

Student Satisfaction Survey Questions

Part 1 – Course Specific Questions

Q1. What is the name of the course you are about to complete?

Q2. Which of the following best describes your entry route to this course?

(You may choose more than one option if applicable)

q2.1 = Student who entered through CAO

q2.2 = Mature student

q2.3 = Transferee from another UL programme

q2.4 = Transferee from another 3rd level institution

q2.5 = Overseas student studying abroad

q2.6 = Other

1 = Selected, 0 = Not Selected

Q3. Course Delivery

q3.1 Learning materials made available on my course have enhanced my learning.

q3.2 The range and balance of approaches to teaching helped me to learn.

q3.3 The delivery of my course has been stimulating.

q3.4 My learning has benefited from the modules that are informed by current research.

q3.5 Practical activities on my course have helped me to learn.

1 = Definitely agree

2 = Mostly agree

3 = Neither agree nor disagree

4 = Mostly disagree

5 = Definitely disagree

6 = N/A

Q4. Course Workload

q4.1 The workload on my course is manageable.

q4.2 This course does not apply unnecessary pressure on me as a student.

q4.3 The volume of work on my course means that I can always complete it to my satisfaction.

q4.4 I am generally given enough time to understand the things I have to learn.

1 = Definitely agree

2 = Mostly agree

3 = Neither agree nor disagree

4 = Mostly disagree

5 = Definitely disagree

6 = N/A

Quality Support Unit

Q5. Course Content and Structure

- q5.1 All of the compulsory modules are relevant to my course.
q5.2 There is an appropriate range of options to choose from on my course.
q5.3 The modules of my course form a coherent integrated whole.

1 = Definitely agree
2 = Mostly agree
3 = Neither agree nor disagree
4 = Mostly disagree
5 = Definitely disagree
6 = N/A

Q6. Academic Support

- q6.1 I have received sufficient advice and support with my studies.
q6.2 I have been able to contact staff when I needed to.
q6.3 Good advice was available when I needed to make study choices.

1 = Definitely agree
2 = Mostly agree
3 = Neither agree nor disagree
4 = Mostly disagree
5 = Definitely disagree
6 = N/A

Q7. Course Organisation and Management

- q7.1 The timetable works efficiently as far as my activities are concerned.
q7.2 Any changes in the course or teaching have been communicated effectively.
q7.3 The course is well organised and is running smoothly.
q7.4 Communication between Course Director and students has been efficient and effective.

1 = Definitely agree
2 = Mostly agree
3 = Neither agree nor disagree
4 = Mostly disagree
5 = Definitely disagree
6 = N/A

Q8. Course Teaching Standard

- q8.1 Staff are good at explaining things.
q8.2 Staff have made the subject interesting.
q8.3 Staff are enthusiastic about what they are teaching.
q8.4 The course is intellectually stimulating.

1 = Definitely agree
2 = Mostly agree
3 = Neither agree nor disagree
4 = Mostly disagree
5 = Definitely disagree
6 = N/A

Quality Support Unit

Q9. Personal Development

q9.1 The course has helped me present myself with confidence.

q9.2 My communication skills have improved.

q9.3 As a result of the course, I feel confident in tackling unfamiliar problems.

1 = Definitely agree

2 = Mostly agree

3 = Neither agree nor disagree

4 = Mostly disagree

5 = Definitely disagree

6 = N/A

Q10. Intellectual Motivation

q10.1 I found the course motivating.

q10.2 The course has stimulated my interest in the field of study.

q10.3 The course has stimulated my enthusiasm for further learning.

1 = Definitely agree

2 = Mostly agree

3 = Neither agree nor disagree

4 = Mostly disagree

5 = Definitely disagree

6 = N/A

Q11. Are there any improvements UL should be making in relation to teaching and course management?

Part 2 – Assessment & Feedback

Q12. Student Assessment

q12.1 Teaching staff test what I have understood rather than what I have memorised.

q12.2 Assessment methods employed on my course require an in-depth understanding of the course content.

q12.3 Assessment arrangements and marking have been fair.

q12.4 The criteria used in marking have been clear in advance.

q12.5 The marking scheme for each module was published at the start of the semester.

1 = Definitely agree

2 = Mostly agree

3 = Neither agree nor disagree

4 = Mostly disagree

5 = Definitely disagree

6 = N/A

Quality Support Unit

Q13. Feedback to Students

q13.1 Feedback on my work has been prompt.

q13.2 I have received detailed comments on my work.

q13.3 Feedback on my work has helped me clarify things I did not understand.

1 = Definitely agree

2 = Mostly agree

3 = Neither agree nor disagree

4 = Mostly disagree

5 = Definitely disagree

6 = N/A

Q14. Feedback from Students

q14.1 I had adequate opportunities to provide feedback on all elements of my course.

q14.2 My feedback on the course has been listened to and valued.

q14.3 It is clear to me how students' comments on the course have been acted upon.

1 = Definitely agree

2 = Mostly agree

3 = Neither agree nor disagree

4 = Mostly disagree

5 = Definitely disagree

6 = N/A

Q15. Are there any improvements UL should be making in relation to assessment and feedback?

Part 3 – Resources, Placements & Careers

Q16. Learning resources

q16.1 The library resources and services are good enough for my needs.

q16.2 I have been able to access general IT resources when I needed to.

q16.3 I have been able to access specialised equipment, facilities or rooms when I needed to.

1 = Definitely agree

2 = Mostly agree

3 = Neither agree nor disagree

4 = Mostly disagree

5 = Definitely disagree

6 = N/A

Q17. Welfare Resources and Facilities

q17.1 There is sufficient provision of welfare and student services to meet my needs.

q17.2 When needed, the information and advice offered by welfare and student services has been helpful.

1 = Definitely agree

2 = Mostly agree

3 = Neither agree nor disagree

4 = Mostly disagree

5 = Definitely disagree

6 = N/A

Quality Support Unit

Q18. Work Placements (Coop, Clinical Placement, TP etc.)

- q18.1 I received sufficient support and advice from my institution about the organisation of my placements.
q18.2 My placements were valuable in helping my learning.
q18.3 My placements helped me to develop my skills in relation to my course.
q18.4 My placements helped me to develop my general life skills.
q18.5 My placements were a worthwhile use of my time.
q18.6 The taught part of my course was good preparation for my placements.

1 = Definitely agree

2 = Mostly agree

3 = Neither agree nor disagree

4 = Mostly disagree

5 = Definitely disagree

6 = N/A

Q19. Careers

- q19.1 As a result of my course, I believe that I have improved my career prospects.
q19.2 Good advice is available for making career choices.
q19.3 Good advice is available on further study opportunities.

1 = Definitely agree

2 = Mostly agree

3 = Neither agree nor disagree

4 = Mostly disagree

5 = Definitely disagree

6 = N/A

Q20. Are there any improvements UL should be making in relation to resources, placements and careers?

Part 4 – University Environment

Q21. Social Opportunities

- q21.1 I have had plenty of opportunities to interact socially with other students.
q21.2 I am satisfied with the range of clubs and societies on offer.
q21.3 I am satisfied with the range of entertainment and social events on offer.

1 = Definitely agree

2 = Mostly agree

3 = Neither agree nor disagree

4 = Mostly disagree

5 = Definitely disagree

6 = N/A

Quality Support Unit

Q22. The Physical Environment

- q22.1 Security has been satisfactory when attending classes.
- q22.2 My institution provides an appropriate environment in which to learn.
- q22.3 My institution provides an appropriate environment for personal development.

1 = Definitely agree

2 = Mostly agree

3 = Neither agree nor disagree

4 = Mostly disagree

5 = Definitely disagree

6 = N/A

Q23. Learning Community

- q23.1 I feel part of a group of students committed to learning.
- q23.2 I have been able to explore academic interests with other students.
- q23.3 I have learned to explore ideas confidently.
- q23.4 Within my course, I feel my suggestions and ideas are valued.
- q23.5 I feel part of an academic community in this university.

1 = Definitely agree

2 = Mostly agree

3 = Neither agree nor disagree

4 = Mostly disagree

5 = Definitely disagree

6 = N/A

Q24. Are there any improvements UL should be making in relation to the university environment?

Part 5 – Suggestions for Improvement

Q25. Overall satisfaction

- q25.1 I am satisfied with the quality of the course.
- q25.2 I am satisfied with the campus facilities.
- q25.3 I am satisfied that I chose to study at UL.

1 = Definitely agree

2 = Mostly agree

3 = Neither agree nor disagree

4 = Mostly disagree

5 = Definitely disagree

6 = N/A

Q26. Looking back on the UL experience, are there any particularly positive aspects you would like to highlight?

Q27. Looking back on the UL experience, are there any particularly negative aspects you would like to highlight?

Q28. Is there anything else that you would like to tell us about your time at UL?