesson preparation, delivery and assessment of pupils.**

Please rank the usage of the following ICT tools that support your teaching and learning by ticking (✓) at the appropriate place.

1. Never      2. Seldom      3. Sometimes      4. Frequent

| 1 Never | 2 Seldom | 3 Sometimes | 4 Frequent |
|---------|----------|-------------|------------|

| No | ICT Tools | 1 | 2 | 3 | 4 |
|----|-----------|---|---|---|---|
| 1 | Word processing such as MS Word | | | | |
| 2 | Spreadsheet such as MS Excel | | | | |
| 3 | Presentation software such as MS PowerPoint | | | | |
| 4 | Use of internet to retrieve information | | | | |
| 5 | Learning Management System such as SSMS or Blackboard 6 | | | | |
| 6 | Use of scanner | | | | |

**Section G**: SUGGESTIONS

**Part A**

    1.  Please give some suggestions on ways of improving the ICT skills of the teachers.

        _____

        _____

    2.  Mention a few obstacles encountered in the integration of ICT tools in the teaching and learning of English.

        _____

        _____

        _____

**Part B**

    1.  Please give some reasons on why your pupils are not able to talk well.

        _____

        _____

    2.  Please give your suggestions on how to improve the communicative skills of the students in your class.

        _____

        _____

    3.  What type of listening and speaking activities are given to your pupils?

        _____

        _____

    4.  How often are group activities given to your pupils?

        _____

        _____

**Thank You Very Much For Answering This Questionnaire**