

APPENDIX A

Questionnaire

Satisfaction with AFS Student Exchange Program of Thai Students Placed in English Speaking and Non-English Speaking Countries

.....

This questionnaire is part of a research paper as a partial fulfillment of the requirements for the Master of Arts in English for Careers, Language Institute, Thammasat University. This questionnaire is aimed to find out your degree of satisfaction with your AFS experience from the preparatory stage until the end of the program. The information obtained from the questionnaire will be very valuable for the improvement of AFS Thailand's program and services, which will be very useful for the future AFS participants. The information you provided will be treated confidentially.

Your kind cooperation in completing the questionnaire is honestly appreciated.

Direction: Please mark \surd in the or fill in the blank that corresponds to yourself.

Part I: General Information

1. Demographic

1.1 Gender

1. Male

2. Female

1.2 Your host country

1. English speaking country

2. Non-English speaking country

Name of the country

Host country local language

1.3 Your resident area

1. Bangkok and nearby Provinces

2. Other province

(Nakhon Prathom, Nonthaburi,

Prathum Thani, Samut Prakarn,

Samut Sakhon)

Please specify

1.4 Name of your current school in Thailand (If you are now a university student, please specify your school name at the time you applied for AFS program.)

..... Province

2. Expectations

In each of the following areas, please mark \surd in the that corresponds to the level of your expectation at the time you decided to apply for the AFS program,

Expectations	Level				
	Very High	High	Neutral	Low	Very Low
3.1 Occasions to experience different things in your life (Opportunities)					
3.2 To be more self-assured of success when dealing with situations by using your own abilities (Self-confidence)					
3.3 To be able to change yourself to deal with new environments successfully (Adaptabilities)					
3.4 To be able to listen to and consider other people's ideas and suggestions willingly (Open-Mindedness)					
3.5 To gain language skills (Foreign Language Appreciation and Ability)					
3.6 To be able to behave properly and make the right decisions without a need to be monitored or controlled (Independence and Responsibility)					
3.7 To share your Thai identity with the others (Awareness and Appreciation of Home Country)					
3.8 To learn and understand more about other cultures (Awareness and Appreciation of Host Country)					
3.9 To be able to behave yourself in a sensible way like an adult (Personal Growth and Maturity)					

3. From your application to departure

3.1 How did you find out about AFS? (Check all applicable boxes)

- 1. Previous participation in AFS as a host family
- 2. A member of the family previously participated in an AFS program
- 3. From a friend/acquaintance
- 4. Through my school
- 5. Through AFS Chapters
- 6. My parents heard about AFS at work
- 7. From media: press, radio, TV
- 8. The AFS Internet homepage
- 9. My parents have know AFS since they were teenagers.
- when they were teenagers

Others, please specify

.....

3.2 Have you applied with other organization(s) offering similar programs at the same time?

1. Yes 2. No

In case your answer is yes, please specify the name(s) of the organization(s)

.....

3.3 What made you choose AFS? (Check all applicable boxes)

- 1. Good reputation and visibility
- 2. High standard of service and operational system
- 3. Well recommended by the people affiliated to AFS, including schools and other educational organizations
- 4. Well recognized as a voluntary and not-for-a-profit organization
- 5. Successful AFS returnees

Others, please specify

.....

Part II: Your satisfaction with the program from the preparatory stage until the end of the program

Please mark in the that corresponds to your degree of satisfaction.

1. During Preparatory Stage

1.1 Information and Documentation Arrangement

Description	Your Satisfaction				
	Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
1.1.1 AFS had provided adequate information about host country before your departure.					
1.1.2 AFS had provided adequate details about host family, host community and host school before your departure.					
1.1.3 You had received necessary information in a timely manner.					
1.1.4 AFS took good care of necessary documentation arrangement, including visa application and other papers required from host country.					
1.1.5 AFS had well arranged all necessary documents including visa and other papers required from host country in a timely manner.					

Description	Your Satisfaction				
	Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
1.1.6 Apart from regular information, AFS also provided other information involving the program as requested.					
1.1.7 The materials provided including handouts, brochures, and guidebooks helped you get settled after arriving in your host country.					

1.2 Orientation Programs (General Orientation: The first orientation after you were selected an AFS student, Pre-Departure Camp, and Departure Orientation at Siam Commercial Bank, SCB Park)

Description	Your Satisfaction				
	Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
1.2.1 At AFS orientations, you received necessary information for the beginning of your AFS experience.					
1.2.2 At the orientations, you were satisfied with the program information.					
1.2.3 The information provided at all orientations was useful for the beginning of your AFS experience.					
1.2.4 You are happy with the activities organized at the General Orientation.					
1.2.5 You are happy with the activities organized at the Pre-Departure Camp.					
1.2.6 You are happy with the activities organized at the Departure Orientation at the bank.					
1.2.7 You are happy with the AFS returnees' help at the General Orientation.					
1.2.8 You are happy with the AFS returnees' help at the Pre-Departure Camp.					
1.2.9 You found that the information and preparatory activities provided at all orientations were helpful for the beginning of your AFS experience.					
1.2.10 Overall, you are satisfied with the orientation programs organized by AFS.					

2. During the Program

2.1 Supports from AFS

Description	Your Satisfaction				
	Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
2.1.1 The orientation events in your host country were useful for your AFS experience.					
2.1.2 In your host country, it's not difficult to contact your local contact persons.					
2.1.3 You had been contacted by your volunteer contact person or someone from AFS in your host country in a timely manner.					
2.1.4 Your problems during your stay had been appropriately accommodated by AFS people.					
2.1.5 Overall, you are happy with the support from AFS during the program.					

2.2 Your Hosting Milieu

Description	Your Satisfaction				
	Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
2.2.1 Your host family treated you like one of the family members.					
2.2.2 You were happy with your host family.					
2.2.3 At host school, your classmates were nice and friendly.					
2.2.4 The teachers were helpful.					
2.2.5 You were happy with your host school.					
2.2.6 People in your host community are nice and friendly.					
2.2.7 You were happy with your host community.					

3. At the End of the Program (Program Achievements)

Description	Your Satisfaction				
	Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
3.1 You are satisfied with the opportunities to experience new and different things in your life. (Opportunities)					

Description	Your Satisfaction				
	Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
3.2 You feel more comfortable when taking parts in activities or dealing with situations. (Self-confidence)					
3.3 You feel more comfortable when being in new environments. (Adaptabilities)					
3.4 You can accept the other people’s ideas or the way the new things are without negative feelings or being against them. (Open-mindedness)					
3.5 You can communicate in the language of your host country comfortably. (Foreign Language Appreciation and Ability)					
3.6 You can behave yourself in accordance with rules and regulations without a need to be controlled or monitored. (Independence and Responsibility)					
3.7 You are proud to be Thai. (Awareness and Appreciation of Home Country)					
3.8 You realize and accept the differences between your host country and your home country without negative feelings. (Awareness and Appreciation of Host Country)					
3.9 You know how to behave yourself in a sensible way like an adult. (Personal Growth and Maturity)					

Part III: Your suggestions

What could AFS Thailand do to improve the current services provided?

.....

.....

.....

What should be included in the AFS current preparatory programs?

.....

.....

.....

Others:

.....

.....

.....

Thank you very much for your kind cooperation