

# Offshore Student Satisfaction Survey



**YOUR VIEWS COUNT**

This questionnaire is designed to determine quickly and simply your current level of satisfaction with the many aspects of your experience and education as a UWS student studying outside Australia. The focus is on identifying what aspects of your experience are performing effectively and which aspects need improvement. The results of your feedback will help UWS and its relevant offshore partners to improve the quality of our services to you. **Please note that your anonymity & confidentiality is assured.**

Thank you in advance for your participation.

**IMPORTANT**

For each item, please fill in the circle which best describes your rating of its importance to you and your experience of current performance. Rank how important you think each aspect is on the five point importance scale, then rank your level of agreement on the five point current performance scale. If a question does not apply to you, fill in the NOT USED circle.

At the end of the survey there is room to identify the best aspects of your current experience and what most needs improvement.

If you wish to discuss any aspect of the survey, please contact Belinda Game on email surveys@uws.edu.au or by calling 001 612 9678 7454.

**A. PERSONAL DETAILS**

The details below will be used for statistical purposes only. Please fill in the appropriate ovals.

1. In which country are you studying?  Mainland China  
 Hong Kong, China  
 Other (specify):

2. Name of the University / College or institution in your home country at which you are undertaking this course?

**B. COURSE RELATED QUESTIONS**

The following items seek your views on the importance and current performance of various aspects of the UWS course you are undertaking.

| IMPORTANCE            |                       |                       | ITEMS   | CURRENT PERFORMANCE   |                       |                       | NOT USED              |
|-----------------------|-----------------------|-----------------------|---|-----------------------|-----------------------|-----------------------|-----------------------|
| Not Important         | Moderately Important  | Essential             |   | Low                   | Medium                | High                  | NU                    |
|                       |                       |                       | <b>3. THE UWS COURSE I AM UNDERTAKING:</b>  |                       |                       |                       |                       |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Is meeting the expectations I had prior to my original enrolment                  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Is accurately described in course promotional material                            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Has up-to-date unit content   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Closely links theory and practice   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Has useful and relevant learning materials and equipment                          | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Has well-equipped teaching facilities and learning areas                          | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Is conducted by staff who are good teachers                                       | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Employs interesting and appropriate teaching and learning methods                 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Has roughly equivalent work loads between different units                         | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Has a majority of staff who regularly consult students about the course's quality | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Provides clear assessment requirements  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Provides relevant assessment tasks  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Provides timely and constructive feedback on learning                             | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Has class times and locations which make it easy for me to participate            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Has class sizes which allow me to participate fully in all my units of study      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Form ID

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**C. OUTCOMES OF YOUR STUDY**

The following items concern which outcomes of the course you are undertaking at UWS are most important to you and the extent to which you feel the course promotes these outcomes.

| IMPORTANCE            |                       |                       | ITEMS  | CURRENT PERFORMANCE   |                       |                       | NOT USED              |
|-----------------------|-----------------------|-----------------------|--|-----------------------|-----------------------|-----------------------|-----------------------|
| Not Important         | Moderately Important  | Essential             |  | Low                   | Medium                | High                  |                       |
|                       |                       |                       | <b>4. THIS COURSE PROMOTES THE DEVELOPMENT OF:</b>                         |                       |                       |                       |                       |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | An ability to think critically   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | An ability in the area(s) studied to solve practical problems successfully | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | A capacity for creativity and innovation                                   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Up-to-date knowledge and skills needed by employers                        | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Ethical values like honesty and integrity                                  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | A respect for alternative view points                                      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Non-sexist attitudes   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | An appreciation of cultural diversity                                      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | The skills necessary to undertake on-going self-directed learning          | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | An enthusiasm for further learning   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Skills in communicating with people  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Competence in using appropriate technology                                 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Skills to work as an effective member of a team                            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | An ability to handle the unexpected effectively                            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | A capacity to manage change effectively                                    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**D. ADMINISTRATION AND ACCESS**

For the following items we seek your views on the importance and current performance of administrative processes and access to resources and services at the University / College or institution you are studying.

| IMPORTANCE            |                       |                       | ITEMS  | CURRENT PERFORMANCE   |                       |                       | NOT USED              |
|-----------------------|-----------------------|-----------------------|--|-----------------------|-----------------------|-----------------------|-----------------------|
| Not Important         | Moderately Important  | Essential             |  | Low                   | Medium                | High                  |                       |
|                       |                       |                       | <b>5. ADMINISTRATION:</b>  |                       |                       |                       |                       |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Information on admissions procedures is easy to obtain           | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Admissions procedures are straightforward                        | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Current and accurate information on my fees is provided          | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Accurate information about courses is easily obtainable          | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Problems with administrative matters are effectively resolved    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|                       |                       |                       | <b>6. ACCESS: The following are accessible when I need them:</b> |                       |                       |                       |                       |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Library  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Cafeterias   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Bookshop   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Parking  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Public Transport   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**E. LEARNING SUPPORT**

The following items seek your views on the importance and performance of a range of learning support services provided by University / College or institution you are studying.

| IMPORTANCE            |                       |                       | ITEMS  | CURRENT PERFORMANCE   |                       |                       | NOT USED              |
|-----------------------|-----------------------|-----------------------|--|-----------------------|-----------------------|-----------------------|-----------------------|
| Not Important         | Moderately Important  | Essential             |  | Low                   | Medium                | High                  |                       |
|                       |                       |                       | <b>7. YOUR UNIVERSITY / COLLEGE LIBRARY:</b>   |                       |                       |                       |                       |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Library Desk Service                           | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Information Services                           | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Reserve Services                               | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Provision of materials listed in unit outlines | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Provision of Study Desks and Rooms             | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Photocopiers and Printing                      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Electronic Access to Library Resources         | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|                       |                       |                       | <b>8. LEARNING SUPPORT:</b>                    |                       |                       |                       | NU                    |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Learning and study skills assistance           | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**F. YOUR LOCAL STUDY SUPPORT**

The following items seek your views on the importance and current performance of services and facilities offered by your local University / College or institution you are studying in.

| IMPORTANCE            |                       |                       | ITEMS   | CURRENT PERFORMANCE   |                       |                       | NOT USED              |
|-----------------------|-----------------------|-----------------------|---|-----------------------|-----------------------|-----------------------|-----------------------|
| Not Important         | Moderately Important  | Essential             |   | Low                   | Medium                | High                  |                       |
|                       |                       |                       | <b>9. YOUR LOCAL STUDY SUPPORT:</b>             |                       |                       |                       |                       |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Venues in good condition                        | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Safe study environment                          | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Useful level of interaction with other students | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**G. UNIVERSITY LIFE / OVERALL SATISFACTION**

This is the last section of the questionnaire. It focuses on the extent to which you would recommend UWS to other students and your overall satisfaction with your course so far. Please circle the oval that best shows your level of agreement for each statement.

| 10. OVERALL:   | Strongly Disagree     | Disagree              | Undecided             | Agree                 | Strongly Agree        |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| I would recommend studying with UWS to a friend, colleague, or family member | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Overall, I am satisfied with my experiences as a student of UWS              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**11. Please identify the best aspects of your experience at UWS.**

**12. Please identify the areas that need improvement.**