

**APPENDIX A**  
**Questionnaire in English**

**Opinion of High School Students about English Online Tuition:**  
**A Case Study of among Students of Schools in Bangkok**

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This questionnaire is part of a research paper as a partial fulfillment of the requirements of Master of Arts in English for Careers, Language Institute, Thammasart University. It is used to collect opinions of high school students about English online tuition in Bangkok. Your response will be strictly confidential and will be used for the research purpose only. Your cooperation in answering this questionnaire is highly appreciated. Should you need more information or have any question, please contact Ms. Sauwalak Leerungruangporn. Tel: 081-438-3309, e-mail: khruhuang@hotmail.com.

Participant No: \_\_\_\_\_

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

**Instructions: Please read the following statements and put (✓) that reflects you the most.**

**Part 1: Personal Information**

1. The English online course in your interest:

☐ M.4                      ☐ M.5                      ☐ M.6                      ☐ Fast Track

2. Gender

☐ Male                      ☐ Female

3. Current Education:

☐ Matayom 4                      ☐ Matayom 5                      ☐ Matayom 6  
☐ Vocational                      ☐ Others (Please specify) \_\_\_\_\_

4. Major:

- ☐ Sciences/Math    ☐ Arts/ Math    ☐ Arts/French  
☐ Arts/German    ☐ Arts / Japanese  
☐ Others (Please specify) \_\_\_\_\_

5. School: \_\_\_\_\_ Province \_\_\_\_\_

6. GPA (Latest term):

- ☐ 3.50-4.00    ☐ 3.00-3.50    ☐ 2.50-3.00  
☐ 2.00-2.50    ☐ Under 2.00    ☐ Under 1.00

7. Grade in English (Latest term):

- ☐ 3.50-4.00    ☐ 3.00-3.50    ☐ 2.50-3.00  
☐ 2.00-2.50    ☐ Under 2.00    ☐ Under 1.00

8. How do you like English? (Please specify your reasons)

- ☐ Very much  
☐ Much  
☐ Normal  
☐ A little

Reasons:

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9. How do you know the English online tuition at this time? (Please specify the media) For example: (✓) Manager Newspaper

- ☐ Internet \_\_\_\_\_    ☐ Magazine \_\_\_\_\_  
☐ Newspaper \_\_\_\_\_    ☐ Cable TV \_\_\_\_\_  
☐ Friends at \_\_\_\_\_    ☐ Brochures \_\_\_\_\_  
☐ Others (Please specify) \_\_\_\_\_

10. The reasons that make you choose English Online Tuition. (You can choose more than one item)

- ☐ To increase grades in schooling
- ☐ To pass the Admission test to the university
- ☐ To further knowledge in English
- ☐ To be more convenient in selecting time
- ☐ To save cost of tutorial expense
- ☐ To have more security in transporting
- ☐ Others (Please specify) \_\_\_\_\_

11. How do apply the English Online Tuition at this time?

- ☐ I apply for it by myself      ☐ My father applies for me
- ☐ My mother applies for me      ☐ My friend apply for me
- ☐ Others (Please specify) \_\_\_\_\_

## **Part 2: Experiences about Online Tuition**

**Put (✓) that reflects you the most.**

1. Have you ever taken online tuition before?

- ☐ Yes, from \_\_\_\_\_ Please specify the subject \_\_\_\_\_
- ☐ No (*If no, go to Part 3: Computer experiences*)

2. Are you satisfied with your past online tuition course?

- ☐ Yes
- ☐ No

3. The things that make you not satisfied with your last online tuition were: (You can choose more than one item)

- ☐ The course fee is too expensive.
- ☐ The course system is too complicated.
- ☐ The content does not cope with the school teaching.
- ☐ The tutor cannot explain clearly.
- ☐ There is no enough facilitator to online log-in.
- ☐ The time set is not appropriate.

☐ Others (Please specify) \_\_\_\_\_

### **Part 3: Computer experiences**

**Put (✓) that reflects you the most.**

1. What type of internet at your house?

☐ High speed                      ☐ Dial number                      ☐ Cannot identify

2. How often do you use internet in a week?

☐ Every day                                      ☐ 3-5 times a week  
☐ Less than three times a week                      ☐ more than five times

3. Normally, where do you get internet surfing?

☐ House                                      ☐ School  
☐ Internet Café                                      ☐ Others (Please Specify) \_\_\_\_\_

4. How long do you spend your time surfing the internet at a time?

☐ More than 1 hour                      ☐ 30-60 minutes  
☐ Less than 30 minutes

5. What is (are) your purpose(s) for surfing the internet? (*You can choose more than one item*)

☐ E-mail interaction  
☐ News searching  
☐ Education  
☐ Entertainment (songs, movies, and games)  
☐ Others (Please specify) \_\_\_\_\_

#### Part 4: Attitude towards Online Tuition

Put (✓) that reflects you the most.

##### Opinion about the course system

Items	Very important	Important	Undecided	Less important	Least important
1. The attractiveness of the website.					
2. User friendliness of the system.					
3. The system facilitators such as graphics, animation, and annotation, and sounds.					
4. The system quickness					
5. Hyperlinks					

##### Opinion towards the course content

Items	Very important	Important	Undecided	Less important	Least important
1.The content can cope with the school exams					
2.The content can cope with admission's test					
3. The content is easy to understand.					
4. The level of difficulty is appropriate.					
5. The content is complete					
6. The duration for the content					
7. The content is concise.					
8. The content is practical.					

### Opinion towards the course's tutor

Items	Very important	Important	Undecided	Less important	Least important
1. The tutor's reputation					
2. The tutor's English pronunciation					
3. The tutor's appearance					
4. The tutor's teaching style					
5. The tutor's educational degree					
6. The tutor's educational institution					
7. The response of the tutor on the web board					
8. The tutor's friendliness					

### Part 5: The reasons for changing options

**The factors to make you change the tutorial options (You can answer more than one item)**

- ( ) Cost
- ( ) Time
- ( ) Content
- ( ) Tutor
- ( ) Vicinity to the residential area
- ( ) Easiness to use

**Part 6: Problems and suggestions about English Online Tuition.**

**Please mark (✓) in the statement that reflects you most. ( You can choose more than one item )**

**1. Problems that you face when you study English with online tuition**

- ( ) You cannot access the tutorial system when you need
- ( ) The presentation is not interesting.
- ( ) The system is too complicated to apply for studying
- ( ) System knowledge is not enough
- ( ) Others (Please specify) \_\_\_\_\_

**2. Suggestions to make English online tuition more effective**

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**Thank you very much for providing this information  
which will be kept confidential.**