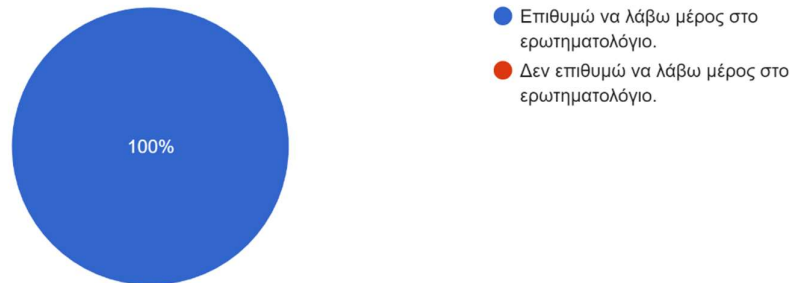


Telepractice Questionnaire, Speech, Language & Hearing Clinic (EUC)

RESULTS / DESCRIPTIVE STATISTICS: April 6-17, 2021

It was estimated that about 90% of parents/guardians/clients given the questionnaire either electronically through an email link or by answering the printed version of the questionnaire and submitting it to the front desk of the clinic anonymously, participated.

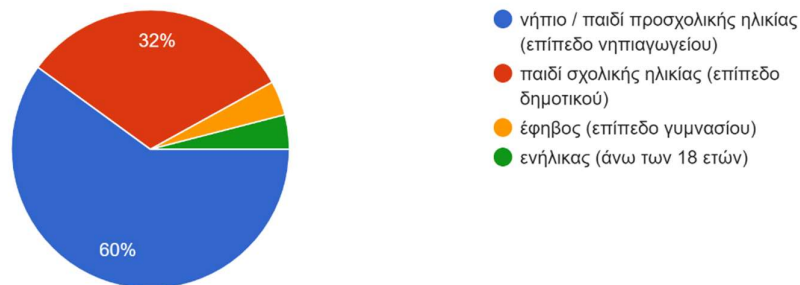
Question 1: Please state your preference in your optional participation in this survey questionnaire.



Answers:

- 100% I wish to take part in the questionnaire.
- 0% I don't wish to take part in the questionnaire.

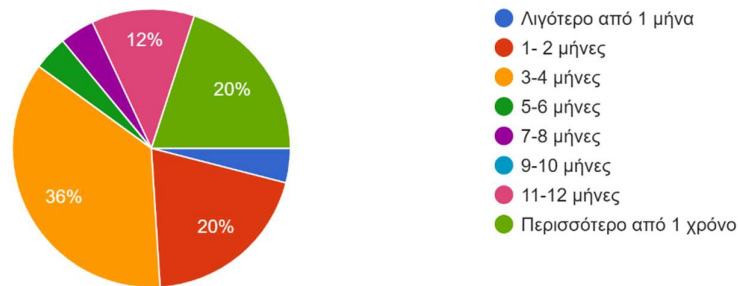
Question 2: Who received telepractice services at the SLHC?



Answers:

- 60% infant/preschool-age child (Kindergarten)
- 32% school-age child (Elementary level)
- 4% teenager (High-school level)
- 4% adult (Over 18 years old)

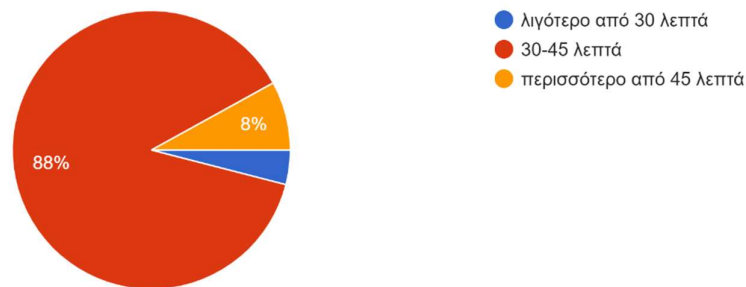
Question 3: For how long, in total, did they receive telepractice services at the SLHC?



Answers:

- 36% 3-4 months
- 20% 1-2 months
- 20% more than 1 year
- 12% 11-12 months
- 4% 5-6 months
- 4% 7-8 months
- 4% less than 1 month

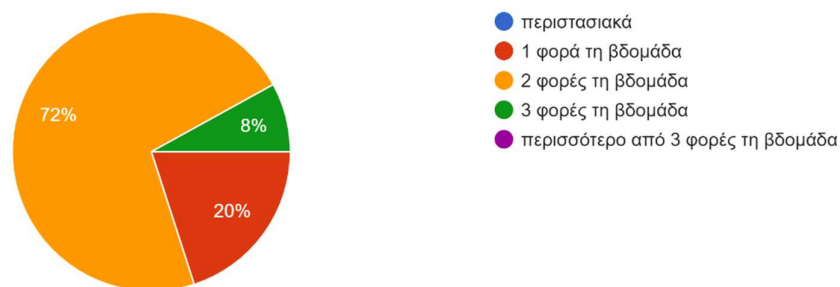
Question 4: What was the approximate duration of each telepractice session at the SLHC?



Answers:

- 88% 30-45 minutes
- 8% more than 45 minutes
- 4% less than 30 minutes

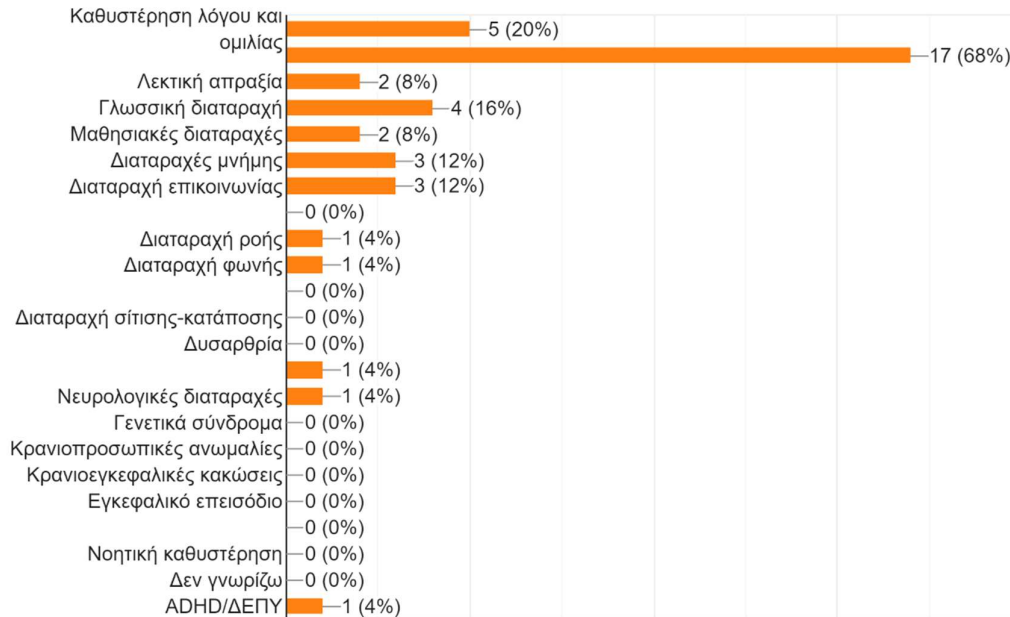
Question 5: What was the frequency of telepractice sessions at the SLHC?



Answers:

- 72% twice a week
- 20% once a week
- 8% three times per week

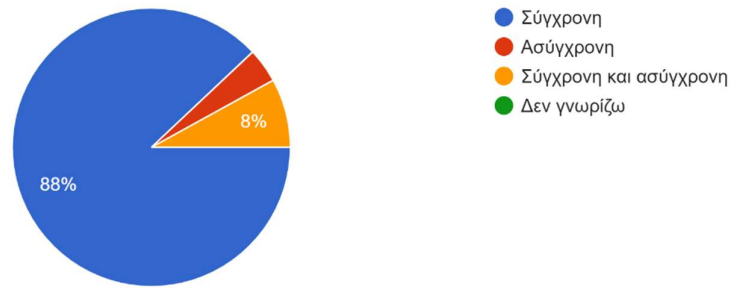
Question 6: What were the reasons the person received telepractice sessions at the SLHC? (diagnoses and main target areas)



Answers:

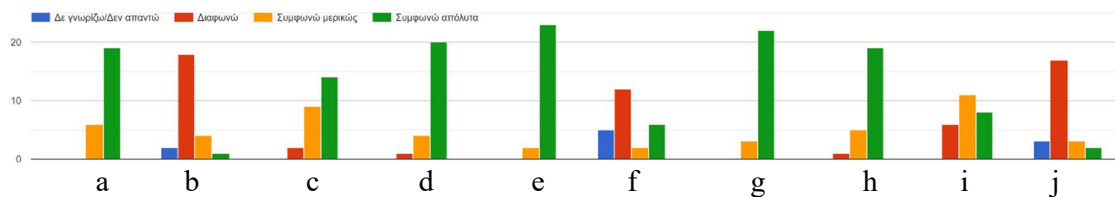
- 68% Phonological/Articulation disorder
- 20% Speech/Language delay
- 16% Language disorder
- 12% Memory problem/disorder
- 12% Communication problem/disorder
- 8% Verbal apraxia
- 8% Learning disorder
- 4% Autism Spectrum Disorder
- 4% Neurological disorder
- 4% Fluency disorder
- 4% Voice disorder
- 4% Other: ADHD

Question 7: What was the type of telepractice received at the SLHC?



- 88% synchronous
- 8% both synchronous and asynchronous
- 4% asynchronous

Question 8: Respond to each statement with either “don’t know/don’t answer”, “disagree”, “partly agree” or “completely agree”.



Question 8a: I am happy with my telepractice experience at the SLHC.

- 76% completely agree
- 24% partly agree

Question 8b: I experienced many obstacles during my telepractice experience at the SLHC.

- 72% disagree
- 16% partly agree
- 8% don’t know/don’t answer
- 4% completely agree

Question 8c: My telepractice experience at the SLHC was better than I anticipated.

- 56% absolutely agree
- 36% partly agree
- 8% disagree

Question 8d: The telepractice offered at the SLHC was professional.

- 80% absolutely agree
- 16% partly agree
- 4% disagree

Question 8e: The supervisors and SLT students were organized and prepared for every telepractice session.

- 92% absolutely agree
- 8% partly agree

Question 8f: I knew about telepractice before my experience with it at the SLHC.

- 48% disagree
- 24% completely agree
- 20% don't know/don't answer
- 8% partly agree

Question 8g: The telepractice supervisor adequately supported me during the initiation of the telepractice experience.

- 88% completely agree
- 12% partly agree

Question 8h: The duration of telepractice sessions was satisfactory.

- 76% completely agree
- 20% partly agree
- 4% disagree

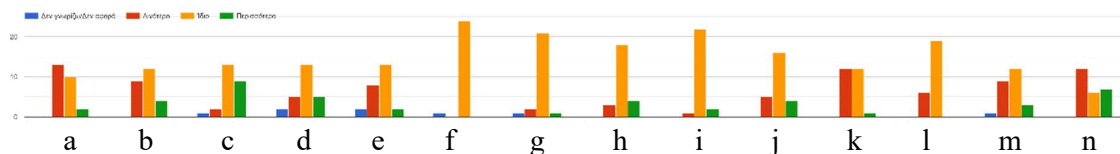
Question 8i: I would continue with telepractice even after the restrictive measures are lifted.

- 44% partly agree
- 32% completely agree
- 24% disagree

Question 8j: I would not take part in telepractice if given the chance again.

- 68% disagree
- 12% partly agree
- 12% don't know/don't answer
- 8% completely agree

Question 9: Compared to physical presence (face-to-face) speech-language therapy, how...



Question 9a: ...effective was telepractice?

- 52% less
- 40% same
- 8% more

Question 9b: ...pleasant was telepractice?

- 48% same
- 36% less
- 16% more

Question 9c: ...difficult was telepractice?

- 52% same
- 36% more
- 8% less
- 4% don't know/ doesn't apply

Question 9d: ...stressful was telepractice?

- 52% same
- 20% more
- 20% less
- 8% don't know/doesn't apply

Question 9e: ...time-consuming was the start and finish of telepractice?

- 52% same
- 20% more
- 20% less
- 8% don't know/doesn't apply

Question 9f: ...professional was telepractice?

- 96% same
- 4% don't know/doesn't apply

Question 9g: ...informative was telepractice?

- 84% same
- 8% less
- 4% more
- 4% don't know/doesn't apply

Question 9h: ...possible was telepractice?

- 72% same
- 16% more
- 12% less

Question 9i: ...consistent was telepractice?

- 88% same
- 8% more
- 4% less

Question 9j: ...interesting was telepractice?

- 64% same
- 20% less
- 16% more

Question 9k: ...good was the attention of the participant during telepractice?

- 48% same
- 48% less
- 4% more

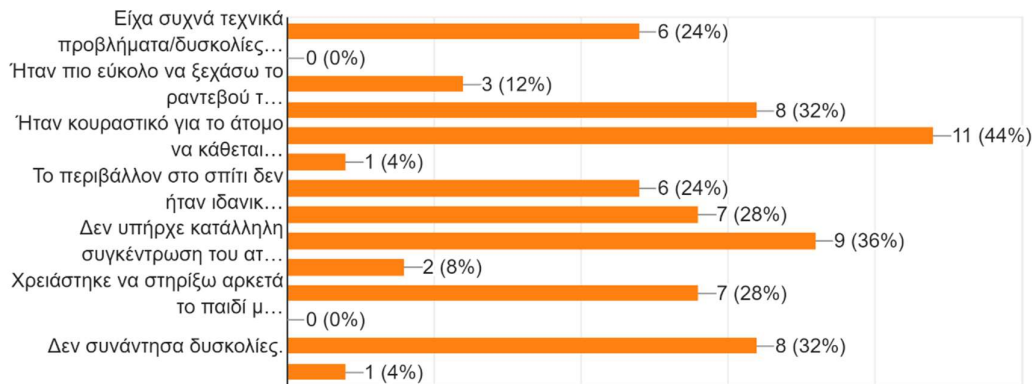
Question 9l: ...good was the reinforcement given to the participant during telepractice?

- 48% same
- 36% less
- 12% more
- 4% don't know/doesn't apply

Question 9m: ...good was the motive given to the participant during telepractice?

- 48% less
- 28% more
- 24% same

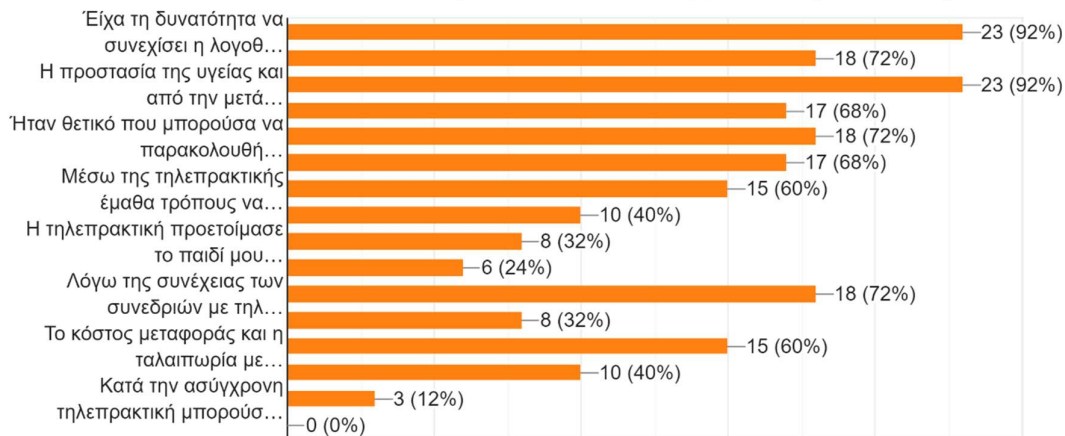
Question 10: What were the difficulties you encountered during your telepractice experience?



Answers:

- 44% It was tiring for the person to sit for a long time in front of the computer/tablet.
- 36% The person did not have appropriate attention during telepractice.
- 32% I did not encounter difficulties.
- 32% I had difficulty confining my child in front of the computer/tablet.
- 28% It was hard for the child to cooperate during telepractice.
- 28% I had to provide enough support for my child during telepractice and I took on a helping role.
- 24% I encountered technical problems/difficulties often (lack of equipment, constant service interruptions, etc.)
- 24% The environment at home was not ideal for telepractice (background noise, interruptions, etc.)
- 12% It was easier to forget the telepractice appointment.
- 8% There were goals that were hard to practice during telepractice (e.g., feeding exercises, etc.)
- 4% The telepractice activities were 2-dimensional and with limited interest.
- 4% Other: There was difficulty on the part of the therapist to re-establish the interest of my child because they talked to my child from the screen. At that point I had to step-in when needed.
- 0% I felt I did not have the necessary knowledge to use the technology needed.
- 0% During asynchronous telepractice, it was hard to follow the directions of the exercise.

Question 11: What were the benefits you received during your telepractice experience?



Answers:

- 92% I was able to continue speech-language therapy from a distance during the lockdown.
- 92% The protection of health from the transmission of COVID-19 was maximum.
- 72% With telepractice, I saved valuable time since I did not have to travel to the clinic.
- 72% It was positive that I could watch my child's whole session.
- 72% Because of the continuation of sessions with telepractice, soon after the lockdown, the progress of my child was maintained during the restrictive measures.
- 68% The telepractice activities were pleasant and interesting.
- 68% Telepractice helped me better understand the level and skills of my child.
- 60% Through telepractice, I learned ways to support my child on their goals.
- 60% The transportation cost and hustle were decreased.
- 40% I had a direct communication with the supervisor and got better briefing/information on the progress of the goals.
- 40% I was able to utilise my time productively at home, while my child was participating in telepractice.
- 32% Telepractice at the clinic prepared my child for the distance education which followed in public schools.
- 32% Asynchronous telepractice (with the speech-language therapy exercises sent during the lockdown) showed that the clinicians cared for the client's progress.
- 24% Telepractice helped my child organize their time at home productively during the quarantine.
- 12% During asynchronous telepractice, I could utilize the exercises for revision later.
- 0% I have no benefits to report.

Question 12: Please mention anything else you would like the supervisors of the SLHC to know about your experience with the telepractice offered to you.

- Excellent work be everyone! Pleasant and targeted materials used that kept the interest of my child. Also, very professional demeanour of the supervisors with constant praise to my child.

- Excellent work!!!! Well done!!

- I would like to thank our clinical supervisor for the patience and correct guidance given to us. I thank her for believing in my child and giving them the chance to continue speech-language therapy through ZOOM.

- Excellent work from all! Professional behaviour from the supervisors and students. Target material was interesting and appropriate to the needs of my child and kept them interested. Frequent positive reinforcement given for my child's efforts.

- Basically, it was the same as in-person speech-language therapy because the students were prepared, and the supervisor was monitoring. My child found it interesting, and they liked it. It was something different for my child and no valuable time was lost from therapies. Thank you. To be able to assess correctly question 9, I would have to have watched in-person speech-language therapy a couple of times.