

QUESTIONNAIRES

The participants were asked to complete two questionnaires, one before and one after the recording was made.

- In the first questionnaire, participants were asked to provide information about themselves (age, gender, degree they were teaching on/enrolled in, and so on). This information can be found in the first part of the 'Contextual Information' provided about each of the recordings.
- In this first questionnaire, the lecturers were also asked to respond to thirteen statements about office hours' consultations (their purpose, the kind of use made of office hours by undergraduate students, and so on), formulated as six-point Likert items (ranging from 'strongly disagree' to 'strongly agree').
- The first questionnaire for the students asked them to respond to twenty statements about their experience at the foreign university (the ease or difficulty they were experiencing with understanding contents taught through English, with their ability to ask and answer questions in class, or the difference they perceived in the system of work and assessment in relation to their home university, and so on), formulated as six-point Likert items (ranging from 'strongly disagree' to 'strongly agree').
- In the second questionnaire, both students and lecturers were asked to respond to ten statements about the conversation they had just had, formulated as five-point Likert items (ranging from 'absolutely incorrect' to 'absolutely correct'). The aim of this questionnaire was to gather information about the participants' subjective view of the conversation they had just had, and to find out to what extent it had for them resembled a naturally-occurring conversation in office hours. This questionnaire also included a reversed item ('the conversation was quite natural' versus 'I found the conversation awkward') to gauge the attention that participants were paying to the statements. In the few cases in which respondents provided the same response to the reversed items (e.g. 'absolutely correct'), these responses were discarded.
- The data gathered in these questionnaires has been subjected to statistical analysis, which is to be found on the 'Quantitative Results' page.