Glencoe Institute of Higher Education

Student Survey

Purpose

This anonymous Survey enables students to provide feedback on the quality of teaching, learning experiences, student support services, and their overall experience at the Institute. The feedback collected supports ongoing monitoring, evaluation, and continuous improvement of academic and support services, in alignment with the Institute's *Quality Assurance Policy and Procedure*.

Responses are confidential and will be reported in aggregated form only.

Completed surveys may be submitted to the Student Services Officer at Glencoe Institute of Higher Education in person at Level 2, 100–104 Murray Street, Perth WA 6000, Australia, or via email to info@glencoeinstitute.com.au.

Student Information	
Course / Major:	Bachelor of Business Administration ☐ Accounting Major ☐ Information Systems Major ☐ Hospitality Management Major ☐ Marketing Major
Study Load:	☐ Full-Time ☐ Part-Time

Section A: Teaching and Learning (Subject-Level)

1. Teaching staff were well-prepared, organised, and communicated clearly.	☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☐ Strongly Agree ☐ Not Applicable
2. Teaching methods supported my learning and engagement.	☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☐ Strongly Agree ☐ Not Applicable
3. Assessment tasks were appropriate and aligned with learning outcomes.	☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☐ Strongly Agree ☐ Not Applicable

4. Feedback on assessments was timely and supported my learning.	☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☐ Strongly Agree ☐ Not Applicable
5. Overall, I am satisfied with the quality of teaching and learning in this subject.	☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☐ Strongly Agree ☐ Not Applicable

Section B: Academic Support and Learning Experience

6. I had access to academic support services appropriate to my course.	☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☐ Strongly Agree ☐ Not Applicable
7. Academic support services were helpful.	☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☐ Strongly Agree ☐ Not Applicable
8. The Institute provided clear information about support services.	☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☐ Strongly Agree ☐ Not Applicable
9. I felt supported to succeed in my studies.	☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☐ Strongly Agree ☐ Not Applicable
10. Overall, I am satisfied with the academic support provided by the Institute.	☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☐ Strongly Agree ☐ Not Applicable

Section C: Student Support and Wellbeing

11. The Institute provides appropriate student support and wellbeing services.	☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☐ Strongly Agree ☐ Not Applicable
12. Staff are approachable and responsive.	☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☐ Strongly Agree ☐ Not Applicable
13. Orientation and transition support assisted me.	☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☐ Strongly Agree ☐ Not Applicable
14. Support services are accessible when needed and responsive to the needs of students, including those studying off-campus.	☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☐ Strongly Agree ☐ Not Applicable
15. Overall, I am satisfied with the student support and wellbeing services provided by the Institute.	☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☐ Strongly Agree ☐ Not Applicable

Section D: Learning Environment

16. Facilities meet my learning needs.	☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☐ Strongly Agree ☐ Not Applicable
17. Online systems support my study effectively.	☐ Strongly Disagree ☐ Disagree

	☐ Neutral ☐ Agree ☐ Strongly Agree ☐ Not Applicable
18. Learning resources are accessible and adequate.	☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☐ Strongly Agree ☐ Not Applicable
19. The learning environment supports engagement.	☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☐ Strongly Agree ☐ Not Applicable
20. Overall, the learning environment is satisfactory.	☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☐ Strongly Agree ☐ Not Applicable

Section E: Engagement and Experience

21. I feel respected and included.	☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☐ Strongly Agree ☐ Not Applicable
22. The Institute provides opportunities for feedback.	☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☐ Strongly Agree ☐ Not Applicable
23. I am aware of the process for raising a grievance or appeal.	☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☐ Strongly Agree ☐ Not Applicable
24. Communication from the Institute is clear and timely.	☐ Strongly Disagree ☐ Disagree

	☐ Neutral ☐ Agree ☐ Strongly Agree ☐ Not Applicable
25. Overall, I am satisfied with my experience at Glencoe Institute of Higher Education.	☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☐ Strongly Agree ☐ Not Applicable

Section F: Open Feedback

26. What aspects of your teaching and learning experience have been most beneficial?
27. What improvements would you suggest for teaching, learning, or assessment?
28. What improvements would you suggest for student support services or wellbeing support?

29. Were there any challenges you experienced during your studies? If yes, please describe.
30. Please provide any additional comments or suggestions to improve your overall experience at Glencoe Institute of Higher Education.

Note on Data Reporting

Data reporting templates, including platforms such as SurveyMonkey or equivalent systems, will be used to analyse and present summary results of this survey. Survey findings will inform continuous improvement, quality assurance processes, and reporting to relevant academic governance bodies.