Research Student Satisfaction Survey 2009

INTRODUCTION

This questionnaire is designed to determine your current level of satisfaction with your experience of UWS as a research student. Its purpose is to identify aspects of the University’s operation and services which are performing well and those which need improvement. We intend to follow up those areas which the majority of respondents identify as needing significant improvement. So, to ensure that your views are taken into account, please make every effort to fill out and return the questionnaire.

The survey is being undertaken by the University’s Office of Research Services in partnership with the UWS Office of Planning and Quality. A summary of the results will be published in early 2010 and will be available from the Office of Planning and Quality.

The data collected in this survey may be used in research aimed at improving the quality of learning and teaching at UWS. In reporting this research in presentations and publications individuals will never be identified.

INSTRUCTIONS

Your response to the survey will be confidential. Student ID’s are recorded for the purpose of follow up. Results of this survey will be published at UWS & College level only.

The Questionnaire is divided into a number of Sections. Section A seeks some background information about you. Sections B and C focus on the academic components of your research program. Sections D, E, F, G & H look at student administration, support and facilities. Section I covers the Research Higher Degree Candidature Essential Resources policy and Sections J and K cover the general student facilities and student association.

For each item, please fill in the box which best describes your rating of its importance and 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 you have not used any of the services listed in sections D to K, please fill in the NOT USED box. At the end of each section of the survey there is room to identify the best aspects of your current experience of that area and what most needs improvement.

If you wish to discuss any aspect of the survey, please contact Belinda Game via email surveys@uws.edu.au or on (02) 9678 7454.

A. PERSONAL DETAILS

Q1. Which campus do you spend most of your time on?

☐ Bankstown ☐ Campbelltown ☐ Paramatta ☐ Off Campus

☐ Blacktown ☐ Hawkesbury ☐ Penrith ☐ Other

Q2. Number of Leave of Absence (LOA) semesters - Including this semester, how many Leave of Absence (LOA) semesters have you taken since being enrolled in your current course at UWS?

☐ 0 ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9

B. ACADEMIC SUPPORT

With the following items we seek your views on the importance and current performance of various aspects of the academic support provided for you as a UWS research student. For each item, please fill in the box which best describes your rating of its importance to you and your experience of current performance.

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<th>IMPORTANCE</th>
<th>ITEMS</th>
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<tr>
<td>Not at all important</td>
<td>Moderately important</td>
<td>Essential</td>
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<td>Low</td>
<td>Medium/High</td>
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IN RELATION TO MY RESEARCH, MY SUPERVISOR(S):

1. Are available when I need them.

2. Give me sufficient support in defining my topic.

3. Give me sufficient support in planning my research work.

4. Give me sufficient support in doing literature searches.

5. Give me sufficient support in planning and writing my thesis.

6. Give me timely feedback when I submit written material.

7. Have clearly explained issues such as intellectual property, confidentiality, research ethics & plagiarism.

8. Have adequately explained the circumstances under which I might need Ethics Clearance from UWS or an external Committee.

9. Encourage me to publish my work.

10. Provide expert advice on my area of research.

11. Meet/s my expectations about agreed working protocols (eg., work turn-around, availability).

12. Manages the supervisory panel arrangement effectively.

13. Ensures that the supervisory panel oversees the research ethics clearly.

14. Assists me with judging my progress against an agreed timeline.

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IN RELATION TO MY THESIS, MY SUPERVISOR/S:

18. Help me to monitor my progress effectively
19. Provide relevant feedback from my supervisor/s on my progress overall

MY RESEARCH DEGREE PROMOTES THE DEVELOPMENT OF:

1. An ability to think critically
2. An ability to solve problems successfully
3. A capacity for creativity and innovation
4. Up-to-date knowledge and skills in my field
5. Ethical values in human and/or animal research
6. A respect for alternative viewpoints
7. Capacity to manage my time effectively
8. An ability to see how the outputs of my research might productively be used
9. The skills necessary to plan and undertake independent study and research
10. Knowledge of intellectual property issues such as copyright, patents, confidentiality
11. Skill in oral and written communication
12. Ability to contribute to scholarship in my discipline or field
13. The ability to work as a member of a team
14. An ability to handle the unexpected effectively
15. A capacity to contribute to the development of professional practice in my field
16. Understanding of the need for validity and accuracy in the conduct of research
17. Understanding of the need for presentation and discussion of work at scholarly meetings
18. Help me to monitor my progress effectively
19. Provide relevant feedback from my supervisor/s on my progress overall

THE ANNUAL PROGRESS REPORTS:

Please identify the best aspects of your experience at UWS.

Please identify the areas that most need improvement.

K. STUDENT ASSOCIATION AT UWS

The following questions concern a range of services and activities undertaken by the student union. For each item, please fill in the box which best describes your rating of its importance to you and your experience of current performance. If you have not used the service or if a question does not apply to you, fill in the NOT USED box.

Please identify the best aspects of your experience at UWS.

Please identify the areas that most need improvement.

Overall I am satisfied with my experience at UWS

Please identify the best aspects of your experience at UWS.

Please identify the areas that most need improvement.
### 1. RESEARCH HIGHER DEGREE CANDIDATURE ESSENTIAL RESOURCES POLICY

The following questions concern the University’s ‘Research Higher Degree Candidature Essential Resources’ Policy. All research students are covered by this policy.

If you have not received a copy of this policy please note this in the ‘Needs Improvement’ section for comments. For each item, please fill in the box which best describes your rating of its importance to you and your experience of current performance. If you have not used the service indicated or if a question does not apply to you, fill in the NOT USED box.

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#### Research Higher Degree Candidature Essential Resources Policy:
1. Provides adequate support in securing resources
2. Is well administered by my college
3. Encourages students to spend time on campus
4. Has been clearly explained and I know how to access the resources I am entitled to
5. Has clear pathways to follow in accessing resources
6. Allows equal access to resources to all students
7. Encourages learning and development
8. Is well administered by my college
9. Has been clearly explained and I know how to access the resources I am entitled to
10. Has clear pathways to follow in accessing resources

Please identify the areas that most need improvement.

### 2. 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. For each item, please fill in the box which best describes your rating of its importance to you and your experience of current performance. If you have not used the service or if a question does not apply to you, fill in the NOT USED box.

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#### UWS Connect and Other Service Providers
1. Food and beverage services
2. Bookshops
3. Retail outlets
4. Sports and Fitness Facilities
5. Sport and recreation activities and programs
6. Social Activities
7. Library
8. Computers
9. Sports Facilities
10. Food and Beverage services / outlets
11. Child Care
12. The Hive Student Union
13. Security Services
14. Parking
15. Religious Facilities
16. Public Transport

Please identify the best aspects of your experience at UWS.

Please identify the areas that most need improvement.

### 3. ADMINISTRATION & ACCESS

For the following items we seek your views on the importance and current performance of administrative processes and access to resources at UWS. For each item, please fill in the box which best describes your rating of its importance to you and your experience of current performance. If you have not used the service or if a question does not apply to you, fill in the NOT USED box.

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#### Administration
1. It was easy to find out how to prepare an application for admission
2. My college was helpful in finding potential supervisors for me
3. I had an easy time enroling and applying for grants
4. Re-enrolment processes are easy and convenient
5. My college is helpful when I have questions / problems
6. The Office of Research Services is helpful when I have questions / problems
7. The Office of Research Services Web page is a useful source of information and forms for downloading
8. Problems with administrative matters are effectively resolved
9. The Hive Student Union gives effective voice to postgraduate students’ interests on UWS committees

Please identify the best aspects of your experience at UWS.

Please identify the areas that most need improvement.

### 4. LIBRARY

The following items seek your views on the importance and performance of a range of services provided by UWS library. For each item, please fill in the box which best describes your rating of its importance to you and your experience of current performance. If you have not used the service or if a question does not apply to you, fill in the NOT USED box.

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Please identify the best aspects of your experience at UWS.

Please identify the areas that most need improvement.
### F. COMPUTING & INFRASTRUCTURE

The following items seek your views on the importance and performance of a range of computing infrastructure and research support services provided by UWS. For each item, please fill in the box which best describes your rating of its importance to you and your experience of current performance. If you have not used the service or if a question does not apply to you, fill in the NOT USED box.

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1. Quality of computing equipment
2. Quality of software
3. IT Help and Support
4. Availability of computers for loan
5. Technical support and repairs

### G. RESEARCH CULTURE

The following questions are in regards to the Research Culture at your College/Research Centre/School/Research Group. For each item, please fill in the box which best describes your rating of its importance to you and your experience of current performance. If you have not used the service or if a question does not apply to you, fill in the NOT USED box.

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1. My College/Research Centre/School/Research Group promotes a research culture
2. I feel included in College/Research Centre/School/Research Group culture.
3. The research culture of my College/Research Centre/School/Research Group is adequate for my needs.