



# Swinburne Experience Survey

## TAFE

Thank you for taking the time to complete this survey. The intention of the survey is to find out what you think about your course 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. (You might like to print a copy of this form and take your time to decide on your answers before you fill it in online).

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

### Section 1: About You

#### 1. Course 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. About how far are you through your course (as a percentage?)

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

#### 6. Highest level of prior education (before this course)

- Year 9 or below
- Year 10
- Year 11
- Year 12
- TAFE Certificate
- TAFE Diploma
- Bachelor Degree
- Graduate Certificate
- Graduate Diploma
- Masters Degree
- Doctorate/PhD
- Other

#### 7. 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...

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

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

#### 9. Are you currently working in paid employment?

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

#### 9a. How relevant is your course to your current work?

- Highly Relevant  Relevant  Slightly relevant  Not relevant

#### 9b. 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

#### 10. Did you apply for exemptions (Recognition of Prior Learning or Credit Transfer) based on your previous work experience or study?

- Yes  No

#### 10a. Were you granted any RPL (Recognition of Prior Learning) for this course?

(Were you given any exemptions for your previous work experience?)

- Yes - All that I applied for
- Yes - Some that I applied for
- No None that I applied for
- Don't Know Yet

#### 10b. Were you provided with sufficient information and assistance when making your application?

- Yes  No

#### 10c. Were you satisfied with the RPL process overall?

- Yes  No  Don't Know Yet

#### 11. Have you undertaken any group assignments as part of your course?

- Yes  No

## Section 2: Your Swinburne Experience

The following section asks your opinions on how well we are doing in relation to your course. It is broken down into Course Organisation, Teaching and Learning, Feedback & Assessment, Learning Materials & Resources, Generic Skills Training, and Student Services. You will also have the opportunity to provide a general assessment and written comments at the end of the survey.

<b>A: Course Organisation</b>	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 course	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I was given good information about recognition of prior learning or credit transfer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. The course I am undertaking has relevant, up to date content	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. There is a good balance between theory and practice in this course	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. The workload in this course is manageable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. 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"/>
9. The subjects in this course were delivered in the way I like to learn	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. This course is well organised	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Timetables or schedules are available in time and notice given of changes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. 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"/>
13. I feel I belong to the Swinburne community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. I understand what careers are available to me after I finish this course	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. I have good quality advice regarding my course structure and choices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. 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 course here... (max approx 1000 characters or 100 words)

<b>B: Teaching and Learning</b>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable
1. In general, I feel that teaching staff are able to relate well to students	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Teachers are available to discuss my work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Teachers in my course take an interest in my progress	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. There is sufficient access (e.g. online, face to face, telephone) to my teachers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. My teachers have a thorough knowledge of the subject content	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. My teachers provide opportunities to ask questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. My teachers treat me with respect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. My teachers understand my learning needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. My teachers communicate the subject content effectively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. My teachers make my subjects as interesting as possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. My subjects 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 & learning here... (maximum approx 1000 characters or 100 words)

<b>C: Feedback and Assessment</b>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable
1. I always know how I am going in my course	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I feel that I am assessed fairly in this course	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I know how I am going to be assessed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I am assessed at appropriate intervals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. The assessment is a good test of what I was taught	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. I receive useful feedback on my assessment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. I received useful feedback on my progress that helped me improve	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. 'My Grades' is a useful tool for tracking my assessment and results	<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 feedback & assessment here... (maximum approx 1000 characters or 100 words)

**(This section blank where no group assignments undertaken)**

**Group Assessments**

	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?**

**D: Learning Materials and Resources**

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable
1. Course 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. Required texts and resources are well used in this course	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. The 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. I know where to get help with learning or study skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I have access to good quality information technology when I need it (including student access labs, laptop loans through the library, computer classrooms)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. I find it easy to access and use BlackBoard/WebCT	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. BlackBoard/WebCT 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. Swinburne provides adequate equipment to do my course	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. 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"/>

**Please add anything else you would like to say about learning materials & resources here...** *(maximum approx 1000 characters or 100 words)*

**E: Generic Skills Training**

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable
1. My training is helping me develop my problem solving skills.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. My training is helping 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"/>
3. My training is helping me to improve my communication skills.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. 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"/>
5. I feel industry engaged learning should have been a greater part of my course	<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 training here...** *(maximum approx 1000 characters or 100 words)*

**F: 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"/>

**Section F is continued overleaf**

## 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. Counseling services and support	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	
10. Student advocacy	<input checked="" type="radio"/>	<input type="radio"/>						
11. Learning and study skills support	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" 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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
14. Online or wireless access to Swinburne network	<input type="radio"/>	<input type="radio"/>						
15. My Swinburne (Student Portal)	<input checked="" type="radio"/>	<input type="radio"/>						
16. IT Service Desk (Help-Desk)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" 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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	
19. Student clubs and societies	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	
20. Parking	<input checked="" type="radio"/>	<input type="radio"/>						
21. Student financial advice	<input checked="" type="radio"/>	<input type="radio"/>						
22. Off campus housing services	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<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"/>	<input type="radio"/>	<input type="radio"/>

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

## G: 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 your time and participation