

## SAMS QUESTIONNAIRE

This questionnaire is designed to be answered by 4 types of school personnel: the school head, the SAMS administrator, a teacher, and a secretary/clerk of the school office. Please answer all the questions except those not relevant to your post.

**All data collected will be treated with strict confidence and used only for research purposes. Names will remain anonymous.**

Please return your completed questionnaire with the stamped addressed envelope provided to:

*Dr. Alex Fung, Department of Education Studies, Hong Kong Baptist University, Kowloon Tong, Kowloon.*

For questions with a scale or check boxes, please mark your choice as illustrated below.

1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5      Yes     No     Don't know

## PERSONAL / SCHOOL DETAILS

1 Name: \_\_\_\_\_ (Mr./Mrs./Ms./Dr.)

2 School Name: \_\_\_\_\_

Tel: \_\_\_\_\_ Fax: \_\_\_\_\_

3 What is your job title? *(Please tick one box)*

- |                          |                          |
|--------------------------|--------------------------|
| Principal                | <input type="checkbox"/> |
| Vice-principal           | <input type="checkbox"/> |
| Computer studies teacher | <input type="checkbox"/> |
| Other subject teacher    | <input type="checkbox"/> |
| Secretary                | <input type="checkbox"/> |
| Clerk                    | <input type="checkbox"/> |

4 Are you the SAMS Administrator? Yes  No

5 As at the end of 1996, what is the SAMS version in use in your school? *(Please tick one box)*

- |            |                          |
|------------|--------------------------|
| SAMS 1.3   | <input type="checkbox"/> |
| SAMS 1.4   | <input type="checkbox"/> |
| SAMS 1.5   | <input type="checkbox"/> |
| Don't know | <input type="checkbox"/> |

Has your system been upgraded now to SAMS 2.0?

Yes  No  Don't know

6 How motivated were you for working with SAMS when it was first introduced into your school?

1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 \_\_\_\_\_ Don't know   
Very unmotivated neutral motivated Very  
unmotivated motivated

7 Did you **personally** have a choice about whether or not to use SAMS?

Yes  No  Don't know

8 Before installation, did you expect SAMS to help you in your job?

Yes  No  Don't know

9 Have you had any experience of using computers before the introduction of SAMS to the school?

At home      1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5  
                 none      a little      some      much      very much

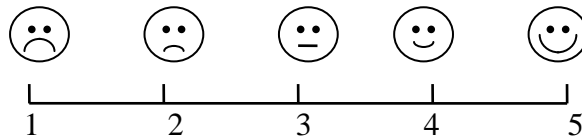
At work      1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5  
                 none      a little      some      much      very much

10 Have you **personally** been using the SAMS directly (Use the computer system yourself)?

Yes,  for \_\_[mths]\_\_\_\_\_ months already

No,       **[If your answer is “No” to this question, then go to question 13.]**

11 Each item on the following list describes one part or feature of the SAMS hardware. Rate the performance of each component in terms of your experience of using it in your work.



Screen      1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5

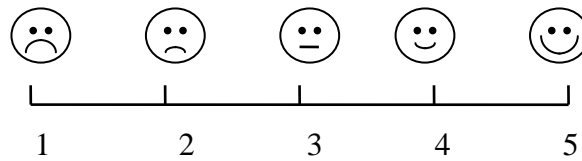
Keyboard      1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5

Printer      1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5

Back-up system      1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5

Network      1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5

- 12 Can you have a look at this list of features about the SAMS setting/ office environment and type of furniture WHERE YOU MAKE USE OF THE SYSTEM. Can you rate them as before?



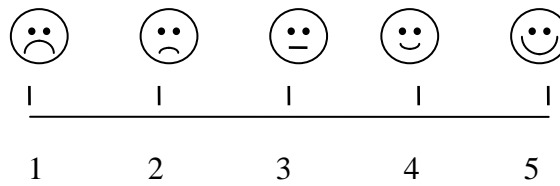
Desk	1 _____ 2 _____ 3 _____ 4 _____ 5
Chairs	1 _____ 2 _____ 3 _____ 4 _____ 5
Layout of equipment	1 _____ 2 _____ 3 _____ 4 _____ 5
Lighting	1 _____ 2 _____ 3 _____ 4 _____ 5
Temperature	1 _____ 2 _____ 3 _____ 4 _____ 5
Humidity	1 _____ 2 _____ 3 _____ 4 _____ 5
Noise / Vibration	1 _____ 2 _____ 3 _____ 4 _____ 5
Ventilation	1 _____ 2 _____ 3 _____ 4 _____ 5

## **TRAINING & SUPPORT**

- 13 How many hours of training have you received in total from a **SAMS trainer external to your school?** (Please tick one box)

0 hour	<input type="checkbox"/>	<b>[If you choose 0 hour, please go to question 17.]</b>
-----		
1-4 hours	<input type="checkbox"/>	
5-10 hours	<input type="checkbox"/>	
11-20 hours	<input type="checkbox"/>	
21-30 hours	<input type="checkbox"/>	
>30 hours	<input type="checkbox"/>	

14 How happy are you about the quantity and quality of **external** training you have received with respect to SAMS?



Quantity of training 1\_\_\_\_\_2\_\_\_\_\_3\_\_\_\_\_4\_\_\_\_\_5  
 Quality of training 1\_\_\_\_\_2\_\_\_\_\_3\_\_\_\_\_4\_\_\_\_\_5

15 Please mark on these scales the point which you think best describes the balance of the training you received

1\_\_\_\_\_2\_\_\_\_\_3\_\_\_\_\_4\_\_\_\_\_5  
 Technical aspects of the system How to use the system in your job

1\_\_\_\_\_2\_\_\_\_\_3\_\_\_\_\_4\_\_\_\_\_5  
 Practical using a system Theoretical without using a system

1\_\_\_\_\_2\_\_\_\_\_3\_\_\_\_\_4\_\_\_\_\_5  
 Clerical/secretarial functions Management functions

1\_\_\_\_\_2\_\_\_\_\_3\_\_\_\_\_4\_\_\_\_\_5  
 Data entry Data retrieval

1\_\_\_\_\_2\_\_\_\_\_3\_\_\_\_\_4\_\_\_\_\_5  
 How to print out data How to interpret and use data

1\_\_\_\_\_2\_\_\_\_\_3\_\_\_\_\_4\_\_\_\_\_5  
 How to print out standard reports How to print out self defined reports

1\_\_\_\_\_2\_\_\_\_\_3\_\_\_\_\_4\_\_\_\_\_5  
 How to use standard data searches How to define own data searches

1\_\_\_\_\_2\_\_\_\_\_3\_\_\_\_\_4\_\_\_\_\_5  
 How to manage system use How to manage the process of introducing SAMS

16 Who were the SAMS trainers? *(Please tick all that apply)*

E.D. staff

HKBU SAMS T&R Unit staff

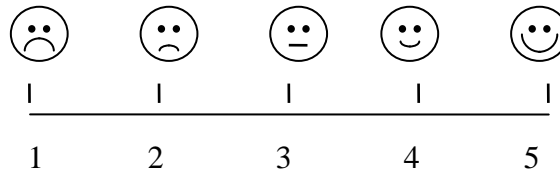
Others

(please specify)\_\_\_\_\_

17 How many hours of training have you received in total from **internal school staff**? (*Please tick one box*)

- 0 hours  **[If you choose 0 hours, please go to question 19.]**
- 
- 1-4 hours
- 5-10 hours
- 11-20 hours
- 21-30 hours
- >30 hours

18 How happy are you about the quantity and quality of **internal** training you have received with respect to SAMS?

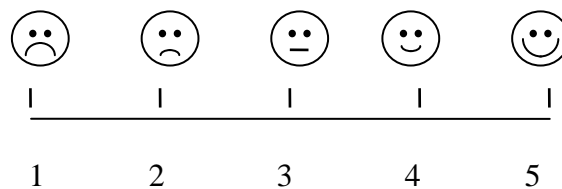


Quantity of training 1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5

Quality of training 1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5

19 How happy are you with the ease at which you can get help if you have difficulties with SAMS?

**I don't use SAMS.**  **[If you don't use SAMS, please go to question 21.]**



Ease within the school 1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5

Ease external to the school 1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5

20 If you have a problem with SAMS, how often do you use the following sources of help?

1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5  
never very rarely often very  
rarely frequently

Work it out myself 1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5

SAMS administrator 1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5

SAMS hot line 1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5

Colleague within school 1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5

Colleague outside school 1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5

User manual/guide 1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5

## USE OF SAMS

- 21 Please indicate how many hours a month on average you use SAMS **directly** (use the system yourself) and/or **indirectly** (through the use of printouts provided to you by other people using the system).

<u>Directly</u> (Hours / Month)		<u>Indirectly</u> (Hours / Month)	
0 hour	<input type="checkbox"/>	0 hour	<input type="checkbox"/>
-----		-----	
<1 hour	<input type="checkbox"/>	<1 hour	<input type="checkbox"/>
1-4 hours	<input type="checkbox"/>	1-4 hours	<input type="checkbox"/>
5-10 hours	<input type="checkbox"/>	5-10 hours	<input type="checkbox"/>
11-20 hours	<input type="checkbox"/>	11-20 hours	<input type="checkbox"/>
21-30 hours	<input type="checkbox"/>	21-30 hours	<input type="checkbox"/>
>30 hours	<input type="checkbox"/>	>30 hours	<input type="checkbox"/>

**[If you don't use SAMS directly NOR indirectly, please go to question 23.]**



22 The following table contains a list of SAMS modules. Can you enter whether each module has been installed, how much of the data (as a %) necessary for each module has been entered into SAMS and how often you use each module?

\*Frequency Rating      never    =1  
    every week    =2  
    every month    =3  
    a few times a year    =4  
    once a year    =5

SAMS module	Module installed	Data entered	Frequency of use (rating*)
Wordprocessing -English	_____	_____	1 2 3 4 5
Wordprocessing - Chinese	_____	_____	1 2 3 4 5
Housekeeping	Yes <input type="checkbox"/> / No <input type="checkbox"/> Don't know <input type="checkbox"/>	(    )% Don't know <input type="checkbox"/>	1 2 3 4 5
Security	Yes <input type="checkbox"/> / No <input type="checkbox"/> Don't know <input type="checkbox"/>	(    )% Don't know <input type="checkbox"/>	1 2 3 4 5
School Management	Yes <input type="checkbox"/> / No <input type="checkbox"/> Don't know <input type="checkbox"/>	(    )% Don't know <input type="checkbox"/>	1 2 3 4 5
Student	Yes <input type="checkbox"/> / No <input type="checkbox"/> Don't know <input type="checkbox"/>	(    )% Don't know <input type="checkbox"/>	1 2 3 4 5
Student Assessment	Yes <input type="checkbox"/> / No <input type="checkbox"/> Don't know <input type="checkbox"/>	(    )% Don't know <input type="checkbox"/>	1 2 3 4 5
Inter-year Processing	Yes <input type="checkbox"/> / No <input type="checkbox"/> Don't know <input type="checkbox"/>	(    )% Don't know <input type="checkbox"/>	1 2 3 4 5
Timetabling	Yes <input type="checkbox"/> / No <input type="checkbox"/> Don't know <input type="checkbox"/>	(    )% Don't know <input type="checkbox"/>	1 2 3 4 5
HKEA Processing	Yes <input type="checkbox"/> / No <input type="checkbox"/> Don't know <input type="checkbox"/>	(    )% Don't know <input type="checkbox"/>	1 2 3 4 5
Financial Monitoring and Planning (for SMI schools)	Yes <input type="checkbox"/> / No <input type="checkbox"/> Don't know <input type="checkbox"/>	(    )% Don't know <input type="checkbox"/>	1 2 3 4 5
Programme Schedule (for SMI schools)	Yes <input type="checkbox"/> / No <input type="checkbox"/> Don't know <input type="checkbox"/>	(    )% Don't know <input type="checkbox"/>	1 2 3 4 5
Student Attendance	Yes <input type="checkbox"/> / No <input type="checkbox"/> Don't know <input type="checkbox"/>	(    )% Don't know <input type="checkbox"/>	1 2 3 4 5
Staff (core functions)	Yes <input type="checkbox"/> / No <input type="checkbox"/> Don't know <input type="checkbox"/>	(    )% Don't know <input type="checkbox"/>	1 2 3 4 5
Communication and Delivery System	Yes <input type="checkbox"/> / No <input type="checkbox"/> Don't know <input type="checkbox"/>	(    )% Don't know <input type="checkbox"/>	1 2 3 4 5

23 Which of the following statements, referring to SAMS, do you agree / disagree with?

- ◆ SAMS was introduced to improve school administrative efficiency Agree  Disagree  Don't know
- ◆ SAMS was introduced to improve management effectiveness in school Agree  Disagree  Don't know
- ◆ SAMS was introduced to improve administrative effectiveness in school Agree  Disagree  Don't know
- ◆ SAMS was introduced to increase central control by the E.D. Agree  Disagree  Don't know
- ◆ SAMS was introduced to decrease central control by the E.D. Agree  Disagree  Don't know
- ◆ SAMS was introduced to improve the education of the pupils Agree  Disagree  Don't know
- ◆ SAMS was introduced to improve information flow to/from E.D. Agree  Disagree  Don't know
- ◆ SAMS was introduced to improve statistics for strategic planning by E.D. Agree  Disagree  Don't know
- ◆ SAMS was introduced to provide better record transfer between school phases Agree  Disagree  Don't know

24 Are the goals of introducing SAMS clear to you?

1\_\_\_\_\_2\_\_\_\_\_3\_\_\_\_\_4\_\_\_\_\_5  
Not at very  
all clear

25 How clear is it to you by which means and activities these goals can be met?

1\_\_\_\_\_2\_\_\_\_\_3\_\_\_\_\_4\_\_\_\_\_5  
Not at very  
all clear

26 Does SAMS provide the information you need?

1\_\_\_\_\_2\_\_\_\_\_3\_\_\_\_\_4\_\_\_\_\_5  
Not at a little some much very  
all much

27 To what extent would you like to be able to define the information you want to retrieve?

1\_\_\_\_\_2\_\_\_\_\_3\_\_\_\_\_4\_\_\_\_\_5  
Not at a little some much very  
all much

28 To what extent does SAMS provide retrieved information in a **format** which you can easily use?

1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 \_\_\_\_\_  
Not at a little some much very  
all much

29 To what extent would you like to be able to define the **format** of the retrieved information?

1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 \_\_\_\_\_  
Not at a little some much very  
all much

30 List 3 printouts from SAMS that you most frequently retrieve (or have retrieved) **for your own use**

1 \_\_\_\_\_  
2 \_\_\_\_\_  
3 \_\_\_\_\_  
None

31 List 3 printouts from SAMS that you most frequently retrieve **for others to use**

1 \_\_\_\_\_  
2 \_\_\_\_\_  
3 \_\_\_\_\_  
None

32 Please mark the following scales which refer to aspects of the introduction and use of SAMS.

The pace of introduction of SAMS in your school was : 1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 \_\_\_\_\_ **Don't know**   
very slow OK fast very  
slow fast

**[Please ignore this question if you are the SAMS Administrator]**

The SAMS administrator has encouraged the use of SAMS: 1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 \_\_\_\_\_ **Don't know**   
not at little some much very  
all much

**[Please ignore this question if you are the Principal]**

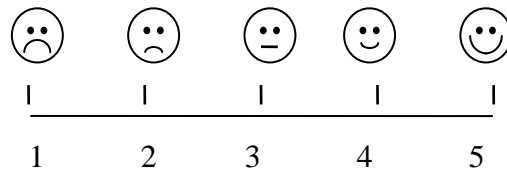
The principal has encouraged the use of SAMS :

1\_\_\_\_\_2\_\_\_\_\_3\_\_\_\_\_4\_\_\_\_\_5  
not at     little     some     much     very  
all    much

**Don't know**

**[If you don't use SAMS directly, please go to question 39]**

33      What are your feelings about the following aspects of SAMS?

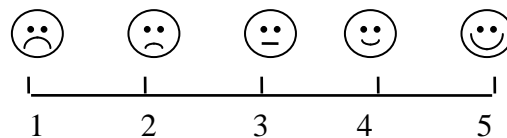


Start up/close down Windows      1\_\_\_\_\_2\_\_\_\_\_3\_\_\_\_\_4\_\_\_\_\_5      Don't know

Start up/close down server      1\_\_\_\_\_2\_\_\_\_\_3\_\_\_\_\_4\_\_\_\_\_5      Don't know

Open/close SAMS      1\_\_\_\_\_2\_\_\_\_\_3\_\_\_\_\_4\_\_\_\_\_5      Don't know

34      What are your feelings about the following data entry options of SAMS?



Screen format      1\_\_\_\_\_2\_\_\_\_\_3\_\_\_\_\_4\_\_\_\_\_5      Don't know

System terms      1\_\_\_\_\_2\_\_\_\_\_3\_\_\_\_\_4\_\_\_\_\_5      Don't know

Keying in data      1\_\_\_\_\_2\_\_\_\_\_3\_\_\_\_\_4\_\_\_\_\_5      Don't know

Error handling      1\_\_\_\_\_2\_\_\_\_\_3\_\_\_\_\_4\_\_\_\_\_5      Don't know

What are your feelings about the following data retrieval options of SAMS?

Clarity of menus 1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 Don't know

Navigation 1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 Don't know

What are your feelings about the following output options of SAMS?

On screen

- ease of getting data on screen 1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 Don't know

- clarity of layout 1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 Don't know

- relevance 1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 Don't know

Printed

- ease to get print out 1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 Don't know

- layout 1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 Don't know

- relevance 1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 Don't know

35 Does the system always work when you want it to?  
Yes  No  Don't know

36 If NO, how often do you have problems? about \_\_\_\_\_ occasions a month

37 Can you look at the following list of attributes which relate to the **retrieved SAMS data**.  
Please rate each item in relation to your experience of using them.

1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5  
very poor      poor      neutral      good      very good

Accuracy of the information 1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 Don't know

Up to date information 1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 Don't know

Completeness of information 1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 Don't know

Ability to provide management support 1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 Don't know

Speed of retrieving information on screen 1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 Don't know

Speed of printing out information 1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 Don't know

38 Please look at the following list of attributes of SAMS and indicate whether you think that they are better or worse than your previous system (manual or computer)

-2 \_\_\_\_\_ -1 \_\_\_\_\_ 0 \_\_\_\_\_ +1 \_\_\_\_\_ +2  
 much worse same better much  
 worse better

- |  |          |          |          |          |          |                                     |                                     |
|--|----------|----------|----------|----------|----------|-------------------------------------|-------------------------------------|
| Data input and storage                                   | -2 _____ | -1 _____ | 0 _____  | +1 _____ | +2       | Don't know <input type="checkbox"/> |                                     |
| Accuracy of the information                              | -2 _____ | -1 _____ | 0 _____  | +1 _____ | +2       | Don't know <input type="checkbox"/> |                                     |
| Relevance of the information                             | -2 _____ | -1 _____ | 0 _____  | +1 _____ | +2       | Don't know <input type="checkbox"/> |                                     |
| Up to date information                                   | -2 _____ | -1 _____ | 0 _____  | +1 _____ | +2       | Don't know <input type="checkbox"/> |                                     |
| Completeness of information                              | -2 _____ | -1 _____ | 0 _____  | +1 _____ | +2       | Don't know <input type="checkbox"/> |                                     |
| Ability to provide information<br>for management support |          | -2 _____ | -1 _____ | 0 _____  | +1 _____ | +2                                  | Don't know <input type="checkbox"/> |
| Speed of retrieving information<br>on screen             | -2 _____ | -1 _____ | 0 _____  | +1 _____ | +2       | Don't know <input type="checkbox"/> |                                     |
| Speed of printing out information                        | -2 _____ | -1 _____ | 0 _____  | +1 _____ | +2       | Don't know <input type="checkbox"/> |                                     |
| Easily available information                             | -2 _____ | -1 _____ | 0 _____  | +1 _____ | +2       | Don't know <input type="checkbox"/> |                                     |

39 For the following **aspects of your job**, please indicate whether SAMS is better or worse than your previous system.

-2 \_\_\_\_\_ -1 \_\_\_\_\_ 0 \_\_\_\_\_ +1 \_\_\_\_\_ +2  
 much worse same better much  
 worse better

- |   |          |          |         |          |    |                                     |
|---|----------|----------|---------|----------|----|-------------------------------------|
| Insight into how the<br>school functions  | -2 _____ | -1 _____ | 0 _____ | +1 _____ | +2 | Don't know <input type="checkbox"/> |
| Evaluation of school performance          | -2 _____ | -1 _____ | 0 _____ | +1 _____ | +2 | Don't know <input type="checkbox"/> |
| Utilisation of school resources           | -2 _____ | -1 _____ | 0 _____ | +1 _____ | +2 | Don't know <input type="checkbox"/> |
| Information for curriculum<br>planning    | -2 _____ | -1 _____ | 0 _____ | +1 _____ | +2 | Don't know <input type="checkbox"/> |
| Internal communication<br>with colleagues | -2 _____ | -1 _____ | 0 _____ | +1 _____ | +2 | Don't know <input type="checkbox"/> |
| Workload                                  | -2 _____ | -1 _____ | 0 _____ | +1 _____ | +2 | Don't know <input type="checkbox"/> |

Stress

-2 \_\_\_\_\_ -1 \_\_\_\_\_ 0 \_\_\_\_\_ +1 \_\_\_\_\_ +2 \_\_\_\_\_ Don't know

40 Can you mark the following scales with regards to how SAMS has changed your job?

Monotonous clerical work      -2 \_\_\_\_\_ -1 \_\_\_\_\_ 0 \_\_\_\_\_ +1 \_\_\_\_\_ +2 \_\_\_\_\_ Don't know   
much more      more      same      less      much less

Time needed for duties      -2 \_\_\_\_\_ -1 \_\_\_\_\_ 0 \_\_\_\_\_ +1 \_\_\_\_\_ +2 \_\_\_\_\_ Don't know   
much more      more      same      less      much less

Ease of duties      -2 \_\_\_\_\_ -1 \_\_\_\_\_ 0 \_\_\_\_\_ +1 \_\_\_\_\_ +2 \_\_\_\_\_ Don't know   
much more difficult      more difficult      same      easier      much easier

Does SAMS help directly in your job?      -2 \_\_\_\_\_ -1 \_\_\_\_\_ 0 \_\_\_\_\_ +1 \_\_\_\_\_ +2 \_\_\_\_\_ Don't know   
not at all      little      some      much      very much

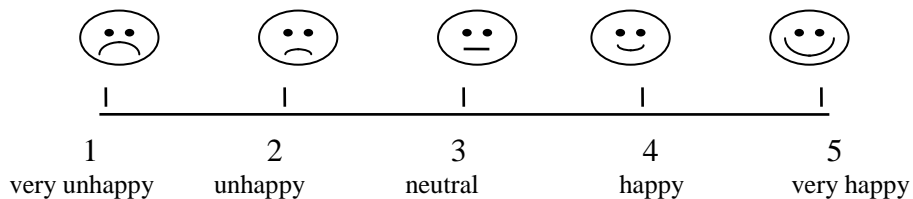
Has SAMS affected your career opportunities      -2 \_\_\_\_\_ -1 \_\_\_\_\_ 0 \_\_\_\_\_ +1 \_\_\_\_\_ +2 \_\_\_\_\_ Don't know   
much worse      worse      same      better      much better

41 As a result of SAMS the quality of teaching and management in your school has become:

In Teaching      -2 \_\_\_\_\_ -1 \_\_\_\_\_ 0 \_\_\_\_\_ +1 \_\_\_\_\_ +2 \_\_\_\_\_ Don't know   
much worse      worse      same      better      much better

In Management      -2 \_\_\_\_\_ -1 \_\_\_\_\_ 0 \_\_\_\_\_ +1 \_\_\_\_\_ +2 \_\_\_\_\_ Don't know   
much worse      worse      same      better      much better

42 Please indicate which of these figures would best illustrate your feelings if **SAMS** was **withdrawn tomorrow** and you returned to your old system (computer or manual)



43 Does SAMS do what **you** expected for the administration of the school?

Yes  1      No  2      Don't know 3

44 Does SAMS do what **you** expected for the management of the school?

Yes  1      No  2      Don't know 3

45 How motivated are you to work with SAMS **now** at your school?

1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 \_\_\_\_\_  
Very unmotivated      unmotivated      neutral      motivated      very motivated



## SCHOOL & SAMS-RELATED INFORMATION:

(The following questions are for the principal to answer only)

46 School type? (Please tick in the appropriate boxes)

- |                |                          |
|----------------|--------------------------|
| Primary - a.m. | <input type="checkbox"/> |
| Primary - p.m. | <input type="checkbox"/> |
| Secondary      | <input type="checkbox"/> |
| Government     | <input type="checkbox"/> |
| Aided          | <input type="checkbox"/> |
| SMI school     | <input type="checkbox"/> |

47 How many pupils are there on roll? (Please tick one box)

- |           |                          |
|-----------|--------------------------|
| <500      | <input type="checkbox"/> |
| 500-750   | <input type="checkbox"/> |
| 751-1000  | <input type="checkbox"/> |
| 1001-1250 | <input type="checkbox"/> |
| 1251-1500 | <input type="checkbox"/> |
| >1500     | <input type="checkbox"/> |

48 Prior to the installation of SAMS in the school, which of the following systems did you use?  
(Please tick one box)

- |  |                          |
|--|--------------------------|
| Manual system <b>ONLY</b>                                  | <input type="checkbox"/> |
| Other computerised school administration/management system | <input type="checkbox"/> |

49 Please indicate how long ago (in months) the following took place in your school:

- |                           |                  |
|---------------------------|------------------|
| Site preparation          | _____ months ago |
| Hardware installation     | _____ months ago |
| SAMS package installation | _____ months ago |
| Data conversion completed | _____ months ago |
| SAMS in operation         | _____ months ago |

50 Managerial decisions can be defined as those decisions which directly affect the ethos and running of the school, the work of the teachers, the pupils' curriculum or the work of the individual pupils. Such decisions affect the quality of the services provided.

Please indicate in the following table which lists/reports from SAMS you personally use to support managerial decisions and if you use them the frequency of use.

* Rating	never	=1
	every week	=2
	every month	=3
	a few times a year	=4
	once a year	=5

<b>Reports</b>	<b>Use to support managerial decisions</b>	<b>Frequency of use (rating*)</b>
School calendar	Yes <input type="checkbox"/> / No <input type="checkbox"/> Don't know <input type="checkbox"/>	1 2 3 4 5
School place vacancy list	Yes <input type="checkbox"/> / No <input type="checkbox"/> Don't know <input type="checkbox"/>	1 2 3 4 5
Departed student list	Yes <input type="checkbox"/> / No <input type="checkbox"/> Don't know <input type="checkbox"/>	1 2 3 4 5
Student attainment and annual score statistics	Yes <input type="checkbox"/> / No <input type="checkbox"/> Don't know <input type="checkbox"/>	1 2 3 4 5
Student punishment list (by type)	Yes <input type="checkbox"/> / No <input type="checkbox"/> Don't know <input type="checkbox"/>	1 2 3 4 5
Student absent/late list	Yes <input type="checkbox"/> / No <input type="checkbox"/> Don't know <input type="checkbox"/>	1 2 3 4 5
Class overall score list	Yes <input type="checkbox"/> / No <input type="checkbox"/> Don't know <input type="checkbox"/>	1 2 3 4 5
Score statistics list	Yes <input type="checkbox"/> / No <input type="checkbox"/> Don't know <input type="checkbox"/>	1 2 3 4 5
Most improved student list	Yes <input type="checkbox"/> / No <input type="checkbox"/> Don't know <input type="checkbox"/>	1 2 3 4 5
Student without promotion list	Yes <input type="checkbox"/> / No <input type="checkbox"/> Don't know <input type="checkbox"/>	1 2 3 4 5
Vacancy after promotion list	Yes <input type="checkbox"/> / No <input type="checkbox"/> Don't know <input type="checkbox"/>	1 2 3 4 5
School and class structure list	Yes <input type="checkbox"/> / No <input type="checkbox"/> Don't know <input type="checkbox"/>	1 2 3 4 5
Room detail list	Yes <input type="checkbox"/> / No <input type="checkbox"/> Don't know <input type="checkbox"/>	1 2 3 4 5
Class-subject load report	Yes <input type="checkbox"/> / No <input type="checkbox"/> Don't know <input type="checkbox"/>	1 2 3 4 5
Teaching load by teachers	Yes <input type="checkbox"/> / No <input type="checkbox"/> Don't know <input type="checkbox"/>	1 2 3 4 5
Teaching load by subject	Yes <input type="checkbox"/> / No <input type="checkbox"/> Don't know <input type="checkbox"/>	1 2 3 4 5
First warning student list	Yes <input type="checkbox"/> / No <input type="checkbox"/> Don't know <input type="checkbox"/>	1 2 3 4 5
Exam result for best subjects	Yes <input type="checkbox"/> / No <input type="checkbox"/> Don't know <input type="checkbox"/>	1 2 3 4 5
Analysis of exam subject results	Yes <input type="checkbox"/> / No <input type="checkbox"/> Don't know <input type="checkbox"/>	1 2 3 4 5
Longitudinal analysis of exam results	Yes <input type="checkbox"/> / No <input type="checkbox"/> Don't know <input type="checkbox"/>	1 2 3 4 5
<b><i>Other reports not listed above</i></b>		
1.	Yes <input type="checkbox"/> / No <input type="checkbox"/>	1 2 3 4 5
2.	Yes <input type="checkbox"/> / No <input type="checkbox"/>	1 2 3 4 5
3.	Yes <input type="checkbox"/> / No <input type="checkbox"/>	1 2 3 4 5
4.	Yes <input type="checkbox"/> / No <input type="checkbox"/>	1 2 3 4 5

5.	Yes <input type="checkbox"/> / No <input type="checkbox"/>	1 2 3 4 5
6.	Yes <input type="checkbox"/> / No <input type="checkbox"/>	1 2 3 4 5

\* Rating

never	=1
every week	=2
every month	=3
a few times a year	=4
once a year	=5

51 A 'Management Information System' (MIS) can provide support for management activities, such as storing, manipulating and analysing information or finding out specific information before taking decisions.

The following table contains a list of SAMS modules. Please indicate how often you retrieve information from the modules and whether you use the information for **managerial activities**.

\* Rating            never                                =1  
                           every week                               =2  
                           every month                               =3  
                           a few times a year                       =4  
                           once a year                                =5

<b>SAMS module</b>	<b>Frequency of data retrieval (rating*)</b>	<b>Use to support managerial activities</b>
Housekeeping	1 2 3 4 5	Yes <input type="checkbox"/> / No <input type="checkbox"/> Don't know <input type="checkbox"/>
Security	1 2 3 4 5	Yes <input type="checkbox"/> / No <input type="checkbox"/> Don't know <input type="checkbox"/>
School Management	1 2 3 4 5	Yes <input type="checkbox"/> / No <input type="checkbox"/> Don't know <input type="checkbox"/>
Student	1 2 3 4 5	Yes <input type="checkbox"/> / No <input type="checkbox"/> Don't know <input type="checkbox"/>
Student Assessment	1 2 3 4 5	Yes <input type="checkbox"/> / No <input type="checkbox"/> Don't know <input type="checkbox"/>
Inter-year Processing	1 2 3 4 5	Yes <input type="checkbox"/> / No <input type="checkbox"/> Don't know <input type="checkbox"/>
Timetabling	1 2 3 4 5	Yes <input type="checkbox"/> / No <input type="checkbox"/> Don't know <input type="checkbox"/>
HKEA Processing	1 2 3 4 5	Yes <input type="checkbox"/> / No <input type="checkbox"/> Don't know <input type="checkbox"/>
Financial Monitoring and Planning (for SMI schools)	1 2 3 4 5	Yes <input type="checkbox"/> / No <input type="checkbox"/> Don't know <input type="checkbox"/>
Programme Schedule (for SMI schools)	1 2 3 4 5	Yes <input type="checkbox"/> / No <input type="checkbox"/> Don't know <input type="checkbox"/>
Student Attendance	1 2 3 4 5	Yes <input type="checkbox"/> / No <input type="checkbox"/> Don't know <input type="checkbox"/>
Staff (core functions)	1 2 3 4 5	Yes <input type="checkbox"/> / No <input type="checkbox"/> Don't know <input type="checkbox"/>
Communication and Delivery System	1 2 3 4 5	Yes <input type="checkbox"/> / No <input type="checkbox"/> Don't know <input type="checkbox"/>

52 Please add any further comments you wish to make.

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**\*\* End of Questionnaire \*\***

**Thank you again for your kind support !**