**COURSE / MODULE / UNIT / SUBJECT QUESTIONNAIRE**

This questionnaire is designed to help us find out the views of employers on the services provided by the College.

*Please show how far you agree with each of these statements by* ***circling*** *your choice:*

(4) agree completely, (3) agree mostly, (2) agree partly, (1) disagree completely. Circle N/A (not applicable) if you are unable to comment.

Course / Unit/Module/Subject Title:

Course: Date:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Information and Guidance** | **Agree****Completely** | **Agree****Mostly** | **Agree****Partly** | **Disagree****Completely** | **N/A** |
| **1.** The unit / module / subject was what I expected.  | 4 | 3 | 2 | 1 | N/A |
| **2.** There was good induction to the unit / module /subject.  | 4 | 3 | 2 | 1 | N/A |
| **3.** Teaching methods were effective.  | 4 | 3 | 2 | 1 | N/A |
| **4.** I was made responsible for my own learning. | 4 | 3 | 2 | 1 | N/A |
| **5.** I felt I was treated as an individual.  | 4 | 3 | 2 | 1 | N/A |
| **6.** Rooms used for teaching were suitable.  | 4 | 3 | 2 | 1 | N/A |
| **7.** Facilities and equipment were suitable.  | 4 | 3 | 2 | 1 | N/A |
| **8.** I was happy that my Health and Safety were looked after. | 4 | 3 | 2 | 1 | N/A |
| **9.** Where needed the library provided relevant material.  | 4 | 3 | 2 | 1 | N/A |
| **10.** Materials, eg. handouts, were well produced.  | 4 | 3 | 2 | 1 | N/A |
| **11.** Materials were up-to-date and effective.  | 4 | 3 | 2 | 1 | N/A |
| **12.** I did not repeat work that I’d covered before.  | 4 | 3 | 2 | 1 | N/A |
| **13.** I had chances to discuss my progress.  | 4 | 3 | 2 | 1 | N/A |
| **14.** Support was available when I needed it.  | 4 | 3 | 2 | 1 | N/A |
| **15.** Assessments were reasonably well spaced.  | 4 | 3 | 2 | 1 | N/A |
|  **16.** There was good preparation before the assessments.  | 4 | 3 | 2 | 1 | N/A |
| **17.** There was a variety of types of assessment.  | 4 | 3 | 2 | 1 | N/A |
| **18.** I knew about the appeals procedure.  | 4 | 3 | 2 | 1 | N/A |
| **19.** Extra help was given willingly if I needed it.  | 4 | 3 | 2 | 1 | N/A |

Other comments about the unit / module / subject. (Please continue overleaf if you wish)

**STUDENT FEEDBACK**

**COURSE QUESTIONNAIRE**

This questionnaire is designed to help us find out how you feel about your course in general. You may have different feelings about different parts of the course, but please record your overall impression.

*Please show how far you agree with each of these statements by* ***circling*** *your choice:* (4) agree completely, (3) agree mostly, (2) agree partly, (1) disagree completely. Circle N/A (Not Applicable) if you are unable to comment.

Course: Date:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Information and Guidance** | **Agree****Completely** | **Agree****Mostly** | **Agree****Partly** | **Disagree****Completely** | **N/A** |
| **1.** Information about the course was accurate.  | 4 | 3 | 2 | 1 | N/A |
| **2.** I received good advice before the course.  | 4 | 3 | 2 | 1 | N/A |
| **3.** Induction to the college / course was good.  | 4 | 3 | 2 | 1 | N/A |
| **4.** Induction to individual modules/subjects/units was good.  | 4 | 3 | 2 | 1 | N/A |
| **5.** The course overall met my needs.  | 4 | 3 | 2 | 1 | N/A |
| **6.** All parts of the course were relevant.  | 4 | 3 | 2 | 1 | N/A |
| **7.** The timing of classes was suitable.  | 4 | 3 | 2 | 1 | N/A |
| **8.** The course was well organized. | 4 | 3 | 2 | 1 | N/A |
| **9.** Teaching methods were effective.  | 4 | 3 | 2 | 1 | N/A |
| **10.** I did not repeat work that I’d covered before.  | 4 | 3 | 2 | 1 | N/A |
| **11.** I had chances to discuss my progress.  | 4 | 3 | 2 | 1 | N/A |
| **12.** Teachers provided support when I needed it. | 4 | 3 | 2 | 1 | N/A |
| **13.** I was made responsible for my own learning.  | 4 | 3 | 2 | 1 | N/A |
| **14.** I felt I was treated as an individual. | 4 | 3 | 2 | 1 | N/A |
| **15.** I feel that all students were treated equally. | 4 | 3 | 2 | 1 | N/A |
| **16.** Rooms used for teaching were suitable. | 4 | 3 | 2 | 1 | N/A |
| **17.** Teaching facilities and equipment were suitable. | 4 | 3 | 2 | 1 | N/A |
| **18.** Canteen, toilet and common room facilities were adequate. | 4 | 3 | 2 | 1 | N/A |
| **19.** I was told about relevant Health and Safety procedures.  | 4 | 3 | 2 | 1 | N/A |
| **20.** I was sure that Health and Safety procedureswere effective. | 4 | 3 | 2 | 1 | N/A |
| **21.** Where needed the library provided relevant material. | 4 | 3 | 2 | 1 | N/A |
|  **22.** Materials, eg. handouts, were well produced. | 4 | 3 | 2 | 1 | N/A |
| **23.** Materials were up-to-date/effective. | 4 | 3 | 2 | 1 | N/A |
| **24.** Assessments were reasonably well spaced. | 4 | 3 | 2 | 1 | N/A |
| **25.** There was good preparation for assessments. | 4 | 3 | 2 | 1 | N/A |
| **26.** There was a variety of types of assessment.  | 4 | 3 | 2 | 1 | N/A |
| **27.** Extra help was given willingly if I needed it.  | 4 | 3 | 2 | 1 | N/A |
| **28.** I knew about the appeals procedure.  | 4 | 3 | 2 | 1 | N/A |
| **29.** Advice about what to do next was available.  | 4 | 3 | 2 | 1 | N/A |

Other comments about the unit/module/subject. (Please continue overleaf if you wish)

**ANNUAL STUDENT EXPERIENCE SURVEY**

This survey is designed to find out what students think about the service provided by the College. Findings from the survey will be used to help us improve our service to students. Please tick the appropriate response.

**PLEASE HELP US BY FILLING IN THIS FORM**

|  |  |  |  |
| --- | --- | --- | --- |
| **Department:** | .................................................... | Course coordinator : | ............................................ |
| **Course Title:** | .................................................... |  |  |
| **FT / PT:** | .................................................... |  |  |

1. How useful was the information you received about EUSL and the courses you were interested in before becoming a student?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| *Very Useful* | *Quite Useful* | *Not Very Useful* | *Not Useful At All* | *Didn’t Receive / Request**Any* |
|  |  |  |  |  |

2. How satisfied are you with the advice and support available to students in the following areas?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | *Very Satisfied* | *Quite Satisfied* | *Not Very Satisfied* | *Not Satisfied At All* | *Haven’t Needed It* |
| Financial problems |  |  |  |  |  |
| Other personal issues |  |  |  |  |  |
| Course/study issues |  |  |  |  |  |
| Careers advice |  |  |  |  |  |

3. How has the course content, workload and learning experience compared to your expectations?

|  |  |  |  |
| --- | --- | --- | --- |
|  | *Just as Expected* | *Better than Expected* | *Not as Good as Expected* |
| Course content |  |  |  |
| Workload |  |  |  |
| Learning experience |  |  |  |

If you answered ‘not as good as expected’ for any of the above, please give a brief description of your reasons.

4. How would you rate the library resources available for your study needs?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | *Excellent* | *Good* | *Fair* | *Poor* | *Haven’t Used**Them* |
| Books / journals etc. |  |  |  |  |  |
| On-line resources |  |  |  |  |  |

5. When required, how satisfied have you been with your access to specialised equipment and computing facilities?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | *Very Satisfied* | *Quite Satisfied* | *Not Very Satisfied* | *Not Satisfied At All* | *Haven’t Used/**Needed Any* |
| Specialised equipment(eg lab / workshops) |  |  |  |  |  |
| Computing facilities |  |  |  |  |  |

**Please continue overleaf**

6. Do you receive parts of your course through internet (on-line) or video conferencing? If so, how satisfied have you been with this? If you do not receive your course through internet or video conferencing, please go onto Question 7.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | *Very Satisfied* | *Quite Satisfied* | *Not very Satisfied* | *Not Satisfied At All* | *Hasn’t Been Used* |
| Video conferencing |  |  |  |  |  |
| Audio conferencing |  |  |  |  |  |
| Computer based |  |  |  |  |  |
| VLE support |  |  |  |  |  |

Please give any comments on this aspect of teaching.

7. Do you receive regular, helpful feedback from teaching staff on your progress through your course?

|  |  |  |  |
| --- | --- | --- | --- |
| *Always* | *Sometimes* | *Rarely* | *Never* |
|  |  |  |  |

8. Do you feel you have been treated less favourably than other students because of age, gender, race and/or disability? ***(tick as many as apply to you)***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| *Age* | *Gender* | *Race* | *Disability* | *None* |
|  |  |  |  |  |

If you have ticked any of the above, please give a brief description of your experiences.

9. Would you recommend your course to others?

|  |  |  |
| --- | --- | --- |
| *Yes* | *No* | *Unsure* |
|  |  |  |

10. What is the best aspect of being a student with EUSL? Please give us your comments.

11. What could we do to most improve your student experience? Please give use your comments.

***Thank you for taking the time to complete this questionnaire. The findings of the survey will be made available to you, and used to review how EUSL can improve.***

**STUDENT INDUCTION QUESTIONNAIRE**

This survey is designed to find out information about the early experience of students on their courses. We will also be asking for your views on some of these points during your course. Findings from the survey will be used to help us improve the service we offer.

**PLEASE HELP US BY FILLING IN THIS FORM**

**Course Title: Section:**

|  |  |  |  |
| --- | --- | --- | --- |
| Computing & Administration | Engineering | Food Management& Hospitality | Gaelic |
| Health, Education& Social Studies | Humanities | Maritime & Construction |  |

**Level: Mode:**

Further

Education

Higher

Education

Full Time Part Time

**Did you attend an induction event for Session …………..?** Yes No

Please show how far you agree with the following statements: Agree Strongly, Agree Mostly, Disagree Strongly and Disagree Mostly. Cross Not Applicable if you are unable to comment.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Agree****Strongly** | **Agree****Mostly** | **Disagree****Strongly** | **Disagree****Mostly** | **Not****Applicable** |
| 1. Information, advice and guidance provided by staff was appropriate. |  |  |  |  |  |
| 2. College staff took account of my qualifications/experience when I was given advice before the course. |  |  |  |  |  |
| 3. Induction to the course was informativeand well organised. |  |  |  |  |  |
| 4. Induction encouraged interaction withmy peers. |  |  |  |  |  |
| 5. Induction helped me feel at ease with staff. |  |  |  |  |  |
| 6. I was given an outline of the courseprogramme for the year. |  |  |  |  |  |
| 7. I received reading lists for modules I amcurrently studying. |  |  |  |  |  |
| 8. A course information booklet wasissued and discussed with me. |  |  |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Agree****Strongly** | **Agree****Mostly** | **Disagree****Strongly** | **Disagree****Mostly** | **Not****Applicable** |
| 9. The course is well organised. |  |  |  |  |  |
| 10. Induction to individual modules/subjects/units was good. |  |  |  |  |  |
| 11. Written information is well organisedand presented. |  |  |  |  |  |
| 12. Teaching methods are effective. |  |  |  |  |  |
| 13. Lecturers provide support when I needit. |  |  |  |  |  |
| 14. I feel I am treated as an individual. |  |  |  |  |  |
| 15. I was given an induction to the libraryand learning resource centre. |  |  |  |  |  |
| 16. I was told about Health and Safetyprocedures relevant to my course. |  |  |  |  |  |
| 17. Teaching facilities and equipment aresuitable. |  |  |  |  |  |
| 18. Refreshments (food and drink) facilities are adequate. |  |  |  |  |  |
| 19. Toilet facilities are adequate. |  |  |  |  |  |
| 20. I was told about the learning support service. |  |  |  |  |  |
| 21. College/Academic rules and regulationswere explained clearly. |  |  |  |  |  |
| 22. I was told about the StudentAssociation. |  |  |  |  |  |
| 23. Overall I feel satisfied with my induction. |  |  |  |  |  |

**Please add any other comments about your first few weeks in the College below.**

**Thank you for your assistance**

**EMPLOYER SURVEY Session 20?? – 20??**

This survey is designed to find out the views of employers on the services provided by EUSL. Findings from the survey will be used to improve our services.

*Please say how far you agree with the following statements by circling your choice:* (4) agree completely, (3) agree mostly, (2) agree partly, (1) disagree completely. Circle N/A (Not Applicable) if you are unable to comment.

**Name: Date**:

**Organisation:**

**Position in Organisation:**

**Address:**

**Which type of programme or service do you use?**

*(you may need to tick more than one response)*

|  |  |  |  |
| --- | --- | --- | --- |
| Day release | Block release | Evening Class | Short course |
| Open learning | Take students on placement | Other (please specify below) |

Specific course/subject area:

Student name(s):

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Information and Guidance** | **Agree****Completely** | **Agree****Mostly** | **Agree****Partly** | **Disagree****Completely** | **N/A** |
| **1.** Information about the college and its courses is easy to obtain. | 4 | 3 | 2 | 1 | N/A |
| **2.** Information about the college and its courses is helpful. | 4 | 3 | 2 | 1 | N/A |
| **3.** The college provides sufficient information about its performance, eg. learner results. | 4 | 3 | 2 | 1 | N/A |
| **4.** The range of courses on offer meets your needs. | 4 | 3 | 2 | 1 | N/A |
| **5.** The college’s communication systems areeffective. | 4 | 3 | 2 | 1 | N/A |
| **6.** The learner attendance/progress information you receive from us is satisfactory. | 4 | 3 | 2 | 1 | N/A |
| **7.** The college’s arrangements for review ofprogrammes is effective. | 4 | 3 | 2 | 1 | N/A |

Please add any other comments about **information and guidance**:

**Please continue overleaf 🡺**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Courses and Teaching** | **Agree****Completely** | **Agree****Mostly** | **Agree****Partly** | **Disagree****Completely** | **N/A** |
| **8.** The courses on offer take account of the previous knowledge and skills of your employees. | 4 | 3 | 2 | 1 | N/A |
| **9.** Each course you use meets your needs. | 4 | 3 | 2 | 1 | N/A |
| **10.** The content of each course is relevant and up to date. | 4 | 3 | 2 | 1 | N/A |
| **11.** Each course is available at times and in places which suit your organisation. | 4 | 3 | 2 | 1 | N/A |
| **12.** Each course is well planned. | 4 | 3 | 2 | 1 | N/A |
| **13.** Links between on and off the job learning are effective. | 4 | 3 | 2 | 1 | N/A |

Please add any other comments about **courses and teaching**:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **College Facilities** | **Agree****Completely** | **Agree****Mostly** | **Agree****Partly** | **Disagree****Completely** | **N/A** |
| **14.** College Health and Safety policy is effective. | 4 | 3 | 2 | 1 | N/A |
| **15.** College premises are well signposted and easy to access. | 4 | 3 | 2 | 1 | N/A |
| **16.** The standard of premises and facilities is satisfactory. | 4 | 3 | 2 | 1 | N/A |
| **17.** The equipment used for training is appropriate. | 4 | 3 | 2 | 1 | N/A |

Please add any other comments about **college facilities**:

**Thank you for taking the time to complete this form.**

**Please return it in the envelope provided.**

 **STAFF QUESTIONNAIRE**

**Session**

This questionnaire is designed to help us find out your views.

*Please show how far you agree with each of these statements:* (4) agree completely, (3) agree mostly, (2) agree partly, (1) disagree completely. Cross N/A (Not Applicable) if you are unable to comment.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Agree****Completely** | **Agree****Mostly** | **Agree****Partly** | **Disagree****Completely** | **N/A** |

**College Management**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **1.** I clearly understand and agree with the mission and values of the University. |  |  |  |  |  |
| **2.** I clearly understand the expectations that myUniversity has of me. |  |  |  |  |  |
| **3.** My Supervisor has a clear understanding of my job and its responsibilities. |  |  |  |  |  |

**Quality Management**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **4.** The EUSL’s quality system is implemented effectively. |  |  |  |  |  |
| **5.** Staff are kept up to date and understand the quality policy, procedures and standards. |  |  |  |  |  |

**Continuing Professional Development (CPD)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **6.** I am satisfied that my job remit is appropriate, and uses to good effect my qualifications,experience and skill in relation to duties,responsibilities and quality standards. |  |  |  |  |  |
| **7.** I am satisfied that I received an adequate introduction to my current post (only for those appointed to a new job within the last 3 years). |  |  |  |  |  |
| **8.** I am satisfied that the EUSL is committed to my own CPD. |  |  |  |  |  |
| **9.** I am satisfied that my identified needs are met and acted upon through my professionalreview. |  |  |  |  |  |
| **10.** I am satisfied that CPD activities organised in college are effective. |  |  |  |  |  |

**Equal Opportunities**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **11.** I am satisfied that equal opportunities are ensured for all staff. |  |  |  |  |  |
| **12.** I am satisfied that the college’s EqualOpportunities Policy ensures that everyone eligible has an equal chance of benefiting from the services it provides. |  |  |  |  |  |
| **13.** I am aware of the college’s Equal OpportunitiesPolicy in the day-to-day operation of my job. |  |  |  |  |  |

 **Health and Safety**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **14.** | I am satisfied that the EUSL implements a current, up-to-date Health and Safety policy. |  |  |  |  |  |

**Please continue overleaf**  🞂

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Agree****Completely** | **Agree****Mostly** | **Agree****Partly** | **Disagree****Completely** | **N/A** |

**Communication and Administration**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **15.** I am satisfied that the University has effective communication systems both internally and withclients, learners and all key bodies. |  |  |  |  |  |
| **16.** I am satisfied that record-keeping in the University is effective and appropriate to its education andtraining services. |  |  |  |  |  |

**Learning & Teaching**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **17.** I am satisfied that Learning and Teaching is effectively supported. |  |  |  |  |  |
| **18.** I am satisfied that premises, facilities, equipment and materials are suitable for the range and number of learners, staff, visitors andeducation, training programmes and services. |  |  |  |  |  |

 **Student Appeals Procedure**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **19.** | I am satisfied that the college’s appealsprocedure for students is effectively communicated to all staff and students. |  |  |  |  |  |

**Additional Comments**

**Name**

**(optional)**

**Date**

**SHORT COURSE EVALUATION QUESTIONNAIRE (STUDENTS)**

This questionnaire is designed to help us find out your views and will help us to improve the service we offer.

*Please show how far you agree with each of these statements by* ***circling*** *your choice:*

(4) agree completely, (3) agree mostly, (2) agree partly, (1) disagree completely. Circle N/A (Not Applicable) if you are unable to comment.

**Course: Lecturer: Date:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Agree****Completely** | **Agree****Mostly** | **Agree****Partly** | **Disagree****Completely** | **N/A** |
| **1.** Information about the course was accurate. | 4 | 3 | 2 | 1 | N/A |
| **2.** The course overall met my needs. | 4 | 3 | 2 | 1 | N/A |
| **3.** All parts of the course were relevant. | 4 | 3 | 2 | 1 | N/A |
| **4.** The course was well organised. | 4 | 3 | 2 | 1 | N/A |
| **5.** Teaching methods were effective. | 4 | 3 | 2 | 1 | N/A |
| **6.** There was enough opportunity for discussion. | 4 | 3 | 2 | 1 | N/A |
| **7.** Rooms used for teaching were suitable. | 4 | 3 | 2 | 1 | N/A |
| **8.** Teaching facilities and equipment were suitable. | 4 | 3 | 2 | 1 | N/A |
| **9.** Catering facilities were satisfactory. | 4 | 3 | 2 | 1 | N/A |
| **10.** College premises are well signposted and easy to access. | 4 | 3 | 2 | 1 | N/A |
| **11.** I was told about relevant Health and Safety procedures. | 4 | 3 | 2 | 1 | N/A |
| **12.** Materials, eg. handouts, were well produced. | 4 | 3 | 2 | 1 | N/A |
| **13.** Materials were up-to-date/effective. | 4 | 3 | 2 | 1 | N/A |
| **14.** The equipment used for training was appropriate. | 4 | 3 | 2 | 1 | N/A |

**What is your overall evaluation of the course?**

Very satisfied Satisfied Dissatisfied Very Dissatisfied

**Can you make any suggestions for improvements to the course?**

**Other comments** *(please continue overleaf if required)*

**Thank you for taking the time to complete this questionnair**