Student Surveys: Frequently Asked Questions

How do I get to, and complete, the online survey?
Simply login to Blackboard and then select MySurveys. You can access Blackboard via the Current Students webpage. Any surveys available for your units or courses will be listed.

But I can’t login to Blackboard!
Give the Helpdesk a call on 9214 5000.

What do I do if I am unable to complete the survey online due to a disability?
If you are unable to complete the survey due to a physical disability (for example, if the survey is not compatible with your screen reader) please contact us (at studentsurveys@swin.edu.au) to make arrangements for us to call you and we will be happy to assist you to complete the survey over the telephone, or in person on hard copy (large size)

Why don’t I have any Student Feedback Surveys to complete?
If you find that one of your units has no survey, simply email us (at studentsurveys@swin.edu.au) and we will investigate why.

I can’t seem to select my teacher to provide feedback on.
When you complete your unit survey and can’t seem to find your teacher to provide feedback on - send us an email (at studentsurveys@swin.edu.au) to let us know.

What sort of comments should I write?
The comments are often the most valuable and important information that we collect through our surveys. We do ask you not to include comments which identify individual staff or students or which could be considered embarrassing or offensive. We also recommend that you do not provide comments which are so specific to identify you. Please ensure your comments are constructive and relate specifically to your experiences, as these comments appear in reports that go to teaching staff.

What happens to my comments?
We generate a number of reports from the survey results for various stakeholders. Some of these reports include the comments. The comments are used to help us identify what is working well in your unit and what isn’t such that improvements can be identified and changes made.