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### **Appendix A (First Pool of Questions)**

### **QUESTIONNAIRE TO PARENTS**

#### **SECTION A**

Please put a ring around the appropriate number at the end of or below every statement or question.

| (i)   | Gender of parents          | Man     | Woman      |             |
|-------|----------------------------|---------|------------|-------------|
|       |                            | 1       | 2          |             |
| ii)   | Gender of child            | Boy     | Girl       |             |
|       |                            | 1       | 2          |             |
| (iii) | My child was born deaf     | Yes     | No         |             |
|       |                            | 1       | 2          |             |
| (iv)  | My child became deaf later | Yes     | No         |             |
|       |                            | 1       | 2          |             |
| (v)   | How old is your child?     | 5-8 yrs | 9-13 years | 14-18 years |
|       |                            | 1       | 2          | 3           |

#### **SECTION B**

*Please put a ring around the appropriate letter/letters closest to your level of agreement.* 

**KEY:** (5) SA - Strongly Agree

- (4) A Agree
- (3) U Undecided
- (2) D Disagree
- (1) SD Strongly Disagree
- 1. Counseling is totally different from advice. SA A U D SD
- 2. I am not aware of any organization that offers counseling in Zimbabwe

SA A U D SD

3. Counseling does not help parents to accept the idea of having a hearing impaired child in the family.

SA A U D SD

| 4.  | Counseling helped me to plan the future of my ch  | ild.          |            |         |          |       |
|-----|---|---------------|------------|---------|----------|-------|
|     |   | SA            | A          | U       | D        | SD    |
| 5.  | We do not allow our child to play with other chithey may not treat him well.                        | ildren iı     | our co     | ommun   | ity beca | ause  |
|     | they may not treat him wen.   | SA            | A          | U       | D        | SD    |
| 6.  | My child does not relate well and interact eff  | fectivel      | y with     | other r | nembe    | rs of |
|     | the family.   | SA            | A          | U       | D        | SD    |
| 7.  | Most people, who counseled us, told us what to do   | 0.            |            |         |          |       |
|     |   | SA            | A          | U       | D        | SD    |
| 8.  | Counseling is a must for parents of children with   | hearing       | impair     | ments.  |          |       |
|     |   | SA            | A          | U       | D        | SD    |
| 9.  | The counseling we received did not help us to cop   |               |            |         | D        | αD    |
| 10  |   | SA            | A          | U       | D        | SD    |
| 10. | Guidance and counseling does not help much with   | nout mo<br>SA | oney.<br>A | U       | D        | SD    |
| 11. | My child fits well and interacts effectively with fa  |               |            |         | 2        | 52    |
| 11. | ivity clinical rices well and interacts effectively with re   | SA            | A          | U       | D        | SD    |
| 12. | It is almost impossible to plan the future of a child   | d who is      | s hearin   | g impai | red.     |       |
|     |   | SA            | A          | U       | D        | SD    |
| 13. | Most counselors did not give us any guidance at a   | 11.           |            |         |          |       |
|     |   | SA            | A          | U       | D        | SD    |
| 14. | Without counseling one cannot fully accept havir in the family.                                     | ng a chi      | ld with    | hearing | impair   | ment  |
|     | in the running.   | SA            | A          | U       | D        | SD    |
| 15. | With or without help from other organizations, i cater for their children who are hearing impaired. | t is par      | ents' re   | sponsib | ility to | fully |
|     | cater for their children who are hearing impaned.   | SA            | A          | U       | D        | SD    |
| 16. | We allow our child to make friends and pla  | ıy with       | other      | childre | n in o   | ur    |
|     | neighborhood.   | SA            | A          | U       | D        | SD    |

| 17. | The problem with counseling is that one is not provided with answers. |            |          |         |          |     |
|-----|---|------------|----------|---------|----------|-----|
|     |   | SA         | A        | U       | D        | SD  |
| 18. | Parents can equally do well for their child with                      | out guida  | ance an  | d couns | selling. |     |
|     |   | SA         | A        | U       | D        | SD  |
| 19. | Counseling really helped us to understand the c                       | hild.      |          |         |          |     |
|     |   | SA         | A        | U       | D        | SD  |
| 20. | Counselors also referred me to other profession                       | als for f  | urther l | nelp.   |          |     |
|     |   | SA         | A        | U       | D        | SD  |
| 21. | Counseling helped us to cope with our child wh                        |            | ring im  | paired. |          |     |
|     |   | SA         | A        | U       | D        | SD  |
| 22. | Guidance and counseling are important for both                        | -          |          |         |          |     |
|     |   | SA         | A        | U       | D        | SD  |
| 23. | It is difficult to separate counseling from advice                    |            |          |         | ъ        | ap. |
|     |   | SA         | A        | U       | D        | SD  |
| 24. | Relatives are the best counselors in family prob                      |            | ٨        | TT      | Ъ        | CD  |
|     |   | SA         | A        | U       | D        | SD  |
| 25. | I received counseling from individuals.                               | SA         | A        | U       | D        | SD  |
| 26. | The church played an important part in counsel                        | ing me.    |          |         |          |     |
|     |   | SA         | A        | U       | D        | SD  |
| 27. | I received counseling from special schools and                        | hospitals  | S.       |         |          |     |
|     |   | SA         | A        | U       | D        | SD  |
| 28. | Organizations that offer counseling helped in m                       | ny situati | on.      |         |          |     |
|     |   | SA         | A        | U       | D        | SD  |
| 29. | I was counseled by well-trained counselors.                           | SA         | A        | U       | D        | SD  |
| 20  |   | ~ ·        |          | ••      | -        | ~~  |
| 30. | I never received counseling from anybody.                             | SA         | Α        | U       | D        | SD  |

| 31. | Counseling did not help us to understand the needs of our child.      |            |          |          |            |        |  |
|-----|---|------------|----------|----------|------------|--------|--|
|     |   | SA         | A        | U        | D          | SD     |  |
| 32. | My child has both male and female friends.                            | SA         | A        | U        | D          | SD     |  |
| 33. | I now have a peace of mind concerning my chi                          | ld with a  | hearin   | g impai  | rment.     |        |  |
|     |   | SA         | A        | U        | D          | SD     |  |
| 34. | My child is not free to discuss things with othe                      | r people.  |          |          |            |        |  |
|     |   | SA         | A        | U        | D          | SD     |  |
| 35. | My child is living freely and happily.                                | SA         | A        | U        | D          | SD     |  |
| 36. | The problem with counseling is that one is not                        | provided   | with a   | nswers.  |            |        |  |
|     |   | SA         | A        | U        | D          | SD     |  |
| 37. | My other children have fully accepted my child                        | d with a h | earing   | impairı  | ment.      |        |  |
|     |   | SA         | A        | U        | D          | SD     |  |
| 38. | Different people came to counsel us in connect                        | ion with   | our chi  | ld.      |            |        |  |
|     |   | SA         | A        | U        | D          | SD     |  |
| 39. | I can easily tell that my child is frustrated.                        | SA         | A        | U        | D          | SD     |  |
| 40. | Counseling helped to change my way of thinki                          | ng conce   | rning n  | ny child | l <b>.</b> |        |  |
|     |   | SA         | A        | U        | D          | SD     |  |
| 41. | My child hardly has a friend.   | SA         | A        | U        | D          | SD     |  |
| 42. | My partner is not interested in going for counse                      | eling.     |          |          |            |        |  |
|     |   | SA         | A        | U        | D          | SD     |  |
| 43. | Counseling helped us to cope with our child wh                        | ho is hear | ing im   | paired.  |            |        |  |
|     |   | SA         | A        | U        | D          | SD     |  |
| 44. | Since the birth of this child with hearing impai stopped visiting us. | rments, c  | our frie | nds and  | relative   | s have |  |
|     | stopped visiting us.  | SA         | A        | U        | D          | SD     |  |

| 45. | 5. Children who are hearing impaired should be looked after by the Social Welfare. |         |         |          |         | re.    |
|-----|--|---------|---------|----------|---------|--------|
|     |  | SA      | A       | U        | D       | SD     |
| 46. | Relatives only give advice but not counseling.                                     | SA      | A       | U        | D       | SD     |
| 47. | Parents of children with hearing impairments do                                    | not nee | ed coun | seling.  |         |        |
|     |  | SA      | A       | U        | D       | SD     |
| 48. | The government should deploy counselors in ruchildren with special needs.          | ral are | as to h | elp pare | ents wh | o have |
|     | emuren with special needs.   | SA      | A       | U        | D       | SD     |
| 49. | I am aware of organizations that offer counseling                                  | in Zin  | ıbabwe  | e.       |         |        |
|     |  | SA      | A       | U        | D       | SD     |
| 50. | We do not allow our child to play with other of they may not treat him well.       | hildren | in ou   | r comm   | unity b | ecause |
|     | they may not treat min wem   | SA      | A       | U        | D       | SD     |
|     |  |         |         |          |         |        |
|     | 000  |         |         |          |         |        |

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### **Appendix B (Second Pool of Questions)**

### **QUESTIONNAIRE TO PARENTS**

#### **SECTION A**

Please put a ring around the appropriate number at the end of or below every statement or question.

| (i)   | Gender of parents          | Man     | Woman      |             |
|-------|----------------------------|---------|------------|-------------|
|       | 1                          | 2       |            |             |
| ii)   | Gender of child            | Boy     | Girl       |             |
|       | 1                          | 2       |            |             |
| (iii) | My child was born deaf     | Yes     | No         |             |
|       | 1                          | 2       |            |             |
| (iv)  | My child became deaf later | Yes     | No         |             |
|       | 1                          | 2       |            |             |
| (v)   | How old is your child?     | 5-8 yrs | 9-13 years | 14-18 years |
|       |                            | 1       | 2          | 3           |

#### **SECTION B**

Please put a ring around the appropriate letter/letters closest to your level of agreement.

**KEY:** (5) SA - Strongly Agree

- (4) A Agree
- (3) U Undecided
- (2) D Disagree
- (1) SD Strongly Disagree
- 1. Counseling is totally different from advice. SA A U D SD
- 2. I am not aware of any organization that offers counseling in Zimbabwe.

SA A U D SD

3. Counseling does not help parents to accept the idea of having a hearing impaired child in the family.

SA A U D SD

| 4.  | Counseling helped me to plan the future of my child.  |    |
|-----|---|----|
|     | SA A U D SD   | )  |
| 5.  | We do not allow our child to play with other children in our community becaus<br>they may not treat him well.                           | se |
|     | SA A U D SD   | )  |
| 6.  | My child does not relate well and interact effectively with other members of the family.  | е  |
|     | SA A U D SD   | )  |
| 7.  | Most people, who counseled us, told us what to do.  |    |
|     | SA A U D SD   | )  |
| 8.  | Counseling is a must for parents of children with hearing impairments.  |    |
|     | SA A U D SD   | )  |
| 9.  | The counseling we received did not help us to cope with the child at all.   |    |
|     | SA A U D SD   | )  |
| 10. | I am aware of organizations that offer counseling in Zimbabwe.  |    |
|     | SA A U D SD   | )  |
| 11. | My child fits well and interacts effectively with family members.   | `  |
|     | SA A U D SD   | )  |
| 12. | It is almost impossible to plan the future of a child who is hearing impaired.  | `  |
|     | SA A U D SD   | ,  |
| 13. | Most counselors did not give us any guidance at all.  SA A U D SD   | `  |
| 1 / |   |    |
| 14. | Without counseling one cannot fully accept having a child with hearing impairment in the family.  |    |
|     | SA A U D SD   | )  |
| 15. | With or without help from other organizations, it is parents' responsibility to full cater for their children who are hearing impaired. | y  |
|     | SA A U D SD   | )  |
|     | 6. We allow our child to make friends and play with other children in ou  | ar |
|     | neighbourhood.  SA A U D SD   |    |

| The problem with counseling is that one is not provided with answers. |  |  |  |  |   |  |
|---|--|--|--|--|---|--|
|   | SA   | A  | U  | D  | SD  |  |
| Parents can equally do well for their child without                   | ut guida   | ınce an  | d couns  | elling.  |   |  |
|   | SA   | A  | U  | D  | SD  |  |
| Counseling really helped us to understand the ch                      | ild.   |  |  |  |   |  |
|   | SA   | A  | U  | D  | SD  |  |
| Counselors also referred me to other professiona                      | ls for fu  | arther h   | elp.   |  |   |  |
|   | SA   | A  | U  | D  | SD  |  |
| Counseling helped us to cope with our child who                       | is hear  | ring im  | paired.  |  |   |  |
|   | SA   | A  | U  | D  | SD  |  |
| Guidance and counseling are important for both                        | parents  | and th   | e child.   |  |   |  |
|   | SA   | A  | U  | D  | SD  |  |
| It is difficult to separate counseling from advice.                   |  |  |  |  |   |  |
|   | SA   | A  | U  | D  | SD  |  |
| I was counselled by well trained counselors                           | SA   | A  | U  | D  | SD  |  |
| Counseling did not help us to understand the nee                      | eds of o   | ur chile   | 1.   |  |   |  |
|   | SA   | A  | U  | D  | SD  |  |
| Counseling does not help without money.                               | SA   | A  | U  | D  | SD  |  |
| Counseling helped us to cope with our child who                       | o is hear  | ring im  | paired.  |  |   |  |
|   | SA   | A  | U  | D  | SD  |  |
| Children who are hearing impaired should be loo                       | oked aft   | er by tl   | ne Socia   | al Welfa   | ıre.  |  |
|   | SA   | A  | U  | D  | SD  |  |
| Parents of children with hearing impairments do                       | not nee  | ed coun  | seling.  |  |   |  |
|   | SA   | A  | U  | D  | SD  |  |
| Relatives are the best counselors.                                    | SA   | A  | U  | D  | SD  |  |
|   | Parents can equally do well for their child without Counseling really helped us to understand the child Counselors also referred me to other professional Counseling helped us to cope with our child who Guidance and counseling are important for both. It is difficult to separate counseling from advice. I was counselled by well trained counselors. Counseling did not help us to understand the need Counseling does not help without money. Counseling helped us to cope with our child who Children who are hearing impaired should be located to cope with our child who counseling helped us to cope with our chil | Parents can equally do well for their child without guidated SA.  Counseling really helped us to understand the child.  SA.  Counselors also referred me to other professionals for form SA.  Counseling helped us to cope with our child who is heart SA.  Guidance and counseling are important for both parents.  SA.  It is difficult to separate counseling from advice.  SA.  I was counselled by well trained counselors.  SA.  Counseling did not help us to understand the needs of orm SA.  Counseling does not help without money.  SA.  Counseling helped us to cope with our child who is heart SA.  Children who are hearing impaired should be looked after SA.  Parents of children with hearing impairments do not need SA. | Parents can equally do well for their child without guidance and SA A  Counseling really helped us to understand the child.  SA A  Counselors also referred me to other professionals for further has been been been been been been been bee | Parents can equally do well for their child without guidance and counseling really helped us to understand the child.  SA A U  Counseling really helped us to understand the child.  SA A U  Counseling helped us to cope with our child who is hear—in impaired.  SA A U  Guidance and counseling are important for both parents and the child.  SA A U  It is difficult to separate counseling from advice.  SA A U  Counseling did not help us to understand the needs of our child.  SA A U  Counseling did not help us to understand the needs of our child.  Counseling does not help without money.  SA A U  Counseling helped us to cope with our child who is hear—impaired.  SA A U  Counseling helped us to cope with our child who is hear—impaired.  SA A U  Counseling helped us to cope with our child who is hear—impaired.  SA A U  Children who are hearing impaired should be looked after by the Social SA A U  Parents of children with hearing impairments do not need counseling. | Parents can equally do well for their child without guidance and counseling are important for both parents.  SA A U D  Counseling helped us to cope with our child who is hearing impairments do not need so founderstand the needs of children with hearing impairments do not need so founderstand the needs of children with hearing impairments do not need so founderstand the needs of children with hearing impairments do not need so counseling.  SA A U D  DA DE Counseling does not help with earing impairments do not need counseling. |  |

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### **Appendix C (Third pool of questions)**

### **QUESTIONNAIRE TO PARENTS**

#### **SECTION A**

Please put a ring around the appropriate number at the end of or below every statement or question.

| (i)   | Gender of parents          | Man     | Woman      |             |
|-------|----------------------------|---------|------------|-------------|
|       |                            | 1       | 2          |             |
| ii)   | Gender of child            | Boy     | Girl       |             |
|       |                            | 1       | 2          |             |
| (iii) | My child was born deaf     | Yes     | No         |             |
|       |                            | 1       | 2          |             |
| (iv)  | My child became deaf later | Yes     | No         |             |
|       |                            | 1       | 2          |             |
| (v)   | How old is your child?     | 5-8 yrs | 9-13 years | 14-18 years |
|       |                            | 1       | 2          | 3           |

#### **SECTION B**

Please put a ring around the appropriate letter/letters closest to your level of agreement.

**KEY: (5) SA - Strongly Agree** 

- (4) A Agree
- (3) U Undecided
- ${\bf (2)\ D-\ Disagree}$
- (1) SD Strongly Disagree
- 1. Counseling is totally different from advice. SA A U D SD
- 2. I am not aware of any organization that offers counseling in Zimbabwe.

SA A U D SD

3. Counseling does not help parents to accept the idea of having a hearing impaired child in the family.

SA A U D SD

| 4.  | Counseling helped me to plan the future of my ch  | ild.          |             |               |           |       |
|-----|---|---------------|-------------|---------------|-----------|-------|
|     |   | SA            | A           | U             | D         | SD    |
| 5.  | We do not allow our child to play with other c they may not treat him well.                       | hildren       | in our      | commu         | nity bed  | cause |
|     |   | SA            | A           | U             | D         | SD    |
| 6.  | My child does not relate well and interact effect family.   | ctively w     | ith oth     | er mer        | nbers o   | f the |
|     | Talliny.  | SA            | A           | U             | D         | SD    |
| 7.  | Most people, who counseled us, told us what to d  | о.            |             |               |           |       |
|     |   | SA            | A           | U             | D         | SD    |
| 8.  | Counseling is a must for parents of children with   | _             | -           |               |           |       |
|     |   | SA            | A           | U             | D         | SD    |
| 9.  | The counseling we received did not help us to cop   | pe with t     | the chil    | d at all.     |           |       |
|     |   | SA            | A           | U             | D         | SD    |
| 10. | I am aware of organizations that offer counseling   |               |             |               | _         |       |
|     |   | SA            | A           | U             | D         | SD    |
| 11. | My child fits well and interacts effectively with fa  | amily m<br>SA | embers<br>A | U             | D         | SD    |
| 10  | It is almost impossible to plan the future of a chil-   |               |             |               |           | טט    |
| 12. | it is almost impossible to plan the future of a chir  | SA            | A           | ug mipai<br>U | D         | SD    |
| 13. | Most counselors did not give us any guidance at   | all.          |             |               |           |       |
|     | ,   |               | A           | U             | D         | SD    |
| 14. | Without counseling one cannot fully accept having in the family                                   | ng a chi      | ld with     | hearing       | g impair  | ment  |
|     | in the family.  | SA            | A           | U             | D         | SD    |
| 15. | With or without help from other organizations, cater for their children who are hearing impaired. | _             | ents' re    | esponsib      | oility to | fully |
|     | 8 <b>F</b>  | SA            | A           | U             | D         | SD    |
| 16. | We allow our child to make friends and planeighborhood.   | ay with       | other       | childre       | en in o   | ur    |
|     |   | SA            | A           | U             | D         | SD    |

| 17. | The problem with counseling is that one is not pr   | rovided   | with an   | swers.   |        |    |
|-----|---|-----------|-----------|----------|--------|----|
|     |   | SA        | A         | U        | D      | SD |
| 18. | Parents can equally do well for their child without | ıt guida  | nce and   | counse   | lling. |    |
|     |   | SA        | A         | U        | D      | SD |
| 19. | Counseling really helped us to understand the ch    | ild.      |           |          |        |    |
|     |   | SA        | A         | U        | D      | SD |
| 20. | Counselors also referred me to other professional   | ls for fu | rther he  | elp.     |        |    |
|     |   | SA        | A         | U        | D      | SD |
| 21. | Counseling helped us to cope with our child who     | is hear   | ing imp   | aired.   |        |    |
|     |   | SA        | A         | U        | D      | SD |
| 22. | Guidance and counseling are important for both      | parents   | and the   | child.   |        |    |
|     |   | SA        | A         | U        | D      | SD |
| 23. | It is difficult to separate counseling from advice. |           |           |          |        |    |
|     |   | SA        | A         | U        | D      | SD |
| 24. | Counseling did not help us to understand the nee    | ds of ou  | ır child. |          |        |    |
|     |   | SA        | A         | U        | D      | SD |
| 25. | Counseling helped us to cope with our child who     | is hear   | ing imp   | aired.   |        |    |
|     |   | SA        | A         | U        | D      | SD |
| 26. | Children who are hearing impaired should be loc     | ked afte  | er by th  | e Social | Welfar | e. |
|     |   | SA        | A         | U        | D      | SD |
| 27. | Parents of children with hearing impairments do     | not nee   | d couns   | eling.   |        |    |
|     |   | SA        | A         | U        | D      | SD |
| 28. | Relatives are the best counselors.                  | SA        | A         | U        | D      | SD |

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## Appendix D (Final Questionnaire)

## QUESTIONNAIRE TO PARENTS

### **SECTION A**

Please put a ring around the appropriate number at the end of or below every statement or question.

| (i)   | Gender of parents                       | Man             | Woman                 |        |
|-------|---|-----------------|-----------------------|--------|
|       |   | 1               | 2                     |        |
| ii)   | Gender of child                         | Boy             | Girl                  |        |
|       |   | 1               | 2                     |        |
| (iii) | My child was born deaf                  | Yes             | No                    |        |
|       | ·                                       | 1               | 2                     |        |
| (iv)  | My child became deaf later              | Yes             | No                    |        |
| ()    |   | 1               | 2                     |        |
| (v)   | How old is your child? 5-8 y            | yrs 9-13 yea    | ars 14-18 years       |        |
| (*)   | 1                                       | 23              | 14 10 years           |        |
| (11)  |   |                 | No                    |        |
| (vi)  | Did you receive any counseling at all?  | Yes<br>1        | 2                     |        |
|       |   | 1               | 2                     |        |
|       | If yes, from which of the following; (S | pecial Schools) | (Counseling Organizat | tions) |
|       |   | 1               | 2                     |        |
|       | (Churches) (Hospitals) (Relatives)      | (Individuals)   | (Friends) (None of t  | hese)  |
|       | 3 4 5                                   | 6               | 7 8                   |        |

## **SECTION B**

Please put a ring around the appropriate letter/letters closest to your level of agreement.

| KEY: | <ul> <li>(5) SA - Strongly Agree</li> <li>(4) A - Agree</li> <li>(3) U - Undecided</li> <li>(2) D - Disagree</li> <li>(1) SD - Strongly Disagree</li> </ul> |            |          |          |           |            |
|------|---|------------|----------|----------|-----------|------------|
| 1.   | Parents of children with hearing impairments do n   | not need   | l counse | eling.   |           |            |
|      |   | SA         | A        | U        | D         | SD         |
| 2.   | Although we received guidance and counseling, v   | ve still o | cannot c | cope wit | th the ch | nild.      |
|      |   | SA         | A        | U        | D         | SD         |
| 3.   | I am not aware of any organization that offers cou  | ınseling   | in Zim   | babwe    |           |            |
|      |   | SA         | A        | U        | D         | SD         |
| 4.   | Counseling did not help us to understand the need   | ls of ou   | r child. |          |           |            |
|      |   | SA         | A        | U        | D         | SD         |
| 5.   | Counseling does not help parents to accept the ide  | ea of ha   | ving a h | nearing  | impaire   | ed         |
|      | child in the family.  | SA         | A        | U        | D         | SD         |
| 6.   | Children who are hearing impaired should be lool  | ked afte   | r by the | Social   | Welfare   | <b>)</b> . |
|      |   | SA         | A        | U        | D         | SD         |
| 7.   | Counseling helped me to plan the future of my ch  | ild.       |          |          |           |            |
|      |   | SA         | A        | U        | D         | SD         |
| 8.   | We do not allow our child to play with other child they may not treat him well.   | dren in o  | our com  | munity   | because   | e          |
|      | y y y y y y y y y y y y y y y   | SA         | A        | U        | D         | SD         |
| 9.   | My child does not relate well and interact effectively.   | ctively    | with ot  | her mer  | nbers o   | f the      |
|      |   | SA         | A        | U        | D         | SD         |
| 10.  | Most people, who counseled us, told us what to de   | 0.         |          |          |           |            |
|      |   | SA         | A        | U        | D         | SD         |

| 11. | Counseling is a must for parents of children with               | hearing   | impair    | ments     |          |      |
|-----|---|-----------|-----------|-----------|----------|------|
|     |   | SA        | A         | U         | D        | SD   |
| 12. | The counseling we received did not help us to cop               | pe with   | the chil  | d at all. |          |      |
|     |   | SA        | A         | U         | D        | SD   |
| 13. | I am aware of organizations that offer counseling               | in Zim    | babwe     |           |          |      |
|     |   | SA        | A         | U         | D        | SD   |
| 14. | My child fits well and interacts effectively with fa            | _         |           |           |          |      |
|     |   | SA        | A         | U         | D        | SD   |
| 15. | It is almost impossible to plan the future of a child           | d who is  | s hearin  | g impai   | red.     |      |
|     |   | SA        | A         | U         | D        | SD   |
| 16. | Most counselors did not give us any guidance at a               | all.      |           |           |          |      |
|     |   | SA        | A         | U         | D        | SD   |
| 17. | Without counseling one cannot fully accept havin in the family. | ng a chil | d with l  | nearing   | impairn  | nent |
|     | in the fairing.   | SA        | A         | U         | D        | SD   |
| 18. | With or without help from other organizations, it               | -         | its' resp | onsibili  | ty to fu | lly  |
|     | cater for their children who are hearing impaired.              | SA        | A         | U         | D        | SD   |
| 19. | We allow our child to make friends and planeighborhood.         | ay with   | other     | childre   | n in o   | ur   |
|     | neighborhood.   | SA        | A         | U         | D        | SD   |
| 20. | The problem with counseling is that one is not pro              | ovided    | with ans  | swers.    |          |      |
|     |   | SA        | A         | U         | D        | SD   |
| 21. | Parents can equally do well for their child withou              | t guidar  | nce and   | counsel   | ing      |      |
|     |   | SA        | A         | U         | D        | SD   |
| 22. | Counseling really helped us to understand the chi               | ld.       |           |           |          |      |
|     |   | SA        | A         | U         | D        | SD   |
| 23. | Counselors also referred me to other professional               | s for fu  | rther he  | lp.       |          |      |
|     |   | SA        | A         | U         | D        | SD   |

| 24. Counseling helped us to cope with our child who is hearing impaired. |   |        |         |          |   |    |
|--|---|--------|---------|----------|---|----|
|  |   | SA     | A       | U        | D | SD |
| 25.  | Guidance and counseling are important for both p    | arents | and the | e child. |   |    |
|  |   | SA     | A       | U        | D | SD |
| 26.  | It is difficult to separate counseling from advice. |        |         |          |   |    |
|  |   | SA     | A       | U        | D | SD |
|  |   |        |         |          |   |    |
|  | 0()0  |        |         |          |   |    |

## **Appendix E (First Pool of Questions)**

## OPEN ENDED QUESTIONS TO PARENTS

### **SECTION A**

| 1.  | What five major difficulties did you meet in raising your child with hearing impairments?  |
|-----|--|
| 2.  | Which individuals or organizations counseled you?  |
| 3.  | Did the counseling you received help you?  |
|     | If yes, how?   |
|     | If no, why?  |
| 4.  | What do you think the government should do to help parents of children with disabilities?  |
| 5.  | In your view, what should counseling organizations do to make their services more accessible to parents of children with disabilities? |
| 6.  | Do you believe counseling really works? Why do you say so?   |
| 7.  | Do you think counseling helps parents to cope with their children? Give reasons.   |
| 8.  | In your view why should parents of children with hearing impairment get counseling?  |
| 9.  | What do you think should be done to make guidance and counseling accessible to parents?  |
| 10. | How can guidance and counseling help you more as parents?  |
| 11. | What should be done to improve the counseling situation for parents of children with hearing impairments?                              |
| 12. | In a family with a child with hearing impairments, who should be counseled? Why?   |

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## Appendix F (Second pool of questions)

### OPEN ENDED QUESTIONS TO PARENTS

Please try and answer all questions explaining your ideas fully.

| 1.  | What 5 major difficulties did you meet in raising your child with hearing impairments?   |  |  |  |  |  |
|-----|--|--|--|--|--|--|
| 2.  | Which individuals or organizations counseled you?  |  |  |  |  |  |
| 3.  | Did the counseling you received help you?  |  |  |  |  |  |
|     | If yes, how?   |  |  |  |  |  |
|     | If no, why?  |  |  |  |  |  |
| 4.  | What do you think the government should do to help parents of children with disabilities?  |  |  |  |  |  |
| 5.  | In your view, what should counseling organizations do to make their services more accessible to parents of children with disabilities? |  |  |  |  |  |
| 6.  | Do you believe counseling really works? Why do you say so?   |  |  |  |  |  |
| 7.  | Do you think counseling helps parents to cope with their children? Give reasons.   |  |  |  |  |  |
| 8.  | In your view why should parents of children with hearing impairment get counseling?  |  |  |  |  |  |
| 9.  | What do you think should be done to make guidance and counseling accessible to parents?  |  |  |  |  |  |
| 10. | How can guidance and counseling help you more as parents?  |  |  |  |  |  |
| oOo |  |  |  |  |  |  |

## Appendix G (Third pool of questions)

## OPEN ENDED QUESTIONS TO PARENTS

Please try and answer all questions explaining your ideas fully.

| 1. | What five major difficulties did you meet in raising your child with hearing impairments?  |
|----|--|
| 2. | Which individuals or organizations counseled you?  |
| 3. | Did the counseling you received help you?  If yes, how?  |
|    | If no, why?  |
| 4. | What do you think the government should do to help parents of children with disabilities?  |
| 5. | In your view, what should counseling organizations do to make their services more accessible to parents of children with disabilities? |
| 6. | Do you think counseling helps parents to cope with their children?   |
|    | Give reasons for your answer.  |
| 7. | What do you think should be done to make guidance and counseling accessible to parents?  |
| 8. | How can guidance and counseling help you more as parents?  |
|    | oOo  |
|    |  |

## **Appendix H (Final Questionnaire)**

## OPEN ENDED QUESTIONS TO PARENTS

Please try and answer all questions explaining your ideas fully.

| 1. | What five major difficulties did you meet in raising your child with hearing impairments? |
|----|---|
| 2. | Which individuals or organizations counseled you?   |
| 3. | Did the counseling you received help you?   |
|    | If yes, how?  |
|    | If no, why?   |
| 1. | Do you think counseling helps parents to cope with their children? Give reasons.          |
| 5. | What do you think should be done to make guidance and more accessible to parents?         |
| 5. | How can guidance and counseling help you more as parents?                                 |
|    | oOo   |
|    |   |
|    |   |

## Appendix I (First pool of questions)

## QUESTIONNAIRE TO SERVICE ORGANIZATIONS

### **SECTION A**

Please circle the appropriate number below or at the end of the statement or question.

| 1. | (Special Scho  | ools Hospit       | als Churche     | es Couns       | eling Orga  | nizations)       |
|----|----------------|-------------------|-----------------|----------------|-------------|------------------|
|    | 1              | 2                 | 3               |                | 4           |                  |
| 2. | Have you cou   | inseled parents   | of children wit | h disabilities | ? Yes       | No               |
|    |                |                   |                 |                | 1           | 2                |
| 3. | Have you cou   | inseled parents   | of deaf childre | n?             | Yes         | No               |
|    |                |                   |                 |                | 1           | 2                |
| 4. | Who did you    | counsel?          |                 | Father         | Mother      | Both             |
|    |                |                   |                 | 1              | 2           | 3                |
| 5. | Do you have    | qualified couns   | elors in your o | rganization?   | Yes         | No               |
|    |                |                   |                 |                | 1 2         | 2                |
| 6. | Please indicat | te the number u   | nder each qual  | ification      |             |                  |
|    | Uncertified    | Certif            | icate           | Diploma        |             | Degree           |
|    | (i)            | (ii)              |                 | (iii)          |             | (iv)             |
| 7. | How many pa    | arents of childre | en with hearing | ; impairment   | s do you co | ounsel per year? |
|    |                |                   | Less than       |                |             |                  |
|    | five           | ten twenty        | thirty forty    | fifty one      | hundred     |                  |
|    | (i)            | (ii) (iii)        | (iv) (v)        | (vi)           | (vii)       |                  |

## **SECTION B**

**KEY:** (5) SA - Strongly Agree

Please put a ring around the appropriate letter/letters closest to your level of agreement.

|     | <ul> <li>(4) A - Agree</li> <li>(3) U - Undecided</li> <li>(2) D - Disagree</li> <li>(1) SD - Strongly Disagree</li> </ul> |               |           |               |          |        |
|-----|--|---------------|-----------|---------------|----------|--------|
| 8.  | Most parents who were counseled at our organ   | ization       | are able  | e to cop      | pe with  | their  |
|     | children.  | SA            | A         | U             | D        | SD     |
| 9.  | Knowledge of special education is necessary in children with disabilities  | order fo      | or one to | o couns       | el parer | nts of |
|     | emaren with disdefines   | SA            | A         | U             | D        | SD     |
| 10. | Our counselors are well equipped to work with impairments.   | n paren       | ts of ch  | ildren        | with he  | aring  |
|     |  | SA            | A         | U             | D        | SD     |
| 11. | Not all of our counselors know the difference bet  |               |           | _             |          |        |
|     |  | SA            | A         | U             | D        | SD     |
| 12. | It is important to have qualified counselors in our  | organi<br>SA  |           | U             | D        | SD     |
| 13. | Most parents who were counseled keep on comin  |               |           |               | D        | SD     |
| 13. | Wost parents who were counseled keep on comm   | SA            |           | U             | D        | SD     |
| 14. | Counseling organizations should serve parents in   | rural aı      | eas.      |               |          |        |
|     |  | SA            | A         | U             | D        | SD     |
| 15. | Our counselors are not comfortable to deal with p  | arents (      | of childs | en with       | disabil  | ities. |
|     |  | SA            | A         | U             | D        | SD     |
| 16. | Our qualified counselors perform better than our   | unquali<br>SA | fied cou  | inselors<br>U | D        | SD     |
| 17  | We council your form moments of children with dis  |               |           | U             | D        | SD     |
| 17. | We counsel very few parents of children with dis-  | SA            | s.<br>A   | U             | D        | SD     |
|     |  |               |           |               |          |        |

## Appendix J (Second pool of questions)

## QUESTIONNAIRE TO SERVICE ORGANIZATIONS

### **SECTION A**

Please circle the appropriate number below or at the end of the statement or question.

| 1. | (Special  | Schools     | Hospitals      | Churche     | es Coun       | seling Org | ganizations)      |
|----|-----------|-------------|----------------|-------------|---------------|------------|-------------------|
|    | 1         | 1           | 2              | 3           |               | 4          |                   |
| 2. | Have yo   | ou counsele | d parents of c | hildren wit | h disabilitie | es? Yes    | No                |
|    |           |             |                |             |               | 1          | 2                 |
| 3. | Have yo   | ou counsele | d parents of d | eaf childre | n?            | Yes        | No                |
|    |           |             |                |             |               | 1          | 2                 |
| 1. | Who die   | d you couns | el?            |             | Father        | Mother     | Both              |
|    |           |             |                |             | 1             | 2          | 3                 |
| 5. | Do you    | have qualif | ied counselor  | s in your o | rganization   | ? Yes      | No                |
|    |           |             |                |             |               | 2          | 2                 |
| 5. | Please in | ndicate the | number under   | r each qual | ification     |            |                   |
|    | Uncertif  | fied        | Certificate    | e           | Diploma       |            | Degree            |
|    | (i)       | _           | (ii)           |             | (iii)         | -          | (iv)              |
| 7. | How ma    | any parents | of children w  | ith hearing | impairmen     | ts do vou  | counsel per year? |
|    |           | J 1         |                | ss than     | , <u>r</u>    |            | real frogram      |
|    | five      | ten         | twenty         | thirty      | forty         | fifty      | one hundred       |
|    | (i)       | (ii)        | (iii)          | (iv)        | (v)           | (vi)       | (vii)             |

## **SECTION B**

Please put a ring around the appropriate letter/letters closest to your level of agreement.

| KEY: | <ul> <li>(5) SA - Strongly Agree</li> <li>(4) A - Agree</li> <li>(3) U - Undecided</li> <li>(2) D - Disagree</li> <li>(1) SD - Strongly Disagree</li> </ul> |           |           |         |         |      |  |  |  |
|------|---|-----------|-----------|---------|---------|------|--|--|--|
| 8.   | Most parents who were counseled at our organization are able to cope with their   |           |           |         |         |      |  |  |  |
|      | children.   | SA        | A         | U       | D       | SD   |  |  |  |
| 9.   | Our counselors are well equipped to work with paimpairments.  | arents of | f childre | en with | hearing |      |  |  |  |
|      | impaniments.  | SA        | A         | U       | D       | SD   |  |  |  |
| 10.  | Not all of our counselors know the difference   |           | n couns   | _       |         |      |  |  |  |
|      |   | SA        | A         | U       | D       | SD   |  |  |  |
| 11.  | Most parents who were counseled keep on comin   |           |           |         |         |      |  |  |  |
|      |   | SA        | A         | U       | D       | SD   |  |  |  |
| 11.  | Our counselors are not comfortable to deal with p   |           |           |         |         |      |  |  |  |
|      |   | SA        | A         | U       | D       | SD   |  |  |  |
| 13.  | Our qualified counselors perform better than our  | •         |           |         |         |      |  |  |  |
|      |   | SA        | A         | U       | D       | SD   |  |  |  |
| 14.  | We counsel very few parents of children with dis  |           |           |         | _       | a=   |  |  |  |
|      |   | SA        | A         | U       | D       | SD   |  |  |  |
| 15.  | Counseling organizations should serve parents in  |           |           | **      |         | a.p. |  |  |  |
|      |   | SA        | A         | U       | D       | SD   |  |  |  |

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## Appendix K (Final Questionnaire)

## QUESTIONNAIRE TO SERVICE ORGANIZATIONS

### **SECTION A**

Please circle the appropriate number below or at the end of the statement or question.

| (Special  | Schools   | Hospitals  | Churche  | es Coun   | Counseling Organizations)  |   |  |
|-----------|---|--|--|---|--|---|--|
| 1         | 1   | 2  | 3  |   | 4  |   |  |
| Have yo   | ou counsele   | d parents of cl  | hildren wit  | h disabilitie   | es? Yes  | No  |  |
|           |   |  |  |   | 1  | 2   |  |
| Have yo   | ou counsele   | d parents of d   | eaf childre  | n?  | Yes  | No  |  |
|           |   |  |  |   | 1  | 2   |  |
| Who did   | d you couns   | sel?   |  | Father  | Mother   | Both  |  |
|           |   |  |  | 1   | 2  | 3   |  |
| Do you    | have qualif   | ied counselor  | s in your o  | rganization'  | ? Yes  | No  |  |
|           |   |  |  |   | 3  | 2   |  |
| Please in | ndicate the   | number under   | r each qual  | ification   |  |   |  |
| Uncertif  | fied  | Certificate  | 2  | Diploma   |  | Degree  |  |
| (i)       | _   | (ii)   |  | (iii)   | -  | (iv)  |  |
| How ma    | any parents   | of children w  | ith hearing  | impairmen   | ts do vou c  | counsel per vear?   |  |
|           | J 1   |  | _  | , r   | J  | 1 7 7   |  |
| five      | ten   | twenty   | thirty   | forty   | fifty  | one hundred   |  |
| (i)       | (ii)  | (iii)  | (iv)   | (v)   | (vi)   | (vii)   |  |
|           | Have you  Have you  Who did  Do you  Please in  Uncertiff (i)  How ma | Have you counseled  Have you counseled  Who did you counseled  Do you have qualify  Please indicate the Uncertified  (i)  How many parents  five ten | Have you counseled parents of counseled parents of counseled parents of downward with the second sec | Have you counseled parents of children with Have you counseled parents of deaf children.  Who did you counsel?  Do you have qualified counselors in your of the Please indicate the number under each qual to Uncertified Certificate  (i) (ii)  How many parents of children with hearing the Less than five ten twenty thirty | Have you counseled parents of children with disabilities.  Have you counseled parents of deaf children?  Who did you counsel?  Father  1  Do you have qualified counselors in your organization.  Please indicate the number under each qualification.  Uncertified  Certificate  Diploma  (i) (iii)  How many parents of children with hearing impairment.  Less than  five ten twenty thirty forty | Have you counseled parents of children with disabilities? Yes  Have you counseled parents of deaf children?  Yes  1  Who did you counsel?  Father  Mother  1  2  Do you have qualified counselors in your organization?  Yes  3  Please indicate the number under each qualification  Uncertified  Certificate  Diploma  (i) (iii)  How many parents of children with hearing impairments do you counsely.  Less than  five ten twenty thirty forty fifty |  |

## **SECTION B**

Please put a ring around the appropriate letter/letters closest to your level of agreement.

| KEY: | <ul> <li>(5) SA - Strongly Agree</li> <li>(4) A - Agree</li> <li>(3) U - Undecided</li> <li>(2) D - Disagree</li> <li>(1) SD - Strongly Disagree</li> </ul> |          |           |         |           |        |  |  |  |
|------|---|----------|-----------|---------|-----------|--------|--|--|--|
| 8.   | Most parents who were counseled at our organization are able to cope with the children.   |          |           |         |           |        |  |  |  |
|      | children.   | SA       | A         | U       | D         | SD     |  |  |  |
|      | Our counselors are well equipped to work with impairments.  | parent   | s of ch   | ildren  | with he   | aring  |  |  |  |
|      |   | SA       | A         | U       | D         | SD     |  |  |  |
| 10.  | Not all of our counselors know the difference between counseling and advice.  |          |           |         |           |        |  |  |  |
|      |   | SA       | A         | U       | D         | SD     |  |  |  |
| 11   | Most parents who were counseled keep on coming back for more help.  |          |           |         |           |        |  |  |  |
|      |   | SA       | A         | U       | D         | SD     |  |  |  |
| 12.  | Our counselors are not comfortable to deal with p   | arents o | of childr | en witl | h disabil | ities. |  |  |  |
|      |   | SA       | A         | U       | D         | SD     |  |  |  |
| 13.  | Our qualified counselors perform better than our u  | unqualif | ried cou  | nselors | S.        |        |  |  |  |
|      |   | SA       | A         | U       | D         | SD     |  |  |  |
|      | 00  |          |           |         |           |        |  |  |  |

# Appendix L (Interview questions)

| 1.  | Is your child a boy or girl? How old is your child?  |  |  |  |  |
|-----|--|--|--|--|--|
| 2.  | When did you discover that your child was deaf?  |  |  |  |  |
| 3.  | What problems did you meet in bringing up your child?  |  |  |  |  |
| 4.  | What did you do when you discovered that your child was deaf?  |  |  |  |  |
| 5.  | Did you get any counseling from anybody? Who?  |  |  |  |  |
| 6.  | Did you approach any Service Organizations for help?   |  |  |  |  |
| 7.  | What help did you get from them?   |  |  |  |  |
| 8.  | Does your child mix freely with his/her siblings? Other children in the community?                       |  |  |  |  |
| 9.  | Are you able to cope with your child?  |  |  |  |  |
| 10. | What future plans do you have for your child?  |  |  |  |  |
| 11. | In your view does counseling help parents of children with hearing impairments to plan for their future? |  |  |  |  |
| 12. | What do you think should be done to make counseling more accessible to parents?                          |  |  |  |  |
|     | oOo  |  |  |  |  |

#### **Appendix M (Research Diary)**

After completing my college education I joined the teaching profession. I taught for four years in an ordinary school and then joined special education in 1984. I taught children with hearing impairments. As a young teacher I found it challenging, sometimes depressing and unsatisfying. The success rate was minimal. In 1986 I went for further education and studied in the area of special needs. I specialised in the education of children with hearing impairments. I taught for one year and went for further education in the UK where I obtained a master's degree in Special Education International at the University of Manchester. In the UK I got experience with children of different disabilities. The course I studied included, audiology, speech, assessments, counseling, teaching and programme planning.

I worked with parents of children with disabilities as a teacher, counselor, headmaster and lecturer. During all the years of my working career, I got to know the problems parents of children with disabilities experienced. When I studied counseling I learnt more about how such parents felt and how they could be helped. The first parent-group I organized helped me to fully interact with parents and in turn they confided in me. At the time my main duty was to carry out assessments, counsel parents and children and advise them of where to get professional help. It is during that time that I noticed the importance of counseling parents of children with disabilities.

Many parents who had children with hearing impairments in primary schools continued to come back to these schools for advice and guidance. Having observed this I spoke to some parents to find out their problems. The parents did not seem to know exactly what to do with their children. This motivated me to carry out this study.

I registered with the University of Zimbabwe in 1997. The whole of 1998 I worked on the literature review and the instrument to be used in data collection. In 1999 and part of 2000, I collected the data. During the second term of 2000, my supervisor left for overseas. The rest of 2000 and 2001 I was stuck, frustrated and decided to shelf my study. The most disturbing point was that nobody was suitably qualified to supervise me in the areas of special education and counseling. Fortunately when I moved to Botswana I met a South

African friend who told me about the University of Pretoria. He stressed that it was the most efficient University in South Africa but warned me that the standards were very high. He pointed out that I needed to work day and night if I was to make it. In October 2002, I forwarded my personal documents and qualifications for consideration. I was accepted and I registered. I was then allocated a promoter. I made an effort to contact her and she spoke to me on the phone. She asked me to send her the work I had done and at the same time encouraged me to continue working on the literature review and Chapter one.

With time, through her guidance I continued to work on my document. I also gave her copies of my instruments and showed her the collected data. The working title kept on changing and the study took a new direction. It indeed was almost a new study. We arranged that I visit the University of Pretoria to meet her in person and to get to know each other as well as to discuss my study. The arranged date was a PhD proposal defence for some students. This was a great opportunity for me to experience how students prepare and defend their proposals. It helped me to prepare for the defense of my proposal. When I came back I worked on my proposal, which went to and from my promoter six times before she accepted it as one worth presenting to the Department of Educational Psychology and then the Faculty of Education. The department provided good suggestions, passed it and a date was set for me to defend my proposal at Faculty level. On that particular day I was the second one to defend my proposal. I had prepared well and I knew my study but it was not easy. I managed and my proposal was accepted.

It is important for me to point out that studying through distance education is not easy, particularly when you are far away from the University and do not have the opportunity to share your difficulties with your promoter while you are talking face-to-face. Sometimes you want to see what other students have done or some PhD theses that have been passed. Although I missed out on face-to-face conversations, I must point out that my promoter is excellent in communication, quick feedback, support and encouragement. I cannot ask for more as far as supervision is concerned. She has never failed me once. We worked mornings, afternoons, evenings and during the holidays but she never complained, instead she encouraged me to forge ahead. Although I worked very hard, the time that I have taken to complete this study is owed to her. One disadvantage is that being a part-time student for example, in my case, there is almost no opportunity to meet other students from UP in

order to discuss and share ideas. However, I had to travel long distances in order to meet some UP students but all of them were studying for a master's degree. Most of the students are Unisa students, with whom I shared ideas, success stories and difficulties. The demands of UP and Unisa are totally different, and at one point I thought I made a mistake, I should have enrolled with Unisa which is less demanding. However, I like to take up challenges and to produce quality work and also to study with universities of good reputation. Indeed studying with the University of Pretoria is very challenging and at the same time satisfying.

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