

**F. GENERAL STUDENT FACILITIES**

The following items seek your views on the importance and performance of a range of student facilities provided by UWS Connect and other service providers.

IMPORTANCE			ITEMS	CURRENT PERFORMANCE			NOT USED
Not Important	Moderately Important	Essential		Low	Medium	High	NU
			<b>9. UWS CONNECT AND OTHER SERVICE PROVIDERS:</b>				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Food and beverage services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Bars	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Shops and newsagencies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sports and fitness facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sports and recreation activities and programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Social activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Swimming pools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Best aspects**

**Needs improvement**

**G. STUDENT ASSOCIATIONS AT UWS:**

The following questions concern a range of services and activities undertaken by the Student Associations at UWS.

IMPORTANCE			ITEMS	CURRENT PERFORMANCE			NOT USED
Not Important	Moderately Important	Essential		Low	Medium	High	NU
			<b>10. STUDENT ASSOCIATIONS AT UWS:</b>				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Conduct effective education campaigns	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Effectively represent students' interests in education issues at the University	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Have collectives, clubs and societies that are easy to become involved in if I choose to do so	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Have publications which provide information about students' rights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Would provide capable support if I had problems with a course/lecturer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Have student representatives who give effective voice to students' interests on UWS committees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Best aspects**

**Needs improvement**

**OVERALL:**

	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree
Overall I am satisfied with my experience at UWS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Thank you for completing the survey. We will communicate the outcomes of the survey findings in early 2007. Please use the reply paid envelop enclosed to forward the completed survey.**

**Student Satisfaction Survey 2006****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 at UWS. The focus is on identifying what aspects are performing effectively and which aspects need improvement. The results of your feedback will help UWS 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 each section 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 Mahsood Shah on (02) 9678 7454 or email m.shah@uws.edu.au

**A. 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>1. 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"/>	Enables me to electronically access essential information and content if I miss a class	<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"/>	Enables me to construct a timetable for attendance at classes which suit my needs	<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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**B. 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	NU
			<b>2. 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 Australia's 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"/>

**B. OUTCOMES OF YOUR STUDY (Continued)**

IMPORTANCE			ITEMS	CURRENT PERFORMANCE			NOT USED
Not Important	Moderately Important	Essential		Low	Medium	High	NU
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<b>2. THIS COURSE PROMOTES THE DEVELOPMENT OF: (Continued)</b>				
<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"/>

Best aspects

Needs improvement

**C. ADMINISTRATION AND ACCESS**

For the following items we seek your views on the importance and current performance of administrative processes and access to resources at UWS.

IMPORTANCE			ITEMS	CURRENT PERFORMANCE			NOT USED
Not Important	Moderately Important	Essential		Low	Medium	High	NU
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<b>3. 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"/>	Information about enrolment procedures is clear and accurate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Enrolling and re-enrolling is quick and convenient	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Exams are well spaced over the examination period	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Exam timetable clashes are easily resolved	<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 HECS/PELS liability or 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"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<b>4. 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"/>	Computers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sports and fitness facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Food and beverage services/outlets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Child Care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Student Associations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Security Services	<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"/>	Religious Facilities	<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"/>

Best aspects

Needs improvement

**D. LEARNING SUPPORT**

The following items seek your views on the importance and performance of a range of learning support services provided by UWS.

IMPORTANCE			ITEMS	CURRENT PERFORMANCE			NOT USED
Not Important	Moderately Important	Essential		Low	Medium	High	NU
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<b>5. UWS 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"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<b>6. UWS LEARNING SUPPORT:</b>				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	WebCT for online learning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<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"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Aboriginal Tutorial Assistance Scheme (ATAS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	English Language Intensive Courses for Overseas Students (ELICOS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<b>7. COMPUTING FACILITIES</b>				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Quality of Computing Equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Quality of Software	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Helpdesk Assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Best aspects

Needs improvement

**E. STUDENT SERVICES**

The following items seek your views on the importance and performance of a range of student support services provided by UWS.

IMPORTANCE			ITEMS	CURRENT PERFORMANCE			NOT USED
Not Important	Moderately Important	Essential		Low	Medium	High	NU
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<b>8. UWS SUPPORT SERVICE:</b>				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Careers and Employment Advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Counselling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Disability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Aboriginal Education Centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	International Student Advisors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	International Student Office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Best aspects

Needs improvement