Annexure A
Questionnaire to establish our student profile

For office use

Respondent number

		V1 : 1-2

Please circle an appropriate number in the shaded area, or where necessary, write your answer in the shaded area.

1. Personal details

1.1 What is your gender?

a	Male	1
b	Female	2

	V2 : 3

1.2 To which language group do you belong?

a	Afrikaans	1
b	English	2
c	Northern Sotho	3
d	Southern Sotho	4
e	Swati	5
f	Tsonga	6
g	Tswana	7
h	Venda	8
I	Xhosa	9
j	Zulu	10
k	Other (specify)	

		V3 : 4-5

1.3 What is your marital status?

a	Unmarried	1
b	Married	2

	V4 : 6

1.4 What was your age in years on your last birthday?

a	Under 25	1
b	25-29	2
c	30-34	3
d	35-40	4
e	Over 40	5

	V5 : 7

1.5   How many children do you have?

a	None	1
b	One	2
c	Two	3
d	Three	4
e	More than three (specify)	

V6 : 8

1.6   How many adults (18 years and older) are living with you in your home?

a	None	1
b	One	2
c	Two	3
d	Three	4
e	More than three (specify)	

V7 : 9

1.7   How many children (under 18 years of age) are living with you in your home?

a	None	1
b	One	2
c	Two	3
d	Three	4
e	More than three (specify)	

V8 : 10

1.8   In which province do you live at present?

a	Gauteng	1
b	Mpumalanga	2
c	North-West	3
d	Northern Province	4
e	Free State	5
f	Eastern Cape	6
g	Northern Cape	7
h	Western Cape	8
I	KwaZulu Natal	9
j	Namibia	10
k	Other (specify)	

V9 : 11-12

1.9 What is your gross income per month (fully monthly salary before anything is deducted)?

a	R2 500 and less	1
b	R2 501 to R4 500	2
c	R4 501 to R6 500	3
d	R6 501 to R8 500	4
e	R8 501 and more	5

V10 : 13

1.10 How do you fund your studies?

a	I pay for my studies myself	1
b	My husband/wife pays	2
c	A relative pays	3
d	I obtained a bursary/loan	4
e	Other (specify)	

V11 : 14

1.11 How would you prefer to pay for your studies?

a	In full when I register	1
b	In advance before I register	2
c	In six installments	3
d	In monthly installments	4

V12 : 15

1.12 For which certificate/diploma/degree in Library and Information Studies are you registered?

a	National Certificate	1
b	National Higher Certificate	2
c	National Diploma	3
d	BTech	4

V13 : 16

2. Personal circumstances

2.1 In what type of accommodation do you live?

a	Own house / flat	1
b	Rented house / flat	2
c	Room (with relatives or friends)	3
d	Hostel	4
e	Temporary structure	5
f	Other (specify)	

V14 : 17

2.2   What source of light is available at your place of accommodation?

a	Permanent electricity supply	1	
b	Electric generator (220 volt)	2	
c	Battery power	3	
d	Cylinder gas	4	
e	Candles	5	
f	Other (specify)		

V15 : 18

2.3   What type of water supply is available at your place of accommodation?

a	Running water in the home	1
b	Water obtained from a communal tap outside	2
c	Water obtained from a stream, fountain or well	3
d	Containers of purchased water	4
e	Other (specify)	

V16 : 19

2.4   What type of postal delivery service do you use for your studies?

a	At your home	1
b	At your own Post Office box	2
c	At your work place	3
d	At a collection point (e.g. station, farm store)	4
e	At a communal Post Office box	5
f	Other (specify)	

V17 : 20

2.5   How often do you collect your mail?

a	Daily	1
b	Weekly	2
c	Fortnightly	3
d	Monthly	4
e	Other (specify)	

V18 : 21

2.6   How would you rate the quality of Technikon SA postal service?

a	Very good	1
b	Satisfactory	2
c	Not satisfactory	3

V19 : 22

2.7   What is the amount of time you spend travelling to <u>and</u> from work each day?

a	Less than fifteen minutes	1
b	Between fifteen and thirty minutes	2
c	Between thirty minutes and an hour	3
d	Between an hour and two hours	4
e	More than two hours	5

V20 : 23

2.8   What mode of transport do you use daily?

a	I go on foot	1
b	Bicycle	2
c	Bus	3
d	Taxi	4
e	Own car	5
f	Train	6
g	Other (specify)	

V21 : 24

3.   Educational background

3.1   What was your final school qualification?

a	Matriculation with exemption certificate	1
b	Senior Certificate (without matriculation exemption)	2
c	Grade 10 (standard 8)	3
d	Other (specify)	

V22 : 25

3.2   In which year did you obtain your final school qualification?

1	9		

V23: 26-27

3.3   At what type of institution did you finish your secondary education?

a	Government school	1
b	Private school	2
c	Correspondence school	3
d	Adult education centre	4
e	Other (specify)	

V24 : 28

3.4   What was the average percentage you obtained in final school examinations?

a	70-100 % (average = 75) [A + B aggregate]	1
b	60 – 69 % (average = 65) [C aggregate]	2
c	50 – 59 % (average = 55) [D aggregate]	3
d	40 – 49 % (average = 45) [E aggregate]	4
e	33⅓ - 39 % (average = 36) [F aggregate]	5

V25 : 29

3.5   In your opinion, what influence will your final school examinations have on your present studies?

a	Great influence	1
b	Little or same influence	2
c	No influence	3

V26 : 30

4.   Professional background

4.1   How many years have you worked in a library / information centre / information department?

a	This is my first year	1
b	1-5 years	2
c	6-10 years	3
d	11-15 years	4
e	More than 15 years	5

V27 : 31

4.2   What is your most recently completed library qualification?

a	National Certificate	1
b	Lower Diploma	2
c	Unqualified	3
d	Other (specify)	

V28 : 32

4.3   How long ago did you obtain the above qualification?

a	1999	1
b	2-3 years ago	2
c	4-6 years ago	3
d	7-9 years ago	4
e	10 or more years	5

V29 : 33

4.4   In which demographic area is the library / information centre/ information department where you work?

a	City (e.g. Johannesburg, Cape Town, Durban)	1
b	Large town (e.g. Rustenburg, Pinetown, Kroonstad)	2
c	Small country town (e.g. Hammanskraal, Brandfort, Colenso)	3
d	Rural area without a town in the immediate vicinity	4

V30 : 34

4.5   In what type of library do you work?

a	Large public / community library (main library)	1
b	Branch library of a large library	2
c	School library / Media centre	3
d	Academic library (e.g. university, technikon, college)	4
e	Provincial library	5
f	Special library or information centre (e.g. engineering, law libraries)	6
g	Information department that forms part of a larger organisation	7

V31 : 35

4.6   In which section or department of the library / information centre / information department do you work?

a	Reference desk	1
b	Lending desk	2
c	Interlibrary loans	3
d	Acquisitions	4
e	Cataloguing	5
f	Serials	6
g	Children's section	7
h	Physical processing (e.g. inking, covering, binding of materials)	8
I	All sections(such as a one person library)	9
j	Other (specify)	10

V32 : 36-37

4.7   How many staff members work in your section or department?

a	Twenty or more	1
b	Between ten and twenty	2
c	Between five and ten	3
d	Between two and five	4
e	One	5

V33 : 38

4.8   What is your present post designation?

			V34 : 39
a	Librarian	1	
b	Assistant librarian	2	
c	Library assistant	3	
d	Library clerk	4	
e	Administrative assistant	5	
f	Casual worker	6	
g	Other (specify)		

4.9   Which statement best describe your ability to carry out the
tasks that you have to do at your work?

			V35 : 40
a	I consider myself an expert in the tasks that I have to perform.	1	
b	I perform tasks that I was trained in.	2	
c	I perform tasks that I have experience in, but was not trained in.	3	
d	I perform tasks in which I have no training or experience, but I am coping.	4	
e	I am not coping with my work.	5	

5.   Expectations and impressions

5.1   Before registering at Technikon SA, what was the quality of
information you had received about the Technikon?

			V36 : 41
a	All relevant information	1	
b	Insufficient information	2	
c	No information at all	3	

5.2   From whom did you obtain the most useful information
about Technikon SA? You may indicate more than one
source.

a	Colleagues at work	1	V37 : 42
b	The Technikon administration	2	V38 : 43
c	Friends / relatives	3	V39 : 44
d	A Technikon student councillor / advisor	4	V40 : 45
e	Posters, brochures and advertisements in the media	5	V41 : 46

5.3   What was the one most important reason why you enrolled
for further studies and training?

			V42 : 47
a	To improve my qualifications and skills in library and information work	1	
b	For promotion opportunities and a possible increase	2	
c	For personal fulfilment	3	
d	For social reasons (e.g. some of my friends were studying; because of status I would receive)	4	

Annexure A   284

5.4   What was the <u>one</u> most important reason why you enrolled at Technikon SA?

a	I can study while I work full-time	1
b	I can study at my own pace	2
c	I improve my qualifications and at the same time gain more experience in my work	3
d	I was impressed by the information I had received about the Technikon	4

V43 : 48

5.5   If you could choose again, where would you enrol for further studies and training? Only indicate <u>one</u> institution.

a	Technikon SA	1
b	A residential technikon	2
c	A residential university	3
d	A distance education university	4
e	An institution outside South Africa	5
f	I would rather undergo in-service training at my work place	6

V44 : 49

5.6   How was your registration at Technikon SA handled?

a	Very well	1
b	Satisfactorily	2
c	Poorly	3

V45 : 50

5.7   When did you receive your study materials?

a	A week after registration	1
b	Two weeks after registration	2
c	Three or more weeks after registration	3
d	Too late to complete the first assignment on time	4

V46 : 51

5.8   Which registration period do you prefer?

a	First registration period (January to March)	1
b	Second registration period (May to July)	2
c	Third registration period (September to October)	3

V47 : 52

5.9   What was your impression of your contact with Technikon SA in general?

a	Excellent	1
b	Better than expected	2
c	As expected	3
d	Not as good as expected	4
e	Very unsatisfactory	5

V48 : 53

Annexure A

285

6.   Study methods and circumstances

6.1   Do you experience any negative influences that could affect your studies?

a	None	1
b	Hardly any	2
c	Some, but I can cope with them	3
d	Yes, definitely	4

V66 : 76

6.2   What are your domestic study circumstances?

a	Practically impossible	1
b	Fairly difficult	2
c	Convenient	3
d	Good	4
e	Excellent	5

V67 : 77

6.3   What study space do you have available?

a	The dining room / kitchen table	1
b	My bedroom	2
c	I study at work	3
d	I study at a friend's / relative's house	4
e	A study room at home	5
f	A library (other than my work place, e.g. public library, Technikon library)	6

V68 : 78

6.4   Do you expect study methods to cause you any problems this year?

a	No	1
b	I may have some problems	2
c	Yes, study methods are one of my major problems	3

V69 : 79

6.5   Generally, how important is it for you to do better than merely obtain a PASS in the subjects you study?

a	Very important	1
b	Of some importance	2
c	Not important – I am happy if I pass	3

V70 : 80

In the following items, choose the option that best describes the study skills you use at present.

6.6　　I memorise the content of the study guides and textbooks.

a	Yes	1
b	No	2
c	Sometimes	3

V71 : 81

6.7　　I try to understand and apply the content of the study guides and textbooks.

a	Yes	1
b	No	2
c	Sometimes	3

V72 : 82

6.8　　I both memorise and try to understand and apply the content of the study guides and textbooks.

a	Yes	1
b	No	2
c	Sometimes	3

V73 : 83

6.9　　I rely totally on studying previous assignments and examination papers.

a	Yes	1
b	No	2
c	Sometimes	3

V74 : 84

6.10　　During the academic year I only complete the assignments and leave most of the study for the examinations.

a	Yes	1
b	No	2
c	Sometimes	3

V75 : 85

6.11　　How many hours, on average, do you expect to devote to the study of all your subjects each week?

a	Five hours or less	1
b	Between five and ten hours	2
c	Between ten and fifteen hours	3
d	More than fifteen hours	4

V76 : 86

6.12   What personal expectations do you have of your studies in
        Library and Information Studies at Technikon SA?

a	I expect them to be very interesting and exciting.	1
b	I expect them to be partially interesting.	2
c	I expect them to be uninteresting, but essential.	3

V77 : 87

6.13   What is your <u>one</u> main fear as regards to your studies?

a	How to study effectively on my own	1
b	How to keep to a study timetable	2
c	How best to plan my time	3
d	How to cope with examinations	4
e	How to do assignments well	5

V78 : 88

Expectations about Technikon SA support

6.14   Lecturers should take into consideration that I need to be
        assisted in my studies.

a	Yes, completely	1
b	Only sometimes	2
c	Unsure	3
d	No, I will cope on my own	4

V79 : 89

6.15   I hope that Technikon SA will provide counselling for their
        students by means of … You may indicate more than one
        option.

a	A student counsellor	1
b	Tutors	2
c	Lecturers	3
d	Student administration staff	4
e	I do not require counselling	5

V80 : 90
V81 : 91
V82 : 92
V83 : 93
V84 : 94

6.16   I find the Technikon administrative staff …

a	Co-operative	1
b	Unco-operative	2

V85 : 95

6.17   Indicate the ways in which you would make contact with the Technikon when you need counselling. You may indicate more than one option.

a	Visit the Technikon at the main campus in Florida	1
b	Write a letter	2
c	Visit my nearest regional office	3
d	Make a phone call	4
e	Contact a tutor	5
f	Contact my lecturer	6
g	Consult somebody else	7

V86 : 96
V87 : 97
V88 : 98
V89 : 99
V90 : 100
V91 : 101
V92 : 102

6.18   Evaluate your personal level of competence in studying in English.

a	Excellent	1
b	Good	2
c	Satisfactory	3
d	Unsatisfactory	4
e	Very poor	5

V93 : 103

6.19   How often do you expect to have contact with lecturers and tutors during the academic year?

a	Weekly	1
b	Monthly	2
c	Quarterly	3

V94 : 104

6.20   What type of contact with the lecturers or tutors do you prefer? You may indicate more than one option.

a	Personal counselling by appointment	1
b	Contact classes	2
c	Telephonic communication and counselling	3
d	Written communication and counselling	4
e	Counselling via e-mail messages	5

V95 : 105
V96 : 106
V97: 107
V98 : 108
V99 : 109

6.21   How often do you plan to attend contact classes?

a	I hope to attend all the classes	1
b	I hope to attend some of the classes	2
c	I plan to attend one class only	3
d	I will not be able to attend any classes	4

V100 : 110

7. Media and technological facilities for study

7.1 Do you have a radio (either at home or work) that can be used for lecture broadcasts?

a	Yes	1
b	No	2

V101 : 111
V102 : 112

7.2 Do you have a television set (either at home or work) that can be used for lecture broadcasts?

a	Yes	1
b	No	2

V103 : 113
V104 : 114

7.3 Do you have a sound tape recorder (either at home or work) that you can use to listen to taped lectures?

a	Yes	1
b	No	2

V105 : 115
V106 : 116

7.4 Do you have a videocassette recorder (VCR) (either at home or work) that you can use to watch recorded lectures?

a	Yes	1
b	No	2

V107 : 117
V108 : 118

7.5 Do you have access to a computer (PC) (either at home or work) that you are allowed to use for your studies?

a	Yes	1
b	No	2

V109 : 119
V110 : 120

7.6 Do you have access to the Internet either at home, where you work , a study centre, or an Internet café for study purposes?

a	Yes	1
b	No	2

V111 : 121
V112 : 122

7.7 Do you have none of the above at home?

a	Yes	1
b	No	2

V113 : 123
V114 : 124

7.8   Do you have none of the above where you work?

a	Yes	1
b	No	2

7.9   Do you wish to mention anything not included in these questionnaire?

a	Yes– Include a separate letter / note with comments	1
b	No	2

Thank you for your participation and co-operation!

Annexure B

Formative evaluation of a computer-aided training program on classification using Dewey Decimal Classification

For office use

Respondent number

V1 : 1-2

Please complete this questionnaire to help us to improve the program and assist us with similar future developments.

Please circle an appropriate number in the shaded area, or where necessary, write your answer in the shaded area. The answers you have to consider per question would be **ONE** of the following:

SA	=	**Strongly agree**
A	=	**Agree**
N	=	**Neither agree nor disagree (cannot decide)**
D	=	**Disagree**
SD	=	**Strongly disagree**

1. **Indicate how the program helped you in your studies of the classification module of Information Retrieval**

		SA	A	N	D	SD	
a	It helped me with my studies of classification	1	2	3	4	5	V2 : 3
b	It helped me to understand the contents on classification in my study guide better	1	2	3	4	5	V3 : 4
c	The different ways in which questions were asked helped me to understand classification better	1	2	3	4	5	V4 : 5
d	After completing it I felt that I could answer the questions for self-evaluation in the study guide better	1	2	3	4	5	V5 : 6
e	After completing it I felt that I could answer my assignment questions better	1	2	3	4	5	V6 : 7

2. How did you experience the computerised format of the exercises?

		SA	A	N	D	SD	
a	I found it difficult to do the exercises because of the computerised format	1	2	3	4	5	V7 : 8
b	I usually have difficulty working on a computer, but I found the exercises in this program easy to do	1	2	3	4	5	V8 : 9
c	I would have preferred to do the exercises of this program in a pen-and-paper format	1	2	3	4	5	V9 : 10
d	The computerised format made these exercises more interesting than an equivalent pen-and-paper format	1	2	3	4	5	V10 : 11
e	Where I had the option to use either the mouse or the keyboard in my responses, I preferred to use the keyboard instead of the mouse	1	2	3	4	5	V11 : 12
f	I found it difficult to click on an object and drag it to another position in the exercises where this action was expected of me	1	2	3	4	5	V12 : 13

3. How did you experience the screen displays?

		SA	A	N	D	SD	
a	The screens are too full and overcrowded	1	2	3	4	5	V13 : 14
b	The screen displays attracted my attention	1	2	3	4	5	V14 : 15
c	Each category of questions has the same screen layout in every chapter and that helped me to understand how to answer the questions	1	2	3	4	5	V15 : 16
d	I knew what each picture, button and symbol on the screens meant	1	2	3	4	5	V16 : 17

4. How did you experience the text layout?

		SA	A	N	D	SD	
a	The layout made it easy to read	1	2	3	4	5	V17 : 18
b	The font used for the text is easy to read	1	2	3	4	5	V18 : 19
c	The font is attractive	1	2	3	4	5	V19 : 20
d	The font size used is readable and acceptable	1	2	3	4	5	V20 : 21
e	I liked the colours used for the text	1	2	3	4	5	V21 : 22
f	There is too much text on the screen	1	2	3	4	5	V22 : 23

5.   How did you experience the language level?

		SA	A	N	D	SD	
a	The level of the language used made it easy to understand the program	1	2	3	4	5	V23 : 24
b	The vocabulary made the program easy to understand	1	2	3	4	5	V24 : 25
c	The length of the sentences made the program easy to understand	1	2	3	4	5	V25 : 26
d	I could look up any unfamiliar terms or phrases in my study guide	1	2	3	4	5	V26 : 27

6.   How did you experience the pictures and colour?

		SA	A	N	D	SD	
a	The use of pictures of books and a bookshelf in the book classification exercises made it feel as if I was classifying real books	1	2	3	4	5	V27 : 28
b	The use of pictures of books and a bookshelf in the book classification exercises distracted me and I could not concentrate on the exercises	1	2	3	4	5	V28 : 29
c	The colours used for the pictures were pleasant to look at	1	2	3	4	5	V29 : 30
d	The colours used for the backgrounds of the screens were pleasant to look at	1	2	3	4	5	V30 : 31
e	I would have liked more pictures in the program	1	2	3	4	5	V31 : 32

7.   How did you experience the sound ?

		SA	A	N	D	SD	
a	I was satisfied with the voice used for the introduction to the program	1	2	3	4	5	V32 : 33
b	The accent of the voice used for the introduction to the program was too British	1	2	3	4	5	V33: 34
c	I would have preferred a voice with a South African accent for the introduction to the program	1	2	3	4	5	V34 : 35
d	When I did the exercises, I preferred to turn the sound option off	1	2	3	4	5	V35 : 36
e	I preferred the human voice that told me when an answer was correct or incorrect	1	2	3	4	5	V36 : 37
f	I preferred the computer sounds that indicated to me when an answer was correct or incorrect	1	2	3	4	5	V37 : 38

8. How did you experience the content of the program?

		SA	A	N	D	SD	
a	I enjoy classification and was also satisfied with the content	1	2	3	4	5	V38 : 39
b	I enjoy classification, but I found the content too difficult	1	2	3	4	5	V39 : 40
c	I do not enjoy classification, but I was satisfied with the content	1	2	3	4	5	V40 : 41
d	I do not enjoy classification and was not satisfied with the content either	1	2	3	4	5	V41 : 42
e	The content helped me to understand my printed study material better	1	2	3	4	5	V42 : 43
f	I found the review section after each chapter useful	1	2	3	4	5	V43 : 44
g	I found the summary at the end of the program useful	1	2	3	4	5	V44 : 45

9. How did you experience the navigation and interaction within the program?

		SA	A	N	D	SD	
a	I felt as if the program addressed me personally	1	2	3	4	5	V45:46
b	There were times when I was uncertain about what to do	1	2	3	4	5	V46:47
c	I got lost in the content	1	2	3	4	5	V47:48
d	I always knew where I was in the program	1	2	3	4	5	V48:49
e	The introductory statements to the program explained the purpose of the program clearly to me	1	2	3	4	5	V49:50
f	It was easy to get help from the help files	1	2	3	4	5	V50:51
g	Directions were clear and easy to follow	1	2	3	4	5	V51:52
h	I knew what each icon meant and when to click on it	1	2	3	4	5	V52:53
i	I found the option to make a printout of a screen useful	1	2	3	4	5	V53:54

10.   How did you experience the assessment of your performance in the program?

		SA	A	N	D	SD	
a	I found the progress bar (which indicated how many questions I had completed, how many I had correct and how many incorrect) useful	1	2	3	4	5	V54:55
b	It was helpful to receive the correct answer immediately and, where applicable, an explanation when I had answered a question incorrectly	1	2	3	4	5	V55:56
c	The answers and explanations were clear to me	1	2	3	4	5	V56:57
d	I would have preferred more than two attempts at the book classification section	1	2	3	4	5	V57:58
e	I found the percentage marks given for my performance at the end of a chapter useful	1	2	3	4	5	V58:59
f	I found the comparison of my percentage marks with my previous performance useful.	1	2	3	4	5	V59:60

11.   How did you experience group work with the program?

		SA	A	N	D	SD	
a	I usually like working in a group	1	2	3	4	5	V60 : 61
b	I would have liked to do the program with others in a group	1	2	3	4	5	V61 : 62
c	I preferred to do the exercises in this program on my own	1	2	3	4	5	V62 : 63

12.   How did you enjoy the program?

		SA	A	N	D	SD	
a	The program was challenging	1	2	3	4	5	V63 : 64
b	The program was stimulating	1	2	3	4	5	V64 : 65
c	I was bored with the program	1	2	3	4	5	V65 : 66
d	I enjoy classification and also enjoyed practicing with this program	1	2	3	4	5	V66 : 67
e	I enjoy classification, but did not enjoy practicing with this program	1	2	3	4	5	V67 : 68
f	I do not enjoy classification, but I enjoyed practicing with this program	1	2	3	4	5	V68 : 69
g	I do not enjoy classification and did not enjoy practicing with this program either	1	2	3	4	5	V69 : 70

13.   General questions

		1	2	3	4	5		
a	There was enough time to complete the program	1	2	3	4	5		V70: 71
b	I would use the program again	1	2	3	4	5		V71 : 72
c	I would recommend the program to others	1	2	3	4	5		V72 : 73

Thank you for your participation and co-operation!

Annexure C

Summative evaluation of a mix of media and technology training for the cataloguing module (including descriptive cataloguing, classification and subject headings) in the subject Information Retrieval

For office use

Respondent number

| | V1 : 1-2 |

Please complete this questionnaire to indicate to us how you experienced the cataloguing (including AACR2R, Dewey and SEARS) module of the Information Retrieval course. Please note that the questions only refer to the cataloguing module and not the reference work module or any of your other subjects.

Please circle an appropriate number in the shaded area, or where necessary, write your answer in the shaded area.

1.   The cataloguing course in general

1.1   How do you like cataloguing?

a	Hate it	1
b	It's OK	2
c	Love it	3

V2 : 3

1.2   How did you experience the course? It was …

a	too easy	1
b	about right	2
c	difficult, but I managed it	3
d	too difficult	4

V3 : 4

1.3   How did you experience the length of the course?

a	Too long	1
b	About right	2
c	Too short	3

V4 : 5

Annexure C

299

2. Printed material (study guide, tutorial letters and prescribed text books)

2.1 How did you find the printed material?

a	It covered the course sufficiently	1
b	I needed more resources	2

V5 : 6

2.2 The printed material was:

a	Too easy	1
b	About right	2
c	Too difficult	3

V6 : 7

3. Practical exercises related to the course

3.1 How were the practical exercises in the study guide and written assignments?

a	Too easy	1
b	About right	2
c	Too difficult	3

V7 : 8

3.2 How were the practical exercises in the study guide and written assignments?

a	Too few	1
b	About right	2
c	Too many	3

V8 : 9

3.3 How were the practical exercises in the computer program?

a	Too easy	1
b	About right	2
c	Too difficult	3

V9 : 10

3.4 How were the practical exercises in the computer program?

a	Too few	1
b	About right	2
c	Too many	3

V10 : 11

4.   Contact classes (presented in Johannesburg and Durban)

4.1   I found the availability of contact classes:

a	Very useful	1
b	I needed to attend only some of the classes	2
c	I had no need for classes	3

V11 : 12

4.2   How did you attend contact classes?

a	I could not attend	1
b	I chose to attend only some classes	2
c	I attended all the classes	3

V12 : 13

4.3   There should be:

a	Fewer contact classes	1
b	The same number of contact classes	2
c	More contact classes	3

V13 : 14

5.   Mentor system

5.1   How did you experience the mentor system?

a	Very helpful	1
b	I had not much need for a mentor	2
c	Not at all helpful	3

V14 : 15

5.2   The direct interaction with a mentor at my workplace:

a	Helped me very much with the understanding of the course	1
b	Did not make much difference in my study of the course	2
c	Only confused me since the mentor had a different opinion on some aspects of the subject	3

V15 : 16

6. E-mail communication

6.1 Did you use e-mail to communicate subject content issues with your lecturer and fellow students?

a	Never	1
b	Sometimes	2
c	Always	3

V16 : 17

6.2 How was your experience of e-mail communication about subject content issues?

a	I found the quick responses very helpful	1
b	It did not make much difference whether I used e-mail or other forms of communication	2
c	I preferred to communicate via telephone and faxes	3

V17 : 18

7. Facilities on TSA COOL

These questions only refer to the facilities that are specifically related to the subject content of your course. The general administrative facilities pertaining your studies are not covered here.

7.1 I did not use TSA COOL facilities because:

a	I did not have access to the Internet	1
b	I did not have time	2
c	I saw no need for using it	3
d	It was not compulsory to use	4

V18 : 19

If you did use the TSA COOL facilities for the cataloguing module of Information Retrieval, please answer the following questions:

8. Online study guides and tutorial letters

8.1 Would you prefer to have your study guides and tutorial letters available online?

a	Yes	1
b	It does not matter	2
c	I prefer the printed format	3
d	It is unnecessary to have them in both formats	4

V19 : 20

9. Academic guidance

9.1 Did you find the academic guidance (which includes interactive exercises, links to web sites of interest etc.) useful?

a	Very useful	1
b	Some times useful	2
c	I seldom used it	3
d	Not useful	4

V20 : 21

9.2 I found the interactive exercises:

a	Very useful	1
b	Some times useful	2
c	I seldom used it	3
d	Not useful	4

V21 : 22

9.3 I found the links to web sites of interest:

a	Very useful	1
b	Some times useful	2
c	I seldom used it	3
d	Not useful	4

V22 : 23

10.   Online self-assessment

10.1   Did you find the online self-assessment useful?

a	Very useful	1
b	Some times useful	2
c	I seldom used it	3
d	Not useful	4

V23 : 24

11.   Online discussion groups

11.1   Did you find the online discussion groups useful?

a	Very useful	1
b	Some times useful	2
c	I seldom used it	3
d	Not useful	4

V24 : 25

11.2   I used the online discussion groups mostly for discussions with:

a	My lecturer	1
b	Fellow students	2
c	My lecturer and fellow students	3

V25 : 26

12.   Frequently asked questions (FAQ's)

12.1   Did you find the frequently asked questions (FAQ's) useful?

a	Very useful	1
b	Some times useful	2
c	I seldom used it	3
d	Not useful	4

V26 : 27

13.   General questions about TSA COOL

13.1   In future I will use the TSA COOL facilities again.

a	Always	1
b	Sometimes	2
c	Never again	3

V28 : 29

13.2   How did you like the availability of online facilities as additional instructional methods for the cataloguing course?

a	Very useful	1
b	Sometimes useful	2
c	I did not need it	3

V29 : 30

13.3   How did you experience the online facilities?

a	It was easy to use	1
b	I sometimes had to get help in the use of it	2
c	It was too difficult for me	3

V30 : 31

14.   Combination of a mix of media and technologies

Please circle an appropriate number in the shaded area that best matches your opinion.

14.1   When I studied the cataloguing module:

		Always	Sometimes	Never	
a	I preferred to only use my study guide, tutorial letters and prescribed books.	1	2	3	V31 : 32
b	I also used other reference sources in printed form (e.g. library books and articles) and electronic form (e.g. sources from the Internet)	1	2	3	V32 : 33
c	I also used e-mail, telephone and fax communication with my lecturer and other students.	1	2	3	V33 : 34
d	I also relied a lot on my mentor for help.	1	2	3	V34 : 35
e	I also attended contact classes.	1	2	3	V35 : 36
f	I also used the CD-ROM for classification training.	1	2	3	V36 : 37
g	I also used the CD-ROM, e-mail and TSA COOL.	1	2	3	V37 : 38
h	I also used the CD-ROM, e-mail, TSA COOL and attended contact classes.	1	2	3	V38 : 39

14.2   Which of the following media and technologies would you use in future again?

		Always	Sometimes	Never		
a	Printed material	1	2	3		V39 : 40
b	Printed practical exercises	1	2	3		V40 : 41
c	Practical exercises on CD-ROM	1	2	3		V41 : 42
d	Contact classes	1	2	3		V42 : 43
e	Mentor system	1	2	3		V43 : 44
f	Telephone and fax	1	2	3		V44 : 45
g	E-mail	1	2	3		V45 : 46
h	Online discussion groups	1	2	3		V46 : 47
i	Online study guides and tutorial letters	1	2	3		V47 : 48
j	Online academic guidance	1	2	3		V48 : 49
k	Online self-assessment	1	2	3		V49 : 50
l	Frequently asked questions (FAQ's)	1	2	3		V50 : 51

14.3   Would you like to receive instruction in the form of a mix of media and technologies again?

a	No	1		V51 : 52
b	Maybe	2		
c	Absolutely	3		

14.4   Which of the following forms of media and technology would you like to have available for instruction?

a	Videoconferencing	1		V52 : 53
b	Television broadcasts	2		
c	Radio broadcasts	3		

Thank you for your participation and co-operation!

Annexure D

Letter to students

Dear student

In Information Retrieval I (IRE111T) you were introduced to classification with DDC21. In Information Retrieval II (IRE281Q) part 2 of your study guide, training in classification is continued. To assist you with the practical component, we have designed a computer program on CD-ROM with additional exercises in the application of DDC21.

The purpose of the CD is to provide you with an additional training option in classification. Please note that the CD does not replace any of your existing study material. You should use it with your study guide, prescribed books, tutorial letters and communications via the e-mail and discussion groups.

To load the program onto your computer, simply insert it in your computer's CD-ROM drive. It will start loading automatically. Just follow the instructions on the screen. Once it is loaded onto your computer's hard drive, you may run it from the hard drive and do not have to use the CD again.

Before you start the exercises it is very important that you read all the instructions under the help files of the CD first so that you know exactly what to do.

For revision purposes you should firstly attempt the exercises for chapters 8 and 9 of Information Retrieval I. Then you should study the first chapter of part 2 of the Information Retrieval II study guide. Once you have completed the chapter attempt the exercises for that chapter on the CD. Continue with chapters 2, 3, and 4 until you have completed all the exercises.

After completion of the CD you must please complete the attached **three (3) questionnaires** and send them to your lecturer at:

Mrs LM Cloete
Technikon SA
Programme Group Applied Communication
Private Bag X6
FLORIDA
1710

(An envelope is enclosed for this purpose)

Fax: (011) 471-3119

E-mail: lcloete@tsa.ac.za

For those students who have registered on TSA Online and whose e-mail addresses we have, the questionnaire will also be e-mailed to them and they are welcome to e-mail the completed questionnaire back to the lecturer.

The purpose of the questionnaires is threefold:
1. To help us identify any problems that students experience with the CD
2. To get your general opinion about your studies in Library and information Studies at TSA.
3. To establish a learner profile.
 This will enable us to improve the training method for future developments.

It is essential that you complete all the questionnaires and return them by the end of September 2000. Please note that your last assignment with the follow-up tutorial letter will not be sent back to you before we have not received all the completed questionnaires!

Your co-operation in this regard is highly appreciated!

Please do not hesitate to contact your lecturer at any time if you experience any problems with the CD.

LM Cloete

(011) 471-2858
0828227027
(011) 471-3119 (f)
lcloete@tsa.ac.za

Annexure E

Detailed findings of formative evaluation of the computer program

Rate the following on a scale where SA = strongly agree, A = agree, N = neither agree nor disagree (cannot decide), D = disagree and SD = strongly disagree.

1.   Indicate how the program helped you in your studies of the classification module of Information Retrieval:

a)   It helped me with my studies of classification:

SA	A	N	D	SD
33.33%	52.38%	14.29%	-	-

b)   It helped me to understand the contents on classification in my study guide better:

SA	A	N	D	SD
30%	55%	10%	5%	-

c)   The different ways in which questions were asked helped me to understand classification better:

SA	A	N	D	SD
36.36%	50%	9.09%	4.55%	-

d)   After completing it I felt that I could answer the questions for self-
     evaluation in the study guide better:

SA	A	N	D	SD
10%	60%	25%	5%	-

e)   After completing it I felt that I could answer my assignment questions
     better:

SA	A	N	D	SD
10%	60%	25%	5%	-

2.   How did you experience the computerised format of the exercises?

a)   I found it difficult to do the exercises because of the computerised format:

SA	A	N	D	SD
10.53%	5.26%	15.79%	47.37%	21.05%

b)   I usually have difficulty working on a computer, but I found the exercises in
     this program easy to do:

SA	A	N	D	SD
20%	35%	15%	25%	5%

c)   I would have preferred to do the exercises of this program in a pen-and-
     paper format:

SA	A	N	D	SD
36.84%	10.53%	15.79%	26.32%	10.53%

d) The computerised format made these exercises more interesting than an equivalent pen-and-paper format:

SA	A	N	D	SD
35%	40%	25%	-	-

e) Where I had the option to use either the mouse or the keyboard in my responses, I preferred to use the keyboard instead of the mouse:

SA	A	N	D	SD
10.53%	15.79%	36.84%	31.58%	5.26%

f) I found it difficult to click on an object and drag it to another position in the exercises where this action was expected of me:

SA	A	N	D	SD
5.26%	5.26%	15.79%	42.11%	31.58%

3. How did you experience the screen displays?

a) The screens are too full and overcrowded:

SA	A	N	D	SD
5.26%	10.53%	10.53%	52.63%	21.05%

b) The screen displays attracted my attention:

SA	A	N	D	SD
38.10%	47.62%	4.76%	4.76%	4.76%

c)   Each category of questions has the same screen layout in every chapter and that helped me to understand how to answer the questions:

SA	A	N	D	SD
25%	45%	20%	10%	-

d)   I knew what each picture, button and symbol on the screens meant:

SA	A	N	D	SD
21.05%	57.89%	15.79%	5.26%	-

4.   How did you experience the text layout?

a)   The layout made it easy to read:

SA	A	N	D	SD
33.33%	66.67%	-	-	-

b)   The font used for the text is easy to read:

SA	A	N	D	SD
33.33%	61.11%	-	5.56%	-

c)   The font is attractive

SA	A	N	D	SD
33.33%	55.56%	5.56%	5.56%	-

d)   The font size used is readable and acceptable:

SA	A	N	D	SD
40%	50%	-	10%	-

e)   I liked the colours used for the text:

SA	A	N	D	SD
27.78%	66.67%	5.56%	-	-

f)   There is too much text on the screen:

SA	A	N	D	SD
5.56%	11.11%	33.33%	44.44%	5.56%

5.   How did you experience the language level:

a)   The level of the language used made it easy to understand the program:

SA	A	N	D	SD
61.90%	33.33%	4.76%	-	-

b)   The vocabulary made the program easy to understand:

SA	A	N	D	SD
38.89%	61.11%	-	-	-

c)   The length of the sentences made the program easy to understand:

SA	A	N	D	SD
33.33%	38.89%	22.22%	5.56%	-

d)   I could look up any unfamiliar terms or phrases in my study guide:

SA	A	N	D	SD
10.53%	42.11%	42.11%	5.26%	-

6.   How did you experience the pictures and colour?

a)   The use of pictures of books and a bookshelf in the book classification exercises made it feel as if I was classifying real books:

SA	A	N	D	SD
39.13%	47.83%	13.04%	-	-

b)   The use of pictures of books and a bookshelf in the book classification exercises distracted me and I could not concentrate on the exercises:

SA	A	N	D	SD
-	5%	20%	50%	25%

c)   The colours used for the pictures were pleasant to look at:

SA	A	N	D	SD
15%	65%	20%	-	-

d) The colours used for the backgrounds of the screens were pleasant to look at:

SA	A	N	D	SD
15%	70%	10%	5%	-

e) I would have liked more pictures in the program:

SA	A	N	D	SD
15.79%	36.84%	31.58%	10.53%	5.26%

7. How did you experience the sound?

a) I was satisfied with the voice used for the introduction to the program:

SA	A	N	D	SD
31.58%	57.89%	5.26%	5.26%	-

b) The accent of the voice used for the introduction to the program was too British:

SA	A	N	D	SD
5.56%	16.67%	38.89%	33.33%	5.56%

c) I would have preferred a voice with a South African accent for the introduction to the program:

SA	A	N	D	SD
15.79%	21.05%	31.58%	31.58%	-

d)   When I did the exercises, I preferred to turn the sound option off:

SA	A	N	D	SD
9.09%	18.18%	18.18%	54.55%	-

e)   I preferred the human voice that told me when an answer was correct or incorrect:

SA	A	N	D	SD
5.26%	42.11%	42.11%	10.53%	-

f)   I preferred the computer sounds that indicated to me when an answer was correct or incorrect:

SA	A	N	D	SD
21.05%	47.37%	26.32%	5.26%	-

8.   How did you experience the content of the program?

a)   I enjoy classification and was also satisfied of the content:

SA	A	N	D	SD
22.73%	59.09%	18.18%	-	-

b)   I enjoy classification, but I found the content too difficult:

SA	A	N	D	SD
5%	10%	35%	50%	-

c)   I do not enjoy classification, but I was satisfied with the content:

SA	A	N	D	SD
-	20%	30%	45%	5%

d)   I do not enjoy classification and was also not satisfied with the content:

SA	A	N	D	SD
-	-	15%	70%	15%

e)   The content helped me to understand my printed study material better:

SA	A	N	D	SD
20%	75%	5%	-	-

f)   I found the review section after each chapter useful:

SA	A	N	D	SD
21.05%	68.42%	10.53%	-	-

g)   I found the summary at the end of the program useful:

SA	A	N	D	SD
28.57%	61.90%	4.76%	4.76%	-

9.   How did you experience the navigation and interaction within the program?

a)   It felt as if the program addressed me personally:

SA	A	N	D	SD
15.79%	63.16%	15.79%	5.26%	-

b)   There were times when I was uncertain about what to do:

SA	A	N	D	SD
5.26%	36.84%	31.58%	26.32%	-

c)   I got lost in the content:

SA	A	N	D	SD
-	21.05%	15.79%	57.89%	5.26%

d)   I always knew where I was in the program:

SA	A	N	D	SD
10.53%	52.63%	15.79%	21.05%	-

e)   The introductory statements to the program explained the purpose of the program clearly to me:

SA	A	N	D	SD
20%	75%	5%	-	-

f) It was easy to get help from the help files:

SA	A	N	D	SD
10.53%	52.63%	31.58%	-	5.26%

g) Directions were clear and easy to follow:

SA	A	N	D	SD
22.22%	66.67%	11.11%	-	-

h) I knew what each icon meant and when to click on it:

SA	A	N	D	SD
21.05%	68.42%	10.53%	-	-

i) I found the option to make a printout of a screen useful:

SA	A	N	D	SD
16.67%	61.11%	16.67%	-	5.56%

10. How did you experience the assessment of your performance in the program?

a) I found the progress bar (which indicated how many questions I had completed, how many I had correct and how many incorrect) useful:

SA	A	N	D	SD
21.05%	47.37%	21.05%	10.53%	-

b)   It was helpful to receive the correct answer immediately and, where applicable, an explanation when I had answered a question incorrectly:

SA	A	N	D	SD
40.91%	59.09%	-	-	-

c)   The answers and explanations were clear to me:

SA	A	N	D	SD
26.32%	57.89%	15.79%	-	-

d)   I would have preferred more than two attempts at the book classification section:

SA	A	N	D	SD
5.26%	47.37%	42.11%	5.26%	-

e)   I found the percentage marks given for my performance at the end of a chapter useful:

SA	A	N	D	SD
15.79%	68.42%	10.53%	5.26%	-

f)   I found the comparison of my percentage marks with my previous performance useful:

SA	A	N	D	SD
21.05%	68.42%	5.26%	5.26%	-

11.   How did you experience group work with the program?

a)   I usually like working in a group:

SA	A	N	D	SD
21.05%	31.58%	26.32%	15.79%	5.26%

b)   I would have liked to do the program with others in a group:

SA	A	N	D	SD
15.79%	31.58%	31.58%	15.79%	5.26%

c)   I preferred to do the exercises in this program on my own:

SA	A	N	D	SD
45.45%	22.73%	13.64%	9.09%	9.09%

12.   How did you enjoy the program?

a)   The program was challenging:

SA	A	N	D	SD
42.86%	52.38%	-	-	4.76%

b)   The program was stimulating:

SA	A	N	D	SD
16.67%	55.56%	16.67%	5.56%	5.56%

c)   I was bored with the program:

SA	A	N	D	SD
-	5%	5%	65%	25%

d)   I enjoy classification and also enjoyed practising with this program:

SA	A	N	D	SD
20%	65%	10%	-	5%

e)   I enjoy classification, but did not enjoy practising with this program:

SA	A	N	D	SD
-	-	15%	80%	5%

f)   I do not enjoy classification, but I enjoyed practising with this program:

SA	A	N	D	SD
-	38.10%	9.52%	42.86%	9.52%

g)   I do not enjoy classification and did not enjoy practising with this program:

SA	A	N	D	SD
-	-	13.33%	66.67%	20%

13.   General

a)   There was not enough time to complete the program:

SA	A	N	D	SD
20%	55%	-	15%	10%

b)   I would use the program again:

SA	A	N	D	SD
28.57%	66.67%	-	-	4.76%

c)   I would recommend the program to others:

SA	A	N	D	SD
33.33%	61.90%	-	-	4.76%

Annexure E

Annexure F

Detailed findings of summative evaluation of the training resource programme

Please circle an appropriate number in the shaded area, or where necessary, write your answer in the shaded area.

1.   The cataloguing course in general:

1.1   How do you like cataloguing?

Hate it	It's OK	Love it
-	82.19%	17.81%

1.2   How did you experience the course? It was ...

Too easy	About right	Difficult, but I managed it	Too difficult
-	32.14%	64.29%	3.57%

1.3   How did you experience the length of the course?

Too long	About right	Too short
42.86%	53.57%	3.57%

2.	Printed material (study guide, tutorial letters and prescribed text books)

2.1	How did you find the printed material?

It covered the course sufficiently	I needed more resources
74%	26%

2.2	The printed material was:

Too easy	About right	Too difficult
11.54%	88.46%	-

3.	Practical exercises related to the course:

3.1	How were the practical exercises in the study guide and written assignments?

Too easy	About right	Too difficult
3.70%	77.77%	18.53%

3.2	How were the practical exercises in the study guide and written assignments?

Too few	About right	Too many
-	62.96%	37.04%

3.3   How were the practical exercises on the computer program?

Too easy	About right	Too difficult
8.70%	86.96%	4.35%

3.4   How were the practical exercises on the computer program?

Too few	About right	Too many
19.05%	76.19%	4.76%

4.   Contact classes (presented in Johannesburg and Durban)

4.1   I found the availability of contact classes:

Very useful	I needed to attend only some classes	I had no need for classes
57.89%	26.32%	15.79%

4.2   How did you attend contact classes?

I could not attend	I chose to attend only some classes	I attended all the classes
46.15%	26.93%	26.92%

4.3   There should be:

Fewer contact classes	The same number of contact classes	More contact classes
9.09%	36.36%	54.55%

5.   Mentor system:

5.1   How did you experience the mentor system?

Very helpful	I had not much need for a mentor	Not at all helpful
76.92%	7.69%	15.39%

5.2   The direct interaction with a mentor at my workplace:

Helped me very much with the understanding of the course	Did not make much difference in my study of the course	Only confused me since the mentor had a different opinion on some aspects of the subject
61.54%	23.08%	15.38%

6.   E-mail communication

6.1   Did you use e-mail to communicate subject content issues with your lecturer and fellow students?

Never	Sometimes	Always
80.77%	19.23%	-

6.2   How was your experience of e-mail communication about subject content issues?

I found the quick responses very helpful	It did not make much difference whether I used e-mail or other forms of communication	I preferred to communicate via telephone and faxes
36.84%	5.26%	57.9%

7.   Facilities on TSA COOL (Virtual campus)

7.1   I did not use TSA COOL facilities because:

I did not have access to the Internet	I did not have time	I saw no need for using it	It was not compulsory to use
72%	16%	12%	-

8.   Online study guides and tutorial letters

8.1   Would you prefer to have your study guides and tutorial letters available online?

Yes	It does not matter	I prefer the printed format	It is unnecessary to have them in both formats
12.50%	6.25%	75%	6.25%

9.   Academic guidance:

9.1   Did you find the academic guidance (which includes interactive exercises, links to web sites of interest etc.) useful?

Very useful	Sometimes useful	I seldom used it	Not useful
40%	13.33%	33.33%	13.33%

9.2   I found the interactive exercises:

Very useful	Sometimes useful	I seldom used it	Not useful
33.33%	26.67%	33.33%	6.67%

9.3   I found the links to web sites of interest:

Very useful	Sometimes useful	I seldom used it	Not useful
30.77%	30.77%	30.77%	7.69%

10.   Online self-assessment:

10.1   Did you find the online self-assessment useful?

Very useful	Sometimes useful	I seldom used it	Not useful
53.85%	15.38%	30.77%	-

11.   Online discussion groups:

11.1   Did you find the online discussion groups useful?

Very useful	Sometimes useful	I seldom used it	Not useful
38.46%	23.08%	30.77%	7.69%

11.2   I used the online discussion groups mostly for discussions with:

My lecturer	Fellow students	My lecturer and fellow students
25%	50%	25%

12.   Frequently asked questions (FAQs)

12.1   Did you find the frequently asked questions (FAQs) useful?

Very useful	Sometimes useful	I seldom used it	Not useful
33.33%	16.67%	41.67%	8.33%

13.   General questions about TSA COOL:

13.1   In future I will use the TSA COOL facilities again:

Always	Sometimes	Never again
50%	41.67%	8.33%

13.2   How did you like the availability of online facilities as additional instructional methods for the cataloguing course?

Very useful	Sometimes useful	I did not need it
63.64%	18.18%	18.18%

13.3   How did you experience the online facilities?

It was easy to use	I sometimes had to get help in the use of it	It was too difficult for me
50%	30%	20%

14.   Combination of a mix of media and technologies

14.1   When I study the cataloguing module:

a)   I preferred to only use my study guide, tutorial letters and prescribed books:

Always	Sometimes	Never
75%	20.83%	4.17%

b)   I also used other reference sources in printed form (e.g. library books and articles) and electronic form (e.g. sources from the Internet)

Always	Sometimes	Never
30.43%	56.52%	13.05%

c)   I also used e-mail, telephone and fax communication with my lecturer and
        other students:

Always	Sometimes	Never
14.29%	57.14%	28.57%

d)   I also relied a lot on my mentor for help:

Always	Sometimes	Never
38.10%	47.62%	14.29%

e)   I also attended the contact classes:

Always	Sometimes	Never
22.73%	31.82%	45.45%

f)   I also used the computer program for classification training:

Always	Sometimes	Never
20%	70%	10%

g)   I also used the computer program, e-mail and TSA COOL:

Always	Sometimes	Never
5%	45%	50%

h)   I also used the computer program, e-mail, TSA COOL and attended contact classes:

Always	Sometimes	Never
5.26%	36.84%	57.89%

14.2 Which of the following media and technologies would you use in future again?

a)   Printed material:

Always	Sometimes	Never
90.91%	9.09%	-

b)   Printed practical exercises:

Always	Sometimes	Never
86.96%	13.04%	-

c)   Practical exercises on the computer program:

Always	Sometimes	Never
38.10%	57.14%	4.76%

d)   Contact classes:

Always	Sometimes	Never
59.09%	36.36%	4.55%

e)   Mentor system:

Always	Sometimes	Never
65.22%	34.78%	-

f)   Telephone and fax:

Always	Sometimes	Never
47.83%	43.48%	8.70%

g)   E-mail:

Always	Sometimes	Never
31.82%	36.36%	31.82%

h)   Online discussion groups:

Always	Sometimes	Never
27.27%	45.45%	27.27%

i)   Online study guides and tutorial letters:

Always	Sometimes	Never
45.45%	31.82%	22.73%

j)   Online academic guidance:

Always	Sometimes	Never
33.33%	42.86%	23.81%

k)   Online self-assessment:

Always	Sometimes	Never
40.91%	31.82%	27.27%

l)   Frequently asked questions (FAQs):

Always	Sometimes	Never
40.91%	36.36%	22.73%

14.3   Would you like to receive instruction in the form of a mix of media and technologies again?

No	Maybe	Absolutely
12.50%	45.83%	41.67%

14.4   Which of the following forms of media and technology would you like to have available for instruction?

Videoconferencing	Television broadcasts	Radio broadcasts
57.14%	33.33%	9.52%