



Swinburne Experience Survey

Higher Education

Thank you for taking the time to complete this survey. The intention of the survey is to find out what you think about your program and to act on this feedback to improve your learning experience. This survey is confidential. You will not be individually identified in any information or reports produced from this data. Swinburne's Privacy Policy is available from <http://www.swin.edu.au/privacy.htm>

The survey will take you about 15 minutes. We appreciate you taking the time, because we feel that student feedback on all of these issues is very important.

If you have any questions or concerns about this survey, please contact the Strategic Planning and Quality Unit.

Section 1: About You.

Program you are commenting on:

2. Main mode of study in 2010

- Classroom/On Campus
- Online/Off Campus
- Distance/Off Campus
- Workplace/Off Campus
- Other

3. Study Load

- Full Time
- Part Time
- Not Applicable

4. Main attendance pattern

- Day
- Evening/Weekend
- Day and Evening/Weekend
- Not Applicable

5. Highest level of prior education before this program

- Below Year 12
- Year 12
- TAFE Certificate
- TAFE Diploma
- Bachelor Degree
- Graduate Certificate
- Graduate Diploma
- Masters Degree
- Doctorate/PhD
- Other

6. Which of the following best describes your (current) intentions in relation to your course at Swinburne?

- I intend to complete this course at Swinburne
- I intend to defer from this course and return to Swinburne to complete it
- I am considering withdrawing from this course before completion

Because...

Please explain your answers...

7. What was your main work or study status prior to beginning your studies?

- Paid employment
- Self Employed
- Unpaid Work
- Unemployed
- Student
- Other

8. Are you currently in paid employment?

- No. Not currently working
- Yes. In full time work
- Yes. In part time or casual work
- Other

8a. How many hours would you work in paid employment in a typical study week?

- 1-5
- 6-10
- 11-15
- 16-20
- 21-25
- 26-30
- 31-35
- 36 hours or more

9. About how far are you through your program (as a percentage)?

- 0-20%
- 21-40%
- 41-60%
- 61-80%
- 81-100%

10. Have you undertaken any group assignments as part of your program?

- Yes
- No

Section 2: Your Swinburne Experience

The following section asks your opinions on how well we are doing in relation to your program. It is broken down into Program Organisation, Teaching & Learning, Teaching Materials & Resources, Learning Environment, Generic Skills & Graduate Attributes, Student Services & Overall Satisfaction.

| A: Program Organisation | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | Not Applicable |
|--|-----------------------|-----------------------|----------------------------|-----------------------|-----------------------|-----------------------|
| 1. Staff were able to help me with my queries | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2. Enrolling and re-enrolling is quick & convenient | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3. I have received timely responses to phone calls or e-mails about my program | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4. Timetables or schedules are available in time and notice is given of changes | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5. I find my studies intellectually stimulating | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 6. I feel I belong to the university community | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 7. This program is well organised | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 8. Swinburne provides me with information that is relevant to my studies | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 9. I understand what careers are available to me after I finish this program | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 10. I have good quality advice regarding my program structure and choices | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 11. I feel that Swinburne is effective in communicating relevant information to its students | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Please add anything else you would like to say about the organisation of your program here... (max approx 1000 characters or 100 words) | | | | | | |
| | | | | | | |

| B: Teaching and Learning | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | Not Applicable |
|---|-----------------------|-----------------------|----------------------------|-----------------------|-----------------------|-----------------------|
| 1. My lecturers are extremely good at explaining things | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2. The teaching staff in this program motivate me to do my best work | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3. The teaching staff work hard to make their units interesting | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4. The staff make a real effort to understand difficulties I might be having with my work | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5. The teaching staff clearly explain the standard of work expected in this program | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 6. Teaching staff in this program take an interest in my progress | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 7. Teaching staff are approachable | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 8. The assessment of units in this program gives me the opportunity to apply my learning | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 9. The staff put a lot of time into commenting on my work | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 10. The teaching staff normally give me helpful feedback on how I am going | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 11. I am generally given enough time to understand the things I have to learn | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 12. I am able to manage the volume of work required of me in this program | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 13. I understand how my work is graded / marked | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 14. My units are flexible enough to allow me to learn the way I prefer to | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Please add anything else you would like to say about teaching and learning here... (maximum approx 1000 characters or 100 words) | | | | | | |
| | | | | | | |

14. Group assignments (Blank if no group assignments selected)

| | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | Not Applicable |
|--|-----------------------|-----------------------|----------------------------|-----------------------|-----------------------|-----------------------|
| A. My group assignments were well structured and supported | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| B. I have been able to access appropriate places on campus to work with my group | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| C. I am satisfied with my group learning experience | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

What were the best aspects of your group assignment experience?

What aspects of your group assignment experience could be improved?

C: Teaching Materials and Resources

| | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | Not Applicable |
|--|-----------------------|-----------------------|----------------------------|-----------------------|-----------------------|-----------------------|
| 1. Program materials are relevant and up to date | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2. It is made clear what resources are available to help me learn | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3. Library materials meet my needs (e.g. books, e-books, online databases) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4. The study materials help me to learn | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5. Swinburne provides adequate access to computer facilities to support my program (including student access labs, laptop loans through the library, computer class rooms) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 6. I can easily access Swinburne I.T. services using my own computer (e.g. on or off campus, e-mail, student portal, network drive, BlackBoard/WEbCT, Allocate, etc.) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 7. BlackBoard is used in my subjects to provide useful learning resources | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 8. The teaching and learning facilities (e.g. labs, equipment, classrooms, furniture) support a good learning environment. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Please add anything else you would like to say about teaching materials and resources here...

(max approx 1000 characters or 100 words)

D: Generic Skills & Graduate Attributes

| | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | Not Applicable |
|---|-----------------------|-----------------------|----------------------------|-----------------------|-----------------------|-----------------------|
| 1. This program makes me feel confident about tackling unfamiliar problems | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2. My program helps me to develop the ability to plan my own work. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3. The program develops my problem-solving skills | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4. The program helps me develop my ability to work as a team member | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5. My university experience encourages me to value perspectives other than my own | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 6. This program is sharpening my analytic skills | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 7. I consider what I am learning valuable for my future | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 8. My university experience has provided good opportunities to meet and work with people from other cultures. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 9. I feel industry engaged learning should have been a greater part of my program | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Please add anything else you would like to say about generic skills & graduate attributes here...

(max approx 1000 characters or 100 words)

E: On Campus Student Services (this section is blank for off campus students)

| | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | Not Applicable |
|---|-----------------------|-----------------------|----------------------------|-----------------------|-----------------------|-----------------------|
| 1. I am satisfied with the cleanliness of the campus (rooms, library, toilets, etc.) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2. I am satisfied with how the campus is maintained (painting, repairs, etc.) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3. I am satisfied with the services on campus while studying (heating, cooling, etc.) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4. I am satisfied with the social activities on campus | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5. I am satisfied with the food available on campus | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 6. I always feel safe on campus | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 7. I can access good quality health services on campus when I need to | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 8. Overall, I enjoy spending time on campus | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

F: On Campus Student Services (continued) (this section is blank for off campus students)

| | Have you used this service? | | How Satisfied were you with this service? | | | | |
|--|----------------------------------|----------------------------------|---|-----------------------|-----------------------|----------------------------------|----------------------------------|
| | No | Yes | Very Dissatisfied | Dissatisfied | Neutral | Satisfied | Very Satisfied |
| 9. Counselling services and support | <input checked="" type="radio"/> | <input type="radio"/> | | | | | |
| 10. Student advocacy | <input checked="" type="radio"/> | <input type="radio"/> | | | | | |
| 11. Learning and study skills support | <input checked="" type="radio"/> | <input type="radio"/> | | | | | |
| 12. Careers and employment service | <input checked="" type="radio"/> | <input type="radio"/> | | | | | |
| 13. Student Open Access computer labs and facilities | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| 14. Online or wireless access to Swinburne network | <input type="radio"/> | <input type="radio"/> | | | | | |
| 15. My Swinburne (Student Portal) | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| 16. IT Service Desk (Help-Desk) | <input type="radio"/> | <input type="radio"/> | | | | | |
| 17. Ask George (Online Q&A System) | <input type="radio"/> | <input type="radio"/> | | | | | |
| 18. Sport and recreation facilities | <input type="radio"/> | <input type="radio"/> | | | | | |
| 19. Student clubs and societies | <input type="radio"/> | <input type="radio"/> | | | | | |
| 20. Parking | <input type="radio"/> | <input type="radio"/> | | | | | |
| 21. Student financial advice | <input type="radio"/> | <input type="radio"/> | | | | | |
| 22. Off campus housing services | <input type="radio"/> | <input type="radio"/> | | | | | |
| 23. On-campus student accommodation | <input type="radio"/> | <input type="radio"/> | | | | | |
| 24. International student advisors | <input type="radio"/> | <input type="radio"/> | | | | | |
| 25. Education abroad | <input type="radio"/> | <input type="radio"/> | | | | | |

| | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | Not Applicable |
|---|-----------------------|-----------------------|----------------------------|-----------------------|-----------------------|-----------------------|
| 26. Student Services, including those in Section 'E', are well publicised | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Please add anything else you would like to say about facilities and student services here...

F: Overall Satisfaction

Thinking about all of your previous answers...

| | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | Not Applicable |
|---|-----------------------|-----------------------|----------------------------|-----------------------|-----------------------|-----------------------|
| 1. I would recommend this course to others | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2. I would recommend Swinburne to others. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3. I am proud to be a student at Swinburne | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4. Overall, I am satisfied with the quality of my course | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5. Overall, I feel my Swinburne experience is worthwhile. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

What were the best aspects of your course? Please write below.

(maximum approx 1000 characters or 100 words)

What aspects of your course are most in need of improvement? Please write below.

(maximum approx 1000 characters or 100 words)

I am willing to be contacted to provide further feedback on my Swinburne experience...

Yes No

Thank you for you time and participation